

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 110

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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 No. 110.

Tenderers should note that the following alterations (subject to consultation) are proposed as part of this Service Specification for introduction with the new Route Agreement:

- Route No. 110 is extended from Hounslow, London Road to operate between Twickenham, Rugby Tavern and West Middlesex Hospital. Ex Twickenham, Rugby Tavern Route No. 110 will operate via current line of routeing to London Road and then via St. John's Road and Twickenham Road to Private road in West Middlesex Hospital grounds. Ex West Middlesex Hospital Route No. 110 will operate via Private road in West Middlesex Hospital grounds, Twickenham Road and St. John's Road to rejoin current line of routeing to Twickenham, Rugby Tavern. See Appendix A for full details;
- One additional early journey is specified Mondays to Saturdays, ex West Middlesex Hospital, at 0450, and on Sundays, ex West Middlesex Hospital, at 0550, to meet earlier train connections in Twickenham;
- One additional late journey is specified daily, ex Twickenham, Rugby Tavern, at 0055, to meet later train connections in Twickenham;
- Single deck, low-floor, dual door, 55 capacity vehicles are specified.

3. TERMINALS

Route No. 110 will operate between Twickenham, Rugby Tavern and West Middlesex Hospital.

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. 110 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

5. VEHICLE TYPE

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

Route No. 110 is currently approved for vehicles which are a maximum of 10.1 metres long and 2.5 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).

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. Twickenham, Rugby Tavern to West Middlesex Hospital

0450 - 0620	Every 30 minutes
0621 - 2100	Every 20 minutes
2101 - 0100	Every 30 minutes

First departure from Twickenham, Rugby Tavern no later than 0455.

Last departure from Twickenham, Rugby Tavern no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Hanworth Road, Duke of York between 0640 and 0910 and between 1440 and 1710.

2. West Middlesex Hospital to Twickenham, Rugby Tavern

0445 - 0650	Every 30 minutes
0651 - 2120	Every 20 minutes
2121 - 0055	Every 30 minutes

First departure from West Middlesex Hospital no later than 0450.

Last departure from West Middlesex Hospital no earlier than 0050.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Twickenham Green between 0715 and 0915 and between 1445 and 1715.

6.2 Saturdays & Good Friday

1. Twickenham, Rugby Tavern to West Middlesex Hospital

0450 - 0720	Every 30 minutes
0721 - 1900	Every 20 minutes
1901 - 0100	Every 30 minutes

First departure from Twickenham, Rugby Tavern no later than 0455.

Last departure from Twickenham, Rugby Tavern no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Hanworth Road, Duke of York between 0835 and 1135.

2. West Middlesex Hospital to Twickenham, Rugby Tavern

0445 - 0720	Every 30 minutes
0721 - 1920	Every 20 minutes
1921 - 0055	Every 30 minutes

First departure from West Middlesex Hospital no later than 0450.

Last departure from West Middlesex Hospital no earlier than 0050.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Twickenham Green between 0840 and 1140.

6.3 Sundays

1. Twickenham, Rugby Tavern to West Middlesex Hospital

0550 - 0100 Every 30 minutes

First departure from Twickenham, Rugby Tavern no later than 0555.
Last departure from Twickenham, Rugby Tavern no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Hanworth Road, Duke of York between 0905 and 1135.

2. West Middlesex Hospital to Twickenham, Rugby Tavern

0545 - 0055 Every 30 minutes

First departure from West Middlesex Hospital no later than 0550.
Last departure from West Middlesex Hospital no earlier than 0050.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Twickenham Green between 0910 and 1140.

6.4 Boxing Day

1. Twickenham, Rugby Tavern to West Middlesex Hospital

0820 - 0100 Every 30 minutes

First departure from Twickenham, Rugby Tavern no later than 0825.
Last departure from Twickenham, Rugby Tavern no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Hanworth Road, Duke of York between 0905 and 1135.

2. West Middlesex Hospital to Twickenham, Rugby Tavern

0815 - 0055 Every 30 minutes

First departure from West Middlesex Hospital no later than 0820.
Last departure from West Middlesex Hospital no earlier than 0050.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Twickenham Green between 0910 and 1140.

