

1) SERVICE SPECIFICATION

Route: **114/N114**

Contract Reference: **QC84202**

This Service Specification forms Section 7 of the ITT and should be read in conjunction with the ITT document, Version 2.0, dated 5th March 2021.

You are formally invited to tender for the provision of the bus service detailed below and in accordance with this Service Specification. Tenderers must ensure that a Compliant Tender is submitted, and this will only be considered for evaluation if all parts of the Tender documents, as set out in Section 11, have been received by the Corporation by the Date of Tender. The Tender must be fully completed in the required format, in accordance with the Instructions to Tenderers. A Compliant Tender must comply fully with the requirements of the Framework Agreement and adhere to the requirements of the Service Specification.

Terminus Points	Ruislip Station and Mill Hill Broadway Station
Contract Basis	Incentivised
Commencement Date	Saturday 02/09/2023
End Date	Friday 30/08/2030
Early Termination Date <i>Subject to minimum 10 months notice</i>	Friday 27/08/2027
Vehicle Type	87 capacity, dual door, double deck vehicles
Current Maximum Approved Dimensions	10.4 metres long and 2.55metres wide
New Vehicle Price Mandatory	Yes
Zero Emission Price Required	Yes
Advertising Rights	Operator
Minimum Performance Standard (114)	Average Excess Wait Time - No more than 1.10 minutes
Minimum Operated Mileage Standard (114)	No less than 98.00%
Minimum Performance Standard (N114)	Departing on Time - No less than 90.00%
Minimum Operated Mileage Standard (N114)	No less than 99.00%

The Date of Tender for this ITT is:
No later than 12 Noon on **Tuesday 5th July 2022.**

SERVICE SPECIFICATION

- 1) SERVICE SPEC - ROUTE SPECIFICATION INFORMATION
- 2) NOTES
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2) NOTES

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's. 114 & N114.

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

Route 114

- No changes are proposed to Route No. 114.

Route No. N114

Two options are proposed

Option 1

- No changes are proposed to Route No. N114.

Option 2

- Route N114 is withdrawn.

- The designation Route No. N114 is used for contractual purposes only. This service will be marketed as Route No. 114. This includes all publicity, including destination blind displays.
- **Tenderers must identify the cost of the Nightly element of this service separately.**

Tenderers should provide the following prices based on a 7 year fixed term contract:

1. Annual Zero Emission

For zero emission submissions, Tenderers should outline the strategy they would adopt for recharging battery electric and/or refuelling hydrogen buses, together with any other operational and infrastructure assumptions, within the tender submission.

Tenderers are encouraged to offer alternative vehicle options in accordance with Part 9 of their tender, including but not limited to:

1. Vehicles that offer genuine increased capacity and are certified as such.
2. Existing zero emission vehicles or vehicles to a minimum of Euro VI emissions standards which are no greater than eight years old at contract commencement for the full contract term, with an early termination date on or prior to the Friday closest to the fourth anniversary of the Route Agreement commencement date, subject to a minimum of 10 months notice. Please note that existing diesel vehicles will NOT be considered for routes which are already operated by hybrid or zero emission vehicles.
3. Existing zero emission vehicles or vehicles to a minimum of Euro VI emissions standards which are no greater than ten years old at contract commencement for a 5 year contract term, with an early termination date on or prior to the Friday closest to the third anniversary of the Route Agreement commencement date, subject to a minimum of 10 months notice. Please note that existing diesel vehicles will NOT be considered for routes which are already operated by hybrid or zero emission vehicles.

If submitting bids based on electric vehicles, Tenderers are reminded of the revised charging equipment specification requirement applicable from Tranche 726.

Tenderers are reminded that a price submitted for this Route Agreement will be subject to the revised CPA formula of 85% CPI (12 rolling months) and 15% fixed.

The welfare of bus drivers during their working day is essential and appropriate locations for sign-on/off as well as meal reliefs should be identified with the bid. These locations should have appropriate facilities available for drivers at the beginning and end of shifts to carry out their duties (including fitness for duty). For breaks and periods of rest between work there should be appropriate toilet provision (including the availability, condition and cleanliness) and suitable locations to take a break. Whilst the obligation to provide suitable facilities remains with the Tenderer, if there are any risks in not being able to supply these, the Tenderer must make LBSL aware in their bid or at any later stage when this becomes apparent.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Mill Hill Broadway Station, The Broadway to Ruislip Station			Ruislip Station to Mill Hill Broadway Station, The Broadway		
First departure no later than 0455.			First departure no later than 0445.		
0450 - 0515	Every 20 minutes		0440 - 0545	Every 20 minutes	
0516 - 0600	Every 15 minutes		0546 - 0615	Every 15 minutes	
0601 - 0635	Every 12 minutes		0616 - 0640	Every 12 minutes	
0636 - 1855	Every 10 minutes		0641 - 1850	Every 10 minutes	
1856 - 2245	Every 12 minutes		1851 - 2340	Every 12 minutes	
2246 - 0120	Every 15 minutes		2341 - 0045	Every 15 minutes	
Last departure no earlier than 0115.			Last departure no earlier than 0040.		
Pinchpoints					
Eastcote Lane, Eastcote Arms	0715 - 0915	10 minutes	Queensbury Station	0725 - 0905	10 minutes
	1505 - 1635	10 minutes		1500 - 1640	10 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Mill Hill Broadway Station, The Broadway to Ruislip Station			Ruislip Station to Mill Hill Broadway Station, The Broadway		
First departure no later than 0455.			First departure no later than 0445.		
0450 - 0615	Every 20 minutes		0440 - 0705	Every 20 minutes	
0616 - 0800	Every 15 minutes		0706 - 0805	Every 15 minutes	
0801 - 0900	Every 12 minutes		0806 - 0855	Every 12 minutes	
0901 - 1800	Every 10 minutes		0856 - 1805	Every 10 minutes	
1801 - 2300	Every 12 minutes		1806 - 2340	Every 12 minutes	
2301 - 0120	Every 15 minutes		2341 - 0045	Every 15 minutes	
Last departure no earlier than 0115.			Last departure no earlier than 0040.		
Pinchpoints					
Eastcote Lane, Eastcote Arms	0845 - 0945	12 minutes	Queensbury Station	0845 - 0935	12 minutes
	0946 - 1105	10 minutes		0936 - 1105	10 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.3) SUNDAY AND PUBLIC HOLIDAYS (EXCEPT GOOD FRIDAY AND CHRISTMAS DAY) SCHEDULE REQUIREMENTS & PINCHPOINTS

Mill Hill Broadway Station, The Broadway to Ruislip Station		Ruislip Station to Mill Hill Broadway Station, The Broadway	
First departure no later than 0545.		First departure no later than 0540.	
0540 - 0815	Every 30 minutes	0535 - 0810	Every 30 minutes
0816 - 0855	Every 20 minutes	0811 - 0850	Every 20 minutes
0856 - 0925	Every 15 minutes	0851 - 0935	Every 15 minutes
0926 - 2300	Every 12 minutes	0936 - 2340	Every 12 minutes
2301 - 0120	Every 15 minutes	2341 - 0045	Every 15 minutes
Last departure no earlier than 0115.		Last departure no earlier than 0040.	
Pinchpoints			
Eastcote Lane, Eastcote Arms	1005 - 1130	12 minutes	Queensbury Station
			1015 - 1140
			12 minutes

Tenderers must identify the cost of the Boxing Day element of this service separately.

3.4) FRIDAY NIGHT/SATURDAY MORNING

Option 1 only

Mill Hill Broadway Station, The Broadway to Ruislip Station		Ruislip Station to Mill Hill Broadway Station, The Broadway	
First departure no later than 0145.		First departure no later than 0110.	
0140 - 0440	Every 30 minutes	0105 - 0430	Every 30 minutes
Last departure no earlier than 0435.		Last departure no earlier than 0425.	

3.5) SATURDAY NIGHTS/SUNDAY MORNING

Option 1 only

Mill Hill Broadway Station, The Broadway to Ruislip Station		Ruislip Station to Mill Hill Broadway Station, The Broadway	
First departure no later than 0145.		First departure no later than 0110.	
0140 - 0520	Every 30 minutes	0105 - 0515	Every 30 minutes
Last departure no earlier than 0515.		Last departure no earlier than 0510.	

Tenderers must identify the cost of the Nightly element of this service separately.

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 114 should interwork with Route No. N114 to form a seamless 24 hour service on Friday and Saturday nights.
- 4.2) Route No. 114 can suffer from unpredictable delays in the Burnt Oak and Harrow areas.

5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS

- 5.1) ROUTE RECORD
As per Busnet printout.
- 5.2) CURRENT PERFORMANCE
As per current print out.
- 5.3) QSI BY TIME OF DAY
As per current print out.
- 5.4) IBUS MILEAGE & QSI POINTS
As per current print out.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 114: Mill Hill Broadway Station - Ruislip Station (24 hour service)

Date of Structural Change: 2 September 2023.

Date of Service Change: 2 September 2023.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Ruislip Station: Mill Hill Broadway Bus Station, The Broadway, Bunn's Lane, Lyndhurst Avenue, Abbots Road, Eversfield Gardens, Watling Avenue, Burnt Oak Broadway, Stag Lane, Mollison Way, Turner Road, Queensbury Station Parade, Cumberland Road, Honeypot Lane, Streatfield Road, Kenton Lane, Kenton Road, Sheepcote Road, Station Road, College Road, Bessborough Road, Lascelles Avenue, Treve Avenue, Porlock Avenue, Shaftesbury Circle, Shaftesbury Avenue, Northolt Road, Eastcote Lane, Field End Road, Victoria Road, Pembroke Road, Station Approach.

Towards Mill Hill Broadway Station: Station Approach, Pembroke Road, Victoria Road, Field End Road, Eastcote Lane, Northolt Road, Shaftesbury Avenue, Shaftesbury Circle, Porlock Avenue, Treve Avenue, Lascelles Avenue, Bessborough Road, Junction Road (Circumnavigate Roundabout At Junction), Pinner Road (Circumnavigate Roundabout At Junction), Pinner Road, College Road, Headstone Road, Kymberley Road, Harrow Bus Station, College Road, Station Road, Sheepcote Road, Kenton Road, Kenton Lane, Streatfield Road, Honeypot Lane, Cumberland Road, Queensbury Station Parade, Turner Road, Mollison Way, Stag Lane, Burnt Oak Broadway, Watling Avenue, Woodcroft Avenue, Bunn's Lane, The Broadway, Mill Hill Broadway Bus Station.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

Please note that only stands, curtailment points, & blind descriptions as detailed in this contractual document may be used.

