

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 255

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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. 255:

- Route No. 255 is extended from Streatham Hill Station to Balham Station. This change is scheduled for introduction in December 2009, subject to a satisfactory route test along the new section of routeing. **Details of revised routeing are included in Appendix B.**

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 255.

3. TERMINALS

Route No. 255 will operate between Pollards Hill, South Lodge Avenue and Balham Station.

Full details of the route to be followed, the permitted terminal workings and the available stands are shown at Appendix B. 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. 255 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. 255 is currently approved for vehicles which are a maximum of 10.2 metres long and 2.55 metres wide. A formal route test will be required for vehicles which exceed these dimensions. This will be arranged with the successful Tenderer.

The service requirement set out in Section 6 assumes that dual door single deck buses with a minimum capacity of 55, of which approximately 28 should be seated, will be used on this route. Luggage space should also be provided.

Tenderers must submit proposals based on new vehicles. These must be of a low floor design and be accessible to wheelchairs by means of a powered ramp.

Bids for both conventional diesel powered vehicles and diesel-electric hybrid vehicles should be submitted and separate prices for both types are required.

Bids based on a mix of hybrid and conventional vehicles would be welcomed, subject to a minimum of 10 hybrid powered vehicles being offered for this route (full hybrid operation should be offered for routes with a vehicle requirement of less than 10).

Tenderers should refer to the vehicle design (including accessibility) features contained in Schedule II to Annex B of the Framework Agreement and Section 2 Part B of the Master ITT (Version 2 issued June 2005).

Tenderers may also submit bids based on using existing vehicles. Tenderers are asked to specify what refurbishment would be carried out on existing buses and the expected timescale of those works. See Master ITT (Version 2 issued June 2005).

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. Pollards Hill, South Lodge Avenue to Balham Station

| | |
|-------------|------------------|
| 0500 - 0605 | Every 20 minutes |
| 0606 - 0650 | Every 15 minutes |
| 0651 - 1850 | Every 12 minutes |
| 1851 - 1920 | Every 15 minutes |
| 1921 - 0005 | Every 20 minutes |

First departure from Pollards Hill, South Lodge Avenue no later than 0505.
Last departure from Pollards Hill, South Lodge Avenue no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Streatham Hill Station between 0720 and 0850 and between 1510 and 1710.

2. Balham Station to Pollards Hill, South Lodge Avenue

| | |
|-------------|------------------|
| 0540 - 0625 | Every 20 minutes |
| 0626 - 0710 | Every 15 minutes |
| 0711 - 1930 | Every 12 minutes |
| 1931 - 1940 | Every 15 minutes |
| 1941 - 0045 | Every 20 minutes |

First departure from Balham Station no later than 0545.
Last departure from Balham Station no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Norbury Station between 0730 and 0800 and no more than 12 minutes apart between 0801 and 0900 and between 1510 and 1710.

6.2 Saturdays & Good Friday

1. Pollards Hill, South Lodge Avenue to Balham Station

| | |
|-------------|------------------|
| 0500 - 0820 | Every 20 minutes |
| 0821 - 0835 | Every 15 minutes |
| 0836 - 1750 | Every 12 minutes |
| 1751 - 1820 | Every 15 minutes |
| 1821 - 0005 | Every 20 minutes |

First departure from Pollards Hill, South Lodge Avenue no later than 0505.
Last departure from Pollards Hill, South Lodge Avenue no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Streatham Hill Station between 0850 and 0920 and no more than 12 minutes apart between 0921 and 1120.

2. Balham Station to Pollards Hill, South Lodge Avenue

| | |
|-------------|------------------|
| 0540 - 0840 | Every 20 minutes |
| 0841 - 0855 | Every 15 minutes |
| 0856 - 1830 | Every 12 minutes |
| 1831 - 1900 | Every 15 minutes |
| 1901 - 0045 | Every 20 minutes |

First departure from Balham Station no later than 0545.
Last departure from Balham Station no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Norbury Station between 0930 and 1000 and no more than 12 minutes between 1001 and 1100.

6.3 Sundays

1. Pollards Hill, South Lodge Avenue to Balham Station

0545 - 0820 Every 30 minutes
0821 - 0005 Every 20 minutes

First departure from Pollards Hill, South Lodge Avenue no later than 0550.
Last departure from Pollards Hill, South Lodge Avenue no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Streatham Hill Station between 0920 and 1120.

