

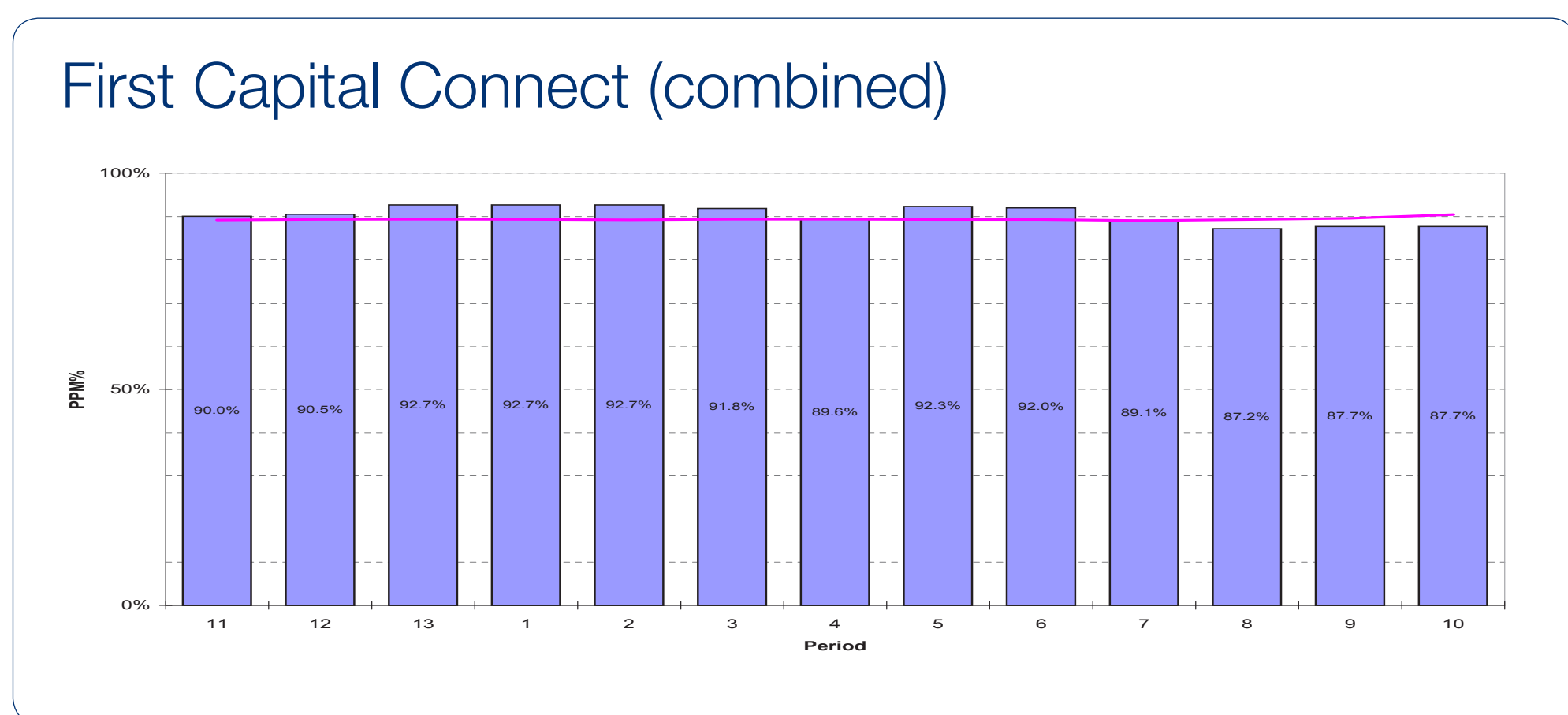
# How are we doing?

