

## SECTION 2: PART A

### SERVICE SPECIFICATION FOR ROUTE No. N133

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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. N133.

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:

- Nightly frequencies are increased from every 30 minutes to every 20 minutes;
- Route No. 133, which is specified separately, is jointly contracted with Route No. N133.

## 3. TERMINALS

Route No. N133 will operate between Mitcham, Fair Green and Liverpool Street Bus Station.

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. N133 which will operate as follows:

| DAY OF OPERATION                                 |   |
|--|---|
| Nightly  | Section 6.1                               |
| New Year's Eve night/<br>New Year's Day morning* | Saturday night/<br>Sunday morning service |
| New Year's Eve night/New Year's<br>Day morning*  | Nightly service                           |
| Christmas Eve night/Christmas<br>Day morning     | No service                                |
| Christmas Day night/Boxing Day<br>morning        | No service                                |

\* The New Year's Eve service level should be regarded as a minimum and any frequency increases and / or diversions will be discussed with the successful Tenderer on an annual basis.

## 5. VEHICLE TYPE

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

Route No. N133 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 Nightly

1. Mitcham, Fair Green to Liverpool Street Bus Station

0040 - 0350            Every 20 minutes

First departure from Mitcham, Fair Green no later than 0045.  
Last departure from Mitcham, Fair Green no earlier than 0345.

2. Liverpool Street Bus Station to Mitcham, Fair Green

0115 - 0420            Every 20 minutes

First departure from Liverpool Street Bus Station no later than 0120.  
Last departure from Liverpool Street Bus Station no earlier than 0415.

**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. N133 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. N133 shall be:

|                          |                     |
|--------------------------|---------------------|
| Departing on Time        | No less than 85.00% |
| Minimum Operated Mileage | No less than 99.00% |

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

**QSI Thresholds**

It is unlikely that the minimum number of QSI surveys for threshold measurement will be conducted on Route No. N133 at present. However, this may change at a later date when a Threshold figure may be published.

## 8. RUNNING TIMES

Extracts from the public timetable with sample running times for Route No. N133 are attached at Appendix B. This gives an indication of the time required to travel the route. 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 weekday nights.

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

- the minimum performance standards for Route No. N133 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.

In order to meet reliability targets, Tenderers may wish to consider the inclusion of a boarding time allowance at London Bridge Station as appropriate on all or some nights.

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. N133 should interwork with Route No. 133 to form a seamless 24 hour service.

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. N133 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. N133:

- Route No. N133 can suffer from unpredictable traffic delays in the London Bridge and Liverpool Street areas.

Tenderers should also note the following factors which may have an impact on Route No. N133 in the foreseeable future:

- The Elephant & Castle regeneration programme is scheduled for completion by 2014. The works associated with this project may impact on the road network during the lifetime of this contract;
- As part of the Thameslink upgrade works, a new viaduct is to be built at Railway Approach, London Bridge. Works are scheduled to commence in spring 2009 with completion of the project scheduled for 2012. The successful Tenderer will be told about any road network changes when more information becomes available;
- There are tentative proposals to redevelop London Bridge Bus Station. The successful Tenderer will be updated when more information becomes available;
- 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. N133 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. N133

|   |            |
|---|------------|
| Mitcham, Fair Green to Liverpool Street Bus Station | 10.8 miles |
| Liverpool Street Bus Station to Mitcham, Fair Green | 10.9 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. N133 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.

## APPENDIX A: ROUTE RECORD

### ROUTE No. N133: MITCHAM, FAIR GREEN - LIVERPOOL STREET BUS STATION

#### STREETS TRAVERSED

**Towards Liverpool Street Bus Station:** Raleigh Gardens, Upper Green West, Upper Green East, Commonside West, Commonside East, Manor Road, Rowan Road, Greyhound Terrace, Streatham Vale, Greyhound Lane, Streatham High Road, Streatham Hill, Brixton Hill, Brixton Road, Kennington Park Road, Newington Butts, Elephant & Castle, Newington Causeway, Borough High Street, London Bridge, King William Street, Prince's Street, Moorgate, South Place, Eldon Street, Blomfield Street, Liverpool Street contra-flow bus lane, Sun Street Passage.

