

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE Nos. 53 & N53

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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 Nos. 53 & N53.

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:

- Route Nos. 53 & N53 are specified to terminate at Plumstead Station and will stand at Pettman Crescent. Please see Appendix A for a full list of streets traversed and stand restrictions.
- The designation Route No. N53 is used for contractual purposes only. This service will be marketed as Route No. 53. This includes all publicity, including destination blind displays.
- **Tenderers must identify the cost of the nightly element of this service separately.**

3. TERMINALS

Route Nos. 53 & N53 will operate between Plumstead Station and Whitehall.

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 Nos. 53 & N53 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
Nightly	Section 6.5
New Year's Eve night/New Year's Day morning*	Nightly service
Christmas Eve night/Christmas Day morning	No service
Christmas Day night/Boxing Day morning	No service

* The New Year's Eve service level should be regarded as a minimum and any frequency increases and/or diversions will be discussed with the successful Tenderer on an annual basis.

5. VEHICLE TYPE

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

Route Nos. 53 & N53 are currently approved for vehicles which are a maximum of 10.5 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. Plumstead Station to Whitehall, Horse Guards

0400 - 0505	Every 10 minutes
0506 - 0545	Every 8 minutes
0546 - 1945	Every 7-8 minutes (8 buses per hour)
1946 - 2005	Every 10 minutes
2006 - 2335	Every 12 minutes

First departure from Plumstead Station no later than 0405.
Last departure from Plumstead Station no earlier than 2330.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Elephant & Castle, New Kent Road between 0700 and 0830 and between 1520 and 1640.

2. Whitehall, Trafalgar Square to Plumstead Station

0510 - 0605	Every 10 minutes
0606 - 0635	Every 8 minutes
0636 - 2100	Every 7-8 minutes (8 buses per hour)
2101 - 2130	Every 10 minutes
2131 - 0050	Every 12 minutes

First departure from Trafalgar Square no later than 0515.
Last departure from Trafalgar Square no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Woolwich Arsenal Station between 0715 and 0830 and between 1510 and 1620.

6.2 Saturdays & Good Friday

1. Plumstead Station to Whitehall, Horse Guards

0400 - 0505	Every 20 minutes
0506 - 0735	Every 10 minutes
0736 - 1930	Every 7-8 minutes (8 buses per hour)
1931 - 2005	Every 10 minutes
2006 - 2335	Every 12 minutes

First departure from Plumstead Station no later than 0405.

Last departure from Plumstead Station no earlier than 2330.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Elephant & Castle, New Kent Road between 0930 and 1045.

2. Whitehall, Trafalgar Square to Plumstead Station

0510 - 0615	Every 20 minutes
0616 - 0815	Every 10 minutes
0816 - 2100	Every 7-8 minutes (8 buses per hour)
2101 - 2130	Every 10 minutes
2131 - 0050	Every 12 minutes

First departure from Trafalgar Square no later than 0515.

Last departure from Trafalgar Square no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Woolwich Arsenal Station between 0930 and 1100.

6.3 Sundays

1. Plumstead Station to Whitehall, Horse Guards

0400 - 0505	Every 20 minutes
0506 - 0635	Every 15 minutes
0636 - 2000	Every 10 minutes
2001 - 2335	Every 12 minutes

First departure from Plumstead Station no later than 0405.

Last departure from Plumstead Station no earlier than 2330.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Elephant & Castle, New Kent Road between 1000 and 1130.

2. Whitehall, Trafalgar Square to Plumstead Station

0510 - 0615	Every 20 minutes
0616 - 0730	Every 15 minutes
0731 - 2100	Every 10 minutes
2101 - 0050	Every 12 minutes

First departure from Trafalgar Square no later than 0515.

Last departure from Trafalgar Square no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Woolwich Arsenal Station between 1010 and 1130.

6.4 Boxing Day

1. Plumstead Station to Whitehall, Horse Guards

0800 - 1935	Every 10 minutes
1936 - 2335	Every 12 minutes

First departure from Plumstead Station no later than 0805.
Last departure from Plumstead Station no earlier than 2330.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Elephant & Castle, New Kent Road between 1000 and 1130.

2. Whitehall, Trafalgar Square to Plumstead Station

0800 - 2100	Every 10 minutes
2101 - 0050	Every 12 minutes

First departure from Trafalgar Square no later than 0805
Last departure from Trafalgar Square no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Woolwich Arsenal Station between 1010 and 1130.

6.5 Nightly

1. Plumstead Station to Whitehall, Horse Guards

2340 - 0350 Every 20 minutes

First departure from Plumstead Station no later than 2345.
Last departure from Plumstead Station no earlier than 0345.

