

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. R68

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	11
14. Timing Points and Mileages	12
15. Vehicle Livery	12
16. Stands and Blinds	13
17. Requirements for Registration	14
 <u>Appendices</u>	
A. Sample Running Times for Route No R68	15
B. Route Record	18

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. R68.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. R68.

3. TERMINALS

Route No. R68 will operate between Kew Retail Park and Hampton Court 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. R68 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. R68 is currently approved for vehicles which are a maximum of 10.1 metres long and 2.55 metres wide. A formal route test will be required for vehicles which exceed these dimensions. This will be arranged with the successful Tenderer.

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

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

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

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

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

Tenderers may also submit bids based on using existing vehicles. Tenderers are asked to specify what refurbishment would be carried out on existing buses and the 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. Kew Retail Park to Hampton Court Station

0545 - 0610	Every 20 minutes
0611 - 2000	Every 15 minutes
2001 - 0105	Every 20 minutes

First departure from Kew Retail Park no later than 0550.
Last departure from Kew Retail Park no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Hampton Hill High Street, Hampton Road between 0730 and 0830 and between 1530 and 1630.

2. Hampton Court Station to Kew Retail Park

0510 - 0555	Every 20 minutes
0556 - 1930	Every 15 minutes
1931 - 0015	Every 20 minutes

First departure from Hampton Court Station no later than 0515.
Last departure from Hampton Court Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Richmond Station between 0730 and 0845 and between 1500 and 1600.

6.2 Saturdays & Good Friday

1. Kew Retail Park to Hampton Court Station

0545 - 0710	Every 20 minutes
0711 - 1900	Every 15 minutes
1901 - 0105	Every 20 minutes

First departure from Kew Retail Park no later than 0550.
Last departure from Kew Retail Park no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Hampton Hill High Street, Hampton Road between 1000 and 1100.

2. Hampton Court Station to Kew Retail Park

0510 - 0545	Every 30 minutes
0546 - 0705	Every 20 minutes
0706 - 1910	Every 15 minutes
1911 - 0015	Every 20 minutes

First departure from Hampton Court Station no later than 0515.
Last departure from Hampton Court Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Richmond Station between 0930 and 1030.

6.3 Sundays

1. Kew Retail Park to Hampton Court Station

0635 - 0820	Every 20 minutes
0821 - 1900	Every 15 minutes
1901 - 0105	Every 20 minutes

First departure from Kew Retail Park no later than 0640.
Last departure from Kew Retail Park no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Hampton Hill High Street, Hampton Road between 1100 and 1200.

2. Hampton Court Station to Kew Retail Park

0600 - 0635	Every 30 minutes
0636 - 0855	Every 20 minutes
0856 - 1850	Every 15 minutes
1851 - 0015	Every 20 minutes

First departure from Hampton Court Station no later than 0605.
Last departure from Hampton Court Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Richmond Station between 1030 and 1130.

6.4 Boxing Day

1. Kew Retail Park to Hampton Court Station

0820 - 1900	Every 15 minutes
1901 - 0105	Every 20 minutes

First departure from Kew Retail Park no later than 0825.
Last departure from Kew Retail Park no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Hampton Hill High Street, Hampton Road between 1100 and 1200.

2. Hampton Court Station to Kew Retail Park

0815 - 0855	Every 20 minutes
0856 - 1850	Every 15 minutes
1851 - 0015	Every 20 minutes

First departure from Hampton Court Station no later than 0820.
Last departure from Hampton Court Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Richmond Station between 1030 and 1130.

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. R68 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. R68 shall be:

Departing on Time:	No less than 78.00%
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).

Departing On Time Threshold = 82.00%

Summary of proposed QSI coverage: Route No. R68

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 Hampton Court Station

Richmond Station \$

Twickenham

Teddington \$

Hampton Hill \$ (not evenings or Sundays)

Towards Kew Retail Park

Hampton Hill \$ (not evenings or Sundays)

Teddington \$

Twickenham

Richmond Station \$

Total scheduled manual QSI surveys per quarter = 124.

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

8. RUNNING TIMES

Extracts from the public timetable with sample running times for Route No. R68 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 Mondays to Sundays daytimes.

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. R68 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. R68 should interwork with other bus services where possible.

11. CONTROL STRATEGY

Route No. R68 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. R68:

- Route No. R68 can suffer from unpredictable traffic delays in the Richmond, Twickenham and Teddington areas.

