

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE Nos. 28 & N28

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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. 28 & N28.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route Nos. 28 & N28.

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

3. TERMINALS

Route No. 28 will operate between Kensal Rise Station and Wandsworth, Mapleton Road.

Route No. N28 will operate between Camden Town Station, Bayham Street and Wandsworth, Mapleton Road.

Full details of the route to be followed, the permitted terminal workings and the available stands are shown at Appendix B. Tenderers should particularly note the information relating to the shared usage of stands, the taking of meal reliefs and the use of ferry vehicles.

4. DAYS OF OPERATION

One timetable must be offered for Route Nos. 28 & N28 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
Sunday nights/Monday mornings to Thursday nights/Friday mornings	Section 6.5
Friday nights/Saturday mornings to Saturday nights/Sunday mornings	Section 6.6
New Year's Eve night/ New Year's Day morning*	Friday night/ Saturday morning 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. 28 & N28 are currently approved for vehicles which are a maximum of 10.1 metres long and 2.55 metres wide. A formal route test will be required for vehicles which exceed these dimensions. This will be arranged with the successful Tenderer.

The service requirement set out in Section 6 assumes that dual door, double deck buses with a minimum capacity of 87 of which approximately 60 should be seated, will be used on Route Nos. 28 & N28. 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. Kensal Rise Station to Wandsworth, Mapleton Road

0500 - 0605	Every 12 minutes
0606 - 0625	Every 10 minutes
0626 - 2040	Every 7-8 minutes (8 buses per hour)
2041 - 0050	Every 10 minutes

First departure from Kensal Rise Station no later than 0505.
Last departure from Kensal Rise Station no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Fulham Broadway Station between 0655 and 0855 and between 1500 and 1630.

2. Wandsworth, Mapleton Road to Kensal Rise Station

0455 - 0545	Every 12 minutes
0546 - 0615	Every 10 minutes
0616 - 2030	Every 7-8 minutes (8 buses per hour)
2031 - 0035	Every 10 minutes

First departure from Wandsworth, Mapleton Road no later than 0500.
Last departure from Wandsworth, Mapleton Road no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Notting Hill Gate, Kensington Church Street between 0655 and 0855 and between 1500 and 1630.

6.2 Saturdays & Good Friday

1. Kensal Rise Station to Wandsworth, Mapleton Road

0500 - 0605	Every 12 minutes
0606 - 0805	Every 10 minutes
0806 - 2000	Every 7-8 minutes (8 buses per hour)
2001 - 0050	Every 10 minutes

First departure from Kensal Rise Station no later than 0505.
Last departure from Kensal Rise Station no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Fulham Broadway Station between 0930 and 1100.

2. Wandsworth, Mapleton Road to Kensal Rise Station

0455 - 0600	Every 12 minutes
0601 - 0800	Every 10 minutes
0801 - 1950	Every 7-8 minutes (8 buses per hour)
1951 - 0035	Every 10 minutes

First departure from Wandsworth, Mapleton Road no later than 0500.
Last departure from Wandsworth, Mapleton Road no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Notting Hill Gate, Kensington Church Street between 0930 and 1100.

6.3 Sundays

1. Kensal Rise Station to Wandsworth, Mapleton Road

0500 - 0605	Every 15 minutes
0606 - 0905	Every 12 minutes
0906 - 0050	Every 10 minutes

First departure from Kensal Rise Station no later than 0505.
Last departure from Kensal Rise Station no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Fulham Broadway Station between 1030 and 1230.

2. Wandsworth, Mapleton Road to Kensal Rise Station

0455 - 0600	Every 15 minutes
0601 - 0845	Every 12 minutes
0846 - 0035	Every 10 minutes

First departure from Wandsworth, Mapleton Road no later than 0500.
Last departure from Wandsworth, Mapleton Road no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Notting Hill Gate, Kensington Church Street between 1030 and 1230.

6.4 Boxing Day

1. Kensal Rise Station to Wandsworth, Mapleton Road

0805 - 0905	Every 12 minutes
0906 - 0050	Every 10 minutes

First departure from Kensal Rise Station no later than 0810.
Last departure from Kensal Rise Station no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Fulham Broadway Station between 1030 and 1230.

2. Wandsworth, Mapleton Road to Kensal Rise Station

0800 - 0845	Every 12 minutes
0846 - 0035	Every 10 minutes

First departure from Wandsworth, Mapleton Road no later than 0805.
Last departure from Wandsworth, Mapleton Road no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Notting Hill Gate, Kensington Church Street between 1030 and 1230.

