

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. D8

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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. D8.

Tenderers should note that the following alterations (subject to consultation) are proposed as part of this Service Specification for introduction with the new Route Agreement:

- Route No. D8 is re-structured to operate between Stratford City Bus Station and Crossharbour, Asda. Towards Crossharbour, Asda, buses will operate from Stratford City Bus Station via roads in Stratford City Development and Warton Road to Stratford High Street to re-join line of routeing. Towards Stratford City Bus Station, buses will operate via current line of routeing to Stratford High Street and then operate via Warton Road and roads in Stratford City Development to Stratford City Bus Station. **Details of this routeing are shown in Appendix A.**
- Standing and stopping arrangements at Stratford City Bus Station are to be finalised. These will be confirmed with the successful Tenderer.
- Please note, Stratford City Bus Station is due to be closed for the duration of the Olympics. Exact timescales are currently unclear.
- Single deck, dual door, 55 capacity vehicles are specified, subject to a satisfactory route test for the current as well as the new section of routeing. This will be carried out once the new roads have been built.
- Any significant effects on tender submissions and proposals will be negotiated with shortlisted Tenderers during the evaluation and with the successful Tenderer post award as appropriate.

3. TERMINALS

Route No. D8 will operate between Stratford City Bus Station 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. D8 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. D8 is currently approved for vehicles which are a maximum of 9.3 metres long and 2.55 metres wide. A formal route test will be required for vehicles which exceed these dimensions and for any manoeuvres and roads previously unserved by bus (i.e. the section of routeing between Stratford High Street (with junction with Warton Road) and Stratford City Bus Station). 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. Stratford City Bus Station to Crossharbour, Asda

0450 - 0535	Every 20 minutes
0536 - 0635	Every 15 minutes
0636 - 1940	Every 12 minutes
1941 - 2040	Every 15 minutes
2041 - 0045	Every 20 minutes

First departure from Stratford City Bus Station no later than 0455.

Last departure from Stratford City Bus Station no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Poplar, All Saints Station between 0700 and 0900 and between 1500 and 1635.

2. Crossharbour, Asda to Stratford City Bus Station

0455 - 0600	Every 20 minutes
0601 - 0630	Every 15 minutes
0631 - 1925	Every 12 minutes
1926 - 2025	Every 15 minutes
2026 - 0010	Every 20 minutes

First departure from Stratford City Bus Station no later than 0500.

Last departure from Stratford City Bus Station no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Devons Road DLR Station between 0700 and 0900 and between 1500 and 1635.

6.2 Saturdays & Good Friday

1. Stratford City Bus Station to Crossharbour, Asda

0450 - 0635	Every 20 minutes
0636 - 0835	Every 15 minutes
0836 - 1840	Every 12 minutes
1841 - 1940	Every 15 minutes
1941 - 0045	Every 20 minutes

First departure from Stratford City Bus Station no later than 0455.

Last departure from Stratford City Bus Station no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Poplar, All Saints Station between 0850 and 1100.

2. Crossharbour, Asda to Stratford City Bus Station

0455 - 0800	Every 20 minutes
0801 - 0830	Every 15 minutes
0831 - 1805	Every 12 minutes
1806 - 1945	Every 15 minutes
1946 - 0010	Every 20 minutes

First departure from Stratford City Bus Station no later than 0500.

Last departure from Stratford City Bus Station no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Devons Road DLR Station between 0845 and 1055.

6.3 Sundays

1. Stratford City Bus Station to Crossharbour, Asda

0555 - 0700	Every 30 minutes
0701 - 0045	Every 20 minutes

First departure from Stratford City Bus Station no later than 0600.
Last departure from Stratford City Bus Station no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Poplar, All Saints Station between 0955 and 1135.

2. Crossharbour, Asda to Stratford City Bus Station

0555 - 0730	Every 30 minutes
0731 - 0010	Every 20 minutes

First departure from Stratford City Bus Station no later than 0600.
Last departure from Stratford City Bus Station no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Devons Road DLR Station between 1025 and 1125.