Tenderers should also note the following factors which may have an impact on Route No. R68 in the foreseeable future:

- The site near the bus stand in Hampton Court is being redeveloped. This will affect standing arrangements but sufficient space will still be available.
- 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. R68 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. R68

Kew Retail Park to Hampton Park Station	9.2 miles
Hampton Park Station to Kew Retail Park	9.1 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. R68 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:

R68 via Teddington

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.

17. REQUIREMENTS FOR REGISTRATION

The section of Route No. R68 between Hampton Court Bridge and the Surrey County Boundary at Hampton Court Station will need to be registered with the Traffic Commissioner for the South Eastern and Metropolitan Traffic Area 56 days before the operation commences. The registration should be sent to:

South Eastern and Metropolitan Traffic Area Office
Hillcrest House
386 Harehills Lane
LEEDS
LS9 6NF

Copies of the registration should be sent to:

Alan Teer
Head of Passenger Transport
Surrey County Council
County Hall
Kingston KT1 2DY

and to:

Barry Skinner (Licensing Manager)
Floor 11
Palestra
197 Blackfriars Road
LONDON
SE1 8NJ

The cost of this should be met by the Operator.

APPENDIX A: SAMPLE RUNNING TIMES FOR ROUTE No. R68
(based on current schedule)

MONDAYS TO FRIDAYS1. Kew Retail Park to Hampton Court Station

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical late evening
Kew Retail Park	0550	0810	1210	1701	2300
<i>Richmond Lower Mortlake Road</i>	0555	0818	1218	1710	2307
Richmond Station	0558	0823	1223	1715	2312
<i>Twickenham King Street</i>	0606	0837	1233	1730	2322
<i>Strawberry Vale Twickenham Road</i>	0609	0843	1238	1735	2326
<i>Teddington Hogarth Broad Street</i>	0612	0850	1245	1742	2330
<i>Teddington Hampton Road National Physical Laboratory</i>	0614	0852	1247	1744	2332
<i>Hampton Hill High Street Hampton Road</i>	0617	0856	1251	1749	2335
Hampton Church	0622	0901	1255	1757	2338
Hampton Court Station	0627	0906	1300	1807	2342
	37 minutes	56 minutes	50 minutes	66 minutes	42 minutes

2. Hampton Court Station to Kew Retail Park

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical late evening
Hampton Court Station	0515	0804	1205	1701	2310
Hampton Church	0520	0811	1210	1711	2314
<i>Hampton Hill High Street Hampton Road</i>	0524	0816	1214	1719	2317
<i>Teddington Hampton Road National Physical Laboratory</i>	0527	0821	1218	1724	2320
<i>Teddington Hogarth Broad Street</i>	0529	0823	1220	1726	2322
<i>Strawberry Vale Twickenham Road</i>	0533	0828	1227	1733	2326
<i>Twickenham King Street</i>	0536	0834	1232	1738	2330
Richmond Station	0544	0850	1242	1752	2339
<i>Richmond Lower Mortlake Road</i>	0547	0855	1247	1757	2343
Kew Retail Park	0552	0903	1257	1807	2349
	37 minutes	59 minutes	52 minutes	66 minutes	39 minutes

SATURDAYS

1. Kew Retail Park to Hampton Court Station

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Kew Retail Park	0550	1032	1502	2300
Richmond <i>Lower Mortlake Road</i>	0555	1041	1511	2306
Richmond Station	0558	1046	1516	2309
Twickenham <i>King Street</i>	0606	1059	1529	2319
Strawberry Vale <i>Twickenham Road</i>	0609	1103	1533	2322
Teddington <i>Hogarth Broad Street</i>	0612	1109	1539	2326
Teddington <i>Hampton Road National Physical Laboratory</i>	0614	1111	1541	2328
Hampton Hill High Street <i>Hampton Road</i>	0617	1115	1545	2331
Hampton Church	0622	1120	1550	2334
Hampton Court Station	0627	1125	1555	2338
	37 minutes	53 minutes	53 minutes	38 minutes

