

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 182

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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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 182:

- From 10th October 2010, following improvement works in Harrow Town Centre, two-way operation will be introduced on Station Road between Sheepcote Road and College Road for buses only. Towards Brent Cross Shopping Centre, Route No. 182 is re-routed from Station Road direct to College Road to re-join line of routeing. Thus the section between Greenhill Way and Kymberley Road is withdrawn and the routeing via Station Road will operate in both directions. **Please see Appendix A for a full list of streets traversed and stand descriptions and manoeuvres for Route No. 182.**

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:

- Double deck, dual door, 87 capacity vehicles are specified, subject to a satisfactory route test.

3. TERMINALS

Route No. 182 will operate between Harrow Weald, Oxhey Lane and Brent Cross, Shopping Centre.

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. 182 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. 182 is 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.

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. Harrow Weald, Oxhey Lane to Brent Cross, Shopping Centre

0455 - 0540	Every 20 minutes
0541 - 0625	Every 15 minutes
0626 - 0705	Every 10 minutes
0706 - 1840	Every 8 minutes
1841 - 1950	Every 10 minutes
1951 - 2350	Every 12 minutes
2351 - 0010	Every 15 minutes

First departure from Harrow Weald, Oxhey Lane no later than 0500.
Last departure from Harrow Weald, Oxhey Lane no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Neasden, Shopping Centre between 0735 and 0805 and no more than 8 minutes apart between 0806 and 0905 and between 1500 and 1600.

2. Brent Cross, Shopping Centre to Harrow Weald, Oxhey Lane

0500 - 0605	Every 20 minutes
0606 - 0635	Every 15 minutes
0636 - 0700	Every 10 minutes
0701 - 1830	Every 8 minutes
1831 - 1850	Every 10 minutes
1851 - 2350	Every 12 minutes
2351 - 0040	Every 15 minutes

First departure from Brent Cross, Shopping Centre no later than 0505.
Last departure from Brent Cross, Shopping Centre no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Harrow & Wealdstone Station between 0725 and 0755 and no more than 8 minutes apart between 0756 and 0915 and between 1515 and 1615.

6.2 Saturdays & Good Friday

1. Harrow Weald, Oxhey Lane to Brent Cross, Shopping Centre

0455 - 0640	Every 20 minutes
0641 - 0810	Every 15 minutes
0811 - 0900	Every 12 minutes
0901 - 0910	Every 10 minutes
0911 - 1840	Every 8 minutes
1841 - 1940	Every 10 minutes
1941 - 2350	Every 12 minutes
2351 - 0010	Every 15 minutes

First departure from Harrow Weald, Oxhey Lane no later than 0500.
Last departure from Harrow Weald, Oxhey Lane no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Neasden, Shopping Centre between 0930 and 1000, no more than 10 minutes apart between 1001 and 1010 and no more than 8 minutes apart between 1011 and 1110.

2. Brent Cross, Shopping Centre to Harrow Weald, Oxhey Lane

0500 - 0625	Every 20 minutes
0626 - 0740	Every 15 minutes
0741 - 0840	Every 12 minutes
0841 - 0900	Every 10 minutes
0901 - 1845	Every 8 minutes
1846 - 1905	Every 10 minutes
1906 - 2350	Every 12 minutes
2351 - 0040	Every 15 minutes

First departure from Brent Cross, Shopping Centre no later than 0505.
Last departure from Brent Cross, Shopping Centre no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Harrow & Wealdstone Station between 0935 and 0955 and no more than 8 minutes apart between 0956 and 1130.

6.3 Sundays

1. Harrow Weald, Oxhey Lane to Brent Cross, Shopping Centre

0455 - 0820	Every 20 minutes
0821 - 0945	Every 15 minutes
0946 - 2350	Every 12 minutes
2351 - 0010	Every 15 minutes

First departure from Harrow Weald, Oxhey Lane no later than 0500.
Last departure from Harrow Weald, Oxhey Lane no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Neasden, Shopping Centre between 1040 and 1140.

