

## **SECTION 2: PART A**

### **SERVICE SPECIFICATION FOR ROUTE No. D6**

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**This document should be read in conjunction with the Corporation's Guide for Tenderers (Part A: Explanatory Notes - Service Requirements). Where appropriate, reference is made to the relevant section.**

## 1. TENDERS REQUIRED

This document describes the service for which the Corporation requires Tenders and Tenderers **must** submit a fully compliant bid. In addition, Tenderers **may** wish to draw upon their local knowledge to submit alternative bids which offer improved value for money in meeting passenger needs. These might incorporate, for example, different timings, frequencies, route structures and / or vehicles. The Corporation will welcome such bids and give them careful consideration.

For more information, please refer to Section 2.1 of Part A of the Guide for Tenderers.

## 2. PROPOSED CHANGES

At this time, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. D6.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. D6.

- **Tenderers are asked to submit an optional cost for operation with double deck, dual door, 87 capacity vehicles in addition to the specified 55 capacity single deck vehicles.**

## 3. TERMINALS

Route No. D6 will operate between Hackney, Dalston Lane and Crossharbour, Asda.

Full details of the route to be followed, the permitted terminal workings and the available stands are shown at Appendix A. Tenderers should particularly note the information relating to the shared usage of stands, the taking of meal reliefs and the use of ferry vehicles.

## 4. DAYS OF OPERATION

One timetable must be offered for Route No. D6 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Saturdays & Good Friday	Section 6.2
Sundays	Section 6.3
Christmas Day	No service
Boxing Day	Section 6.4
Other Public Holidays	Sunday service

## 5. VEHICLE TYPE

Please refer to Section 2.5 of Part A of the Guide for Tenderers.

Route No. D6 is currently approved for vehicles which are a maximum of 10.2 metres long and 2.55 metres wide. A formal route test will be required for vehicles which exceed these dimensions. This will be arranged with the successful Tenderer.

The service requirement set out in Section 6 assumes that dual door, single deck buses with a minimum capacity of 55, of which approximately 28 should be seated, will be used on this route. Luggage space should also be provided.

Tenderers must submit proposals based on new vehicles. These must be of a low floor design and be accessible to wheelchairs by means of a powered ramp.

**Bids for both conventional diesel powered vehicles and diesel-electric hybrid vehicles should be submitted and separate prices for both types are required.**

**Bids based on a mix of hybrid and conventional vehicles would be welcomed, subject to a minimum of 10 hybrid powered vehicles being offered for this route (full hybrid operation should be offered for routes with a vehicle requirement of less than 10).**

Tenderers should refer to the vehicle design (including accessibility) features contained in Schedule II to Annex B of the Framework Agreement and Section 2 Part B of the Master ITT (Version 2 issued June 2005).

Tenderers may also submit bids based on using existing vehicles. Tenderers are asked to specify what refurbishment would be carried out on existing buses and the expected timescale of those works. See Master ITT (Version 2 issued June 2005).

## 6. FREQUENCIES

The level of service (e.g. every 15 minutes) required by the Corporation is described in terms of the interval between departures. Whilst a completely regular service at the specified frequency should be possible at most times, occasionally a bus may be timetabled to depart up to five minutes earlier or later than the regular time.

Tenderers should note that when the specified frequency changes (e.g. between the peak and midday periods), the scheduled interval between buses should never be greater than that provided by the lower of the two frequencies **AT ANY POINT ON THE ROUTE**.

Tenderers should note that unless otherwise stated **all** journeys should operate between the terminal points defined in each direction.

## 6.1 Mondays to Fridays

### 1. Hackney, Dalston Lane to Crossharbour, Asda

0500 - 0550	Every 15 minutes
0551 - 0640	Every 10 minutes
0641 - 1845	Every 7-8 minutes (8 buses per hour)
1846 - 1920	Every 12 minutes
1921 - 2135	Every 15 minutes
2136 - 0100	Every 20 minutes

First departure from Hackney, Dalston Lane no later than 0505.  
Last departure from Hackney, Dalston Lane no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Limehouse, Burdett Road between 0705 and 0905 and between 1500 and 1630.

