

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. W4

CONTENTS

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

Appendices

A. Route Record	14
-----------------	----

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. W4.

- A new terminal stand on Ostliffe Road (west side) at Oakthorpe Park Estate, replacing the stand on Ostliffe Road (east side), to be introduced in May 2010. No change to set down and pick up.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. W4.

3. TERMINALS

Route No. W4 will operate between Oakthorpe Park Estate, Ostliffe Road and Tottenham, Ferry Lane Estate.

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. W4 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. W4 is currently approved for vehicles which are a maximum of 8.8 metres long and 2.4 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 single door, single deck buses with a minimum capacity of 45, of which approximately 22 should be seated, will be used on this route. Luggage space should also be provided.

Consideration will be given to vehicles which achieve the overall capacity but with a slightly reduced seating capacity in order to improve passenger circulation at the front of the vehicle

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).

A route test will be conducted with the successful Tenderer to ensure that the infrastructure throughout the route is compatible with the new vehicles.

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. Oakthorpe Park Estate, Ostliffe Road to Tottenham, Ferry Lane Estate

0520 - 0645	Every 20 minutes
0646 - 1900	Every 10 minutes
1901 - 0005	Every 15 minutes

First departure from Oakthorpe Park Estate, Ostliffe Road no later than 0525.
Last departure from Oakthorpe Park Estate, Ostliffe Road no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Tottenham, Bruce Grove Station between 0720 and 0920 and between 1505 and 1625.

2. Tottenham, Ferry Lane Estate to Oakthorpe Park Estate, Ostliffe Road

0540 - 0640	Every 20 minutes
0641 - 0735	Every 12 minutes
0736 - 1850	Every 10 minutes
1851 - 0010	Every 15 minutes

First departure from Tottenham, Ferry Lane Estate no later than 0545.
Last departure from Tottenham, Ferry Lane Estate no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Turnpike Lane Station, Green Lanes between 0710 and 0810 and no more than 10 minutes apart between 0811 and 0910 and between 1505 and 1635.

6.2 Saturdays & Good Friday

1. Oakthorpe Park Estate, Ostliffe Road to Tottenham, Ferry Lane Estate

0520 - 0805	Every 20 minutes
0806 - 0820	Every 15 minutes
0821 - 1800	Every 10 minutes
1801 - 0005	Every 15 minutes

First departure from Oakthorpe Park Estate, Ostliffe Road no later than 0525.
Last departure from Oakthorpe Park Estate, Ostliffe Road no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Tottenham, Bruce Grove Station between 0935 and 1105.

2. Tottenham, Ferry Lane Estate to Oakthorpe Park Estate, Ostliffe Road

0540 - 0805	Every 20 minutes
0806 - 0820	Every 15 minutes
0821 - 1820	Every 10 minutes
1821 - 0010	Every 15 minutes

First departure from Tottenham, Ferry Lane Estate no later than 0545.
Last departure from Tottenham, Ferry Lane Estate no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Turnpike Lane Station, Green Lanes between 0935 and 1105.

6.3 Sundays

1. Oakthorpe Park Estate, Ostliffe Road to Tottenham, Ferry Lane Estate

0615 - 0850	Every 30 minutes
0851 - 0950	Every 20 minutes
0951 - 0005	Every 15 minutes

First departure from Oakthorpe Park Estate, Ostliffe Road no later than 0620.

Last departure from Oakthorpe Park Estate, Ostliffe Road no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Tottenham, Bruce Grove Station between 0935 and 1015 and no more than 15 minutes apart 1016 and 1045.

2. Tottenham, Ferry Lane Estate to Oakthorpe Park Estate, Ostliffe Road

0635 - 0940	Every 30 minutes
0941 - 0010	Every 15 minutes

First departure from Tottenham, Ferry Lane Estate no later than 0640.

Last departure from Tottenham, Ferry Lane Estate no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Turnpike Lane Station, Green Lanes between 1015 and 1115.

6.4 Boxing Day

1. Oakthorpe Park Estate, Ostliffe Road to Tottenham, Ferry Lane Estate

0745 - 0850	Every 30 minutes
0851 - 0950	Every 20 minutes
0951 - 0005	Every 15 minutes

First departure from Oakthorpe Park Estate, Ostliffe Road no later than 0750.