2. Balham Station to Pollards Hill, South Lodge Avenue

0610 - 0840 Every 30 minutes
0841 - 0045 Every 20 minutes

First departure from Balham Station no later than 0615.
Last departure from Balham Station no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Norbury Station between 1000 and 1100.

6.4 Boxing Day

1. Pollards Hill, South Lodge Avenue to Balham Station

0820 - 0005 Every 20 minutes

First departure from Pollards Hill, South Lodge Avenue no later than 0825.
Last departure from Pollards Hill, South Lodge Avenue no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Streatham Hill Station between 0920 and 1120.

2. Balham Station to Pollards Hill, South Lodge Avenue

0810 - 0840 Every 30 minutes
0841 - 0045 Every 20 minutes

First departure from Balham Station no later than 0815.
Last departure from Balham Station no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Norbury Station between 1000 and 1100.

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. 255 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. 255 shall be:

| | |
|---------------------------|---------------------------|
| Average Excess Wait Time: | No more than 0.90 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 = 0.80 minutes

Summary of proposed QSI coverage: Route No. 255

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 Balham Station

Rowan Road (Mitcham)
Norbury Station \$
Streatham High Road

Towards Pollards Hill, South Lodge Avenue

Balham
Streatham St Leonard's
Norbury Station \$

Total scheduled manual QSI surveys per quarter = 96.

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

8. RUNNING TIMES

Extracts from the public timetable with sample running times for Route No. 255 are attached at Appendix A. 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 Fridays evenings.

It is expected that any changes to these running times can be accommodated within existing cycle times.

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

- the minimum performance standards for Route No. 255 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. 255 should interwork with other bus services where possible.

11. CONTROL STRATEGY

Route No. 255 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. 255:

- Route No. 255 can suffer from unpredictable delays in the Norbury and Streatham areas.

Tenderers should also note the following factors which may have an impact on Route No. 255 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. 255 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. 255

| | |
|---|-----------|
| Pollards Hill, South Lodge Avenue to Balham Station | 6.1 miles |
| Balham Station to Pollards Hill, South Lodge Avenue | 5.5 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. 255 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:

| |
|-------------------|
| 255 via Streatham |
|-------------------|

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.

APPENDIX A: SAMPLE RUNNING TIMES FOR ROUTE No. 255
(based on current schedule)

MONDAYS TO FRIDAYS

1. Pollards Hill, South Lodge Avenue to Streatham Hill Station

| | Typical early morning | Longest morning peak | Typical interpeak | Longest afternoon peak | Typical late evening |
|--|-----------------------------|----------------------------|----------------------|------------------------------|----------------------------|
| Pollards Hill <i>Yorkshire Road</i> | 0505 | 0737 | 1215 | 1700 | 2300 |
| <i>Mitcham Rowan Road/ Manor Road</i> | 0510 | 0744 | 1221 | 1706 | 2305 |
| Norbury Station | 0514 | 0749 | 1226 | 1711 | 2309 |
| <i>Streatham St Leonards Church</i> | 0520 | 0759 | 1235 | 1721 | 2315 |
| Streatham Hill Station | 0525 | 0806 | 1242 | 1728 | 2320 |
| | 20 minutes | 29 minutes | 27 minutes | 28 minutes | 20 minutes |

2. Streatham Hill Station to Pollards Hill, South Lodge Avenue

| | Typical early morning | Longest morning peak | Typical interpeak | Longest afternoon peak | Typical late evening |
|--|-----------------------------|----------------------------|----------------------|------------------------------|----------------------------|
| Streatham Hill Station | 0555 | 0730 | 1206 | 1703 | 2312 |
| <i>Streatham St Leonards Church</i> | 0559 | 0736 | 1212 | 1713 | 2316 |
| Norbury Station | 0605 | 0743 | 1219 | 1721 | 2322 |
| <i>Mitcham Rowan Road/ Manor Road</i> | 0609 | 0749 | 1225 | 1727 | 2326 |
| Pollards Hill <i>South Lodge Avenue</i> | 0614 | 0755 | 1231 | 1733 | 2331 |
| | 19 minutes | 25 minutes | 25 minutes | 30 minutes | 19 minutes |