2. Hampton Court Station to Kew Retail Park

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Hampton Court Station	0515	1027	1512	2310
Hampton Church	0520	1033	1518	2314
Hampton Hill High Street <i>Hampton Road</i>	0524	1038	1523	2317
Teddington <i>Hampton Road National Physical Laboratory</i>	0527	1043	1528	2320
Teddington <i>Hogarth Broad Street</i>	0529	1046	1531	2322
Strawberry Vale <i>Twickenham Road</i>	0533	1052	1537	2326
Twickenham <i>King Street</i>	0536	1056	1541	2329
Richmond Station	0544	1110	1555	2339
Richmond <i>Lower Mortlake Road</i>	0547	1115	1600	2342
Kew Retail Park	0552	1123	1608	2348
	37 minutes	56 minutes	56 minutes	38 minutes

SUNDAYS1. Kew Retail Park to Hampton Court Station

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Kew Retail Park	0640	1030	1500	2300
Richmond <i>Lower Mortlake Road</i>	0645	1037	1507	2306
Richmond Station	0648	1041	1511	2309
Twickenham <i>King Street</i>	0656	1051	1521	2319
Strawberry Vale <i>Twickenham Road</i>	0659	1055	1525	2322
Teddington <i>Hogarth Broad Street</i>	0702	1059	1529	2326
Teddington <i>Hampton Road National Physical Laboratory</i>	0704	1101	1531	2328
Hampton Hill High Street <i>Hampton Road</i>	0707	1104	1534	2331
Hampton Church	0712	1109	1539	2334
Hampton Court Station	0717	1117	1547	2338
	37 minutes	47 minutes	47 minutes	38 minutes

2. Hampton Court Station to Kew Retail Park

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Hampton Court Station	0605	1035	1505	2310
Hampton Church	0610	1041	1511	2314
Hampton Hill High Street <i>Hampton Road</i>	0614	1046	1516	2317
Teddington <i>Hampton Road National Physical Laboratory</i>	0617	1049	1519	2320
Teddington <i>Hogarth Broad Street</i>	0619	1051	1521	2322
Strawberry Vale <i>Twickenham Road</i>	0623	1055	1525	2326
Twickenham <i>King Street</i>	0626	1059	1529	2329
Richmond Station	0634	1110	1540	2338
Richmond <i>Lower Mortlake Road</i>	0637	1114	1544	2341
Kew Retail Park	0642	1121	1551	2347
	37 minutes	46 minutes	46 minutes	37 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 R68: Kew Retail Park, Bessant Drive - Hampton Court Station

Date of Structural Change: 26 June 2010.

Date of Service Change: 26 June 2010.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Hampton Court Station: Bessant Drive, Kew Meadow Path, Mortlake Road, Lower Richmond Road, Manor Circus, Lower Mortlake Road, Richmond Circus, Kew Road, The Quadrant, The Square, Eton Street, Paradise Road, Church Terrace, Wakefield Road, Lewis Road, Red Lion Street, Hill Street, Bridge Street, Richmond Bridge, Richmond Road, York Street, King Street, Cross Deep, Strawberry Vale, Twickenham Road, Manor Road, Ferry Road, Teddington High Street, Broad Street, Hampton Road, Hampton Hill High Street, Hampton High Street, Church Street, Hampton Court Road, Hampton Court Roundabout, Hampton Court Bridge, Hampton Court Way, Hampton Court Station Forecourt.

Towards Kew Retail Park, Bessant Drive: Hampton Court Station Forecourt, Hampton Court Way, Hampton Court Bridge, Hampton Court Roundabout, Hampton Court Road, Church Street, Hampton High Street, Hampton Hill High Street, Hampton Road, Broad Street, Teddington High Street, Ferry Road, Manor Road, Twickenham Road, Strawberry Vale, Cross Deep, King Street, York Street, Richmond Road, Richmond Bridge, Bridge Street, Hill Street, George Street, The Square, The Quadrant, Kew Road, Richmond Circus, Lower Mortlake Road, Manor Circus, Lower Richmond Road, Mortlake Road, Kew Meadow Path, Bessant Drive.

STANDING AND TURNING POINTS

KEW RETAIL PARK

Public stand for two buses on south side of Bessant Drive outside entrance to Unit 1a (Mothercare) of Kew Retail Park.

Buses proceed from Bessant Drive direct to stand, departing to Bessant Drive. Set down in Bessant Drive, at Stop RC and pick up in Bessant Drive, at Stop RC.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route R68 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:	Kew Retail Park.
OTHER INFORMATION:	Toilet facilities to be confirmed.

