



2011 Reliability Standard : 99.0 %

Discounts apply below 98.0%

Exclusions for the past four weeks

The following incidents were beyond our control and have been excluded:

- 15-Dec Person hit by a train at Chalkwell
- 20-Dec Gas Mains Leak at Rainham (Essex) station
- 03-Jan Obstruction on the Overhead Wire at Southend East
- 03-Jan High Winds: Tree on the Line at East Tilbury
- 05-Jan High Winds: Overhead Wire Damage Tilbury Town
- 05-Jan Passenger operating emergency door release Pitsea

Void days for the past four weeks

No Void Days have been declared this period

Void days for the past fifty two weeks

No Previous Void Days in last 52 weeks

Financial Services and Markets Act 2000

While c2c 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 c2c or any other Train Operating Company.



12 Months to
7 Jan 12

4 Weeks to
7 Jan 12

99.7%

99.8%



Standard
Achieved

88444
trains

5833
trains