2. Whitehall, Trafalgar Square to Plumstead Station

0055 - 0505 Every 20 minutes

First departure from Trafalgar Square no later than 0100.
Last departure from Trafalgar Square no earlier than 0500.

Tenderers must identify the cost of the Nightly element of this service separately.

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 Nos. 53 & N53 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. 53 shall be:

Average Excess Wait Time:	No more than 1.20 minutes
Minimum Operated Mileage:	No less than 98.00%

The **minimum** standards of acceptable performance for Route No. N53 shall be:

Departing on Time	No less than 85.00%
Minimum Operated Mileage	No less than 99.00%

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

It is unlikely that the minimum number of QSI surveys for Threshold measurement will be conducted on Route No. N53 at present. However, this may change at a later date when a Threshold figure may be published.

Summary of proposed QSI coverage: Route Nos. 53 & N53

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 Whitehall

Woolwich
Blackheath Royal Standard \$
New Cross
Elephant & Castle

Towards Plumstead

Whitehall
Elephant & Castle
New Cross
Blackheath Royal Standard \$

Total scheduled manual QSI surveys per quarter = 128.

\$ Observed simultaneously in both directions. Counted as two surveys.

8. RUNNING TIMES

The current timetable for Route Nos. 53 & N53 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 the Mondays to Fridays PM peak, early evenings and the Sunday shopping period.

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

- the minimum performance standards for Route Nos. 53 & N53 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. 53 should interwork with Route No. N53 to form a seamless 24 hour service between between Plumstead Station and Whitehall, Trafalgar Square in both directions.

Tenderers submitting bids should bear this requirement in mind when compiling schedules. This requirement will be negotiated with the successful Tenderer for this route to ensure that optimal interworking/separation is delivered within its schedules.

11. CONTROL STRATEGY

Route Nos. 53 & N53 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 Nos. 53 & N53:

- Route Nos. 53 & N53 can suffer from unpredictable traffic delays in the Woolwich, New Cross and Elephant & Castle areas, particularly during peak periods.

Tenderers should also note the following factors/events which may have an impact on Route Nos. 53 & N53 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 Nos. 53 & N53 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 Nos. 53 & N53

Plumstead Station to Whitehall, Horse Guards 12.4 miles

Whitehall, Trafalgar Square to Plumstead Station 12.0 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 Nos. 53 & N53 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:

53 via New Cross

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 53: Plumstead Bus Garage - Whitehall, Horseguards (24 hour service)

Date of Structural Change: 30 July 2011.

Date of Service Change: 30 July 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Whitehall, Horseguards: Orchard Road, Griffin Road, Waverley Crescent, Warwick Terrace, Plumstead Common Road, Sandy Hill Road, Crescent Road, Burrage Road, Plumstead Road, Woolwich New Road, Thomas Street, Wellington Street, Artillery Place, Hillreach, Little Heath, Charlton Park Road, The Village, Charlton Road, Vanbrugh Park, Charlton Way, Prince Charles Road, Shooters Hill Road, Blackheath Hill, Blackheath Road, Deptford Bridge, Deptford Broadway, New Cross Road, Amersham Road, Parkfield Road, Lewisham Way, New Cross Road, Old Kent Road, Bricklayer's Arms, New Kent Road, Elephant And Castle, St George's Road, Westminster Bridge Road, Westminster Bridge, Bridge Street, Bus-Only Right Turn, Parliament Street, Whitehall.

Towards Plumstead Bus Garage: Whitehall, Parliament Street, Bridge Street, Westminster Bridge, Westminster Bridge Road, St George's Circus, London Road, Elephant And Castle, New Kent Road, Bricklayer's Arms Roundabout, Old Kent Road, New Cross Road, Deptford Broadway, Deptford Bridge, Blackheath Road, Blackheath Hill, Shooters Hill Road, Charlton Way, Vanbrugh Park, Westcombe Hill, Charlton Road, The Village, Charlton Park Road, Little Heath, Hillreach, Artillery Place, Wellington Street, Thomas Street, Woolwich New Road, Vincent Road, Burrage Road, Crescent Road, Bloomfield Road, Plumstead Common Road, Waverley Crescent, Griffin Road.

STANDING AND TURNING POINTS

PLUMSTEAD BUS GARAGE

Private stand in Plumstead Bus Garage.

Buses proceed from Griffin Road via Plumstead Road, Pettman Crescent and Plumstead Bus Garage to stand, departing via Plumstead Bus Garage, Service Road, Pettman Crescent and Plumstead Road to Orchard Road. Set down in Griffin Road, at Stop U and pick up in Orchard Road, at Stop WU.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	None
MEAL RELIEFS:	By arrangement.
FERRY VEHICLES:	By arrangement.
DISPLAY:	Plumstead Station.

