

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE Nos. 33 & N33

CONTENTS

	Page
1. Tenders Required	2
2. Proposed Changes	2
3. Terminals	2
4. Days of Operation	3
5. Vehicle Type	3
6. Frequencies	4
7. Minimum Performance Standards	11
8. Running Times	12
9. Layovers	13
10. Timing Constraints	13
11. Control Strategy	13
12. Operational Considerations	14
13. Stopping Arrangements	14
14. Timing Points and Mileages	15
15. Vehicle Livery	15
16. Stands and Blinds	16
 <u>Appendices</u>	
A. Route Record	17

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.

6. TENDERS REQUIRED

This document describes the service for which the Corporation requires Tenders and Tenderers **must** submit a fully compliant bid. In addition, Tenderers **may** wish to draw upon their local knowledge to submit alternative bids which offer improved value for money in meeting passenger needs. These might incorporate, for example, different timings, frequencies, route structures and / or vehicles. The Corporation will welcome such bids and give them careful consideration.

For more information, please refer to Section 2.1 of Part A of the Guide for Tenderers.

2. PROPOSED CHANGES

At this time, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route Nos. 33 & N33:

- The introduction of a nightly service operating at a frequency of every 30 minutes is scheduled for January 2010. The conversion of this route to a 24 hour service is in conjunction with the conversion of Route No. 10 to a 24 hour service.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route Nos. 33 & N33.

- The designation N33 is used for contractual purposes only. This service will be marketed as Route No. 33. 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. 33 & N33 will operate between Fulwell, Stanley Road and Hammersmith Bus 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 Nos. 33 & N33 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Mondays to Fridays 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
Nightly	Section 6.6
New Year's Eve night/New Year's Day morning*	Saturday night/ Sunday morning service
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. 33 & N33 are currently approved for vehicles which are a maximum of 10.1 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

Service Specification for Route Nos. 33 & N33 - 23/10/2009

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. Fulwell, Stanley Road to Hammersmith Bus Station

0500 - 0600	Every 15 minutes
0601 - 0620	Every 10 minutes
0621 - 1840	Every 8 minutes
1841 - 1850	Every 10 minutes
1851 - 1950	Every 12 minutes
1951 - 2105	Every 15 minutes
2106 - 0010	Every 20 minutes

First departure from Fulwell, Stanley Road no later than 0505.

Last departure from Fulwell, Stanley Road no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Barnes Common, Roehampton Lane between 0715 and 0845 and between 1500 and 1615.

2. Hammersmith Bus Station to Fulwell, Stanley Road

0535 - 0640	Every 15 minutes
0641 - 0650	Every 10 minutes
0651 - 1910	Every 8 minutes
1911 - 1930	Every 10 minutes
1931 - 2030	Every 12 minutes
2031 - 2200	Every 15 minutes
2201 - 0045	Every 20 minutes

First departure from Hammersmith Bus Station no later than 0540.

Last departure from Hammersmith Bus Station no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Twickenham, King Street between 0730 and 0845 and between 1530 and 1645.

6.2 Mondays to Fridays Schooldays

1. Fulwell, Stanley Road to Hammersmith Bus Station

0500 - 0600	Every 15 minutes
0601 - 0620	Every 10 minutes
0621 - 1425	Every 8 minutes
1426 - 1455	Every 6 minutes
1456 - 1840	Every 8 minutes
1841 - 1850	Every 10 minutes
1851 - 1950	Every 12 minutes
1951 - 2105	Every 15 minutes
2106 - 0010	Every 20 minutes

First departure from Fulwell, Stanley Road no later than 0505.
Last departure from Fulwell, Stanley Road no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Barnes Common, Roehampton Lane between 0715 and 0845 and no more than 6 minutes between 1505 and 1535 and no more than 8 minutes between 1536 and 1615.

