

## SECTION 2: PART A

### SERVICE SPECIFICATION FOR ROUTE Nos. 411 & 641

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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. 411 & 641.

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:

- The Mondays to Fridays AM and PM peak frequencies on Route No. 411 are standardised to operate at a frequency of every 15 minutes at all times throughout the peak period;
- Route No. 641, which is also included in this specification, is jointly contracted with Route No. 411. The designation Route No. 641 will be used for the 0747 trip ex West Moseley, Central Avenue and the 1530 trip ex Teddington School, Broom Road only.

## 3. TERMINALS

Route No. 411 will operate between Kingston, Cromwell Road Bus Station and West Moseley, Central Avenue.

Route No. 641 will operate between Teddington School, Broom Road and West Moseley, Central Avenue.

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. 411 & 641 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Mondays to Friday 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 Nos. 411 & 641 are currently approved for vehicles which are a maximum of 10.7 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, single deck buses with a minimum capacity of 55, of which approximately 28 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).

Tenderers should indicate how they would minimise the effects of vandalism and other problems on vehicles (new or existing).

## 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.

### **Route No. 641 - Section 6.2 only**

The level of service required by the Corporation is described in terms of journeys with specific start or finish times. These times must be adhered to.

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, Cromwell Road Bus Station to West Molesey, Central Avenue

0525 - 0630	Every 30 minutes
0631 - 0650	Every 20 minutes
0651 - 0750	Every 15 minutes
0751 - 1530	Every 20 minutes
1531 - 1940	Every 15 minutes
1941 - 2110	Every 30 minutes
2111 - 0010	Every 60 minutes

First departure from Kingston, Cromwell Road Bus Station no later than 0530.  
Last departure from Kingston, Cromwell Road Bus Station no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Hampton Court, Creek Road between 0700 and 0815 and no more than 20 minutes between 1425 and 1625 and no more than 15 minutes between 1626 and 1655.

### 2. West Molesey, Central Avenue to Kingston, Cromwell Road Bus Station

0500 - 0600	Every 30 minutes
0601 - 0620	Every 20 minutes
0621 - 1015	Every 15 minutes
1016 - 1615	Every 20 minutes
1616 - 1845	Every 15 minutes
1846 - 1905	Every 20 minutes
1906 - 2035	Every 30 minutes
2036 - 2340	Every 60 minutes

First departure from West Molesey, Central Avenue no later than 0505.  
Last departure from West Molesey, Central Avenue no earlier than 2335.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Hampton Wick, Hampton Court Road between 0730 and 0845 and no more than 20 minutes between 1510 and 1630 and no more than 15 minutes between 1631 and 1700.

## 6.2 Mondays to Fridays Schooldays

1. Teddington School, Broom Road to West Molesey, Central Avenue  
1530                      One journey
2. West Molesey, Central Avenue to Teddington School, Broom Road  
0747                      One journey

The journeys shown above are designated Route No. 641 and are specifically designed to meet the start and finish times of Teddington School. 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. Kingston, Cromwell Road Bus Station to West Molesey, Central Avenue

0525 - 0800	Every 30 minutes
0801 - 1740	Every 20 minutes
1741 - 2110	Every 30 minutes
2111 - 0010	Every 60 minutes

First departure from Kingston, Cromwell Road Bus Station no later than 0530.  
Last departure from Kingston, Cromwell Road Bus Station no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Hampton Court, Creek Road between 0930 and 1200.

2. West Molesey, Central Avenue to Kingston, Cromwell Road Bus Station

0500 - 0825	Every 30 minutes
0826 - 1740	Every 20 minutes
1741 - 2040	Every 30 minutes
2041 - 2340	Every 60 minutes

First departure from West Molesey, Central Avenue no later than 0505.  
Last departure from West Molesey, Central Avenue no earlier than 2335.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Hampton Wick, Hampton Court Road between 0935 and 1205.

## 6.4 Sundays

1. Kingston, Cromwell Road Bus Station to West Molesey, Central Avenue

0800 - 0905	Every 60 minutes
0906 - 1910	Every 30 minutes
1911 - 0010	Every 60 minutes

First departure from Kingston, Cromwell Road Bus Station no later than 0805.  
Last departure from Kingston, Cromwell Road Bus Station no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Hampton Court, Creek Road between 1035 and 1205.

