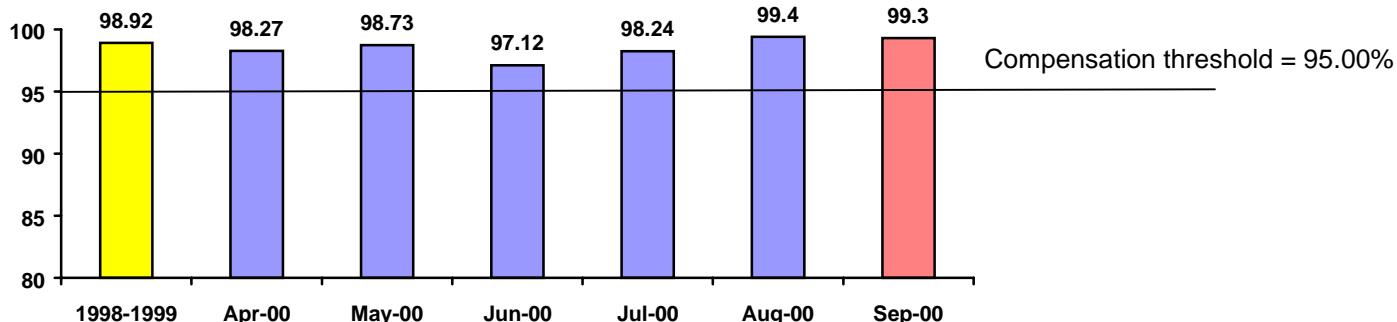


## Bayside Trains Performance September 2000

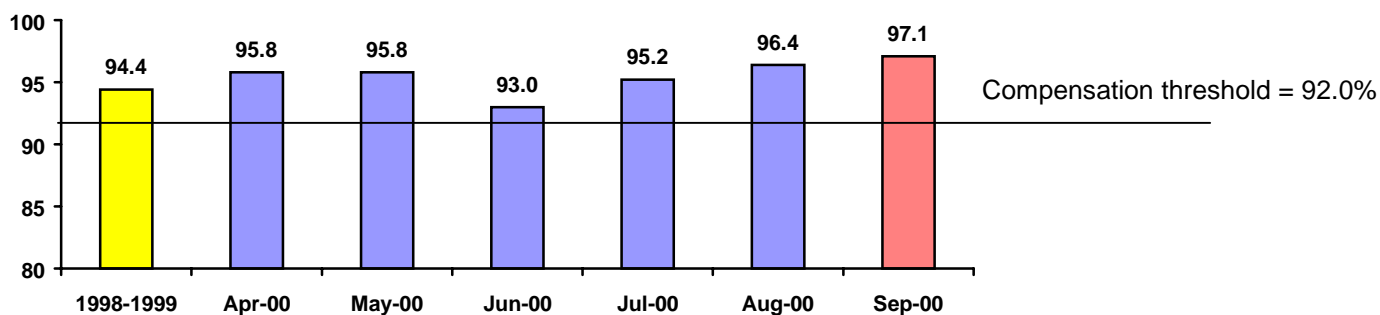
### Reliability

The number of timetabled trains that ran



### Punctuality

The number of trains that arrived within five minutes of their scheduled time



\*The compensation threshold is the minimum service level established by government, below which, compensation is payable.

### September performance

Bayside Trains launched its Customer Service Charter in May. In the Charter, we pledged to provide compensation, in the form of complimentary tickets, to passengers with monthly, six-monthly or annual tickets if our average monthly performance fell below levels agreed with the Government.

We are pleased to confirm that performance in September was above these compensation thresholds.

For more information, please call Customer Relations on 1800 800 120.

Performance results are published monthly  
Reference BSC004/04  
Display from: 11 Oct to 9 Nov 2000