6.4 Boxing Day

1. Stratford City Bus Station to Crossharbour, Asda

0755 - 0045 Every 20 minutes

First departure from Stratford City Bus Station no later than 0800.

Last departure from Stratford City Bus Station no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Poplar, All Saints Station between 0955 and 1135.

2. Crossharbour, Asda to Stratford City Bus Station

0820 - 0010 Every 20 minutes

First departure from Stratford City Bus Station no later than 0825.

Last departure from Stratford City Bus Station no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Devons Road DLR Station between 1025 and 1125.

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. D8 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. D8 shall be:

Average Excess Wait Time:	No more than 0.90 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 = 0.80 minutes

Summary of proposed QSI coverage: Route No. D8

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 Crossharbour ASDA

Stratford City#
Canary Wharf

Towards Stratford City Bus Station

Crossharbour ASDA
Poplar

Total scheduled manual QSI surveys per quarter = 64.

Coverage at Stratford would remain at the existing Bus Station prior to diversion of route to Stratford City.

8. RUNNING TIMES

The current timetable for Route No. D8 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 devise their own running times for the section of Route No. D8 between Bow Church DLR Station and Stratford City Bus Station.

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, PM peak and early evening, Saturday afternoon shopping period and the Sunday shopping period.

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

- the minimum performance standards for Route No. D8 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. D8 should interwork with other bus services where possible.

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. D8 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. D8:

- Route No. D8 can suffer from unpredictable traffic delays in Stratford and Bow, particularly during peak periods.

Tenderers should also note the following factors/events which may have an impact on Route No. D8 in the foreseeable future:

- 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 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.
- Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. Major construction of the railway will begin in 2010, with services commencing in 2017. The construction impacts of Crossrail could affect Route No. D8 and it is anticipated that some passenger demand for Route No. D8 would shift to this line when it opens. Route No. D8 will be reviewed closer to the opening date.
- The 2012 Olympic Games open on Friday 27th July and close on Sunday the 12th August. The 2012 Paralympic Games start on Wednesday the 29th August and close on Sunday the 9th 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.

12. OPERATIONAL CONSIDERATIONS - continued

- The Stratford City Development (SCD) is located to the north west of Stratford Regional Station and includes a very large retail and leisure component. A new bus station will be built. Construction work has begun and the retail area and bus station is expected to open during 2011. SCD is expected to generate additional passenger demand on Route No. D8. General vehicular access from the south will be via Warton Road from its junction with Stratford High Street. Alternative access will be from Alma Street (off Leyton Road).
- To the north of the retail area is Stratford International Station. Southeastern trains have been stopping there since 13th December 2009. The DLR extension to Stratford International is expected to open in autumn 2010 and will be constructed by converting the North London Line (NLL) between Stratford and Canning Town to DLR operation. Four new stations will be constructed on the route including Stratford International and Stratford High Street. North of Stratford, the DLR line will be extended to Stratford International Station. Eurostar trains will not stop at Stratford International Station until after the DLR extension has been completed.
- The Olympic Park is located within an area bounded by Stratford High Street, the River Lee Navigation, Ruckholt Road and Leyton Road. The site is adjacent to and part overlaps the Stratford City Development (SCD). Construction of facilities for the 2012 Games has commenced.
- Immediately following 2012, a number of buildings will be converted for legacy uses. The Olympic Village will become housing, the Press Centre converted for other employment uses and some venues retained for public use.
- Beyond this, further significant development is expected in the Olympic Park site after 2014. This will be more clearly defined through a Masterplan due to be worked up in detail in 2010.
- 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. D8 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. D8

Stratford City Bus Station to Crossharbour, Asda	5.6 miles
Crossharbour, Asda to Stratford City Bus Station	5.7 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. D8 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:

D8 via Canary Wharf

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 D8: Stratford City Bus 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: Stratford City Bus Station, Unnamed Road Within Stratford City Development, Warton Road, Stratford High Street, Rick Roberts Way, Stratford High Street, Bow Interchange, Bow Road, Campbell Road, Devons Road, Violet Road, Morris Road, Chrisp Street, East India Dock Road, Newby Place, Poplar High Street, Preston's Road, Trafalgar Way, Cartier Circle, Churchill Place, The South Colonnade, Canada Square, The South Colonnade, Cabot Square, West India Avenue, Westferry Circus (Upper Level), Westferry Road, Marsh Wall, Limeharbour, East Ferry Road, Asda Access Road.