SATURDAYS1. Pollards Hill, South Lodge Avenue to Streatham Hill Station

| | Typical early morning | Typical late AM shopping period | Typical PM shopping period | Typical late evening |
|--|-----------------------|---------------------------------|----------------------------|----------------------|
| Pollards Hill <i>Yorkshire Road</i> | 0505 | 1027 | 1503 | 2300 |
| <i>Mitcham Rowan Road/ Manor Road</i> | 0510 | 1033 | 1509 | 2305 |
| Norbury Station | 0514 | 1038 | 1514 | 2309 |
| <i>Streatham St Leonards Church</i> | 0520 | 1048 | 1524 | 2315 |
| Streatham Hill Station | 0525 | 1055 | 1531 | 2320 |
| | 20 minutes | 28 minutes | 28 minutes | 20 minutes |

2. Streatham Hill Station to Pollards Hill, South Lodge Avenue

| | Typical early morning | Typical late AM shopping period | Typical PM shopping period | Typical late evening |
|--|-----------------------|---------------------------------|----------------------------|----------------------|
| Streatham Hill Station | 0555 | 1030 | 1506 | 2312 |
| <i>Streatham St Leonards Church</i> | 0559 | 1038 | 1514 | 2316 |
| Norbury Station | 0605 | 1045 | 1521 | 2322 |
| <i>Mitcham Rowan Road/ Manor Road</i> | 0609 | 1051 | 1527 | 2326 |
| Pollards Hill <i>South Lodge Avenue</i> | 0614 | 1057 | 1533 | 2331 |
| | 19 minutes | 27 minutes | 27 minutes | 19 minutes |

SUNDAYS1 Pollards Hill, South Lodge Avenue to Streatham Hill Station

| | Typical early morning | Typical late AM shopping period | Typical PM shopping period | Typical late evening |
|--|-----------------------------|--|----------------------------------|----------------------------|
| Pollards Hill <i>Yorkshire Road</i> | 0550 | 1035 | 1535 | 2300 |
| <i>Mitcham Rowan Road/ Manor Road</i> | 0555 | 1041 | 1541 | 2305 |
| Norbury Station | 0559 | 1046 | 1546 | 2309 |
| <i>Streatham St Leonards Church</i> | 0605 | 1055 | 1555 | 2315 |
| Streatham Hill Station | 0610 | 1102 | 1602 | 2320 |
| | 20 minutes | 27 minutes | 27 minutes | 20 minutes |

2. Streatham Hill Station to Pollards Hill, South Lodge Avenue

| | Typical early morning | Typical late AM shopping period | Typical PM shopping period | Typical late evening |
|--|-----------------------------|--|----------------------------------|----------------------------|
| Streatham Hill Station | 0626 | 1032 | 1532 | 2312 |
| <i>Streatham St Leonards Church</i> | 0630 | 1040 | 1540 | 2316 |
| Norbury Station | 0636 | 1047 | 1547 | 2322 |
| <i>Mitcham Rowan Road/ Manor Road</i> | 0640 | 1052 | 1552 | 2326 |
| Pollards Hill <i>South Lodge Avenue</i> | 0645 | 1058 | 1558 | 2331 |
| | 19 minutes | 26 minutes | 26 minutes | 19 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.)

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 255: Pollards Hill, South Lodge Avenue - Balham Station

Date of Structural Change: 28 August 2010.

Date of Service Change: 28 August 2010.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Balham Station: Yorkshire Road, Westmorland Way, Carisbrooke Road, South Lodge Avenue, Wide Way, Rowan Road, Stanford Way, Stanford Road, London Road, Streatham High Road, Drewstead Road, Bridge To Sternhold Avenue, Sternhold Avenue, Thornton Avenue, Emmanuel Road, Radbourne Road, Weir Road, Cavendish Road, Old Devonshire Road, Balham High Road, Bedford Hill, Balham Station Road.

Towards Pollards Hill, South Lodge Avenue: Balham Station Road, Balham High Road, Old Devonshire Road, Cavendish Road, Weir Road, Radbourne Road, Emmanuel Road, Thornton Avenue, Sternhold Avenue, Streatham Hill, Streatham High Road, London Road, Stanford Road, Stanford Way, Rowan Road, Wide Way, South Lodge Avenue.

STANDING AND TURNING POINTS

POLLARDS HILL, SOUTH LODGE AVENUE

Public stand on north side of South Lodge Avenue commencing opposite and 15 metres west of junction with Yorkshire Road and extending 43.5 metres west.

