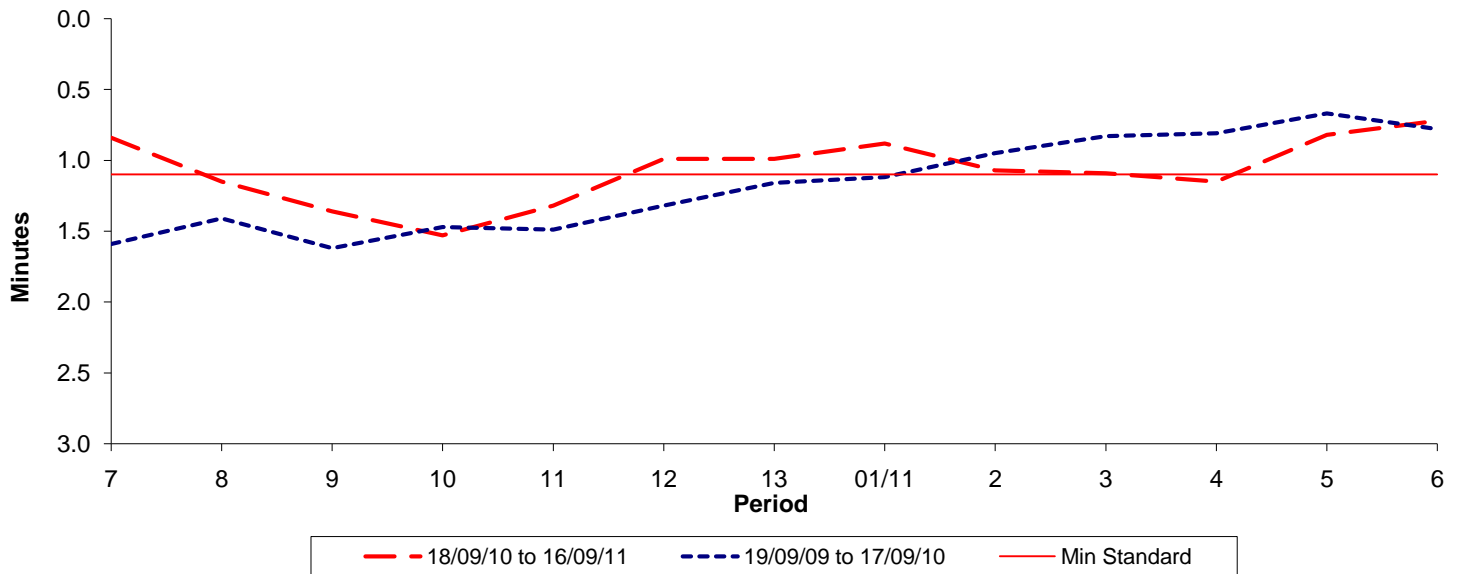




Reliability Performance (High Frequency)

Excess Waiting Time (minutes)

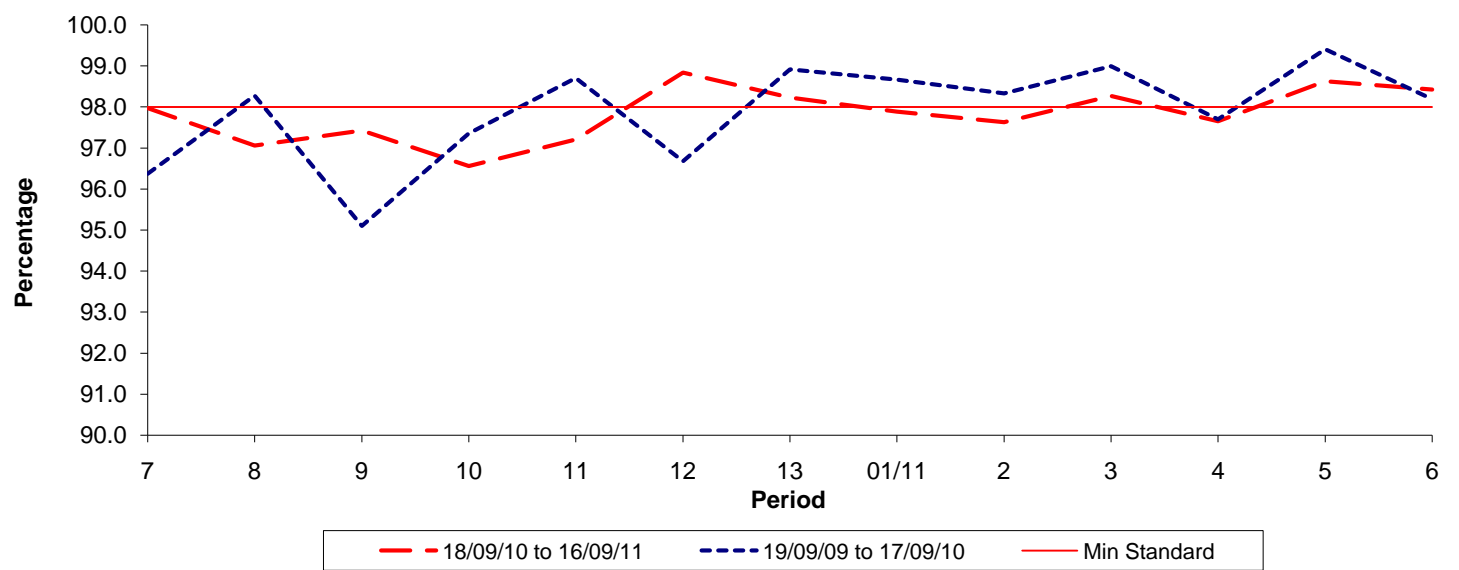


| Date Range / Period | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 01/11 | 2 | 3 | 4 | 5 | 6 |
|----------------------|------|------|------|------|------|------|------|-------|------|------|------|------|------|
| 18/09/10 to 16/09/11 | 0.84 | 1.15 | 1.36 | 1.53 | 1.32 | 0.99 | 0.99 | 0.88 | 1.07 | 1.09 | 1.15 | 0.82 | 0.72 |
| 19/09/09 to 17/09/10 | 1.59 | 1.41 | 1.62 | 1.47 | 1.49 | 1.32 | 1.16 | 1.12 | 0.95 | 0.83 | 0.81 | 0.67 | 0.78 |
| 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 | 97.97 | 97.06 | 97.43 | 96.56 | 97.21 | 98.84 | 98.23 | 97.89 | 97.63 | 98.27 | 97.65 | 98.63 | 98.43 |
| 19/09/09 to 17/09/10 | 96.37 | 98.28 | 95.10 | 97.36 | 98.71 | 96.68 | 98.92 | 98.67 | 98.33 | 99.00 | 97.70 | 99.41 | 98.19 |
| 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