

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE Nos. 10 & N10

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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 Nos. 10 & N10.

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 No. N10 is restructured to operate between Hammersmith Bus Station, Upper Level and Kings Cross Station, York Way to replicate the day service. The section between Richmond Bus Station and Hammersmith Bus Station, Upper Level is withdrawn. Thus Route No. 10 will be a 24 hour service. There is no change to the nightly frequency of every 30 minutes;
- In association with this change a nightly service operating at a frequency of every 30 minutes will be introduced on Route No. 33 to provide a 24 hour service;
- The designation Route No. N10 is used for contractual purposes only. This service will be marketed as Route No. 10. This includes all publicity, including destination blind displays;
- **Tenderers must identify the cost of the Nightly element of this service separately.**

3. TERMINALS

Route Nos. 10 & N10 will operate between Hammersmith Bus Station, Upper Level and Kings Cross Station, York Way.

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 Nos. 10 & N10 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
Nightly	Section 6.5
New Year's Eve night/New Year's Day morning*	Nightly service
Christmas Eve night/Christmas Day morning	No service
Christmas Day night/Boxing Day morning	No service

* The New Year's Eve service level should be regarded as a minimum and any frequency increases and / or diversions will be discussed with the successful Tenderer on an annual basis.

5. VEHICLE TYPE

Please refer to Section 2.5 of Part A of the Guide for Tenderers.

Route Nos. 10 & N10 are currently approved for vehicles which are a maximum of 10.6 metres long and 2.5 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.

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. Hammersmith Bus Station, Upper Level to Kings Cross Station, York Way

0540 - 0600	Every 15 minutes
0601 - 0630	Every 10 minutes
0631 - 0655	Every 8 minutes
0656 - 0740	Every 6 minutes
0741 - 0840	Every 5 - 6 minutes (11 buses per hour)
0841 - 0955	Every 6 minutes
0956 - 2030	Every 7- 8 minutes (8 buses per hour)
2031 - 2130	Every 10 minutes
2131 - 0035	Every 12 minutes

First departure from Hammersmith Bus Station, Upper Level no later than 0545.
Last departure from Hammersmith Bus Station, Upper Level no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 6 minutes apart at Marble Arch, Oxford Street between 0725 and 0820, no more than 6 minutes apart between 0821 and 0925, and no more than 8 minutes apart between 1525 and 1700.

2. Kings Cross Station, Wharfdale Road to Hammersmith Bus Station, Upper Level

0510 - 0545	Every 15 minutes
0546 - 0615	Every 10 minutes
0616 - 0640	Every 8 minutes
0641 - 1000	Every 6 minutes
1001 - 2015	Every 7- 8 minutes (8 buses per hour)
2016 - 2105	Every 10 minutes
2106 - 0010	Every 12 minutes

First departure from Kings Cross Station, Wharfdale Road no later than 0515.
Last departure from Kings Cross Station, Wharfdale Road no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 6 minutes apart at Kensington, Royal Albert Hall between 0730 and 0930 and no more than 8 minutes apart between 1525 and 1735.

6.2 Saturdays & Good Friday

1. Hammersmith Bus Station, Upper Level to Kings Cross Station, York Way

0540 - 0725	Every 15 minutes
0726 - 0740	Every 12 minutes
0741 - 0850	Every 10 minutes
0851 - 1930	Every 7- 8 minutes (8 buses per hour)
1931 - 2100	Every 10 minutes
2101 - 0035	Every 12 minutes

First departure from Hammersmith Bus Station, Upper Level no later than 0545.
Last departure from Hammersmith Bus Station, Upper Level no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Marble Arch, Oxford Street between 0935 and 1105.

2. Kings Cross Station, Wharfdale Road to Hammersmith Bus Station, Upper Level

0510 - 0700	Every 15 minutes
0701 - 0735	Every 12 minutes
0736 - 0845	Every 10 minutes
0846 - 1945	Every 7 - 8 minutes (8 buses per hour)
1946 - 2105	Every 10 minutes
2106 - 0010	Every 12 minutes

First departure from Kings Cross Station, Wharfdale Road no later than 0515.
Last departure from Kings Cross Station, Wharfdale Road no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Kensington, Royal Albert Hall between 0935 and 0955 and no more than 8 minutes apart between 0956 and 1105.

6.3 Sundays

1. Hammersmith Bus Station, Upper Level to Kings Cross Station, York Way

0540 - 0845 Every 15 minutes
0846 - 0035 Every 12 minutes

First departure from Hammersmith Bus Station, Upper Level no later than 0545.
Last departure from Hammersmith Bus Station, Upper Level no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Marble Arch, Oxford Street between 1035 and 1135.

2. Kings Cross Station, Wharfdale Road to Hammersmith Bus Station, Upper Level

0510 - 0845 Every 15 minutes
0846 - 0010 Every 12 minutes

First departure from Kings Cross Station, Wharfdale Road no later than 0515.
Last departure from Kings Cross Station, Wharfdale Road no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Kensington, Royal Albert Hall between 0940 and 1130.

6.4 Boxing Day

1. Hammersmith Bus Station, Upper Level to Kings Cross Station, York Way

0810 - 0855 Every 15 minutes
0856 - 0035 Every 12 minutes

First departure from Hammersmith Bus Station, Upper Level no later than 0815.
Last departure from Hammersmith Bus Station, Upper Level no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Marble Arch, Oxford Street between 1035 and 1135.

