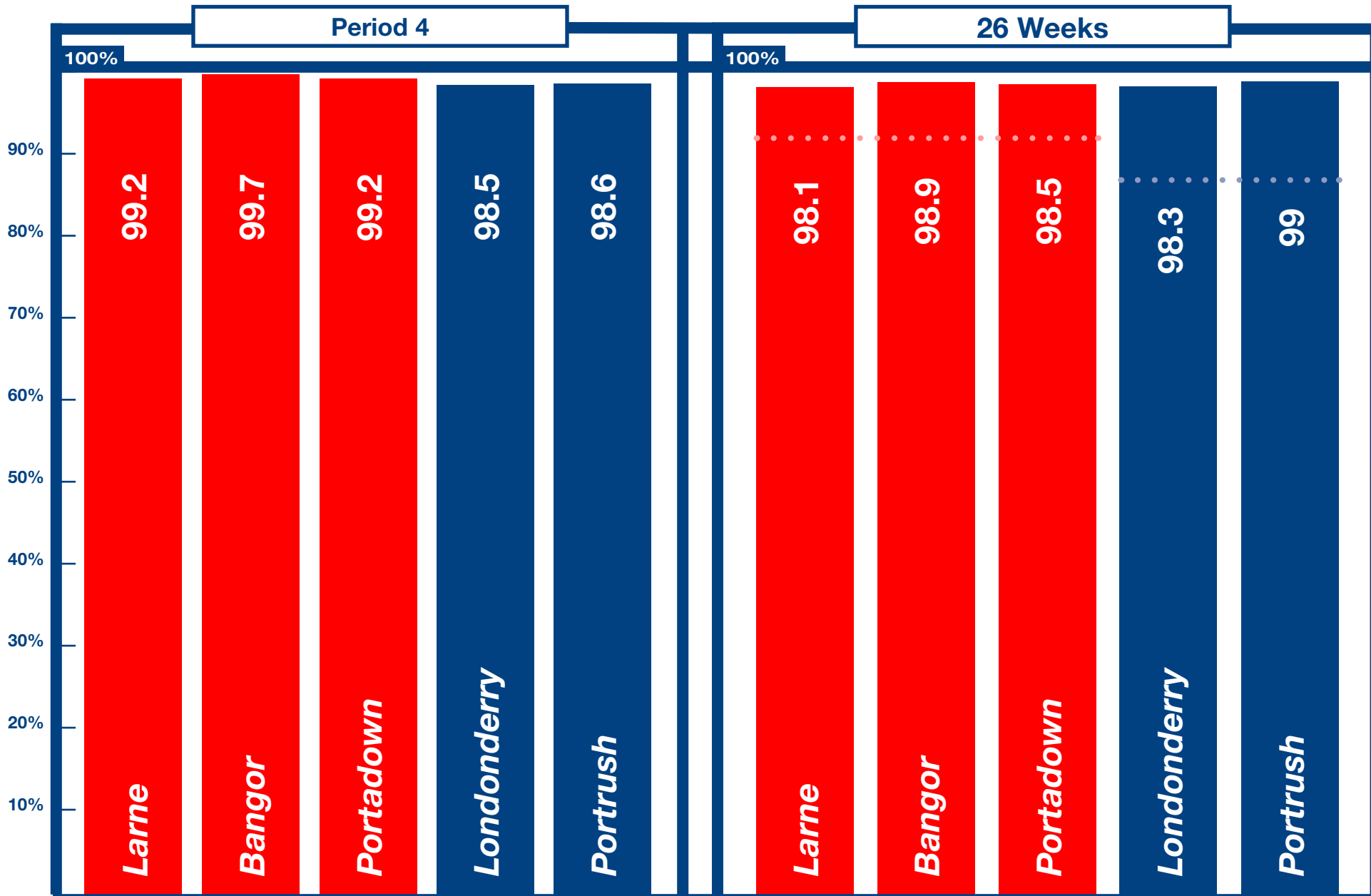


# Being On Time



| KEY                            | Within 5 Minutes | Within 10 Minutes | Discounts Apply Below                              |
|--------------------------------|------------------|-------------------|--|
| TARGET                         | 95%              | 90%               | 92% within 5 mins – based on 26wk rolling average  |
| DISCOUNT TRIGGER (26wk period) | 92%              | 87%               | 87% within 10 mins – based on 26wk rolling average |

The 26 Week Rolling Average target was achieved on all lines.