2. West Molesey, Central Avenue to Kingston, Cromwell Road Bus Station

0730 - 0935	Every 60 minutes
0936 - 1835	Every 30 minutes
1836 - 2340	Every 60 minutes

First departure from West Molesey, Central Avenue no later than 0735.  
Last departure from West Molesey, Central Avenue no earlier than 2335.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Hampton Wick, Hampton Court Road between 1035 and 1205.



## 6.5 Boxing Day

### 1. Kingston, Cromwell Road Bus Station to West Molesey, Central Avenue

0800 - 0905	Every 60 minutes
0906 - 1910	Every 30 minutes
1911 - 0010	Every 60 minutes

First departure from Kingston, Cromwell Road Bus Station no later than 0805.  
Last departure from Kingston, Cromwell Road Bus Station no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Hampton Court, Creek Road between 1035 and 1205.

### 2. West Molesey, Central Avenue to Kingston, Cromwell Road Bus Station

0730 - 0935	Every 60 minutes
0936 - 1835	Every 30 minutes
1836 - 2340	Every 60 minutes

First departure from West Molesey, Central Avenue no later than 0735.  
Last departure from West Molesey, Central Avenue no earlier than 2335.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Hampton Wick, Hampton Court Road between 1035 and 1205.

## 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. 411 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. 411 shall be:

Departing on Time:	No less than 86.00%
Minimum Operated Mileage:	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).

Departing On Time Threshold = 90.00%

**It is anticipated that sufficient QSI surveys for Performance and Threshold measurement will be available at or shortly after the commencement of the new contract for Route No. 411. When they are available, full incentive provisions will be introduced from the start of the next payment quarter using the Departing on Time standard above. However, until sufficient QSI surveys are available the contract will operate without QIC payments or deductions, nor will the extension threshold be available.**

### Summary of Proposed QSI Coverage

Survey arrangements to be advised.

## 7. MINIMUM PERFORMANCE STANDARDS FOR ROUTE No. 641

Tenderers should note that the objective of the Operator of Route No. 641 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. 641 shall be:

Departing on Time:	No less than 100.00%
Departing Early:	No more than 0.00%
Deductible Lost Mileage:	No more than 0.00%
Non Deductible Lost Mileage:	No more than 0.00%

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

For further information please refer to Section 2.7 of Part A of the Guide for Tenderers.

## 8. RUNNING TIMES

The current timetables for Route Nos. 411 & 641 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 Mondays to Fridays AM and PM peak 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 Nos. 411 & 641 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 westward extension of the Central London Congestion Charging zone.

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 Nos. 411 & 641 should interwork with other bus services where possible.

## 11. CONTROL STRATEGY

Route Nos. 411 & 641 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. 411:

- Route Nos. 411 & 641 are likely to suffer from unpredictable delays in the Hampton and Kingston areas, particularly during the Mondays to Fridays peak periods.

Tenderers should also note the following factors / events which may have an impact on Route No. 411 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. 411 & 641 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. 411

Kingston, Cromwell Road Bus Station to West Molesey, Central Avenue	4.3 miles
West Molesey, Central Avenue to Kingston, Cromwell Road Bus Station	4.5 miles

### Mileages for Route No. 641

Teddington School, Broom Road to West Molesey, Central Avenue	4.8 miles
West Molesey, Central Avenue to Teddington School, Broom Road	4.6 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. 411 & 641 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:

411 via Hampton Court

641

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.

## 17. REQUIREMENTS FOR REGISTRATION

The section of Route Nos. 411 & 641 between West Molesey, Central Avenue and the Surrey County Boundary at Hampton Court Bridge will need to be registered with the Traffic Commissioner South Eastern and Metropolitan Traffic Area 56 days before the operation commences. The registration should be sent to:

Traffic Area Office  
Hillcrest House  
386 Harehills Lane  
LEEDS  
LS9 6NF

Copies of the registration should be sent to:

Alan Teer  
Head of Passenger Transport  
Surrey County Council  
County Hall  
Kingston KT1 2DY

Barry Skinner (Licensing Manager),  
TfL Surface Transport  
11<sup>th</sup> Floor  
Palestra  
197 Blackfriars Road  
London  
SE1 8NJ

The cost of this should be met by the Operator.

