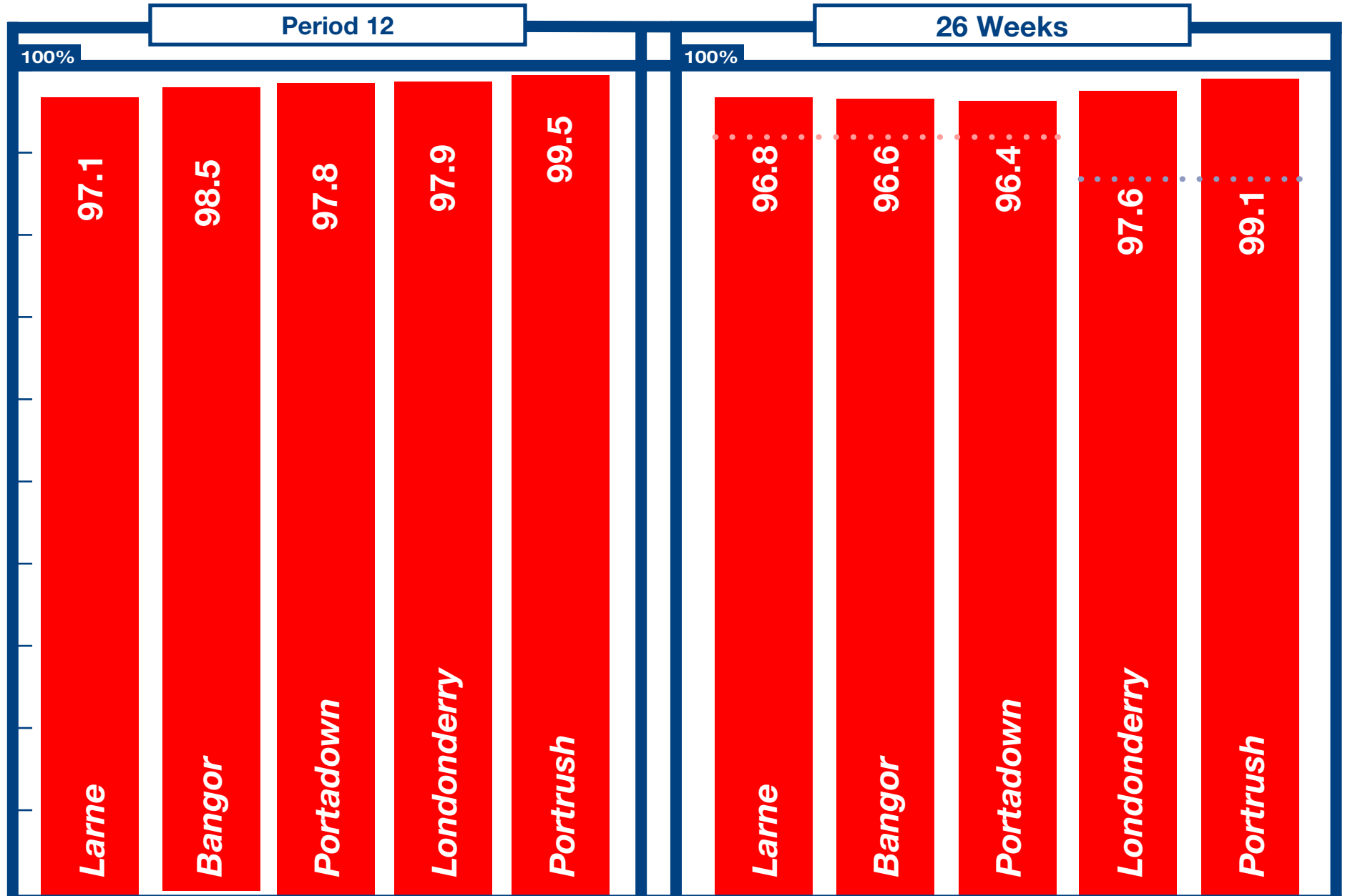


# Being On Time

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



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.