2. Kings Cross Station, Wharfdale Road to Hammersmith Bus Station, Upper Level

0810 - 0840 Every 15 minutes
0841 - 0010 Every 12 minutes

First departure from Kings Cross Station, Wharfdale Road no later than 0815.
Last departure from Kings Cross Station, Wharfdale Road no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Kensington, Royal Albert Hall between 0940 and 1130.

6.5 Nightly

1. Hammersmith Bus Station, Upper Level to Kings Cross Station, York Way

0055 - 0535 Every 30 minutes

First departure from Hammersmith Bus Station, Upper Level no later than 0100.
Last departure from Hammersmith Bus Station, Upper Level no earlier than 0530.

2. Kings Cross Station, Wharfdale Road to Hammersmith Bus Station, Upper Level

0025 - 0505 Every 30 minutes

First departure from Kings Cross Station, Wharfdale Road no later than 0030.
Last departure from Kings Cross Station, Wharfdale Road no earlier than 0500.

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

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 Nos. 10 & N10 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 Nos. 10 & N10 shall be:

Average Excess Wait Time:	No more than 1.30 minutes
Minimum Operated Mileage:	No less than 98.00%

The **minimum** standards of acceptable performance for Route No. N10 shall be:

Departing on Time	No less than 85.00%
Minimum Operated Mileage	No less than 99.00%

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

It is unlikely that the minimum number of QSI surveys for performance measurement will be conducted on Route No. N10 at present. However, this may change at a later date.

QSI Thresholds

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

Average Excess Wait Time Threshold = 1.15 minutes

It is unlikely that the minimum number of QSI surveys for Threshold measurement will be conducted on Route No. N10 at present. However, this may change at a later date when a Threshold figure may be published.

Summary of proposed QSI coverage: Route Nos. 10 & N10

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

Westbound (towards Hammersmith)

Kings Cross
Marble Arch
Hyde Park Corner

Eastbound (towards Kings Cross)

Hammersmith
High Street Kensington
Hyde Park Corner
Oxford Circus

Total scheduled manual QSI surveys per quarter = 112.

8. RUNNING TIMES

Extracts from the public timetable with sample running times for Route Nos. 10 & N10 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 early evening and the Saturday and Sunday Shopping periods.

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

- the minimum performance standards for Route Nos. 10 & N10 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.

In order to meet reliability targets, Tenderers may wish to consider the inclusion of a boarding time allowance at Oxford Circus as appropriate on all or some nights.

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. 10 should interwork with Route No. N10 to form a seamless 24 hour service.

Route No. 10 should interwork with Route No. 390 between Kings Cross Station and Marble Arch on all evenings and Sundays, and be best separated at all other times.

Route No. 10 should interwork with Route No. 9 between Hyde Park Corner and Hammersmith Bus Station on early Sunday AM, and be best separated at all other times.

Route No. N10 should be best separated from Route No. N9 between Hyde Park Corner and Hammersmith Bus Station on all nights.

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 Nos. 10 & N10 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 Nos. 10 & N10:

- Route Nos. 10 & N10 can suffer from unpredictable traffic delays throughout the route at all times, particularly during peak periods.

Tenderers should also note the following factors / events which may have an impact on Route Nos. 10 & N10 in the foreseeable future:

- Demand to and from Kings Cross Station is expected to increase significantly with the new domestic and international services on the High Speed 1 line;
- The construction impacts of Crossrail will affect Route No. 10 at Tottenham Court Road. There may be other impacts in the area during construction;
- 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 Nos. 10 & N10 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 Nos. 10 & N10

Hammersmith Bus Station, Upper Level to Kings Cross Station, York Way

6.9 miles

Kings Cross Station, Wharfdale Road to Hammersmith Bus Station, Upper Level

7.7 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 Nos. 10 & N10 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. 10: HAMMERSMITH BUS STATION, UPPER LEVEL - KINGS CROSS STATION

STREETS TRAVERSED

Towards Kings Cross Station: Hammersmith Bus Station, Hammersmith Broadway, Hammersmith Road, Kensington High Street, Kensington Road, Kensington Gore, Kensington Road, Knightsbridge, Hyde Park Corner, Park Lane, Cumberland Gate, Tyburn Way, Marble Arch, Oxford Street, Tottenham Court Road, Euston Road, Euston Bus Station, Grafton Place, Churchway, Euston Road, York Way.

Towards Hammersmith Bus Station: Wharfdale Road, Caledonian Road, King's Cross Bridge, Gray's Inn Road, Euston Road, Gower Street, Bedford Square, Bloomsbury Street, New Oxford Street, Oxford Street, Park Lane, Hyde Park Corner, Duke Of Wellington Place, Grosvenor Place, Knightsbridge, Kensington Road, Kensington Gore, Kensington Road, Kensington High Street, Hammersmith Road, Butterwick, Talgarth Road, Hammersmith 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:

10 via Knightsbridge

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.

HAMMERSMITH BUS STATION

Private stand in Hammersmith Bus Station, upper level, in 2 portions, either side of the main central passenger island.

Buses proceed from Hammersmith Bus Station direct to stand, departing to Hammersmith Bus Station. Set down in Hammersmith Bus Station, at stop F and pick up in Hammersmith Bus Station, at stop H.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route Nos. 10 & N10 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 0700-2200 daily.
BLIND DISPLAY:	Hammersmith

KENSINGTON HIGH STREET (from King's Cross Station)

Buses proceed from Kensington High Street via Holland Road, Addison Crescent and Addison Road departing to Kensington High Street. Set down in Kensington High Street, at stop Z and pick up in Kensington High Street, at stop W.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Kensington, Holland Road

KENSINGTON, QUEEN'S GATE (from Kings Cross Station)

Public stand on north side of Prince Consort Road, commencing 38 metres east of Queens Gate and extending 23 metres east.

