

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 468

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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. 468.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 468.

3. TERMINALS

Route No. 468 will operate between South Croydon, Swan and Sugarloaf to Elephant & Castle, Lambeth Road.

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. 468 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. 468 is currently approved for vehicles which are a maximum of 10.1 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, double deck buses with a minimum capacity of 87, of which approximately 60 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. South Croydon, Swan and Sugarloaf to Elephant & Castle, Lambeth Road

0445 - 0520	Every 15 minutes
0521 - 0540	Every 12 minutes
0541 - 0550	Every 10 minutes
0551 - 1520	Every 7-8 minutes (8 buses per hour)
1521 - 1705	Every 6-7 minutes (9 buses per hour)
1706 - 1935	Every 7-8 minutes (8 buses per hour)
1936 - 2005	Every 10 minutes
2006 - 2330	Every 12 minutes

First departure from South Croydon, Swan and Sugarloaf no later than 0450.
Last departure from South Croydon, Swan and Sugarloaf no earlier than 2325.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Camberwell Green between 0730 and 0830, and between 1500 and 1615.

2. Elephant & Castle, Lambeth Road to South Croydon, Swan and Sugarloaf

0540 - 0600	Every 15 minutes
0601 - 0625	Every 12 minutes
0626 - 0635	Every 10 minutes
0636 - 0705	Every 7-8 minutes (8 buses per hour)
0706 - 0850	Every 6 minutes
0851 - 2030	Every 7-8 minutes (8 buses per hour)
2031 - 2105	Every 10 minutes
2106 - 0035	Every 12 minutes

First departure from Elephant & Castle, Lambeth Road no later than 0545.
Last departure from Elephant & Castle, Lambeth Road no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Croydon, Whitgift Centre between 0730 and 0750, no more than 6 minutes apart between 0751 and 0845, and no more than 8 minutes apart between 1515 and 1645.

6.2 Saturdays & Good Friday

1. South Croydon, Swan and Sugarloaf to Elephant & Castle, Lambeth Road

0445 - 0515	Every 15 minutes
0516 - 0645	Every 12 minutes
0646 - 0715	Every 10 minutes
0716 - 1835	Every 7-8 minutes (8 buses per hour)
1836 - 2005	Every 10 minutes
2006 - 2330	Every 12 minutes

First departure from South Croydon, Swan and Sugarloaf no later than 0450.
Last departure from South Croydon, Swan and Sugarloaf no earlier than 2325.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Camberwell Green between 0930 and 1030.

2. Elephant & Castle, Lambeth Road to South Croydon, Swan and Sugarloaf

0540 - 0715	Every 15 minutes
0716 - 0740	Every 12 minutes
0741 - 0810	Every 10 minutes
0811 - 1935	Every 7-8 minutes (8 buses per hour)
1936 - 2105	Every 10 minutes
2106 - 0035	Every 12 minutes

First departure from Elephant & Castle, Lambeth Road no later than 0545.
Last departure from Elephant & Castle, Lambeth Road no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Croydon, Whitgift Centre between 1000 and 1100.

6.3 Sundays

1. South Croydon, Swan and Sugarloaf to Elephant & Castle, Lambeth Road

0445 - 0830 Every 15 minutes
0831 - 2330 Every 12 minutes

First departure from South Croydon, Swan and Sugarloaf no later than 0450.
Last departure from South Croydon, Swan and Sugarloaf no earlier than 2325.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Camberwell Green between 1030 and 1130.

2. Elephant & Castle, Lambeth Road to South Croydon, Swan and Sugarloaf

0540 - 0840 Every 15 minutes
0841 - 0035 Every 12 minutes

First departure from Elephant & Castle, Lambeth Road no later than 0545.
Last departure from Elephant & Castle, Lambeth Road no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Croydon, Whitgift Centre between 1045 and 1145.

6.4 Boxing Day

1. South Croydon, Swan and Sugarloaf to Elephant & Castle, Lambeth Road

0755 - 0830 Every 15 minutes
0831 - 2330 Every 12 minutes

First departure from South Croydon, Swan and Sugarloaf no later than 0800.
Last departure from South Croydon, Swan and Sugarloaf no earlier than 2325.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Camberwell Green between 1030 and 1130.