Towards Stratford City Bus Station: Asda Access Road, East Ferry Road, Limeharbour, Marsh Wall, Westferry Road, Westferry Circus (Upper Level), West India Avenue, Cabot Square, The North Colonnade, Canada Square, The North Colonnade, Churchill Place, Cartier Circle, Trafalgar Way, Preston's Road, Poplar High Street, Bazely Street, East India Dock Road, Chrisp Street, Morris Road, Violet Road, Devons Road, Campbell Road, Bow Road, Bow Interchange, Stratford High Street, Warton Road, Unnamed Road Within Stratford City Development, Stratford City Bus Station.

STANDING AND TURNING POINTS

STRATFORD CITY BUS STATION

Proposed stand, yet to be built.

Buses proceed from Stratford City Bus Station direct to stand, departing to Stratford City Bus Station. Set down on stand and pick up on stand.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route D8 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:	Stratford City, Bus Station.
OTHER INFORMATION:	Blind display to be confirmed with successful tenderer.

BOW CHURCH (from CROSSHARBOUR, ASDA)

Private stand for two buses on south side of Bow Road, opposite Bow Church at Stop L. Buses proceed from Bow Road via Bow Interchange and Bow Road to stand, departing to Bow Road. Set down in Bow Road, at Stop M and pick up in Bow Road, at Stop K.

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:	Bow Church.

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 Stratford City Bus 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.

CANARY WHARF, TRAFALGAR WAY (from CROSSHARBOUR, ASDA)

Public stand for up to two buses on southbound carriageway of Trafalgar Way, 149 metres south of Broadwalk Place and 204 metres north of Cartier Circle.

Buses proceed from Trafalgar Way direct to stand, departing via Trafalgar Way, Cartier Circle, Churchill Place and The South Colonnade to Canada Square. Set down in Trafalgar Way and pick up in Canada Square, at Stop J.

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:	Canary Wharf.

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.

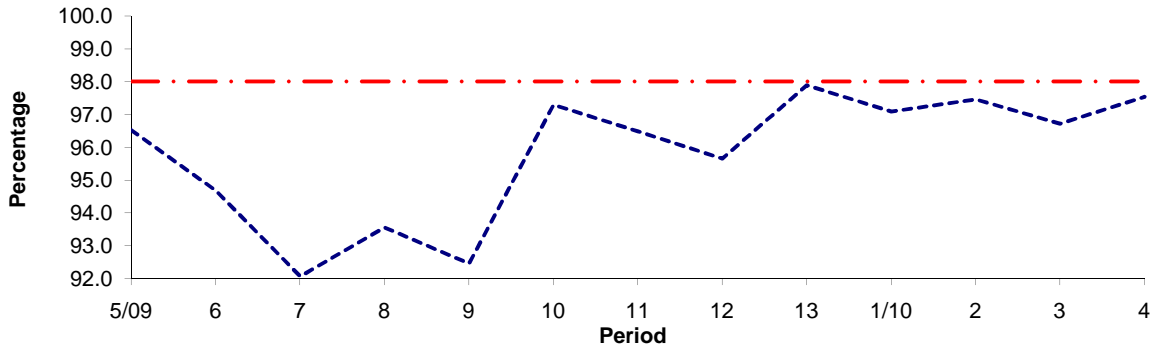
Buses proceed from Asda Access Road direct to stand, departing to Asda Access Road. Set down in Asda Access Road and pick up in Asda Access Road, at Stop CE.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route D8 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 and 2200 and on Sundays between 1000 and 1600.

