

		Period 4	Period 5	Period 6	Q2
QUARTER 2 2016/17	Benchmark	Actual %	Actual %	Actual %	Average
		Level	Level	Level	performance
Stations					
Ticket Office	99	99	99	99	99.00
Station Shelters	90	87	90	93	90.00
Station Seats	90	93	94	96	94.33
Station Lights	75	81	85	85	83.67
Station CCTV and Security	95	88	92	88	89.33
Station Graffiti	85	90	90	91	90.33
Litter and Contamination	95	86	89	89	88.00
Station Timetables and Information	99	98	97	97	97.33
Station Clocks	94	99	99	99	99.00
Station Posters	85	92	93	89	91.33
Public Announcement and CIS	95	96	95	94	95.00
Station Toilets	97	92	87	89	89.33
Car Parks and Taxi Ranks	90	94	93	95	94.00
Station Lifts and Escalators	90	91	90	91	90.67
Landscaping and Vegetation	90	98	95	96	96.33
Help Points, Telephones and Ticket Machines	90	89	86	78	84.33
Station Staff	95	99	99	99	99.00
	Benchmark	Actual Service	Actual Service	Actual Service	
Rolling Stock		Level	Level	Level	
Train Weather and Wind proofing	90	97	98	98	97.67
Train Seats, Racks and other Passenger Facilities	90	89	86	88	87.67
Train Lighting	95	93	95	95	94.33
Train Toilets	90	77	80	68	75.00
Train Graffiti	99	98	97	99	98.00
Train Cleanliness	96	94	95	97	95.33
Destination Boards and Passenger Information Displays	95	91	89	87	89.00
Train Heating/Ventilation	99	100	100	100	100.00
Train Posters/On - Train Information	95	88	89	88	88.33
Public Address	95	81	83	84	82.67
Train Doors	99	94	93	94	93.67
On - train CCTV	90	93	91	93	92.33
Seat Reservation System	95	80	67	92	79.67
On - Train Refreshment and Food Facilities	95	100	96	100	98.67
Passenger entertainment systems	97	97	96	99	97.33
Train staff and Customer Care	95	98	95	97	96.67
Ticket Inspection on Trains	97	98	97	98	97.67
Average overall percentage	93.12	92.35	91.76	92.50	92.21

		PERIOD 4	PERIOD 5	PERIOD 6	QUARTER 2
FINANCIAL RESULTS	Before RPI	-154673	-183803	-137780	-476256
	With RPI	-156731	-186250	-139614	-482595