6.5 Sunday nights/Monday mornings to Thursday nights/Friday mornings

1. Camden Town Station, Bayham Street to Wandsworth, Mapleton Road

0055 - 0405 Every 60 minutes

First departure from Camden Town Station, Bayham Street no later than 0100.
Last departure from Camden Town Station, Bayham Street no earlier than 0400.

2. Wandsworth, Mapleton Road to Camden Town Station, Bayham Street

0055 - 0405 Every 60 minutes

First departure from Wandsworth, Mapleton Road no later than 0100.
Last departure from Wandsworth, Mapleton Road no earlier than 0400.

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

6.6 Friday nights/Saturday mornings to Saturday nights/Sunday mornings

1. Camden Town Station, Bayham Street to Wandsworth, Mapleton Road

0040 - 0450 Every 30 minutes

First departure from Camden Town Station, Bayham Street no later than 0045.
Last departure from Camden Town Station, Bayham Street no earlier than 0445.

2. Wandsworth, Mapleton Road to Camden Town Station, Bayham Street

0040 - 0450 Every 30 minutes

First departure from Wandsworth, Mapleton Road no later than 0045.
Last departure from Wandsworth, Mapleton Road no earlier than 0445.

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. 28 & N28 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. 28 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. N28 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. N28 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. N28 at present. However, this may change at a later date when a Threshold figure may be published.

Summary of proposed QSI coverage: Route Nos. 28 & N28

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 Wandsworth, Mapleton Road
Harrow Road, Prince of Wales
Notting Hill Gate
Fulham Broadway \$

Towards Kensal Rise Station
Wandsworth
Fulham Broadway \$
High Street Kensington
Notting Hill Gate

Total scheduled manual QSI surveys per quarter = 112.

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

8. RUNNING TIMES

Extracts from the public timetable with sample running times for Route Nos. 28 & N28 are attached at Appendix A. This gives an indication of the time required to travel the route. Attention is drawn to the variations in running times at different times of the day. Please refer to Section 2.8 of Part A of the Guide for Tenderers for further information.

Tenderers should carefully check the existing running times to ensure that they are appropriate in present traffic conditions. Tenderers should particularly check the existing running times for the Saturday afternoon shopping period and Sunday shopping period.

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

- the minimum performance standards for Route Nos. 28 & N28 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. 28 should interwork with Route No. N28 to form a seamless 24 hour service between Westbourne Park Station and Wandsworth, Mapleton Road.

Route No. N28 should interwork with Route No. N31 to form a seamless 24 hour service between Camden Town Station, Bayham Street and High Street Kensington Station.

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. 28 & N28 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. 28 & N28:

- Route Nos. 28 & N28 are likely to suffer from unpredictable traffic delays in the Harrow Road, Kensington High Street, Fulham and Wandsworth areas.
- Events and shows at the Earls Court Exhibition Centre can cause traffic congestion in the Warwick Road and Cromwell Road area.
- Home Football matches at Chelsea F.C. in Fulham Road can cause severe traffic congestion in the Fulham Broadway area.
- The Notting Hill Carnival is an annual event held in the Notting Hill area over the late Summer Bank Holiday period and affects several London Buses contracted bus services. The arrangements for serving the area are flexible and depend on what advance information is provided by bodies such as the Metropolitan Police. Prior to the event, London Buses officials will discuss service provision with those operators who are involved.

Tenderers should also note the following factors/events which may have an impact on Route Nos. 28 & N28 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.**
- There are a number of major development sites in Kensington and Chelsea, namely Kensal Gasworks (Canal Way) in 3 phases within the next 2 - 15 years; Wornington Green (northern end of Ladbroke Grove), North Kensington Sports Centre (off Bramley Road) and Commonwealth Institute (Kensington High Street) all within the next 5 years, including a significant number of new homes and other facilities. This will affect demand on the route. This will be discussed with the successful Tenderer.

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. 28 & N28 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. 28 & N28

Kensal Rise Station to Wandsworth, Mapleton Road	7.8 miles
Wandsworth, Mapleton Road to Kensal Rise Station	7.5 miles
Camden Town Station, Bayham Street to Wandsworth, Mapleton Road	11.3 miles
Wandsworth, Mapleton Road to Camden Town Station, Bayham Street	10.5 miles

Tenderers should note that:

- these measurements are believed to be accurate to within 0.5 miles, but no warranty or representation as to accuracy is given;
- out of service stand workings have not been measured and are not included within the above measurements;
- if alternative or additional measurements are used by the Tenderer, these must be stated in the tender submission;
- point to point measurements pertaining to recognised curtailment points or alternative terminals will be agreed with the successful Tenderer once the contract has been awarded.