2. Elephant & Castle, Lambeth Road to South Croydon, Swan and Sugarloaf

0805 - 0840 Every 15 minutes
0841 - 0035 Every 12 minutes

First departure from Elephant & Castle, Lambeth Road no later than 0810.
Last departure from Elephant & Castle, Lambeth Road no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Croydon, Whitgift Centre between 1045 and 1145.

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. 468 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. 468 shall be:

Average Excess Wait Time:	No more than 1.30 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 = 1.15 minutes

Summary of proposed QSI coverage: Route No. 468

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 Elephant & Castle
West Croydon
West Norwood
Camberwell Green

Towards South Croydon
Elephant and Castle
Camberwell Green
West Norwood

Total scheduled manual QSI surveys per quarter = 96.

8. RUNNING TIMES

The current timetable for Route No. 468 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 AM and PM peaks, Saturday afternoon shopping period and Sunday shopping period.

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

- the minimum performance standards for Route No. 468 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. 468 should interwork with Route No. N68 between South Croydon, Swan and Sugarloaf and Elephant & Castle, Lambeth Road to form a seamless 24 hour service.

Route No. 468 should interwork with Route No. 68, between West Norwood, Norwood Road, Robson Road and Elephant & Castle, Tabernacle on all evenings and Sundays.

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. 468 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. 468:

- Route No. 468 is likely to suffer from unpredictable delays in the Norwood, Camberwell and Elephant and Castle areas, particularly during peak periods.

Tenderers should also note the following factors which may have an impact on Route No. 468 in the foreseeable future:

- It is proposed to install a toilet at the South Croydon, Swan and Sugar Loaf stand.
- 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. 468 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. 468

South Croydon, Swan and Sugarloaf to Elephant & Castle, Lambeth Road
10.9 miles

Elephant & Castle, Lambeth Road to South Croydon, Swan and Sugarloaf
11.1 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. 468 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:

468 via West Norwood

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 468: South Croydon, Swan & Sugar Loaf - Elephant & Castle

Date of Structural Change: 16 April 2011.

Date of Service Change: 16 April 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Elephant & Castle: Brighton Road, South End, Croydon High Street, Katharine Street, St George's Walk, Park Street, Park Lane, Wellesley Road, St James's Road, Hogarth Crescent, Whitehorse Road, Whitehorse Lane, South Norwood Hill, Beulah Hill, Knights Hill, Norwood Road, Half Moon Lane, Herne Hill, Denmark Hill, Camberwell Green (West Side), Camberwell Road, Walworth Road, Elephant And Castle, London Road, Lambeth Road.

Towards South Croydon, Swan & Sugar Loaf: London Road, Elephant And Castle, Walworth Road, Camberwell Road, Camberwell Green (West Side), Denmark Hill, Herne Hill, Half Moon Lane, Norwood Road, Norwood High Street, Ernest Avenue, Knights Hill, Beulah Hill, South Norwood Hill, Whitehorse Lane, Whitehorse Road, St James's Road, Newgate, Wellesley Road, Croydon Bus Bridge, Park Street, Croydon High Street, South End, Warham Road.

STANDING AND TURNING POINTS

SOUTH CROYDON, SWAN & SUGAR LOAF

Public stand on north side of Nottingham Road, in two parts:

1. For one bus commencing 50 metres west of Brighton Road outside flats 5-6 Whitgift Court.
2. For two buses, commencing 55 metres west of Brighton Road of outside no. 10 Whitgift Court.

Buses proceed from Warham Road via Nottingham Road to stand, departing via Nottingham Road to Brighton Road. Set down in Warham Road, at Stop L and pick up in Brighton Road, at Stop G.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 468 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:	South Croydon, South End.
OTHER INFORMATION:	No toilet facilities.

CROYDON, PARK STREET (from ELEPHANT & CASTLE)

Public stand for four buses on south side of Park Street, commencing 8 metres east of the boundary wall of 36/38 and extending 50 metres east.

Buses proceed from Croydon High Street via Fell Road, Park Lane and Park Street to stand, departing via Park Street, St George's Walk, Katharine Street and Croydon High Street to Park Street. Set down in Croydon High Street, at Stop KP and pick up in Park Street, at Stop KE.