## **LONDON BUSES - ROUTE DESCRIPTION**

### **ROUTE 411: Kingston, Cromwell Road Bus Station - West Molesey, Central Avenue**

**Date of Structural Change:** 2 October 2010.

**Date of Service Change:** 2 October 2010.

**Reason for Issue:** New Tender.

#### **STREETS TRAVERSED**

**Towards West Molesey, Central Avenue:** Cromwell Road Bus Station, Cromwell Road, Contraflow Bus Lane, Wood Street, Clarence Street, Horse Fair, Kingston Bridge, Hampton Court Road, Hampton Court Roundabout, Hampton Court Bridge, Hampton Court Way, Creek Road, Bridge Road, Walton Road, Central Avenue, Central Square.

**Towards Kingston, Cromwell Road Bus Station:** Central Square, Central Avenue, Walton Road, Bridge Road, Creek Road, Hampton Court Way, Hampton Court Bridge, Hampton Court Roundabout, Hampton Court Road, Kingston Bridge, Horse Fair, Clarence Street, Wood Street, Kingsgate Road, Sopwith Way, Richmond Road, Cromwell Road.

## STANDING AND TURNING POINTS

### KINGSTON, CROMWELL ROAD BUS STATION

Private stand for 12 buses in marked bays in Cromwell Road Bus Station on north side of Cromwell Road. Buses to stand as follows:

Bays A5/A6 - Route 285,

Bays A7/A8 - Route 111,

Bay A9 - Route 216,

Bay A10 - Route 411,

Bay A11 - other operators,

Bay A12 - Route 481 and other operators,

Bays A13/A14 - Route K1,

Bays A15/A16 - Route 71.

Buses proceed from Cromwell Road via Cromwell Road Bus Station to stand, departing to Cromwell Road Bus Station. Set down in Cromwell Road, at Stop A2 and pick up in Cromwell Road Bus Station, at Stop A10.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 411 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:	Buses must be fitted with an audible reverse warning device.

### HAMPTON WICK, WHITE HART (from WEST MOLESEY, CENTRAL AVENUE)

Buses proceed from Hampton Court Road via Circumnavigate Roundabout At Junction With High Street, A308, Hampton Wick High Street, A308 and Hampton Wick High Street departing to Hampton Court Road. Set down in Hampton Court Road, at Stop C and pick up in Hampton Court Road, at Stop D.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
DISPLAY:	Kingston Bridge, West Side.

### HAMPTON COURT STATION (from Kingston, Cromwell Road Bus Station)

Buses proceed from Hampton Court Bridge via Hampton Court Way, Hampton Court Station Forecourt, Hampton Court Way, Hampton Court Bridge and Hampton Court Roundabout departing to Hampton Court Road. Set down in Hampton Court Bridge, at Stop F and pick up in Hampton Court Road, at Stop C.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
DISPLAY:	Hampton Court.



## **WEST MOLESEY, CENTRAL SQUARE**

Public stand for one bus on north side of Central Square, alongside the southern flank wall of Post Office, extending 12 metres west.

Buses proceed from Central Square direct to stand, departing to Central Square. Set down in Central Square and pick up in Central Square.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 1 bus on Route 411 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: West Molesey.

## LONDON BUSES - ROUTE DESCRIPTION

### **ROUTE 641: West Molesey, Central Avenue - Teddington School, Broom Road**

**Date of Structural Change:** 2 October 2010.

**Date of Service Change:** 2 October 2010.

**Reason for Issue:** New Tender.

### **STREETS TRAVERSED**

**Towards Teddington School, Broom Road:** Central Square, Central Avenue, Walton Road, Bridge Road, Creek Road, Bridge Road, Hampton Court Way, Hampton Court Bridge, Hampton Court Roundabout, Hampton Court Road, Hampton Wick High Street, Upper Teddington Road, Kingston Road, Holmesdale Road, Broom Road.

**Towards West Molesey, Central Avenue:** Broom Road, Normansfield Avenue, Upper Teddington Road, Hampton Wick High Street, Hampton Court Road, Hampton Court Roundabout, Hampton Court Bridge, Hampton Court Way, Creek Road, Bridge Road, Walton Road, Central Avenue, Central Square.

## **STANDING AND TURNING POINTS**

### **WEST MOLESEY, CENTRAL SQUARE**

Buses proceed out of service from Central Square. Buses depart from out of service to Central Square. Set down in Central Square and pick up in Central Square.

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: None.  
DISPLAY: West Molesey.  
OTHER INFORMATION: Buses must not wait for longer than is necessary to pick up and set down passengers at this stop.