PART B - PERFORMANCE STATISTICS

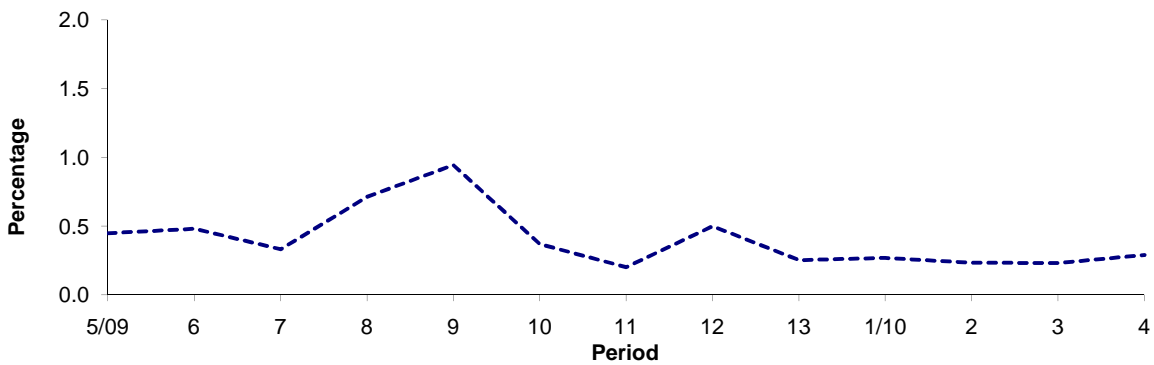
Route D8

Mileage Operated



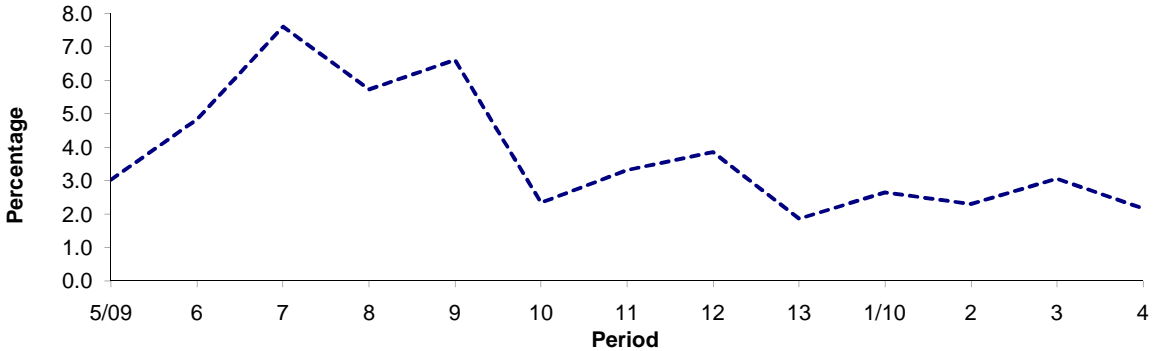
Period	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	96.52	94.68	92.06	93.55	92.45	97.29	96.49	95.65	97.89	97.08	97.46	96.72	97.54
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	0.45	0.48	0.33	0.71	0.94	0.37	0.20	0.50	0.25	0.27	0.23	0.23	0.29

