SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 131

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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. 131.

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:

An additional Mondays to Fridays schoolday only peak journey ex Tooting Broadway
in the morning peak and ex Kingston, Fairfield Bus Station in the afternoon peak is
specified. Tenderers must identify the cost of these journeys separately.

3. TERMINALS

Route No. 131 will operate between Kingston, Fairfield Bus Station and Tooting Broadway.

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. 131 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Mondays to Fridays Schooldays	Section 6.2
Saturdays & Good Friday	Section 6.3
Sundays	Section 6.4
Christmas Day	No service
Boxing Day	Section 6.5
Other Public Holidays	Sunday service

5. VEHICLE TYPE

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

Route No. 131 is currently approved for vehicles which are a maximum of 9.9 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. In addition, journeys with specific start times are required. These times must be adhered to.

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 Mondays to Fridays

1. Kingston, Fairfield Bus Station to Tooting Broadway

0455 - 0555	Every 20 minutes
0556 - 0610	Every 15 minutes
0611 - 0630	Every 10 minutes
0631 - 1825	Every 8 minutes
1826 - 1845	Every 10 minutes
1846 - 0030	Every 12 minutes

First departure from Kingston, Fairfield Bus Station no later than 0500. Last departure from Kingston, Fairfield Bus Station no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Raynes Park, Raynes Park Hotel between 0730 and 0830 and between 1500 and 1600.

2. Tooting Broadway to Kingston, Fairfield Bus Station

0515 - 0545	Every 20 minutes
0546 - 0600	Every 15 minutes
0601 - 0620	Every 10 minutes
0621 - 1910	Every 8 minutes
1911 - 1930	Every 10 minutes
1931 - 0045	Every 12 minutes

First departure from Tooting Broadway no later than 0520. Last departure from Tooting Broadway no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at New Malden, Police Station between 0730 and 0845 and between 1515 and 1615.

6.2 Mondays to Fridays Schooldays

1. <u>Tooting Broadway to Kingston, Fairfield Bus Station</u>

0735 & 0755 Two journeys

2. <u>Kingston, Fairfield Bus Station to Tooting Broadway</u>

1445 One journey

3. <u>Ursuline School, Worple Road to Tooting Broadway</u>

1525 One journey

Tenderers should submit separate costs for the 0735 and 1445 departures.

The timetable for Route No. 131 is specifically designed to meet the start and finish times of schools in the Wimbledon area. It is possible that these times may be altered during the life of the contract. Tenderers should indicate whether they are able to adjust the times of the specified journeys by up to 20 minutes (earlier or later) without alteration to the contract price. It may also be necessary for afternoon journeys to operate earlier than stated at the end of term and on other occasions at short notice.

6.3 Saturdays & Good Friday

1. <u>Kingston, Fairfield Bus Station to Tooting Broadway</u>

0455 - 0555	Every 30 minutes
0556 - 0635	Every 20 minutes
0636 - 0720	Every 15 minutes
0721 - 0805	Every 12 minutes
0806 - 1800	Every 8 minutes
1801 - 1820	Every 10 minutes
1821 - 0030	Every 12 minutes

First departure from Kingston, Fairfield Bus Station no later than 0500. Last departure from Kingston, Fairfield Bus Station no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Raynes Park, Raynes Park Hotel between 0930 and 1100.

2. Tooting Broadway to Kingston, Fairfield Bus Station

0515 - 0550	Every 30 minutes
0551 - 0650	Every 20 minutes
0651 - 0705	Every 15 minutes
0706 - 0805	Every 12 minutes
0806 - 1830	Every 8 minutes
1831 - 1850	Every 10 minutes
1851 - 0045	Every 12 minutes

First departure from Tooting Broadway no later than 0520. Last departure from Tooting Broadway no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at New Malden, Police Station between 0945 and 1115.

6.4 Sundays

1. <u>Kingston, Fairfield Bus Station to Tooting Broadway</u>

0455 - 0830	Every 30 minutes
0831 - 0930	Every 20 minutes
0931 - 0030	Every 12 minutes

First departure from Kingston, Fairfield Bus Station no later than 0500. Last departure from Kingston, Fairfield Bus Station no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Raynes Park, Raynes Park Hotel between 1030 and 1200.

2. Tooting Broadway to Kingston, Fairfield Bus Station

0515 - 0815	Every 30 minutes
0816 - 0855	Every 20 minutes
0856 - 0045	Every 12 minutes

First departure from Tooting Broadway no later than 0520. Last departure from Tooting Broadway no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at New Malden, Police Station between 1030 and 1200.

