

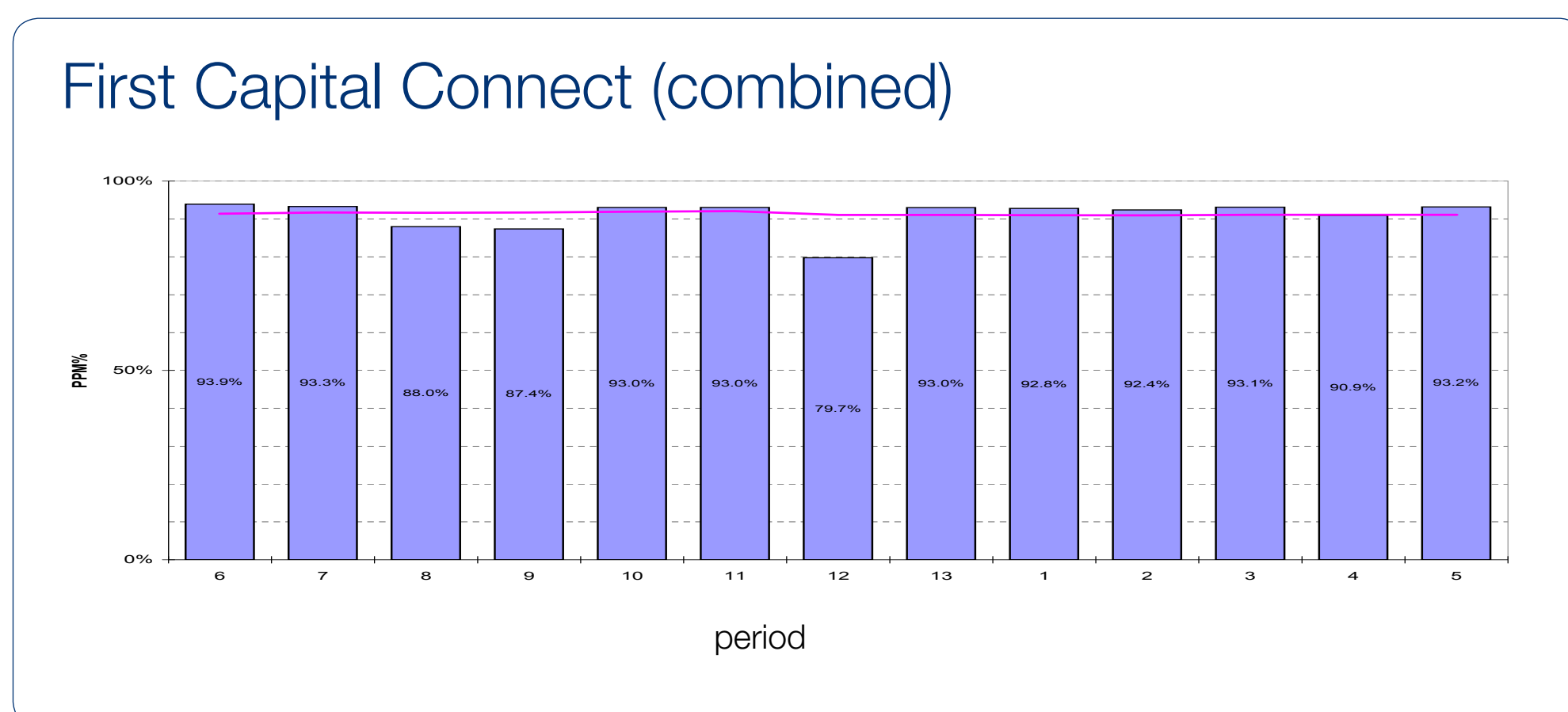
How are we doing?

Train running figures for First Capital Connect services over the period below

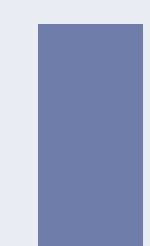
Period 5: 26 July to 22 August 2009

Public performance measure:

(% of planned train services that were less than 5 minutes late at final destination)