### 2. Crossharbour, Asda to Hackney, Dalston Lane

0500 - 0635	Every 15 minutes
0636 - 0705	Every 10 minutes
0706 - 1855	Every 7-8 minutes (8 buses per hour)
1856 - 1925	Every 10 minutes
1926 - 2155	Every 15 minutes
2156 - 0100	Every 20 minutes

First departure from Crossharbour, Asda no later than 0505.  
Last departure from Crossharbour, Asda no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Bethnal Green Station between 0735 and 0900 and between 1505 and 1635.

## 6.2 Saturdays & Good Friday

### 1. Hackney, Dalston Lane to Crossharbour, Asda

0500 - 0625	Every 20 minutes
0626 - 0755	Every 15 minutes
0756 - 0835	Every 10 minutes
0836 - 1845	Every 7-8 minutes (8 buses per hour)
1846 - 1920	Every 12 minutes
1921 - 2135	Every 15 minutes
2136 - 0100	Every 20 minutes

First departure from Hackney, Dalston Lane no later than 0505.

Last departure from Hackney, Dalston Lane no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Limehouse, Burdett Road between 0900 and 1130.

### 2. Crossharbour, Asda to Hackney, Dalston Lane

0500 - 0645	Every 20 minutes
0646 - 0800	Every 15 minutes
0801 - 0900	Every 10 minutes
0901 - 1830	Every 7-8 minutes (8 buses per hour)
1831 - 1855	Every 12 minutes
1856 - 2155	Every 15 minutes
2156 - 0100	Every 20 minutes

First departure from Crossharbour, Asda no later than 0505.

Last departure from Crossharbour, Asda no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Bethnal Green Station between 0925 and 1055.

### 6.3 Sundays

1. Hackney, Dalston Lane to Crossharbour, Asda

0530 - 0915	Every 20 minutes
0916 - 2135	Every 15 minutes
2136 - 0100	Every 20 minutes

First departure from Hackney, Dalston Lane no later than 0535.  
Last departure from Hackney, Dalston Lane no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Limehouse, Burdett Road between 1025 and 1125.

2. Crossharbour, Asda to Hackney, Dalston Lane

0545 - 0910	Every 20 minutes
0911 - 2155	Every 15 minutes
2156 - 0100	Every 20 minutes

First departure from Crossharbour, Asda no later than 0550.  
Last departure from Crossharbour, Asda no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Bethnal Green Station between 1025 and 1225.

## 6.4 Boxing Day

### 1. Hackney, Dalston Lane to Crossharbour, Asda

0810 - 0915	Every 20 minutes
0916 - 2135	Every 15 minutes
2136 - 0100	Every 20 minutes

First departure from Hackney, Dalston Lane no later than 0815.  
Last departure from Hackney, Dalston Lane no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Limehouse, Burdett Road between 1025 and 1125.

### 2. Crossharbour, Asda to Hackney, Dalston Lane

0805 - 0910	Every 20 minutes
0911 - 2155	Every 15 minutes
2156 - 0100	Every 20 minutes

First departure from Crossharbour, Asda no later than 0810.  
Last departure from Crossharbour, Asda no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Bethnal Green Station between 1025 and 1225.



## 7. MINIMUM PERFORMANCE STANDARDS

Please refer to Section 2.7 of Part A of the Guide for Tenderers.

Tenderers should note that the objective of the Operator of Route No. D6 shall be to operate all scheduled mileage and adhere **fully** to the published timetable. The Operator must use its best endeavours to achieve this.

The **minimum** standards of acceptable performance for Route No. D6 shall be:

Average Excess Wait Time:	No more than 1.10 minutes
Minimum Operated Mileage:	No less than 98.00%

or as notified by the Corporation from time to time. The Operator will be required to achieve or better the standards.

### QSI Thresholds

The QSI threshold is the standard of performance to be achieved by the operator in order to qualify for an automatic contract extension (in accordance with Schedule IX of the Framework Agreement).

Average Excess Wait Time Threshold = 0.95 minutes

### Summary of proposed QSI coverage: Route No. D6

Note: While London Buses undertakes to carry out QSI surveys at the times and locations specified below, it may prove impossible to rearrange a survey cancelled or nullified at short notice.

### Survey locations

**Towards Crossbarbour, Asda**  
Hackney Central  
Mile End \$  
Limehouse

**Towards Hackney, Dalston Lane**  
Crossharbour ASDA  
Poplar  
Mile End \$  
Bethnal Green

Total scheduled manual QSI surveys per quarter = 112.

