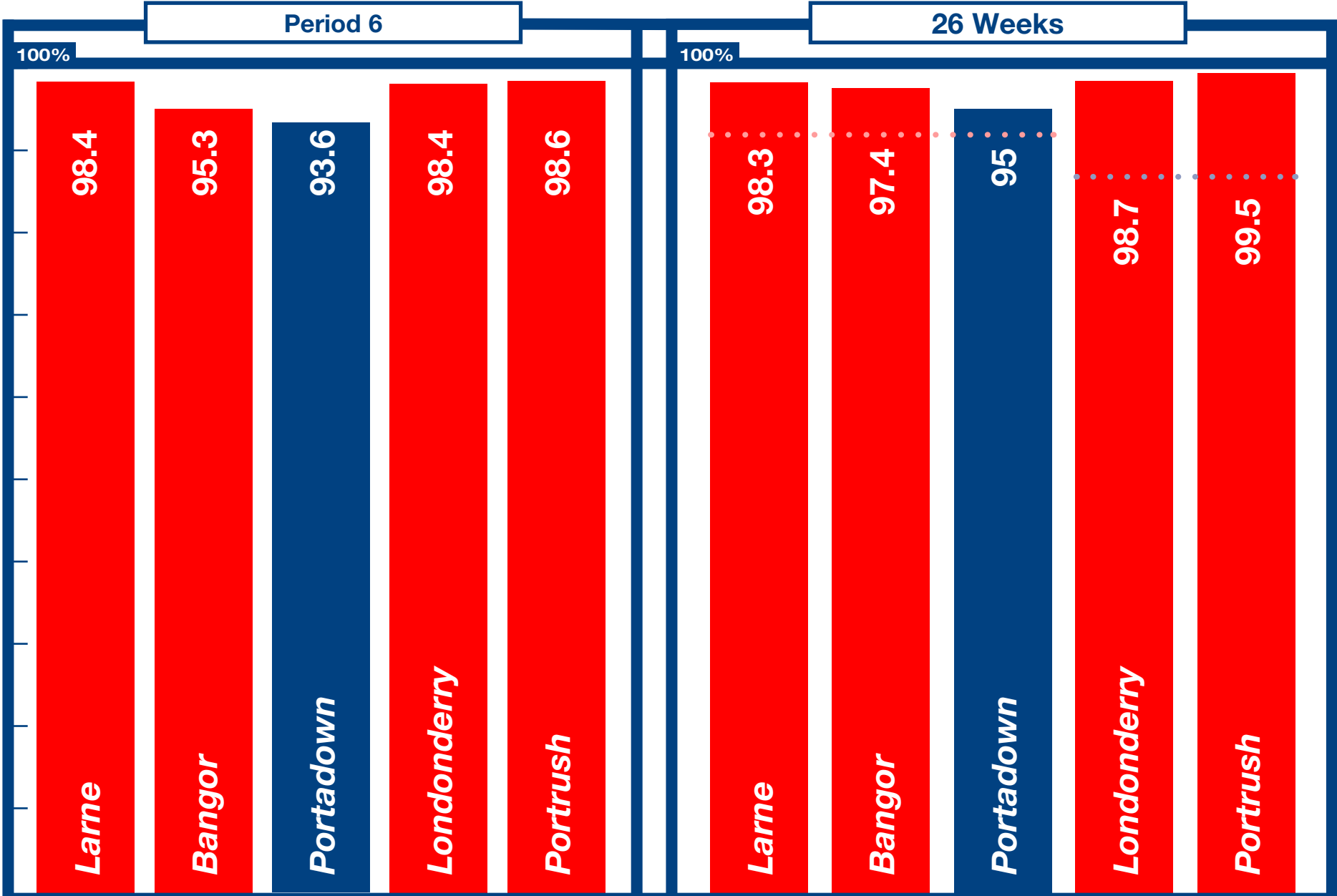


Being On Time



KEY	Within 5 Minutes	Within 10 Minutes
TARGET	95%	90%
DISCOUNT TRIGGER (26wk period)	92%	87%

Discounts Apply Below
92% within 5 mins –
based on 26wk
rolling average

•••••

Discounts Apply Below
87% within 10 mins –
based on 26wk
rolling average

•••••

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