SQUIRE QUARTER 3 2015/16

		Period 7	Period 8	Period 9	Q3
	Benchmark(b)	Actual %	Actual %	Actual %	Average
		Level	Level	Level	performance
Stations					
Ticket Office	99	99	98	99	98.67
Station Shelters	90	87	88	86	87.00
Station Seats	90	96	97	96	96.33
Station Lights	75	81	87	81	83.00
Station CCTV and Security	95	91	93	92	92.00
Station Graffiti	85	90	95	93	92.67
Litter and Contamination	95	85	91	87	87.67
Station Timetables and Information	99	95	98	99	97.33
Station Clocks	94	98	97	99	98.00
Station Posters	85	94	95	95	94.67
Public Announcement and CIS	95	95	95	95	95.00
Station Toilets	97	84	87	88	86.33
Car Parks and Taxi Ranks	90	95	96	96	95.67
Station Lifts and Escalators	90	90	95	94	93.00
Landscaping and Vegetation	90	96	99	99	98.00
Help Points, Telephones and Ticket Machines	90	90	88	80	86.00
Station Staff	95	99	100	100	99.67
Ticket Office opening hours - TS (not Reported)					
Ticket Office opening hours - TS (reported)					
Ticket Office opening hours - ASR reported					
	Benchmark(b)	Actual Service	Actual Service	Actual Service	
Rolling Stock		Level	Level	Level	
Train Weather and Wind proofing	90	100	98	96	98.00
Train Seats, Racks and other Passenger Facilities	90	85	90	90	88.33
Train Lighting	95	96	95	94	95.00
Train Toilets	90	83	83	76	80.67
Train Graffiti	99	99	99	99	99.00
Train Cleanliness	96	99	98	96	97.67
Destination Boards and Passenger Information Displays	95	84	84	81	83.00
Train Heating/Ventilation	99	100	100	99	99.67
Train Posters/On - Train Information	95	90	95	95	93.33
Public Address	95	82	83	78	81.00
Train Doors	99	95	95	93	94.33
On - train CCTV	90	91	91	84	88.67
Seat Reservation System	95	90	100	92	94.00
On - Train Refreshment and Food Facilities	95	92	95	96	94.33
Passenger entertainment systems	97	100	99	98	99.00
Train staff and Customer Care	95	99	96	94	96.33
Ticket Inspection on Trains	97	99	98	97	98.00
Average overall percentage	**93.12**	**92.62**	**94.06**	**92.26**	**92.98**

		PERIOD 7	PERIOD 8	PERIOD 9	QUARTER 3
FINANCIAL RESULTS		**-106390**	**-56971**	**-136001**	**-299362**