\$ Observed simultaneously in both directions at this point. Counted as two surveys.

## **8. RUNNING TIMES**

The current timetable for Route No. D6 can be viewed by prospective Tenderers on Caesar. Attention is drawn to the variations in running times at different times of the day. Please refer to Section 2.8 of Part A of the Guide for Tenderers for further information.

Tenderers should carefully check the existing running times to ensure that they are appropriate in present traffic conditions. Tenderers should particularly check the existing running times for the Mondays to Fridays afternoon interpeak, Saturday afternoon shopping period and Sunday shopping period.

It is expected that any changes to these running times can be accommodated within existing cycle times.

When reviewing existing, and devising new, running times Tenderers should refer to:

- the minimum performance standards for Route No. D6 in Section 7 above;
- the historical performance data provided in Section 1 Part B of the introduction to this ITT;
- the paragraph in Section 12 referring to the proposed extension of the Cashless Boarding zone throughout the whole of the London area.

Tenderers may consider if school summer holiday schedules, incorporating running time reductions, are desirable for this route. In this event, schedules and costs must be submitted separately.

## **9. LAYOVERS**

Under normal circumstances, layover time on stands and at bus stations should be restricted to that required to provide a reliable service. Longer layovers for any other purpose may only be taken with the permission of the Corporation.

## **10. TIMING CONSTRAINTS**

Route No. D6 should be separated from Route No. 277 between Mile End Station Grove Road and Limehouse, Burdett Road during all periods, where possible.

Route No. D6 should interwork with Route No. D7 between Mile End Station Grove Road and Limehouse, Burdett Road during Sundays daytimes.

Tenderers submitting bids should bear this requirement in mind when compiling schedules. This requirement will be negotiated with the successful Tenderer for this route to ensure that optimal interworking/separation is delivered within its schedules.

## **11. CONTROL STRATEGY**

Route No. D6 can suffer from the effects of traffic congestion, making some form of route control essential in order to achieve or better the minimum performance standards for this route.

Tenderers should submit proposals on the control strategy they intend to adopt and the type of control they would intend to use by completing the form provided in Section 3: Part 7 of this ITT. The cost of this control should be included within the main Tender price.

Tenderers should also indicate how they intend to facilitate driver changeovers and meal reliefs for this route.

Further information is provided in Section 2.11 of Part A of the Guide for Tenderers.

## 12. OPERATIONAL CONSIDERATIONS

Tenderers should note the following operating considerations affecting Route No. D6:

- Route No. D6 can suffer from unpredictable traffic delays in Hackney, Bethnal Green and Mile End, particularly during peak periods.

Tenderers should also note the following factors/events which may have an impact on Route No. D6 in the foreseeable future:

- The 2012 Olympic Games open on Friday 27<sup>th</sup> July and close on Sunday the 12<sup>th</sup> August. The 2012 Paralympic Games start on Wednesday the 29<sup>th</sup> August and close on Sunday the 9<sup>th</sup> September. The games will result in additional passenger demand across the network, requiring additional capacity on some routes. There will also be a number of road closures in the event areas resulting in route diversions. Operators should be aware there will be implications to them during this time. Full details and any extra resource required will be negotiated with the operator at a later date.
- Wood Wharf is a 20-acre site in the north eastern corner of the Isle of Dogs, immediately to the east of Canary Wharf. The development will include homes, shops, leisure and community facilities. This development is expected to be completed in 2019 and will have a significant impact on travel patterns in the area.
- The East London Line Extension may affect demand on Route No. D6. Therefore, adjustments may be required during the lifetime of the forthcoming contract. Completion of the section from Dalston Junction to Highbury & Islington is due by May 2011.
- The Millennium Quarter is the area of the Isle of Dogs around South Quay DLR Station. Developers propose construction of large scale office and some residential accommodation, effectively extending the Canary Wharf business district southwards. These developments will have a significant impact on travel patterns in the area.
- It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract. **This is expected to lead to significant savings in running and recovery times to bus routes, and, therefore, potential resource (cycle time and PVR) savings are expected. Tenderers are required to identify and submit the level of savings per vehicle that could be achieved by reducing peak vehicle requirement, and/or how reliability targets could be revised when the Scheme is introduced.**

The above factors have been included to assist Tenderers and represents the information currently available to the Corporation. Tenderers should make their own enquiries about events which may impact upon the route and should form their own views about their likely effect upon it.