2. Brent Cross, Shopping Centre to Harrow Weald, Oxhey Lane

0500 - 0825	Every 20 minutes
0826 - 0940	Every 15 minutes
0941 - 2350	Every 12 minutes
2351 - 0040	Every 15 minutes

First departure from Brent Cross, Shopping Centre no later than 0505.
Last departure from Brent Cross, Shopping Centre no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Harrow & Wealdstone Station between 1030 and 1155.

6.4 Boxing Day

1. Harrow Weald, Oxhey Lane to Brent Cross, Shopping Centre

0815 - 0945	Every 15 minutes
0946 - 2350	Every 12 minutes
2351 - 0010	Every 15 minutes

First departure from Harrow Weald, Oxhey Lane no later than 0820.
Last departure from Harrow Weald, Oxhey Lane no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Neasden, Shopping Centre between 1040 and 1140.

2. Brent Cross, Shopping Centre to Harrow Weald, Oxhey Lane

0820 - 0940	Every 15 minutes
0941 - 2350	Every 12 minutes
2351 - 0040	Every 15 minutes

First departure from Brent Cross, Shopping Centre no later than 0825.
Last departure from Brent Cross, Shopping Centre no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Harrow & Wealdstone Station between 1030 and 1155.

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. 182 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. 182 shall be:

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

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

QSI Thresholds

The QSI threshold is the standard of performance to be achieved by the operator in order to qualify for an automatic contract extension (in accordance with Schedule IX of the Framework Agreement).

Average Excess Wait Time Threshold = 1.05 minutes

Summary of proposed QSI coverage: Route No. 182

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 Brent Cross, Shopping Centre	Towards Harrow Weald, Oxhey Lane
Harrow Weald	Brent Cross
Harrow Bus Station	Neasden Underpass
Wembley Central	Wembley Central
	Northwick Park Hospital

Total scheduled manual QSI surveys per quarter = 112.

8. RUNNING TIMES

The current timetable for Route No. 182 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 Saturday shopping period.

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

- the minimum performance standards for Route No. 182 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. 182 should interwork with other bus services where possible.

11. CONTROL STRATEGY

Route No. 182 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. 182:

- Route No. 182 is likely to suffer from unpredictable traffic delays in the Neasden Lane, Wembley Park, Wembley High Street and Ealing Road areas;
- The A406 North Circular Road can suffer from unpredictable traffic delays during all daytime periods, especially during the Monday to Friday peak periods. This can adversely affect the reliability of the service.

Tenderers should also note the following factors which may have an impact on Route No. 182 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 No. 182 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. 182

Harrow Weald, Oxhey Lane to Brent Cross, Shopping Centre	12.1 miles
Brent Cross, Shopping Centre to Harrow Weald, Oxhey Lane	12.3 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 No. 182 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:

182 via Wembley

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 182: Harrow Weald, Oxhey Lane - Brent Cross, Shopping Centre

Date of Structural Change: 3 September 2011.

Date of Service Change: 3 September 2011.

Reason for Issue: New tender.

STREETS TRAVERSED

Towards Brent Cross, Shopping Centre: Uxbridge Road, Uxbridge Road Roundabout, Harrow Weald High Road, Wealdstone High Street, The Bridge, Railway Approach, Station Road, College Road, Harrow Bus Station, College Road, Station Road, Peterborough Road, Kenton Road, Watford Road, Harrow Road, Wembley High Road, Wembley Hill Road, Empire Way, Wembley Park Drive, Bridge Road, Forty Lane, Blackbird Hill, Neasden Lane North, Neasden Underpass, Dudden Hill Lane Roundabout, Neasden Lane, Birse Crescent, Dudden Hill Lane Roundabout, Tanfield Avenue, Crest Road, Oxgate Lane, Edgware Road, Staples Corner, North Circular Road Slip Road, M1 Junction 1 Roundabout, North Circular Road Slip Road, Etheridge Road, Prince Charles Drive, Brent Cross Bus Station.