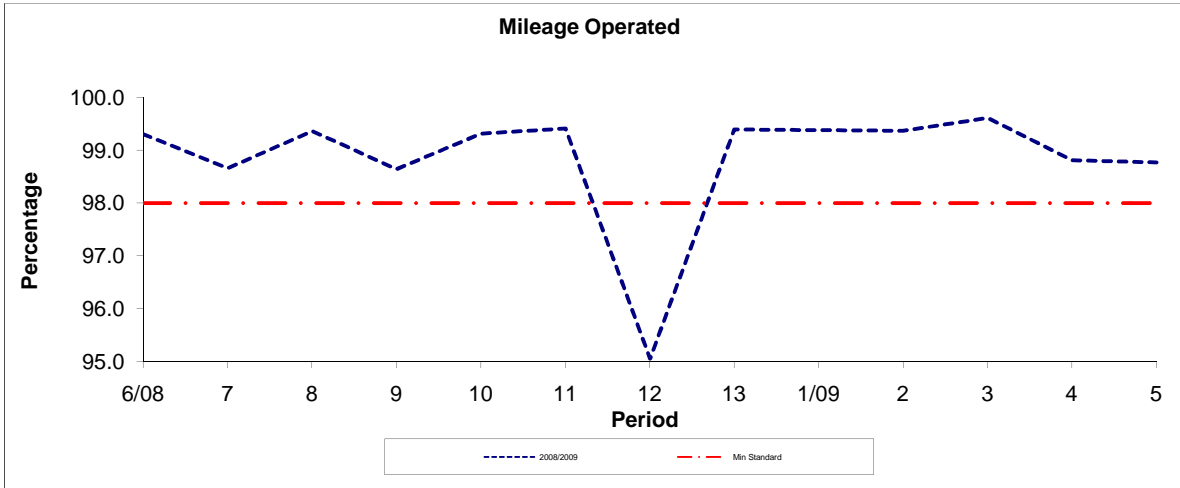
### **TEDDINGTON SCHOOL, BROOM ROAD**

Buses proceed out of service from Broom Road. Buses depart from out of service to Broom Road. Set down in Broom Road and pick up in Broom Road.

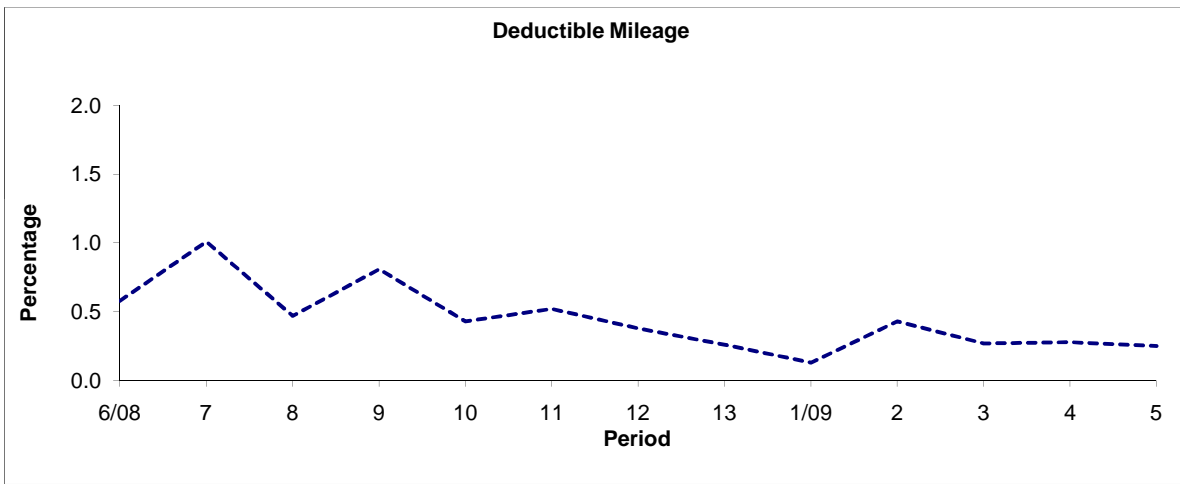
AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: None.  
DISPLAY: Teddington Schools.  
OTHER INFORMATION: Buses must not wait for longer than is necessary to pick up and set down passengers at this stop.

