

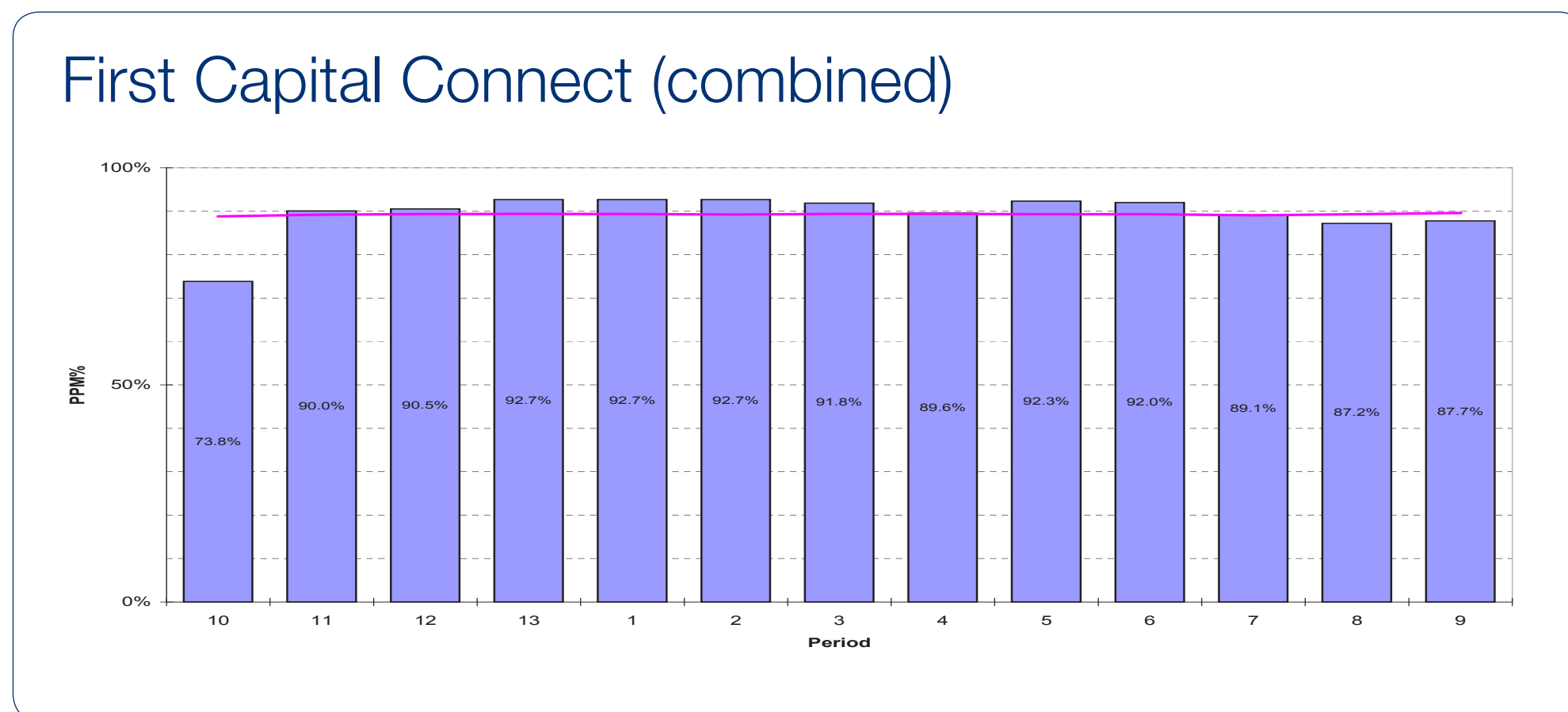
How are we doing?