Last departure from Oakthorpe Park Estate, Ostliffe Road no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Tottenham, Bruce Grove Station between 0935 and 1015 and no more than 15 minutes apart 1016 and 1045.

2. Tottenham, Ferry Lane Estate to Oakthorpe Park Estate, Ostliffe Road

0805 - 0940	Every 30 minutes
0941 - 0010	Every 15 minutes

First departure from Tottenham, Ferry Lane Estate no later than 0810.

Last departure from Tottenham, Ferry Lane Estate no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Turnpike Lane Station, Green Lanes between 1015 and 1115.

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. W4 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. W4 shall be:

Average Excess Wait Time:	No more than 1.10 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 = 0.95 minutes

Summary of proposed QSI coverage: Route No. W4

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 Tottenham, Ferry Lane Estate

Wood Green
Turnpike Lane \$

Towards Oakthorpe Park Estate, Ostliffe Road

Tottenham High Road
Turnpike Lane \$

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

Total scheduled manual QSI surveys per quarter = 64.

8. RUNNING TIMES

The current timetable for Route No. W4 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 interpeak and Saturday PM shopping periods.

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. W4 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. W4 should interwork with other bus services where possible.

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. W4 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. W4:

- Route No. W4 can suffer from unpredictable traffic delays in the Turnpike Lane/Green Lanes and Wood Green Station areas.
- Route No. W4 can suffer from major disruption in the Tottenham area during home matches of Tottenham Hotspur football club.

Tenderers should also note the following factors / events which may have an impact on Route No. W4 in the foreseeable future:

- It is expected that the planned removal of the gyratory scheme at Tottenham Hale, will impact on the route structure of Route No. W4. Work is expected to start in autumn 2012.
- 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. W4 must serve all stops on the line of route designated for the route.

Hail and ride operation, with buses stopping wherever it is safe to set down and pick up passengers, applies on the following sections of Route No. W4:

Tottenham, Ferry Lane Estate to Oakthorpe Park Estate, Ostliffe Road:

- The Avenue, Willan Road, Gloucester Road, Higham Road, Hastings Road, Wilmot Road, Pendennis Road, Downhills Park Road, Belmont Road
- White Hart Lane, Wolves Lane, Tottenhall Road

Oakthorpe Park Estate, Ostliffe Road to Tottenham, Ferry Lane Estate:

- Belmont Road, Downhills Park Road, Pendennis Road, Wilmot Road, Hastings Road, Higham Road, Gloucester Road, Willan Road, The Avenue.
- Tottenhall Road, Wolves Lane, White Hart Lane.

14. TIMING POINTS & MILEAGES

Timing Points

The required timing points (and codes) are shown in Caesar.

Mileages for Route No. W4

Oakthorpe Park Estate, Ostliffe Road to Tottenham, Ferry Lane Estate	6.6 miles
Tottenham, Ferry Lane Estate to Oakthorpe Park Estate, Ostliffe Road	6.4 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. W4 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:

W4 via Wood Green

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 W4: Oakthorpe Park Estate, Chequers Way - Tottenham, Ferry Lane Estate

Date of Structural Change: 29 May 2010.

Date of Service Change: 29 May 2010.

Reason for Issue: New stand at Oakthorpe Park Estate.

STREETS TRAVERSED

Towards Tottenham, Ferry Lane Estate: North Circular Road, Chequers Way, Tottenhall Road, Wolves Lane, White Hart Lane, Wood Green High Road, Green Lanes, West Green Road, Belmont Road, Downhills Park Road, Higham Road, Gloucester Road, The Avenue, Willan Road, Gloucester Road, The Avenue, Broadwater Road, Radley Road, Bruce Grove, Tottenham High Road, Monument Way, Hale Road, Tottenham Hale Station Forecourt, Watermead Way, Hale Road, Ferry Lane, Jarrow Road.

