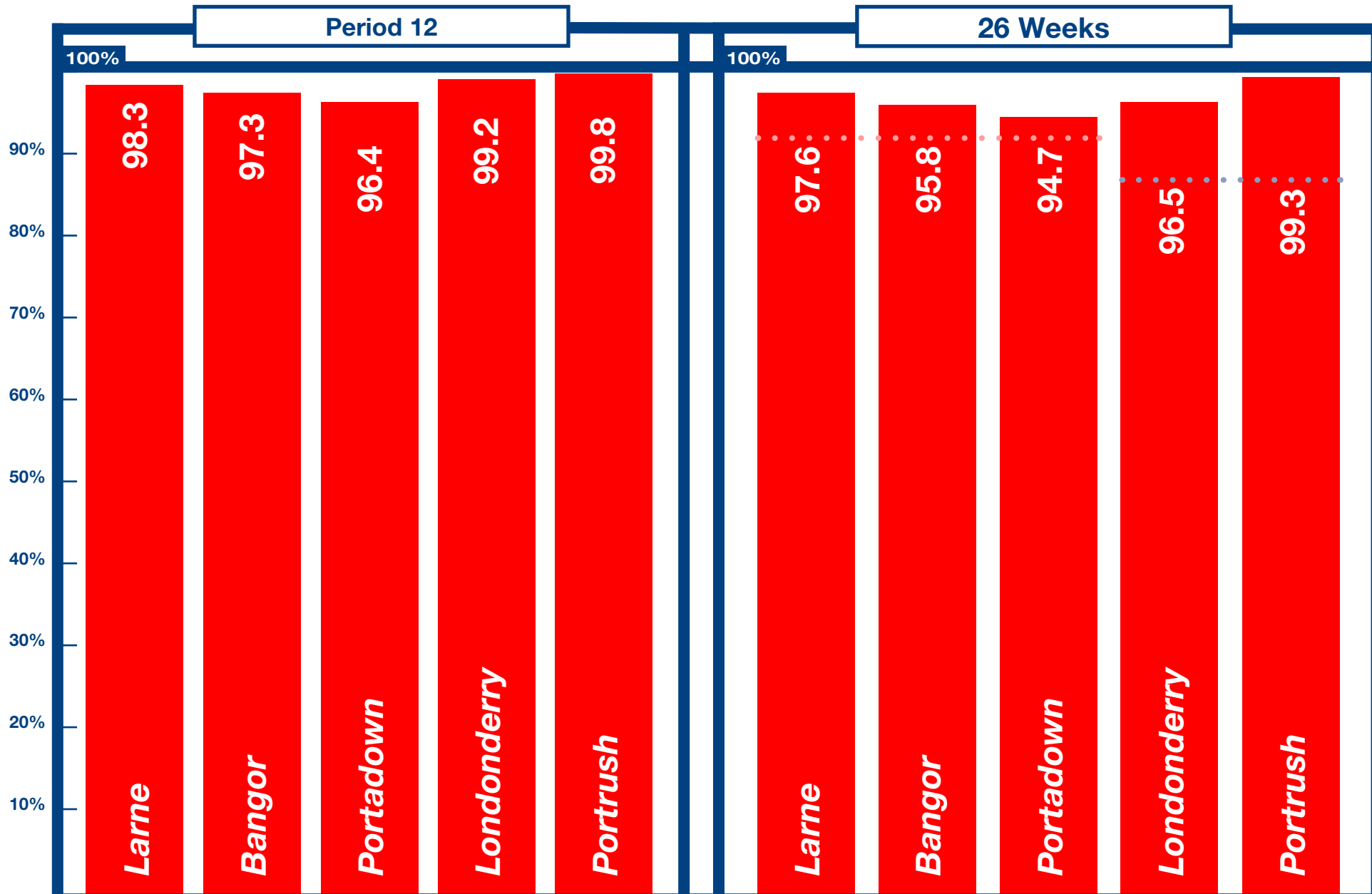


Being On Time



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

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