### 13. STOPPING ARRANGEMENTS

Buses operating on Route No. D6 must serve all stops on the line of route designated for the route.

### 14. TIMING POINTS & MILEAGES

#### Timing Points

The required timing points (and codes) are shown in Caesar.

#### Mileages for Route No. D6

Hackney, Dalston Lane to Crossharbour, Asda	6.0 miles
Crossharbour, Asda to Hackney, Dalston Lane	6.1 miles

Tenderers should note that:

- these measurements are believed to be accurate to within 0.5 miles, but no warranty or representation as to accuracy is given;
- out of service stand workings have not been measured and are not included within the above measurements;
- if alternative or additional measurements are used by the Tenderer, these must be stated in the tender submission;
- point to point measurements pertaining to recognised curtailment points or alternative terminals will be agreed with the successful Tenderer once the contract has been awarded.

### 15. VEHICLE LIVERY

All vehicles to be used on Route No. D6 from the commencement of the new Route Agreement must be in a livery that is exclusively Corporation red. The paint should be matched accurately to the colour as defined by the following manufacturer's specifications:

ICI London Bus Red P498 FPF 3

Other manufacturers should also be able to produce this specification from the ICI colour chart.

This requirement does not include the lower panels which may be in a different colour but which shall not exceed 50cm in height, or the rooftop which should be painted white so as to reduce temperatures inside the vehicle during the summer months.

The positioning and size of Operators' logos are to be agreed between the Operator and the Corporation and, where possible, these should be above the front doors on the nearside of the vehicles and above the drivers' offside cab windows.

All livery proposals must be submitted to the Contracts Tendering Manager for approval.

## 16. STANDS AND BLINDS

Tenderers should note that under normal circumstances, the specific restrictions relating to each stand will apply to the whole stand at all times. Any variation to such standing arrangements must be agreed by the Corporation. In addition, Tenderers should note the following general requirements:

- 1) Drivers MUST switch off engines during layover periods at bus stations or on stands.
- 2) No meal reliefs may be taken on any stand (on or off line of route) without the permission of the Corporation.
- 3) No crew ferry vehicles may enter any stand (on or off line of route) without the permission of the Corporation.
- 4) Destination blind displays to be used are shown under each stand description. Tenderers may suggest, within their bids, alternative blind displays.
- 5) The intermediate (also known as via) blind display to be used on the nearside of the vehicle is shown in the box below:

D6 via Mile End
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For further information, please refer to Annex C of the Framework Agreement: General Conditions relating to the use of London Buses' Bus Stations and Stands.

## **LONDON BUSES - ROUTE DESCRIPTION**

### **ROUTE D6: Hackney Central Station - Crossharbour, Asda**

**Date of Structural Change:** 17 September 2011.

**Date of Service Change:** 17 September 2011.

**Reason for Issue:** New Tender.

#### **STREETS TRAVERSED**

**Towards Crossharbour, Asda:** Dalston Lane, Mare Street, Cambridge Heath Road, Roman Road, Grove Road, Burdett Road, East India Dock Road, Newby Place, Poplar High Street, Preston's Road, Manchester Road, Marsh Wall, Limeharbour, East Ferry Road, Asda Access Road.

**Towards Hackney Central Station:** Asda Access Road, East Ferry Road, Limeharbour, Marsh Wall, Manchester Road, Preston's Road, Poplar High Street, Bazely Street, East India Dock Road, Burdett Road, Grove Road, Roman Road, Cambridge Heath Road, Mare Street, Amhurst Road, Dalston Lane.

#### **STANDING AND TURNING POINTS**

##### **HACKNEY, DALSTON LANE**

Public stand for four buses on north side of Dalston Lane, commencing 60 metres east of Pembury Road and extending 46 metres west.

Buses proceed from Dalston Lane direct to stand, departing to Dalston Lane. Set down in Dalston Lane, at Stop LA and pick up in Dalston Lane, at Stop Q.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route D6 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Hackney Central.
OTHER INFORMATION:	No toilet facilities available.

### **ASH GROVE, BUSH ROAD (from CROSSHARBOUR, ASDA)**

Public off side stand for four buses on south side of Bush Road commencing at lamp standard 4 extending 45 metres west.