RICHMOND, LOWER MORTLAKE ROAD (from HAMPTON COURT STATION)

Public stand for three buses in layby on south side of Lower Mortlake Road, commencing 55 metres west of the junction with Manor Road.

Buses proceed from Lower Mortlake Road via Manor Circus and Lower Mortlake Road to stand, departing to Lower Mortlake Road. Set down in Lower Mortlake Road, at Stop SA and pick up in Lower Mortlake Road, at Stop SB.

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

RICHMOND STATION (from HAMPTON COURT STATION)

Public stand on west side of Kew Road, commencing 27 metres south of a point opposite centre of Church Road.

Buses proceed from Kew Road direct to stand, departing via Kew Road and Richmond Circus to Kew Road. Set down in Kew Road, at Stop M and pick up in Kew Road, at Stop D.

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

TWICKENHAM, ALBANY (from HAMPTON COURT STATION)

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

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

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

TEDDINGTON, PARK ROAD

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

From Hampton Court Station.

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

From Kew Retail Park, Bessant Drive.

Buses proceed from Teddington High Street via Broad Street, The Causeway and Park Road to stand, departing via Park Road and Broad Street to Teddington High Street. Set down in Teddington High Street, at Stop D and pick up in Teddington High Street, 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:	Teddington.

HAMPTON CHURCH, WHITE HART (from Kew Retail Park, Bessant Drive)

Public stand on west side Church Street (outside St Marys Church) commencing 70 metres north of Johnsons Drive and combined with stop R0153.

Buses proceed from Hampton High Street via Thames Street and Church Street to stand, departing to Church Street. Set down in Hampton High Street, at Stop M and pick up in Church Street, at Stop T.

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:	Hampton Church.

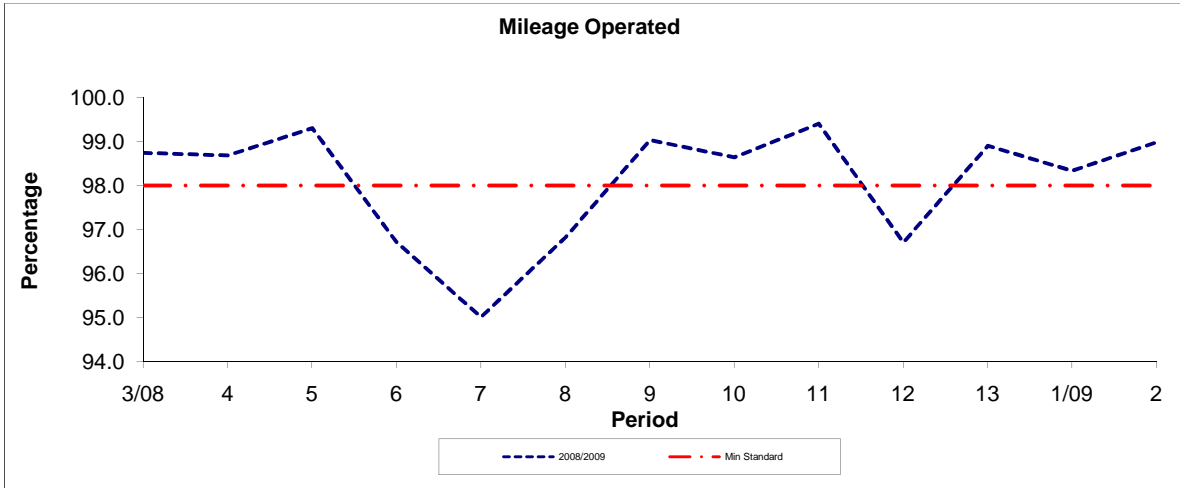
HAMPTON COURT STATION

Private stand for two buses in station forecourt on east side of Hampton Court Way. Buses proceed from Hampton Court Station Forecourt direct to stand, departing to Hampton Court Station Forecourt. Set down in Hampton Court Station Forecourt, at Stop G1 and pick up in Hampton Court Station Forecourt, at Stop G1.