Non Deductible Mileage

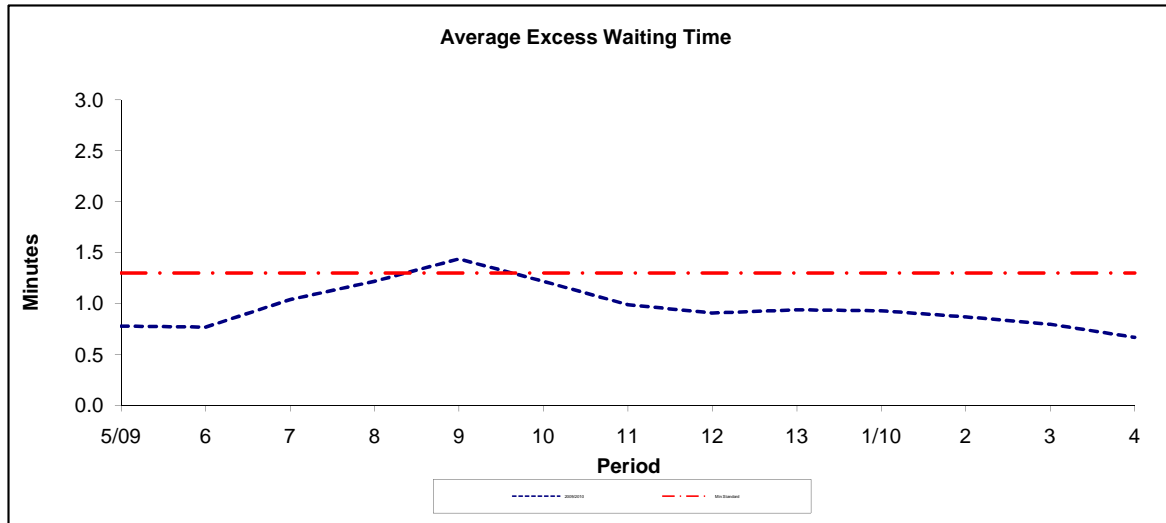


Period	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	3.03	4.84	7.61	5.73	6.61	2.34	3.31	3.85	1.86	2.65	2.30	3.05	2.17

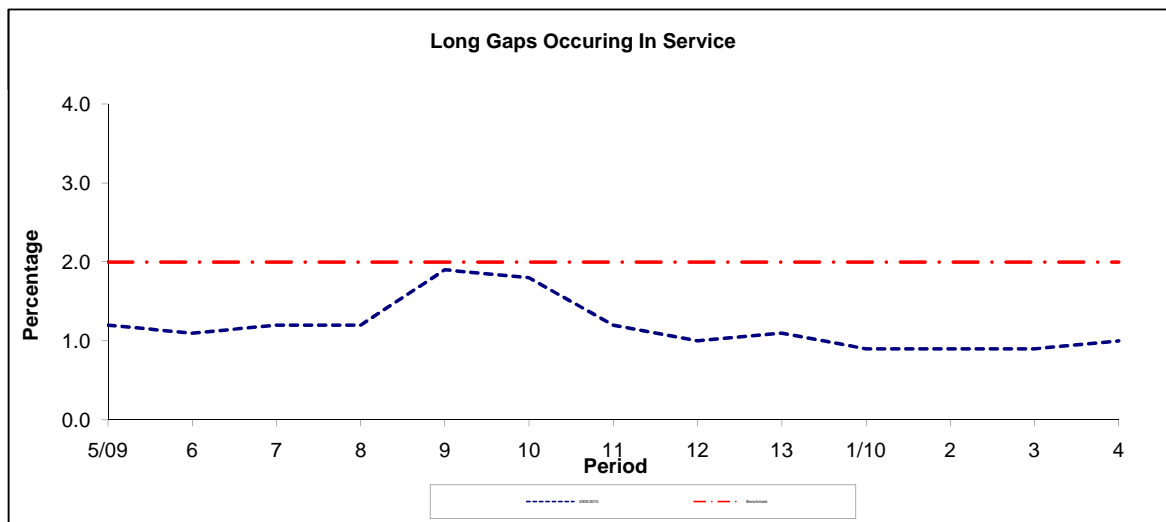
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route D8



Period	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	0.78	0.77	1.04	1.22	1.44	1.22	0.99	0.91	0.94	0.93	0.87	0.80	0.67
Min Standard	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30



Period	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	1.20	1.10	1.20	1.20	1.90	1.80	1.20	1.00	1.10	0.90	0.90	0.90	1.00
Benchmark	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00

Note : Reliability is based on 12 weeks rolling data