Buses proceed from Mare Street via The Triangle, Westgate Street, Sheep Lane and Bush Road to stand, departing via Bush Road to Mare Street. Set down in Mare Street, at Stop LP and pick up in Mare Street, at Stop Q.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Ash Grove.

### **MILE END STATION, GROVE ROAD**

Private stand for six buses in bus station on west side of Grove Road, commencing 55 metres north of Mile End Road and extending 30 metres on offside and 30 metres on nearside.

#### **From Crossharbour, Asda.**

Buses proceed from Burdett Road via Grove Road and Mile End Bus Station to stand, departing via Mile End Bus Station to Grove Road. Set down in Burdett Road, at Stop B and pick up in Grove Road, at Stop H.

#### **From Hackney Central Station.**

Buses proceed from Grove Road via Mile End Bus Station to stand, departing via Mile End Bus Station to Grove Road. Set down in Grove Road, at Stop H and pick up in Grove Road.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	By arrangement.
FERRY VEHICLES:	By arrangement.
DISPLAY:	Mile End.



## **LIMEHOUSE, BURDETT ROAD**

Private stand for up to two buses in bus station at the junction of East India Dock Road and Burdett Road, commencing 20 metres east of eastern kerbline of Burdett Road and extending 30 metres south.

### **From Crossharbour, Asda.**

Buses proceed from East India Dock Road via Limehouse Bus Station to stand, departing via Limehouse Bus Station to Burdett Road. Set down in East India Dock Road, at Stop WZ and pick up in Burdett Road, at Stop WR.

### **From Hackney Central Station.**

Buses proceed from Burdett Road via East India Dock Road and Limehouse Bus Station to stand, departing via Limehouse Bus Station to Burdett Road. Set down in Burdett Road, at Stop WR and pick up in Burdett Road, at Stop WO.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	By arrangement.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Limehouse, Burdett Road.

## **POPLAR, ALL SAINTS STATION**

Public stand for 2 buses on west side of Bazely Street commencing approximately 40 metres south of East India Dock Road and extending 20 metres south.

### **From Crossharbour, Asda.**

Buses proceed from Bazely Street direct to stand, departing via Bazely Street and East India Dock Road to Newby Place. Set down in Bazely Street, at Stop Z and pick up in Newby Place, at Stop G.

### **From Hackney Central Station.**

Buses proceed from Poplar High Street via Bazely Street to stand, departing via Bazely Street to East India Dock Road. Set down in Poplar High Street, at Stop T and pick up in East India Dock Road, at Stop A.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Poplar, All Saints.
OTHER INFORMATION:	Buses must not stand if space is unavailable at the time of arrival.

## **BLACKWALL D L R STATION (from Hackney Central Station)**

Private stand for up to 4 buses on forecourt of Blackwall DLR Station.

Buses proceed from Poplar High Street via Naval Row, Prestage Way, Ditchburn Street and Blackwall Dlr Station Forecourt to stand, departing via Blackwall Dlr Station Forecourt, Ditchburn Street, Prestage Way and Naval Row to Poplar High Street. Set down in Poplar High Street, at Stop T and pick up in Poplar High Street, at Stop S.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Blackwall.

## **CROSSHARBOUR, ASDA**

Private stand for 5 buses in marked bays in Asda car park.

Additional overflow stand for 2 buses on west side of East Ferry Road, between entrance and exit of Asda store.

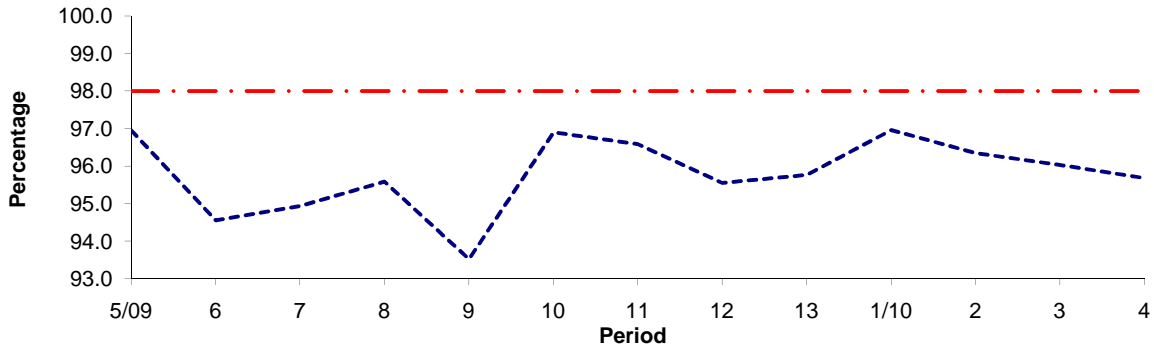
Buses proceed from Asda Access Road direct to stand, departing to Asda Access Road. Set down in Asda Access Road, at Alighting Point and pick up in Asda Access Road, at Stop CE.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 3 buses on Route D6 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Crossharbour.
OTHER INFORMATION:	Toilet facilities available in Asda on Mondays to Saturdays between 0730-2200 and on Sundays between 1000-1600.