**PART B - PERFORMANCE STATISTICS**

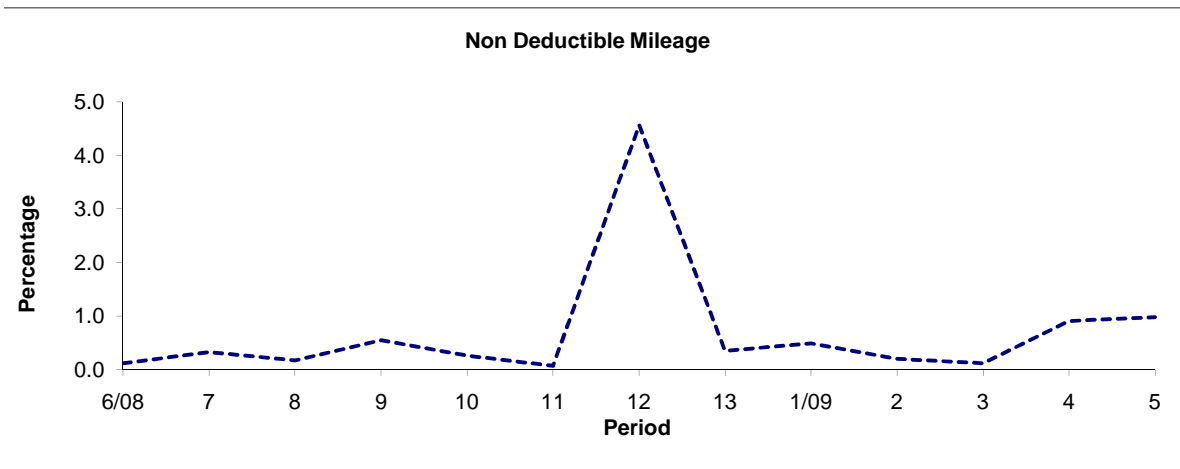
**Route 411**



Period	6/08	7	8	9	10	11	12	13	1/09	2	3	4	5
2008/2009	99.30	98.66	99.36	98.64	99.31	99.41	95.05	99.39	99.38	99.37	99.61	98.81	98.77
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	6/08	7	8	9	10	11	12	13	1/09	2	3	4	5
2008/2009	0.58	1.01	0.47	0.81	0.43	0.52	0.38	0.26	0.13	0.43	0.27	0.28	0.25

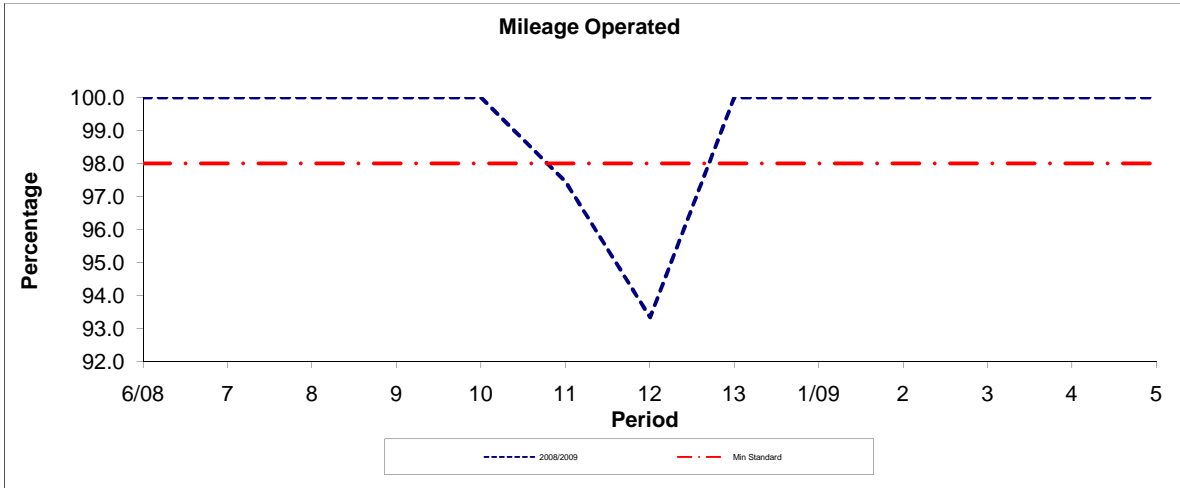


Period	6/08	7	8	9	10	11	12	13	1/09	2	3	4	5
2008/2009	0.12	0.33	0.17	0.55	0.26	0.07	4.57	0.35	0.49	0.20	0.12	0.91	0.98

