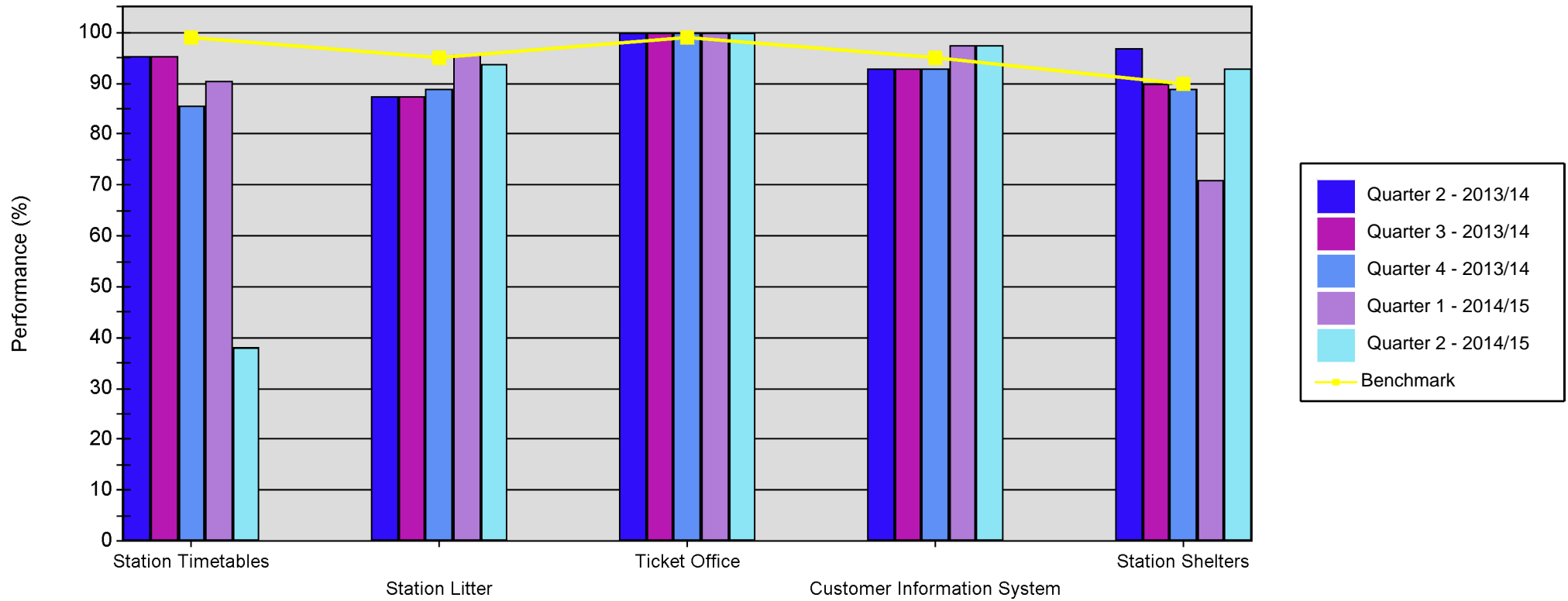


# Quarterly SQUIRE Performance Report

## Line of Route: Edinburgh-North Berwick



|                     | Station Timetables | Station Litter | Ticket Office | Customer Information System | Station Shelters |
|---------------------|--------------------|----------------|---------------|-----------------------------|------------------|
| Quarter 2 - 2013/14 | 95.24              | 87.50          | 100.00        | 92.86                       | 96.96            |
| Quarter 3 - 2013/14 | 95.24              | 87.50          | 100.00        | 92.86                       | 89.86            |
| Quarter 4 - 2013/14 | 85.71              | 89.06          | 100.00        | 92.86                       | 89.13            |
| Quarter 1 - 2014/15 | 90.48              | 95.83          | 100.00        | 97.62                       | 71.01            |
| Quarter 2 - 2014/15 | 38.10              | 93.75          | 100.00        | 97.62                       | 93.00            |
| <b>Benchmark</b>    | 99.00              | 95.00          | 99.00         | 95.00                       | 90.00            |