15. VEHICLE LIVERY

All vehicles to be used on Route Nos. 28 & N28 from the commencement of the new Route Agreement must be in a livery that is exclusively Corporation red. The paint should be matched accurately to the colour as defined by the following manufacturer's specifications:

ICI London Bus Red P498 FPF 3

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

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

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

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

16. STANDS AND BLINDS

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

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

28 via Notting Hill Gate

N28 via Notting Hill Gate

For further information, please refer to Annex C of the Framework Agreement: General Conditions relating to the use of London Buses' Bus Stations and Stands.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 28: Kensal Rise, Station Terrace - Wandsworth, Southside Shopping Centre

Date of Structural Change: 30 April 2011.

Date of Service Change: 30 April 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Wandsworth, Southside Shopping Centre: Chamberlayne Road, Kilburn Lane, Harrow Road, Great Western Road, Westbourne Park Road, Chepstow Road, Pembridge Villas, Pembridge Road, Notting Hill Gate, Palace Gardens Terrace, Kensington Mall, Kensington Church Street, Kensington High Street, Hammersmith Road, North End Road, Fulham Road, Fulham Broadway, Harwood Road, New Kings Road, Wandsworth Bridge Road, Wandsworth Bridge, Bridgend Road, Swandon Way, Old York Road (Or, If Closed, Swandon Way), Fairfield Street, Wandsworth High Street, Garratt Lane, Mapleton Crescent.

Towards Kensal Rise, Station Terrace: Garratt Lane, Ram Street, Armoury Way, Old York Road, Swandon Way, Bridgend Road, Wandsworth Bridge, Wandsworth Bridge Road, New Kings Road, Harwood Road, Fulham Broadway, Fulham Road, North End Road, Hammersmith Road, Kensington High Street, Kensington Church Street, Notting Hill Gate, Pembridge Road, Pembridge Villas, Chepstow Road, Westbourne Park Road, Great Western Road, Harrow Road, Kilburn Lane, Chamberlayne Road, Station Terrace.

STANDING AND TURNING POINTS

KENSAL RISE STATION

Public stand in Station Terrace in two parts:

1. On east side, for 4 buses, commencing opposite No. 20 and extending 45 metres north to a point 10 metres south of northern steps leading to Chamberlayne Road.
2. On north side, for 2 buses, commencing opposite No. 11 and extending 20 metres westwards.

Buses proceed from Station Terrace via Dagmar Gardens, Linden Avenue and Station Terrace to stand, departing via Station Terrace to Chamberlayne Road. Set down in Station Terrace, at Stop KR and pick up in Chamberlayne Road, at Stop KJ.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 28 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Kensal Rise.

HARROW ROAD, PRINCE OF WALES, ELGIN AVENUE, SOUTH SIDE (from WANDSWORTH, SOUTHSIDE SHOPPING CENTRE)

Public stand for three buses on south side of Elgin Avenue in 2 parts:

1 - For two buses commencing at a point 99 metres west of the centre-line of Chippenham Road, and extending 22 metres east.

2 - For one bus commencing at a point 124 metres west of the centre line of Chippenham Road and extending 12 metres east.

Buses proceed from Great Western Road via Elgin Avenue, Shirland Road, Chippenham Road, Elgin Avenue and Great Western Road to stand, departing via Elgin Avenue to Great Western Road. Set down in Great Western Road, at Stop C and pick up in Great Western Road, at Stop K.

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

WESTBOURNE PARK (from Kensal Rise, Station Terrace)

Buses proceed from Chepstow Road via Talbot Road, Shrewsbury Road and Westbourne Park Road departing to Great Western Road. Set down in Chepstow Road and pick up in Great Western Road, at Stop P.

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

NOTTING HILL GATE, KENSINGTON CHURCH STREET, WEST SIDE

Public stand for two bus on west side of Kensington Church Street adjacent to No 223, commencing 47 metres south of the southern kerbline of Notting Hill Gate and extending 22 metres south.

From Kensal Rise, Station Terrace.

Buses proceed from Palace Gardens Terrace via Kensington Mall and Kensington Church Street to stand, departing to Kensington Church Street. Set down in Palace Gardens Terrace, at Stop K and pick up in Kensington Church Street, at Stop G.

