

| Route-wide Passenger Assist Data - Period Breakdown |            |        |          |        |               |                      |                 |                          |
|-----------------------------------------------------|------------|--------|----------|--------|---------------|----------------------|-----------------|--------------------------|
| Date                                                |            | Period | Unbooked | Booked | Total Request | Incompleted Assist * | Total delivered | % Var to Previous period |
| From                                                | To         |        |          |        |               |                      | 11770           |                          |
| 02/04/2023                                          | 29/04/2023 | 1      | 956      | 14888  | 15844         | 3984                 | 11860           | 0.8%                     |
| 30/04/2023                                          | 27/05/2023 | 2      | 3508     | 14330  | 17838         | 9084                 | 8754            | -26.2%                   |
| 28/05/2023                                          | 24/06/2023 | 3      | 5089     | 15716  | 20805         | 8101                 | 12704           | 45.1%                    |
| 25/06/2023                                          | 22/07/2023 | 4      | 5400     | 16627  | 22027         | 7350                 | 14677           | 15.5%                    |
| 23/07/2023                                          | 19/08/2023 | 5      | 6110     | 17329  | 23439         | 7987                 | 15452           | 5.3%                     |
| 20/08/2023                                          | 16/09/2023 | 6      | 5567     | 17319  | 22886         | 7640                 | 15246           | -1.3%                    |
| 17/09/2023                                          | 14/10/2023 | 7      | 5761     | 16004  | 21765         | 7760                 | 14005           | -8.1%                    |
| 15/10/2023                                          | 11/11/2023 | 8      | 5998     | 15179  | 21177         | 8821                 | 12356           | -11.8%                   |
| 12/11/2023                                          | 09/12/2023 | 9      | 4703     | 13352  | 18055         | 6266                 | 11789           | -4.6%                    |
| 10/12/2023                                          | 06/01/2024 | 10     | 6846     | 18692  | 25538         | 11290                | 14248           | 20.9%                    |
| 07/01/2024                                          | 03/02/2024 | 11     | 3317     | 8741   | 12058         | 4228                 | 7830            | -45.0%                   |
| 04/02/2024                                          | 02/03/2024 | 12     | 4229     | 11303  | 15532         | 5238                 | 10294           | 31.5%                    |
| 03/03/2024                                          | 30/03/2024 | 13     | 4881     | 14472  | 19353         | 5937                 | 13416           | 30.3%                    |
| 31/03/2024                                          | 27/04/2024 | 1      | 5304     | 16314  | 21618         | 7226                 | 14392           | 7.3%                     |
| 28/04/2024                                          | 25/05/2024 | 2      | 6009     | 16930  | 22939         | 7560                 | 15379           | 6.9%                     |
| 26/05/2024                                          | 22/06/2024 | 3      | 6324     | 17938  | 24262         | 7628                 | 16634           | 8.2%                     |
| 23/06/2024                                          | 20/07/2024 | 4      | 6937     | 19625  | 26562         | 8931                 | 17631           | 6.0%                     |
| 21/07/2024                                          | 17/08/2024 | 5      | 7544     | 20675  | 28219         | 9460                 | 18759           | 6.4%                     |
| 18/08/2024                                          | 14/09/2024 | 6      | 7420     | 20869  | 28289         | 9603                 | 18686           | -0.4%                    |
| 15/09/2024                                          | 12/10/2024 | 7      | 6560     | 18922  | 25482         | 8290                 | 17192           | -8.0%                    |
| 13/10/2024                                          | 09/11/2024 | 8      | 5626     | 16988  | 22614         | 6706                 | 15908           | -7.5%                    |
| 10/11/2024                                          | 07/12/2024 | 9      | 5613     | 15309  | 20922         | 6818                 | 14104           | -11.3%                   |
| 08/12/2024                                          | 04/01/2025 | 10     | 6836     | 21518  | 28354         | 9669                 | 18685           | 32.5%                    |
| 05/01/2025                                          | 01/02/2025 | 11     | 4210     | 10815  | 15025         | 5106                 | 9919            | -46.9%                   |
| 02/02/2025                                          | 01/03/2025 | 12     | 4838     | 13913  | 18751         | 5755                 | 12996           | 31.0%                    |
| 02/03/2025                                          | 31/03/2025 | 13     | 5699     | 17100  | 22799         | 6692                 | 16107           | 23.9%                    |

\* Incompleted due to Customer cancellation; No customer attended; Customer unable to travel; Train Disruption/ Cancellation