**Towards Mitcham, Fair Green:** Liverpool Street Bus Station, Sun Street Passage, Liverpool Street, Blomfield Street, Finsbury Circus, Moorgate, Prince's Street, King William Street, London Bridge, Borough High Street, Railway Approach, London Bridge Bus Station, London Bridge Street, Borough High Street, Newington Causeway, Elephant & Castle, Newington Butts, Kennington Park Road, Brixton Road, Camberwell New Road, Brixton Road, Effra Road, St Matthew's Road, Brixton Hill, Streatham Hill, Streatham High Road, Greyhound Lane, Streatham Vale, Greyhound Terrace, Rowan Road, Manor Road, Commonside East, Commonside West, Upper Green East, London Road, Raleigh Gardens.

#### STANDS, TURNING POINTS AND DESTINATION 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:

|                            |
|----------------------------|
| N133 via Elephant & Castle |
|----------------------------|

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.

**MITCHAM, FAIR GREEN**

Public stand in Raleigh Gardens (west arm), on the offside of the offside bus bay.  
Buses proceed from Raleigh Gardens direct to stand, departing to Raleigh Gardens. Set down and pick up in Raleigh Gardens, at stop G.

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than **2** buses on Route No. N133 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.  
OTHER INFORMATION: London Buses toilet facilities available 24 hours a day.  
BLIND DISPLAY: Mitcham

**ROWAN ROAD, MANOR ROAD (from Liverpool Street Bus Station)**

Buses proceed from Rowan Road via Wide Way, South Lodge Avenue and Wide Way departing to Rowan Road. Set down in Rowan Road, at stop VQ and pick up in Rowan Road, at stop P.

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand.**  
BLIND DISPLAY: Rowan Road, Manor Road

**STREATHAM, ST. LEONARD'S CHURCH (from Liverpool Street Bus Station)**

Public stand for two buses on the north side of Tooting Bec Gardens, commencing 30 metres west of junction with Streatham High Road, and extending 30 metres west.  
Buses proceed from Streatham High Road via Mitcham Lane, Ambleside Avenue and Tooting Bec Gardens to stand, departing via Tooting Bec Gardens to Streatham High Road. Set down at alighting point and pick up in Streatham High Road, at stop O.

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: To be used for 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.  
BLIND DISPLAY: Streatham, St. Leonard's Church

### **BRIXTON, STOCKWELL PARK WALK**

Public stand, 124m long, on the north side of Stockwell Park Walk.

#### **From Mitcham, Fair Green**

Buses proceed from Brixton Road via Stockwell Road and Stockwell Park Walk to stand, departing via Stockwell Park Walk to Brixton Road. Set down in Brixton Road, at stop S and pick up in Brixton Road, at stop P.

#### **From Liverpool Street Bus Station**

Buses proceed from Brixton Road via Stockwell Road and Stockwell Park Walk to stand, departing via Stockwell Park Walk to Brixton Road. Set down in Brixton Road, at stop F and pick up in Brixton Road, at stop RA.

|                         |   |
|-------------------------|---|
| AVAILABILITY:           | At any time.                                    |
| OPERATING RESTRICTIONS: | To be used for 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. |
| BLIND DISPLAY:          | Brixton   |

### **KENNINGTON, VASSALL ROAD (from Mitcham, Fair Green)**

Public stand on north side of Vassall Road, alongside the blank wall between Nos. 1 and 3. Buses proceed from Brixton Road via Camberwell New Road, Kennington Park Road, Clapham Road, Caldwell Street and Vassall Road to stand, departing via Vassall Road, Foxley Road and Camberwell New Road to Brixton Road. Set down in Brixton Road, at stop G and pick up in Brixton Road, at stop J.