PLUMSTEAD COMMON, WARWICK TERRACE (from WHITEHALL, HORSEGUARDS)

Public stand for four buses on east side of Warwick Terrace, commencing 22 metres south of lamp standard 07P146 extending 44 metres north.

Buses proceed from Waverley Crescent via Old Mill Road and Warwick Terrace to stand, departing to Warwick Terrace. Set down in Old Mill Road, at Alighting Point D and pick up in Warwick Terrace, at Stop C.

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:	Plumstead Common.

WOOLWICH, MONK STREET (from WHITEHALL, HORSEGUARDS)

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 Thomas Street, Calderwood Street, Monk Street, Bus Turning Circle and Monk Street to stand, departing via Monk Street, Calderwood Street and Thomas Street to Wellington Street. Set down in Wellington Street, at Stop P and pick up in Wellington Street, at Stop S.

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.

CHARLTON, HORNFAIR ROAD (from WHITEHALL, HORSEGUARDS)

Buses proceed from Charlton Road via Hornfair Road, Canberra Road and Marlborough Lane departing to Charlton Road. Set down in Charlton Road and pick up in Charlton Road.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
DISPLAY:	Charlton Village.

BLACKHEATH, ROYAL STANDARD, CHARLTON ROAD (from Plumstead Bus Garage)

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. 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.

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.

BLACKHEATH, ROYAL STANDARD, CHARLTON ROAD (from WHITEHALL, HORSEGUARDS)

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. Buses proceed from Charlton Road direct to stand, departing via Charlton Road to Vanbrugh Park. Set down in Charlton Road, at Stop BB and pick up in Vanbrugh Park, at Stop BK.

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.

DEPTFORD BRIDGE (from Plumstead Bus Garage)

Buses proceed from Deptford Bridge via Deptford Church Street departing to Deptford Bridge. Set down in Deptford Bridge, at stop T and pick up in Deptford Bridge.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Deptford Bridge.

NEW CROSS, MARQUIS OF GRANBY

From Plumstead Bus Garage.

Buses proceed from Lewisham Way departing to New Cross Road. Set down in Lewisham Way, at stop Y and pick up in New Cross Road, at stop T.

From Whitehall, Horseguards.

Buses proceed from New Cross Road via Amersham Road and Parkfield Road departing to Lewisham Way. Set down in New Cross Road, at stop S and pick up in Lewisham Way, at stop X.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: New Cross.

NEW CROSS GATE, SAINSBURYS (from WHITEHALL, HORSEGUARDS)

Private stand for three buses in the north-western corner of the Sainsbury's car park. Buses proceed from New Cross Road via Sainsburys Access Road to stand, departing via Sainsburys Access Road to New Cross Road. Set down in New Cross Road, at Stop G and pick up in New Cross Road, at Stop J.

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 Cross Gate.

BRICKLAYERS ARMS, BARTHOLOMEW STREET (from Plumstead Bus Garage)

Public stand for two buses on south side of Bartholomew Street, commencing opposite number 21 and extending 24 metres east. Buses proceed from Old Kent Road via Bricklayer's Arms Roundabout, Great Dover Street and Bartholomew Street to stand, departing via Bartholomew Street to New Kent Road. Set down in Old Kent Road, at Stop BN and pick up in New Kent Road, at Stop BB.

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: Bricklayer's Arms.

ELEPHANT & CASTLE, SOUTHWARK BRIDGE ROAD (from Plumstead Bus Garage)

Public stand in two portions:
1 - For five buses on the west side of Southwark Bridge Road, commencing 10 metres north of the centre of Keyworth Street and extending 54 metres north.
2 - Overflow stand for two buses on the south side (offside) of Gaunt Street extending 20 metres. Stand flag BP3514.
Buses proceed from New Kent Road via Elephant And Castle, Newington Causeway and Southwark Bridge Road to stand, departing via Southwark Bridge Road, Borough Road and St George's Circus to London Road. Set down in New Kent Road, at Stop N and pick up in London Road, at Stop E.

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: Elephant & Castle.

LAMBETH NORTH (from Plumstead Bus Garage)

Buses proceed from Westminster Bridge Road via York Road and Addington Street departing to Westminster Bridge Road. Set down in Westminster Bridge Road, at stop A and pick up in Westminster Bridge Road, at stop K.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Lambeth North.
OTHER INFORMATION: Emergency curtailments only.