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. 110 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. 110 shall be:

Departing on Time:	No less than 82.00% On Time
Minimum Operated Mileage:	No less than 98.00% On Time

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 = 86.00% On Time

Summary of proposed QSI coverage: Route No. 110

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 Twickenham, Rugby Tavern
Hounslow
Hanworth Road, Duke of York (not evenings or Sundays) \$

Towards West Middlesex Hospital
Twickenham
Hanworth Road, Duke of York (not evenings or Sundays) \$
Hounslow

Total scheduled manual QSI surveys per quarter = 76.

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

8. RUNNING TIMES

Extracts from the public timetable with sample running times for Route No. 110 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 devise their own running times for the section of Route No. 110 between Hounslow, London Road and West Middlesex Hospital.

Tenderers should carefully check the existing running times to ensure that they are appropriate in present traffic conditions.

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

- the minimum performance standards for Route No. 110 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. 110 should interwork with Route No. 117 between Hounslow Bus Station, London Road and West Middlesex Hospital during all periods except Mondays to Fridays evenings, where it should be best separated.

Route No. 110 should be best separated from Route No. H22 between Hospital Bridge Road, Chertsey Road and Twickenham, King Street during all periods except Sundays early AM period, where it should be interworked.

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 No. 110 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. 110:

- Double deck buses must not operate on Route No. 110 at any time due to a low bridge situated in St. John's Road, Isleworth.

Tenderers should also note the following factors / events which may have an impact on Route No. 110 in the foreseeable future:

- There are plans to revise the current stopping arrangements for routes serving West Middlesex Hospital. Tenderers should assume that a suitable stop and stand will be provided in the grounds of West Middlesex Hospital;
- 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 No. 110 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. 110

Twickenham Station to West Middlesex Hospital	6.6 miles
West Middlesex Hospital to Twickenham Station	6.7 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 No. 110 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. 110: TWICKENHAM STATION – WEST MIDDLESEX HOSPITAL

STREETS TRAVERSED

Towards West Middlesex Hospital: Arragon Road, London Road, King Street, Heath Road, The Green, Staines Road, Hospital Bridge Road, Hospital Bridge roundabout, Hospital Bridge Road, Powder Mill Lane, Hanworth Road, Hounslow High Street, London Road, St. John's Road, Twickenham Road, Private road in West Middlesex Hospital grounds.

Towards Twickenham Station: Private road in West Middlesex Hospital grounds, Twickenham Road, St. John's Road, London Road, Hounslow High Street, Hanworth Road, Powder Mill Lane, Hospital Bridge Road, Hospital Bridge Roundabout, Hospital Bridge Road, Staines Road, The Green, Heath Road, King Street, York Street, Arragon Road.

Please note: Double deck buses must not operate on Route No. 110 at any time. Low bridge situated in St John's Road, Isleworth.

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:

110 via Powder Mill Lane

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.

TWICKENHAM, RUGBY TAVERN

Public stand for two buses on south side of Arragon Road, opposite the Rugby Tavern public house.

Buses proceed from Arragon Road direct to stand, departing to Arragon Road. Set down and pick up in Arragon Road, at stop F.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 vehicle on Route No. 110 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 available.
BLIND DISPLAY:	Twickenham

HEATHFIELD, LIBRARY (from West Middlesex Hospital)

Buses proceed from Powder Mill Lane via Hospital Bridge Road and Hospital Bridge Roundabout departing to Hospital Bridge Road. Set down in Hospital Bridge Road, at stop E and pick up in Hospital Bridge Road, at stop H.