Towards Oakthorpe Park Estate, Chequers Way: Jarrow Road, Ferry Lane, Broad Lane, Tottenham High Road, Bruce Grove, The Avenue, Willan Road, Gloucester Road, Higham Road, Hastings Road, Wilmot Road, Pendennis Road, Downhills Park Road, Belmont Road, West Green Road, Alfoxton Avenue, Green Lanes, Wood Green High Road, White Hart Lane, Wolves Lane, Tottenhall Road, Chequers Way.

STANDING AND TURNING POINTS

OAKTHORPE PARK, OSTLIFFE ROAD

Public stand for one bus on north side of Ostliffe Road.

Buses proceed from Chequers Way via Ostliffe Road to stand, departing via Ostliffe Road to North Circular Road. Set down in Chequers Way and pick up in North Circular Road, at Stop WX.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 1 bus on Route W4 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: Oakthorpe Park.

OTHER INFORMATION: Toilets available.

WOOD GREEN, WOLVES LANE (from TOTTENHAM, FERRY LANE ESTATE)

Public stand for two buses in Wolves Lane, commencing 30 metres south of lamp standard No 2 and extending 24 metres south.

Buses proceed from White Hart Lane via Wolves Lane to stand, departing via Wolves Lane to White Hart Lane. Set down in White Hart Lane and pick up in White Hart Lane.

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:	Wood Green, Wolves Lane.

WOOD GREEN, REDVERS ROAD (from Oakthorpe Park Estate, Chequers Way)

Public stand in four sections for 8 buses in Redvers Road:

1 - Offside on east side commencing 7 metres south of Lordship Lane and extending 49 metres south.

2 - Offside on east side commencing level with south side of Buller Road and extending 20 metres south.

3 - On west side commencing 30 metres south of Buller Road and extending 13 metres south.

4 - On west side commencing 52 metres south of Buller Road and extending 12 metres south.

Buses proceed from Wood Green High Road via Gladstone Avenue, Moselle Avenue and Redvers Road to stand, departing via Redvers Road and Lordship Lane to Wood Green High Road. Set down in Wood Green High Road, at Stop G and pick up in Wood Green High Road, at Stop C.

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

TURNPIKE LANE STATION

From Oakthorpe Park Estate, Chequers Way.

Buses proceed from Green Lanes via Carlingford Road, Turnpike Lane Bus Station and Green Lanes departing to Wood Green High Road. Set down in Green Lanes, at Stop Y and pick up in Wood Green High Road, at Stop L.

From Tottenham, Ferry Lane Estate.

Buses proceed from Green Lanes via Carlingford Road and Turnpike Lane Bus Station departing to Green Lanes. Set down in Green Lanes, at Stop U and pick up in Green Lanes, at Stop Y.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
DISPLAY:	Turnpike Lane.

WEST GREEN ROAD, GREEN LANES

Public stand for 2 buses on north side of West Green Road outside Barker House commencing 14 metres east of lamp standard No. WG96P and extending 21.1 metres west.

From Oakthorpe Park Estate, Chequers Way.

Buses proceed from West Green Road direct to stand, departing via West Green Road and St Margaret's Avenue to Alfoxton Avenue. Set down in West Green Road, on Stand and pick up in Alfoxton Avenue, .

From Tottenham, Ferry Lane Estate.

Buses proceed from Alfoxton Avenue via Green Lanes and West Green Road to stand, departing to West Green Road. Set down in Alfoxton Avenue and pick up in West Green Road.

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:	Green Lanes, West Green Road.

TOTTENHAM, BRUCE GROVE (from TOTTENHAM, FERRY LANE ESTATE)

Buses proceed from Bruce Grove via Lordship Lane departing to Tottenham High Road. Set down in Bruce Grove, at Stop K and pick up in Tottenham High Road, at Stop H.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
DISPLAY:	Bruce Grove.

TOTTENHAM BUS GARAGE (from Oakthorpe Park Estate, Chequers Way)

Private stand for up to 20 buses on west side of Tottenham Bus Garage on north side of Philip Lane.

Buses proceed from Tottenham High Road via Tottenham Green South Side, Tottenham Green East, Tottenham High Road, Philip Lane and Tottenham Bus Garage to stand, departing via Tottenham Bus Garage and Philip Lane to Tottenham High Road. Set down in Tottenham High Road, at Stop N and pick up in Tottenham High Road, F.