Towards Harrow Weald, Oxhey Lane: Brent Cross Bus Station, Prince Charles Drive, Tempelhof Avenue, Templehof Avenue, Tempelhof Avenue, Tilling Road, M1 Junction 1 Roundabout, North Circular Road Slip Road, Staples Corner, North Circular Road, Coles Green Road, Crest Road, Tanfield Avenue, Dudden Hill Lane Roundabout, Neasden Underpass, Neasden Lane North, Blackbird Hill, Forty Lane, Bridge Road, Wembley Park Drive, Empire Way, Wembley Hill Road, Wembley High Road, Harrow Road, Watford Road, Kenton Road, Peterborough Road, Station Road, College Road, Harrow Bus Station, College Road, Station Road, Railway Approach, The Bridge, Wealdstone High Street, Harrow Weald High Road, Uxbridge Road Roundabout, Uxbridge Road, Headstone Lane Roundabout, Uxbridge Road.

STANDING AND TURNING POINTS

HARROW WEALD, OXHEY LANE

Public stand for 2 buses on north side of Uxbridge Road between Headstone Lane and Uxbridge Road roundabouts opposite Ufford Road commencing 16 metres west of lamp standard No. 1158 and extending 16.3 metres west.

Buses proceed from Uxbridge Road (Harrow Weald) (North Side) direct to stand, departing to Uxbridge Road. Set down in Uxbridge Road, at Stop N and pick up in Uxbridge Road, from Stop N.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 182 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:	Harrow Weald, Oxhey Lane.

HARROW WEALD, WEALDSTONE INN (from BRENT CROSS, SHOPPING CENTRE)

Public stand for two buses on west side of Harrow Weald High Road, commencing at a point 20 metres south of Boxtree Road and extending 20 metres south.

Buses proceed from Harrow Weald High Road direct to stand, departing via Harrow Weald High Road and Uxbridge Road Roundabout to Harrow Weald High Road. Set down in Harrow Weald High Road, at Stop WT and pick up in Harrow Weald High Road, from Stop WH.

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:	Harrow Weald.

HARROW BUS STATION

Private stand for 7 buses in marked bays in Harrow Bus Station on south side of College Road.

From Brent Cross, Shopping Centre.

Buses proceed from Harrow Bus Station direct to stand, departing to Harrow Bus Station. Set down in Harrow Bus Station, at Stop E and pick up in Harrow Bus Station, from Stop C.

From Harrow Weald, Oxhey Lane.

Buses proceed from Harrow Bus Station direct to stand, departing to Harrow Bus Station. Set down in Harrow Bus Station, at Stop E and pick up in Harrow Bus Station, from 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:	Harrow.

SUDBURY, HARROW ROAD, EAST SIDE

Public stand for 4 buses (or 2 articulated buses) on east side of Harrow Road, commencing 5 metres north of lamp standard no. 191 and extending 46 metres north.

From Brent Cross, Shopping Centre.

Buses proceed from Roundabout At Junction With Watford Road via Harrow Road to stand, departing to Harrow Road. Set down in Harrow Road, at Stop J and pick up in Harrow Road, from Stop L.

From Harrow Weald, Oxhey Lane.

Buses proceed from Watford Road via Harrow Road to stand, departing via Harrow Road and Roundabout At Junction With Bridgewater Road to Harrow Road. Set down in Watford Road, at Stop F and pick up in Harrow Road, from Stop J.

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

WEMBLEY, WEMBLEY HILL ROAD [WEST SIDE] (from Harrow Weald, Oxhey Lane)

Public stand for one bus on west side of Wembley Hill Road, at forward end of bus bay commencing 9 metres south of Linden Avenue, extending 10 metres south.

Buses proceed from Wembley Hill Road direct to stand, departing via Wembley Hill Road and Empire Way to Wembley Hill Road. Set down in Wembley Hill Road, at Stop SD and pick up in Wembley Hill Road, from Stop SA.

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: Wembley Stadium.

WEMBLEY ARENA, ENGINEERS WAY (from Harrow Weald, Oxhey Lane)

Buses proceed from Empire Way via Engineers Way departing to Empire Way. Set down in Empire Way, at Stop D and pick up in Empire Way, from Stop C.