## PART B - PERFORMANCE STATISTICS

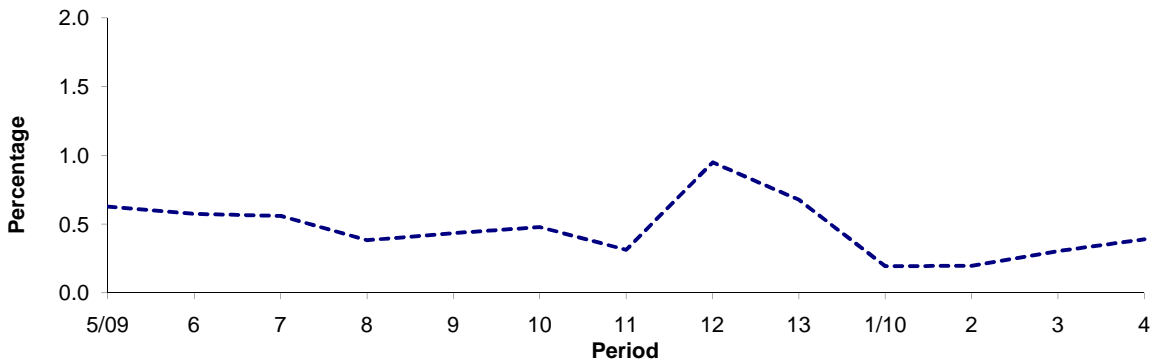
### Route D6

Mileage Operated



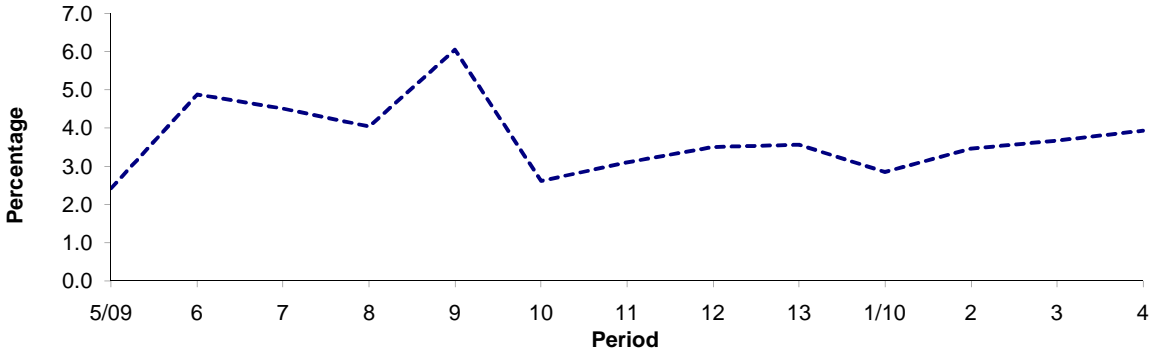
Period	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	96.95	94.55	94.93	95.58	93.52	96.90	96.59	95.55	95.76	96.96	96.34	96.03	95.68
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	0.63	0.57	0.56	0.38	0.43	0.48	0.31	0.95	0.68	0.19	0.20	0.30	0.39

