SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 422

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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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 422:

- Route No. 422 will be reroute in the Woolwich area in December 2009. Please see Appendix A for a full list of streets traversed.
- The Friday and Saturday night diversion in Bexleyheath Town Centre will be removed.

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:

- 87 capacity, dual door, double deck buses are specified subject to a satisfactory route test.
- Route No. 422 will stand at Bexleyheath Shopping Centre. Please see Appendix A for a full list of streets traversed and stand restrictions.

3. TERMINALS

Route No. 422 will operate between North Greenwich Station to Bexleyheath Shopping Centre.

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. 422 which will operate as follows:

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

5. VEHICLE TYPE

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

Route No. 422 is currently approved for vehicles which are a maximum of 10.0 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.

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. North Greenwich Station to Bexleyheath Shopping Centre

0455 - 0645	Every 15 minutes
0646 - 0715	Every 12 minutes
0716 - 1915	Every 10 minutes
1916 - 0115	Every 12 minutes

First departure from North Greenwich Station no later than 0500. Last departure from North Greenwich Station no earlier than 0110.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Bexleyheath Station between 0730 and 0800 and no more than 10 minutes apart at Bexleyheath Station between 0801 and 0900 and between 1500 and 1730.

2. <u>Bexleyheath Shopping Centre to North Greenwich Station</u>

0355 - 0545	Every 15 minutes
0546 - 0615	Every 12 minutes
0616 - 1815	Every 10 minutes
1816 - 0015	Every 12 minutes

First departure from Bexleyheath Shopping Centre no later than 0400. Last departure from Bexleyheath Shopping Centre no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Blackheath, Royal Standard between 0650 and 0850 and between 1450 and 1720.

6.2 Saturdays & Good Friday

1. North Greenwich Station to Bexleyheath Shopping Centre

0455 - 0645	Every 15 minutes
0646 - 0745	Every 12 minutes
0746 - 1915	Every 10 minutes
1916 - 0115	Every 12 minutes

First departure from North Greenwich Station no later than 0500. Last departure from North Greenwich Station no earlier than 0110.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Bexleyheath Station between 0830 and 1130.

2. <u>Bexleyheath Shopping Centre to North Greenwich Station</u>

0355 - 0545	Every 15 minutes
0546 - 0610	Every 12 minutes
0611 - 1825	Every 10 minutes
1826 - 0015	Every 12 minutes

First departure from Bexleyheath Shopping Centre no later than 0400. Last departure from Bexleyheath Shopping Centre no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Blackheath, Royal Standard between 0720 and 1120.

6.3 Sundays

1. North Greenwich Station to Bexleyheath Shopping Centre

0455 - 0730	Every 30 minutes
0731 - 1000	Every 15 minutes
1001 - 0115	Every 12 minutes

First departure from North Greenwich Station no later than 0500. Last departure from North Greenwich Station no earlier than 0110.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Bexleyheath Station between 1040 and 1140.

2. Bexleyheath Shopping Centre to North Greenwich Station

0355 - 0630	Every 30 minutes
0631 - 0900	Every 15 minutes
0901 - 0015	Every 12 minutes

First departure from Bexleyheath Shopping Centre no later than 0400. Last departure from Bexleyheath Shopping Centre no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Blackheath, Royal Standard between 1000 and 1100.

6.4 Boxing Day

1. North Greenwich Station to Bexleyheath Shopping Centre

0810 - 1000 Every 15 minutes 1001 - 0115 Every 12 minutes

First departure from North Greenwich Station no later than 0815. Last departure from North Greenwich Station no earlier than 0110.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Bexleyheath Station between 1040 and 1140.

2. Bexleyheath Shopping Centre to North Greenwich Station

0810 - 0900 Every 15 minutes 0901 - 0015 Every 12 minutes

First departure from Bexleyheath Shopping Centre no later than 0815. Last departure from Bexleyheath Shopping Centre no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Blackheath, Royal Standard between 1000 and 1100.

