

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 21 & N21

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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. 21 and N21.

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:

- Monday to Friday peaks, interpeaks and Saturday shopping frequencies on Route No. 21 are increased from every 8 minutes to every $6\frac{2}{3}$ minutes;
- The current additional Mondays to Fridays AM and PM peak flow journeys are withdrawn apart from one AM peak flow journey in the morning towards Newington Green which is retained.
- Route No. N21 is withdrawn between Eltham and Foots Cray.
- Route No. N21 is extended from Eltham to Bexleyheath. **Please see Appendix A for a full list of streets traversed, stand descriptions and manoeuvres.**

3. TERMINALS

Route No. 21 will operate between Lewisham High Street, Limes Grove and Newington Green.

Route No. N21 will operate between Bexleyheath Shopping Centre and Trafalgar Square, Charing Cross Station.

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. 21 & N21 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. 21 & N21 are 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. Lewisham High Street, Limes Grove to Newington Green

0410 - 0515	Every 15 minutes
0516 - 0600	Every 12 minutes
0601 - 0620	Every 10 minutes
0621 - 0640	Every 8 minutes
0641 - 0720	Every 7½ minutes
0721 - 0800	Every 6⅔ minutes
0801 - 0900	Every 6 minutes
0901 - 1800	Every 6⅔ minutes
1801 - 1830	Every 8 minutes
1831 - 1930	Every 10 minutes
1931 - 0025	Every 12 minutes
0026 - 0045	Every 20 minutes

First departure from Lewisham High Street, Limes Grove no later than 0415.
Last departure from Lewisham High Street, Limes Grove no earlier than 0040.

Tenderers should ensure that buses are scheduled at London Bridge Station, Southwark Cathedral to be no more than 7½ minutes apart between 0720 and 0800 and no more than 6⅔ minutes apart at between 0800 and 0820 and between 1540 and 1640.

2. Newington Green to Lewisham, Molesworth Street

0445 - 0550	Every 15 minutes
0551 - 0625	Every 12 minutes
0626 - 0655	Every 10 minutes
0656 - 0720	Every 8 minutes
0721 - 0740	Every 7½ minutes
0741 - 1820	Every 6⅔ minutes
1821 - 1850	Every 8 minutes
1851 - 1930	Every 10 minutes
1931 - 0015	Every 12 minutes
0016 - 0040	Every 20 minutes

First departure from Newington Green no later than 0450.
Last departure from Newington Green no earlier than 0035.

Tenderers should ensure that buses at Old Kent Road, Tesco are scheduled to be no more than 8 minutes apart between 0735 and 0800, 7½ minutes apart between 0801 and 0820 and 6⅔ minutes apart between 0821 and 0840 and between 1550 and 1650.

6.2 Saturdays & Good Friday

1. Lewisham High Street, Limes Grove to Newington Green

0410 - 0700	Every 15 minutes
0701 - 0735	Every 12 minutes
0736 - 0825	Every 10 minutes
0826 - 0900	Every 8 minutes
0901 - 1750	Every $6\frac{2}{3}$ minutes
1751 - 1830	Every 8 minutes
1831 - 1900	Every 10 minutes
1901 - 0025	Every 12 minutes
0026 - 0045	Every 20 minutes

First departure from Lewisham High Street, Limes Grove no later than 0415.
Last departure from Lewisham High Street, Limes Grove no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than $6\frac{2}{3}$ minutes apart at London Bridge Station, Southwark Cathedral between 0940 and 1040.

2. Newington Green to Lewisham, Molesworth Street

0445 - 0735	Every 15 minutes
0736 - 0805	Every 12 minutes
0806 - 0825	Every 10 minutes
0826 - 0850	Every 8 minutes
0851 - 1820	Every $6\frac{2}{3}$ minutes
1821 - 1845	Every 8 minutes
1846 - 1925	Every 10 minutes
1926 - 0015	Every 12 minutes
0016 - 0040	Every 20 minutes

First departure from Newington Green no later than 0450.
Last departure from Newington Green no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than $6\frac{2}{3}$ minutes apart at Old Kent Road, Tesco between 0920 and 1020.

6.3 Sundays

1. Lewisham High Street, Limes Grove to Newington Green

0410 - 0715	Every 20 minutes
0716 - 0025	Every 12 minutes
0026 - 0045	Every 20 minutes

First departure from Lewisham High Street, Limes Grove no later than 0415.
Last departure from Lewisham High Street, Limes Grove no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at London Bridge Station, Southwark Cathedral between 1000 and 1100.

2. Newington Green to Lewisham, Molesworth Street

0445 - 0810	Every 20 minutes
0811 - 0015	Every 12 minutes
0016 - 0040	Every 20 minutes

First departure from Newington Green no later than 0450.
Last departure from Newington Green no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Old Kent Road, Tesco between 1020 and 1120.

6.4 Boxing Day

1. Lewisham High Street, Limes Grove to Newington Green

0800 - 0025 Every 12 minutes
0026 - 0045 Every 20 minutes

First departure from Lewisham High Street, Limes Grove no later than 0805.
Last departure from Lewisham High Street, Limes Grove no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at London Bridge Station, Southwark Cathedral between 1000 and 1100.

2. Newington Green to Lewisham, Molesworth Street

0810 - 0015 Every 12 minutes
0016 - 0040 Every 20 minutes

First departure from Newington Green no later than 0815.
Last departure from Newington Green no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Old Kent Road, Tesco between 1020 and 1120.

Tenderers must identify the cost of the Boxing Day element of this service separately.

6.5 Nightly

1. Bexleyheath, Shopping Centre to Trafalgar Square, Charing Cross Station

0030 - 0340 Every 30 minutes

First departure from Bexleyheath, Shopping Centre no later than 0035.
Last departure from Bexleyheath, Shopping Centre no earlier than 0335.

2. Trafalgar Square, Charing Cross Station to Bexleyheath, Shopping Centre

0055 - 0435 Every 30 minutes

First departure from Trafalgar Square, Charing Cross Road no later than 0100.
Last departure from Trafalgar Square, Charing Cross Road no earlier than 0430.

Tenderers must indicate costs for the night 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. 21 & 21 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. 21 shall be:

Average Excess Wait Time:	No more than 1.40 minutes
Minimum Operated Mileage:	No less than 98.00%

The **minimum** standards of acceptable performance for Route No. N21 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 = 1.20 minutes

It is unlikely that the minimum number of QSI surveys for Threshold measurement will be conducted on Route No. N21 at present. However, this may change at a later date when a Threshold figure may be published.