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

HOUNSLOW BUS STATION, LONDON ROAD (from Twickenham, Rugby Tavern)

Public stand for two buses in the lay-by on London Road outside Hounslow Bus Station. Buses proceed from London Road via Hounslow Bus Station forecourt to stand, departing via Hounslow Bus Station forecourt and Kingsley Road to London Road. Set down in London Road, at stop Z1 and pick up in Hounslow High Street at stop C.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	To be used for 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:	Hounslow Bus Station

ISLEWORTH STATION (from Twickenham, Rugby Tavern)

Public stand on west side of Spring Grove Road, commencing 34 metres south of the junction with Villiers Road and extending 11 metres south, opposite Isleworth Fire Station. Buses proceed from London Road via Thornbury Road and Spring Grove Road to stand, departing via Spring Grove Road to London Road. Set down in London Road, at stop J and pick up in London Road, at stop H.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	To be used for 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:	Isleworth

ISLEWORTH, WEST MIDDLESEX HOSPITAL

Tenderers should assume that a suitable stop and stand will be provided in the grounds of West Middlesex Hospital.

Tenderers should assume that the following restrictions apply:

Private stand for two buses in far end of hospital grounds behind the mental health unit. Buses proceed from Private road in West Middlesex Hospital grounds direct to stand, departing to Private road in West Middlesex Hospital grounds. Set down and pick up in Private road in West Middlesex Hospital grounds, at stop HE.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route No. 110 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:	Toilet facilities to be confirmed.
BLIND DISPLAY:	West Middlesex Hospital

APPENDIX B: SAMPLE RUNNING TIMES FOR ROUTE No. 110
(based on current schedule)

MONDAYS TO FRIDAYS

1. Twickenham, Rugby Tavern to Hounslow, Bus Station

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical late evening
Twickenham Rugby Tavern	0455	0758	1158	1658	2255
Twickenham <i>King Street</i>	0456	0800	1200	1707	2256
Twickenham Green	0458	0803	1203	1704	2258
Twickenham <i>Fountain</i>	0501	0807	1207	1708	2301
Hospital Bridge Road <i>Chertsey Road</i>	0503	0811	1210	1712	2303
Hanworth <i>Duke of York</i>	0506	0816	1214	1716	2306
Hounslow Bus Station	0512	0830	1224	1725	2312
	17 minutes	32 minutes	26 minutes	27 minutes	17 minutes

2. Hounslow, High Street, Kingsley Road to Twickenham, Rugby Tavern

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical late evening
Hounslow High Street/Kingsley Road	0526	0759	1202	1702	2256
Hanworth <i>Duke of York</i>	0531	0808	1211	1711	2301
Hospital Bridge Road <i>Chertsey Road</i>	0534	0817	1215	1715	2304
Twickenham <i>Fountain</i>	0536	0821	1217	1717	2306
Twickenham Green	0539	0826	1221	1721	2309
Twickenham <i>King Street</i>	0541	0830	1225	1725	2311
Twickenham Rugby Tavern	0543	0833	1228	1728	2313
	17 minutes	34 minutes	26 minutes	26 minutes	17 minutes

SATURDAYS

1. Twickenham, Rugby Tavern to Hounslow, Bus Station

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Twickenham Rugby Tavern	0455	1058	1258	2255
Twickenham <i>King Street</i>	0456	1100	1300	2256
Twickenham Green	0458	1103	1303	2258
Twickenham <i>Fountain</i>	0501	1107	1307	2301
Hospital Bridge Road <i>Chertsey Road</i>	0503	1110	1310	2303
Hanworth <i>Duke of York</i>	0506	1114	1314	2306
Hounslow Bus Station	0512	1124	1324	2312
	17 minutes	26 minutes	26 minutes	17 minutes

2. Hounslow, High Street, Kingsley Road to Twickenham, Rugby Tavern

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Hounslow High Street/Kingsley Road	0526	1056	1257	2256
Hanworth <i>Duke of York</i>	0531	1103	1304	2301
Hospital Bridge Road <i>Chertsey Road</i>	0534	1107	1308	2304
Twickenham <i>Fountain</i>	0536	1109	1310	2306
Twickenham Green	0539	1112	1313	2309
Twickenham <i>King Street</i>	0541	1115	1316	2311
Twickenham Rugby Tavern	0543	1118	1319	2313
	17 minutes	22 minutes	22 minutes	17 minutes