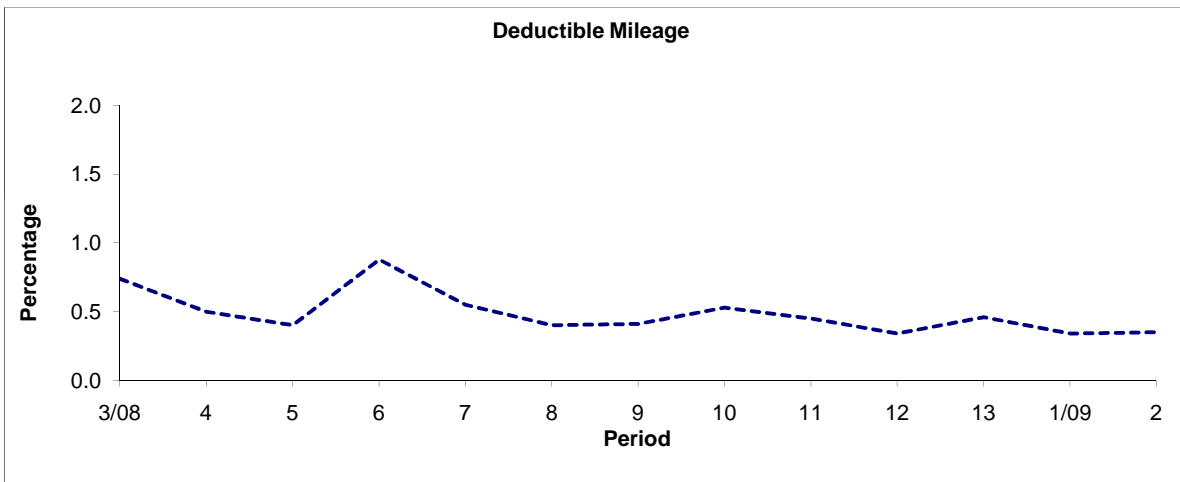
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route R68 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Hampton Court.

PART B - PERFORMANCE STATISTICS

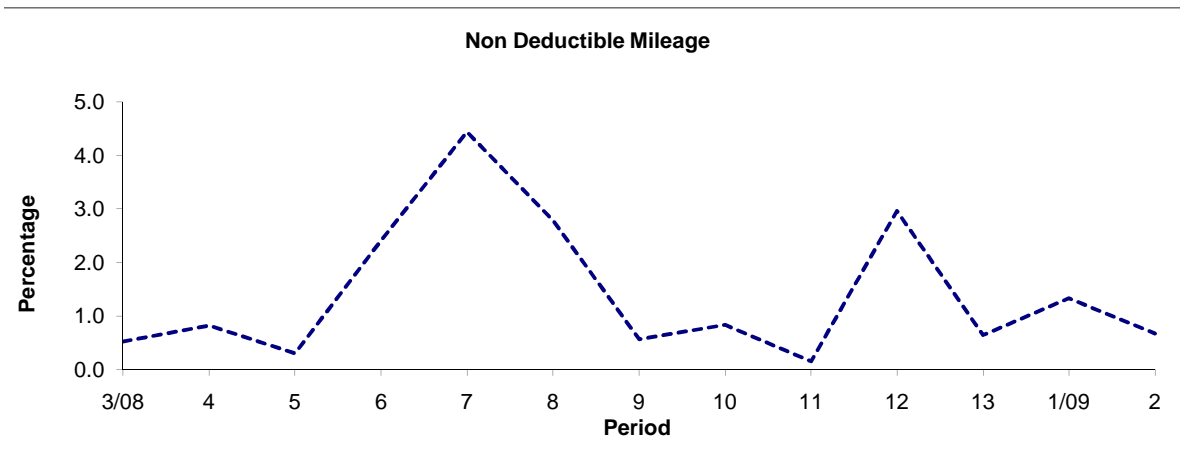
Route R68



Period	3/08	4	5	6	7	8	9	10	11	12	13	1/09	2
2008/2009	98.74	98.68	99.30	96.71	95.01	96.82	99.03	98.64	99.40	96.70	98.90	98.33	98.98
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	3/08	4	5	6	7	8	9	10	11	12	13	1/09	2
2008/2009	0.74	0.50	0.40	0.88	0.55	0.40	0.41	0.53	0.45	0.34	0.46	0.34	0.35