Summary of proposed QSI coverage: Route Nos. 21 & N21

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 Newington Green	Towards Lewisham
Lewisham	Newington Green (AM only)
New Cross Gate	Finsbury Square
London Bridge	London Bridge
Finsbury Square \$	New Cross Gate

Total scheduled manual QSI surveys per quarter = 119.

\$ Both directions observed simultaneously at this point. Counted as two surveys.

8. RUNNING TIMES

Extracts from the public timetable with sample running times for Route Nos. 21 & N21 are attached at Appendix B. This gives an indication of the time required to travel the route. 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 Friday AM interpeak and the Sunday shopping period.

Tenderers should devise their own running times for the section of Route No. N21 between Eltham and Bexleyheath, Shopping Centre, Geddes Place.

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

- the minimum performance standards for Route Nos. 21 & N21 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.

In order to meet reliability targets, Tenderers may wish to consider the inclusion of a boarding time allowance at Trafalgar Square, Charing Cross Road as appropriate on all or some nights.

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. 21 should interwork with Route No. N21 to form a 24 hour service between Lewisham High Street and Bank Station.

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. 21 & N21 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. 21 & N21:

- Route No. 21 can suffer from unpredictable traffic delays in the Old Kent Road, London Bridge, Old Street and Moorgate areas.

Tenderers should also note the following factors which may have an impact on Route Nos. 21 & N21 in the foreseeable future:

- Proposals are being developed to extend the Cashless Boarding Zone throughout the whole of the London area. It is anticipated that this extension would result in significant savings in running and recovery times to bus routes within that proposed zone. As this route traverses a significant proportion of the proposed extended zone, **running time and, therefore, 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. 21 & N21 must serve all stops on the line of route designated for the route. There are two types of bus stop:

- Compulsory (white stop flag): where all buses must stop.
- Request (red stop flag): where buses are only required to stop if a passenger rings the bell or an intending passenger signals to the driver.

On all night routes (with N prefix) and on 24 hour routes (between the hours of 0100 and 0430) all bus stops are regarded as request stops regardless of their type.

Tenderers should note that there are proposals (subject to consultation) to remove the distinction between compulsory and request stops. If approved, the successful Tenderer will be advised of these changes in detail.

14. TIMING POINTS & MILEAGES

Timing Points

Buses should be timed at the following points:

Route No. 21

Lewisham High Street *Limes Grove*
Lewisham Way Breakspears Road
New Cross Bus Garage
Old Kent Road Tesco
Bricklayers Arms Old Kent Road
 Borough Station
London Bridge Station Southwark Cathedral
Bank Station Princes Street
 Moorgate Station
Hoxton Baring Street
Newington Green

Newington Green
Hoxton Baring Street
 Moorgate Station
Bank Station Princes Street
London Bridge Station London Bridge Stop Y
 Borough Station
Bricklayers Arms Old Kent Road
Old Kent Road Tesco
New Cross Bus Garage
Lewisham Way Breakspears Road
Lewisham *Molesworth Street*

Route No. N21

Bexleyheath *Shopping Centre*
 Bexley Station
Blendon Penhill Road
Blackfen Woodman
Bexley Road Riefield Road
Eltham High Street Boots
Lee Green Leegate
Lewisham High Street Rennell Street
Lewisham Way Breakspears Road
New Cross Bus Garage
Old Kent Road Tesco
Bricklayers Arms Old Kent Road
 Borough Station
London Bridge Station Southwark Cathedral
Bank Station Queen Victoria Street
 Ludgate Circus
Aldwych Law Courts
Trafalgar Square *Charing Cross Station*

Trafalgar Square *Charing Cross Station*
Aldwych Law Courts
 Ludgate Circus
Bank Station Queen Victoria Street
London Bridge Bus Station Bay E
 Borough Station
Bricklayers Arms Old Kent Road
Old Kent Road Tesco
New Cross Bus Garage
Lewisham Way Breakspears Road
Lewisham Loampit Vale
Lee Green Old Tigers Head
Eltham High Street Boots
Bexley Road Riefield Road
Blackfen Woodman
Blendon Penhill Road
 Bexley Station
Bexleyheath *Shopping Centre*

Mileages for Route No. 21 & N21

Lewisham High Street, Limes Grove to Newington Green	8.7 miles
Newington Green to Lewisham, Molesworth Street	8.8 miles
Bexleyheath Shopping Centre to Trafalgar Square, Charing Cross Station	16.6 miles
Trafalgar Square, Charing Cross Station to Bexleyheath Shopping Centre	16.8 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. 21 & N21 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.

APPENDIX A: ROUTE RECORD

ROUTE No. 21: LEWISHAM, LEWISHAM CENTRE - NEWINGTON GREEN

STREETS TRAVERSED

Towards Newington Green: Lewisham High Street, Lewis Grove, Lee Bridge, Lewisham High Street, Loampit Vale Roundabout, Loampit Vale, Loampit Hill, Lewisham Way, New Cross Road, Old Kent Road, Bricklayer's Arms Roundabout, Great Dover Street, Borough High Street, London Bridge, King William Street, Prince's Street, Moorgate, Finsbury Pavement, Finsbury Square (West Side), City Road, Old Street Roundabout, City Road, Provost Street, Vestry Street, East Road, New North Road, Baring Street, Southgate Road, Mildmay Park.

Towards Lewisham, Lewisham Centre: Newington Green (East Side), Mildmay Park, Southgate Road, Baring Street, New North Road, East Road, City Road, Old Street Roundabout, City Road, Finsbury Square (West Side), Finsbury Pavement, Moorgate, Prince's Street, King William Street, London Bridge, Borough High Street, Great Dover Street, Bricklayer's Arms Roundabout, Old Kent Road, New Cross Road, Amersham Road, Lewisham Way, Loampit Hill, Loampit Vale, Loampit Vale Roundabout, Molesworth Street.

STANDS, TURNING POINTS AND DESTINATION 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:

21 via London Bridge

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.

LEWISHAM, MOLESWORTH STREET

Public stand on east side of Molesworth Street in two sections. The first section commences 15 metres north of the northern flank wall of the southern entrance to the Shopping Centre and extends 40 metres north. The first section is for two buses on Route No. 436. The second section commences 20 metres north of the first section, and extends 100 metres north. The most southerly part of the second section is for one bus on Route No. 436. All other services must use the remaining part of the second section.