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

Period 9: 13 November - 10 December 2011

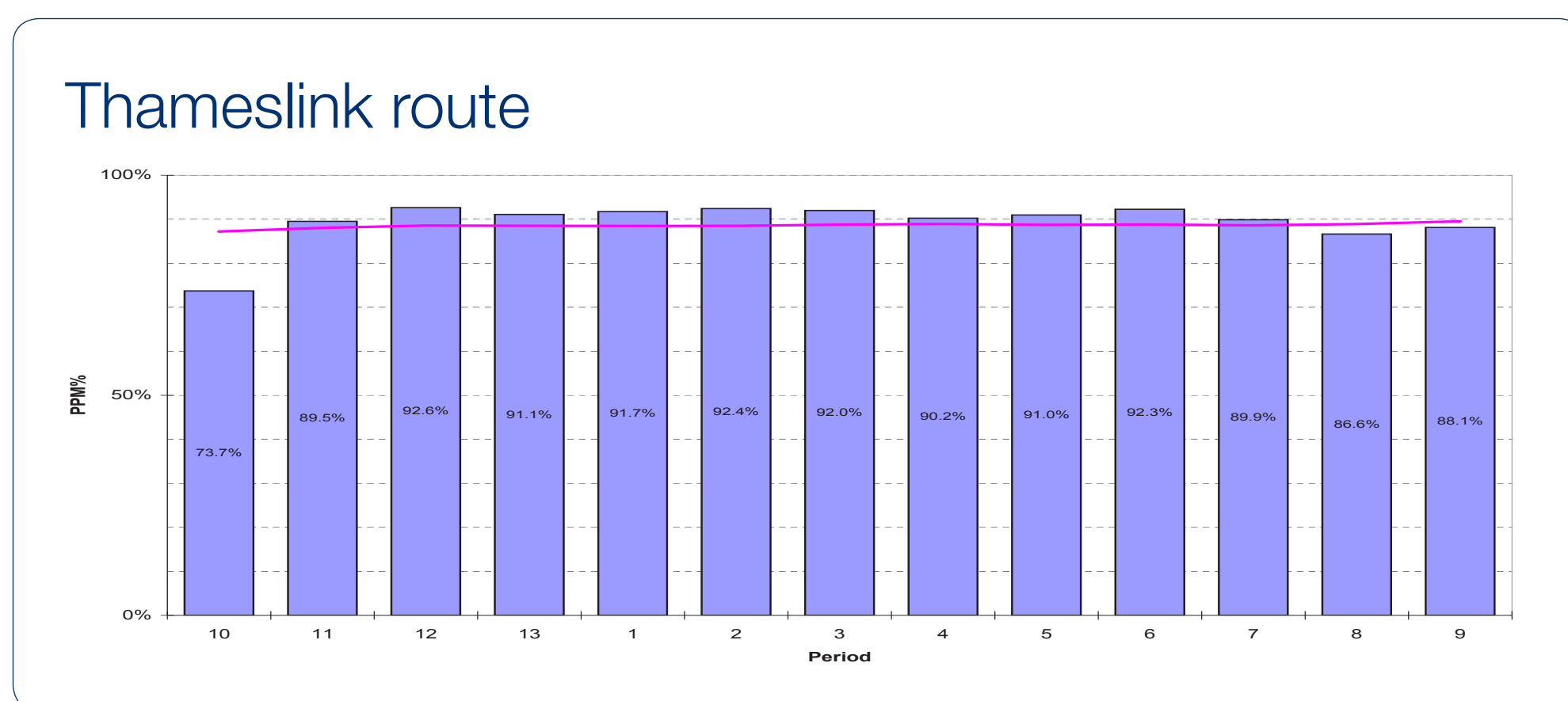
Public performance measure:

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

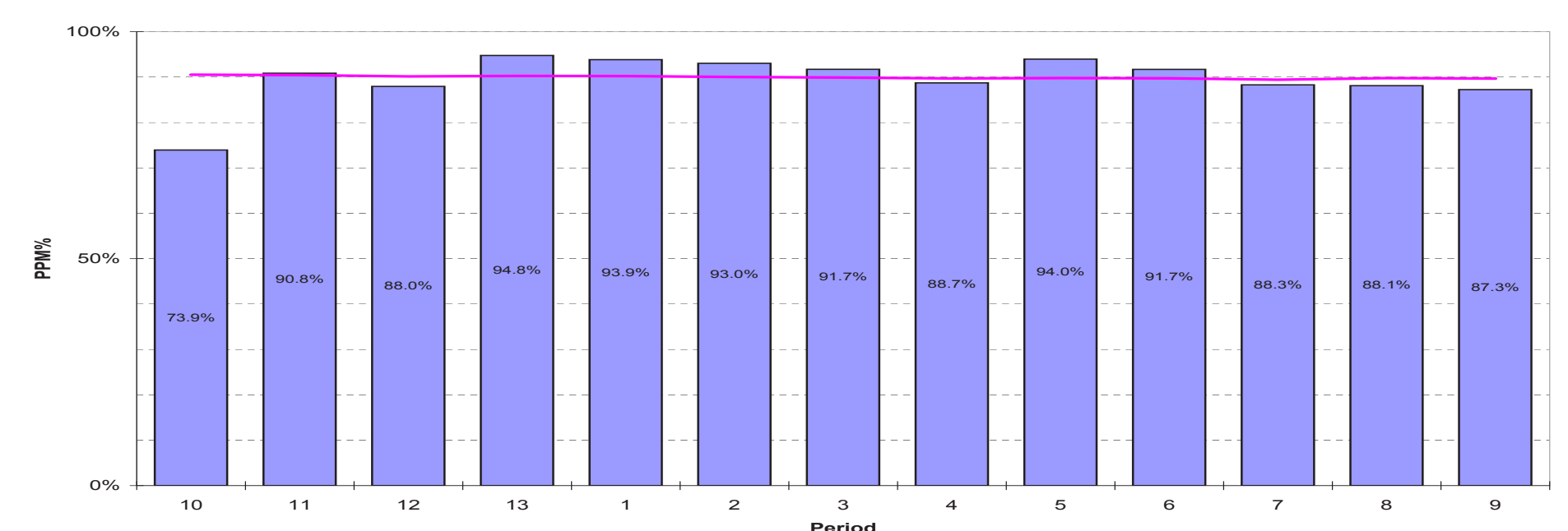


KEY:

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

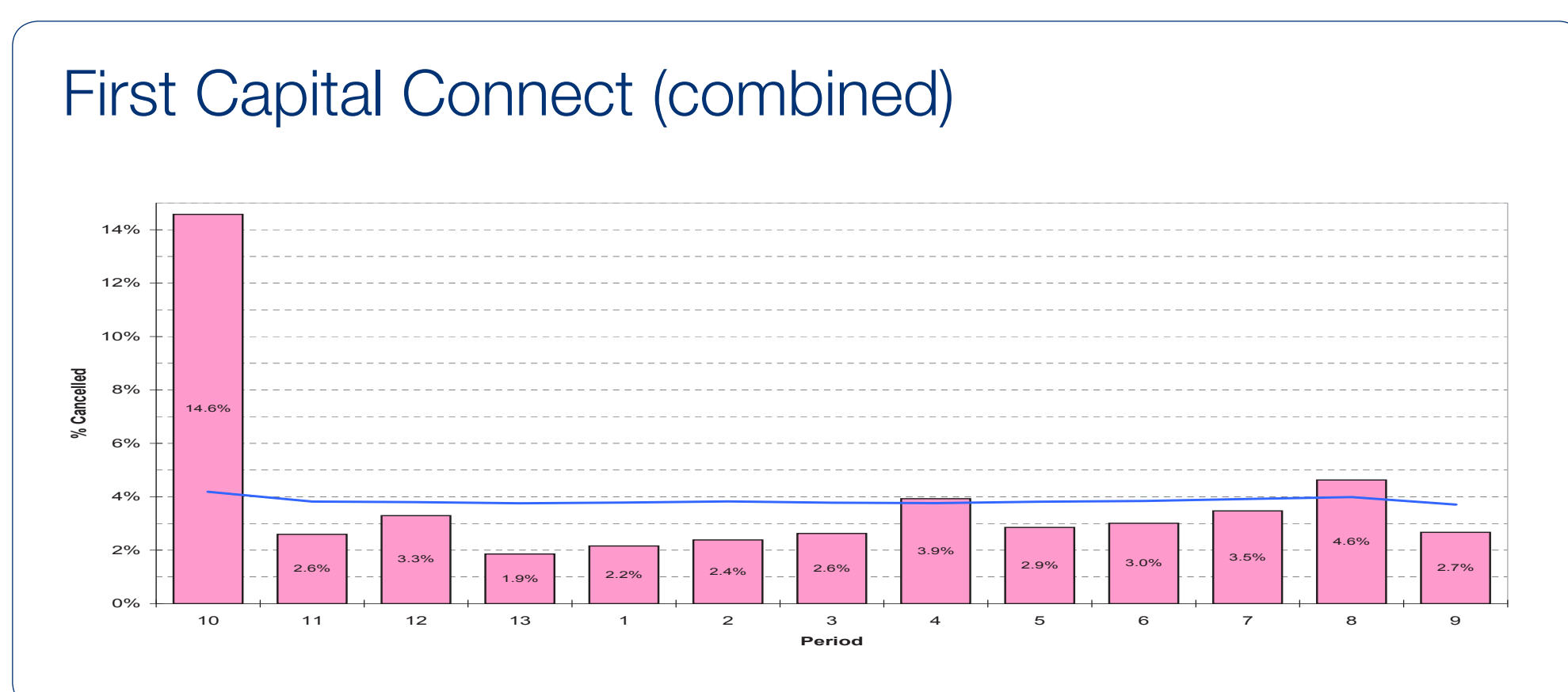


Great Northern route


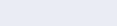


Cancellations:

(% 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:

22 November 2011 Points failure near West Hampstead Thameslink

8 December 2011 Person hit by a train near Alexandra Palace

4 December 2011 Overhead line problems near Potters Bar

8 December 2011 Track defect north of Hitchin

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.

CI Code: CI.PER.1209 Display until: 13/01/12