

Information on bus captains and number of bus trips in the past three years

Year	2008	2009	2010
Total no. of bus captains at year-end	12,510	12,510	12,470
No. of bus captains joining the companies each year (full-time and part-time)	810	750	980
Overall turnover rate of bus captains	6.4%	6.0%	7.8%
Turnover rate of bus captains with less than two years of service	2.2%	1.9%	2.4%
Average daily number of bus trips made	83,870	82,830	80,810
Ratio of number of bus captains to number of trips made	1:6.7	1:6.6	1:6.5