From Wandsworth, Southside Shopping Centre.

Buses proceed from Kensington Church Street direct to stand, departing via Kensington Church Street and Notting Hill Gate to Palace Gardens Terrace. Set down in Kensington Church Street, at Stop X and pick up in Palace Gardens Terrace, at Stop K.

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

OLYMPIA, HOLLAND ROAD

From Kensal Rise, Station Terrace.

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.

From Wandsworth, Southside Shopping Centre.

Buses proceed from Hammersmith Road via Kensington High Street, Holland Road, Addison Crescent and Addison Road departing to Kensington High Street. Set down in Hammersmith Road, at Stop K and pick up in Kensington High Street, at Stop C.

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

WEST BROMPTON, EMPRESS STATE BUILDING

Private stand for four bus in two marked bays on east side of forecourt of Empress State Building.

From Kensal Rise, Station Terrace.

Buses proceed from North End Road via Lillie Road and Empress State Building Forecourt to stand, departing via Empress State Building Forecourt and Lillie Road to North End Road. Set down in North End Road, at Stop BR and pick up in North End Road, at Stop BT.

From Wandsworth, Southside Shopping Centre.

Buses proceed from North End Road via Lillie Road and Empress State Building Forecourt to stand, departing via Empress State Building Forecourt and Lillie Road to North End Road. Set down in North End Road, at Stop BK and pick up in North End Road, at Stop BH.

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

NEW KINGS ROAD (from Kensal Rise, Station Terrace)

Buses proceed from Harwood Road via New Kings Road, Waterford Road and New Kings Road departing to Harwood Road. Set down in Harwood Road, at Stop GE and pick up in Harwood Road, at Stop GK.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Fulham Broadway.

WANDSWORTH BRIDGE, SOUTH SIDE (from Kensal Rise, Station Terrace)

Buses proceed from Bridgend Road via Swandon Way departing to Bridgend Road. Set down in Bridgend Road, at Stop TM and pick up in Bridgend Road, at Stop TD.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Wandsworth Bridge, South Side.

WANDSWORTH BRIDGE (from Kensal Rise, Station Terrace)

Buses proceed from Bridgend Road departing to Bridgend Road. Set down in Bridgend Road, at Stop TM and pick up in Bridgend Road, at Stop TD.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Wandsworth Bridge, South Side.

WANDSWORTH, MAPLETON ROAD

Public stand for six buses on north side of Mapleton Road, commencing 43 metres west of the western kerbline of Garratt Lane and extending 62 metres west.

Buses proceed from Mapleton Crescent via Mapleton Road to stand, departing via Mapleton Road to Garratt Lane. Set down in Mapleton Crescent, at Stop S and pick up in Garratt Lane, at Stop T.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 28 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Wandsworth.
OTHER INFORMATION: Toilet facilities available Mondays to Saturdays 0700-2200; Sundays 0700-1400.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE N28: Camden Town, Bayham Street - Wandsworth, Mapleton Road

Date of Structural Change: 30 April 2011.

Date of Service Change: 30 April 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Wandsworth, Mapleton Road: Bayham Street, Crowndale Road, Camden High Street, Chalk Farm Road, Adelaide Road, Finchley Road, Fairfax Road, Belsize Road, Kilburn High Road, Cambridge Avenue, Cambridge Gardens (East Arm), Rudolph Road, Kilburn Park Road, Shirland Road, Chippenham Road, Elgin Avenue, Great Western Road, Westbourne Park Road, Chepstow Road, Pembridge Villas, Pembridge Road, Notting Hill Gate, Palace Gardens Terrace, Kensington Mall, Kensington Church Street, Kensington High Street, Hammersmith Road, North End Road, Fulham Road, Fulham Broadway, Harwood Road, New Kings Road, Wandsworth Bridge Road, Wandsworth Bridge, Bridgend Road, Swandon Way, Old York Road, Fairfield Street, Wandsworth High Street, Garratt Lane, Mapleton Crescent.

Towards Camden Town, Bayham Street: Garratt Lane, Ram Street, Armoury Way, Old York Road, Swandon Way, Bridgend Road, Wandsworth Bridge, Wandsworth Bridge Road, New Kings Road, Harwood Road, Fulham Broadway, Fulham Road, North End Road, Hammersmith Road, Kensington High Street, Kensington Church Street, Notting Hill Gate, Pembridge Road, Pembridge Villas, Chepstow Road, Westbourne Park Road, Great Western Road, Elgin Avenue, Chippenham Road, Shirland Road, Kilburn Park Road, Rudolph Road, Cambridge Gardens (East Arm), Cambridge Avenue, Kilburn High Road, Belsize Road, Hilgrove Road, Finchley Road, Avenue Road, Adelaide Road, Chalk Farm Road, Castlehaven Road, Hawley Road, Camden Street, Camden Road, Bayham Street.