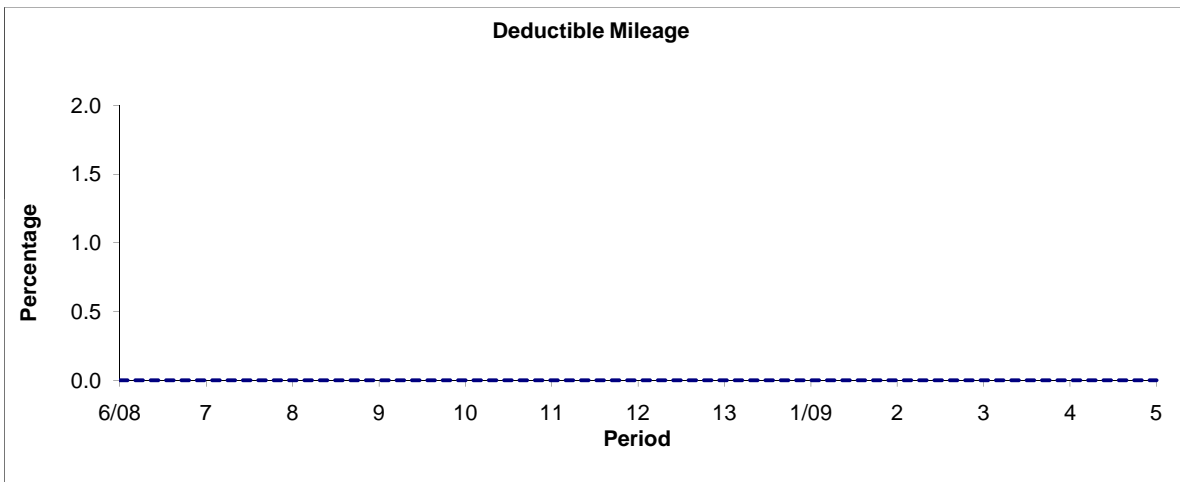
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

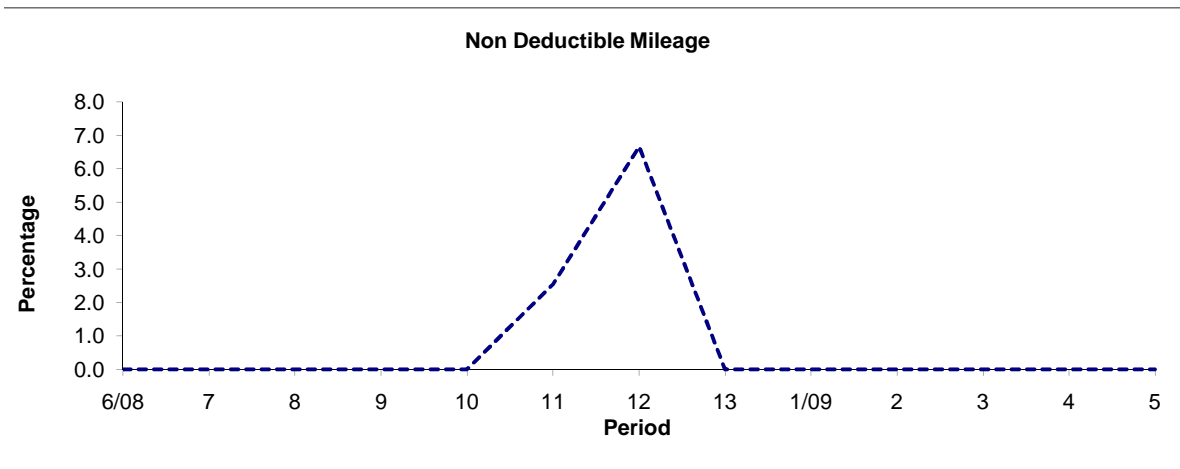
**Route 611**



Period	6/08	7	8	9	10	11	12	13	1/09	2	3	4	5
2008/2009	100.00	100.00	100.00	100.00	100.00	97.45	93.33	100.00	100.00	100.00	100.00	100.00	100.00
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	6/08	7	8	9	10	11	12	13	1/09	2	3	4	5
2008/2009	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