Buses proceed from Kensington Gore via Queen's Gate and Prince Consort Road to stand, departing via Prince Consort Road, Exhibition Road and Kensington Gore to Kensington Road. Set down in Kensington Gore, at stop RC and pick up in Kensington Road, at stop RM.

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:	Royal Albert Hall

HYDE PARK CORNER, ACHILLES WAY

Public stand on north side of Achilles Way, commencing 18 metres west of the southbound carriageway of Park Lane and extending 12 metres west.

From Hammersmith Bus Station

Buses proceed from Hyde Park Corner via Park Lane (northbound) and Achilles Way to stand, departing via Achilles Way, Park Lane (southbound), Hyde Park Corner, Duke Of Wellington Place and Grosvenor Place to Knightsbridge. Set down in Knightsbridge, at stop W and pick up in Knightsbridge, at stop M.

From Kings Cross Station

Buses proceed from Park Lane via Achilles Way to stand, departing via Achilles Way to Park Lane (northbound). Set down in Park Lane, at stop B and pick up in Park Lane, at stop Y.

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:	Hyde Park Corner

MARBLE ARCH, TYBURN WAY

Public stand on west side of Tyburn Way, commencing 1 metre south of lamp standard No. 20512 and extending 33 metres south.

From Hammersmith Bus Station

Buses proceed from Park Lane via Cumberland Gate and Tyburn Way to stand, departing via Tyburn Way and Marble Arch to Park Lane. Set down in Park Lane, at stop W and pick up in Park Lane, at stop R.

From Kings Cross Station

Buses proceed from Oxford Street via Park Lane, Cumberland Gate and Tyburn Way to stand, departing via Tyburn Way and Marble Arch to Oxford Street. Set down in Oxford Street, at stop F and pick up in Oxford Street, at stop K.

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:	Marble Arch

OXFORD CIRCUS, HOLLES STREET (WEST SIDE) (from Kings Cross Station)

Public stand on west side of Holles Street, commencing 12 metres south of the northern building line of John Lewis and extending 73 metres south to lamp standard No 212.

Buses proceed from Oxford Street via Regent Street, Hanover Street, Hanover Square, Harewood Place and Holles Street to stand, departing via Holles Street, Cavendish Square (south side), Henrietta Place and Vere Street to Oxford Street. Set down in Holles Street and pick up in Oxford Street, at stop OF.

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.
OTHER INFORMATION:	Drivers must take care not to damage the canopy of John Lewis store.
BLIND DISPLAY:	Oxford Circus

WARREN STREET STATION (from Kings Cross Station)

Buses proceed from Euston Road via Gower Street and Grafton Way departing to Tottenham Court Road. Set down in Euston Road, at stop H and pick up in Tottenham Court Road, at stop X.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand.
BLIND DISPLAY:	Warren Street

WARREN STREET STATION, UNIVERSITY COLLEGE HOSPITAL (from Hammersmith Bus Station)

Public stand on south side of Euston Road on slip road between Tottenham Court Road and Gower Street.

Buses proceed from Tottenham Court Road via Euston Road to stand, departing via Euston Road to Gower Street. Set down in Tottenham Court Road, at stop X and pick up in Gower Street, at stop N.

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:	Warren Street

EUSTON STATION (from Hammersmith Bus Station)

Private stand in Euston Bus Station.

Buses proceed from Euston Bus Station direct to stand, departing via Euston Bus Station, Grafton Place and Churchway to Euston Road. Set down in Euston Bus Station, at stop C and pick up in Euston Road, at stop H.

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: Euston

KINGS CROSS, YORK WAY

Public stand on west side of York Way, commencing at the lamp standard opposite No. 52 and extending 140 metres to the south building line of Caledonia Street.

Buses proceed from York Way direct to stand, departing via York Way to Wharfedale Road. Set down in York Way, at stop G and pick up in Wharfedale Road, at stop J.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than **3** buses on Route Nos. 10 & N10 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: Kings Cross

APPENDIX B: SAMPLE RUNNING TIMES FOR ROUTE NO. 10
(based on current schedule)

MONDAYS TO FRIDAYS

1. Kings Cross Station, Wharfdale Road to Hammersmith Bus Station, Upper Level

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical late evening
Kings Cross Station					
<i>Wharfdale Road</i>	0517	0759	1203	1702	2305
<i>Kings Cross Station Grays Inn Road</i>	0519	0804	1208	1705	2307
<i>Euston Station Euston Road</i>	0523	0809	1213	1710	2311
<i>Tottenham Court Road Station</i>	0529	0818	1223	1720	2317
<i>Oxford Circus Oxford Street</i>	0533	0824	1233	1730	2322
<i>Marble Arch Oxford Street</i>	0537	0829	1240	1738	2327
<i>Hyde Park Corner Knightsbridge</i>	0542	0836	1247	1745	2332
<i>Kensington Royal Albert Hall</i>	0547	0843	1255	1753	2338
<i>High Street Kensington Station</i>	0549	0847	1259	1759	2340
<i>Kensington Olympia</i>	0553	0854	1307	1809	2344
Hammersmith Bus Station					
<i>Upper Level</i>	0558	0900	1314	1817	2349
	41 minutes	61 minutes	71 minutes	75 minutes	44 minutes