PARLIAMENT SQUARE (from Plumstead Bus Garage)

Buses proceed from Westminster Bridge via Bridge Street, Victoria Embankment and Horse Guards Avenue departing to Whitehall. Set down in Westminster Bridge, at stop D and pick up in Whitehall.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Parliament Square.

TRAFALGAR SQUARE, NORTHUMBERLAND AVENUE, SOUTH SIDE

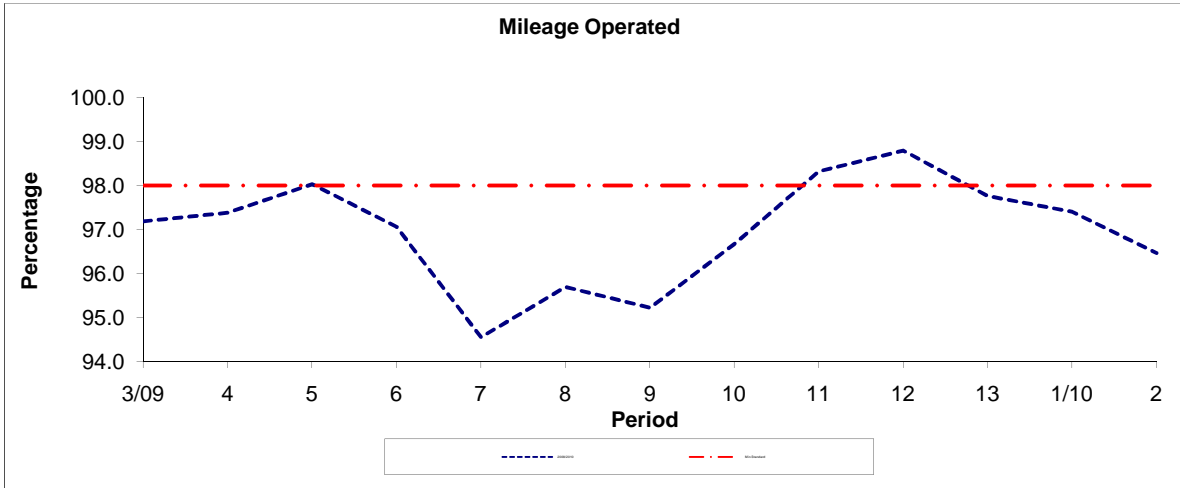
Public stand for four buses on south side of Northumberland Avenue in 2 parts:
1. For two buses commencing at a point 16 metres east of the centre-line of Great Scotland Yard, extending 25 metres east;
2. For two buses commencing at a point 55 metres west of centre-line of Whitehall Place, extending 25 metres east.

Buses proceed from Whitehall via Horse Guards Avenue, Victoria Embankment and Northumberland Avenue to stand, departing via Northumberland Avenue and Charing Cross to Whitehall. Set down in Whitehall, at Alighting Point and pick up in Whitehall, at Stop P.

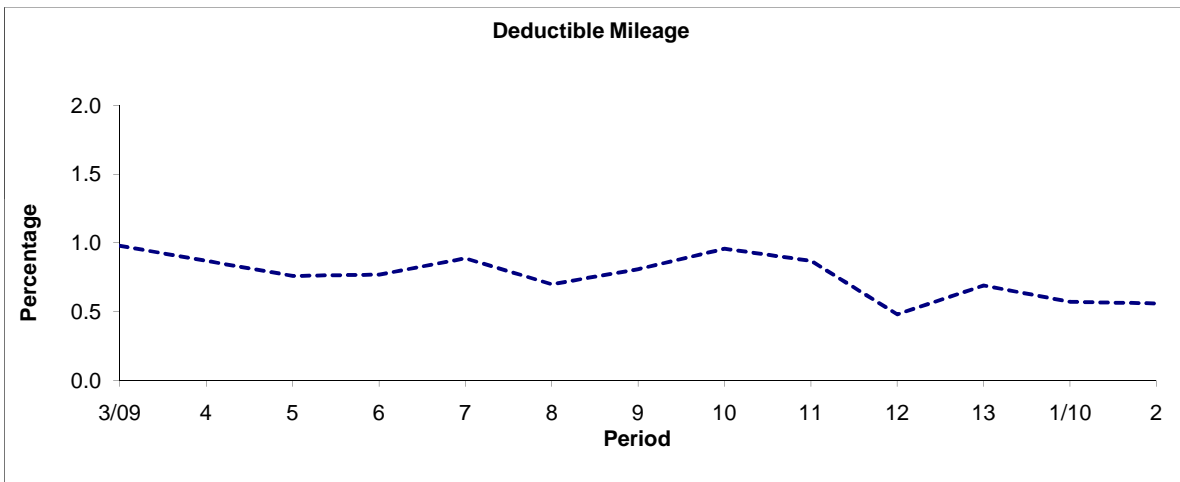
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 53 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Whitehall, Horse Guards.