6.5 Boxing Day

1. <u>Kingston, Fairfield Bus Station to Tooting Broadway</u>

0755 - 0830	Every 30 minutes
0831 - 0930	Every 20 minutes
0931 - 0030	Every 12 minutes

First departure from Kingston, Fairfield Bus Station no later than 0800. Last departure from Kingston, Fairfield Bus Station no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Raynes Park, Raynes Park Hotel between 1030 and 1200.

2. Tooting Broadway to Kingston, Fairfield Bus Station

0810 - 0855	Every 20 minutes
0856 - 0045	Every 12 minutes

First departure from Tooting Broadway no later than 0815. Last departure from Tooting Broadway no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at New Malden, Police Station between 1030 and 1200.

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. 131 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. 131 shall be:

Average Excess Wait Time:

Minimum Operated Mileage:

No more than 1.20 minutes
No less than 98.00%

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

QSI Thresholds

The QSI threshold is the standard of performance to be achieved by the operator in order to qualify for an automatic contract extension (in accordance with Schedule IX of the Framework Agreement).

Average Excess Wait Time Threshold = 1.05 minutes

Summary of proposed QSI coverage: Route No. 131

Note: While London Buses undertakes to carry out QSI surveys at the times and locations specified below, it may prove impossible to rearrange a survey cancelled or nullified at short notice.

Survey locations

Location of QSI survey points in each direction

Towards Kingston, Fairfield Bus Station Towards Tooting Broadway

Tooting Broadway

Wimbledon

Raynes Park \$

Wimbledon

Kingston

New Malden \$

Raynes Park \$

New Malden \$

Total scheduled manual QSI surveys per quarter = 128.

\$ This point observed simultaneously in both directions. Counted as two surveys.

8. RUNNING TIMES

The current timetable for Route No. 131 can be viewed by prospective Tenderers on Caesar. 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 Monday to Friday AM and PM peaks and Saturday and Sunday PM shopping periods.

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

- the minimum performance standards for Route No. 131 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.

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. 131 should interwork with other bus services where possible.

11. CONTROL STRATEGY

Route No. 131 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. 131:

• Route No. 131 is likely to suffer from unpredictable delays in the Kingston and Raynes Park areas, particularly during peak periods.

Tenderers should also note the following factors which may have an impact on Route No. 131 in the foreseeable future:

• 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. 131 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. 130

Kingston, Fairfield Bus Station to Tooting Broadway	8.2 miles
Tooting Broadway to Kingston, Fairfield Bus Station	7.7 miles
Ursuline School, Worple Road to Tooting Broadway	3.2 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. 131 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.

16. STANDS AND 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:

131 via Wimbledon

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.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 131: Kingston, Fairfield Bus Station - Tooting Broadway

Date of Structural Change: 2 October 2010.

Date of Service Change: 2 October 2010.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Tooting Broadway: Fairfield North, Wheatfield Way, Ashdown Road, Eden Street, Clarence Street, Cromwell Road, Queen Elizabeth Road, London Road, Cambridge Road, Kingston Road, Burlington Road, Shannon Corner, Burlington Road, West Barnes Lane, Coombe Lane, Lambton Road, Worple Road, Wimbledon Hill Road, Wimbledon Bridge, The Broadway, Merton Road, Merton High Street, Collier's Wood High Street, Tooting High Street.

Towards Kingston, Fairfield Bus Station: Tooting High Street, Collier's Wood High Street, Merton High Street, Merton Road, The Broadway, Gladstone Road, Bus Turning Area, Sir Cyril Black Way, Hartfield Road, Wimbledon Bridge, Wimbledon Hill Road, Worple Road, Pepys Road, Coombe Lane, West Barnes Lane, Burlington Road, Shannon Corner, Burlington Road, Kingston Road, Cambridge Road, London Road, Fairfield North.

STANDING AND TURNING POINTS

KINGSTON, FAIRFIELD BUS STATION

Private stand for seven buses in marked bays in Fairfield Bus Station on south side of Fairfield North.

Buses proceed from Fairfield North via Fairfield Bus Station to stand, departing via Fairfield Bus Station to Fairfield North. Set down in Fairfield North, at Alighting Point and pick up in Fairfield North, at Stop B1.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 131 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.

DISPLAY: Kingston.