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:	Croydon Town Centre.

THORNTON HEATH, HIGH STREET

Public stand for four buses on west side of Zion Road, commencing at lamp standard No 7387 opposite party wall of 15/17 and extending 42 metres south.

From Elephant & Castle.

Buses proceed from Whitehorse Road via Zion Place and Zion Road to stand, departing via Zion Road, Nursery Road and Thornton Heath High Street to Whitehorse Lane. Set down in Whitehorse Road, at Stop N and pick up in Whitehorse Lane.

From South Croydon, Swan & Sugar Loaf.

Buses proceed from Whitehorse Road via Zion Place and Zion Road to stand, departing via Zion Road, Nursery Road and Thornton Heath High Street to Whitehorse Road. Set down in Whitehorse Road, at Stop T and pick up in Whitehorse Road, at Stop N.

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:	Thornton Heath, High Street.

UPPER NORWOOD, UPPER BEULAH HILL [NORTH SIDE]

Public stand for two buses on north side of Upper Beulah Hill, commencing 59 metres west of Church Road and extending 24 metres west.

From Elephant & Castle.

Buses proceed from Beulah Hill via Upper Beulah Hill to stand, departing via Upper Beulah Hill and Church Road to Beulah Hill. Set down in Beulah Hill, at Stop SK and pick up in Beulah Hill, at Stop NE.

From South Croydon, Swan & Sugar Loaf.

Buses proceed from South Norwood Hill via Church Road and Upper Beulah Hill to stand, departing via Upper Beulah Hill to Beulah Hill. Set down in South Norwood Hill, at Stop ND and pick up in Beulah Hill, at Stop SL.

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:	Upper Norwood.

TULSE HILL STATION, HARDEL RISE

Public stand for three buses on the west side of Hardel Rise.

From Elephant & Castle.

Buses proceed from Norwood Road via Christchurch Road, Norwood Road, Christchurch Road and Hardel Rise to stand, departing via Hardel Rise and Tulse Hill to Norwood Road. Set down in Norwood Road, at Stop C and pick up in Norwood Road, at Stop B.

From South Croydon, Swan & Sugar Loaf.

Buses proceed from Norwood Road via Christchurch Road and Hardel Rise to stand, departing via Hardel Rise and Tulse Hill to Norwood Road. Set down in Norwood Road, at Stop J and pick up in Norwood Road, at Stop G.

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: Tulse Hill Station.

HERNE HILL STATION (from South Croydon, Swan & Sugar Loaf)

Buses proceed from Norwood Road via Dulwich Road, Hurst Street and Railton Road departing to Norwood Road. Set down in Norwood Road and pick up in Norwood Road, at Stop F.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Herne Hill.

HERNE HILL, DULWICH ROAD (from ELEPHANT & CASTLE)

Public stand for four buses on south side of Dulwich Road, commencing at a point opposite the party wall of 137/139 and extending 47 metres east.

Buses proceed from Herne Hill via Half Moon Lane, Norwood Road and Dulwich Road to stand, departing via Dulwich Road, Rymer Street, Railton Road, Hurst Street, Dulwich Road and Half Moon Lane to Herne Hill. Set down in Herne Hill, at Stop C and pick up in Herne Hill, at Stop B.

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: Herne Hill.

CAMBERWELL ROAD (from South Croydon, Swan & Sugar Loaf)

Buses proceed from Camberwell Road via Wyndham Road, Camberwell New Road and Camberwell Green (South Side) departing to Denmark Hill. Set down in Camberwell Road and pick up in Denmark Hill, at Stop Q.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Camberwell Green.