|                         |   |
|-------------------------|---|
| AVAILABILITY:           | At any time.                                    |
| OPERATING RESTRICTIONS: | To be used for 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. |
| BLIND DISPLAY:          | Kennington Church                               |

### **ELEPHANT & CASTLE, SOUTHWARK BRIDGE ROAD (from Mitcham, Fair Green)**

Public stand on the west side of Southwark Bridge Road, commencing 10 metres north of the centre of Keyworth Street and extending 54 metres north. Buses proceed from Newington Causeway via Southwark Bridge Road to stand, departing via Southwark Bridge Road and Gaunt Street to Newington Causeway. Set down in Newington Causeway, at stop F and pick up in Newington Causeway, at stop G.

|                         |   |
|-------------------------|---|
| AVAILABILITY:           | At any time.                                    |
| OPERATING RESTRICTIONS: | To be used for 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. |
| BLIND DISPLAY:          | Elephant & Castle                               |

### **LONDON BRIDGE STATION (from Mitcham, Fair Green)**

Buses proceed from Borough High Street via Railway Approach, London Bridge Bus Station and London Bridge Street departing to Borough High Street. Set down in Borough High Street, at stop G and pick up in Borough High Street.

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand.**  
BLIND DISPLAY: London Bridge

### **MONUMENT STATION (from Mitcham, Fair Green)**

Buses proceed from King William Street via Arthur Street, Lower Thames Street, Monument Street, A3 and King William Street departing to London Bridge. Set down in King William Street, at stop Q and pick up in London Bridge, at stop P.

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

### **LIVERPOOL STREET, BUS STATION**

Private stand in Liverpool Street Bus Station in Sun Street Passage. Six buses can stand in the enclosed section and five in Sun Street Passage. Routes are allocated to specific stands.

Buses proceed from Sun Street Passage via Liverpool Street Bus Station to stand, departing to Liverpool Street Bus Station. Set down in Sun Street Passage, at alighting point and pick up in Liverpool Street Bus Station, at stop D.

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than **2** buses on Route No. N133 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.  
OTHER INFORMATION: London Buses toilet facilities available 24 hours a day.  
BLIND DISPLAY: Liverpool Street

**APPENDIX B: SAMPLE RUNNING TIMES FOR ROUTE No. N133**  
(based on current schedule)

**NIGHTLY**

1. Mitcham, Fair Green to Liverpool Street Bus Station

|  | Typical<br>late night | Typical early<br>morning |
|--|-----------------------|--------------------------|
| <b>Mitcham Fair Green</b>                        | 0049                  | 0349                     |
| <i>Mitcham Rowan Road/Manor Road</i>             | 0055                  | 0355                     |
| <i>Streatham St. Leonord's Church</i>            | 0103                  | 0403                     |
| <i>Streatham Hill Telford Avenue</i>             | 0108                  | 0408                     |
| <i>Brixton Station</i>                           | 0114                  | 0414                     |
| <i>Kennington Church</i>                         | 0120                  | 0420                     |
| <i>Elephant &amp; Castle Newington Causeway</i>  | 0125                  | 0425                     |
| <i>London Bridge Station Southwark Cathedral</i> | 0129                  | 0429                     |
| <i>Bank Station Princes Street</i>               | 0132                  | 0432                     |
| <b>Liverpool Street Bus Station</b>              | 0136                  | 0436                     |
|  | 47 minutes            | 47 minutes               |