OTHER INFORMATION: Toilets available in bus station. Buses must be fitted with

an audible reverse warning device.

NEW MALDEN, KINGSTON ROAD (from TOOTING BROADWAY)

Public stand for three buses in bay on north side of Kingston Road, commencing 8 metres west of a point opposite the western arm of Balgowan Close and extending 36 metres west. Buses proceed from Burlington Road via Fountain Roundabout, Kingston Road and Charnwood Close to stand, departing via Charnwood Close, Kingston Road and Fountain Roundabout to Burlington Road. Set down in Burlington Road, at Stop G and pick up in Burlington Road, at Stop F.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: 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.

DISPLAY: New Malden, Police Station.

NEW MALDEN, FOUNTAIN ROUNDABOUT (from TOOTING BROADWAY)

Buses proceed from Burlington Road via Fountain Roundabout departing to Burlington Road. Set down in Burlington Road, at Stop G and pick up in Burlington Road, at Stop F.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: Turning Point Only - Buses must not stand

DISPLAY: New Malden, Fountain Roundabout.

NEW MALDEN, SHANNON CORNER (from TOOTING BROADWAY)

Buses proceed from Burlington Road via Shannon Corner departing to Burlington Road. Set down in Burlington Road, at Stop R and pick up in Burlington Road, at Stop C.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: Turning Point Only - Buses must not stand

DISPLAY: Shannon Corner.

RAYNES PARK, WORPLE ROAD

From Kingston, Fairfield Bus Station.

Buses proceed from Coombe Lane via Lambton Road, Worple Road and Pepys Road departing to Coombe Lane. Set down in Coombe Lane, at Stop B and pick up in Coombe Lane, at Stop H.

From Tooting Broadway.

Buses proceed from Worple Road via Pepys Road, Coombe Lane and Lambton Road departing to Worple Road. Set down in Worple Road, at Stop G and pick up in Worple Road, at Stop D.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: Turning Point Only - Buses must not stand

DISPLAY: Raynes Park.

WIMBLEDON, WORPLE ROAD (from TOOTING BROADWAY)

Public stand for up to 3 buses on west side of Worple Road commencing 4 metres south of lamp standard No. 007 and extending 26.5 metres south.

Buses proceed from Hartfield Road via Wimbledon Bridge, St George's Road, Francis Grove and Worple Road to stand, departing to Worple Road. Set down in Hartfield Road, at Stop L and pick up in Worple Road, at Stop N.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: 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.

DISPLAY: Wimbledon.

WIMBLEDON, SIR CYRIL BLACK WAY (from Kingston, Fairfield Bus Station)

Private stand for up to 3 buses in bus turning area on north side of Sir Cyril Black Way. Buses proceed from Wimbledon Bridge via The Broadway, Gladstone Road and Bus Turning Area to stand, departing to Bus Turning Area. Set down in Wimbledon Bridge, at Stop D and pick up in Bus Turning Area, at Stop F.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: 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.

DISPLAY: Wimbledon.

COLLIERS WOOD, PRIORY ROAD (from Kingston, Fairfield Bus Station)

Public stand for one bus commencing at bus stop on south side of Priory Road, extending 12 metres west.

Buses proceed from Merton High Street via Priory Road to stand, departing via Priory Road, Christchurch Road and Collier's Wood High Street to Merton High Street. Set down in Merton High Street, at Stop E and pick up in Merton High Street, at Stop G.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: 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.

DISPLAY: Colliers Wood.

TOOTING BROADWAY, LONGMEAD ROAD

Public stand for six buses in Longmead Road in three parts:

- 1. On north side of Longmead Road for three buses, commencing at a point 11 metres south of No 2 Longmead Road and extending 30 metres.
- 2. In the centre of Longmead Road for 2 buses standing abreast.
- 3. On south side of Longmead Road for one bus, commencing at a point 14 metres east of eastern building line of Mitcham Road and extending 10 metres.

Buses proceed from Tooting High Street via Tooting Broadway and Longmead Road to stand, departing via Longmead Road and Tooting Broadway to Tooting High Street. Set down in Tooting High Street, at Alighting Point L and pick up in Tooting High Street, at Stop K.

AVAILABILITY: At any time.