STANDING AND TURNING POINTS

CAMDEN TOWN, BAYHAM STREET

Public stand on east side of Bayham Street, commencing opposite the party wall of "The Laurel Tree"/AFCO 95-111 and extending 26 metres south.

Buses proceed from Bayham Street direct to stand, departing to Bayham Street. Set down in Bayham Street, at Stop Z1 and pick up in Bayham Street, at Stop U.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route N28 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Camden Town.

CHALK FARM, MORRISONS, PETROL STATION (from WANDSWORTH, MAPLETON ROAD)

Public stand for two buses in slip road, commencing 30 metres south west of Chalk Farm Road and 55 metres north west of junction with Morrisons superstore access road opposite petrol station entrance, extending for 25 metres south east, at bus stop BP1806 point CH. Buses proceed from Chalk Farm Road via Morrisons Access Road to stand, departing via Safeway Access Road to Chalk Farm Road. Set down in Chalk Farm Road, at Stop CE and pick up in Chalk Farm Road, at Stop CF.

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

SWISS COTTAGE (from Camden Town, Bayham Street)

Buses proceed from Adelaide Road (Westbound) via Finchley Road departing to Avenue Road (Eastbound). Set down in Adelaide Road, at Stop H and pick up in Avenue Road, at Stop E.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Swiss Cottage.

SWISS COTTAGE STATION, FINCHLEY ROAD (NORTH) (from WANDSWORTH, MAPLETON ROAD)

Public stand for one bus on the west side of Finchley Road, commencing 8 metres north of flank wall of Castleton House and extending 16 metres north.

Buses proceed from Hilgrove Road via Finchley Road to stand, departing via Finchley Road to Fairfax Road. Set down in Hilgrove Road, at Stop K and pick up in Fairfax Road, at Stop P.

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

SOUTH HAMPSTEAD STATION (from WANDSWORTH, MAPLETON ROAD)

Buses proceed from Belsize Road departing to Belsize Road. Set down in Belsize Road, at Stop Y and pick up in Belsize Road, at Stop W.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: South Hampstead Station.

SOUTH HAMPSTEAD STATION (from Camden Town, Bayham Street)

Buses proceed from Fairfax Road via Belsize Road departing to Hilgrove Road. Set down in Fairfax Road, at Stop P and pick up in Hilgrove Road, at Stop K.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: South Hampstead Station.

KILBURN PARK STATION, CAMBRIDGE GARDENS (from Camden Town, Bayham Street)

Public stand for five buses in 2 portions:

1- For three buses in east arm of Cambridge Gardens, alongside garden enclosure, commencing at party wall of Nos. 15/16 and extending 35 metres south.

2- For two buses in south arm of Cambridge Gardens, alongside garden enclosure, commencing 17 metres west of centre of Cambridge Gardens (east arm) and extending 21 metres west.

Buses proceed from Belsize Road via Kilburn High Road, Kilburn Park Road, Rudolph Road and Cambridge Gardens (East Arm) to stand, departing via Cambridge Gardens (East Arm) to Cambridge Avenue. Set down in Belsize Road, at Stop U and pick up in Cambridge Avenue, at Stop KA.

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

KILBURN PARK STATION, CAMBRIDGE GARDENS (from WANDSWORTH, MAPLETON ROAD)

Public stand for five buses in 2 portions:

1- For three buses in east arm of Cambridge Gardens, alongside garden enclosure, commencing at party wall of Nos. 15/16 and extending 35 metres south.

2- For two buses in south arm of Cambridge Gardens, alongside garden enclosure, commencing 17 metres west of centre of Cambridge Gardens (east arm) and extending 21 metres west.

Buses proceed from Rudolph Road via Cambridge Gardens (East Arm) to stand, departing via Cambridge Gardens (East Arm), Cambridge Gardens (West Arm), Cambridge Gardens (South Arm) and Rudolph Road to Kilburn Park Road. Set down in Rudolph Road, at Stop KC and pick up in Kilburn Park Road, at Stop MB.

