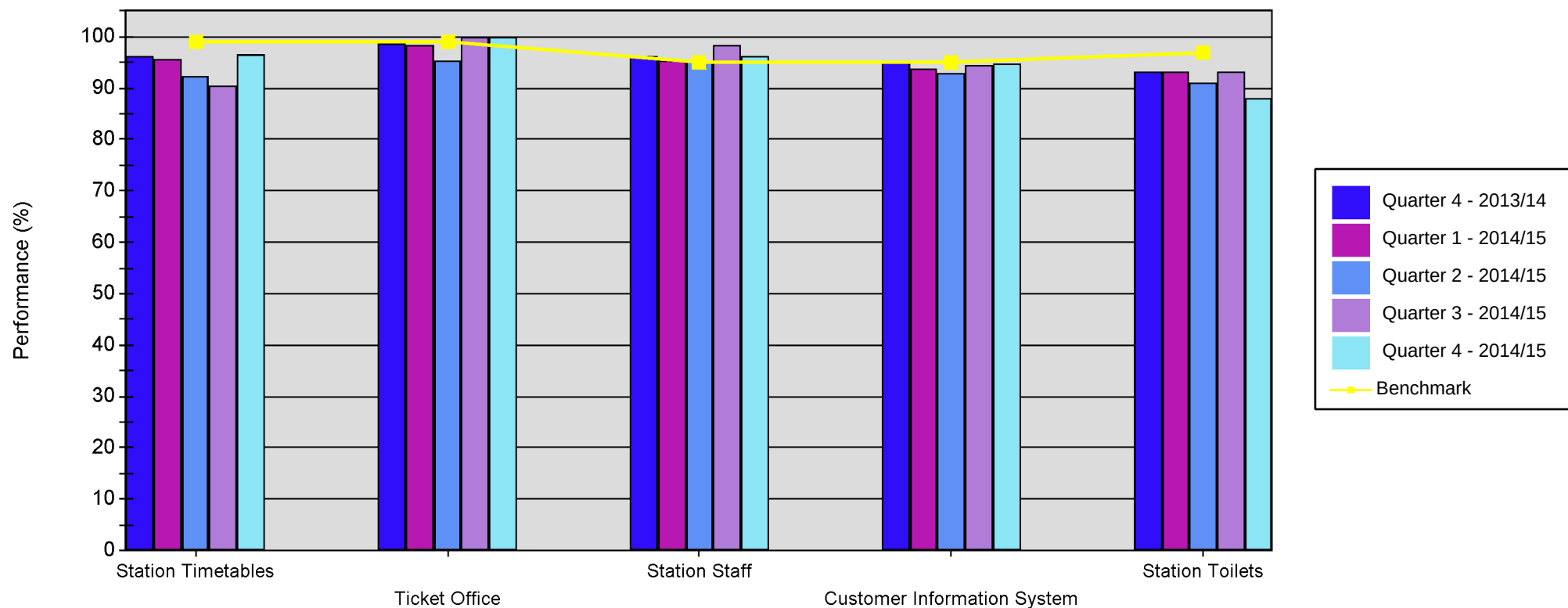


Quarterly SQUIRE Performance Report

Line of Route: Inver/ F Will/Aber/Edin/Glas- Lon Caledonian Sleep



	Station Timetables	Ticket Office	Station Staff	Customer Information System	Station Toilets
Quarter 4 - 2013/14	96.15	98.81	96.43	95.24	93.40
Quarter 1 - 2014/15	95.73	98.41	95.24	93.72	93.17
Quarter 2 - 2014/15	92.31	95.24	95.24	92.97	91.19
Quarter 3 - 2014/15	90.60	100.00	98.41	94.57	93.20
Quarter 4 - 2014/15	96.74	100.00	96.43	94.77	88.15
Benchmark	99.00	99.00	95.00	95.00	97.00