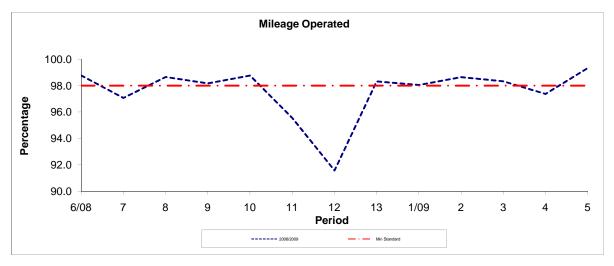
OPERATING RESTRICTIONS: No more than 2 buses on Route 131 should be

scheduled to stand at any one time.

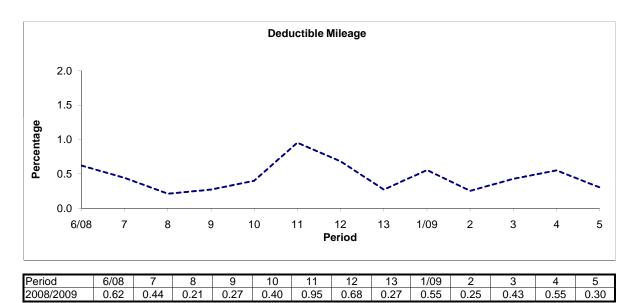
MEAL RELIEFS: No meal relief vehicles to stand at any time. FERRY VEHICLES: No ferry vehicles to park on stand at any time.

DISPLAY: Tooting Broadway.

PART B - PERFORMANCE STATISTICS Route 131



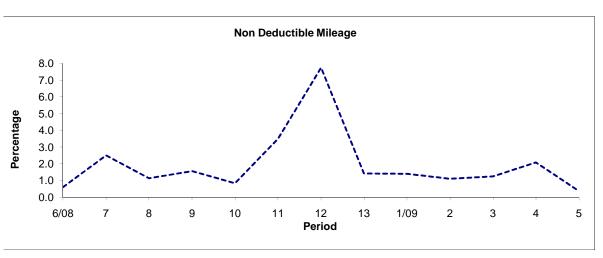
Period	6/08	7	8	9	10	11	12	13	1/09	2	3	4	5
2008/2009	98.77	97.06	98.65	98.16	98.76	95.55	91.57	98.31	98.04	98.64	98.32	97.37	99.33
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00



0.95

0.68

0.27



0.25

0.55

0.43

0.55

0.30

Period	6/08	7	8	9	10	11	12	13	1/09	2	3	4	5
2008/2009	0.61	2.50	1.14	1.57	0.84	3.50	7.75	1.42	1.40	1.10	1.25	2.08	0.37

Note: Mileage is based on 4 weeks data

0.62

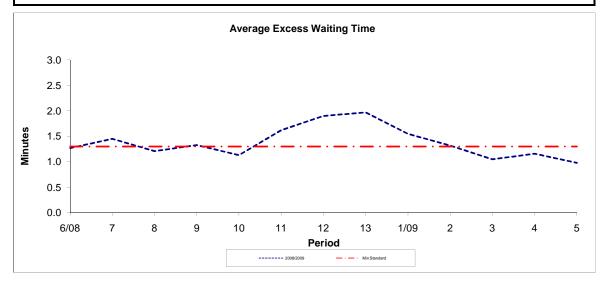
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0.21

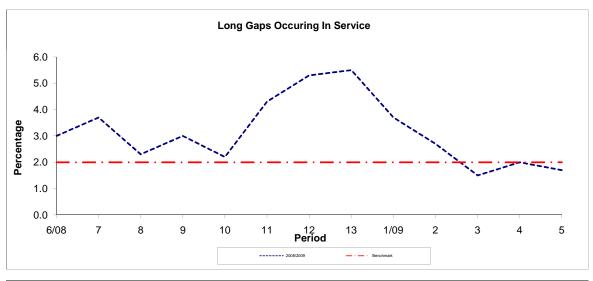
0.27

0.40

PART B - PERFORMANCE STATISTICS Route 131



Period	6/08	7	8	9	10	11	12	13	1/09	2	3	4	5
2008/2009	1.27	1.45	1.21	1.33	1.13	1.62	1.90	1.97	1.55	1.32	1.05	1.16	0.98
Min Standard	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30



Period	6/08	7	8	9	10	11	12	13	1/09	2	3	4	5
2008/2009	3.00	3.70	2.30	3.00	2.20	4.30	5.30	5.50	3.70	2.70	1.50	2.00	1.70
Benchmark	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00

Note: Reliability is based on 12 weeks rolling data