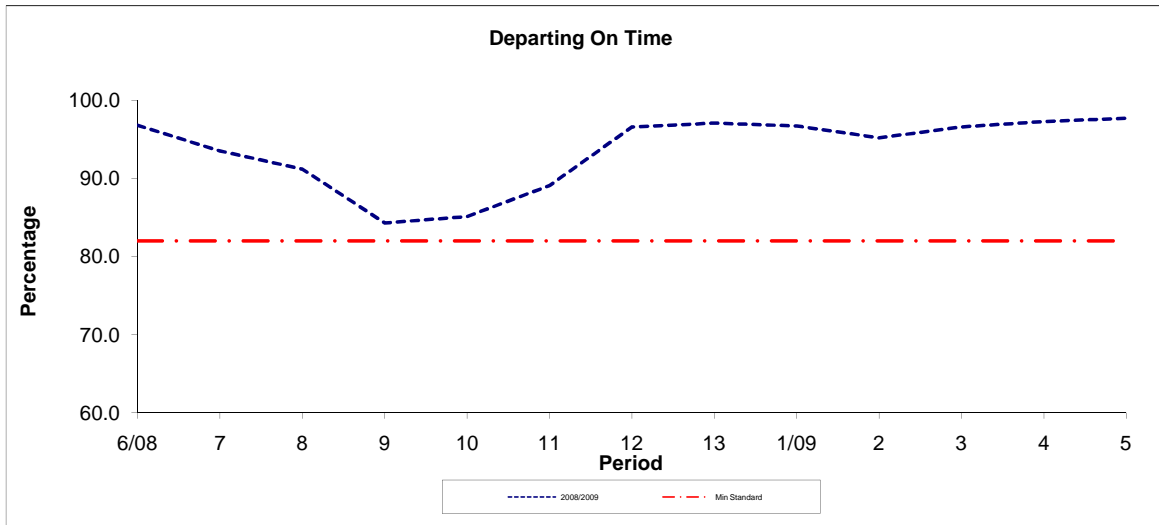


Period	6/08	7	8	9	10	11	12	13	1/09	2	3	4	5
2008/2009	0.00	0.00	0.00	0.00	0.00	2.55	6.67	0.00	0.00	0.00	0.00	0.00	0.00

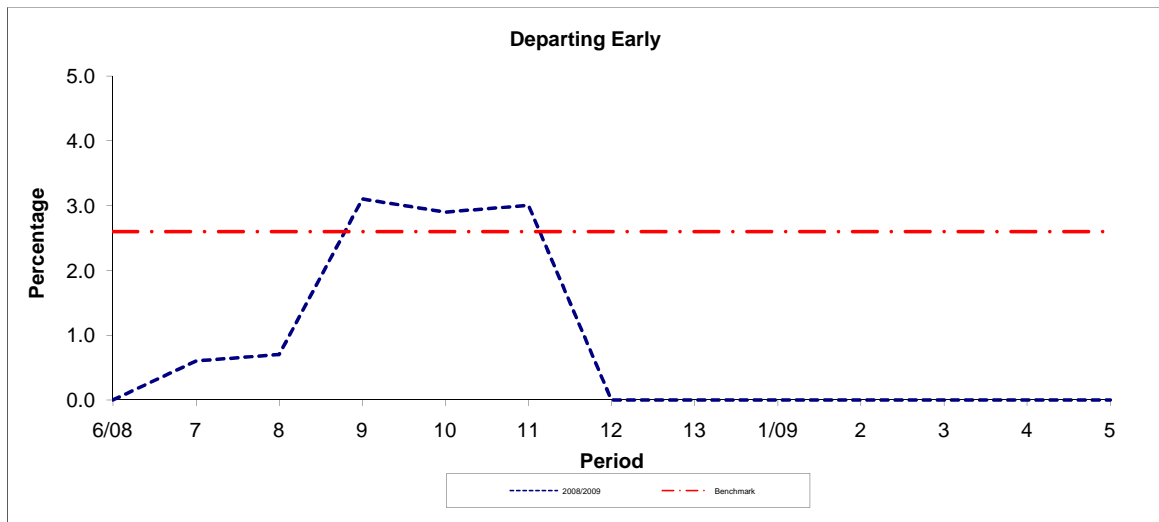
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 411**



Period	6/08	7	8	9	10	11	12	13	1/09	2	3	4	5
2008/2009	96.80	93.50	91.20	84.30	85.10	89.10	96.60	97.10	96.70	95.20	96.60	97.30	97.70
Min Standard	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00

