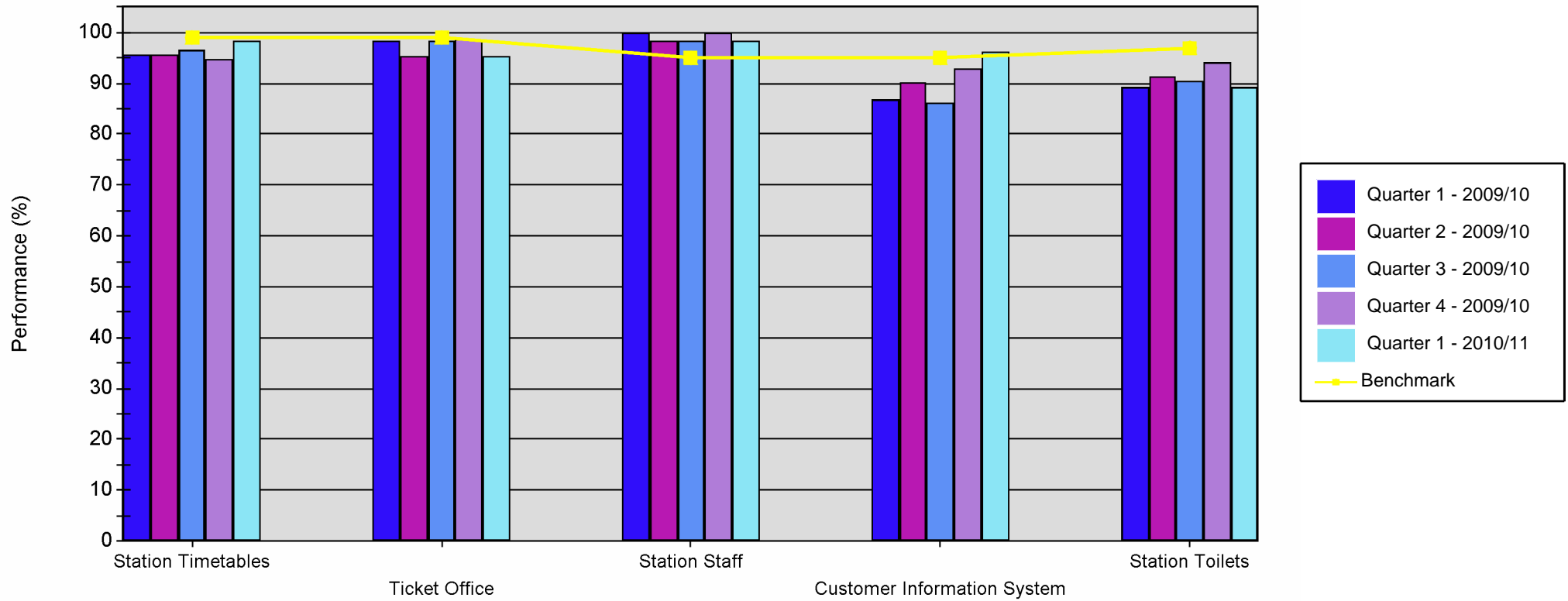


# Quarterly SQUIRE Performance Report

## Line of Route: Inver/ F Will/Aber/Edin/Glas- Lon Caledonian Sleep



	Station Timetables	Ticket Office	Station Staff	Customer Information System	Station Toilets
Quarter 1 - 2009/10	95.73	98.41	100.00	86.87	89.43
Quarter 2 - 2009/10	95.73	95.24	98.41	90.06	91.39
Quarter 3 - 2009/10	96.58	98.41	98.41	86.38	90.38
Quarter 4 - 2009/10	94.87	98.81	100.00	93.05	94.23
Quarter 1 - 2010/11	98.29	95.24	98.41	96.23	89.19
<b>Benchmark</b>	99.00	99.00	95.00	95.00	97.00