ELEPHANT & CASTLE, LAMBETH ROAD

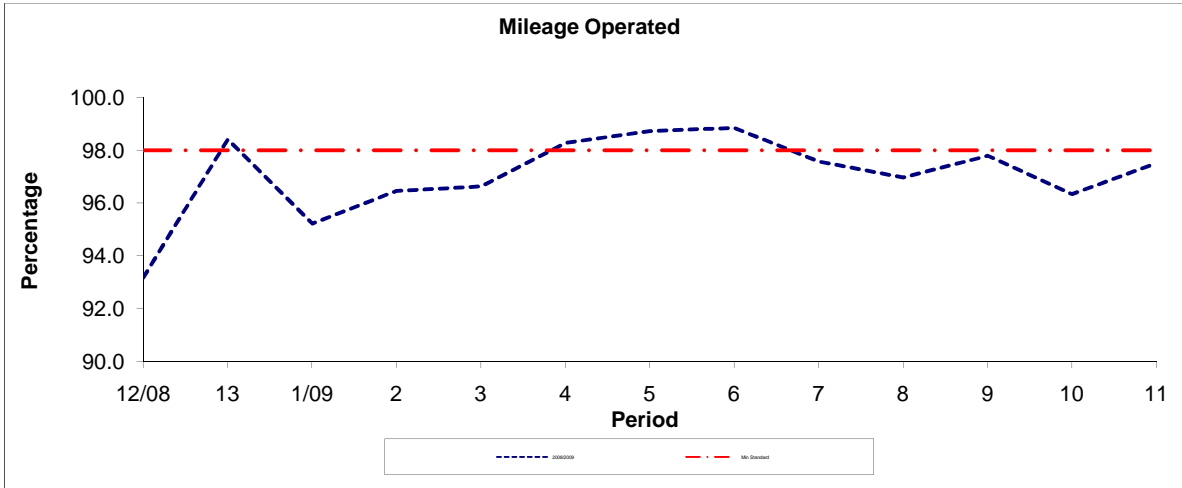
Public stand for 7 buses on south side of Lambeth Road commencing 1.5 metres east of lamp standard No. 1357/06 and extending 83 metres east.

Buses proceed from Lambeth Road direct to stand, departing via Lambeth Road, St George's Road, Westminster Bridge Road and St George's Circus to London Road. Set down in Lambeth Road, at Stop Z2 and pick up in London Road, at Stop D.

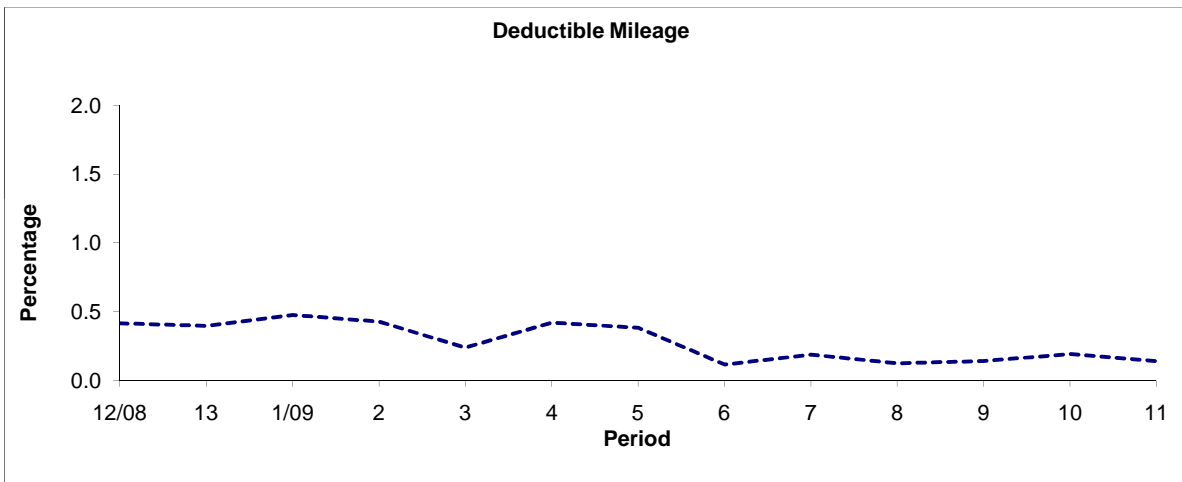
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 468 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Elephant & Castle.
OTHER INFORMATION: Toilet facilities in tube station.