Buses proceed from Molesworth Street direct to stand, departing via Molesworth Street to Lewisham High Street. Set down in Molesworth Street, at stop Q and pick up in Lewisham High Street, at stop T.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 vehicle on Route No. 21 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.
OTHER INFORMATION:	Council toilet facilities available 0900-1730 Mondays-Saturdays and 1000-1600 Sundays.
BLIND DISPLAY:	Lewisham, Shopping Centre

NEW CROSS GATE, SAINSBURYS (from Newington Green)

Buses proceed from New Cross Road via Sainsburys Access Road departing to New Cross Road. Set down in New Cross Road, at stop H and pick up in New Cross Road, at stop J.

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

BRICKLAYERS ARMS, BARTHOLOMEW STREET (from Lewisham, Lewisham Centre)

Public stand on south side of Bartholomew Street, commencing opposite party wall of nos. 9/11 and extending 23 metres eastwards.

Buses proceed from Old Kent Road via Bricklayer's Arms roundabout, Great Dover Street and Bartholomew Street to stand, departing via Bartholomew Street, New Kent Road and Bricklayer's Arms roundabout to Old Kent Road. Set down in Old Kent Road, at stop BP and pick up in Old Kent Road, 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.
BLIND DISPLAY:	Bricklayer's Arms

BOROUGH STATION, TABARD STREET WEST SIDE (from Lewisham, Lewisham Centre)

Public stand on east side of Tabard Street, commencing opposite party wall of nos. 219/221, 28 metres south of the centre of Borough High Street and extending 21 metres southwards. Buses proceed from Great Dover Street via Long Lane and Tabard Street to stand, departing via Tabard Street and Borough High Street to Great Dover Street. Set down in Great Dover Street, at stop F and pick up in Great Dover Street, 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.
BLIND DISPLAY: Borough

LONDON BRIDGE STATION

From Lewisham, Lewisham Centre.

Buses proceed from Borough High Street via Railway Approach, London Bridge Bus Station and London Bridge Street departing to Borough High Street. Set down in Borough High Street, at stop G and pick up in Borough High Street.

From Newington Green.

Buses proceed from London Bridge via Borough High Street, Railway Approach, London Bridge Bus Station, London Bridge Street and Borough High Street departing to London Bridge. Set down in London Bridge, at stop Y and pick up in London Bridge, at stop M.

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

MOORGATE, FINSBURY SQUARE, SOUTH SIDE (from Lewisham, Lewisham Centre)

Public stand on south side of Finsbury Square, commencing 47 metres east of Finsbury Pavement and extending 19 metres. Buses proceed from Finsbury Square (west side) via Finsbury Square (north side), Finsbury Square (east side) and Finsbury Square (south side) to stand, departing via Finsbury Square (south side) to Finsbury Pavement. Set down in Finsbury Square (west side), at stop D and pick up in Finsbury Pavement, at stop K.

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.
BLIND DISPLAY: Moorgate, Finsbury Square

HOXTON, BARING STREET (from Lewisham, Lewisham Centre)

Public stand on west side of Bridport Place, commencing 10 metres south of Wiltshire Row and extending 24 metres south.

Buses proceed from Baring Street via Bridport Place to stand, departing via Bridport Place and Poole Street to New North Road. Set down in Baring Street, at stop XE and pick up in New North Road, at stop XL.

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.
BLIND DISPLAY: Hoxton, Baring Street

NEWINGTON GREEN, SOUTH SIDE

Public stand on south side of Newington Green, commencing 29 metres east of the centre of Newington Green Road and extending 27 metres east.

Buses proceed from Mildmay Park via Newington Green (south side) to stand, departing via Newington Green (south side), Newington Green (west side) and Newington Green (north side) to Newington Green (east side). Set down in Mildmay Park, at stop NJ and pick up in Newington Green (east side), at stop NE.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 vehicles on Route No. 21 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.
OTHER INFORMATION: No toilet facilities currently available.
BLIND DISPLAY: Newington Green

APPENDIX A: ROUTE RECORD

ROUTE No. N21: BEXLEYHEATH SHOPPING CENTRE - TRAFALGAR SQUARE, CHARING CROSS STATION

STREETS TRAVERSED

Towards Trafalgar Square: Geddes Place, Market Place, Friswell Place, Arnsberg Way, Bexleyheath Broadway, Gravel Hill, Bourne Road, Bexley High Street, Parkhill Road, Bridgen Road, Blendon Road, A221, Blackfen Road, Bexley Road, Eltham High Street, Eltham Hill, Yorkshire Grey Roundabout, Eltham Road, Lee High Road, Lee Bridge, Lewisham High Street, Loampit Vale Roundabout, Loampit Vale, Loampit Hill, Lewisham Way, New Cross Road, Old Kent Road, Bricklayer's Arms Roundabout, Great Dover Street, Borough High Street, London Bridge, King William Street, Mansion House Street, Queen Victoria Street, Friday Street, Cannon Street, St Paul's Churchyard, Ludgate Hill, Ludgate Circus, Fleet Street, Strand.

Towards Bexleyheath Shopping Centre, Geddes Place: Strand, Aldwych, Strand, Fleet Street, Ludgate Circus, Ludgate Hill, St Paul's Churchyard, Cannon Street, Queen Victoria Street, Mansion House Street, King William Street, London Bridge, Borough High Street, Railway Approach, London Bridge Bus Station, London Bridge Street, Borough High Street, Great Dover Street, Bricklayer's Arms Roundabout, Old Kent Road, New Cross Road, Amersham Road, Lewisham Way, Loampit Hill, Loampit Vale, Loampit Vale Roundabout, Lewisham High Street, Lee Bridge, Lee High Road, Eltham Road, Yorkshire Grey Roundabout, Eltham Hill, Eltham High Street, Bexley Road, Blackfen Road, A221, Blendon Road, Bridgen Road, Parkhill Road, Bexley High Street, Bourne Road, Gravel Hill, Bexleyheath Broadway, Arnsberg Way.

STANDS, TURNING POINTS AND DESTINATION 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:

N21 via London Bridge

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.

BEXLEYHEATH SHOPPING CENTRE, GEDDES PLACE

Private stand between Geddes Place and Arnsberg Way, commencing at east kerb line of Geddes Place.

Buses proceed from Geddes Place direct to stand, departing via Geddes Place to Market Place. Set down in Geddes Place, at alighting point and pick up in Market Place, at stop L.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 vehicle on Route No. N21 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.
OTHER INFORMATION:	LBSL toilet facilities available.
BLIND DISPLAY:	Bexleyheath, Shopping Centre

ELTHAM, HIGH STREET (from Trafalgar Square, Charing Cross Station)

Public stand on north side of Eltham High Street, commencing 15 metres east of point opposite west flank wall of Marlowe Gardens and extending 35 metres westwards.