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

NEASDEN SHOPPING CENTRE

Public stand on south side of Neasden Lane, commencing at party wall of 253/255 and extending 17 metres south-eastwards.

From Brent Cross, Shopping Centre.

Buses proceed from Tanfield Avenue via Dudden Hill Lane Roundabout and Neasden Lane to stand, departing via Neasden Lane, Birse Crescent and Dudden Hill Lane Roundabout to Tanfield Avenue. Set down in Tanfield Avenue, at Stop HH and pick up in Tanfield Avenue, from Stop GG.

From Harrow Weald, Oxhey Lane.

Buses proceed from Neasden Lane direct to stand, departing via Neasden Lane, Birse Crescent and Dudden Hill Lane Roundabout to Neasden Underpass. Set down in Neasden Lane, at Stop FF and pick up in Neasden Underpass, from Stop EE.

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: Neasden Library.

BRENT CROSS SHOPPING CENTRE, BUS STATION

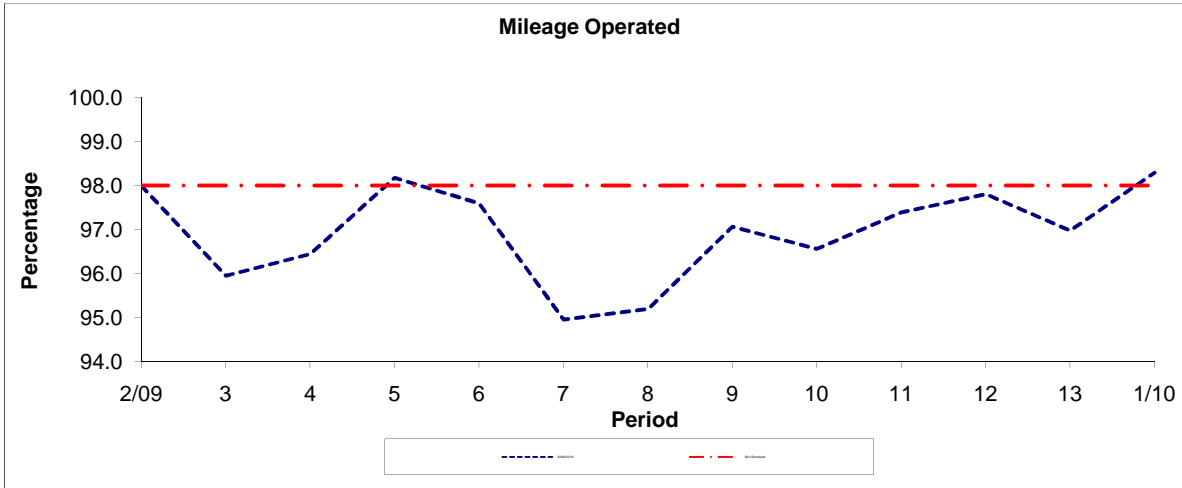
Private stand for up to 19 buses in Brent Cross Bus Station on north side of Prince Charles Drive.

Buses proceed from Brent Cross Bus Station direct to stand, departing to Brent Cross Bus Station. Set down in Brent Cross Bus Station, at Stop A and pick up in Brent Cross Bus Station, from Stop A.