2. Hammersmith Bus Station to Fulwell, Stanley Road

0535 - 0640	Every 15 minutes
0641 - 0650	Every 10 minutes
0651 - 1910	Every 8 minutes
1911 - 1930	Every 10 minutes
1931 - 2030	Every 12 minutes
2031 - 2200	Every 15 minutes
2201 - 0045	Every 20 minutes

First departure from Hammersmith Bus Station no later than 0540.
Last departure from Hammersmith Bus Station no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Twickenham, King Street between 0730 and 0845 and between 1530 and 1645.

6.3 Saturdays & Good Friday

1. Fulwell, Stanley Road to Hammersmith Bus Station

0500 - 0640	Every 20 minutes
0641 - 0735	Every 15 minutes
0736 - 0815	Every 10 minutes
0816 - 1740	Every 8 minutes
1741 - 1820	Every 10 minutes
1821 - 1920	Every 12 minutes
1921 - 2105	Every 15 minutes
2106 - 0010	Every 20 minutes

First departure from Fulwell, Stanley Road no later than 0505
Last departure from Fulwell, Stanley Road no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Barnes Common, Roehampton Lane between 0945 and 1145.

2. Hammersmith Bus Station to Fulwell, Stanley Road

0535 - 0735	Every 20 minutes
0736 - 0845	Every 15 minutes
0846 - 0915	Every 10 minutes
0916 - 1810	Every 8 minutes
1811 - 1830	Every 10 minutes
1831 - 1945	Every 12 minutes
1946 - 2200	Every 15 minutes
2201 - 0045	Every 20 minutes

First departure from Hammersmith Bus Station no later than 0540.
Last departure from Hammersmith Bus Station no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Twickenham, King Street between 0945 and 1115.

6.4 Sundays

1. Fulwell, Stanley Road to Hammersmith Bus Station

0500 - 0840	Every 20 minutes
0841 - 2005	Every 15 minutes
2006 - 0010	Every 20 minutes

First departure from Fulwell, Stanley Road no later than 0505.
Last departure from Fulwell, Stanley Road no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Barnes Common, Roehampton Lane between 1100 and 1200.

2. Hammersmith Bus Station to Fulwell, Stanley Road

0535 - 0930	Every 20 minutes
0931 - 2000	Every 15 minutes
2001 - 0045	Every 20 minutes

First departure from Hammersmith Bus Station no later than 0540.
Last departure from Hammersmith Bus Station no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Twickenham, King Street between 1045 and 1145.

6.5 Boxing Day

1. Fulwell, Stanley Road to Hammersmith Bus Station

0755 - 0840	Every 20 minutes
0841 - 2005	Every 15 minutes
2006 - 0010	Every 20 minutes

First departure from Fulwell, Stanley Road no later than 0800.
Last departure from Fulwell, Stanley Road no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Barnes Common, Roehampton Lane between 1100 and 1200.

2. Hammersmith Bus Station to Fulwell, Stanley Road

0805 - 0930	Every 20 minutes
0931 - 2000	Every 15 minutes
2001 - 0045	Every 20 minutes

First departure from Hammersmith Bus Station no later than 0810.
Last departure from Hammersmith Bus Station no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Twickenham, King Street between 1045 and 1145.

6.6 Nightly

1. Fulwell, Stanley Road to Hammersmith Bus Station

0030 - 0440 Every 30 minutes

First departure from Fulwell, Stanley Road no later than 0035.
Last departure from Fulwell, Stanley Road no earlier than 0435.

2. Hammersmith Bus Station to Fulwell, Stanley Road

0105 - 0515 Every 30 minutes

First departure from Hammersmith Bus Station, Lower Level no later than 0110.
Last departure from Hammersmith Bus Station, Lower Level no earlier than 0510.

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. 33 & N33 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. 33 shall be:

Average Excess Wait Time:	No more than 1.30 minutes
Minimum Operated Mileage:	No less than 98.00%

The **minimum** standards of acceptable performance for Route No. N33 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.

