

		Period 7	Period 8	Period 9	Q3
QUARTER 3 2016/17	Benchmark	Actual %	Actual %	Actual %	Average
		Level	Level	Level	performance
Stations					
Ticket Office	99	99	99	99	99.00
Station Shelters	90	91	91	91	91.00
Station Seats	90	95	94	94	94.33
Station Lights	75	82	87	87	85.33
Station CCTV and Security	95	88	92	92	90.67
Station Graffiti	85	89	88	88	88.33
Litter and Contamination	95	92	88	88	89.33
Station Timetables and Information	99	98	96	96	96.67
Station Clocks	94	100	100	100	100.00
Station Posters	85	88	77	77	80.67
Public Announcement and CIS	95	94	95	95	94.67
Station Toilets	97	90	93	93	92.00
Car Parks and Taxi Ranks	90	94	92	92	92.67
Station Lifts and Escalators	90	92	83	83	86.00
Landscaping and Vegetation	90	96	97	97	96.67
Help Points, Telephones and Ticket Machines	90	80	87	87	84.67
Station Staff	95	99	99	99	99.00
Rolling Stock					
	Benchmark	Actual Service	Actual Service	Actual Service	
		Level	Level	Level	
Train Weather and Wind proofing	99	97	99	99	98.33
Train Seats, Racks and other Passenger Facilities	90	89	88	88	88.33
Train Lighting	95	92	93	93	92.67
Train Toilets	90	68	64	64	65.33
Train Graffiti	99	99	98	98	98.33
Train Cleanliness	96	98	97	97	97.33
Destination Boards and Passenger Information Displays	95	86	91	91	89.33
Train Heating/Ventilation	99	100	99	99	99.33
Train Posters/On - Train Information	95	88	84	84	85.33
Public Address	95	86	88	88	87.33
Train Doors	99	94	93	93	93.33
On - train CCTV	90	98	98	98	98.00
Seat Reservation System	95	84	83	83	83.33
On - Train Refreshment and Food Facilities	95	100	100	100	100.00
Passenger entertainment systems	97	100	100	100	100.00
Train staff and Customer Care	95	94	98	98	96.67
Ticket Inspection on Trains	97	97	99	99	98.33
Average overall percentage	93.38	92.26	92.06	92.06	92.13

		PERIOD 7	PERIOD 8	PERIOD 9	QUARTER 2
FINANCIAL RESULTS	inc RPI	-128268	-154974	-157053	-440295