Buses proceed from Eltham High Street direct to stand, departing via Eltham High Street, Southend Crescent, Footscray Road and Southend Crescent to Eltham High Street. Set down and pick up in Eltham High Street.

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.
BLIND DISPLAY:	Eltham

LEWISHAM BUS STATION (from Bexleyheath Shopping Centre)

Private stand in Lewisham Bus Station.

Buses proceed from Lewisham High Street via Loampit Vale Roundabout, Lewisham Road, Station Road and Lewisham Bus Station to stand, departing via Lewisham Bus Station and Station Road to Loampit Vale. Set down in Lewisham High Street, at stop E and pick up in Loampit Vale, 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.
BLIND DISPLAY:	Lewisham Station

LEWISHAM, MOLESWORTH STREET (from Trafalgar Square, Charing Cross Station)

Public stand on east side of Molesworth Street in two sections. The first section commences 15 metres north of the northern flank wall of the southern entrance to the Shopping Centre and extends 40 metres north. The first section is for two buses on route 436. The second section commences 20 metres north of the first section, and extends 100 metres north. The most southerly part of the second section is for one bus on route 436. All other services must use the remaining part of the second section.

Buses proceed from Loampit Vale via Loampit Vale roundabout and Molesworth Street to stand, departing via Molesworth Street, Lewisham High Street, Lewis Grove and Lee Bridge to Lewisham High Street. Set down in Loampit Vale, at stop C and pick up in Lewisham High Street, 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.
BLIND DISPLAY: Lewisham, Shopping Centre

NEW CROSS (from Trafalgar Square, Charing Cross Station)

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

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

NEW CROSS GATE (from Bexleyheath Shopping Centre)

Buses proceed from New Cross Road via Queen's Road, Kender Street and Besson Street departing to New Cross Road. Set down in New Cross Road, at stop J and pick up in New Cross Road, at stop H.

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

BRICKLAYERS ARMS, BARTHOLOMEW STREET (from Bexleyheath Shopping Centre)

Public stand on south side of Bartholomew Street, commencing opposite party wall of nos. 9/11 and extending 23 metres eastwards.

Buses proceed from Old Kent Road via Bricklayer's Arms roundabout, Great Dover Street and Bartholomew Street to stand, departing via Bartholomew Street, New Kent Road and Bricklayer's Arms roundabout to Old Kent Road. Set down in Old Kent Road, at stop BP and pick up in Old Kent Road, 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.
BLIND DISPLAY: Bricklayer's Arms

BOROUGH STATION, TABARD STREET WEST SIDE (from Bexleyheath Shopping Centre)

Public stand on east side of Tabard Street, commencing opposite party wall of nos. 219/221, 28 metres south of the centre of Borough High Street and extending 21 metres southwards.

Buses proceed from Great Dover Street via Long Lane and Tabard Street to stand, departing via Tabard Street and Borough High Street to Great Dover Street. Set down in Great Dover Street, at stop F and pick up in Great Dover Street, 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.
BLIND DISPLAY: Borough

LONDON BRIDGE STATION (from Bexleyheath Shopping Centre)

Buses proceed from Borough High Street via Railway Approach and London Bridge Bus Station departing to Bay E. Set down in Borough High Street, at stop G and pick up, in bay E.

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

FARRINGDON STREET, STONECUTTER STREET (from Bexleyheath Shopping Centre)

Public stand on north side of Stonecutter Street, commencing 16 metres west of the western kerbline of Farringdon Street and extending 50 metres west.

Buses proceed from Ludgate Hill via Ludgate Circus, Farringdon Street, St Bride Street and Stonecutter Street to stand, departing via Stonecutter Street, Farringdon Street and Ludgate Circus to Ludgate Hill. Set down in Ludgate Hill, at stop F and pick up in Ludgate 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.
BLIND DISPLAY:	Ludgate Circus

ALDWYCH, EAST ARM (from Bexleyheath Shopping Centre, Geddes Place)

Public offside stand for 6 buses on south side of Aldwych (east arm) commencing 10 metres west of Melbourne Place and extending 67 metres west. Overflow public stand for 3 buses on south side of Strand commencing 10 metres east of Surrey Street and extending 36 metres east.

Buses proceed from Strand via Aldwych to stand, departing via Strand to Aldwych. Set down in Strand, at stop R and pick up in Strand, at stop L.

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.
BLIND DISPLAY:	Aldwych

TRAFALGAR SQUARE, NORTHUMBERLAND AVENUE, SOUTH SIDE

Public stand on south side of Northumberland Avenue in 2 parts:

1. From a point 16 metres east of the centre-line of Great Scotland Yard, extending 25 metres east;

2. From a point 55 metres west of centre-line of Whitehall Place, extending 25 metres east.

Buses proceed from Strand via Charing Cross, Whitehall, Whitehall Place and Northumberland Avenue to stand, departing via Northumberland Avenue, Great Scotland Yard, Whitehall, Charing Cross and Trafalgar Square (south side) to Strand. Set down in Strand, at stop H and pick up in Strand, at stop F.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 vehicles on Route No. N21 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.
OTHER INFORMATION:	LBSL toilet facilities available.
BLIND DISPLAY:	Trafalgar Square

APPENDIX B: SAMPLE RUNNING TIMES FOR ROUTE No. 21
(based on current schedule)

MONDAYS TO FRIDAYS1. Lewisham High Street, Limes Grove to Newington Green

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical late evening
Lewisham High Street Limes Grove	0416	0806	1236	1700	2309
Lewisham Way Breakspears Road	0421	0814	1243	1707	2314
New Cross Bus Station	0426	0823	1250	1714	2320
Old Kent Road Tesco	0435	0835	1301	1725	2329
Bricklayers Arms Old Kent Road	0437	0838	1304	1728	2332
Borough Station	0439	0842	1308	1732	2335
London Bridge Station					
Southwark Cathedral	0442	0848	1312	1736	2338
Bank Street Princes Street	0444	0852	1316	1740	2340
Moorgate Station	0446	0858	1321	1745	2342
Hoxton Baring Street	0451	0906	1329	1753	2347
Newington Green	0456	0913	1336	1800	2353
	40 minutes	67 minutes	60 minutes	60 minutes	44 minutes