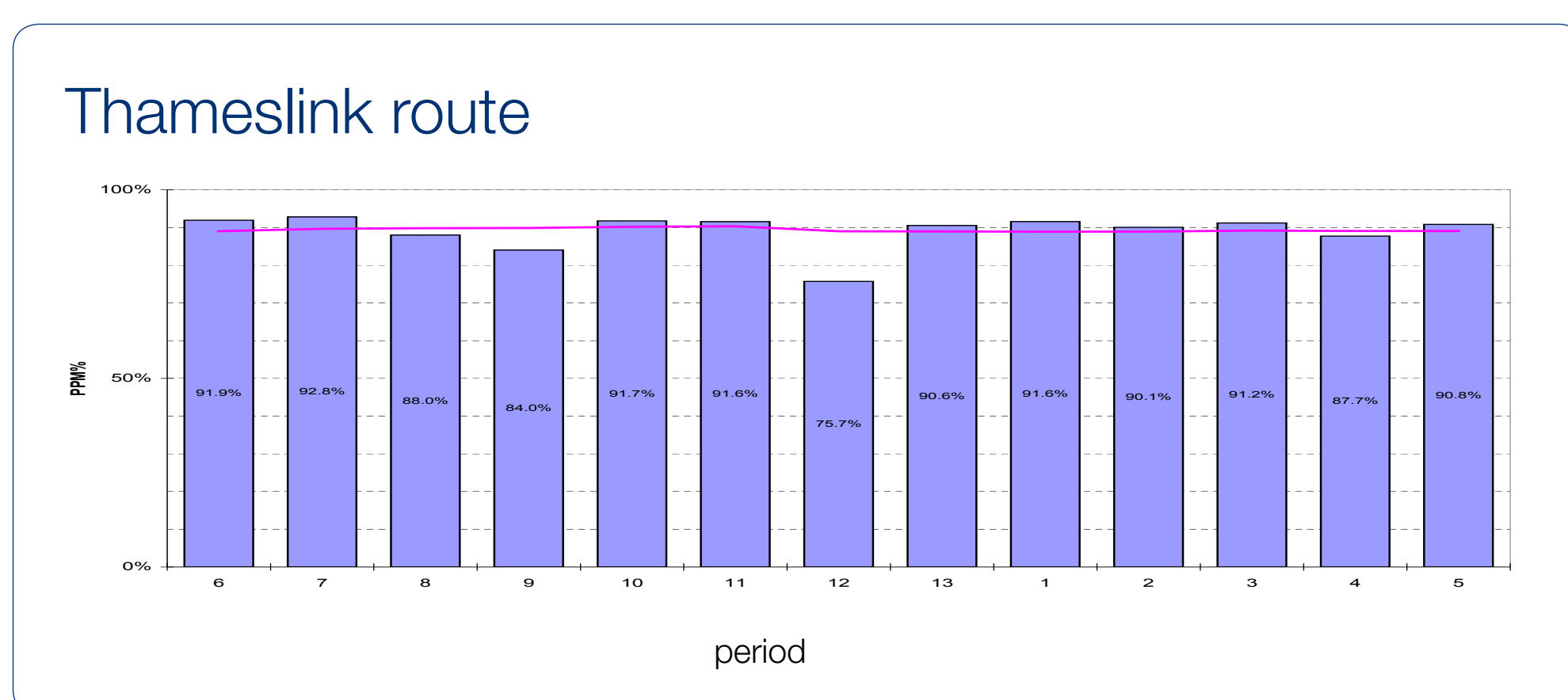
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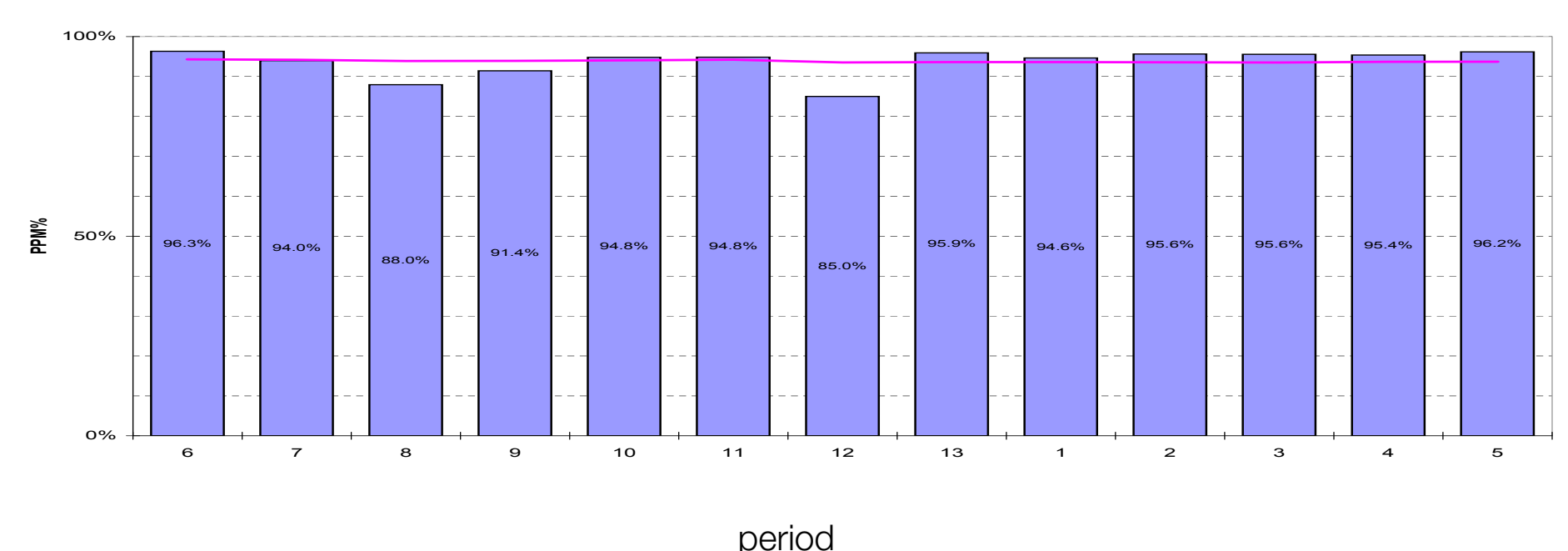
Public Performance Measure - % of planned train services less than 5 minutes late at their destination



