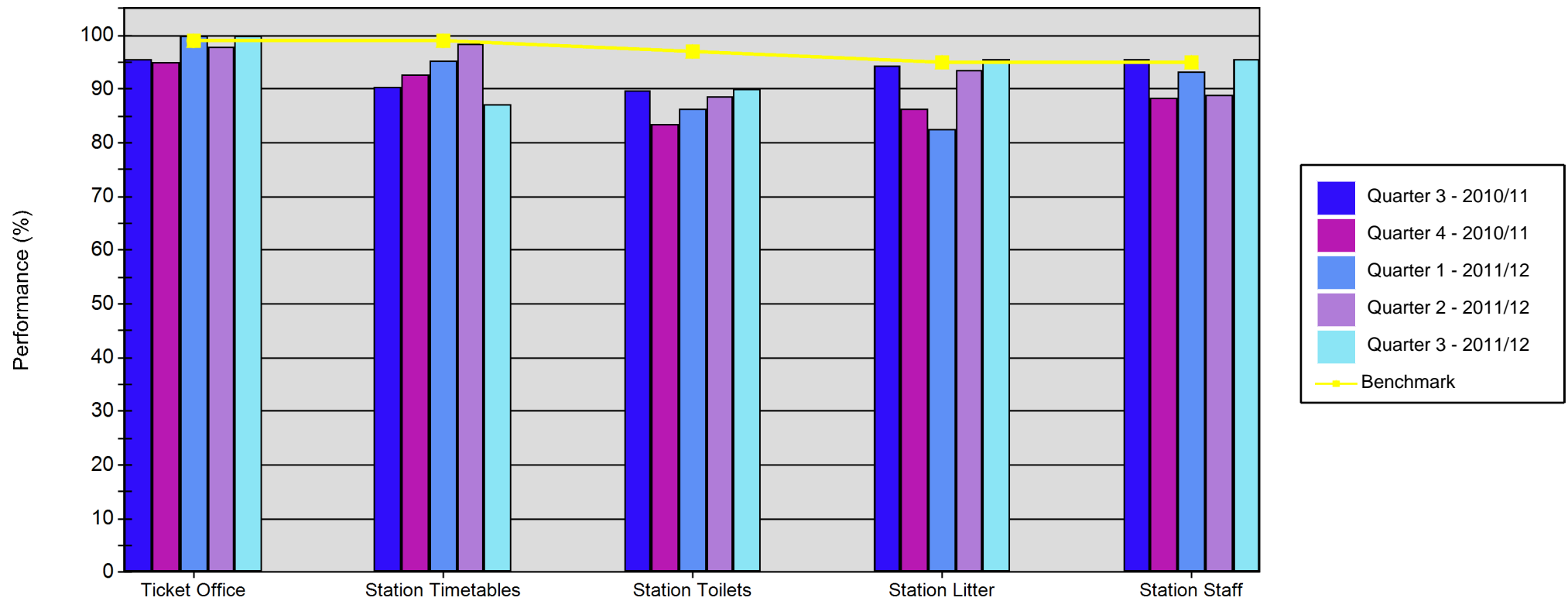


# Quarterly SQUIRE Performance Report

## Line of Route: Edinburgh/ Glasgow - Inverness



	Ticket Office	Station Timetables	Station Toilets	Station Litter	Station Staff
Quarter 3 - 2010/11	95.56	90.48	89.80	94.44	95.56
Quarter 4 - 2010/11	95.00	92.61	83.39	86.48	88.33
Quarter 1 - 2011/12	100.00	95.24	86.46	82.59	93.33
Quarter 2 - 2011/12	97.78	98.41	88.76	93.53	88.89
Quarter 3 - 2011/12	100.00	87.30	89.99	95.52	95.56
<b>Benchmark</b>	99.00	99.00	97.00	95.00	95.00