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:	Tottenham, Town Hall.

TOTTENHAM HALE STATION, BUS STATION (from Oakthorpe Park Estate, Chequers Way)

Private stand for 3 buses on east and north side of Tottenham Hale Station Forecourt commencing level with Alighting Stop R0304 and extending approximately 30 metres north. Buses proceed from Tottenham Hale Station Forecourt direct to stand, departing via Tottenham Hale Station Forecourt, Watermead Way, Hale Road and Ferry Lane to Broad Lane. Set down in Tottenham Hale Station Forecourt, at Stop AP and pick up in Broad Lane, at Stop X.

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:	Tottenham Hale Station.

TOTTENHAM, FERRY LANE ESTATE

Public stand for up to 3 buses in lay-by area on east side of Jarrow Road situated approximately 25 metres north of railway bridge.

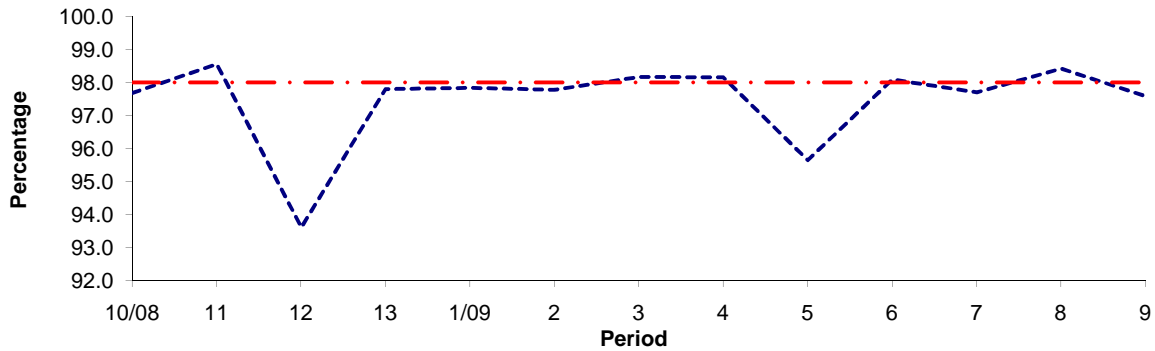
Buses proceed from Jarrow Road direct to stand, departing to Jarrow Road. Set down in Jarrow Road and pick up in Jarrow Road.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route W4 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:	Tottenham Hale, Ferry Lane.