SUNDAYS

1. Twickenham, Rugby Tavern to Hounslow, Bus Station

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Twickenham Rugby Tavern	0555	1055	1255	2255
Twickenham <i>King Street</i>	0556	1057	1257	2256
Twickenham Green	0558	1100	1300	2258
Twickenham <i>Fountain</i>	0601	1103	1303	2301
Hospital Bridge Road <i>Chertsey Road</i>	0603	1105	1305	2303
Hanworth <i>Duke of York</i>	0606	1109	1309	2306
Hounslow Bus Station	0612	1118	1318	2312
	17 minutes	23 minutes	23 minutes	17 minutes

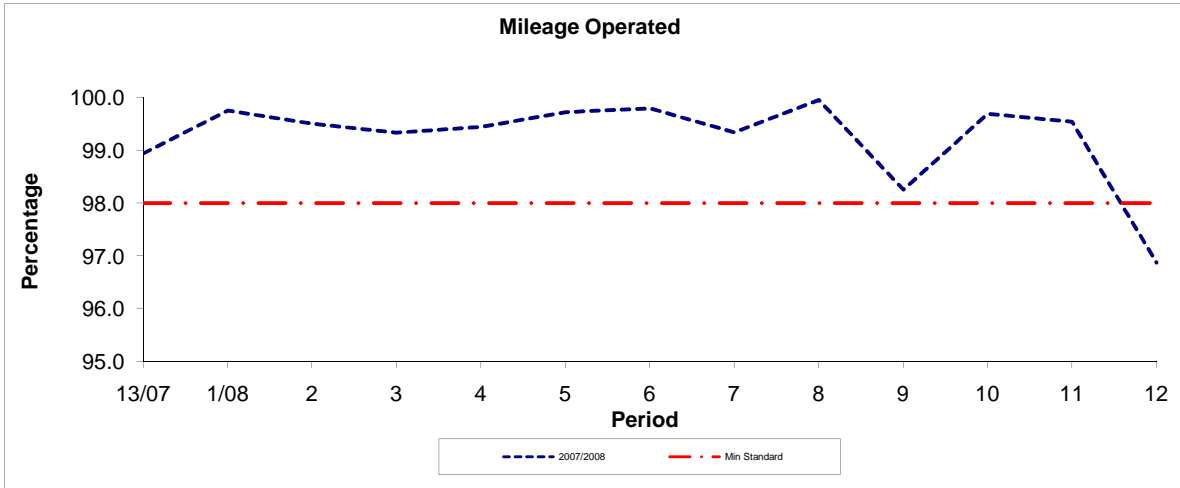
2. . Hounslow, High Street, Kingsley Road to Twickenham, Rugby Tavern

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Hounslow High Street/Kingsley Road	0626	1056	1257	2256
Hanworth <i>Duke of York</i>	0631	1103	1304	2301
Hospital Bridge Road <i>Chertsey Road</i>	0634	1107	1308	2304
Twickenham <i>Fountain</i>	0636	1109	1310	2306
Twickenham Green	0639	1112	1313	2309
Twickenham <i>King Street</i>	0641	1115	1316	2311
Twickenham Rugby Tavern	0643	1118	1319	2313
	17 minutes	22 minutes	22 minutes	17 minutes

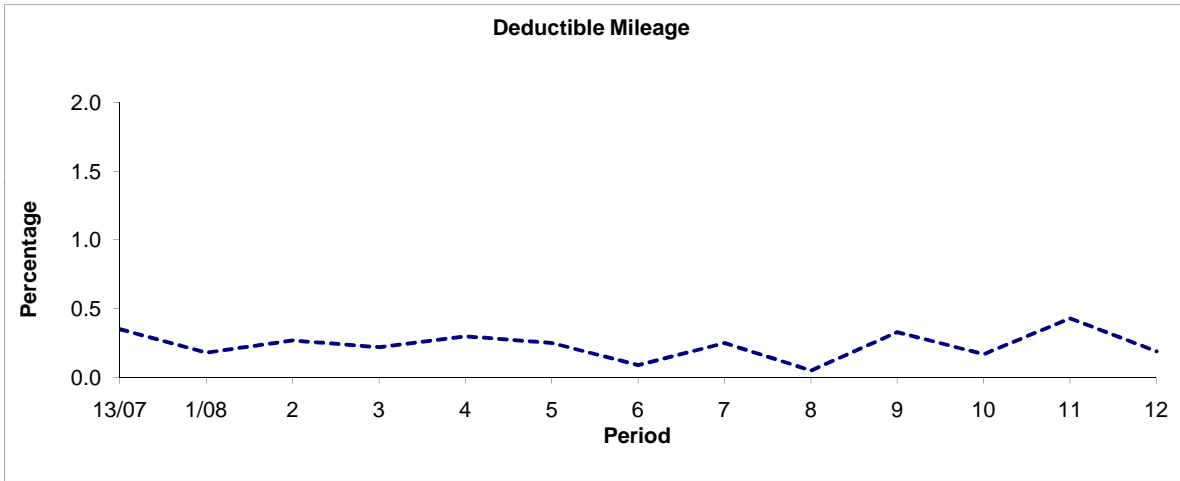
The above tables have been included to assist Tenderers. They represent the information currently available to the Corporation. Tenderers should form their own views about what is appropriate in terms of running times. (See Section 8.)