It is unlikely that the minimum number of QSI surveys for performance measurement will be conducted on Route No. N33 at present. However, this may change at a later date.

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 = 1.15 minutes

It is unlikely that the minimum number of QSI surveys for Threshold measurement will be conducted on Route No. N33 at present. However, this may change at a later date when a Threshold figure may be published.

7. MINIMUM PERFORMANCE STANDARDS continued

Summary of proposed QSI coverage: Route No. 33

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 Fulwell, Stanley Road	Towards Hammersmith Bus Station
Hammersmith	Teddington
Barnes Common \$ (not evenings and Sundays)	Twickenham
Richmond	Barnes Common \$ (not evenings and Sundays)
Twickenham	Barnes Red Lion

Total scheduled manual QSI surveys per quarter = 124.

\$ This point is observed simultaneously in both directions. Counted as two surveys.

8. RUNNING TIMES

The current timetable for Route Nos. 33 & N33 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 and Saturday afternoon shopping period.

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

- the minimum performance standards for Route Nos. 33 & N33 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. 33 should interwork with Route No. 33 to form a seamless 24 hour service

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. 33 & N33 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. 33 & N33:

- The currently authorised weight limit for London Buses' routes across Hammersmith Bridge is 10,620kg GVW. Any vehicle which exceeds this current weight limit will require a change in authorisation given by London Borough of Hammersmith and Fulham;
- Route Nos. 33 & N33 are likely to suffer from unpredictable delays in the Richmond and Hammersmith areas, particularly during peak periods;
- Route Nos. 33 & N33 suffer from major delays during England home matches and other events at the Rugby Football Union ground at Twickenham.

Tenderers should also note the following factors / events which may have an impact on Route Nos. 33 & N33 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. 33 & N33 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. 33 & N33

Fulwell, Stanley Road to Hammersmith Bus Station	9.1 miles
Hammersmith Bus Station to Fulwell, Stanley Road	9.3 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. 33 & N33 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:

33 via Richmond

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 33: Fulwell, Stanley Road - Hammersmith Bus Station

Date of Structural Change: 13 November 2010.

Date of Service Change: 13 November 2010.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Hammersmith Bus Station: Stanley Road, Broad Street, Waldegrave Road, Cross Deep, King Street, York Street, Richmond Road, Richmond Bridge, Bridge Street, Hill Street, George Street, The Square, Sheen Road, Upper Richmond Road West, Upper Richmond Road, Rocks Lane, Castelnau, Hammersmith Bridge, Hammersmith Bridge Road, Queen Caroline Street, Hammersmith Broadway, Hammersmith Bus Station Northern Entrance Ramp, Hammersmith Bus Station Low Level.

Towards Fulwell, Stanley Road: Hammersmith Bus Station Low Level, Butterwick, Talgarth Road, Queen Caroline Street, Hammersmith Bridge Road, Hammersmith Bridge, Castelnau, Rocks Lane, Upper Richmond Road, Upper Richmond Road West, Sheen Road, The Square, Eton Street, Paradise Road, Church Terrace, Wakefield Road, Lewis Road, Red Lion Street, Hill Street, Bridge Street, Richmond Bridge, Richmond Road, York Street, King Street, Cross Deep, Waldegrave Road, Broad Street, Stanley Road.

STANDING AND TURNING POINTS

FULWELL, OLD TRAM DEPOT

Private stand for two buses in marked bays within grounds of Fulwell Old Tram Depot. Buses proceed from Stanley Road via Fulwell Old Tram Depot to stand, departing via Fulwell Old Tram Depot to Stanley Road. Set down in Stanley Road, at Stop C and pick up in Stanley Road, at Stop D.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 33 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:	Fulwell, Stanley Road.
OTHER INFORMATION:	toilet facilities to be confirmed.

TEDDINGTON, PARK ROAD, THE CAUSEWAY

Public stand for two buses on west side of Park Road, 25 metres north of junction with The Causeway.