2. Hammersmith Bus Station, Upper Level to Kings Cross Station, York Way

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical late evening
Hammersmith Bus Station					
<i>Upper Level</i>	0544	0800	1203	1703	2306
<i>Kensington Olympia</i>	0548	0809	1210	1710	2310
<i>High Street Kensington Station</i>	0551	0817	1218	1718	2313
<i>Kensington Royal Albert Hall</i>	0553	0821	1222	1721	2315
<i>Hyde Park Corner Knightsbridge</i>	0600	0832	1232	1731	2322
<i>Marble Arch Oxford Street</i>	0605	0839	1240	1739	2327
<i>Oxford Circus Oxford Street</i>	0609	0846	1254	1750	2333
<i>Tottenham Court Road Station</i>	0613	0851	1303	1757	2337
<i>Euston Station</i>	0619	0859	1313	1807	2345
Kings Cross Station					
<i>York Way</i>	0622	0904	1319	1813	2349
	38 minutes	64 minutes	76 minutes	70 minutes	43 minutes

SATURDAYS

1. Kings Cross Station, Wharfdale Road to Hammersmith Bus Station, Upper Level

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Kings Cross Station <i>Wharfdale Road</i>	0517	1059	1259	2305
Kings Cross <i>Grays Inn Road</i>	0519	1102	1302	2307
Euston Station <i>Euston Road</i>	0523	1107	1307	2311
Tottenham Court Road Station	0529	1116	1316	2317
Oxford Circus <i>Oxford Street</i>	0533	1122	1325	2322
Marble Arch <i>Oxford Street</i>	0537	1128	1333	2327
Hyde Park Corner <i>Knightsbridge</i>	0542	1135	1340	2332
Kensington <i>Royal Albert Hall</i>	0547	1142	1348	2338
High Street Kensington Station	0549	1146	1352	2340
Kensington <i>Olympia</i>	0553	1152	1359	2344
Hammersmith Bus Station <i>Upper Level</i>	0558	1158	1406	2349
	41 minutes	59 minutes	67 minutes	44 minutes

2. Hammersmith Bus Station, Upper Level to Kings Cross Station, York Way

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Hammersmith Bus Station <i>Upper Level</i>	0544	1101	1255	2306
Kensington <i>Olympia</i>	0548	1108	1303	2310
High Street Kensington Station	0551	1116	1313	2313
Kensington <i>Royal Albert Hall</i>	0553	1119	1317	2315
Hyde Park Corner <i>Knightsbridge</i>	0600	1129	1327	2322
Marble Arch <i>Oxford Street</i>	0605	1136	1335	2327
Oxford Circus <i>Oxford Street</i>	0609	1144	1349	2333
Tottenham Court Road Station	0613	1149	1356	2337
Euston Station	0619	1157	1404	2345
Kings Cross Station <i>York Way</i>	0622	1202	1409	2349
	38 minutes	61 minutes	74 minutes	43 minutes

SUNDAYS

1. Kings Cross Station, Wharfdale Road to Hammersmith Bus Station, Upper Level

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Kings Cross Station <i>Wharfdale Road</i>	0517	1056	1253	2305
Kings Cross <i>Grays Inn Road</i>	0519	1059	1256	2307
Euston Station <i>Euston Road</i>	0523	1104	1301	2311
Tottenham Court Road Station	0529	1112	1310	2317
Oxford Circus <i>Oxford Street</i>	0533	1120	1318	2322
Marble Arch <i>Oxford Street</i>	0537	1126	1326	2327
Hyde Park Corner <i>Knightsbridge</i>	0542	1133	1333	2332
Kensington <i>Royal Albert Hall</i>	0547	1140	1340	2338
High Street Kensington Station	0549	1144	1344	2340
Kensington <i>Olympia</i>	0553	1151	1351	2344
Hammersmith Bus Station <i>Upper Level</i>	0558	1158	1358	2349
	41 minutes	62 minutes	65 minutes	44 minutes

2. Hammersmith Bus Station, Upper Level to Kings Cross Station, York Way

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Hammersmith Bus Station <i>Upper Level</i>	0544	1059	1254	2306
Kensington <i>Olympia</i>	0548	1106	1302	2310
High Street Kensington Station	0551	1113	1312	2313
Kensington <i>Royal Albert Hall</i>	0553	1116	1315	2315
Hyde Park Corner <i>Knightsbridge</i>	0600	1126	1325	2322
Marble Arch <i>Oxford Street</i>	0605	1133	1333	2327
Oxford Circus <i>Oxford Street</i>	0609	1143	1343	2333
Tottenham Court Road Station	0613	1149	1349	2337
Euston Station	0619	1159	1359	2345
Kings Cross Station <i>York Way</i>	0622	1204	1404	2349
	38 minutes	65 minutes	70 minutes	43 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.)

APPENDIX B: SAMPLE RUNNING TIMES FOR ROUTE No. N10
(based on current schedule)

SUNDAY NIGHTS / MONDAY MORNINGS - THURSDAY NIGHTS / FRIDAY MORNINGS

1. Richmond Bus Station to Kings Cross, York Way

	Typical nightly
Richmond Bus Station	0037
East Sheen <i>Sheen Lane</i>	0044
Barnes Common <i>Roehampton Lane</i>	0047
Putney Station	0051
Charing Cross Hospital	0057
Hammersmith <i>Bus Station</i>	0059
Kensington <i>Olympia</i>	0102
High Street Kensington Station	0105
Kensington <i>Royal Albert Hall</i>	0107
Hyde Park Corner <i>Knightsbridge</i>	0111
Marble Arch <i>Oxford Street</i>	0114
Oxford Circus <i>Oxford Street</i>	0118
Tottenham Court Road Station	0122
Euston Station	0127
Kings Cross Station York Way	0131
	54
	minutes