Buses proceed from South Lodge Avenue direct to stand, departing via South Lodge Avenue to Yorkshire Road. Set down in South Lodge Avenue, at Stop AP and pick up in Yorkshire Road, at Stop E.

| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | No more than 1 bus on Route 255 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: | Pollards Hill. |
| OTHER INFORMATION: | London Buses toilet facilities available 24 hours a day. |

STREATHAM BUS GARAGE

Private stand for five buses on site of former London Transport Bus Garage.

From Balham Station.

Buses proceed from Streatham High Road via Natal Road and Streatham Bus Garage Sidecourt to stand, departing via Streatham Bus Garage Sidecourt, Streatham Garage Sidecourt and Streatham Bus Garage Sidecourt to Streatham High Road. Set down in Streatham High Road, at Stop SD and pick up in Streatham High Road, at Stop SH.

From Pollards Hill, South Lodge Avenue.

Buses proceed from Streatham High Road via Natal Road and Streatham Bus Garage Sidecourt to stand, departing via Streatham Bus Garage Sidecourt, Streatham Garage Sidecourt and Streatham Bus Garage Sidecourt to Streatham High Road. Set down in Streatham High Road, at Stop CM and pick up in Streatham High Road, at Stop CH.

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: Streatham.

STREATHAM, ST LEONARD'S CHURCH

From Balham Station.

Buses proceed from Streatham High Road via Mitcham Lane, Ambleside Avenue and Tooting Bec Gardens departing to Streatham High Road. Set down in Streatham High Road, at Stop NA and pick up in Streatham High Road, at Stop O.

From Pollards Hill, South Lodge Avenue.

Buses proceed from Streatham High Road via Mitcham Lane, Ambleside Avenue and Tooting Bec Gardens departing to Streatham High Road. Set down in Streatham High Road, at Stop SK and pick up in Streatham High Road, at Stop SA.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Streatham, St. Leonard's Church.

STREATHAM HILL STATION

From Balham Station.

Buses proceed from Sternhold Avenue via Streatham Hill, Streatham High Road, Drewstead Road and Bridge To Sternhold Avenue to stand, departing via Bridge To Sternhold Avenue and Sternhold Avenue to Thornton Avenue. Set down in Sternhold Avenue, at Stop C and pick up in Thornton Avenue.

From Pollards Hill, South Lodge Avenue.

Buses proceed from Streatham High Road via Drewstead Road, Bridge To Sternhold Avenue and Sternhold Avenue to stand, departing via Bridge To Sternhold Avenue, Sternhold Avenue and Streatham Hill to Streatham High Road. Set down in Streatham High Road, at Stop K and pick up in Streatham High Road, 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.
DISPLAY: Streatham Hill Station.

BALHAM STATION

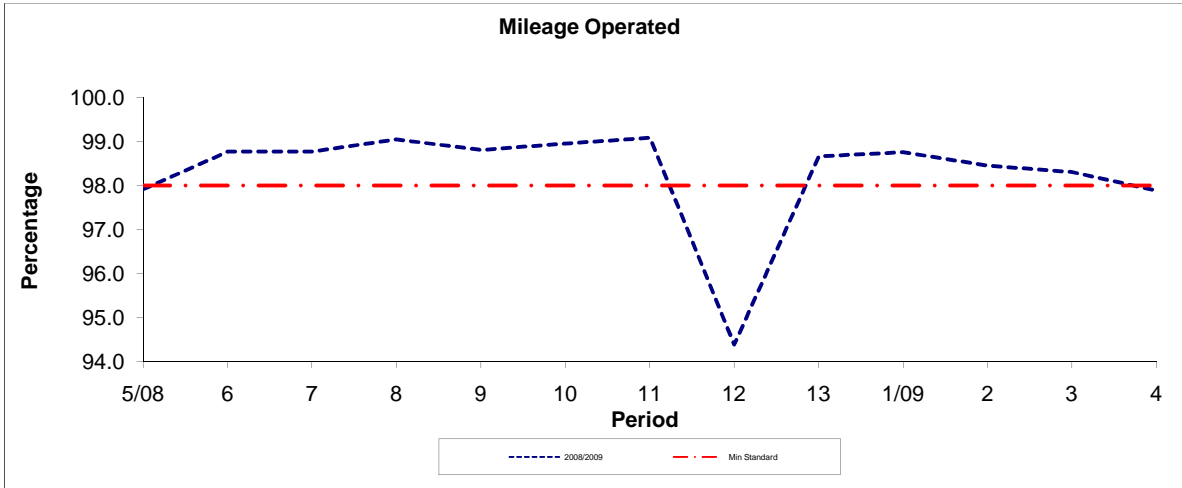
Public stand on the south side of Balham Station Road, commencing 60 metres west of Bedford Road and extending 12 metres.