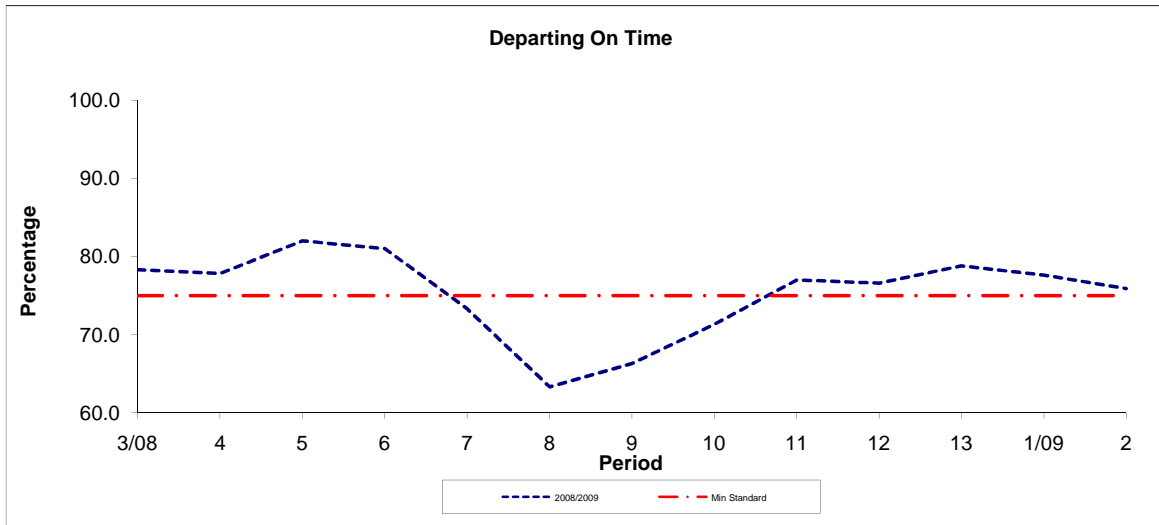


Period	3/08	4	5	6	7	8	9	10	11	12	13	1/09	2
2008/2009	0.52	0.82	0.30	2.41	4.44	2.78	0.56	0.83	0.15	2.96	0.64	1.33	0.67

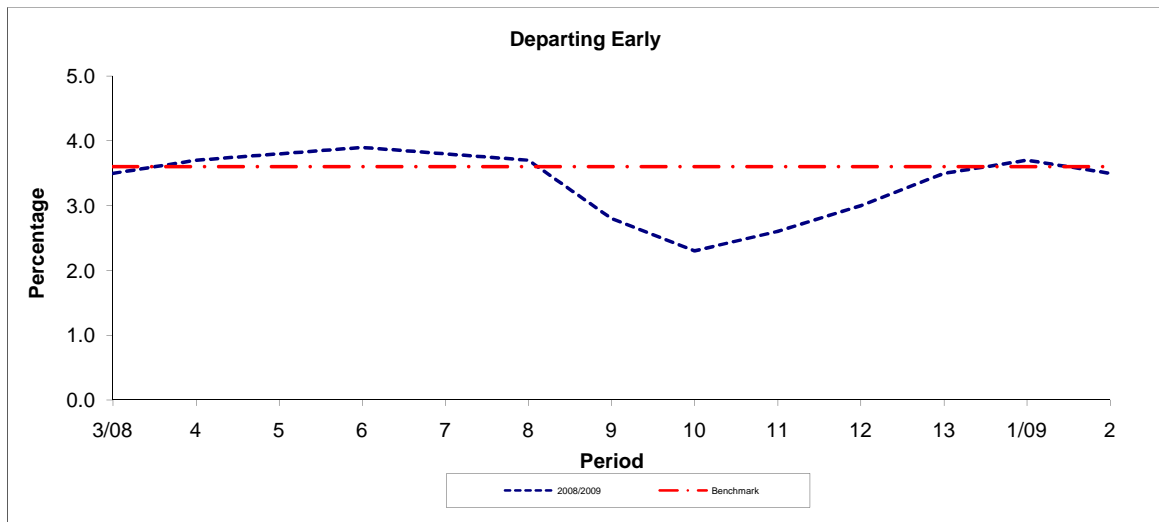
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route R68



Period	3/08	4	5	6	7	8	9	10	11	12	13	1/09	2
2008/2009	78.30	77.80	82.00	81.00	73.30	63.30	66.30	71.30	77.00	76.60	78.80	77.60	75.90
Min Standard	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00



Period	3/08	4	5	6	7	8	9	10	11	12	13	1/09	2
2008/2009	3.50	3.70	3.80	3.90	3.80	3.70	2.80	2.30	2.60	3.00	3.50	3.70	3.50
Benchmark	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60

Note : Reliability is based on 12 weeks rolling data