From Fulwell, Stanley Road.

Buses proceed from Broad Street via The Causeway and Park Road to stand, departing via Park Road to Broad Street. Set down in Broad Street, at Stop E and pick up in Broad Street, at Stop F.

From Hammersmith Bus Station.

Buses proceed from Waldegrave Road via Broad Street, The Causeway and Park Road to stand, departing via Park Road and Broad Street to Waldegrave Road. Set down in Waldegrave Road, at Stop A and pick up in Waldegrave Road, at Stop B.

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:	Teddington.

TWICKENHAM, ALBANY

Private stand for three buses in layby on north side of Station Yard.

From Fulwell, Stanley Road.

Buses proceed from York Street via Arragon Road, London Road, Railway Approach and Station Yard to stand, departing via Station Yard, Railway Approach, London Road, Arragon Road and York Street to King Street. Set down in York Street, at Stop H and pick up in King Street, at Stop K.

From Hammersmith Bus Station.

Buses proceed from Richmond Road via York Street, Arragon Road, London Road, Railway Approach and Station Yard to stand, departing via Station Yard, Railway Approach, London Road, Arragon Road and York Street to Richmond Road. Set down in Richmond Road, at Stop E and pick up in Richmond Road, 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:	Twickenham.

RICHMOND BUS STATION

Private stand for five buses in bus station on north side of Wakefield Road.

From Fulwell, Stanley Road.

Buses proceed from George Street via The Square, Eton Street, Paradise Road, Church Terrace, Wakefield Road and Richmond Bus Station to stand, departing via Richmond Bus Station to Wakefield Road. Set down in George Street, at Stop A and pick up in Wakefield Road, at Stop J.

From Hammersmith Bus Station.

Buses proceed from Wakefield Road via Richmond Bus Station to stand, departing via Richmond Bus Station, Wakefield Road, Lewis Road, Red Lion Street and Hill Street to George Street. Set down in Richmond Bus Station, at Alighting Point and pick up in George Street, at Stop A.

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:	Richmond.

EAST SHEEN, BLACK HORSE

Public stand for two buses in layby on west side of Queen's Road, adjacent to Black Horse public house. Commencing at entrance to Marshgate Primary School extending 22 metres south.

From Fulwell, Stanley Road.

Buses proceed from Sheen Road via Queen's Road to stand, departing via Queen's Road to Sheen Road. Set down in Sheen Road, at Stop SH and pick up in Sheen Road, at Stop SE.

From Hammersmith Bus Station.

Buses proceed from Upper Richmond Road West via Sheen Road and Queen's Road to stand, departing via Queen's Road to Sheen Road. Set down in Upper Richmond Road West, at Stop Z and pick up in Sheen Road, at Stop SD.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	East Sheen, Queens Road.

BARNES COMMON, QUEENS RIDE (from Fulwell, Stanley Road)

Public stand for one bus on north side of Queen's Ride, commencing 50 metres east of the eastern kerbline of Rocks Lane and extending 12 metres west.

Buses proceed from Upper Richmond Road via Queen's Ride to stand, departing via Queen's Ride and Gipsy Lane to Upper Richmond Road. Set down in Upper Richmond Road, at Stop E and pick up in Upper Richmond Road, at Stop M.

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: Barnes Common.

BARNES, RED LION

Public stand for one bus on north side of Church Road commencing opposite the centre of Glebe Road and extending 12 metres west.

From Fulwell, Stanley Road.

Buses proceed from Rocks Lane via Church Road, Grange Road and Church Road to stand, departing via Church Road to Rocks Lane. Set down in Rocks Lane, at Stop WX and pick up in Rocks Lane, at Stop WS.

From Hammersmith Bus Station.

Buses proceed from Castelnau via Church Road, Grange Road and Church Road to stand, departing via Church Road to Castelnau. Set down in Castelnau, at Stop WN and pick up in Castelnau, at Stop WR.