Buses proceed from Balham Station Road direct to stand, departing to Balham Station Road. Set down in Balham Station Road, Stop A and pick up in Balham Station Road, Stop A.

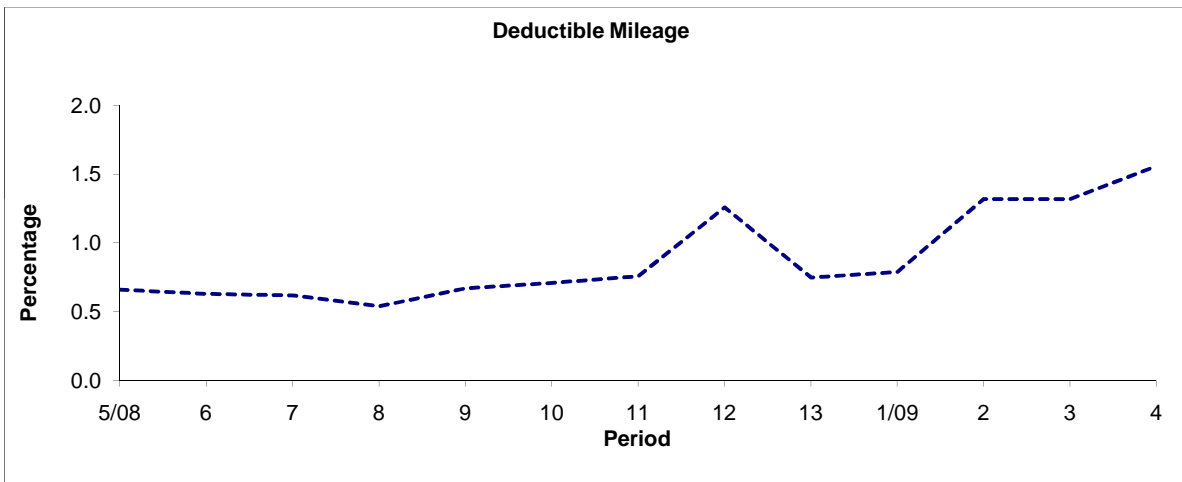
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 255 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Balham.
OTHER INFORMATION: LUL Toilet facilities available.

