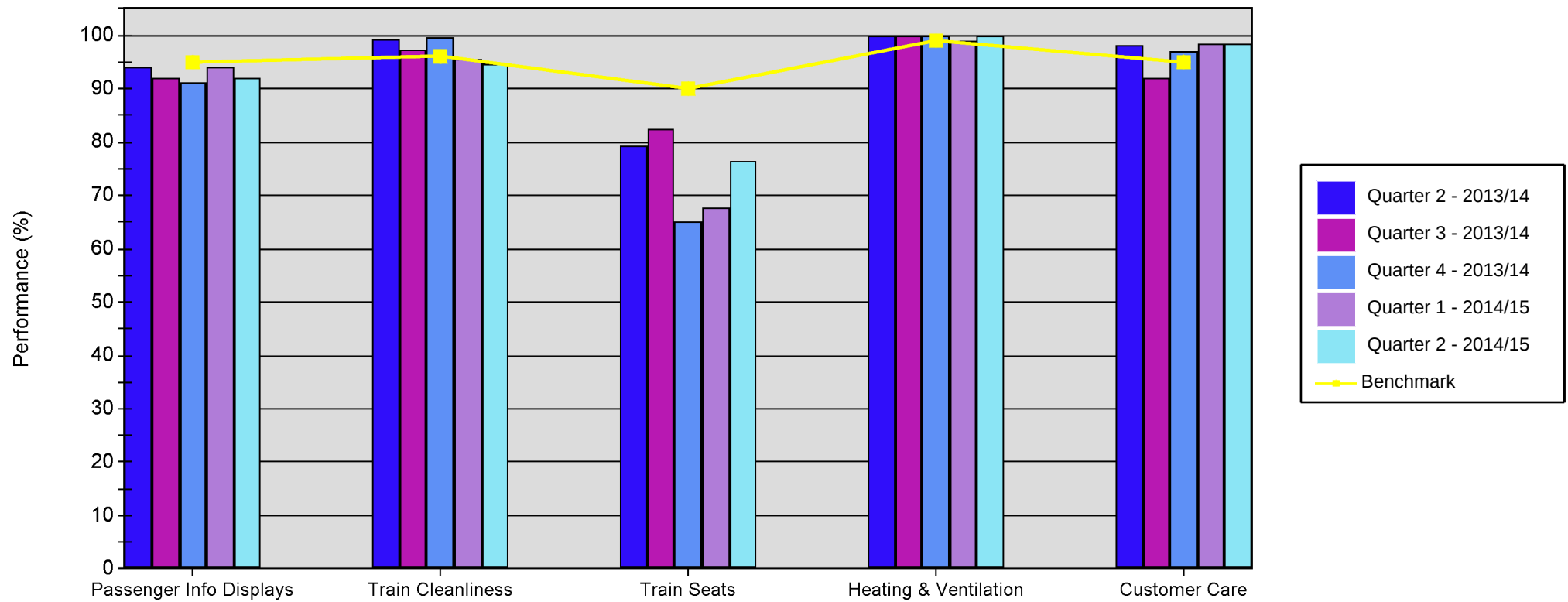


Quarterly SQUIRE Performance Report

Train Class: Class 320



	Passenger Info Displays	Train Cleanliness	Train Seats	Heating & Ventilation	Customer Care
Quarter 2 - 2013/14	94.03	99.31	79.20	100.00	98.04
Quarter 3 - 2013/14	91.98	97.41	82.59	100.00	92.22
Quarter 4 - 2013/14	91.19	99.64	65.07	100.00	97.05
Quarter 1 - 2014/15	94.18	95.61	67.68	98.94	98.41
Quarter 2 - 2014/15	91.97	94.83	76.30	100.00	98.33
Benchmark	95.00	96.00	90.00	99.00	95.00