PART B - PERFORMANCE STATISTICS

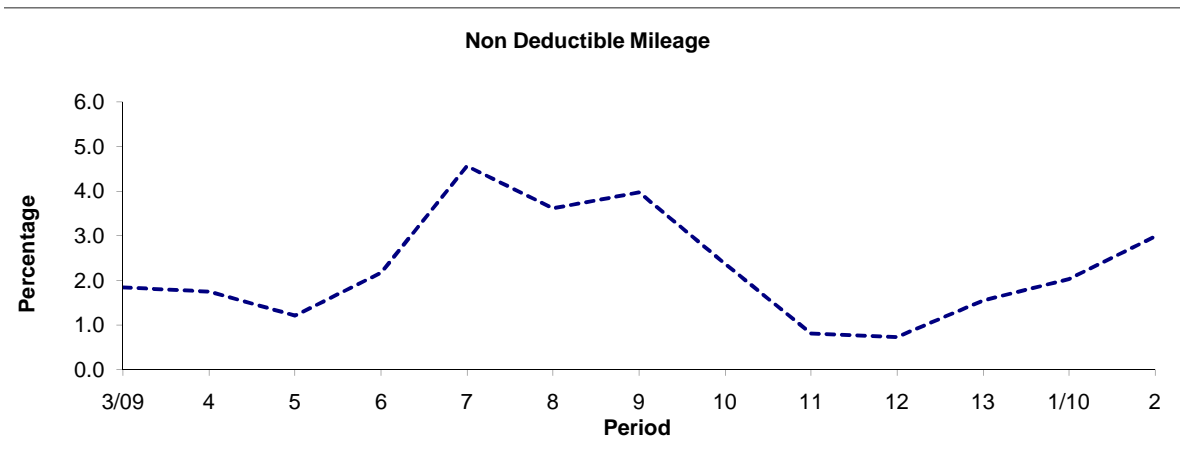
Route 53



Period	3/09	4	5	6	7	8	9	10	11	12	13	1/10	2
2009/2010	97.18	97.38	98.03	97.06	94.55	95.69	95.22	96.67	98.32	98.79	97.76	97.40	96.46
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	3/09	4	5	6	7	8	9	10	11	12	13	1/10	2
2009/2010	0.98	0.87	0.76	0.77	0.89	0.70	0.81	0.96	0.87	0.48	0.69	0.57	0.56

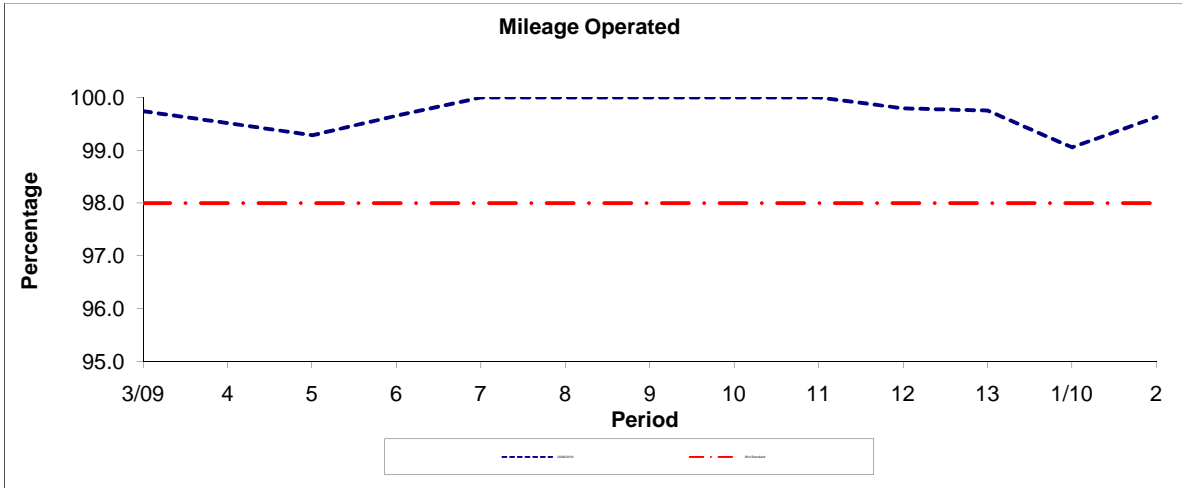


Period	3/09	4	5	6	7	8	9	10	11	12	13	1/10	2
2009/2010	1.84	1.75	1.21	2.17	4.56	3.61	3.97	2.37	0.81	0.73	1.55	2.03	2.98

