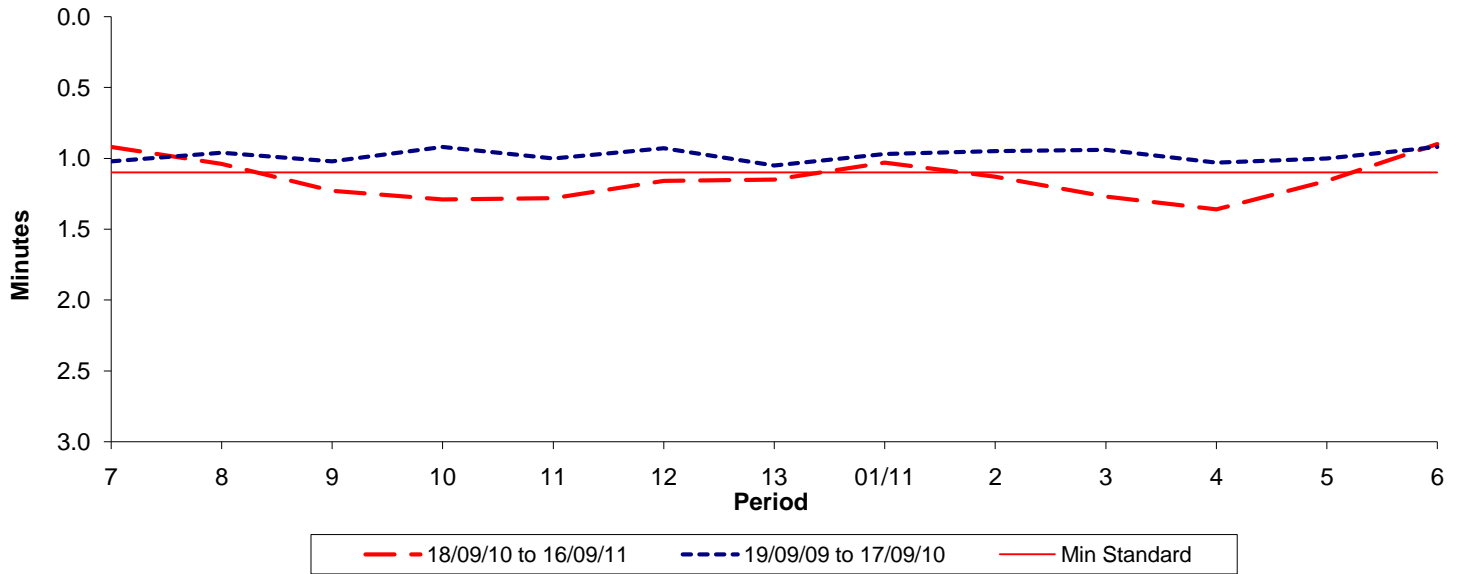




Reliability Performance (High Frequency)

Excess Waiting Time (minutes)

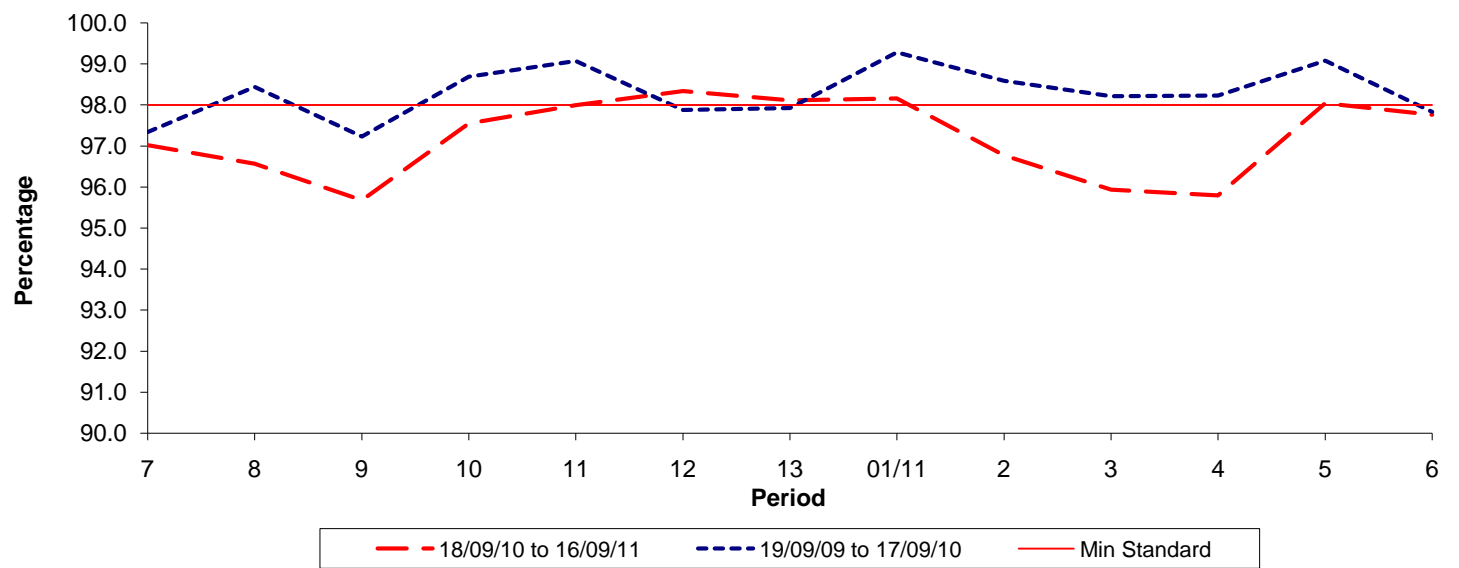


| Date Range / Period | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 01/11 | 2 | 3 | 4 | 5 | 6 |
|----------------------|------|------|------|------|------|------|------|-------|------|------|------|------|------|
| 18/09/10 to 16/09/11 | 0.92 | 1.04 | 1.23 | 1.29 | 1.28 | 1.16 | 1.15 | 1.03 | 1.13 | 1.27 | 1.36 | 1.16 | 0.90 |
| 19/09/09 to 17/09/10 | 1.02 | 0.96 | 1.02 | 0.92 | 1.00 | 0.93 | 1.05 | 0.97 | 0.95 | 0.94 | 1.03 | 1.00 | 0.92 |
| 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 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 01/11 | 2 | 3 | 4 | 5 | 6 |
|----------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 18/09/10 to 16/09/11 | 97.02 | 96.57 | 95.68 | 97.55 | 98.00 | 98.34 | 98.11 | 98.16 | 96.77 | 95.94 | 95.80 | 98.04 | 97.76 |
| 19/09/09 to 17/09/10 | 97.34 | 98.44 | 97.23 | 98.69 | 99.07 | 97.88 | 97.92 | 99.28 | 98.59 | 98.21 | 98.23 | 99.08 | 97.83 |
| 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