2. Newington Green to Lewisham, Molesworth Street

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical late evening
Newington Green	0450	0803	1231	1703	2302
Hoxton <i>Baring Street</i>	0455	0811	1237	1709	2307
Moorgate Station	0500	0820	1245	1717	2312
Bank Street <i>Princes Street</i>	0502	0825	1250	1723	2315
London Bridge Station <i>London Bridge Stop Y</i>	0505	0830	1256	1730	2319
Borough Station	0508	0835	1301	1735	2323
Bricklayers Arms <i>Old Kent Road</i>	0511	0839	1305	1739	2326
Old Kent Road <i>Tesco</i>	0513	0842	1308	1742	2329
New Cross <i>Bus Garage</i>	0520	0852	1320	1756	2338
Lewisham Way <i>Breakspears Road</i>	0524	0857	1326	1805	2343
Lewisham Molesworth Street	0528	0903	1332	1814	2348
	38 minutes	60 minutes	61 minutes	71 minutes	46 minutes

SATURDAYS1. Lewisham High Street, Limes Grove to Newington Green

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Lewisham High Street Limes Grove	0416	1029	1501	2309
Lewisham Way <i>Breakspears Road</i>	0421	1037	1509	2314
New Cross <i>Bus Station</i>	0426	1046	1518	2320
Old Kent Road <i>Tesco</i>	0435	1057	1529	2329
Bricklayers Arms <i>Old Kent Road</i>	0437	1100	1532	2332
Borough Station	0439	1103	1535	2335
London Bridge Station <i>Southwark Cathedral</i>	0442	1107	1539	2338
Bank Street <i>Princes Street</i>	0444	1110	1542	2340
Moorgate Station	0446	1113	1545	2342
Hoxton <i>Baring Street</i>	0451	1120	1552	2347
Newington Green	0456	1127	1559	2353
	40 minutes	58 minutes	58 minutes	44 minutes

2. Newington Green to Lewisham, Molesworth Street

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Newington Green	0450	1032	1504	2302
Hoxton <i>Baring Street</i>	0455	1039	1511	2307
Moorgate Station	0500	1045	1517	2312
Bank Street <i>Princes Street</i>	0502	1048	1520	2315
London Bridge Station <i>London Bridge Stop Y</i>	0505	1052	1524	2319
Borough Station	0508	1056	1528	2323
Bricklayers Arms <i>Old Kent Road</i>	0511	1100	1532	2326
Old Kent Road <i>Tesco</i>	0513	1103	1535	2329
New Cross <i>Bus Garage</i>	0520	1113	1545	2338
Lewisham Way <i>Breakspears Road</i>	0524	1119	1551	2343
Lewisham Molesworth Street	0528	1126	1558	2348
	38 minutes	54 minutes	54 minutes	46 minutes

SUNDAYS**1. Lewisham High Street, Limes Grove to Newington Green**

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Lewisham High Street Limes Grove	0416	1033	1509	2309
Lewisham Way <i>Breakspears Road</i>	0421	1040	1516	2314
New Cross <i>Bus Station</i>	0426	1048	1524	2320
Old Kent Road <i>Tesco</i>	0435	1100	1536	2329
Bricklayers Arms <i>Old Kent Road</i>	0437	1103	1539	2332
Borough Station	0439	1107	1543	2335
London Bridge Station <i>Southwark Cathedral</i>	0442	1111	1547	2338
Bank Street <i>Princes Street</i>	0444	1114	1550	2340
Moorgate Station	0446	1117	1553	2342
Hoxton <i>Baring Street</i>	0451	1124	1600	2347
Newington Green	0456	1131	1607	2353
	40 minutes	58 minutes	58 minutes	44 minutes

2. Newington Green to Lewisham, Molesworth Street

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Newington Green	0450	1038	1502	2302
Hoxton <i>Baring Street</i>	0455	1045	1509	2307
Moorgate Station	0500	1051	1515	2312
Bank Street <i>Princes Street</i>	0502	1054	1518	2315
London Bridge Station <i>London Bridge Stop Y</i>	0505	1058	1522	2319
Borough Station	0508	1102	1526	2323
Bricklayers Arms <i>Old Kent Road</i>	0511	1106	1530	2326
Old Kent Road <i>Tesco</i>	0513	1109	1533	2329
New Cross <i>Bus Garage</i>	0520	1121	1545	2338
Lewisham Way <i>Breakspears Road</i>	0524	1128	1552	2343
Lewisham Molesworth Street	0528	1135	1559	2348
	38 minutes	57 minutes	57 minutes	46 minutes

APPENDIX B: SAMPLE RUNNING TIMES FOR ROUTE No. N21
(based on an extract from the current schedule)

NIGHTLY1. Foots Cray, Tesco to Trafalgar Square, Charing Cross Station

	Typical early night	Typical late night
Eltham High Street <i>Boots</i>	0118	0418
Lee Green <i>Leegate</i>	0123	0423
Lewisham High Street <i>Rennell Street</i>	0127	0427
Lewisham Way <i>Breakspears Road</i>	0130	0431
New Cross <i>Bus Garage</i>	0133	0434
Old Kent Road <i>Tesco</i>	0139	0441
Bricklayers Arms <i>Old Kent Road</i>	0141	0444
Borough Station	0142	0446
Bank Station Queen <i>Victoria Street</i>	0144	0449
London Bridge Station <i>Southwark Cathedral</i>	0146	0451
Ludgate Circus	0149	0454
Aldwych <i>Law Courts</i>	0152	0458
Trafalgar Square <i>Charing Cross Station</i>	0154	0501
	36 minutes	43 minutes