2. Kings Cross Station, Wharfdale Road to Richmond Bus Station

	<u>Typical nightly</u>
Kings Cross Station <i>Wharfdale Road</i>	0032
Kings Cross <i>Grays Inn Road</i>	0034
Euston Station <i>Euston Road</i>	0037
Tottenham Court Road Station	0042
Oxford Circus <i>Oxford Street</i>	0046
Marble Arch <i>Oxford Street</i>	0050
Hyde Park Corner <i>Knightsbridge</i>	0054
Kensington <i>Royal Albert Hall</i>	0059
High Street Kensington Station	0101
Kensington <i>Olympia</i>	0104
Hammersmith Bus Station	0108
Charing Cross Hospital	0110
Putney Station	0116
Barnes Common <i>Roehampton Lane</i>	0120
East Sheen <i>Sheen Lane</i>	0123
Richmond <i>Bus Station</i>	<u>0129</u>
	57
	minutes

FRIDAY NIGHTS / SATURDAY MORNINGS & SATURDAY NIGHTS / SUNDAY MORNINGS

1. Richmond Bus Station to Kings Cross, York Way

	Typical nightly
Richmond Bus Station	0035
East Sheen <i>Sheen Lane</i>	0042
Barnes Common <i>Roehampton Lane</i>	0045
Putney Station	0049
Charing Cross Hospital	0057
Hammersmith <i>Bus Station</i>	0059
Kensington <i>Olympia</i>	0103
High Street Kensington Station	0107
Kensington <i>Royal Albert Hall</i>	0110
Hyde Park Corner <i>Knightsbridge</i>	0115
Marble Arch <i>Oxford Street</i>	0118
Oxford Circus <i>Oxford Street</i>	0125
Tottenham Court Road Station	0132
Euston Station	0140
Kings Cross Station York Way	0146
	71
	minutes

2. Kings Cross Station, Wharfdale Road to Richmond Bus Station

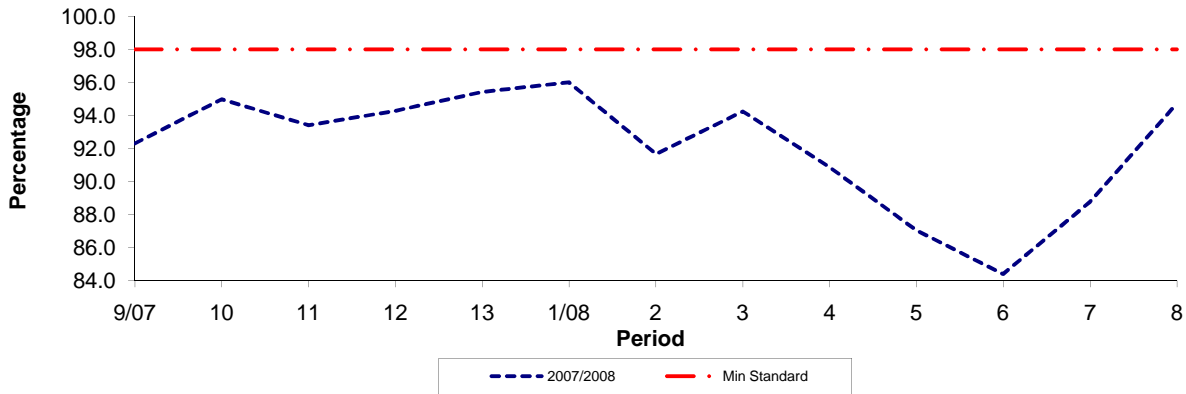
	<u>Typical nightly</u>
Kings Cross Station <i>Wharfdale Road</i>	0019
Kings Cross <i>Grays Inn Road</i>	0021
Euston Station <i>Euston Road</i>	0027
Tottenham Court Road Station	0032
Oxford Circus <i>Oxford Street</i>	0036
Marble Arch <i>Oxford Street</i>	0041
Hyde Park Corner <i>Knightsbridge</i>	0045
Kensington <i>Royal Albert Hall</i>	0054
High Street Kensington Station	0058
Kensington <i>Olympia</i>	0102
Hammersmith Bus Station	0106
Charing Cross Hospital	0108
Putney Station	0116
Barnes Common <i>Roehampton Lane</i>	0120
East Sheen <i>Sheen Lane</i>	0123
Richmond <i>Bus Station</i>	<u>0129</u>
	70
	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