PART B - PERFORMANCE STATISTICS

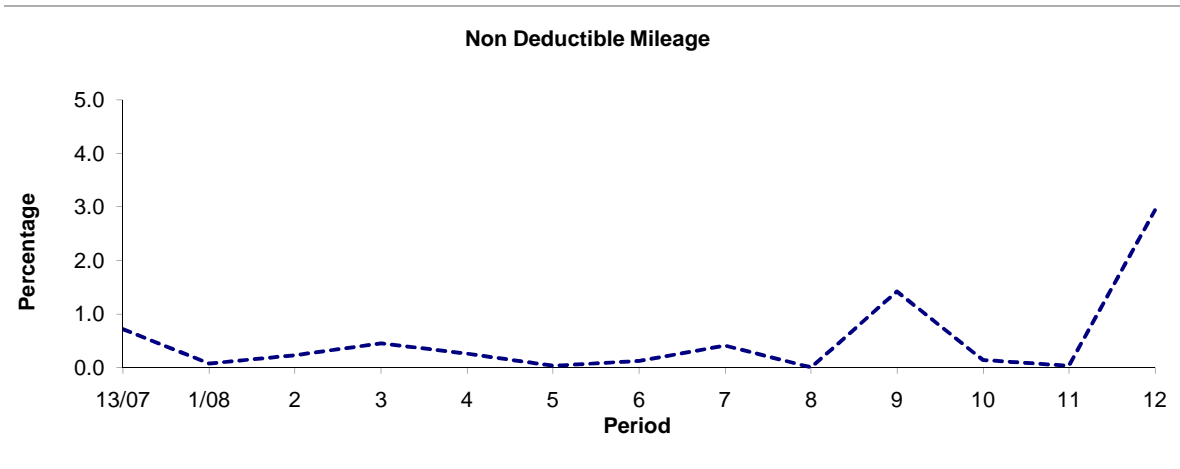
Route 110



Period	13/07	1/08	2	3	4	5	6	7	8	9	10	11	12
2007/2008	98.94	99.75	99.50	99.33	99.44	99.72	99.79	99.34	99.95	98.25	99.69	99.54	96.87
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	13/07	1/08	2	3	4	5	6	7	8	9	10	11	12
2007/2008	0.35	0.18	0.27	0.22	0.30	0.25	0.09	0.25	0.05	0.33	0.17	0.43	0.19