MILL HILL BROADWAY STATION, WEST SIDE

Private stand for 3 buses on west side of Mill Hill Broadway Station Forecourt commencing 4 metres south of Bus Stop 33771 and extending 39.3 metres north.

Buses proceed from Mill Hill Broadway Bus Station direct to stand, departing to Mill Hill Broadway Bus Station. Set down in Mill Hill Broadway Bus Station, at Stop B (33771 - Mill Hill Broadway Station #, Last Stop on LOR: 33771 - Mill Hill Broadway Station #) and pick up in Mill Hill Broadway Bus Station, at Stop B (33771 - Mill Hill Broadway Station #, First Stop on LOR: 33771 - Mill Hill Broadway Station #).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 114 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.
BLIND DISPLAY:	Mill Hill Broadway.
OTHER INFORMATION:	London Buses toilet facilities available 24 hours a day. .

BURNT OAK, ORANGE HILL ROAD (from RUISLIP STATION)

Public stand for one bus on west side of Orange Hill Road, commencing at a point opposite the southern kerb line of Abbots Road and extending southwards to a point 25 metres north of lamp standard No. 16.

Buses proceed from Watling Avenue via Orange Hill Road to stand, departing via Orange Hill Road, Deansbrook Road and Orange Hill Road to Watling Avenue. Set down in Watling Avenue, at stop M (25027 - Burnt Oak Station <>, Last Stop on LOR: 25027 - Burnt Oak Station <>) and pick up in Watling Avenue, at stop S (9421 - Burnt Oak Station <>, First Stop on LOR: 9421 - Burnt Oak Station <>).

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.
BLIND DISPLAY:	Burnt Oak.

QUEENSBURY STATION

Public stand for two buses on east side Queensbury Circus (eastern arm), between the two arms of Queensbury Station Parade, commencing 8 metres north of lamp standard No. 44 and extending 22 metres north.

From Mill Hill Broadway Station.

Buses proceed from Queensbury Station Parade direct to stand, departing to Queensbury Station Parade. Set down in Queensbury Station Parade, at Stop BB (14766 - Queensbury Station <>, Last Stop on LOR: 14766 - Queensbury Station <>) and pick up in Queensbury Station Parade, at Stop AA (16116 - Queensbury Station <>, First Stop on LOR: 16116 - Queensbury Station <>).

From Ruislip Station.

Buses proceed from Queensbury Station Parade direct to stand, departing to Queensbury Station Parade. Set down in Queensbury Station Parade, at Stop AA (16116 - Queensbury Station <>, Last Stop on LOR: 16116 - Queensbury Station <>) and pick up in Queensbury Station Parade, at Stop BB (14766 - Queensbury Station <>, First Stop on LOR: 14766 - Queensbury Station <>).

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.
BLIND DISPLAY:	Queensbury.

KENTON, LIBRARY

From Mill Hill Broadway Station.

Buses proceed from Streatfield Road departing to Streatfield Road. Set down in Streatfield Road, at stop Z (29326 - Kenmore Road, Last Stop on LOR: 29326 - Kenmore Road) and pick up in Streatfield Road, at stop X (25453 - Portland Crescent, First Stop on LOR: 25453 - Portland Crescent).

From Ruislip Station.

Buses proceed from Streatfield Road departing to Streatfield Road. Set down in Streatfield Road, at stop R (16119 - Morley Crescent West, Last Stop on LOR: 16119 - Morley Crescent West) and pick up in Streatfield Road, at stop Y (16120 - Morley Crescent West, First Stop on LOR: 16120 - Morley Crescent West).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Kenton, Library.

HARROW, KYMBERLEY ROAD

Public stand for two buses on north side of Kymberley Road at front of bus cage for stop BP3073.

From Mill Hill Broadway Station.

Buses proceed from College Road via Headstone Road and Kymberley Road to stand, departing via Kymberley Road to Harrow Bus Station. Set down in College Road, at stop B (R0842 - Harrow Bus Station, Last Stop on LOR: R0842 - Harrow Bus Station) and pick up in Harrow Bus Station, at stop X1 (R0839 - Harrow Bus Station, First Stop on LOR: R0839 - Harrow Bus Station).

From Ruislip Station.

Buses proceed from Kymberley Road direct to stand, departing via Kymberley Road and Harrow Bus Station to College Road. Set down in Kymberley Road, at stop X1 (BP3073 - St Georges Centre, Last Stop on LOR: BP3073 - St Georges Centre) and pick up in College Road, at stop B (R0842 - Harrow Bus Station, First Stop on LOR: R0842 - Harrow Bus Station).

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.
BLIND DISPLAY:	Harrow.

SOUTH HARROW STATION

Stand for routes in two sections:

1 - Public stand for two buses in marked bay on north-east side of South Hill Avenue commencing 1 metre north of No.4 South Hill Avenue and extending 21 metres north.

2 - Private overflow stand for three buses on the south side of South Harrow Station Forecourt.

From Mill Hill Broadway Station.

Buses proceed from Northolt Road via South Hill Avenue to stand, departing via South Hill Avenue and South Harrow Bus Station to Northolt Road. Set down in South Hill Avenue, at Alighting Point Z1 (BP722 - South Harrow Bus Station, Last Stop on LOR: 16135 - Grange Road) and pick up in Northolt Road, at Stop RD (16134 - Grange Road, First Stop on LOR: 16134 - Grange Road).

From Ruislip Station.

Buses proceed from Northolt Road via South Hill Avenue to stand, departing via South Hill Avenue and South Harrow Bus Station to Northolt Road. Set down in Northolt Road, at Stop F (29641 - South Harrow Station <>, Last Stop on LOR: 29641 - South Harrow Station <>) and pick up in Northolt Road, at Stop D (2534 - South Harrow Station <>, First Stop on LOR: 2534 - South Harrow Station <>).

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.
BLIND DISPLAY:	South Harrow.

EASTCOTE, EASTCOTE ARMS (from Mill Hill Broadway Station)

Public stand on north side of Eastcote Lane, commencing opposite the front door of No 383 and extending 11 metres westward.

Buses proceed from Eastcote Lane via Field End Road (Circling Roundabout Junction Of) and Eastcote Lane to stand, departing to Eastcote Lane. Set down in Eastcote Lane, at stop M (15263 - Holyrood Avenue, Last Stop on LOR: 15263 - Holyrood Avenue) and pick up in Eastcote Lane, at stop L (R0545 - Holyrood Avenue, First Stop on LOR: R0545 - Holyrood Avenue).

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.
BLIND DISPLAY:	Eastcote Lane, Field End Road.

SOUTH RUISLIP, RUISLIP MANOR (from Mill Hill Broadway Station)

Buses proceed from Victoria Road departing to Victoria Road. Set down in Victoria Road, at stop M (15271 - Torcross Road, Last Stop on LOR: 15271 - Torcross Road) and pick up in Victoria Road, at stop L (15272 - Torrington Road, First Stop on LOR: 15272 - Torrington Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: South Ruislip, Ruislip Manor.

RUISLIP STATION [EAST SIDE]

Private stand for two buses on east side of Ruislip Station Approach, commencing 35 metres south of Pembroke Road and extending 25 metres north.
Buses proceed from Station Approach direct to stand, departing to Station Approach. Set down in Station Approach, at Alighting Point Z1 (27858 - Ruislip Station <>, Last Stop on LOR: 27858 - Ruislip Station <>) and pick up in Station Approach, at Stop A (27860 - Ruislip Station <>, First Stop on LOR: 27860 - Ruislip Station <>).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 114 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.
BLIND DISPLAY: Ruislip.
OTHER INFORMATION: LUL Toilet facilities available (Mon-Sat: 0600-0030 & Sun 0700-0030).

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 114: Mill Hill Broadway Station - Ruislip Station

Date of Structural Change: 3 September 2023.

Date of Service Change: 3 September 2023.

Reason for Issue: New tender - Option 2 - Night Service Withdrawn.

STREETS TRAVERSED

Towards Ruislip Station: Mill Hill Broadway Bus Station, The Broadway, Bunn's Lane, Lyndhurst Avenue, Abbots Road, Eversfield Gardens, Watling Avenue, Burnt Oak Broadway, Stag Lane, Mollison Way, Turner Road, Queensbury Station Parade, Cumberland Road, Honeypot Lane, Streatfield Road, Kenton Lane, Kenton Road, Sheepcote Road, Station Road, College Road, Bessborough Road, Lascelles Avenue, Treve Avenue, Porlock Avenue, Shaftesbury Circle, Shaftesbury Avenue, Northolt Road, Eastcote Lane, Field End Road, Victoria Road, Pembroke Road, Station Approach.

Towards Mill Hill Broadway Station: Station Approach, Pembroke Road, Victoria Road, Field End Road, Eastcote Lane, Northolt Road, Shaftesbury Avenue, Shaftesbury Circle, Porlock Avenue, Treve Avenue, Lascelles Avenue, Bessborough Road, Junction Road (Circumnavigate Roundabout At Junction), Pinner Road (Circumnavigate Roundabout At Junction), Pinner Road, College Road, Headstone Road, Kymberley Road, Harrow Bus Station, College Road, Station Road, Sheepcote Road, Kenton Road, Kenton Lane, Streatfield Road, Honeypot Lane, Cumberland Road, Queensbury Station Parade, Turner Road, Mollison Way, Stag Lane, Burnt Oak Broadway, Watling Avenue, Woodcroft Avenue, Bunn's Lane, The Broadway, Mill Hill Broadway Bus Station.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

Please note that only stands, curtailment points, & blind descriptions as detailed in this contractual document may be used.

MILL HILL BROADWAY STATION, WEST SIDE

Private stand for 3 buses on west side of Mill Hill Broadway Station Forecourt commencing 4 metres south of Bus Stop 33771 and extending 39.3 metres north.

Buses proceed from Mill Hill Broadway Bus Station direct to stand, departing to Mill Hill Broadway Bus Station. Set down in Mill Hill Broadway Bus Station, at Stop B (33771 - Mill Hill Broadway Station #, Last Stop on LOR: 33771 - Mill Hill Broadway Station #) and pick up in Mill Hill Broadway Bus Station, at Stop B (33771 - Mill Hill Broadway Station #, First Stop on LOR: 33771 - Mill Hill Broadway Station #).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 114 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.
BLIND DISPLAY:	Mill Hill Broadway.
OTHER INFORMATION:	London Buses toilet facilities available 24 hours a day. .