PART B - PERFORMANCE STATISTICS

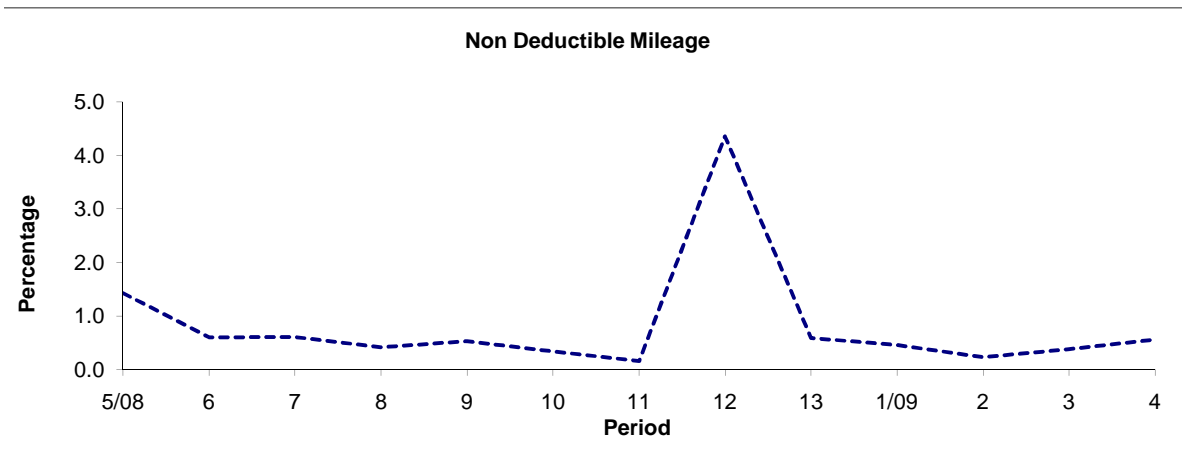
Route 255



| Period | 5/08 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/09 | 2 | 3 | 4 |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2008/2009 | 97.91 | 98.77 | 98.77 | 99.04 | 98.80 | 98.95 | 99.08 | 94.38 | 98.66 | 98.75 | 98.45 | 98.30 | 97.88 |
| 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 | 5/08 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/09 | 2 | 3 | 4 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2008/2009 | 0.66 | 0.63 | 0.62 | 0.54 | 0.67 | 0.71 | 0.76 | 1.26 | 0.75 | 0.79 | 1.32 | 1.32 | 1.56 |



| Period | 5/08 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/09 | 2 | 3 | 4 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2008/2009 | 1.43 | 0.60 | 0.61 | 0.42 | 0.53 | 0.34 | 0.16 | 4.36 | 0.59 | 0.46 | 0.23 | 0.38 | 0.56 |

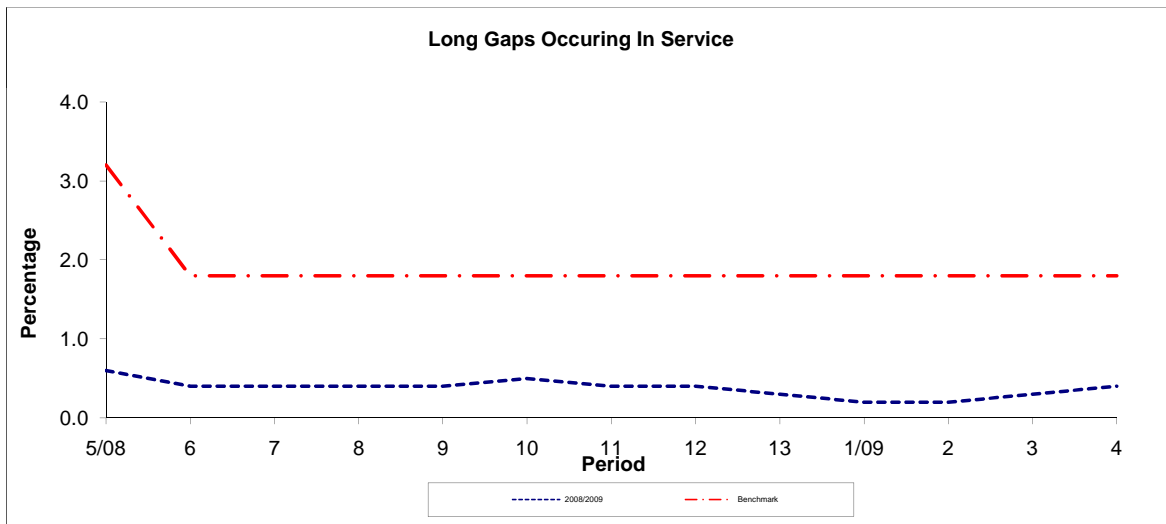
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 255



| Period | 5/08 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/09 | 2 | 3 | 4 |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2008/2009 | 0.78 | 0.58 | 0.63 | 0.61 | 0.62 | 0.61 | 0.52 | 0.55 | 0.49 | 0.52 | 0.53 | 0.62 | 0.73 |
| Min Standard | 1.50 | 1.10 | 1.10 | 1.10 | 1.10 | 1.10 | 1.10 | 1.10 | 1.10 | 1.10 | 1.10 | 1.10 | 1.10 |



| Period | 5/08 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/09 | 2 | 3 | 4 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2008/2009 | 0.60 | 0.40 | 0.40 | 0.40 | 0.40 | 0.50 | 0.40 | 0.40 | 0.30 | 0.20 | 0.20 | 0.30 | 0.40 |
| Benchmark | 3.20 | 1.80 | 1.80 | 1.80 | 1.80 | 1.80 | 1.80 | 1.80 | 1.80 | 1.80 | 1.80 | 1.80 | 1.80 |

Note : Reliability is based on 12 weeks rolling data