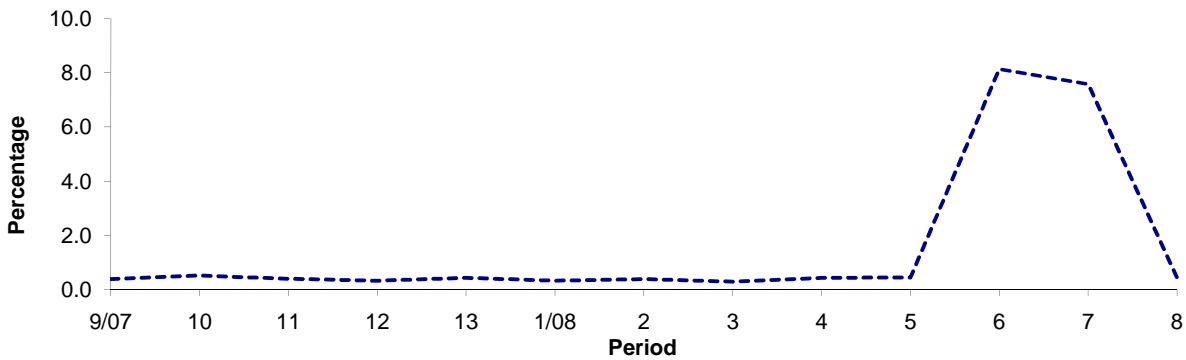
Route 10

Mileage Operated



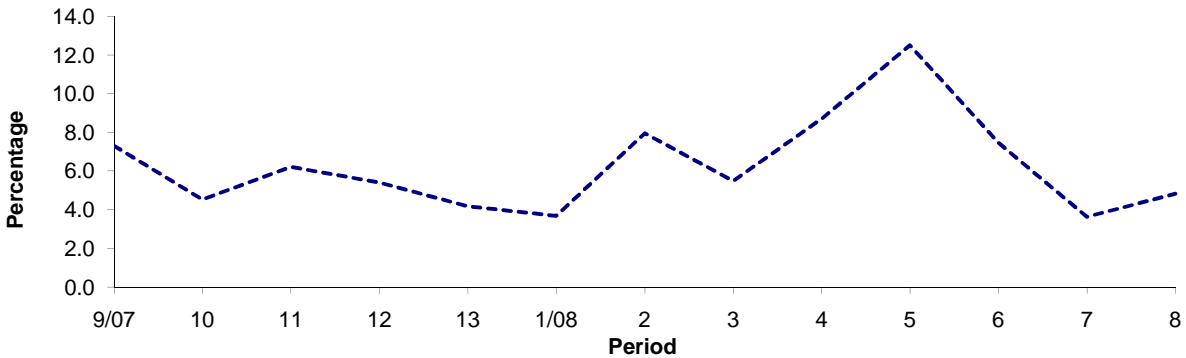
Period	9/07	10	11	12	13	1/08	2	3	4	5	6	7	8
2007/2008	92.30	94.97	93.39	94.27	95.40	95.99	91.66	94.23	90.87	87.05	84.40	88.78	94.72
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	9/07	10	11	12	13	1/08	2	3	4	5	6	7	8
2007/2008	0.39	0.51	0.40	0.33	0.43	0.33	0.38	0.29	0.43	0.44	8.14	7.59	0.45

Non Deductible Mileage



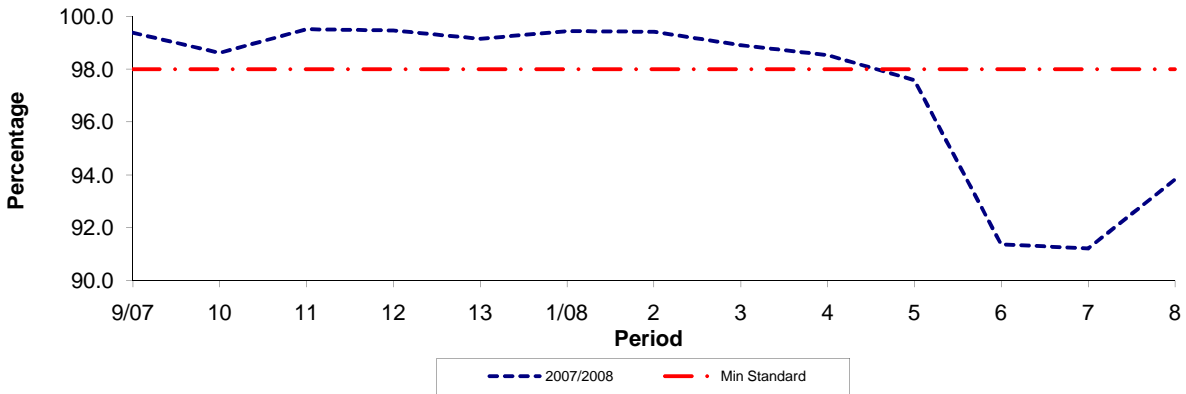
Period	9/07	10	11	12	13	1/08	2	3	4	5	6	7	8
2007/2008	7.31	4.52	6.21	5.40	4.17	3.68	7.96	5.48	8.70	12.51	7.46	3.63	4.83

Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

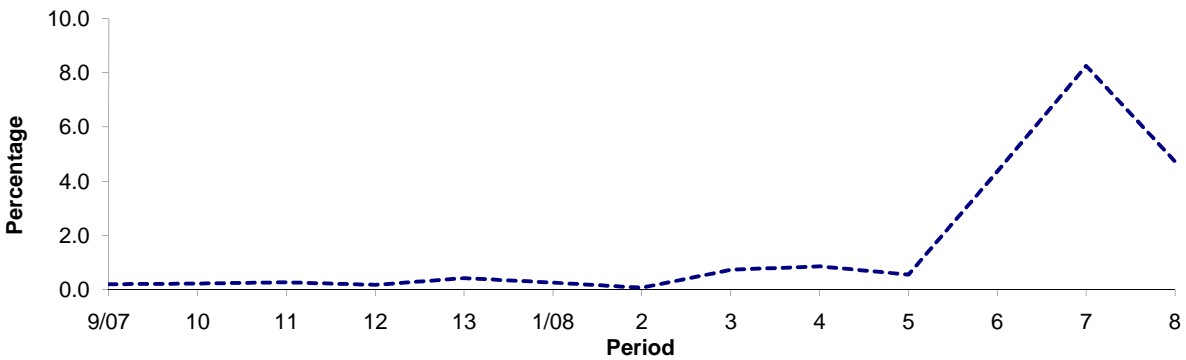
Route N10

Mileage Operated



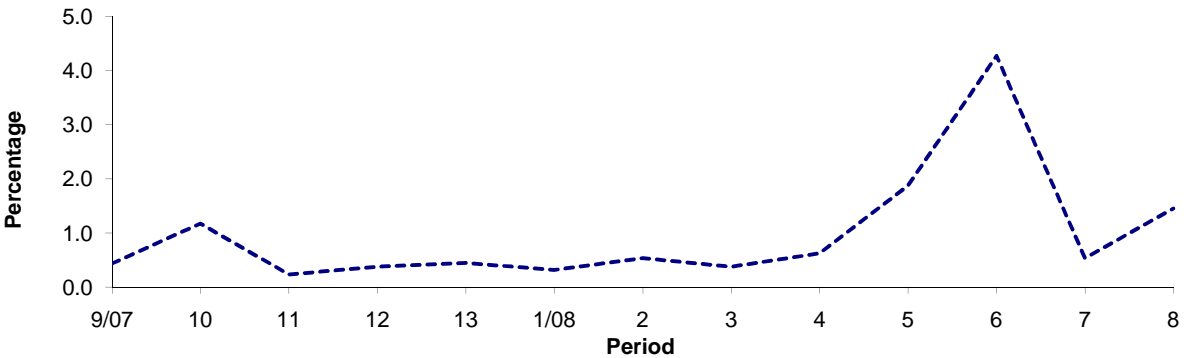
Period	9/07	10	11	12	13	1/08	2	3	4	5	6	7	8
2007/2008	99.38	98.62	99.51	99.46	99.15	99.44	99.41	98.91	98.53	97.59	91.38	91.22	93.82
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	9/07	10	11	12	13	1/08	2	3	4	5	6	7	8
2007/2008	0.19	0.21	0.26	0.17	0.41	0.25	0.06	0.72	0.85	0.54	4.35	8.25	4.73

Non Deductible Mileage

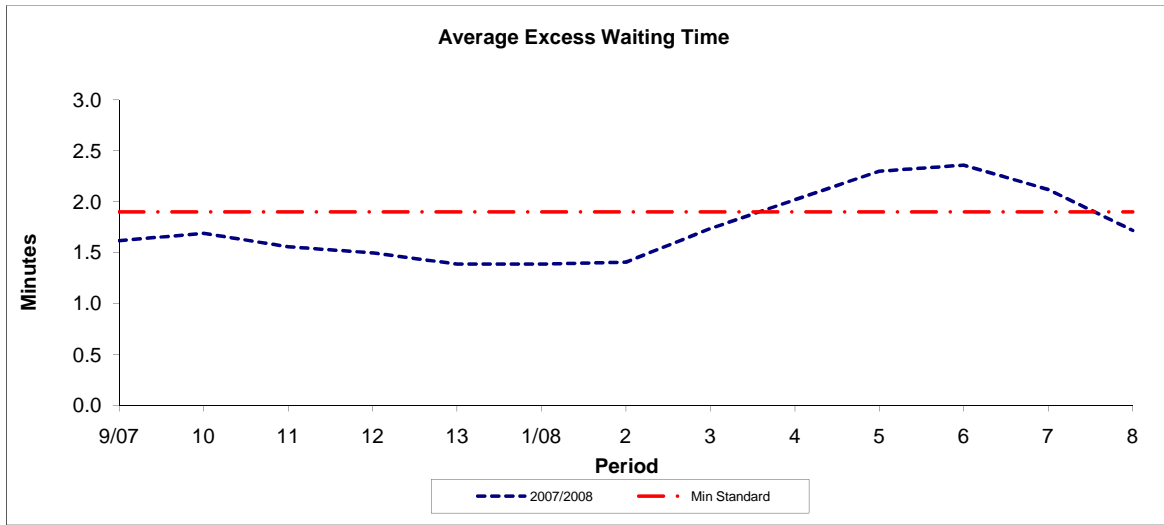


Period	9/07	10	11	12	13	1/08	2	3	4	5	6	7	8
2007/2008	0.43	1.17	0.23	0.37	0.44	0.31	0.53	0.37	0.62	1.87	4.27	0.53	1.45

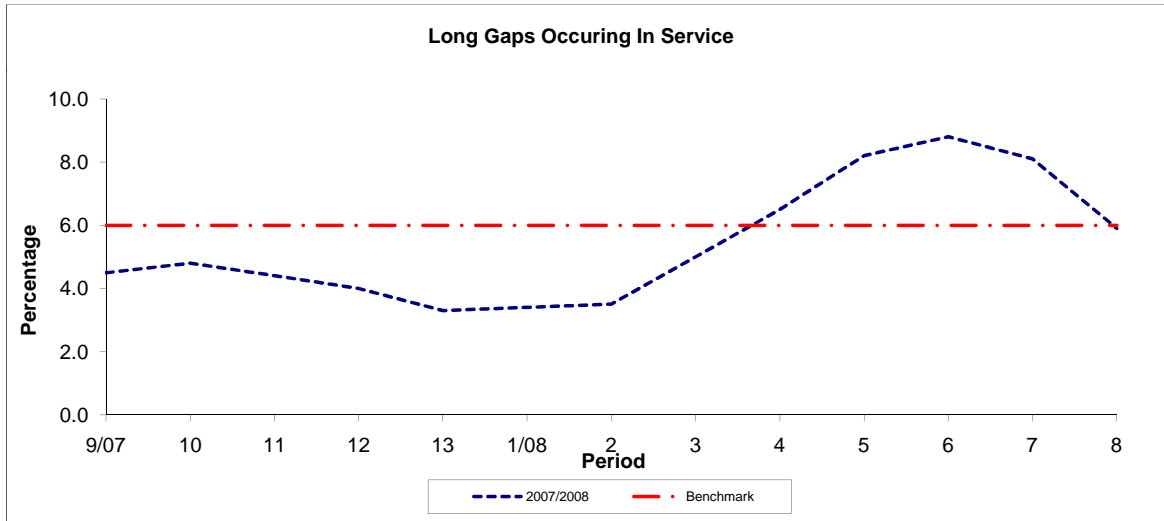
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 10