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. 422 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. 422 shall be:

Average Excess Wait Time:

Minimum Operated Mileage:

No more than 1.00 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 = 0.85 minutes

Summary of proposed QSI coverage: Route No. 422

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

Towards Bexleyheath Towards North Greenwich

North Greenwich Bexleyheath

Woolwich Plumstead (AM only)

Plumstead (PM only) Woolwich

Total scheduled manual QSI surveys per quarter = 80.

8. RUNNING TIMES

The current timetable for Route No. 422 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.

It is expected that any changes to these running times can be accommodated within existing cycle times.

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

- the minimum performance standards for Route No. 422 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. 422 should interwork with other bus services where possible.

11. CONTROL STRATEGY

Route No. 422 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. 422:

 Route No. 422 can suffer from unpredictable traffic delays in the Bexleyheath areas.

Tenderers should also note the following factors which may have an impact on Route No. 422 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. 422 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. 422

North Greenwich Station to Bexleyheath Shopping Centre 11.7 miles
Bexleyheath Shopping Centre to North Greenwich Station 11.7 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. 422 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:

422 via Woolwich

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 422: North Greenwich Station - Bexleyheath Town Centre

Date of Structural Change: 22 January 2011.

Date of Service Change: 22 January 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Bexleyheath Town Centre: North Greenwich Bus Station, Edmund Halley Way, Pilot Busway, John Harrison Way, Holiday Inn Roundabout, Blackwall Lane, Woolwich Road, Horn Lane Roundabout, Woolwich Road, Combedale Road, Westcombe Hill, Charlton Road, The Village, Charlton Park Road, Little Heath, Hillreach, Artillery Place, Wellington Street, Thomas Street, Woolwich New Road, Plumstead Road, Plumstead High Street, Wickham Lane, Upper Wickham Lane, Okehampton Crescent, King Harolds Way, Bedonwell Road, Hythe Avenue, Cumberland Drive, Pickford Lane, Avenue Road, Crook Log, Bexleyheath Broadway, Arnsberg Way, Friswell Place Bus Stand.

<u>Special Journey towards Bexleyheath Town Centre between Friswell Place Bus Stand and Arnsberg Way:</u>

From 2200hrs on Friday and Saturday nights, buses operate from Friswell Place Bus Stand, then via Friswell Place rejoining line of route at Arnsberg Way.

Towards North Greenwich Station: Market Place, Friswell Place, Arnsberg Way, Bexleyheath Broadway, Crook Log, Avenue Road, Pickford Lane, Long Lane, Cumberland Drive, Hythe Avenue, Bedonwell Road, King Harolds Way, Okehampton Crescent, Upper Wickham Lane, Wickham Lane, Plumstead High Street, Plumstead Road, Woolwich New Road, Thomas Street, Wellington Street, Artillery Place, Hillreach, Little Heath, Charlton Park Road, The Village, Charlton Road, Westcombe Hill, Westcombe Hill Contra-Flow Bus Lane, Westcombe Hill Bus Gate, Woolwich Road, Blackwall Lane, Holiday Inn Roundabout, John Harrison Way, Pilot Busway, Edmund Halley Way, North Greenwich Bus Station.

Special Journey towards North Greenwich Station between Friswell Place Bus Stand and Arnsberg Way:

From 2200hrs on Friday and Saturday nights, buses operate from Friswell Place Bus Stand, then via Friswell Place rejoining line of route at Arnsberg Way.

STANDING AND TURNING POINTS

NORTH GREENWICH STATION

Private stand in three sections for 21 buses in Bus Parking Areas within North Greenwich Bus Station complex:

- 1 offside facing south commencing 6.7 metres south of lamp standard No. NG18 and extending 51.8 metres north.
- 2 facing north commencing 11.5 metres north of lamp standard No. NG07 and extending 95.8 metres south.
- 3 offside facing north opposite Section 2 stand and extending 87.3 metres south. Buses proceed from North Greenwich Bus Station direct to stand, departing to North Greenwich Bus Station. Set down in North Greenwich Bus Station, at Stop E and pick up in North Greenwich Bus Station, at Stop B.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 422 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: North Greenwich.

OTHER INFORMATION: Buses must not under any circumstances enter the

access roads on the eastern side of the bus station

complex.