Moving annual average Public Performance Measure

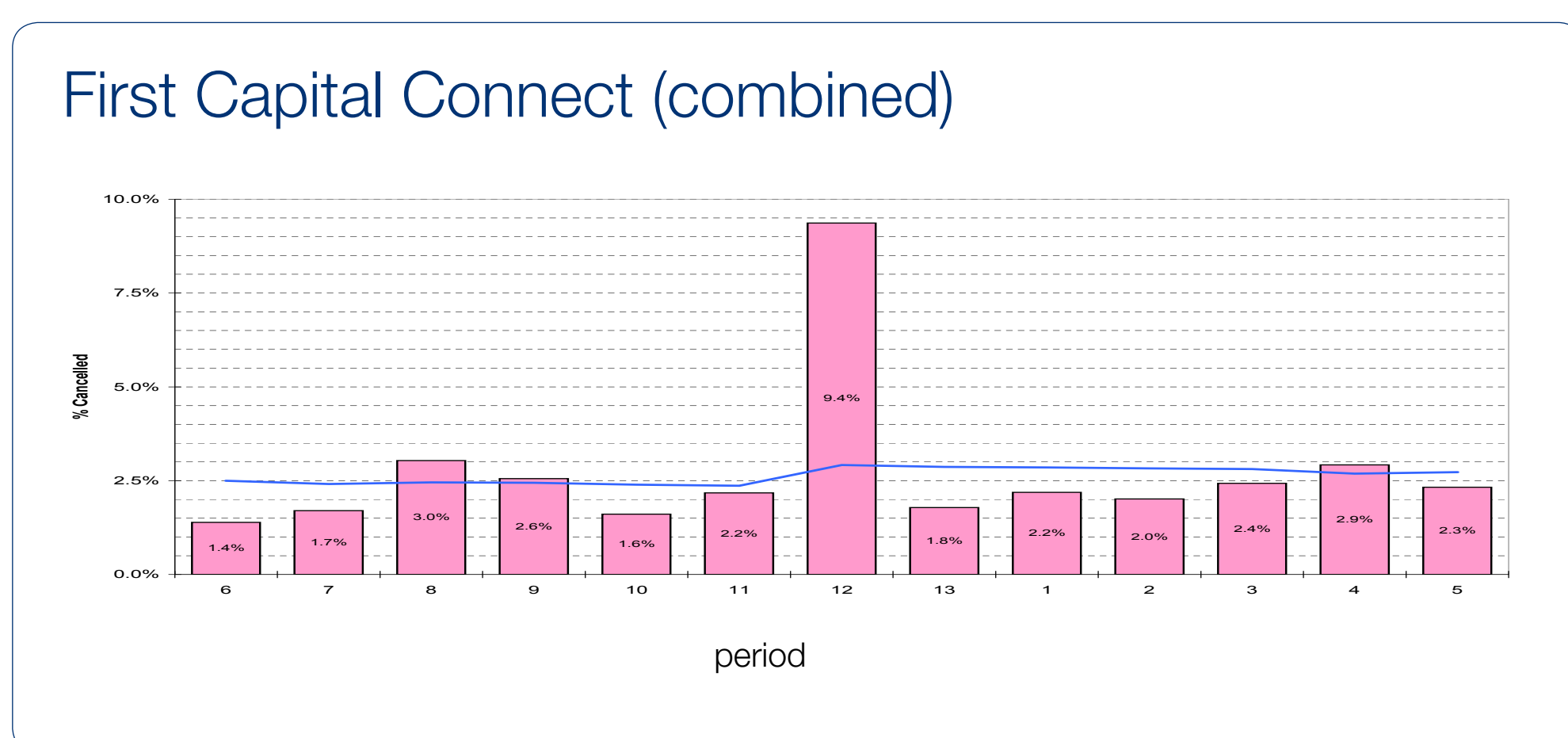


Great Northern route



Cancellations:

(% of planned train services that were cancelled for part or all of their journey)



KEY:



Cancellations - % of planned train services that were cancelled for part or all of their journey



Moving annual average Cancellations figure

Major incidents that affected performance:

29 July 2009 Person hit by train at Stevenage
19 August 2009 Trespasser reported in the vicinity of Haywards Heath Tunnel

13 August 2009 Operational incident involving another operators train at Loughborough Junction
21 August 2009 Person hit by train near Elstree

If your journey on First Capital Connect was delayed by more than 30 minutes, you can claim for compensation through the Delay Repay scheme. To claim, pick up a Delay Repay leaflet or fill in the online form at www.firstcapitalconnect.co.uk/delayrepay

Financial Services Act 1986: while First Capital Connect considers that this data has been validated to a reasonable standard having regard to its intended use, no reliance should be placed upon it for the purpose of making any investment decision in relation to First Capital Connect or any other Train Operating Company.

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