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: Barnes, Red Lion.

HAMMERSMITH BUS STATION, LOWER LEVEL, STAND Z2

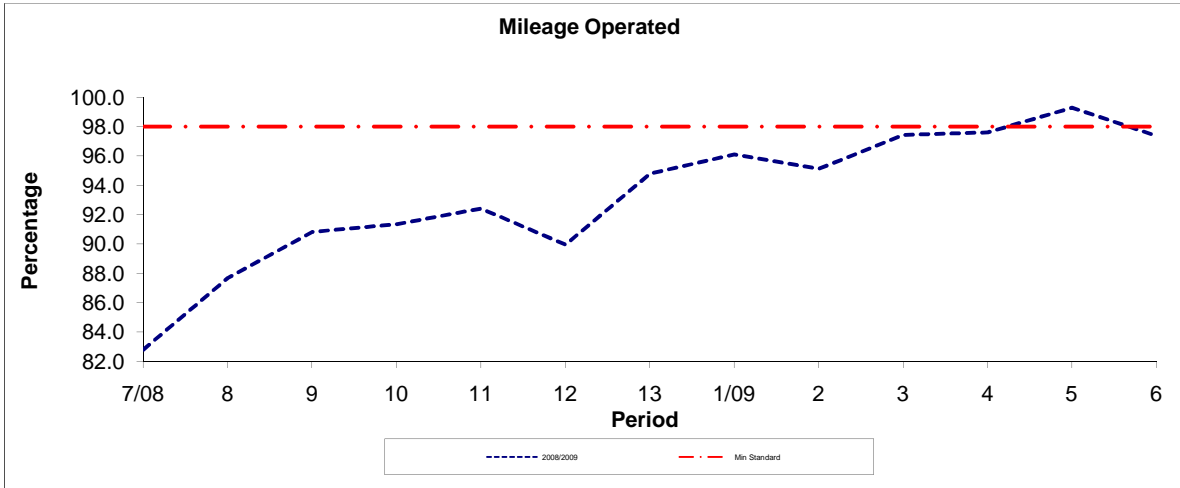
Private stand for 2 buses in Hammersmith Lower Level Bus Station at Stop Z2.

Buses proceed from Hammersmith Bus Station Low Level direct to stand, departing to Hammersmith Bus Station Low Level. Set down in Hammersmith Bus Station Low Level, at Stop Z2 and pick up in Hammersmith Bus Station Low Level, at Stop K.

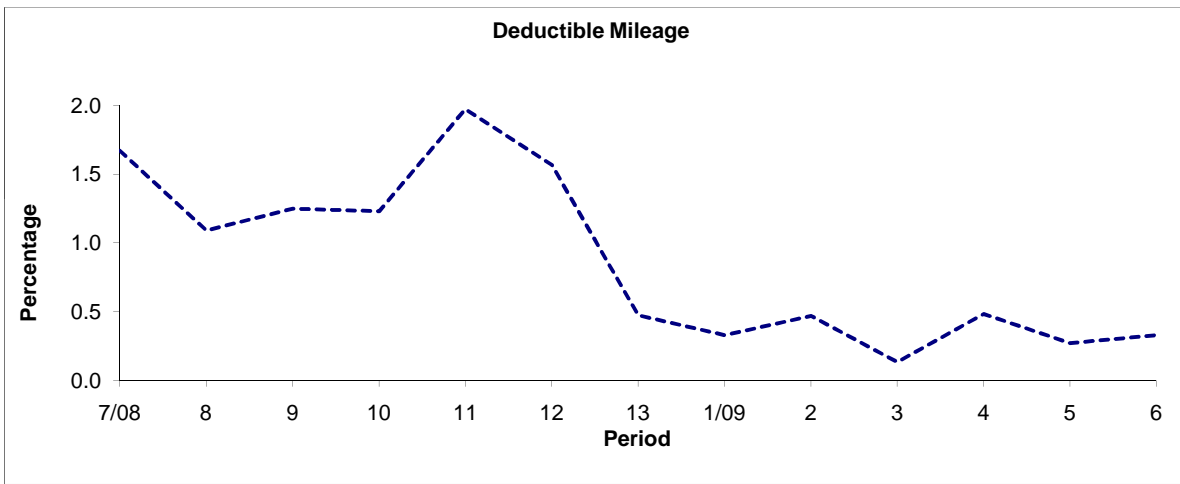
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 33 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Hammersmith.
OTHER INFORMATION: Toilet facilities available (24 hrs).