2. Trafalgar Square, Charing Cross Station to Foots Cray, Tesco

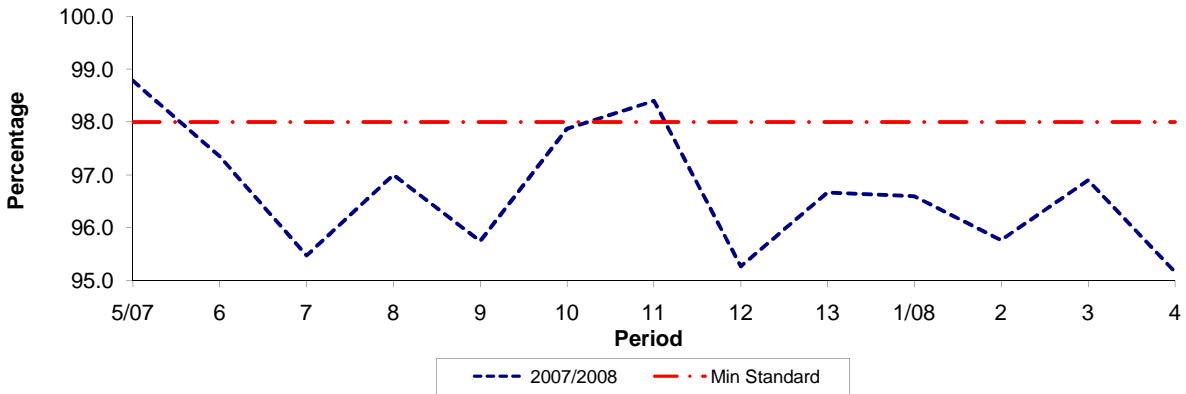
	Typical early night	Typical late night
Trafalgar Square <i>Charing Cross Station</i>	0101	0401
<i>Aldwych Law Courts</i>	0103	0403
<i>Ludgate Circus</i>	0106	0406
<i>London Bridge Station Southwark Cathedral</i>	0108	0408
<i>Bank Station Queen Victoria Street</i>	0110	0410
<i>London Bridge Station Forecourt</i>	0114	0414
<i>Borough Station</i>	0116	0416
<i>Bricklayers Arms Old Kent Road</i>	0119	0418
<i>Old Kent Road Tesco</i>	0121	0420
<i>New Cross Gate Bus Station</i>	0126	0424
<i>Lewisham Way Breakspears Road</i>	0129	0427
<i>Lewisham Loampit Vale</i>	0133	0430
<i>Lee Green Old Tigers Head</i>	0138	0434
<i>Eltham High Street Boots</i>	0143	0439
	42 minutes	38 minutes

The above tables have been included to assist Tenderers. They represent the information currently available to the Corporation. Tenderers should form their own views about what is appropriate in terms of running times. (See Section 8.)

PART B - PERFORMANCE STATISTICS

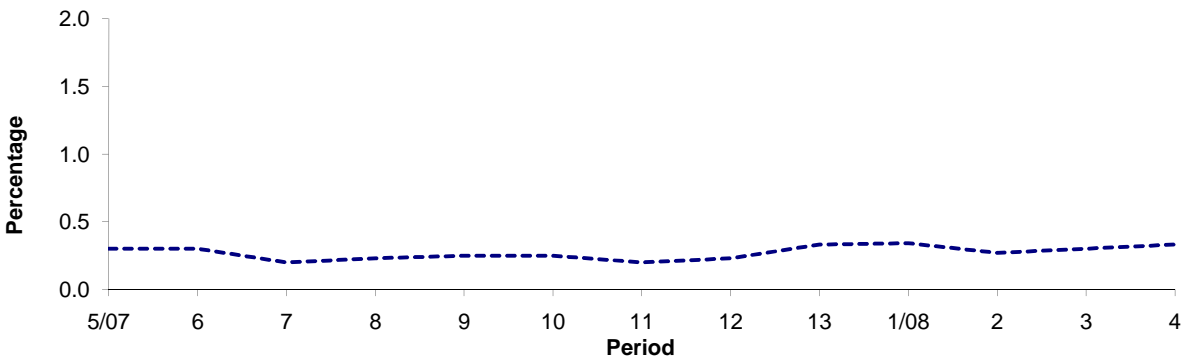
Route 21

Mileage Operated



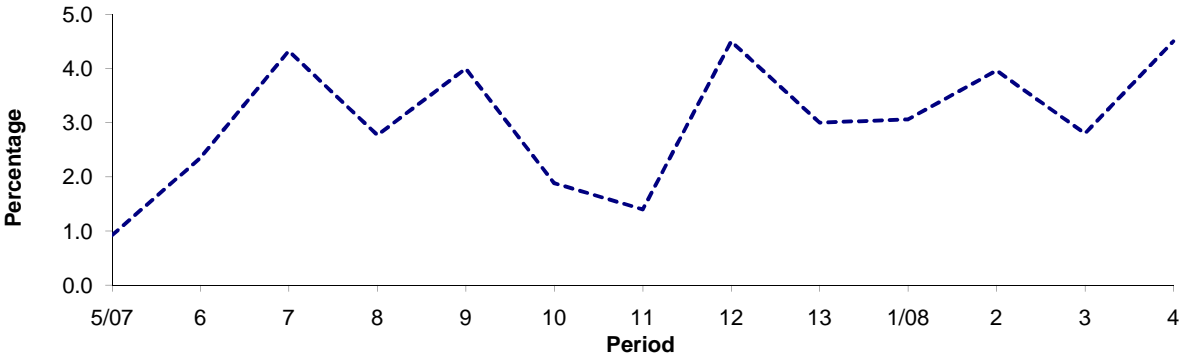
Period	5/07	6	7	8	9	10	11	12	13	1/08	2	3	4
2007/2008	98.78	97.35	95.48	97.00	95.75	97.87	98.40	95.27	96.67	96.60	95.77	96.90	95.17
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	5/07	6	7	8	9	10	11	12	13	1/08	2	3	4
2007/2008	0.30	0.30	0.20	0.23	0.25	0.25	0.20	0.23	0.33	0.34	0.27	0.30	0.33

Non Deductible Mileage



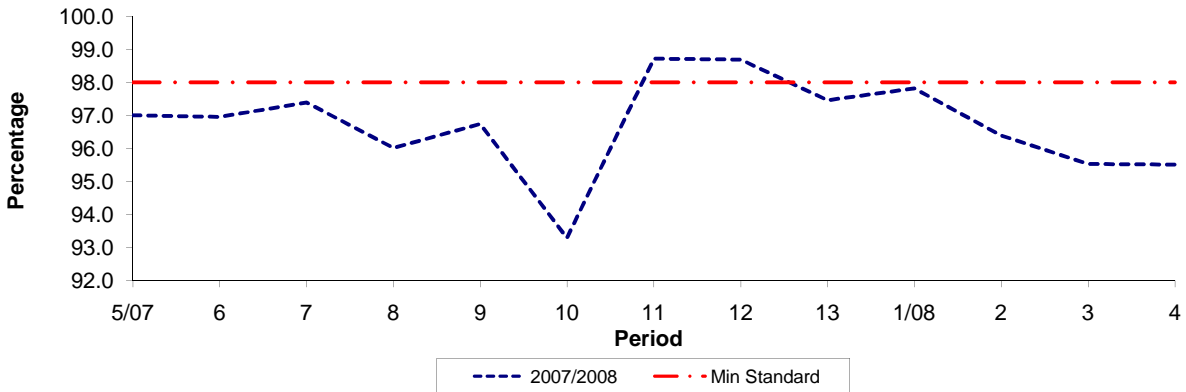
Period	5/07	6	7	8	9	10	11	12	13	1/08	2	3	4
2007/2008	0.92	2.35	4.32	2.77	4.00	1.88	1.40	4.50	3.00	3.06	3.96	2.80	4.50

Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

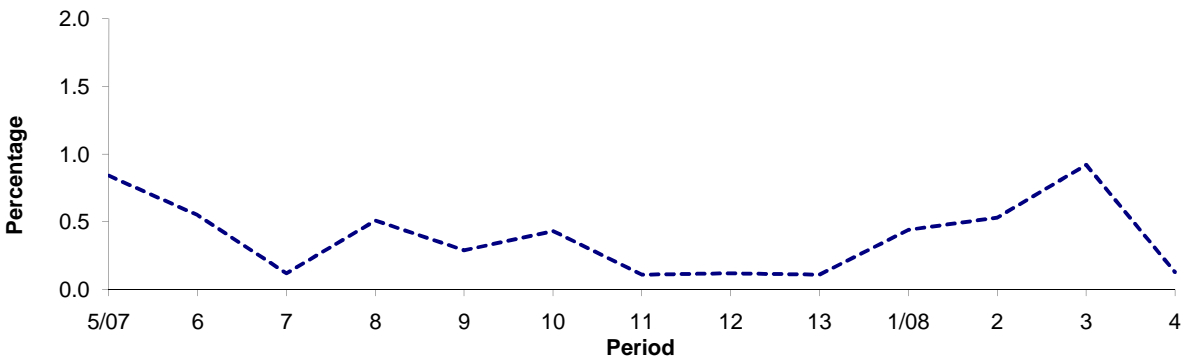
Route N21

Mileage Operated



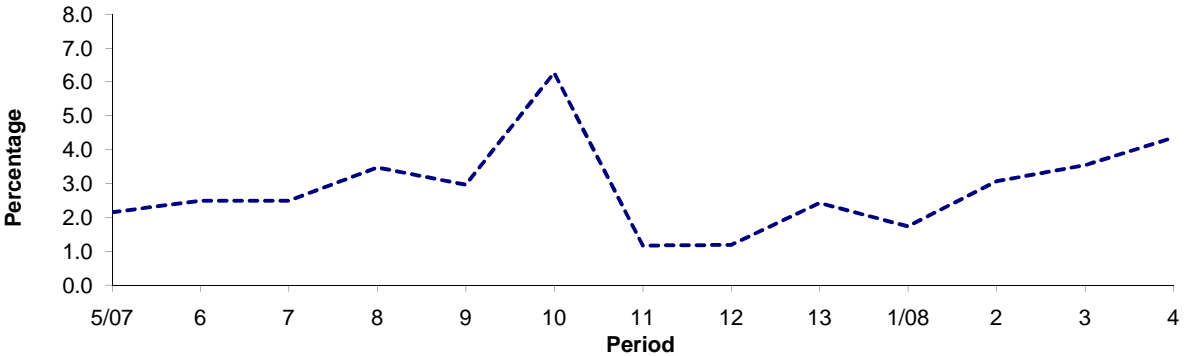
Period	5/07	6	7	8	9	10	11	12	13	1/08	2	3	4
2007/2008	97.01	96.96	97.39	96.02	96.75	93.30	98.72	98.69	97.46	97.82	96.40	95.54	95.52
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	5/07	6	7	8	9	10	11	12	13	1/08	2	3	4
2007/2008	0.84	0.55	0.12	0.51	0.29	0.43	0.11	0.12	0.11	0.44	0.53	0.92	0.13

Non Deductible Mileage

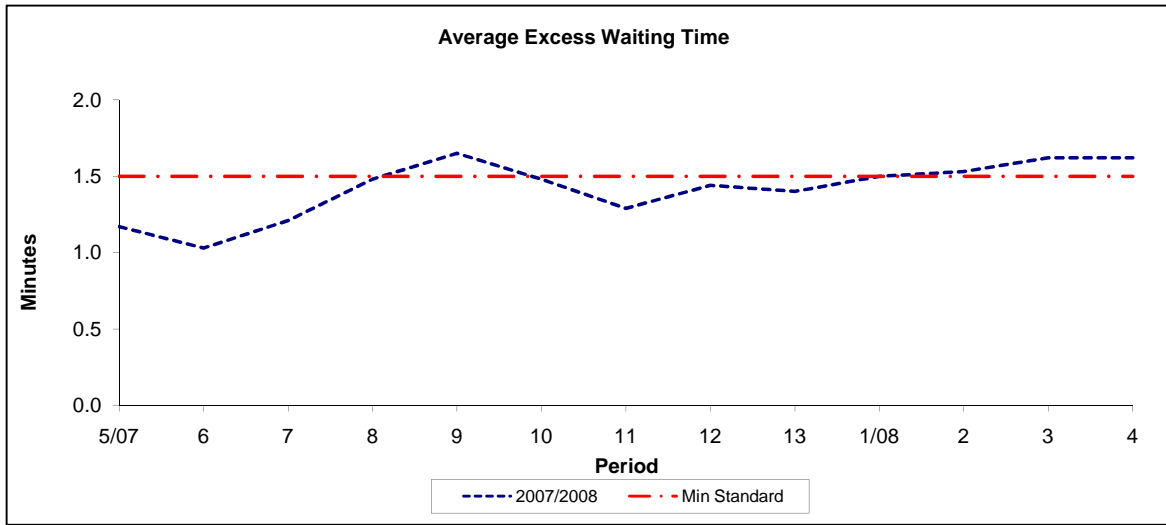


Period	5/07	6	7	8	9	10	11	12	13	1/08	2	3	4
2007/2008	2.15	2.49	2.49	3.47	2.96	6.27	1.17	1.19	2.43	1.74	3.07	3.54	4.35