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



**Period 10: 11 December 2011 - 7 January 2012**

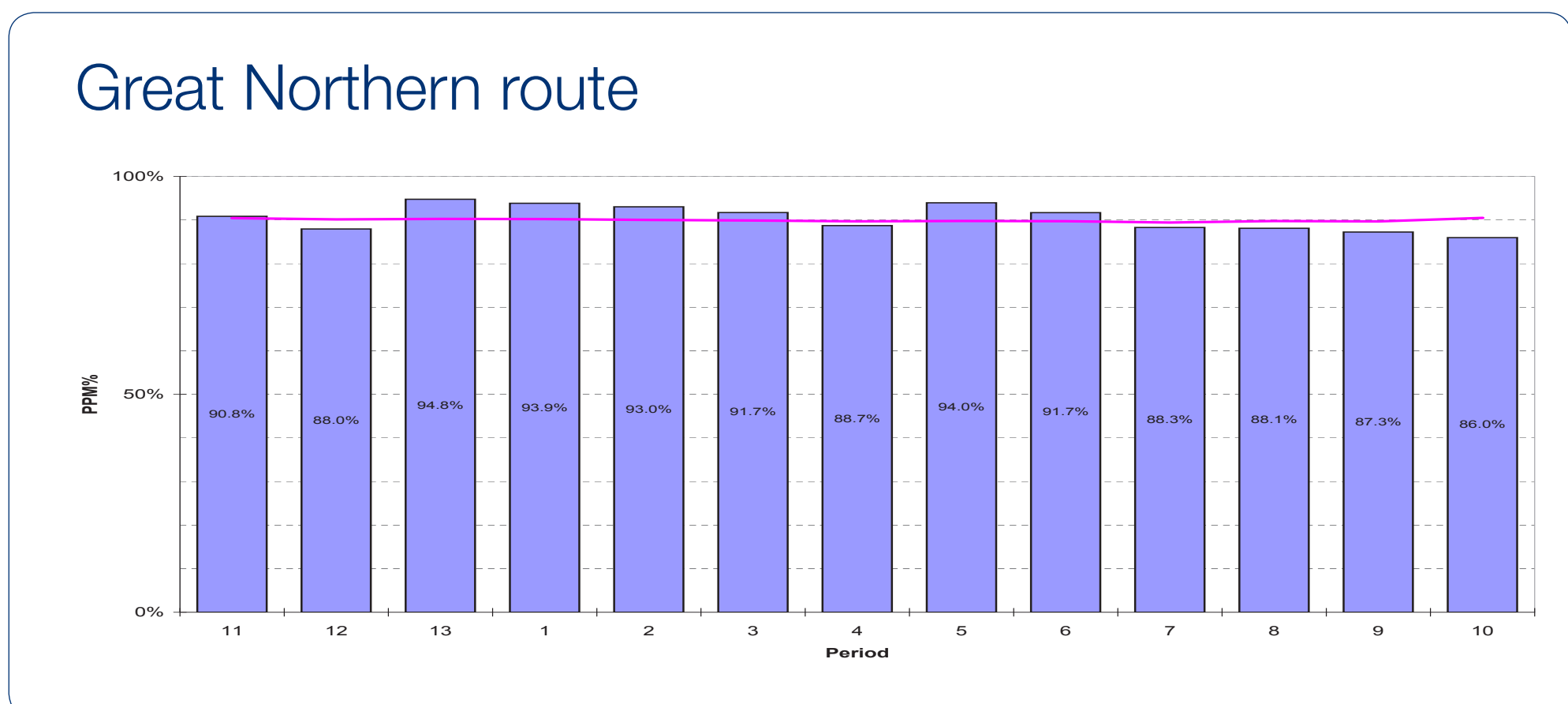
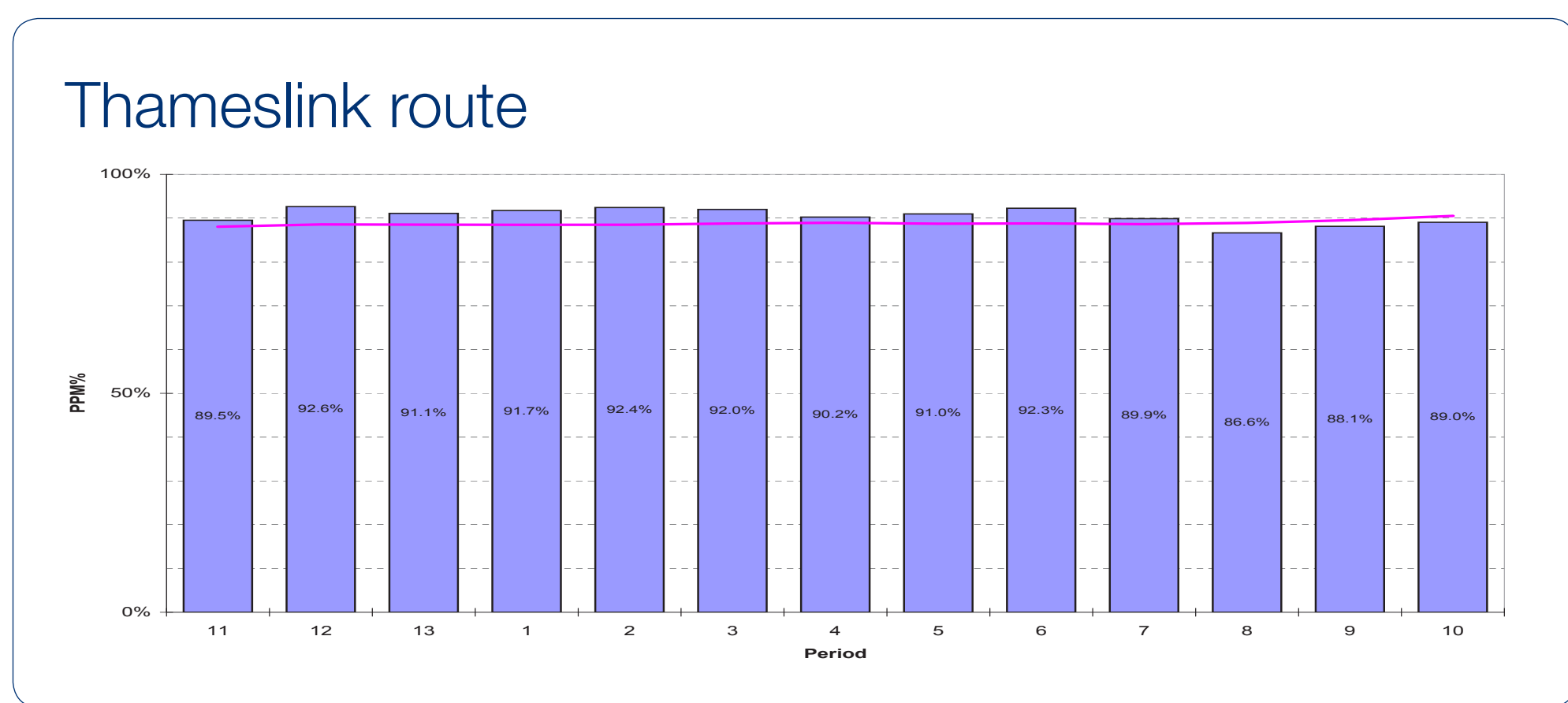
## Public performance measure:

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



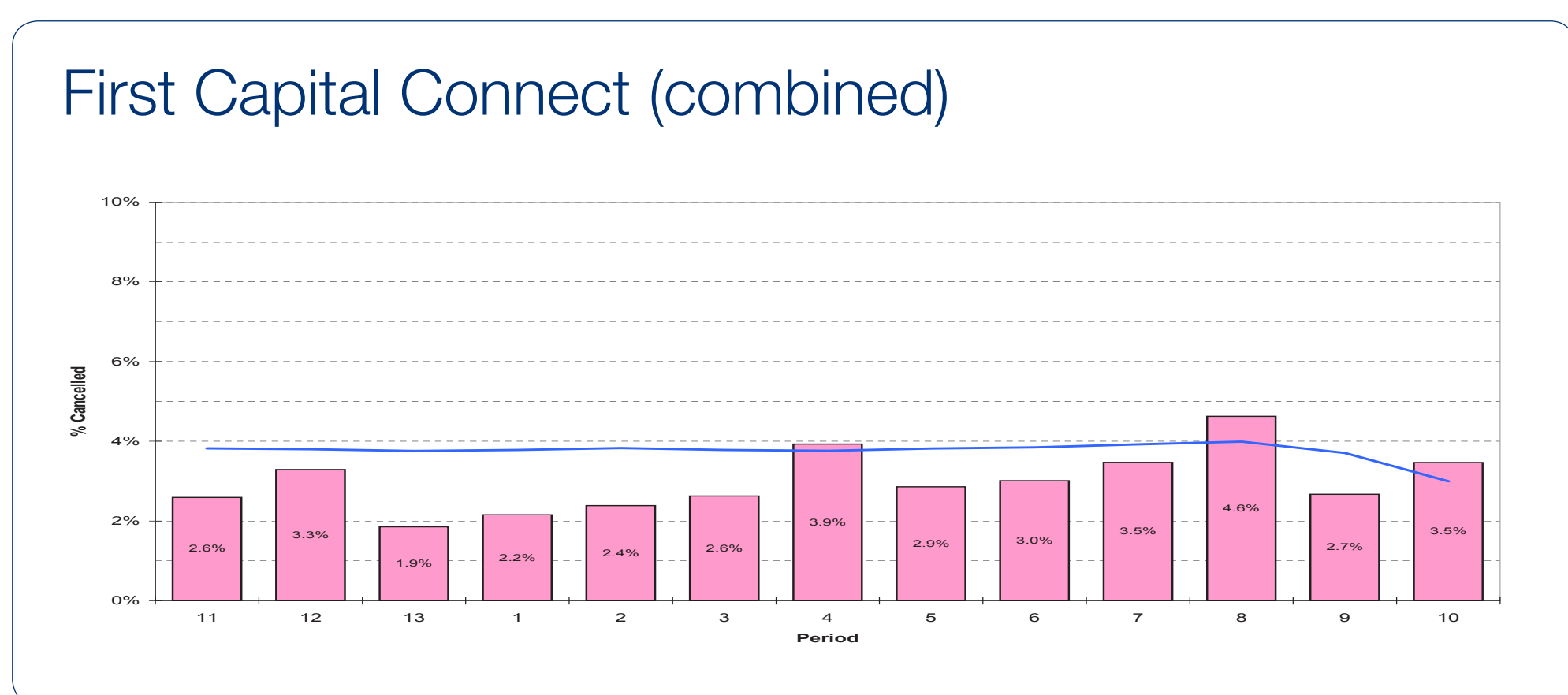
KEY:

-  Public performance measure – % of planned train services less than 5 minutes late at their destination
-  Moving annual average public performance measure


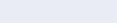


## Cancellations:

(% 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:

- 13 December 2011** Person hit by train at South Croydon
- 23 December 2011** Train failure north of Farringdon
- 19 December 2011** Train failure at Haywards Heath
- 6 January 2012** Power cable vandalised south of Peterborough

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](http://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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