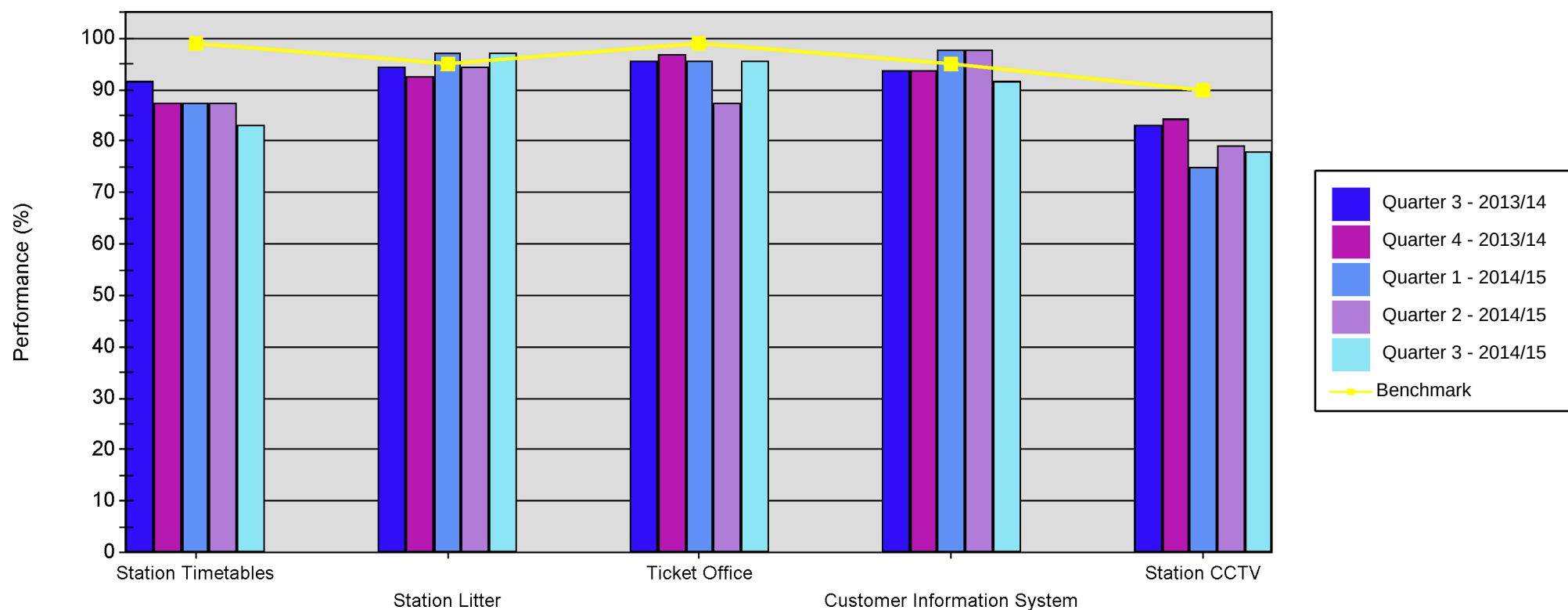


Quarterly SQUIRE Performance Report

Line of Route: Edinburgh - Glasgow via Falkirk



	Station Timetables	Station Litter	Ticket Office	Customer Information System	Station CCTV
Quarter 3 - 2013/14	91.67	94.44	95.83	93.75	83.33
Quarter 4 - 2013/14	87.50	92.71	96.88	93.75	84.38
Quarter 1 - 2014/15	87.50	97.22	95.83	97.92	75.00
Quarter 2 - 2014/15	87.50	94.44	87.50	97.92	79.17
Quarter 3 - 2014/15	83.33	97.22	95.83	91.67	77.98
Benchmark	99.00	95.00	99.00	95.00	90.00