

|                                                       |              | Period 4       | Period 5       | Period 6       | Q2           |
|-------------------------------------------------------|--------------|----------------|----------------|----------------|--------------|
| QUARTER 2 2016/17                                     | Benchmark    | Actual %       | Actual %       | Actual %       | Average      |
|                                                       |              | Level          | Level          | Level          | performance  |
| <b>Stations</b>                                       |              |                |                |                |              |
| Ticket Office                                         | 99           | 99             | 99             | 99             | 99.00        |
| Station Shelters                                      | 90           | 87             | 90             | 93             | 90.00        |
| Station Seats                                         | 90           | 93             | 94             | 96             | 94.33        |
| Station Lights                                        | 75           | 81             | 85             | 85             | 83.67        |
| Station CCTV and Security                             | 95           | 88             | 92             | 88             | 89.33        |
| Station Graffiti                                      | 85           | 90             | 90             | 91             | 90.33        |
| Litter and Contamination                              | 95           | 86             | 89             | 89             | 88.00        |
| Station Timetables and Information                    | 99           | 98             | 97             | 97             | 97.33        |
| Station Clocks                                        | 94           | 99             | 99             | 99             | 99.00        |
| Station Posters                                       | 85           | 92             | 93             | 89             | 91.33        |
| Public Announcement and CIS                           | 95           | 96             | 95             | 94             | 95.00        |
| Station Toilets                                       | 97           | 92             | 87             | 89             | 89.33        |
| Car Parks and Taxi Ranks                              | 90           | 94             | 93             | 95             | 94.00        |
| Station Lifts and Escalators                          | 90           | 91             | 90             | 91             | 90.67        |
| Landscaping and Vegetation                            | 90           | 98             | 95             | 96             | 96.33        |
| Help Points, Telephones and Ticket Machines           | 90           | 89             | 86             | 78             | 84.33        |
| Station Staff                                         | 95           | 99             | 99             | 99             | 99.00        |
|                                                       |              |                |                |                |              |
|                                                       |              |                |                |                |              |
| <b>Rolling Stock</b>                                  | Benchmark    | Actual Service | Actual Service | Actual Service |              |
|                                                       |              | Level          | Level          | Level          |              |
| Train Weather and Wind proofing                       | 90           | 97             | 98             | 98             | 97.67        |
| Train Seats, Racks and other Passenger Facilities     | 90           | 89             | 86             | 88             | 87.67        |
| Train Lighting                                        | 95           | 93             | 95             | 95             | 94.33        |
| Train Toilets                                         | 90           | 77             | 80             | 68             | 75.00        |
| Train Graffiti                                        | 99           | 98             | 97             | 99             | 98.00        |
| Train Cleanliness                                     | 96           | 94             | 95             | 97             | 95.33        |
| Destination Boards and Passenger Information Displays | 95           | 91             | 89             | 87             | 89.00        |
| Train Heating/Ventilation                             | 99           | 100            | 100            | 100            | 100.00       |
| Train Posters/On - Train Information                  | 95           | 88             | 89             | 88             | 88.33        |
| Public Address                                        | 95           | 81             | 83             | 84             | 82.67        |
| Train Doors                                           | 99           | 94             | 93             | 94             | 93.67        |
| On - train CCTV                                       | 90           | 93             | 91             | 93             | 92.33        |
| Seat Reservation System                               | 95           | 80             | 67             | 92             | 79.67        |
| On - Train Refreshment and Food Facilities            | 95           | 100            | 96             | 100            | 98.67        |
| Passenger entertainment systems                       | 97           | 97             | 96             | 99             | 97.33        |
| Train staff and Customer Care                         | 95           | 98             | 95             | 97             | 96.67        |
| Ticket Inspection on Trains                           | 97           | 98             | 97             | 98             | 97.67        |
| <b>Average overall percentage</b>                     | <b>93.12</b> | <b>92.35</b>   | <b>91.76</b>   | <b>92.50</b>   | <b>92.21</b> |

|                          |            | PERIOD 4 | PERIOD 5 | PERIOD 6 | QUARTER 2 |
|--------------------------|------------|----------|----------|----------|-----------|
| <b>FINANCIAL RESULTS</b> | Before RPI | -154673  | -183803  | -137780  | -476256   |
|                          | With RPI   | -156731  | -186250  | -139614  | -482595   |