BURNT OAK, ORANGE HILL ROAD (from RUISLIP STATION)

Public stand for one bus on west side of Orange Hill Road, commencing at a point opposite the southern kerb line of Abbots Road and extending southwards to a point 25 metres north of lamp standard No. 16.

Buses proceed from Watling Avenue via Orange Hill Road to stand, departing via Orange Hill Road, Deansbrook Road and Orange Hill Road to Watling Avenue. Set down in Watling Avenue, at stop M (25027 - Burnt Oak Station <>, Last Stop on LOR: 25027 - Burnt Oak Station <>) and pick up in Watling Avenue, at stop S (9421 - Burnt Oak Station <>, First Stop on LOR: 9421 - Burnt Oak Station <>).

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.
BLIND DISPLAY:	Burnt Oak.

QUEENSBURY STATION

Public stand for two buses on east side Queensbury Circus (eastern arm), between the two arms of Queensbury Station Parade, commencing 8 metres north of lamp standard No. 44 and extending 22 metres north.

From Mill Hill Broadway Station.

Buses proceed from Queensbury Station Parade direct to stand, departing to Queensbury Station Parade. Set down in Queensbury Station Parade, at Stop BB (14766 - Queensbury Station <>, Last Stop on LOR: 14766 - Queensbury Station <>) and pick up in Queensbury Station Parade, at Stop AA (16116 - Queensbury Station <>, First Stop on LOR: 16116 - Queensbury Station <>).

From Ruislip Station.

Buses proceed from Queensbury Station Parade direct to stand, departing to Queensbury Station Parade. Set down in Queensbury Station Parade, at Stop AA (16116 - Queensbury Station <>, Last Stop on LOR: 16116 - Queensbury Station <>) and pick up in Queensbury Station Parade, at Stop BB (14766 - Queensbury Station <>, First Stop on LOR: 14766 - Queensbury Station <>).

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.
BLIND DISPLAY:	Queensbury.

KENTON, LIBRARY

From Mill Hill Broadway Station.

Buses proceed from Streatfield Road departing to Streatfield Road. Set down in Streatfield Road, at stop Z (29326 - Kenmore Road, Last Stop on LOR: 29326 - Kenmore Road) and pick up in Streatfield Road, at stop X (25453 - Portland Crescent, First Stop on LOR: 25453 - Portland Crescent).

From Ruislip Station.

Buses proceed from Streatfield Road departing to Streatfield Road. Set down in Streatfield Road, at stop R (16119 - Morley Crescent West, Last Stop on LOR: 16119 - Morley Crescent West) and pick up in Streatfield Road, at stop Y (16120 - Morley Crescent West, First Stop on LOR: 16120 - Morley Crescent West).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Kenton, Library.

HARROW, KYMBERLEY ROAD

Public stand for two buses on north side of Kymberley Road at front of bus cage for stop BP3073.

From Mill Hill Broadway Station.

Buses proceed from College Road via Headstone Road and Kymberley Road to stand, departing via Kymberley Road to Harrow Bus Station. Set down in College Road, at stop B (R0842 - Harrow Bus Station, Last Stop on LOR: R0842 - Harrow Bus Station) and pick up in Harrow Bus Station, at stop X1 (R0839 - Harrow Bus Station, First Stop on LOR: R0839 - Harrow Bus Station).

From Ruislip Station.

Buses proceed from Kymberley Road direct to stand, departing via Kymberley Road and Harrow Bus Station to College Road. Set down in Kymberley Road, at stop X1 (BP3073 - St Georges Centre, Last Stop on LOR: BP3073 - St Georges Centre) and pick up in College Road, at stop B (R0842 - Harrow Bus Station, First Stop on LOR: R0842 - Harrow Bus Station).

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.
BLIND DISPLAY:	Harrow.

SOUTH HARROW STATION

Stand for routes in two sections:

1 - Public stand for two buses in marked bay on north-east side of South Hill Avenue commencing 1 metre north of No.4 South Hill Avenue and extending 21 metres north.

2 - Private overflow stand for three buses on the south side of South Harrow Station Forecourt.

From Mill Hill Broadway Station.

Buses proceed from Northolt Road via South Hill Avenue to stand, departing via South Hill Avenue and South Harrow Bus Station to Northolt Road. Set down in South Hill Avenue, at Alighting Point Z1 (BP722 - South Harrow Bus Station, Last Stop on LOR: 16135 - Grange Road) and pick up in Northolt Road, at Stop RD (16134 - Grange Road, First Stop on LOR: 16134 - Grange Road).

From Ruislip Station.

Buses proceed from Northolt Road via South Hill Avenue to stand, departing via South Hill Avenue and South Harrow Bus Station to Northolt Road. Set down in Northolt Road, at Stop F (29641 - South Harrow Station <>, Last Stop on LOR: 29641 - South Harrow Station <>) and pick up in Northolt Road, at Stop D (2534 - South Harrow Station <>, First Stop on LOR: 2534 - South Harrow Station <>).

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.
BLIND DISPLAY:	South Harrow.

EASTCOTE, EASTCOTE ARMS (from Mill Hill Broadway Station)

Public stand on north side of Eastcote Lane, commencing opposite the front door of No 383 and extending 11 metres westward.

Buses proceed from Eastcote Lane via Field End Road (Circling Roundabout Junction Of) and Eastcote Lane to stand, departing to Eastcote Lane. Set down in Eastcote Lane, at stop M (15263 - Holyrood Avenue, Last Stop on LOR: 15263 - Holyrood Avenue) and pick up in Eastcote Lane, at stop L (R0545 - Holyrood Avenue, First Stop on LOR: R0545 - Holyrood Avenue).

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.
BLIND DISPLAY:	Eastcote Lane, Field End Road.

SOUTH RUISLIP, RUISLIP MANOR (from Mill Hill Broadway Station)

Buses proceed from Victoria Road departing to Victoria Road. Set down in Victoria Road, at stop M (15271 - Torcross Road, Last Stop on LOR: 15271 - Torcross Road) and pick up in Victoria Road, at stop L (15272 - Torrington Road, First Stop on LOR: 15272 - Torrington Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: South Ruislip, Ruislip Manor.

RUISLIP STATION (EAST SIDE)

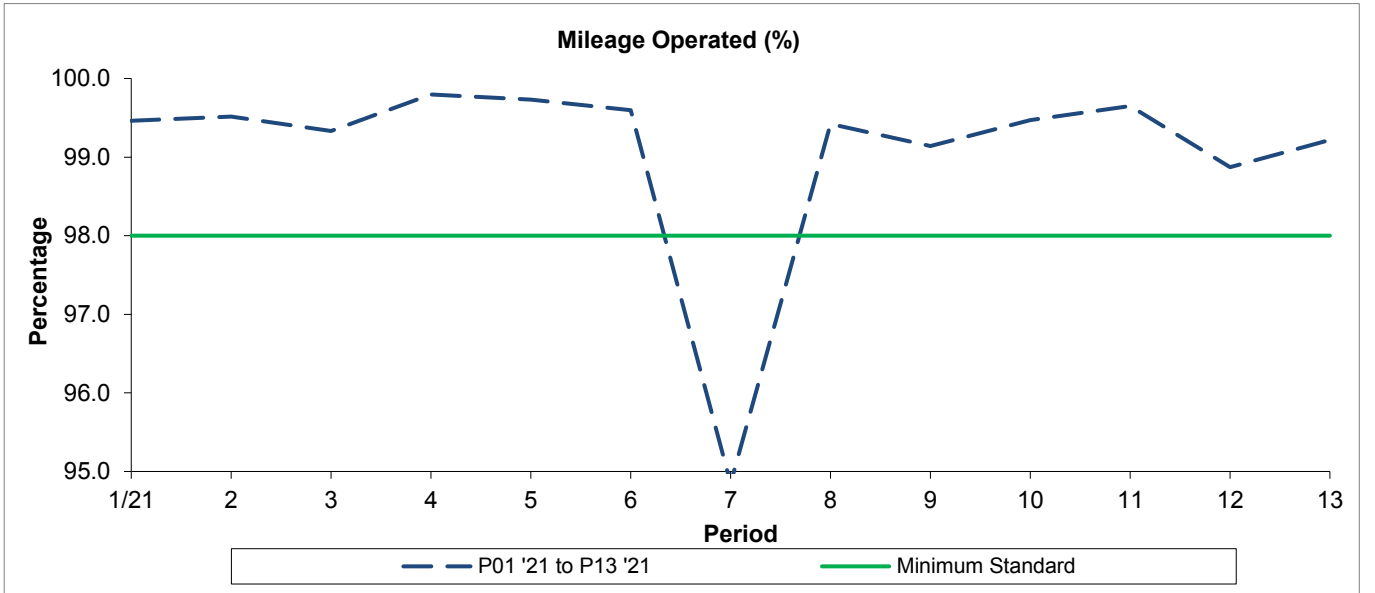
Private stand for two buses on east side of Ruislip Station Approach, commencing 35 metres south of Pembroke Road and extending 25 metres north.
Buses proceed from Station Approach direct to stand, departing to Station Approach. Set down in Station Approach, at Alighting Point Z1 (27858 - Ruislip Station ⇄, Last Stop on LOR: 27858 - Ruislip Station ⇄) and pick up in Station Approach, at Stop A (27860 - Ruislip Station ⇄, First Stop on LOR: 27860 - Ruislip Station ⇄).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 114 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.
BLIND DISPLAY: Ruislip.
OTHER INFORMATION: LUL Toilet facilities available (Mon-Sat: 0600-0030 & Sun 0700-0030).