2. Liverpool Street Bus Station to Mitcham, Fair Green

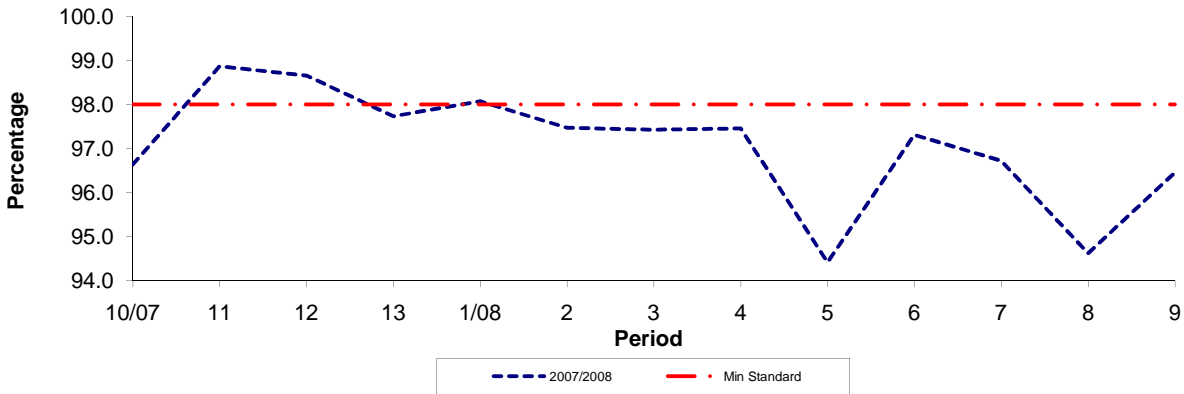
|   | Typical<br>late night | Typical early<br>morning |
|---|-----------------------|--------------------------|
| <b>Liverpool Street Bus Station</b>               | 0115                  | 0415                     |
| <i>Bank Station Princes Street</i>                | 0119                  | 0419                     |
| <i>London Bridge Station London Bridge Stop Y</i> | 0122                  | 0422                     |
| <i>Elephant &amp; Castle Newington Causeway</i>   | 0126                  | 0426                     |
| <i>Kennington Church</i>                          | 0131                  | 0431                     |
| <i>Brixton Station</i>                            | 0137                  | 0437                     |
| <i>Streatham Hill Telford Avenue</i>              | 0144                  | 0444                     |
| <i>Streatham St. Leonord's Church</i>             | 0149                  | 0449                     |
| <i>Mitcham Rowan Road/Manor Road</i>              | 0158                  | 0458                     |
| <b>Mitcham Fair Green</b>                         | 0203                  | 0503                     |
|   | 48 minutes            | 48 minutes               |

The above tables have been included to assist Tenderers. They represent the information currently available to the Corporation. Tenderers should form their own views about what is appropriate in terms of running times. (See Section 8.)