PART B - PERFORMANCE STATISTICS

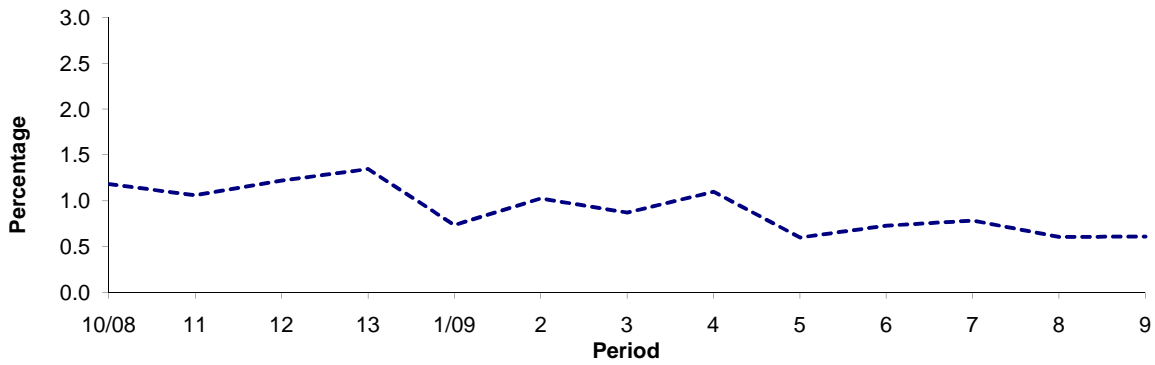
Route W4

Mileage Operated



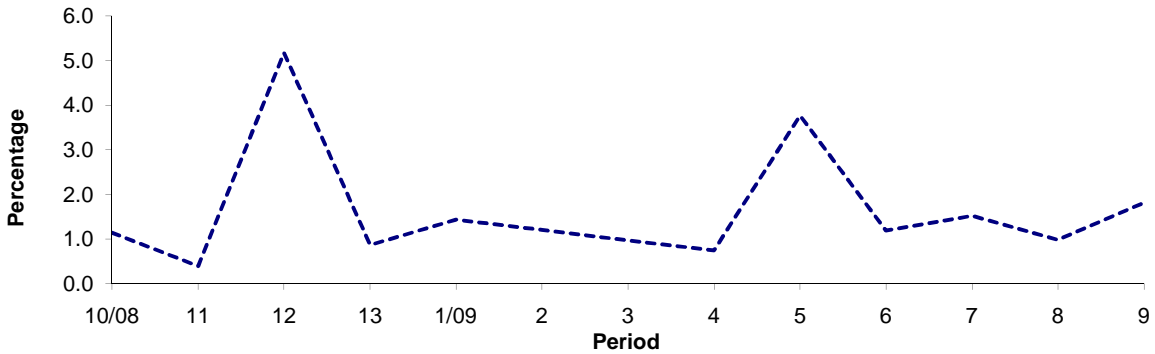
Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	97.68	98.55	93.61	97.79	97.83	97.78	98.16	98.16	95.64	98.09	97.70	98.42	97.58
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	1.18	1.06	1.22	1.35	0.74	1.03	0.87	1.10	0.60	0.73	0.78	0.61	0.61

Non Deductible Mileage



Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	1.14	0.39	5.17	0.86	1.43	1.20	0.97	0.74	3.76	1.19	1.52	0.98	1.81

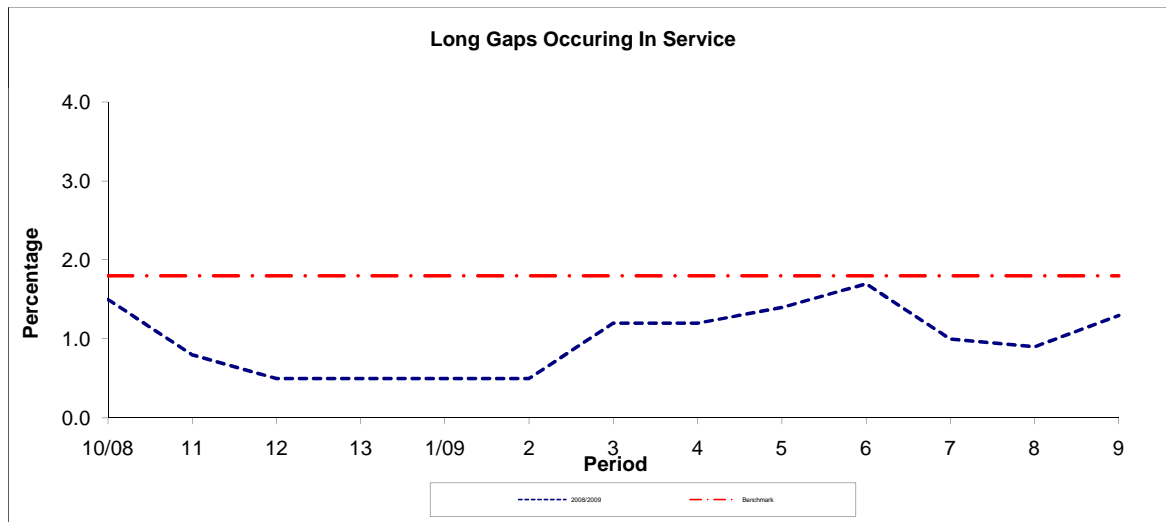
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route W4



Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	1.17	0.93	0.81	0.78	0.77	0.83	1.15	1.22	1.19	1.03	0.99	0.96	1.04
Min Standard	1.10	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	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	1.50	0.80	0.50	0.50	0.50	0.50	1.20	1.20	1.40	1.70	1.00	0.90	1.30
Benchmark	1.80	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