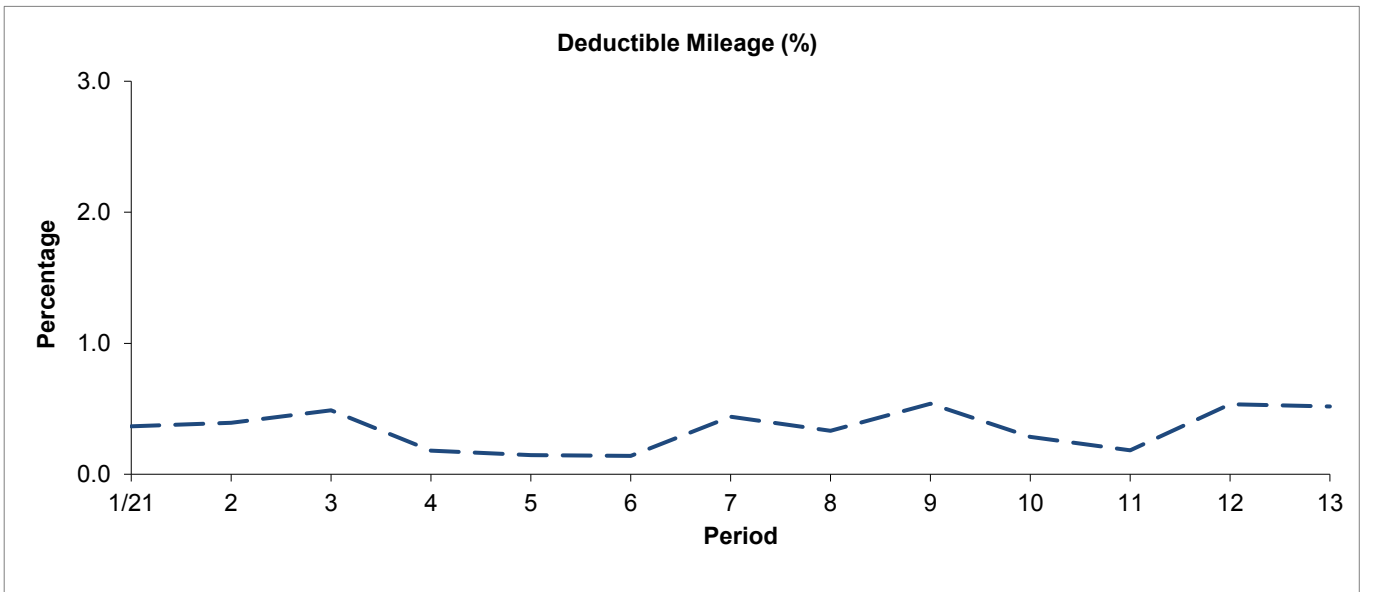
Period Trend Performance Graphs

Route 114

Mileage Performance



Period	1/21	2	3	4	5	6	7	8	9	10	11	12	13
P01 '21 to P13 '21	99.46	99.51	99.33	99.80	99.73	99.60	94.85	99.42	99.14	99.47	99.65	98.87	99.22
Minimum 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

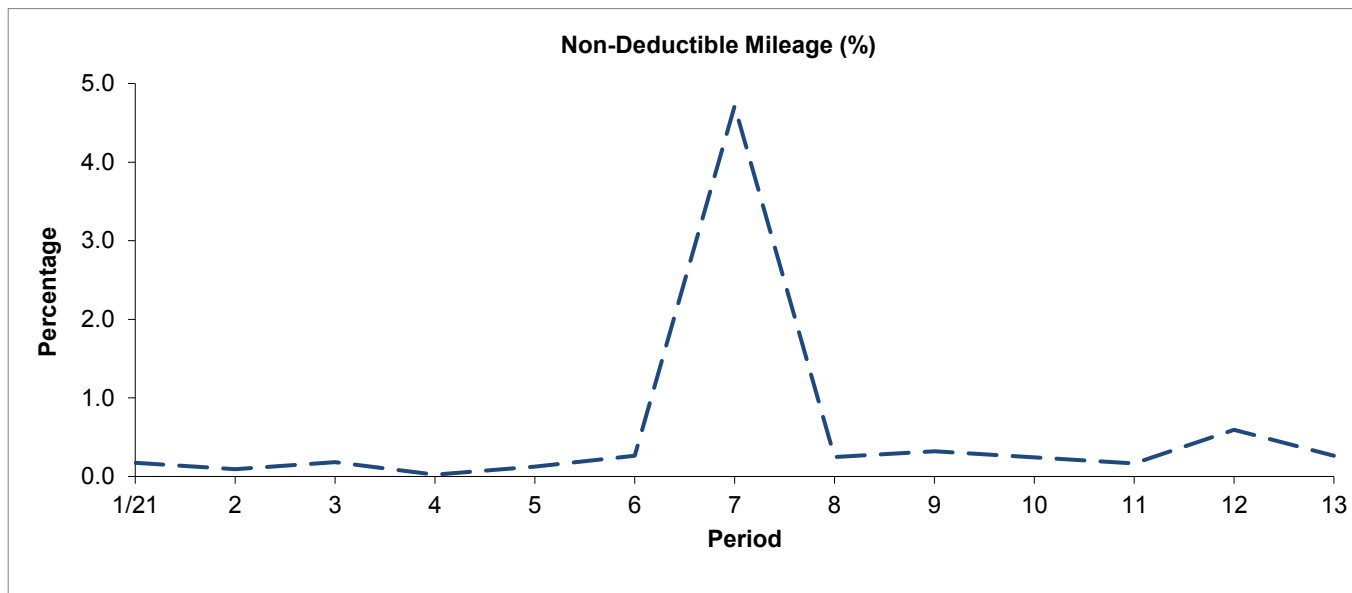


Period	1/21	2	3	4	5	6	7	8	9	10	11	12	13
P01 '21 to P13 '21	0.37	0.39	0.49	0.18	0.15	0.14	0.44	0.33	0.54	0.29	0.18	0.53	0.52

Period Trend Performance Graphs

Route 114

Mileage Performance



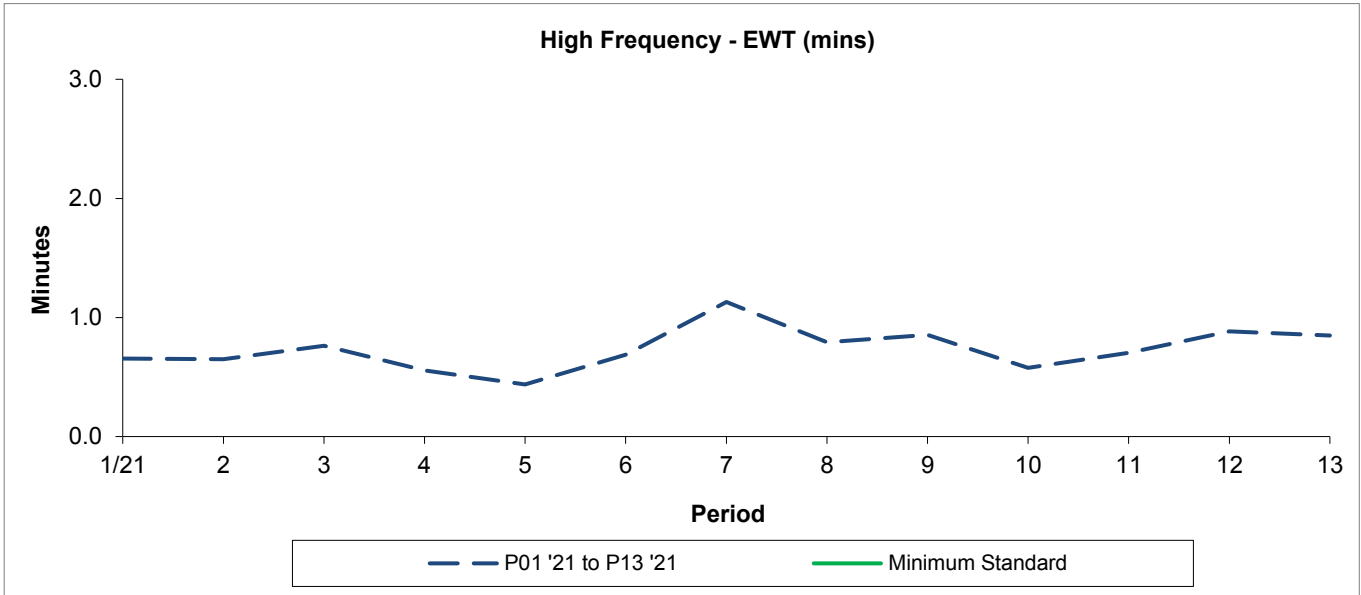
Period	1/21	2	3	4	5	6	7	8	9	10	11	12	13
P01 '21 to P13 '21	0.17	0.09	0.18	0.02	0.12	0.26	4.71	0.25	0.32	0.24	0.17	0.59	0.26

Mileage Performance figures are based on four weeks data

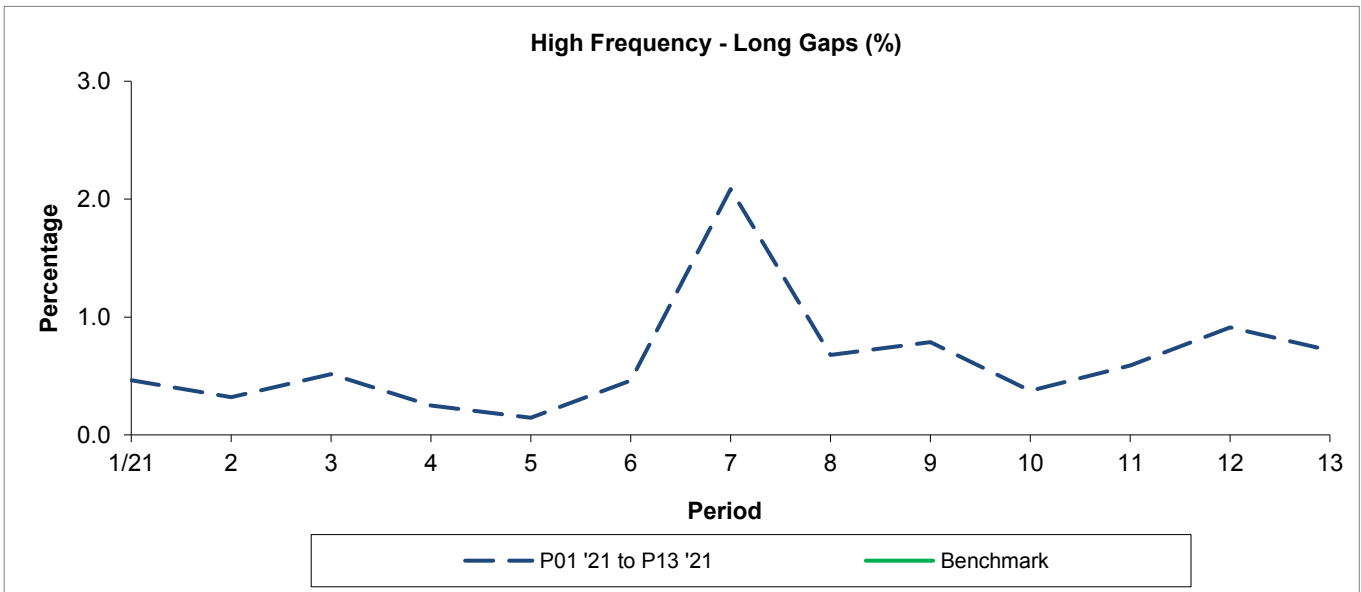
Period Trend Performance Graphs

Route 114

Reliability Performance



Period	1/21	2	3	4	5	6	7	8	9	10	11	12	13
P01 '21 to P13 '21	0.66	0.65	0.76	0.55	0.44	0.69	1.13	0.79	0.85	0.58	0.70	0.88	0.85
Minimum Standard													



Period	1/21	2	3	4	5	6	7	8	9	10	11	12	13
P01 '21 to P13 '21	0.46	0.32	0.52	0.25	0.15	0.46	2.08	0.68	0.79	0.37	0.59	0.91	0.72
Benchmark													

Minimum Standards and Benchmarks are those applicable under the new contract.