**PART B - PERFORMANCE STATISTICS**

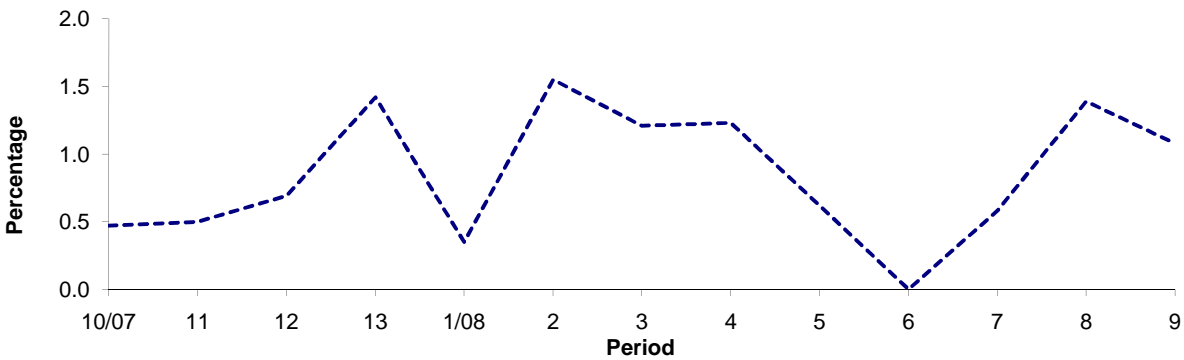
**Route N133**

**Mileage Operated**



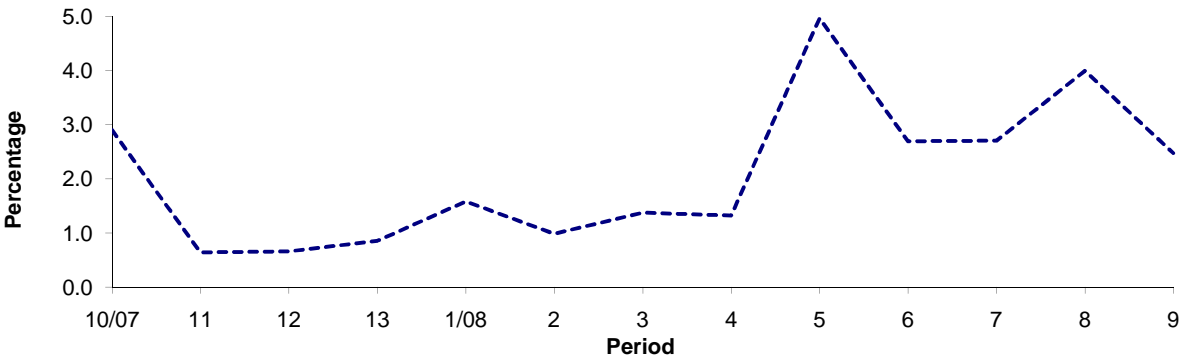
| Period       | 10/07 | 11    | 12    | 13    | 1/08  | 2     | 3     | 4     | 5     | 6     | 7     | 8     | 9     |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2007/2008    | 96.63 | 98.86 | 98.65 | 97.73 | 98.07 | 97.47 | 97.42 | 97.45 | 94.42 | 97.31 | 96.72 | 94.62 | 96.45 |
| 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    | 10/07 | 11   | 12   | 13   | 1/08 | 2    | 3    | 4    | 5    | 6    | 7    | 8    | 9    |
|-----------|-------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2007/2008 | 0.47  | 0.50 | 0.69 | 1.42 | 0.35 | 1.55 | 1.21 | 1.23 | 0.62 | 0.00 | 0.58 | 1.39 | 1.08 |

