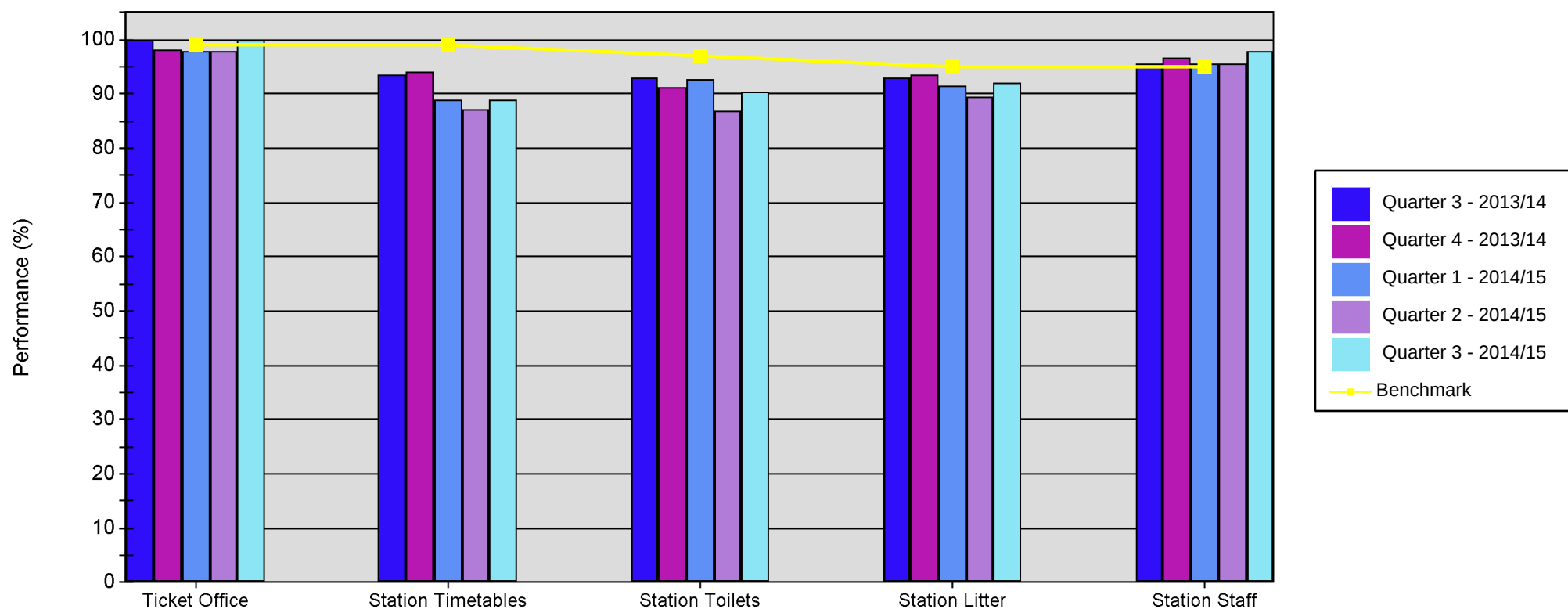


Quarterly SQUIRE Performance Report

Line of Route: Edinburgh/ Glasgow - Inverness



	Ticket Office	Station Timetables	Station Toilets	Station Litter	Station Staff
Quarter 3 - 2013/14	100.00	93.65	93.14	93.03	95.56
Quarter 4 - 2013/14	98.33	94.05	91.32	93.66	96.67
Quarter 1 - 2014/15	97.78	88.89	92.63	91.54	95.56
Quarter 2 - 2014/15	97.78	87.30	86.97	89.55	95.56
Quarter 3 - 2014/15	100.00	88.89	90.38	92.02	97.78
Benchmark	99.00	99.00	97.00	95.00	95.00