PART B - PERFORMANCE STATISTICS

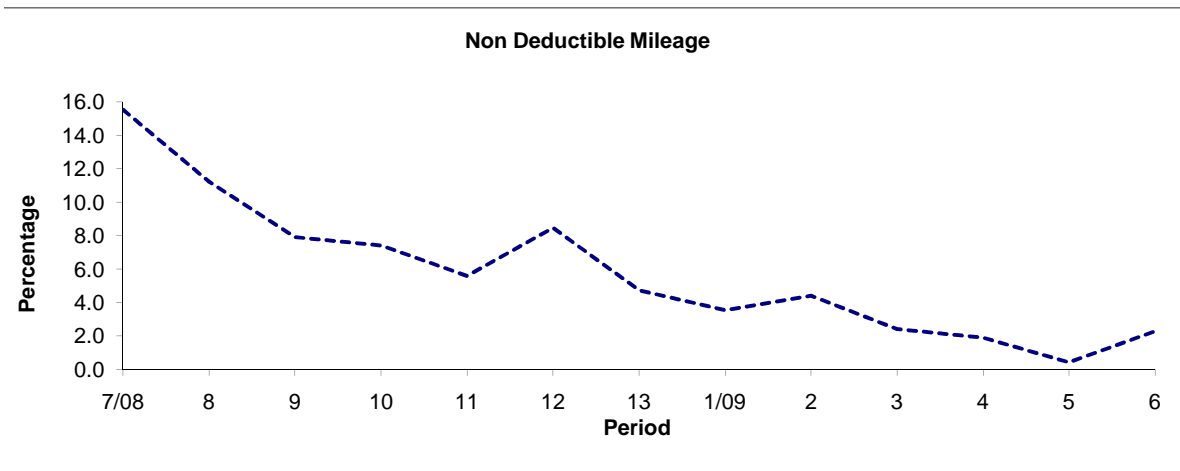
Route 33



Period	7/08	8	9	10	11	12	13	1/09	2	3	4	5	6
2008/2009	82.79	87.68	90.83	91.35	92.42	89.95	94.80	96.11	95.13	97.45	97.62	99.30	97.38
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	7/08	8	9	10	11	12	13	1/09	2	3	4	5	6
2008/2009	1.67	1.09	1.25	1.23	1.97	1.57	0.47	0.33	0.47	0.13	0.48	0.27	0.33