**Non Deductible Mileage**

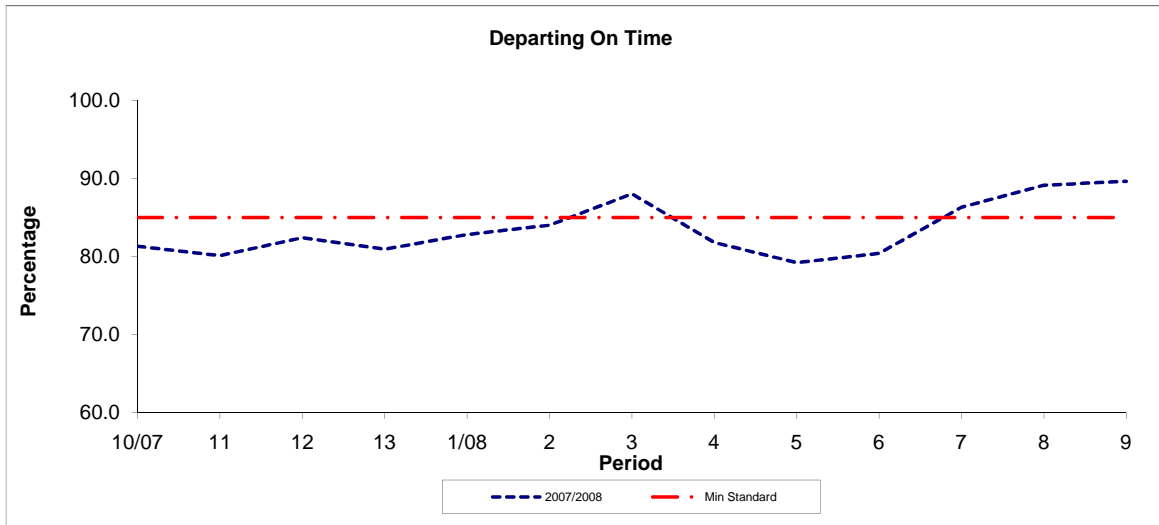


| Period    | 10/07 | 11   | 12   | 13   | 1/08 | 2    | 3    | 4    | 5    | 6    | 7    | 8    | 9    |
|-----------|-------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2007/2008 | 2.90  | 0.64 | 0.66 | 0.85 | 1.58 | 0.98 | 1.37 | 1.32 | 4.96 | 2.69 | 2.70 | 3.99 | 2.47 |

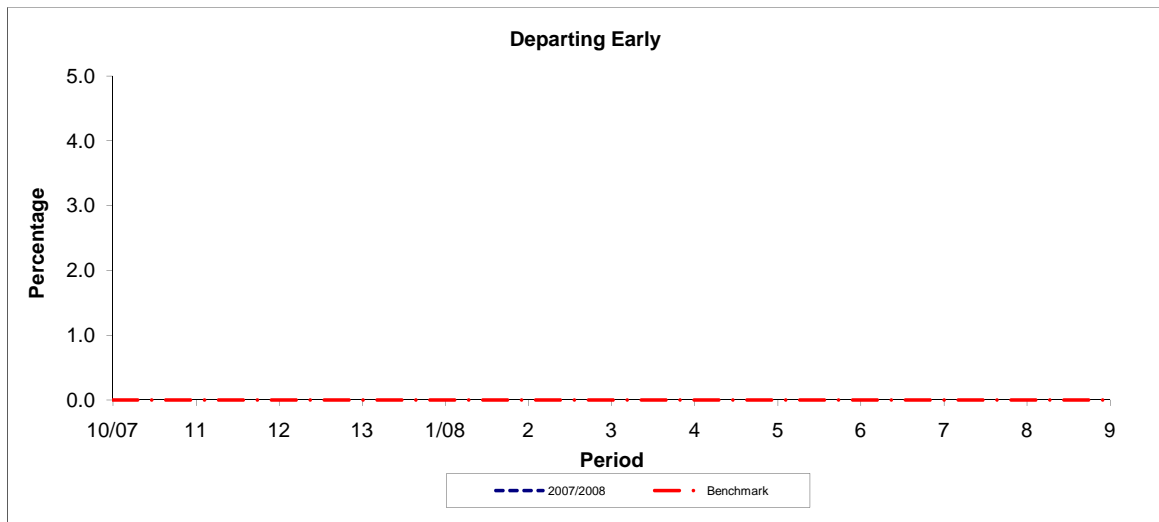
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route N133**



| Period       | 10/07 | 11    | 12    | 13    | 1/08  | 2     | 3     | 4     | 5     | 6     | 7     | 8     | 9     |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2007/2008    | 81.30 | 80.10 | 82.40 | 80.90 | 82.80 | 84.00 | 88.00 | 81.80 | 79.20 | 80.40 | 86.30 | 89.10 | 89.60 |
| Min Standard | 85.00 | 85.00 | 85.00 | 85.00 | 85.00 | 85.00 | 85.00 | 85.00 | 85.00 | 85.00 | 85.00 | 85.00 | 85.00 |



| Period    | 10/07 | 11   | 12   | 13   | 1/08 | 2    | 3    | 4    | 5    | 6    | 7    | 8    | 9    |
|-----------|-------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2007/2008 |       |      |      |      |      |      |      |      |      |      |      |      |      |
| Benchmark | 0.00  | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

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