Period	9/07	10	11	12	13	1/08	2	3	4	5	6	7	8
2007/2008	1.62	1.69	1.56	1.50	1.39	1.39	1.41	1.74	2.02	2.30	2.36	2.12	1.72
Min Standard	1.90	1.90	1.90	1.90	1.90	1.90	1.90	1.90	1.90	1.90	1.90	1.90	1.90

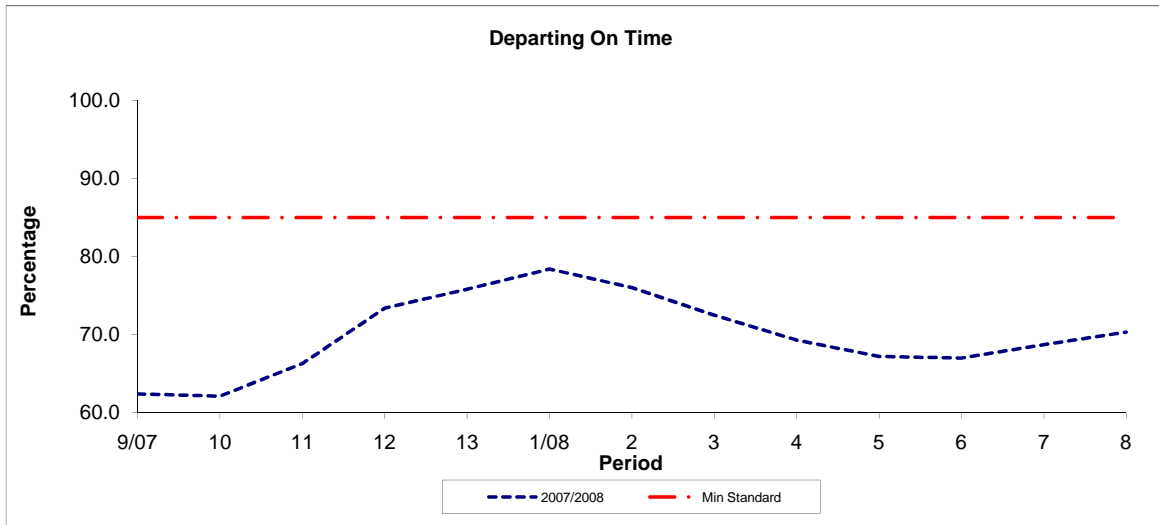


Period	9/07	10	11	12	13	1/08	2	3	4	5	6	7	8
2007/2008	4.50	4.80	4.40	4.00	3.30	3.40	3.50	5.00	6.50	8.20	8.80	8.10	5.90
Benchmark	6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00

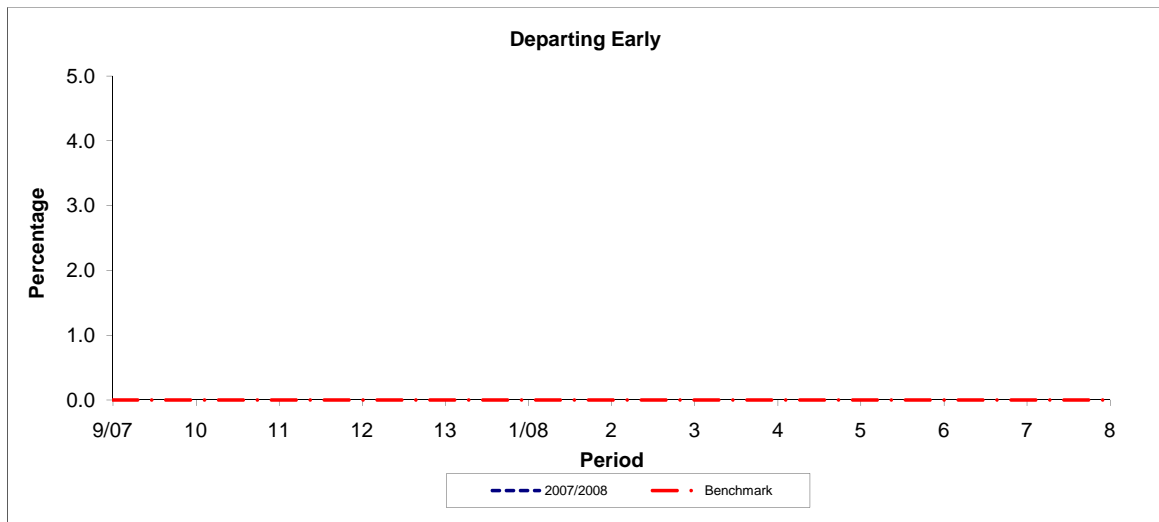
Note : Reliability is based on 12 weeks rolling data

PART B - PERFORMANCE STATISTICS

Route N10



Period	9/07	10	11	12	13	1/08	2	3	4	5	6	7	8
2007/2008	62.40	62.10	66.30	73.40	75.80	78.40	76.00	72.50	69.30	67.20	67.00	68.70	70.30
Min Standard	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00



Period	9/07	10	11	12	13	1/08	2	3	4	5	6	7	8
2007/2008													
Benchmark	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Note : Reliability is based on 12 weeks rolling data