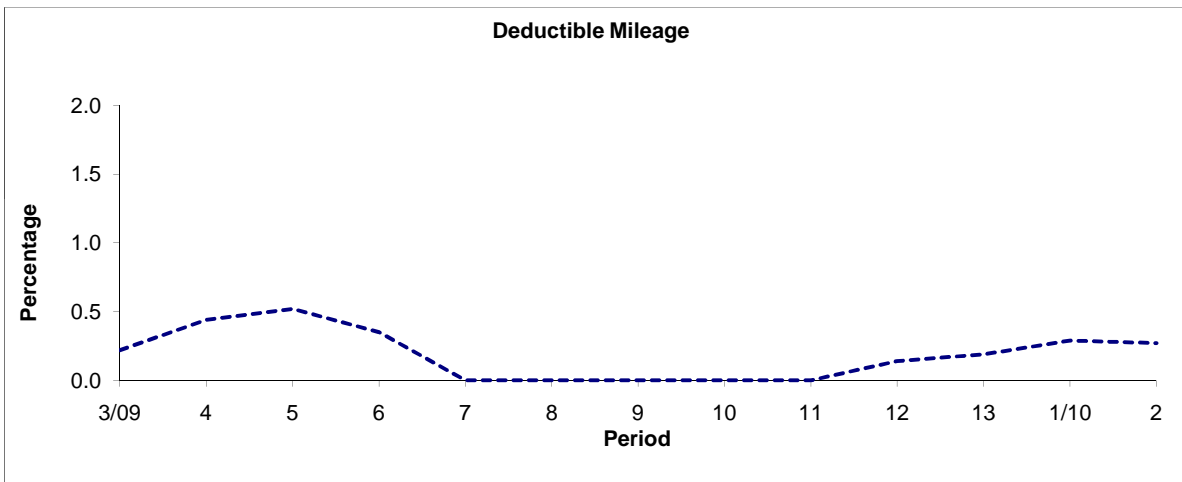
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

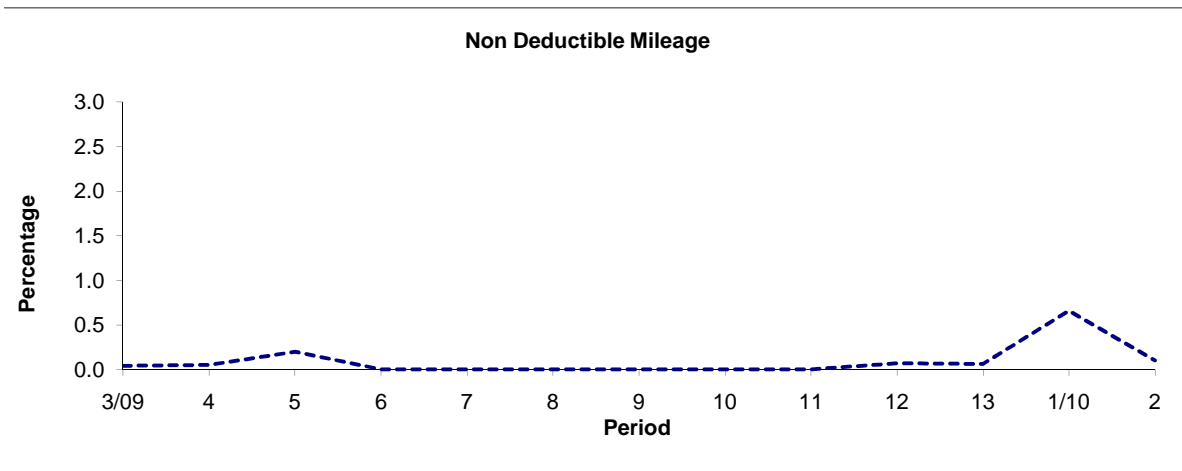
Route N53



Period	3/09	4	5	6	7	8	9	10	11	12	13	1/10	2
2009/2010	99.74	99.51	99.28	99.65	100.00	100.00	100.00	100.00	100.00	99.79	99.75	99.05	99.63
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	3/09	4	5	6	7	8	9	10	11	12	13	1/10	2
2009/2010	0.22	0.44	0.52	0.35	0.00	0.00	0.00	0.00	0.00	0.14	0.19	0.29	0.27