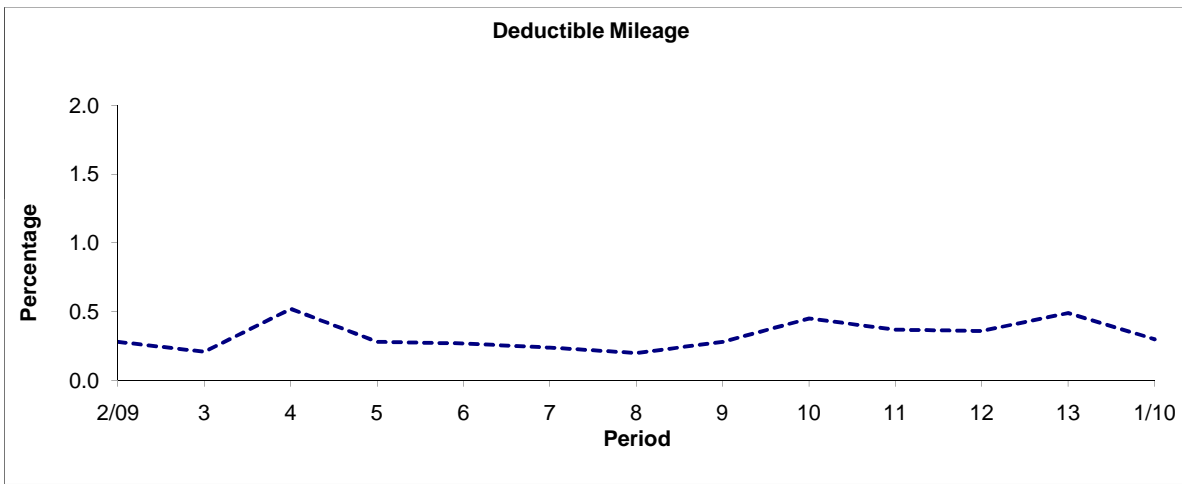
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 182 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Brent Cross.
OTHER INFORMATION:	Toilet facilities available daily (0500-2230).

PART B - PERFORMANCE STATISTICS

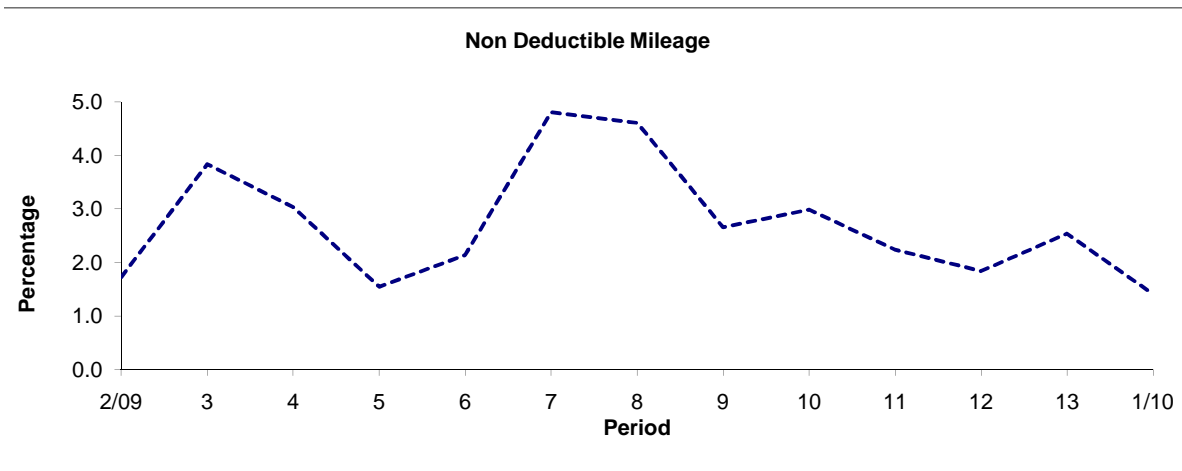
Route 182



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	97.99	95.95	96.44	98.17	97.59	94.95	95.19	97.06	96.56	97.39	97.80	96.97	98.29
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	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	0.28	0.21	0.52	0.28	0.27	0.24	0.20	0.28	0.45	0.37	0.36	0.49	0.30

