SQUIRE QUARTER 1 2016/17

		Period 1	Period 2	Period 3	Q1
QUARTER 1 2016/17	**Benchmark**	**Actual %**	**Actual %**	Actual %	**Average**
		Level	**Level**	Level	**performance**
Stations					
Ticket Office	99	99	100	99	99.33
Station Shelters	90	86	88	88	87.33
Station Seats	90	94	96	96	95.33
Station Lights	75	84	88	80	84.00
Station CCTV and Security	95	93	94	93	93.33
Station Graffiti	85	92	93	89	91.33
Litter and Contamination	95	90	92	91	91.00
Station Timetables and Information	99	99	98	97	98.00
Station Clocks	94	96	99	99	98.00
Station Posters	85	94	90	90	91.33
Public Announcement and CIS	95	97	96	96	96.33
Station Toilets	97	90	88	94	90.67
Car Parks and Taxi Ranks	90	95	93	94	94.00
Station Lifts and Escalators	90	92	93	91	92.00
Landscaping and Vegetation	90	100	99	100	99.67
Help Points, Telephones and Ticket Machines	90	80	87	88	85.00
Station Staff	95	99	100	99	99.33
	Benchmark	**Actual Service**	**Actual Service**	**Actual Service**	
Rolling Stock		**Level**	**Level**	**Level**	
Train Weather and Wind proofing	90	98	99	100	99.00
Train Seats, Racks and other Passenger Facilities	90	83	85	87	85.00
Train Lighting	95	93	94	93	93.33
Train Toilets	90	77	75	65	72.33
Train Graffiti	99	98	98	98	98.00
Train Cleanliness	96	98	97	97	97.33
Destination Boards and Passenger Information Displays	95	72	80	77	76.33
Train Heating/Ventilation	99	100	99	99	99.33
Train Posters/On - Train Information	95	89	92	92	91.00
Public Address	95	61	66	57	61.33
Train Doors	99	94	93	94	93.67
On - train CCTV	90	91	87	95	91.00
Seat Reservation System	95	71	62	78	70.33
On - Train Refreshment and Food Facilities	95	96	100	100	98.67
Passenger entertainment systems	97	100	100	100	100.00
Train staff and Customer Care	95	96	99	96	97.00
Ticket Inspection on Trains	97	98	100	98	98.67
Average overall percentage	**93.12**	**91.03**	**91.76**	**91.47**	**91.42**

		PERIOD 1	**PERIOD 2**	**PERIOD 3**	**QUARTER 1**
FINANCIAL RESULTS	**Before RPI**	**-153634**	**-92494**	**-116578**	**-362706**
	With RPI	**-155679**	**-93725**	**-118130**	**-367534**