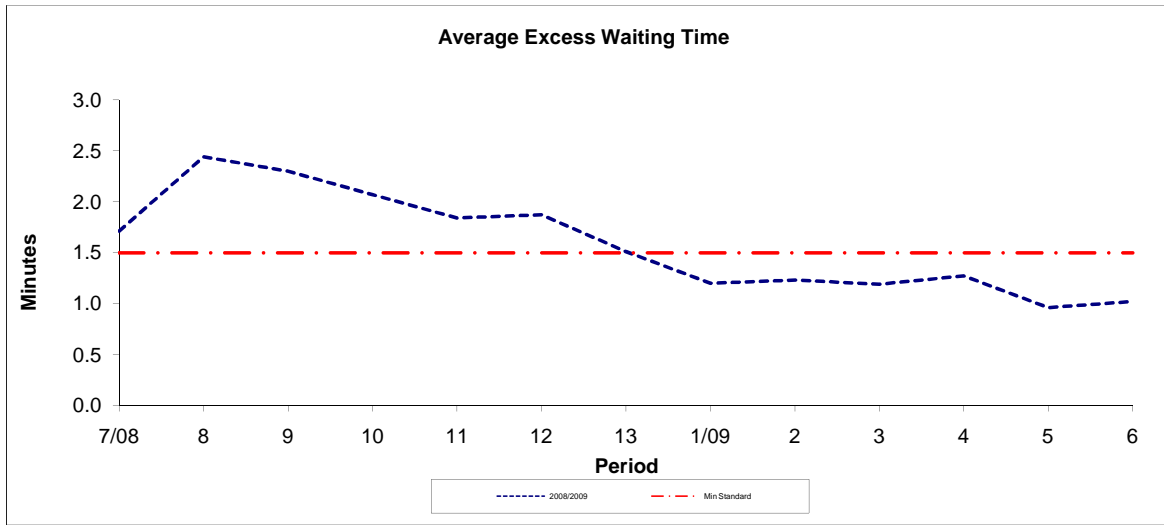


Period	7/08	8	9	10	11	12	13	1/09	2	3	4	5	6
2008/2009	15.54	11.23	7.92	7.42	5.61	8.48	4.73	3.56	4.40	2.42	1.89	0.43	2.29

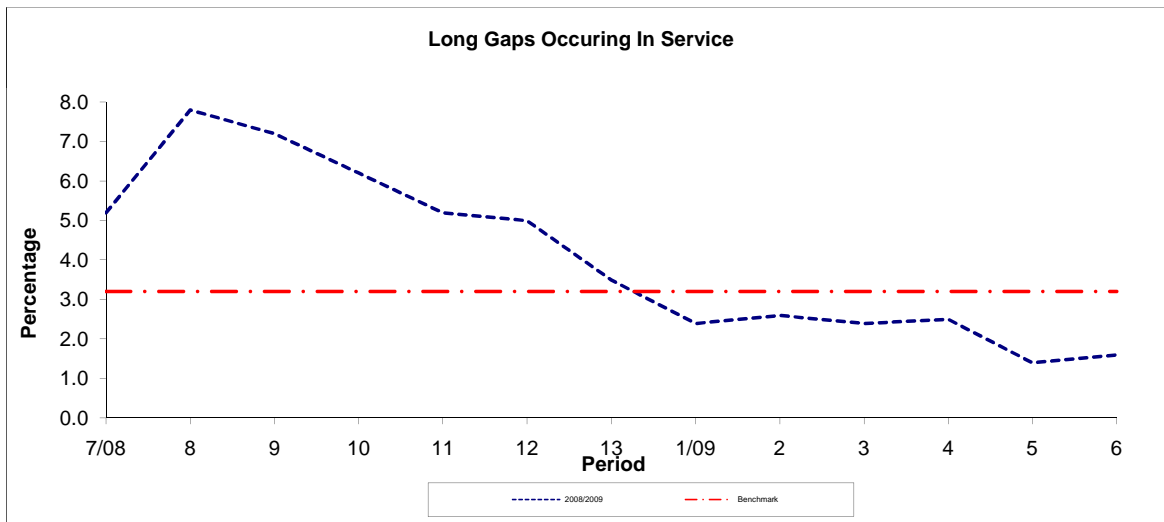
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 33



Period	7/08	8	9	10	11	12	13	1/09	2	3	4	5	6
2008/2009	1.71	2.44	2.30	2.07	1.84	1.87	1.51	1.20	1.23	1.19	1.27	0.96	1.02
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	7/08	8	9	10	11	12	13	1/09	2	3	4	5	6
2008/2009	5.20	7.80	7.20	6.20	5.20	5.00	3.50	2.40	2.60	2.40	2.50	1.40	1.60
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