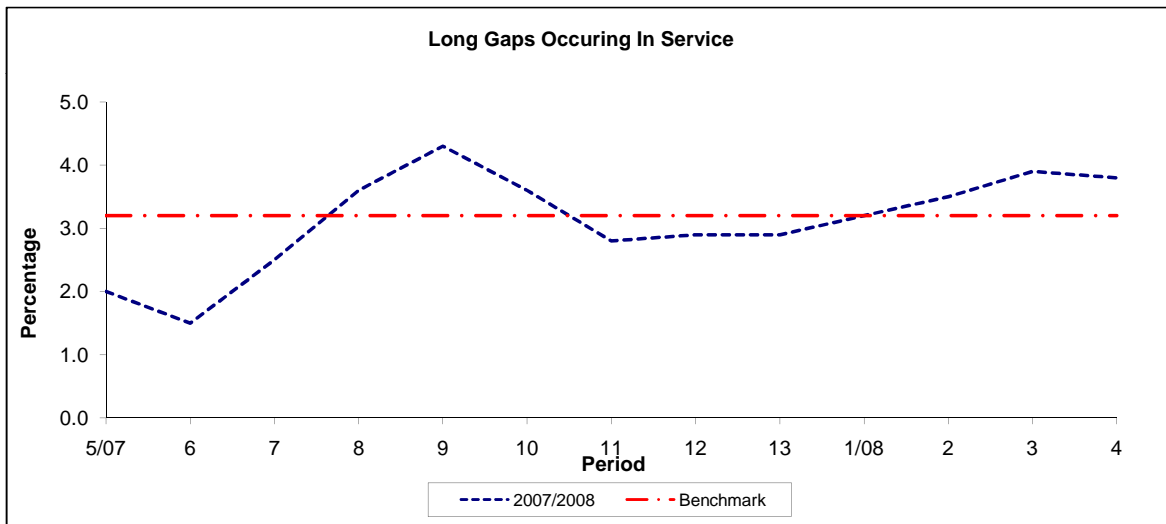
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 21



Period	5/07	6	7	8	9	10	11	12	13	1/08	2	3	4
2007/2008	1.17	1.03	1.21	1.48	1.65	1.48	1.29	1.44	1.40	1.50	1.53	1.62	1.62
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

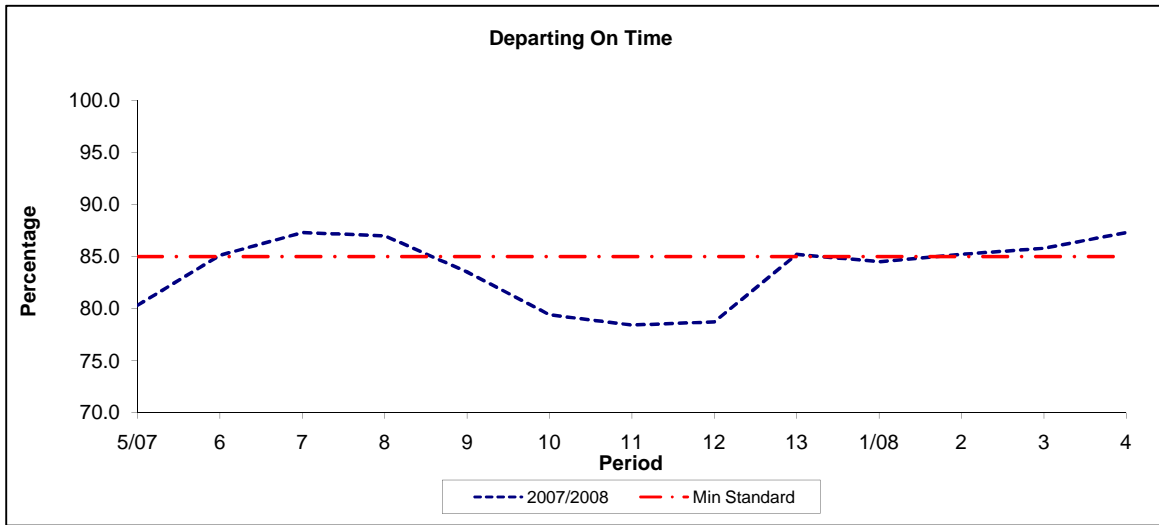


Period	5/07	6	7	8	9	10	11	12	13	1/08	2	3	4
2007/2008	2.00	1.50	2.50	3.60	4.30	3.60	2.80	2.90	2.90	3.20	3.50	3.90	3.80
Benchmark	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20

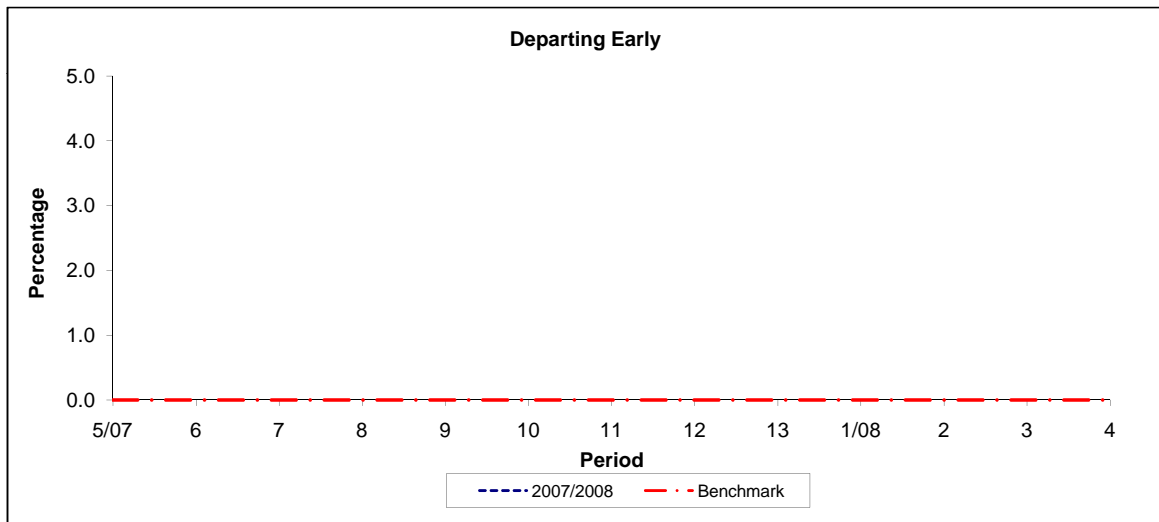
Note : Reliability is based on 12 weeks rolling data

PART B - PERFORMANCE STATISTICS

Route N21



Period	5/07	6	7	8	9	10	11	12	13	1/08	2	3	4
2007/2008	80.30	85.10	87.30	87.00	83.50	79.40	78.40	78.70	85.20	84.50	85.20	85.80	87.30
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	5/07	6	7	8	9	10	11	12	13	1/08	2	3	4
2007/2008													
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