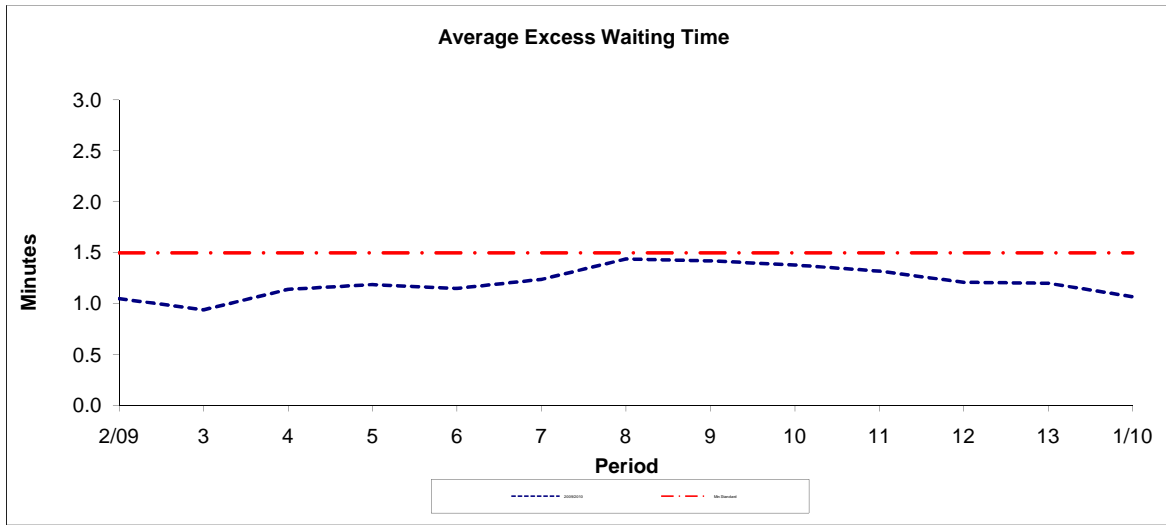


Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	1.73	3.84	3.04	1.55	2.14	4.81	4.61	2.66	2.99	2.24	1.84	2.54	1.41

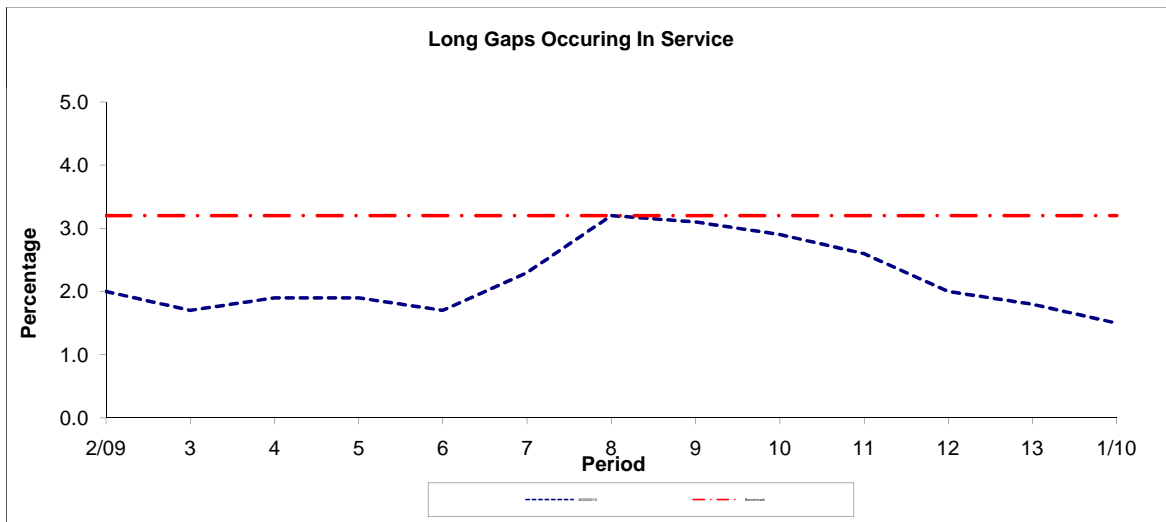
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 182



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	1.05	0.94	1.14	1.19	1.15	1.24	1.44	1.42	1.38	1.32	1.21	1.20	1.07
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	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	2.00	1.70	1.90	1.90	1.70	2.30	3.20	3.10	2.90	2.60	2.00	1.80	1.50
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