Detailed QSI Report

Route 114

Full iBus results by Time of Day

Quarter 1 / 2021 to Quarter 4 / 2021 (01/04/2021 to 31/03/2022)

All days

(Day Routes 05:00 - 24:00, Night Routes 00:00 - 05:00)

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	39,068	38,842	99.4	8.7	0.5	9.2	65.5	28.8	5.0	0.6	0.2	60.4
07:00 - 10:00	104,574	103,421	98.9	5.4	0.7	6.1	83.7	14.7	1.4	0.2	0.7	69.4
10:00 - 13:00	110,660	109,704	99.1	5.2	0.7	5.8	84.8	14.7	0.4	0.0	0.3	54.9
13:00 - 16:00	110,615	110,060	99.5	5.2	0.7	5.9	83.9	15.2	0.7	0.1	0.7	61.2
16:00 - 19:00	112,147	110,783	98.8	5.1	0.9	6.0	83.7	15.4	0.8	0.1	0.9	54.8
19:00 - 22:00	101,412	100,953	99.5	5.6	0.7	6.3	80.5	18.8	0.6	0.1	0.5	66.3
22:00 - 24:00	61,572	61,830	100.4	6.1	0.5	6.6	77.3	22.2	0.5	0.1	0.2	50.9
All Locations Summary	640,048	635,593	99.3	5.4	0.7	6.1	82.6	16.3	0.9	0.1	0.6	69.4

Mondays to Fridays

(Day Routes 05:00 - 24:00, Night Routes 00:00 - 05:00)

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	30,794	30,846	100.2	8.0	0.5	8.5	69.3	27.7	2.8	0.2	0.1	59.6
07:00 - 10:00	83,730	82,457	98.5	4.9	0.7	5.6	86.4	12.9	0.7	0.1	0.8	69.4
10:00 - 13:00	79,533	78,881	99.2	5.0	0.6	5.6	86.5	13.2	0.3	0.0	0.3	54.9
13:00 - 16:00	78,455	78,349	99.9	5.1	0.7	5.8	85.2	14.0	0.7	0.1	0.7	61.2
16:00 - 19:00	80,284	79,044	98.5	5.0	1.0	5.9	84.4	14.7	0.8	0.1	1.0	54.8
19:00 - 22:00	71,421	70,977	99.4	5.5	0.7	6.2	80.8	18.4	0.7	0.1	0.5	66.3
22:00 - 24:00	42,524	42,749	100.5	6.1	0.5	6.6	77.2	22.3	0.5	0.1	0.2	50.9
All Locations Summary	466,741	463,303	99.3	5.2	0.7	5.9	84.0	15.1	0.7	0.1	0.7	69.4

Saturdays

(Day Routes 05:00 - 24:00, Night Routes 00:00 - 05:00)

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	5,067	4,863	96.0	9.7	0.7	10.4	52.0	40.0	7.3	0.7	0.1	52.9
07:00 - 10:00	12,293	12,276	99.9	6.5	0.8	7.4	75.3	22.4	2.1	0.2	0.2	47.7
10:00 - 13:00	15,365	15,307	99.6	5.2	0.8	6.0	83.2	15.9	0.8	0.1	0.7	44.9
13:00 - 16:00	16,037	15,663	97.7	4.9	1.1	6.1	82.5	16.4	1.0	0.0	1.1	39.0
16:00 - 19:00	15,727	15,532	98.8	5.0	0.9	5.9	82.9	16.2	0.8	0.0	0.9	45.8
19:00 - 22:00	13,646	13,692	100.3	5.8	0.7	6.5	79.1	20.2	0.6	0.1	0.3	50.9
22:00 - 24:00	8,663	8,642	99.8	6.0	0.5	6.5	77.3	22.3	0.4	0.0	0.1	29.5
All Locations Summary	86,798	85,975	99.1	5.5	0.9	6.4	80.4	18.4	1.1	0.1	0.7	52.9

Sundays and Bank Holidays

(Day Routes 05:00 - 24:00, Night Routes 00:00 - 05:00)

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	3,207	3,133	97.7	14.9	0.3	15.2	39.4	28.5	27.4	4.7	0.9	60.4
07:00 - 10:00	8,551	8,688	101.6	11.8	0.2	11.9	51.5	34.1	12.2	2.1	0.0	63.2
10:00 - 13:00	15,762	15,516	98.4	6.1	0.6	6.7	77.2	22.0	0.7	0.1	0.2	42.9
13:00 - 16:00	16,123	16,048	99.5	5.9	0.7	6.6	77.9	21.2	0.8	0.1	0.3	46.6
16:00 - 19:00	16,136	16,207	100.4	5.9	0.6	6.5	79.1	20.4	0.5	0.0	0.1	35.9
19:00 - 22:00	16,345	16,284	99.6	5.9	0.5	6.4	80.0	19.6	0.3	0.0	0.1	38.6
22:00 - 24:00	10,385	10,439	100.5	6.1	0.4	6.5	77.7	22.0	0.3	0.0	0.0	28.2
All Locations Summary	86,509	86,315	99.8	6.8	0.5	7.3	74.7	22.5	2.5	0.4	0.2	63.2

Transport for London - Live Mileage List

v2.0 - Mileage directly imported from Caesar

Route: 114 / N114

Service Change: 55167

Date: 30/05/2020

Mill Hill Broadway Station - Ruislip Station	Tranche 842
Reason for Issue	
New Contract	

QSI points are highlighted.

OUT DIRECTION					BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles	Timing Point Code	Stop Number	Stop Name	Metres	Miles
MLHBSN	33771	Mill Hill Broadway Station			RUISSN	27860	Ruislip Station		
	33504	Lyndhurst Avenue	540	0.34	RSMRSN	15275	Ruislip Manor Station	768	0.48
	34159	Eversfield Gardens	258	0.16		25162	Cornwall Road	347	0.22
	16108	Goldbeaters Grove	260	0.16		15272	Torrington Road	421	0.26
	16111	Burnt Oak Leisure Centre	404	0.25	SRUIBB	15270	Torcross Road	580	0.36
	34718	Gunter Grove	235	0.15		15268	Angus Drive	477	0.30
BTOKSN	9421	Burnt Oak Station	388	0.24		15266	South Ruislip Station	336	0.21
	15091	Oak Gardens	353	0.22		R0213	Queens Walk	536	0.33
	16112	The Highlands	372	0.23		25131	Stonefield Way	311	0.19
	12883	The Parade	451	0.28	ECOLEA	R0545	Holyrood Avenue	473	0.29
	16115	Turner Road	583	0.36		14361	Kings Road	564	0.35
QBRYSN	14766	Queensbury Station	378	0.23		16417	Alexandra Avenue	378	0.23
	16117	The Honeypot	695	0.43		16414	Corbins Lane	424	0.26
	9112	Honeypot Lane	364	0.23	SHARSN	29641	South Harrow Station	569	0.35
	29326	Kenmore Road	416	0.26		16134	Grange Road	610	0.38
	16120	Morley Crescent West	287	0.18		29080	Dudley Road	374	0.23
KNTNLB	7504	Kenton Library	490	0.30		29077	Shaftesbury Avenue	398	0.25
	16123	Hunters Grove	317	0.20		29075	Treave Avenue	465	0.29
	16125	Woodcock Hill / Kenton Lane	473	0.29		29073	Lascelles Avenue	389	0.24
	25066	St Leonards Avenue	279	0.17		BP3073	St Georges Centre	812	0.50
	16126	Upton Gardens	309	0.19	HARRBS	R0839	Harrow Bus Station	214	0.13
KNTNSN	1757	Kenton Station	385	0.24		37312	Harrow Town Centre	359	0.22
	20040	Northwick Avenue	319	0.20		34975	Harrow Town Centre / Sheepcote Road	122	0.08
	16128	Harrow High School	534	0.33		BP4380	Sheepcote Road	327	0.20
	BP5742	Gayton Road	228	0.14		34087	Harrow High School	346	0.21
	BP5591	Harrow Town Centre / St John's Road	332	0.21		20041	Northwick Avenue	409	0.25
	BP5592	Harrow Town Centre	208	0.13	KNTNSN	34328	Kenton Station	316	0.20
HARRBS	R0842	Harrow Bus Station	323	0.20		1756	Carlton Avenue	261	0.16
	29074	Lascelles Avenue	795	0.49		16127	Odeon Parade / Upton Gardens	202	0.13
	29076	Whitmore Road	423	0.26		17663	St Leonard's Avenue	291	0.18
	29078	Porlock Avenue	428	0.27		16124	Kenton Road	316	0.20
	29079	Dudley Road	304	0.19		16122	Hunters Grove	433	0.27
	16135	Grange Road	323	0.20	KNTNLB	16121	Kenton Library	309	0.19
SHARSN	2534	South Harrow Station	533	0.33		16119	Morley Crescent West	459	0.29
	16415	Corbins Lane	539	0.33		25453	Portland Crescent	447	0.28
	16416	Alexandra Avenue	342	0.21		9111	Queensbury Circle	421	0.26
	14362	Kings Road	554	0.34		16118	The Honeypot	270	0.17
ECOLEA	15263	Holyrood Avenue	622	0.39	QBRYSN	16116	Queensbury Station	503	0.31
	25134	Stonefield Way	360	0.22		16114	Turner Road	454	0.28
	15264	Civic Way	419	0.26		12882	The Parade / Cotman Gardens	487	0.30
	15267	South Ruislip Station	604	0.38		16113	The Highlands	449	0.28
	15269	West Mead	342	0.21		27971	Watling Avenue	626	0.39
SRUIBB	15271	Torcross Road	431	0.27	BTOKSN	25027	Burnt Oak Station	239	0.15
	15273	Torrington Road	656	0.41		34719	Gunter Grove	348	0.22
	25161	Cornwall Road	413	0.26		16110	Burnt Oak Leisure Centre	295	0.18
RSMRSN	15274	Ruislip Manor Station	250	0.16		16109	Goldbeaters Grove	408	0.25
RUISSN	27858	Ruislip Station	712	0.44		33648	Woodcroft Avenue	425	0.26
					MLHBSN	33771	Mill Hill Broadway Station	510	0.32
Total Route Mileage - Out Direction			19231	11.95	Total Route Mileage - Back Direction			19478	12.10
			Metres	Miles				Metres	Miles

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 114

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This document should be read in conjunction with the Corporation's Guide for Tenderers (Part A: Explanatory Notes - Service Requirements). Where appropriate, reference is made to the relevant section.