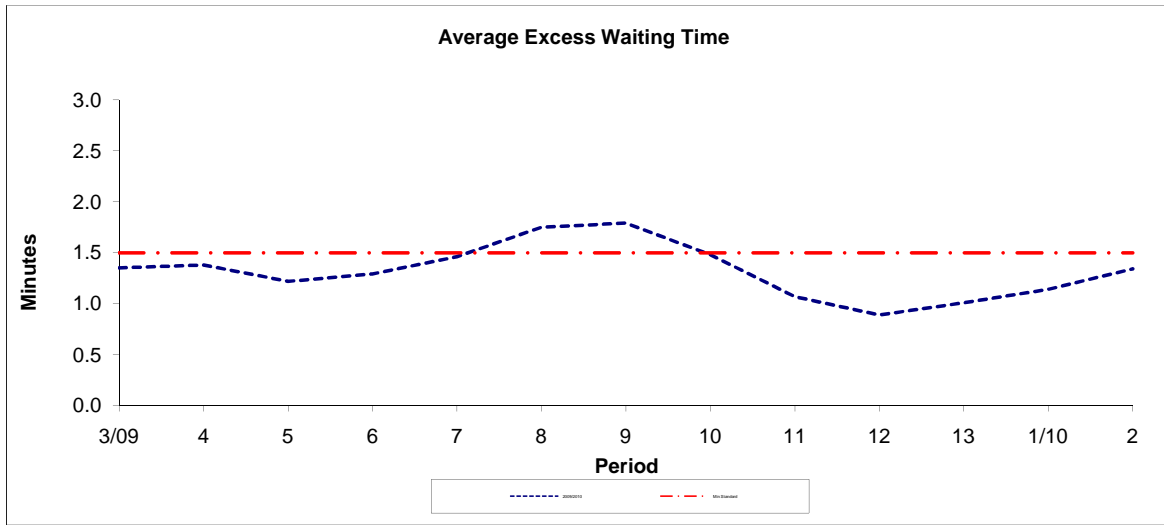


Period	3/09	4	5	6	7	8	9	10	11	12	13	1/10	2
2009/2010	0.04	0.05	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.07	0.06	0.66	0.10

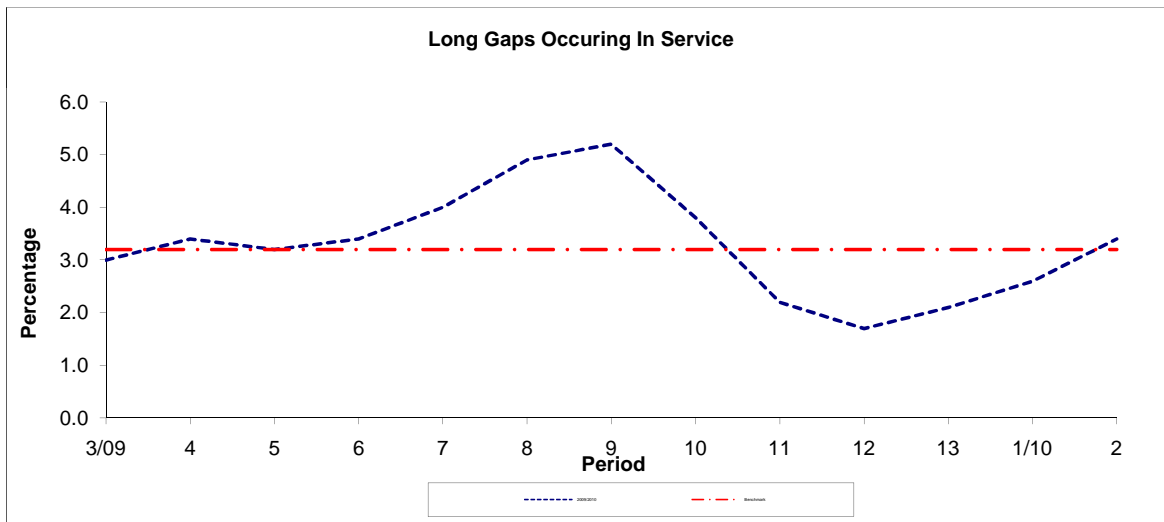
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 53



Period	3/09	4	5	6	7	8	9	10	11	12	13	1/10	2
2009/2010	1.35	1.38	1.22	1.29	1.46	1.75	1.79	1.48	1.07	0.89	1.01	1.14	1.34
Min Standard	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50