Non Deductible Mileage

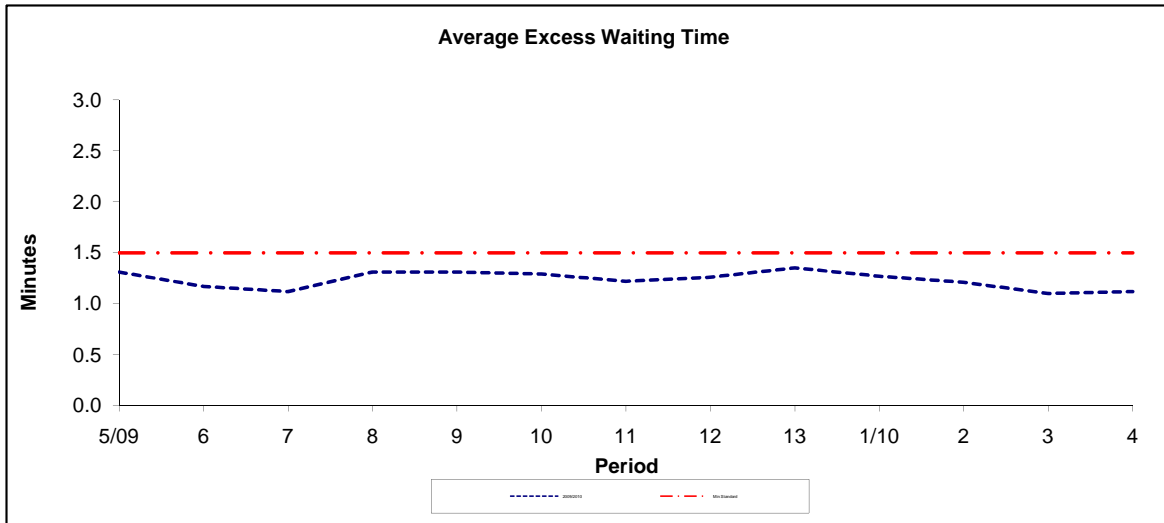


Period	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	2.42	4.87	4.51	4.04	6.05	2.62	3.10	3.50	3.56	2.85	3.46	3.67	3.93

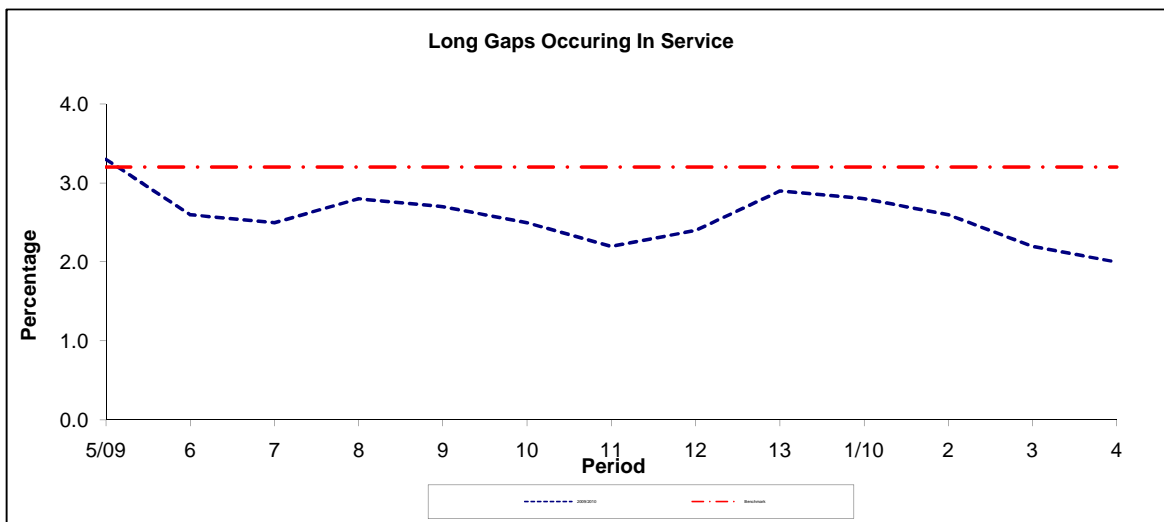
Note : Mileage is based on 4 weeks data

## PART B - PERFORMANCE STATISTICS

### Route D6



Period	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	1.31	1.17	1.12	1.31	1.31	1.29	1.22	1.26	1.35	1.27	1.21	1.10	1.12
Min Standard	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50



Period	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	3.30	2.60	2.50	2.80	2.70	2.50	2.20	2.40	2.90	2.80	2.60	2.20	2.00
Benchmark	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20

**Note :** Reliability is based on 12 weeks rolling data