EAST GREENWICH LIBRARY (from BEXLEYHEATH TOWN CENTRE)

Public stand for two buses on north east side of Tunnel Avenue, commencing 2 metres from north west flank wall of the Fire Station and extending 19 metres north west. Buses proceed from Woolwich Road via Denham Street and Tunnel Avenue to stand, departing via Tunnel Avenue, Woolwich Road, Horn Lane Roundabout, Woolwich Road and Combedale Road to Westcombe Hill. Set down in Woolwich Road, at Stop D and pick up in Westcombe Hill, 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: East Greenwich.

BLACKHEATH, ROYAL STANDARD, CHARLTON ROAD

Public offside stand for 2 buses on north side of Charlton Road (southern arm) commencing 7.8 metres west of lamp standard No. 03J0288 and extending 25 metres east.

From Bexleyheath Town Centre.

Buses proceed from Charlton Road direct to stand, departing via Charlton Road and Westcombe Hill to Charlton Road. Set down in Charlton Road, at Stop BD and pick up in Charlton Road, at Stop BC.

From North Greenwich Station.

Buses proceed from Charlton Road direct to stand, departing via Charlton Road to Westcombe Hill. Set down in Charlton Road, at Stop BB and pick up in Westcombe Hill, at Stop BA.

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: Blackheath, Royal Standard. OTHER INFORMATION: Buses to stand abreast.

WOOLWICH, MONK STREET (from North Greenwich Station)

Public stand for five buses in Monk Street in three parts:

- 1 For two buses on the west side commencing 52 metres north of Castile Road and extending 25 metres south.
- 2 For two buses on the west side commencing 42 metres north of Calderwood Street extending 25 metres south.
- 3 For one bus on east side commencing 10 metres north of Calderwood Street extending 13.5 metres north.

Buses proceed from Wellington Street via Greens End, General Gordon Place, Woolwich New Road, Thomas Street, Calderwood Street, Monk Street, Castile Road and Monk Street to stand, departing via Monk Street, Calderwood Street, Thomas Street, Greens End and General Gordon Place to Woolwich New Road. Set down in General Gordon Place, at Stop O and pick up in Woolwich New Road, at Stop H.

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: Woolwich.

WOOLWICH, BERESFORD STREET (from BEXLEYHEATH TOWN CENTRE)

Public stand for ten buses on south side of Beresford Street and Woolwich High Street in 3 parts:

- 1. For two buses commencing 25 metres south east of Macbean Street extending 31 metres south east.
- 2. For three buses as an overflow stand commencing 4 metres north west of lamp standard 06A0121 extending 36 metres south east.
- 3. For five buses as an overflow stand commencing 4 metres west of lamp standard 16AA1549 extending 61 metres east.

Buses proceed from Plumstead Road via Beresford Street to stand, departing via Beresford Street, Woolwich High Street, John Wilson Street, Castile Road, Monk Street, Calderwood Street, Thomas Street and Greens End to General Gordon Place. Set down in Plumstead Road, at Stop Z and pick up in General Gordon Place, at Stop O.

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: Woolwich.

PLUMSTEAD STATION

From Bexleyheath Town Centre.

Buses proceed from Plumstead Road via Pettman Crescent departing to Plumstead Road. Set down in Plumstead Road and pick up in Plumstead Road, at Stop B.

From North Greenwich Station.

Buses proceed from Plumstead Road via Pettman Crescent departing to Plumstead Road. Set down in Plumstead Road and pick up in Plumstead Road, at Stop WM.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: Turning Point Only - Buses must not stand

DISPLAY: Plumstead Station.

EAST WICKHAM, BRAMPTON ROAD (from North Greenwich Station)

Buses proceed from Okehampton Crescent via Brampton Road departing to Okehampton Crescent. Set down in Okehampton Crescent, T and pick up in Okehampton Crescent, P.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: Turning Point Only - Buses must not stand

DISPLAY: East Wickham, Brampton Road.

BEXLEYHEATH TOWN CENTRE (TO BE CONFIRMED AT TIME OF AWARD)

Private stand for five buses in marked bays in parking area on south side of Arnsberg Way west of junction with Friswell Place.