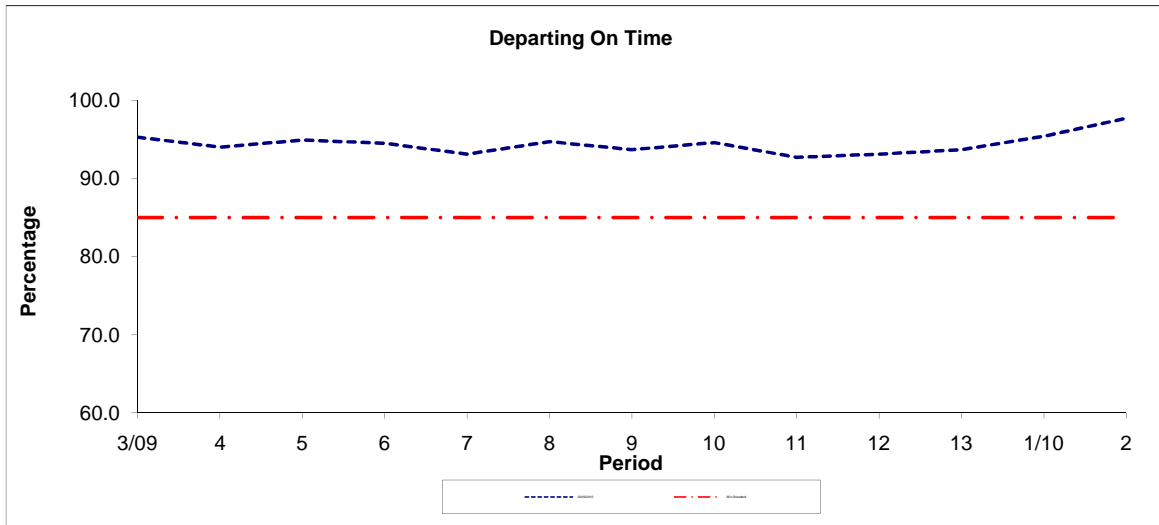


Period	3/09	4	5	6	7	8	9	10	11	12	13	1/10	2
2009/2010	3.00	3.40	3.20	3.40	4.00	4.90	5.20	3.80	2.20	1.70	2.10	2.60	3.40
Benchmark	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20

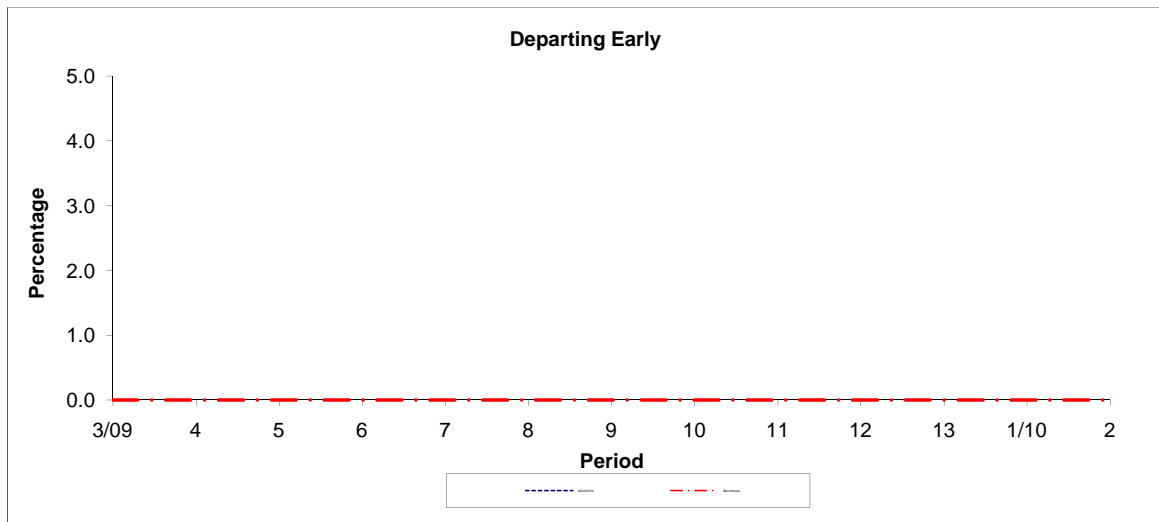
Note : Reliability is based on 12 weeks rolling data

PART B - PERFORMANCE STATISTICS

Route N53



Period	3/09	4	5	6	7	8	9	10	11	12	13	1/10	2
2009/2010	95.30	94.00	94.90	94.50	93.10	94.70	93.70	94.60	92.70	93.10	93.70	95.40	97.70
Min Standard	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00



Period	3/09	4	5	6	7	8	9	10	11	12	13	1/10	2
2009/2010													
Benchmark	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Note : Reliability is based on 12 weeks rolling data