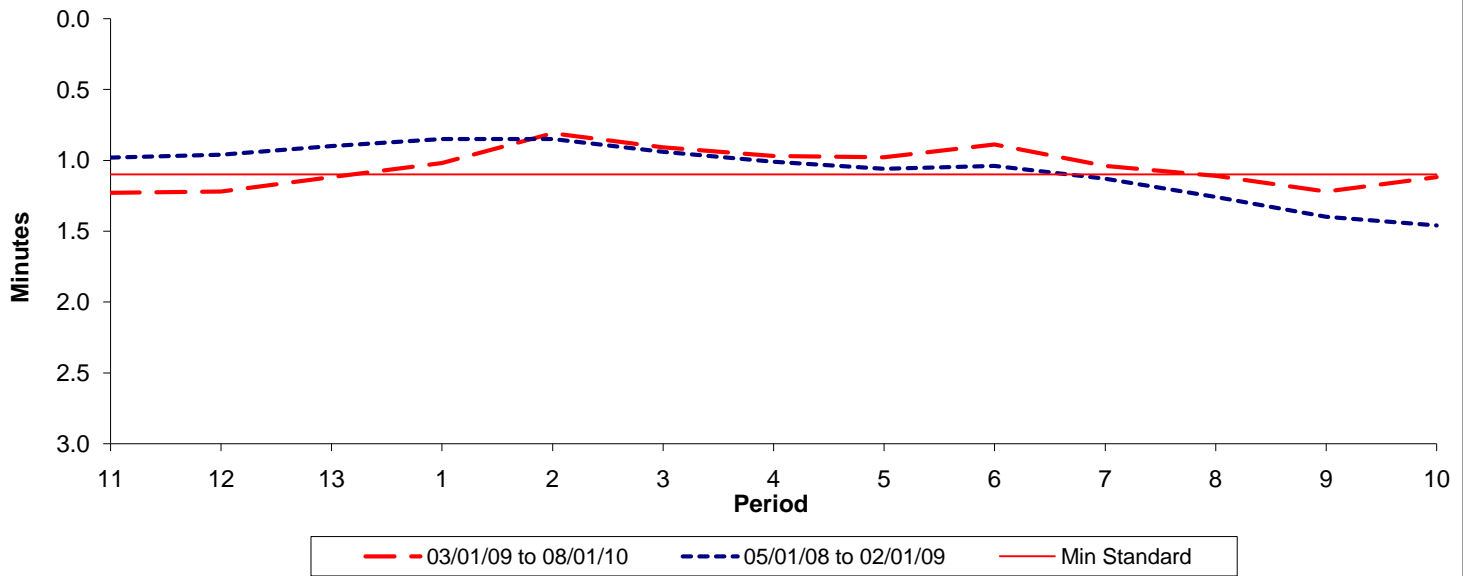




Reliability Performance (High Frequency)

Excess Waiting Time (minutes)

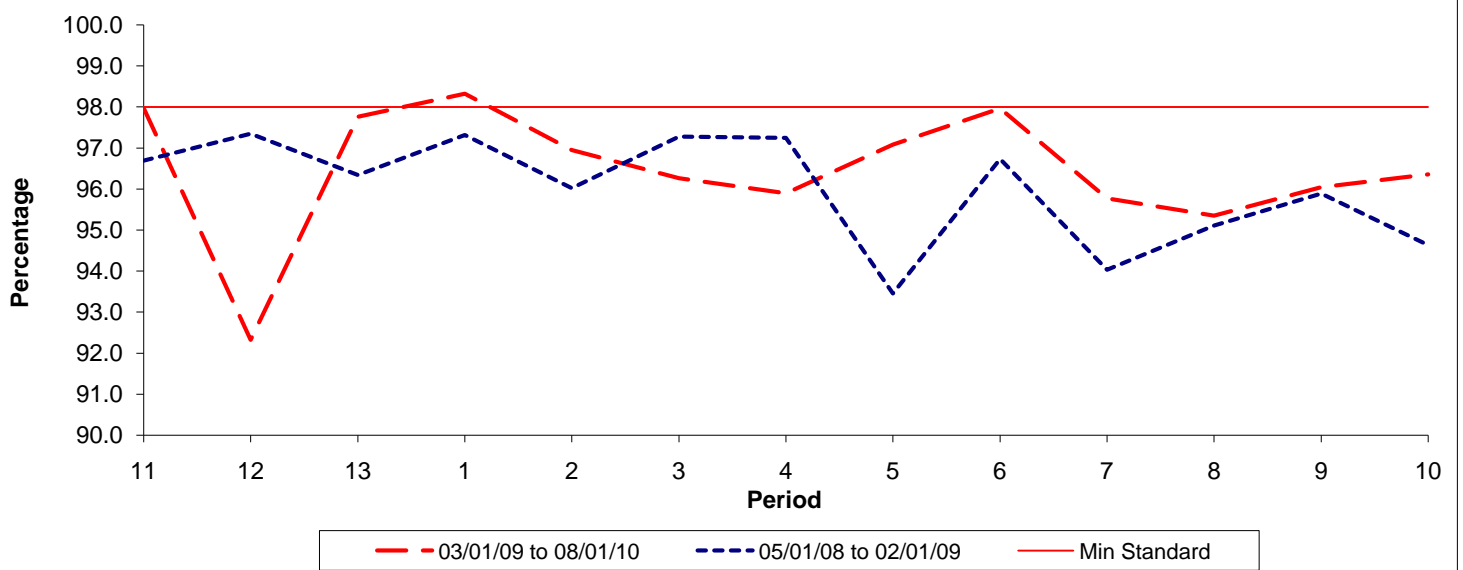


| Date Range / Period | 11 | 12 | 13 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|----------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 03/01/09 to 08/01/10 | 1.23 | 1.22 | 1.12 | 1.02 | 0.81 | 0.91 | 0.97 | 0.98 | 0.89 | 1.04 | 1.11 | 1.22 | 1.12 |
| 05/01/08 to 02/01/09 | 0.98 | 0.96 | 0.90 | 0.85 | 0.85 | 0.94 | 1.01 | 1.06 | 1.04 | 1.13 | 1.26 | 1.40 | 1.46 |
| Min Standard | 1.10 | 1.10 | 1.10 | 1.10 | 1.10 | 1.10 | 1.10 | 1.10 | 1.10 | 1.10 | 1.10 | 1.10 | 1.10 |

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 | 97.97 | 92.32 | 97.76 | 98.32 | 96.95 | 96.26 | 95.89 | 97.08 | 97.96 | 95.77 | 95.35 | 96.04 | 96.35 |
| 05/01/08 to 02/01/09 | 96.69 | 97.35 | 96.34 | 97.32 | 96.02 | 97.28 | 97.25 | 93.45 | 96.73 | 94.03 | 95.11 | 95.89 | 94.63 |
| 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