1. TENDERS REQUIRED

This document describes the service for which the Corporation requires Tenders and Tenderers **must** submit a fully compliant bid. In addition, Tenderers **may** wish to draw upon their local knowledge to submit alternative bids which offer improved value for money in meeting passenger needs. These might incorporate, for example, different timings, frequencies, route structures and/or vehicles. The Corporation will welcome such bids and give them careful consideration.

For more information, please refer to Section 2.1 of Part A of the Guide for Tenderers.

2. PROPOSED CHANGES

At this time, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. 114.

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:

- Sunday shopping period and early evening frequencies are increased from every 20 minutes to every 12 minutes.
- Late evening frequencies are increased from every 30 minutes to every 12 minutes.

3. TERMINALS

Route No. 114 will operate between Mill Hill Broadway Station and Ruislip Station.

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. 114 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. 114 is currently approved for vehicles which are a maximum of 10.6 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 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. Mill Hill Broadway Station to Ruislip Station

0450 - 0515	Every 20 minutes
0516 - 0600	Every 15 minutes
0601 - 0635	Every 12 minutes
0636 - 1900	Every 10 minutes
1901 - 0050	Every 12 minutes

First departure from Mill Hill Broadway no later than 0455.
Last departure from Mill Hill Broadway no earlier than 0045.

Tenderers should ensure that buses are no more than 10 minutes apart at South Harrow Station between 0710 and 0910 and between 1445 and 1635.

2. Ruislip Station to Mill Hill Broadway Station

0445 - 0530	Every 20 minutes
0531 - 0615	Every 15 minutes
0616 - 0635	Every 12 minutes
0636 - 1900	Every 10 minutes
1901 - 0045	Every 12 minutes

First departure from Ruislip Station no later than 0450.
Last departure from Ruislip Station no earlier than 0040.

Tenderers should ensure that buses are no more than 10 minutes apart at Queensbury Station between 0715 and 0915 and between 1450 and 1625.

6.2 Saturdays & Good Friday

1. Mill Hill Broadway Station to Ruislip Station

0450 - 0615	Every 20 minutes
0616 - 0800	Every 15 minutes
0801 - 0900	Every 12 minutes
0901 - 1800	Every 10 minutes
1801 - 0050	Every 12 minutes

First departure from Mill Hill Broadway no later than 0455.
Last departure from Mill Hill Broadway no earlier than 0045.

Tenderers should ensure that buses are no more than 10 minutes apart at South Harrow Station between 0930 and 1140.

2. Ruislip Station to Mill Hill Broadway Station

0445 - 0650	Every 20 minutes
0651 - 0805	Every 15 minutes
0806 - 0855	Every 12 minutes
0856 - 1800	Every 10 minutes
1801 - 0045	Every 12 minutes

First departure from Ruislip Station no later than 0450.
Last departure from Ruislip Station no earlier than 0040.

Tenderers should ensure that buses are no more than 10 minutes apart at Queensbury Station between 0935 and 1145.

6.3 Sundays

1. Mill Hill Broadway Station to Ruislip Station

0540 - 0815	Every 30 minutes
0816 - 0855	Every 20 minutes
0856 - 0925	Every 15 minutes
0926 - 0050	Every 12 minutes

First departure from Mill Hill Broadway no later than 0545.
Last departure from Mill Hill Broadway no earlier than 0045.

Tenderers should ensure that buses are no more than 12 minutes apart at South Harrow Station between 1000 and 1135.

2. Ruislip Station to Mill Hill Broadway Station

0535 - 0800	Every 30 minutes
0801 - 0900	Every 20 minutes
0901 - 0930	Every 15 minutes
0931 - 0045	Every 12 minutes

First departure from Ruislip Station no later than 0540.
Last departure from Ruislip Station no earlier than 0040.

Tenderers should ensure that buses are no more than 12 minutes apart at Queensbury Station between 1035 and 1135.

6.4 Boxing Day

1. Mill Hill Broadway Station to Ruislip Station

0815 - 0855	Every 20 minutes
0856 - 0925	Every 15 minutes
0926 - 0050	Every 12 minutes

First departure from Mill Hill Broadway no later than 0820.
Last departure from Mill Hill Broadway no earlier than 0045.

Tenderers should ensure that buses are no more than 12 minutes apart at South Harrow Station between 1000 and 1135.

2. Ruislip Station to Mill Hill Broadway Station

0800 - 0900	Every 20 minutes
0901 - 0930	Every 15 minutes
0931 - 0045	Every 12 minutes

First departure from Ruislip Station no later than 0805.
Last departure from Ruislip Station no earlier than 0040.

Tenderers should ensure that buses are no more than 12 minutes apart at Queensbury Station between 1035 and 1135.

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. 114 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. 114 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. 114

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 Ruislip Station

Mill Hill Broadway
Burnt Oak Station \$
Harrow Bus Station
South Harrow

Towards Mill Hill Broadway Station

Ruislip
Harrow Bus Station
Burnt Oak Station \$

Total scheduled manual QSI surveys per quarter = 112.

\$ This location observed simultaneously in both directions - counted as two surveys.

8. RUNNING TIMES

Extracts from the public timetable with sample running times for Route No. 114 are attached at Appendix B. This gives an indication of the time required to travel the route. Attention is drawn to the variations in running times at different times of the day. Please refer to Section 2.8 of Part A of the Guide for Tenderers for further information.

Tenderers should 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 the early evening and the Saturday shopping period.

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. 114 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. 114 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. 114 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. 114:

- Route No. 114 can suffer from unpredictable delays in the Burnt Oak and Harrow areas.

Tenderers should also note the following factors/events which may have an impact on Route No. 114 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. 114 must serve all stops on the line of route designated for the route. There are two types of bus stop:

- Compulsory (white stop flag): where all buses must stop.
- Request (red stop flag): where buses are only required to stop if a passenger rings the bell or an intending passenger signals to the driver.

Tenderers should note that there are proposals (subject to consultation) to remove the distinction between compulsory and request stops. If approved, the successful Tenderer will be advised of these changes in detail.

14. TIMING POINTS & MILEAGES

Timing Points

Buses should be timed at the following points:

Route No. 114

Towards Ruislip Station

Mill Hill Broadway Station

Burnt Oak Station
 Burnt Oak Broadway
 Queensbury Station
 Kenton *Library*
 Kenton Station
 Harrow *Bus Station*
 South Harrow Station
 Eastcote Lane *Eastcote Arms*
 South Ruislip *Black Bull*
 Ruislip Manor Station

Ruislip Station

Towards Mill Hill Broadway Station

Ruislip Station

Ruislip Manor Station
 South Ruislip *Black Bull*
 Eastcote Lane *Eastcote Arms*
 South Harrow Station
 Harrow *Bus Station*
 Kenton Station
 Kenton *Library*
 Queensbury Station
 Burnt Oak Broadway
 Burnt Oak Station

Mill Hill Broadway Station

Mileages for Route No. 114

Mill Hill Broadway Station to Ruislip Station	11.8 miles
Ruislip Station to Mill Hill Broadway Station	12.1 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. 114 from the commencement of the new Route Agreement must be in a livery that is exclusively Corporation red. The paint should be matched accurately to the colour as defined by the following manufacturer's specifications:

ICI London Bus Red P498 FPF 3

Other manufacturers should also be able to produce this specification from the ICI colour chart.

This requirement does not include the lower panels which may be in a different colour but which shall not exceed 50cm in height, or the rooftop which should be painted white so as to reduce temperatures inside the vehicle during the summer months.

The positioning and size of Operators' logos are to be agreed between the Operator and the Corporation and, where possible, these should be above the front doors on the nearside of the vehicles and above the drivers' offside cab windows.

All livery proposals must be submitted to the Contracts Tendering Manager for approval.

APPENDIX A: ROUTE RECORD

ROUTE No. 114: MILL HILL BROADWAY STATION - RUISLIP STATION

STREETS TRAVERSED

Towards Ruislip Station: Mill Hill Broadway Bus Station, The Broadway, Bunn's Lane, Lyndhurst Avenue, Abbots Road, Eversfield Gardens, Watling Avenue, Burnt Oak Broadway, Stag Lane, Mollison Way, Turner Road, Queensbury Station Parade, Cumberland Road, Honeypot Lane, Streatfield Road, Kenton Lane, Kenton Road, Sheepcote Road, Gayton Road, Station Road, College Road, Junction Road, Bessborough Road, Lascelles Avenue, Treve Avenue, Porlock Avenue, Shaftesbury Circle, Shaftesbury Avenue, Northolt Road, Eastcote Lane, Victoria Road, Pembroke Road, Station Approach.

