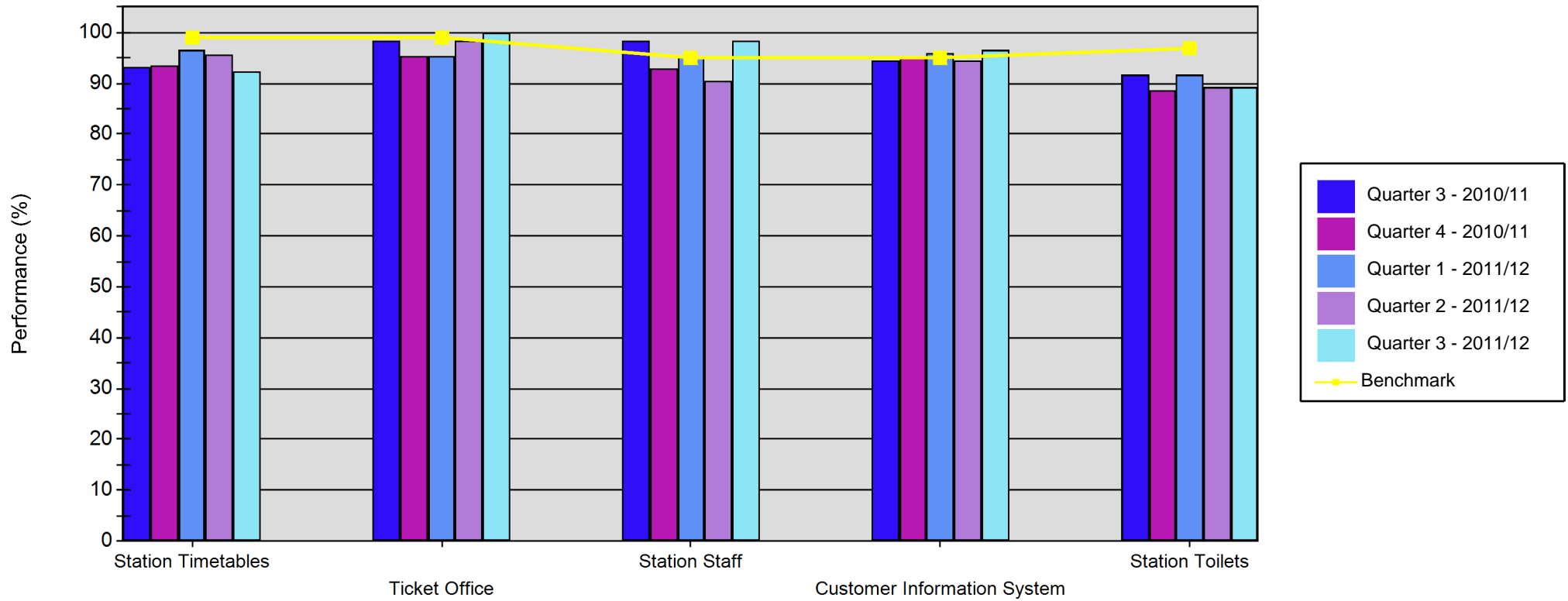


Quarterly SQUIRE Performance Report

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



	Station Timetables	Ticket Office	Station Staff	Customer Information System	Station Toilets
Quarter 3 - 2010/11	93.16	98.41	98.41	94.57	91.79
Quarter 4 - 2010/11	93.54	95.24	92.86	95.35	88.70
Quarter 1 - 2011/12	96.58	95.24	95.24	96.12	91.67
Quarter 2 - 2011/12	95.73	98.41	90.48	94.39	89.25
Quarter 3 - 2011/12	92.31	100.00	98.41	96.75	89.16
Benchmark	99.00	99.00	95.00	95.00	97.00