PART B - PERFORMANCE STATISTICS

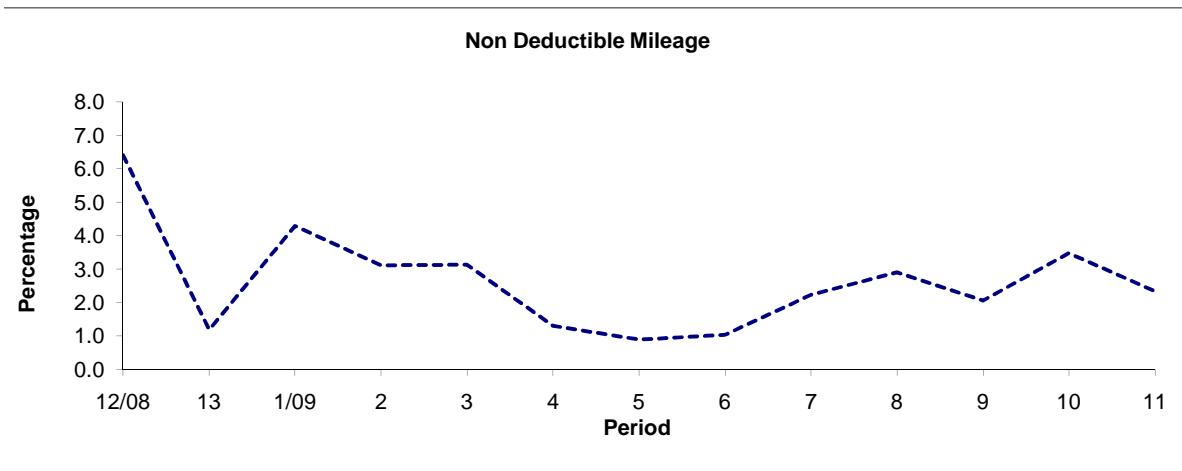
Route 468



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	93.17	98.41	95.23	96.46	96.63	98.28	98.73	98.85	97.58	96.97	97.80	96.33	97.52
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



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	0.41	0.40	0.48	0.43	0.24	0.42	0.38	0.11	0.19	0.12	0.14	0.19	0.14



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	6.41	1.19	4.29	3.11	3.13	1.30	0.89	1.04	2.23	2.90	2.06	3.47	2.34

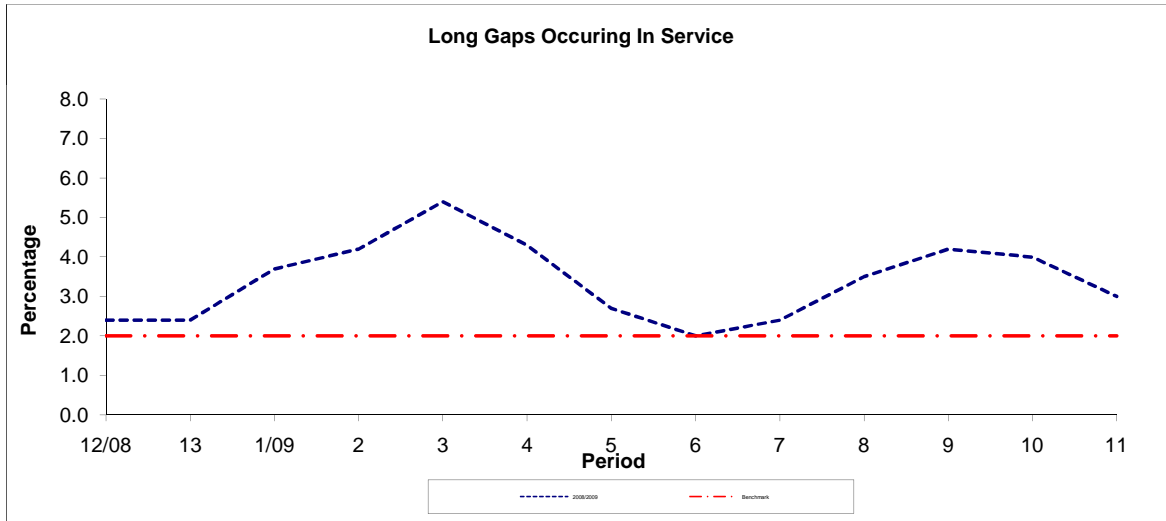
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 468



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	1.08	1.03	1.38	1.54	1.84	1.59	1.18	1.03	1.11	1.36	1.51	1.46	1.23
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	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	2.40	2.40	3.70	4.20	5.40	4.30	2.70	2.00	2.40	3.50	4.20	4.00	3.00
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