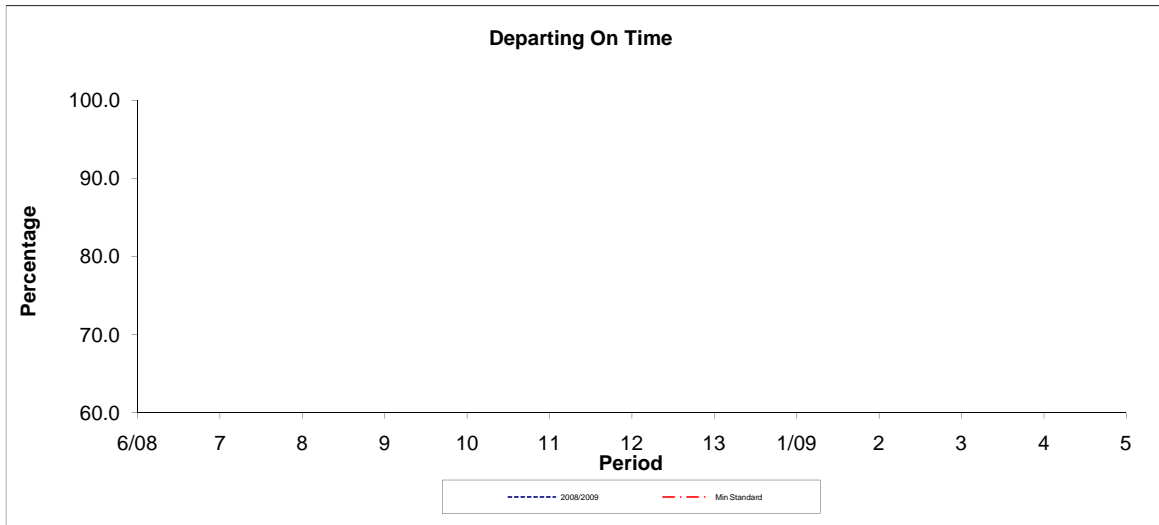


Period	6/08	7	8	9	10	11	12	13	1/09	2	3	4	5
2008/2009	0.00	0.60	0.70	3.10	2.90	3.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Benchmark	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60

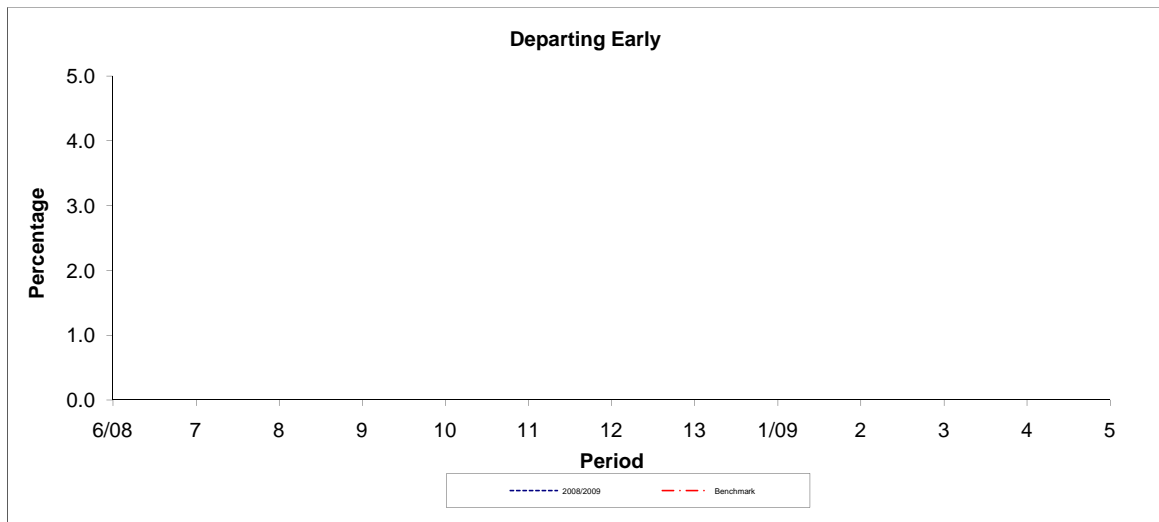
**Note :** Reliability is based on 12 weeks rolling data

**PART B - PERFORMANCE STATISTICS**

**Route 611**



Period	6/08	7	8	9	10	11	12	13	1/09	2	3	4	5
2008/2009													
Min Standard													



Period	6/08	7	8	9	10	11	12	13	1/09	2	3	4	5
2008/2009													
Benchmark													

**Note :** Reliability is based on 12 weeks rolling data  
 School route - no data