Buses proceed from Friswell Place Bus Stand direct to stand, departing via Friswell Place Bus Stand, Friswell Place Lay-By Loop, Arnsberg Way and Geddes Place to Market Place. Set down in Friswell Place Bus Stand and pick up in Market Place, at Stop M.

AVAILABILITY: At any time.

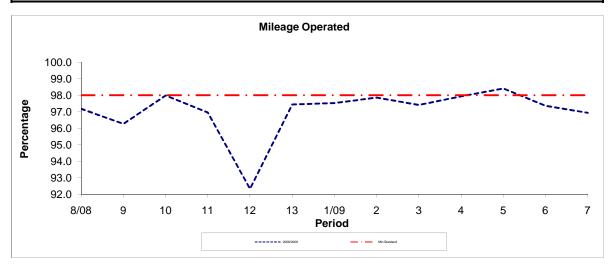
OPERATING RESTRICTIONS: No more than 1 bus on Route 422 should be scheduled

to stand at any one time.

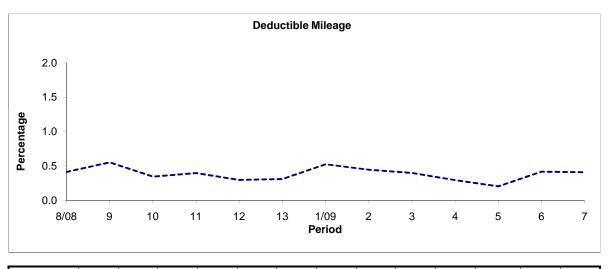
MEAL RELIEFS: No meal relief vehicles to stand at any time. FERRY VEHICLES: No ferry vehicles to park on stand at any time.

DISPLAY: Bexleyheath, Shopping Centre.

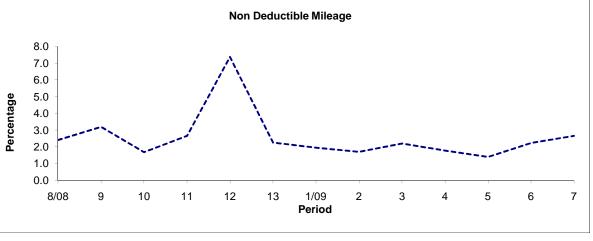
PART B - PERFORMANCE STATISTICS Route 422



Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	97.18	96.26	97.98	96.95	92.33	97.43	97.53	97.85	97.41	97.93	98.41	97.36	96.93
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



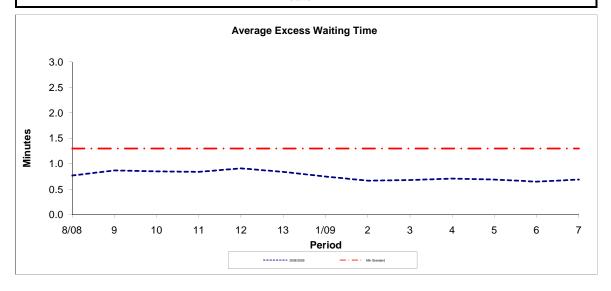
Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	0.41	0.55	0.34	0.39	0.29	0.31	0.52	0.44	0.40	0.29	0.20	0.42	0.41



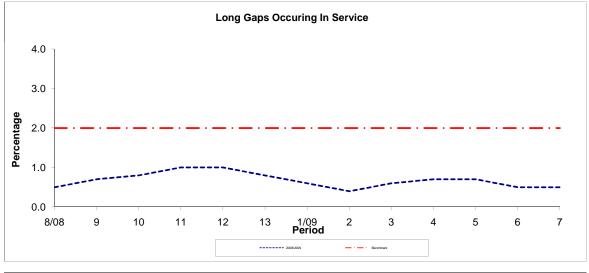
Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	2.41	3.19	1.68	2.65	7.37	2.26	1.95	1.70	2.19	1.78	1.39	2.22	2.66

Note: Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS Route 422



Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	0.77	0.87	0.85	0.84	0.91	0.84	0.75	0.67	0.68	0.71	0.69	0.65	0.69
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	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	0.50	0.70	0.80	1.00	1.00	0.80	0.60	0.40	0.60	0.70	0.70	0.50	0.50
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