Towards Mill Hill Broadway Station: Station Approach, Pembroke Road, Victoria Road, Eastcote Lane, Northolt Road, Shaftesbury Avenue, Shaftesbury Circle, Porlock Avenue, Treve Avenue, Lascelles Avenue, Bessborough Road, Junction Road, circumnavigate roundabout with junction with Pinner Road, Junction Road, College Road, Headstone Road, Kymberley Road, Harrow Bus Station, College Road, Station Road, Sheepcote Road, Kenton Road, Kenton Lane, Streatfield Road, Honeypot Lane, Cumberland Road, Queensbury Station Parade, Turner Road, Mollison Way, Stag Lane, Burnt Oak Broadway, Watling Avenue, Woodcroft Avenue, Bunn's Lane, The Broadway, Mill Hill Broadway Bus Station.

STANDS, TURNING POINTS AND DESTINATION BLINDS

Tenderers should note that under normal circumstances, the specific restrictions relating to each stand will apply to the whole stand at all times. Any variation to such standing arrangements must be agreed by the Corporation. In addition, Tenderers should note the following general requirements:

- 1) Drivers MUST switch off engines during layover periods at bus stations or on stands.
- 2) No meal reliefs may be taken on any stand (on or off line of route) without the permission of the Corporation.
- 3) No crew ferry vehicles may enter any stand (on or off line of route) without the permission of the Corporation.
- 4) Destination blind displays to be used are shown under each stand description. Tenderers may suggest, within their bids, alternative blind displays.
- 5) The intermediate (also known as via) blind display to be used on the nearside of the vehicle is shown in the box below:

114 via Harrow

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.

MILL HILL BROADWAY STATION, WEST SIDE

Private stand for 3 buses on west side of Mill Hill Broadway Station Forecourt commencing 4 metres south of Bus Stop 33771 and extending 39.3 metres north.

Buses proceed from Mill Hill Broadway Bus Station direct to stand, departing to Mill Hill Broadway Bus Station. Set down and pick up in Mill Hill Broadway Bus Station, at stop B.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 vehicles on Route No. 114 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
OTHER INFORMATION:	Toilet facilities available 24 hours a day.
BLIND DISPLAY:	Mill Hill Broadway

QUEENSBURY STATION

Public stand on east side Queensbury Circus (eastern arm), between the two arms of Queensbury Station Parade, commencing 8 metres north of lamp standard No. 44 and extending 22 metres north.

From Mill Hill Broadway Station

Buses proceed from Queensbury Station Parade direct to stand, departing to Queensbury Station Parade. Set down in Queensbury Station Parade, at stop BB and pick up in Queensbury Station Parade, at stop AA.

From Ruislip Station

Buses proceed from Queensbury Station Parade direct to stand, departing to Queensbury Station Parade. Set down in Queensbury Station Parade, at stop AA and pick up in Queensbury Station Parade, at stop BB.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	To be used for unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Queensbury

HARROW BUS STATION

Private stand in Harrow Bus Station.

From Mill Hill Broadway Station

Buses proceed from College Road via Harrow Bus Station to stand, departing via Harrow Bus Station and College Road to Harrow Bus Station. Set down in Harrow Bus Station, at stop A and pick up in Harrow Bus Station, at stop E.

From Ruislip Station

Buses proceed from Harrow Bus Station direct to stand, departing via Harrow Bus Station to College Road. Set down in Harrow Bus Station, at stop E and pick up in College Road, at stop B.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	To be used for unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Harrow

SOUTH HARROW STATION

Stand in two sections -

1. Public stand for 1 bus in marked bay on east side of South Hill Avenue commencing 1 metre north of No.4 South Hill Avenue and extending 12 metres north.
2. Private stand for up to 6 buses on South Harrow Station Forecourt on west side of South Hill Avenue.

From Mill Hill Broadway Station

Buses proceed from Northolt Road via South Hill Avenue to stand, departing via South Hill Avenue and South Harrow Bus Station to Northolt Road. Set down in South Hill Avenue, at alighting Point Z1 and pick up in Northolt Road, at stop RD.

From Ruislip Station

Buses proceed from Northolt Road via South Hill Avenue to stand, departing via South Hill Avenue and South Harrow Bus Station to Northolt Road. Set down in Northolt Road, at stop F and pick up in Northolt Road, at stop D.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	To be used for unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	South Harrow

EASTCOTE, EASTCOTE ARMS (from Mill Hill Broadway Station)

Public stand on north side of Eastcote Lane, commencing opposite the front door of No. 383 and extending 11 metres westward.

Buses proceed from Eastcote Lane via circumnavigating roundabout (with junction with Field End Road) to Eastcote Lane to stand, departing to Eastcote Lane. Set down and pick up in Eastcote Lane.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	To be used for unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Field End Road, Victoria Road

RUISLIP STATION (EAST SIDE)

Private stand on east side of Ruislip Station Approach, commencing 25 metres south of Pembroke Road and extending 47 metres south.

Buses proceed from Station Approach direct to stand, departing to Station Approach. Set down in Station Approach, at alighting point Z1 and pick up in Station Approach, at stop A.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 vehicles on Route No. 114 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
OTHER INFORMATION:	LUL toilet facilities available (Mon-Sat: 0600-0030 & Sun: 0700-0030).
BLIND DISPLAY:	Ruislip

APPENDIX B: SAMPLE RUNNING TIMES FOR ROUTE No. 114

(based on current schedule)

MONDAYS TO FRIDAYS**1. Mill Hill Broadway Station to Ruislip Station**

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical evening	Typical late evening
Mill Hill Broadway Station	0530	0804	1231	1700	2000	2315
Burnt Oak Station	0534	0811	1237	1706	2004	2319
Burnt Oak Broadway	0535	0813	1239	1709	2006	2320
Queensbury Station	0538	0818	1244	1714	2011	2323
Kenton <i>Library</i>	0542	0828	1251	1723	2016	2327
Kenton Station	0545	0837	1258	1730	2021	2330
Harrow <i>Bus Station</i>	0550	0845	1305	1738	2026	2335
South Harrow Station	0556	0855	1313	1749	2034	2341
Eastcote Lane <i>Eastcote Arms</i>	0601	0903	1320	1758	2040	2346
South Ruislip <i>Black Bull</i>	0605	0909	1325	1803	2045	2350
Ruislip Manor Station	0608	0913	1328	1807	2048	2353
Ruislip Station	0610	0916	1341	1810	2050	2355
	40 minutes	72 minutes	70 minutes	70 minutes	50 minutes	40 minutes

2. Ruislip Station to Mill Hill Broadway Station

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical evening	Typical late evening
Ruislip Station	0532	0808	1234	1703	2012	2312
Ruislip Manor Station	0534	0811	1236	1705	2014	2314
South Ruislip <i>Black Bull</i>	0536	0815	1239	1708	2017	2316
Eastcote Lane <i>Eastcote Arms</i>	0540	0821	1245	1714	2021	2320
South Harrow Station	0544	0829	1252	1722	2026	2324
Harrow <i>Bus Station</i>	0551	0840	1302	1732	2034	2331
Kenton Station	0556	0850	1309	1740	2039	2336
Kenton <i>Library</i>	0600	0856	1314	1746	2044	2340
Queensbury Station	0605	0906	1321	1756	2050	2345
Burnt Oak Broadway	0608	0912	1327	1802	2054	2348
Burnt Oak Station	0609	0914	1329	1804	2056	2349
Mill Hill Broadway Station	0615	0921	1336	1812	2102	2354
	43 minutes	73 minutes	62 minutes	69 minutes	50 minutes	42 minutes

SATURDAYS1. Mill Hill Broadway Station to Ruislip Station

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical evening	Typical late evening
Mill Hill Broadway Station	0535	1106	1506	2000	2315
Burnt Oak Station	0539	1112	1512	2004	2319
Burnt Oak Broadway	0540	1115	1515	2006	2320
Queensbury Station	0543	1120	1520	2010	2323
Kenton <i>Library</i>	0547	1128	1528	2015	2327
Kenton Station	0550	1135	1535	2020	2330
Harrow <i>Bus Station</i>	0555	1143	1543	2025	2335
South Harrow Station	0601	1151	1551	2032	2341
Eastcote Lane <i>Eastcote Arms</i>	0606	1158	1558	2038	2346
South Ruislip <i>Black Bull</i>	0610	1203	1603	2043	2350
Ruislip Manor Station	0613	1207	1607	2046	2353
Ruislip Station	0615	1210	1610	2048	2355
	40 minutes	64 minutes	64 minutes	48 minutes	40 minutes

2. Ruislip Station to Mill Hill Broadway Station

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical evening	Typical late evening
Ruislip Station	0532	1103	1503	2012	2312
Ruislip Manor Station	0534	1105	1505	2014	2314
South Ruislip <i>Black Bull</i>	0536	1109	1509	2017	2316
Eastcote Lane <i>Eastcote Arms</i>	0540	1115	1515	2021	2320
South Harrow Station	0544	1122	1522	2026	2324
Harrow <i>Bus Station</i>	0551	1132	1532	2034	2331
Kenton Station	0556	1142	1540	2039	2336
Kenton <i>Library</i>	0600	1150	1546	2044	2340
Queensbury Station	0605	1156	1553	2050	2345
Burnt Oak Broadway	0608	1203	1559	2054	2348
Burnt Oak Station	0609	1209	1602	2056	2349
Mill Hill Broadway Station	0614	1212	1609	2102	2354
	42 minutes	69 minutes	66 minutes	50 minutes	42 minutes

SUNDAYS**1. Mill Hill Broadway Station to Ruislip Station**

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical evening	Typical late evening
Mill Hill Broadway Station	0615	1105	1505	2010	2315
Burnt Oak Station	0619	1111	1511	2014	2319
Burnt Oak Broadway	0620	1113	1513	2016	2320
Queensbury Station	0623	1118	1518	2020	2323
Kenton <i>Library</i>	0627	1125	1525	2025	2327
Kenton Station	0630	1131	1531	2030	2330
Harrow <i>Bus Station</i>	0635	1137	1537	2035	2335
South Harrow Station	0641	1145	1545	2041	2341
Eastcote Lane <i>Eastcote Arms</i>	0646	1152	1552	2047	2346
South Ruislip <i>Black Bull</i>	0650	1157	1557	2051	2350
Ruislip Manor Station	0653	1200	1600	2054	2353
Ruislip Station	0655	1203	1603	2056	2355
	40 minutes	58 minutes	58 minutes	46 minutes	40 minutes