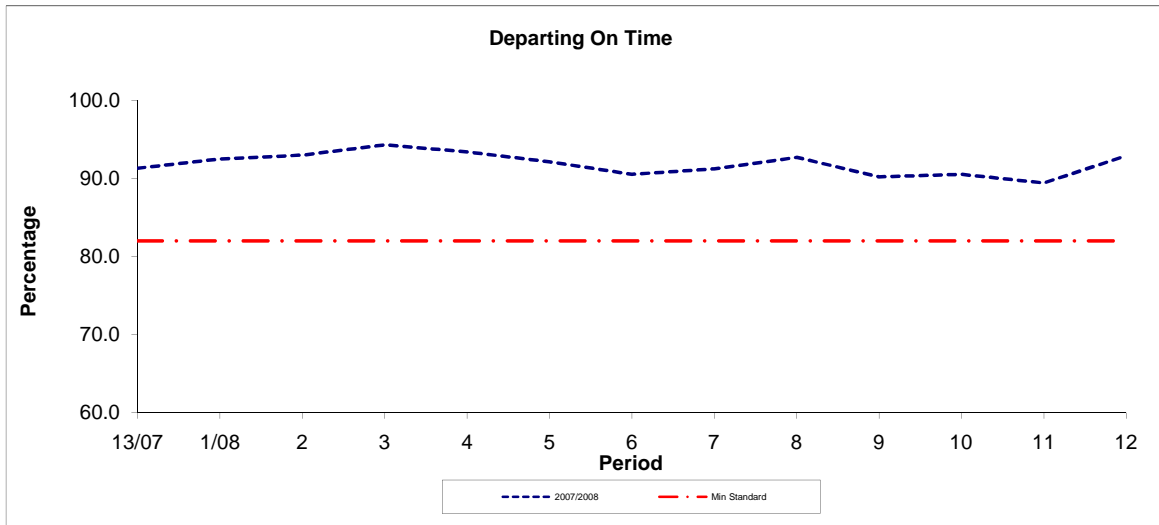


Period	13/07	1/08	2	3	4	5	6	7	8	9	10	11	12
2007/2008	0.71	0.07	0.23	0.45	0.26	0.03	0.12	0.41	0.00	1.42	0.14	0.03	2.94

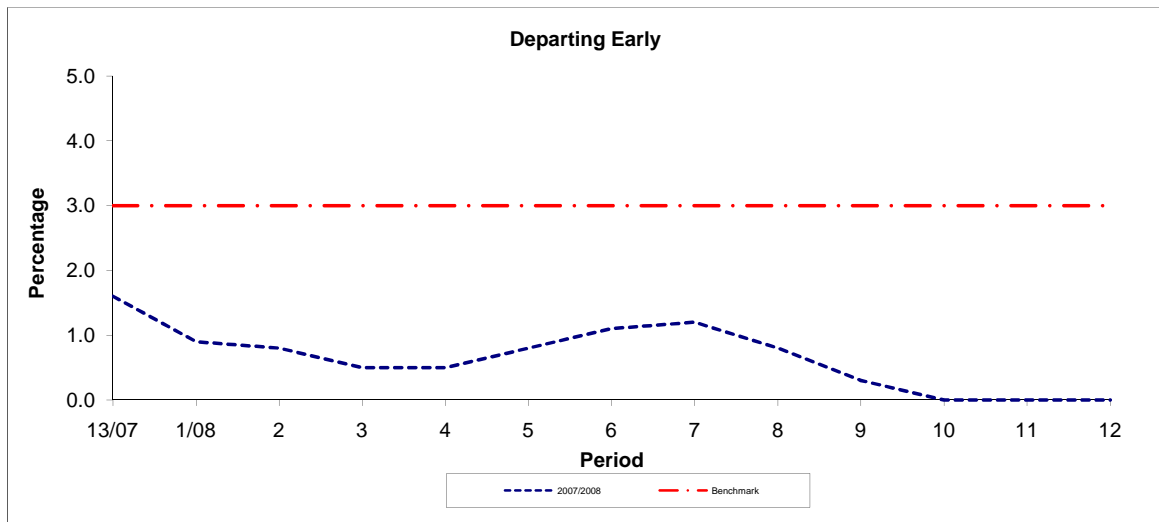
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 110



Period	13/07	1/08	2	3	4	5	6	7	8	9	10	11	12
2007/2008	91.30	92.50	93.00	94.30	93.40	92.10	90.50	91.20	92.70	90.20	90.50	89.40	92.90
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	13/07	1/08	2	3	4	5	6	7	8	9	10	11	12
2007/2008	1.60	0.90	0.80	0.50	0.50	0.80	1.10	1.20	0.80	0.30	0.00	0.00	0.00
Benchmark	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00

Note : Reliability is based on 12 weeks rolling data