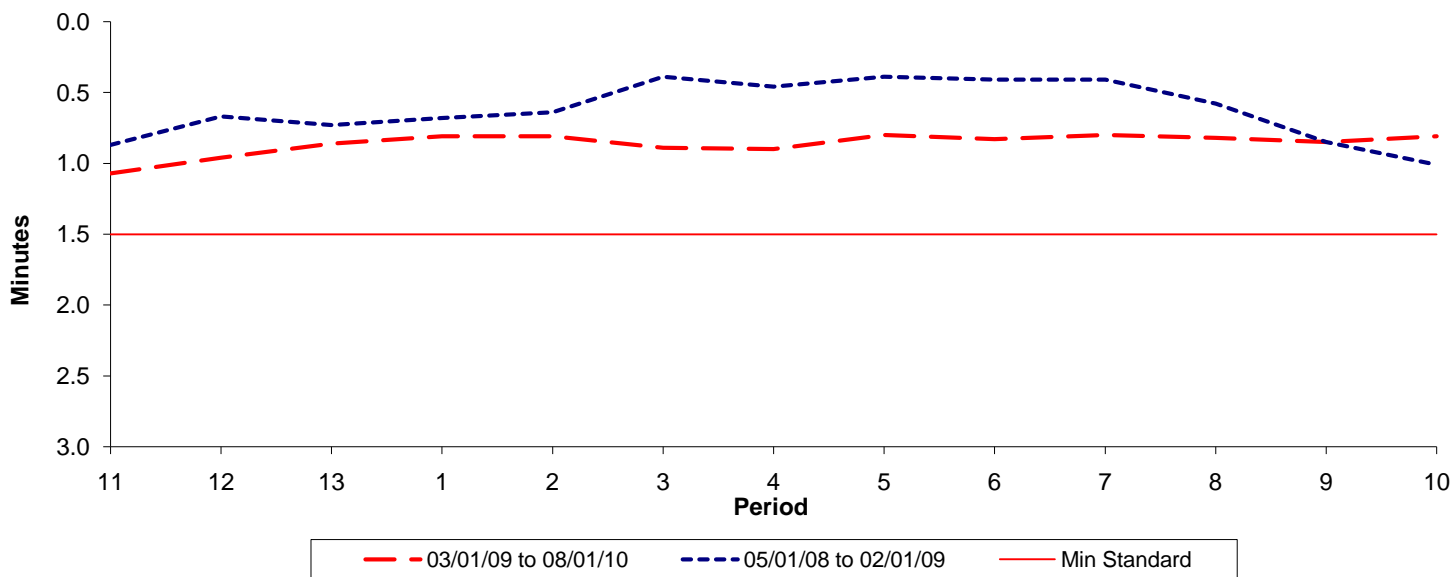




**Reliability Performance ( High Frequency )**

**Excess Waiting Time (minutes)**

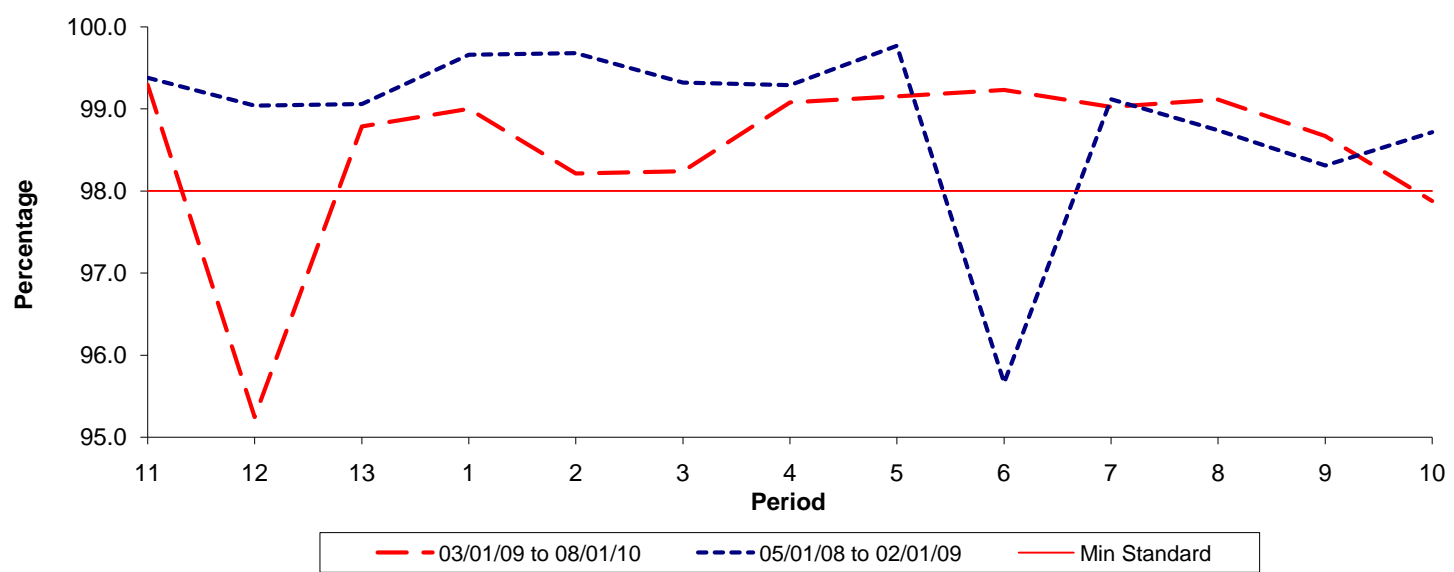


| Date Range / Period  | 11   | 12   | 13   | 1    | 2    | 3    | 4    | 5    | 6    | 7    | 8    | 9    | 10   |
|----------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 03/01/09 to 08/01/10 | 1.07 | 0.96 | 0.86 | 0.81 | 0.81 | 0.89 | 0.90 | 0.80 | 0.83 | 0.80 | 0.82 | 0.85 | 0.81 |
| 05/01/08 to 02/01/09 | 0.87 | 0.67 | 0.73 | 0.68 | 0.64 | 0.39 | 0.46 | 0.39 | 0.41 | 0.41 | 0.58 | 0.85 | 1.01 |
| 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 |

Excess Waiting Time figures are based on 12 weeks data

**Kilometre Performance**

**% Kilometres Operated**



| Date Range / Period  | 11    | 12    | 13    | 1     | 2     | 3     | 4     | 5     | 6     | 7     | 8     | 9     | 10    |
|----------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 03/01/09 to 08/01/10 | 99.29 | 95.24 | 98.79 | 99.00 | 98.21 | 98.24 | 99.08 | 99.15 | 99.23 | 99.02 | 99.12 | 98.67 | 97.88 |
| 05/01/08 to 02/01/09 | 99.38 | 99.04 | 99.06 | 99.66 | 99.68 | 99.32 | 99.29 | 99.77 | 95.66 | 99.12 | 98.74 | 98.31 | 98.72 |
| 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 |

Kilometre figures are based on 4 weeks data