SUNDAYS - continued2. Ruislip Station to Mill Hill Broadway Station

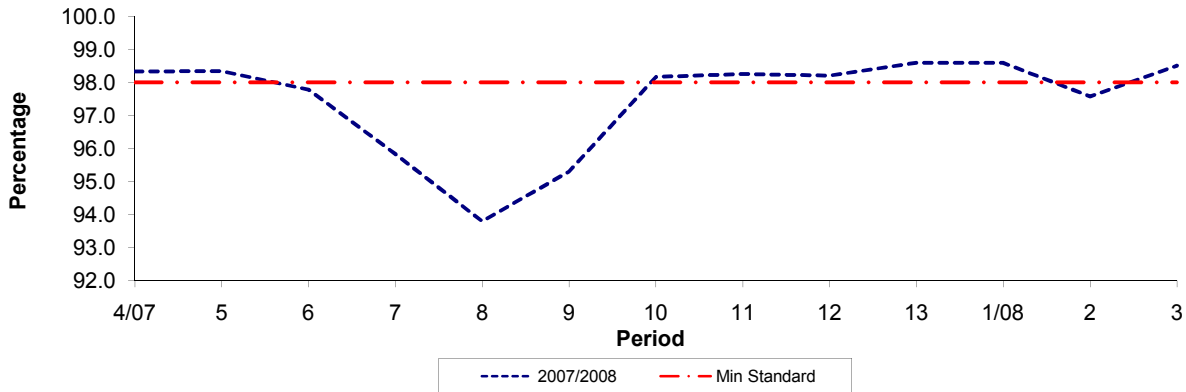
	Typical Early morning	Typical late AM shopping period	Typical PM shopping period	Typical evening	Typical late evening
Ruislip Station	0612	1054	1514	2012	2312
Ruislip Manor Station	0614	1056	1516	2014	2314
South Ruislip <i>Black Bull</i>	0616	1059	1519	2017	2316
Eastcote Lane <i>Eastcote Arms</i>	0620	1104	1524	2021	2320
South Harrow Station	0624	1110	1530	2026	2324
Harrow <i>Bus Station</i>	0631	1120	1540	2034	2331
Kenton Station	0636	1127	1547	2039	2336
Kenton <i>Library</i>	0640	1132	1552	2043	2340
Queensbury Station	0645	1138	1558	2049	2345
Burnt Oak Broadway	0648	1144	1604	2052	2348
Burnt Oak Station	0649	1146	1606	2053	2349
Mill Hill Broadway Station	0654	1153	1613	2058	2354
	42 minutes	59 minutes	59 minutes	46 minutes	42 minutes

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

PART B - PERFORMANCE STATISTICS

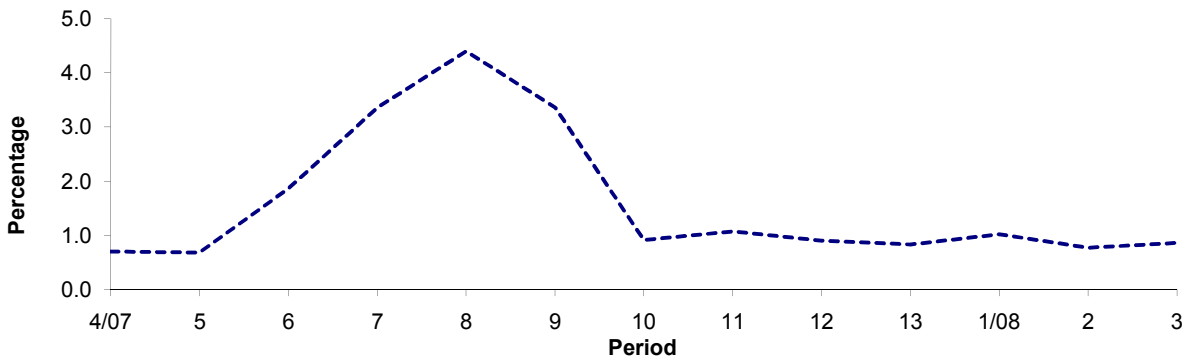
Route 114

Mileage Operated



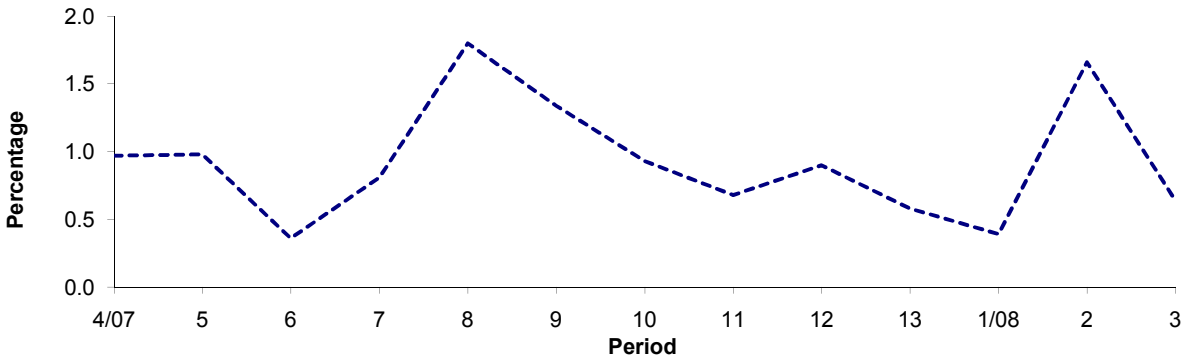
Period	4/07	5	6	7	8	9	10	11	12	13	1/08	2	3
2007/2008	98.33	98.34	97.78	95.83	93.80	95.30	98.16	98.25	98.20	98.59	98.59	97.57	98.50
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	4/07	5	6	7	8	9	10	11	12	13	1/08	2	3
2007/2008	0.70	0.68	1.86	3.36	4.40	3.36	0.91	1.07	0.90	0.83	1.02	0.77	0.86

Non Deductible Mileage

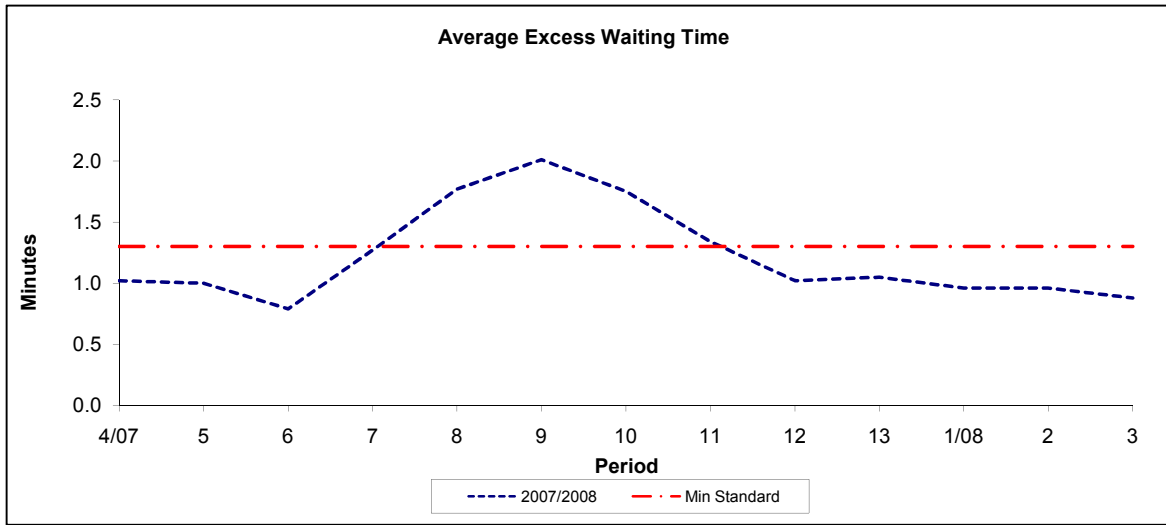


Period	4/07	5	6	7	8	9	10	11	12	13	1/08	2	3
2007/2008	0.97	0.98	0.36	0.81	1.80	1.34	0.93	0.68	0.90	0.58	0.39	1.66	0.64

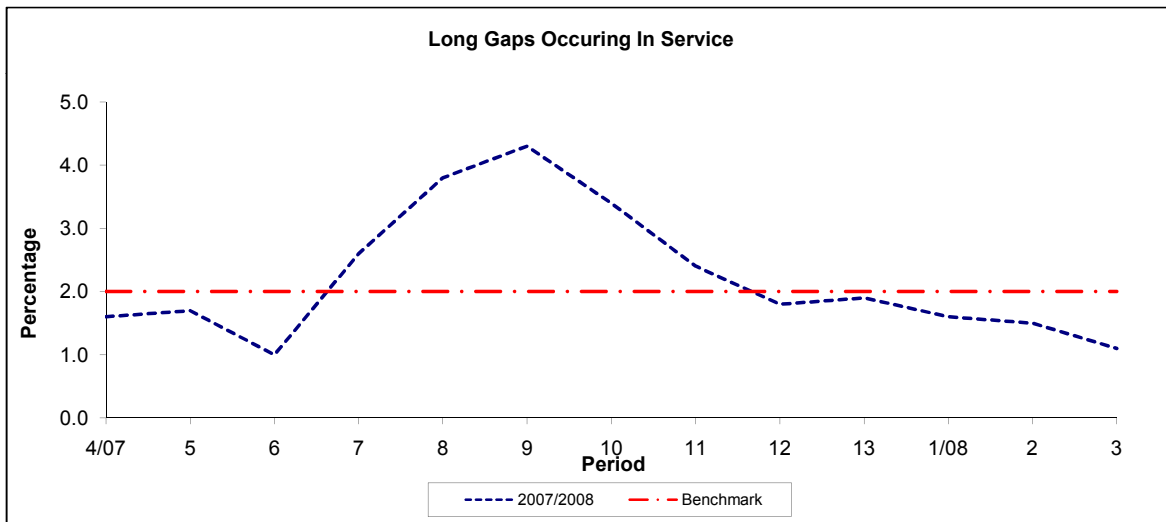
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 114



Period	4/07	5	6	7	8	9	10	11	12	13	1/08	2	3
2007/2008	1.02	1.00	0.79	1.27	1.77	2.01	1.75	1.34	1.02	1.05	0.96	0.96	0.88
Min Standard	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30



Period	4/07	5	6	7	8	9	10	11	12	13	1/08	2	3
2007/2008	1.60	1.70	1.00	2.60	3.80	4.30	3.40	2.40	1.80	1.90	1.60	1.50	1.10
Benchmark	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00

Note : Reliability is based on 12 weeks rolling data