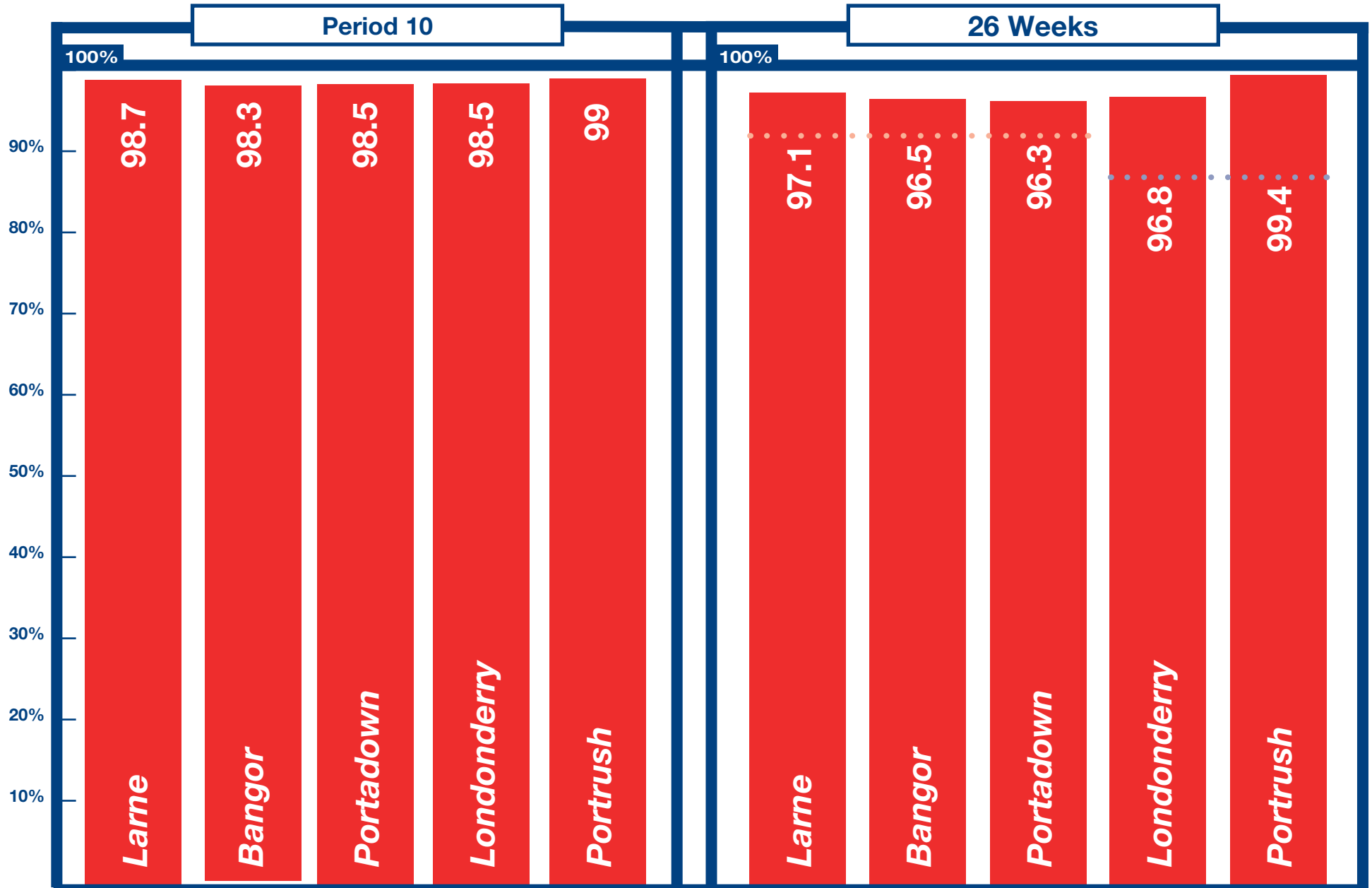


Being On Time

Delay Repay Performance – applicable for Monthly & Annual tickets purchased up to the 19th March 2019



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	95%	90%	•••••	•••••
DISCOUNT TRIGGER (26wk period)	92%	87%		

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