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

KILBURN PARK STATION (from Camden Town, Bayham Street)

Buses proceed from Cambridge Avenue via Cambridge Gardens (East Arm), Cambridge Gardens (South Arm) and Cambridge Gardens (West Arm) departing to Cambridge Avenue. Set down in Cambridge Avenue, at Stop KBat Stop KB and pick up in Cambridge Avenue, at Stop KA.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Kilburn Park.

KILBURN PARK STATION (from WANDSWORTH, MAPLETON ROAD)

Buses proceed from Rudolph Road via Cambridge Gardens (East Arm), Cambridge Gardens (West Arm), Cambridge Gardens (South Arm) and Rudolph Road departing to Kilburn Park Road. Set down in Rudolph Road, at Stop KC and pick up in Kilburn Park Road, at Stop MB.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Kilburn Park.

MAIDA HILL, CHIPPENHAM GARDENS

Public stand for two buses at bus stop on north side of Chippenham Gardens, commencing 15 metres west of Kilburn Park Road and extending 25 metres west.

From Camden Town, Bayham Street.

Buses proceed from Kilburn Park Road via Shirland Road, Malvern Road and Chippenham Gardens to stand, departing via Chippenham Gardens to Kilburn Park Road. Set down in Kilburn Park Road, at Stop MD and pick up in Kilburn Park Road, at Stop MU.

From Wandsworth, Mapleton Road.

Buses proceed from Chippenham Road via Shirland Road, Malvern Road and Chippenham Gardens to stand, departing via Chippenham Gardens to Kilburn Park Road. Set down in Chippenham Road, at Stop MR and pick up in Kilburn Park Road, at Stop MD.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Unscheduled curtailments only.**
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Maida Hill, The Chippenham.

WESTBOURNE PARK STATION (from Camden Town, Bayham Street)

Buses proceed from Chepstow Road via Talbot Road, Shrewsbury Road and Westbourne Park Road departing to Great Western Road. Set down in Chepstow Road and pick up in Great Western Road, at Stop P.

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

NOTTING HILL GATE, KENSINGTON CHURCH STREET, WEST SIDE (from Camden Town, Bayham Street)

Public stand for two bus on west side of Kensington Church Street adjacent to No 223, commencing 47 metres south of the southern kerbline of Notting Hill Gate and extending 22 metres south.

Buses proceed from Palace Gardens Terrace via Kensington Mall and Kensington Church Street to stand, departing to Kensington Church Street. Set down in Palace Gardens Terrace, at Stop K and pick up in Kensington Church Street, at Stop G.

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

NOTTING HILL GATE, KENSINGTON CHURCH STREET, WEST SIDE (from WANDSWORTH, MAPLETON ROAD)

Public stand for two bus on west side of Kensington Church Street adjacent to No 223, commencing 47 metres south of the southern kerbline of Notting Hill Gate and extending 22 metres south.

Buses proceed from Kensington Church Street direct to stand, departing via Kensington Church Street and Notting Hill Gate to Palace Gardens Terrace. Set down in Kensington Church Street, at Stop G and pick up in Palace Gardens Terrace, at Stop K.

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

OLYMPIA, HOLLAND ROAD (from Camden Town, Bayham Street)

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**
DISPLAY: Kensington, Holland Road.

WEST BROMPTON, EMPRESS STATE BUILDING

Private stand for four bus in two marked bays on east side of forecourt of Empress State Building.

From Camden Town, Bayham Street.

Buses proceed from North End Road via Lillie Road and Empress State Building Forecourt to stand, departing via Empress State Building Forecourt and Lillie Road to North End Road. Set down in North End Road, at Stop BR and pick up in North End Road, at Stop BT.

From Wandsworth, Mapleton Road.

Buses proceed from North End Road via Lillie Road and Empress State Building Forecourt to stand, departing via Empress State Building Forecourt and Lillie Road to North End Road. Set down in North End Road, at Stop BK and pick up in North End Road, at Stop BH.

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

NEW KINGS ROAD, HARWOOD ROAD (from Camden Town, Bayham Street)

Public stand for one bus on west side of Harwood Road, outside No. 38 at Stop T.
Buses proceed from Harwood Road direct to stand, departing via Harwood Road, Moore Park Road, Waterford Road and New Kings Road to Harwood Road. Set down in Harwood Road, at Stop A and pick up in Harwood Road, at Stop GK.

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

WANDSWORTH BRIDGE, SOUTH SIDE (from Camden Town, Bayham Street)

Buses proceed from Bridgend Road via Wandsworth Bridge Roundabout departing to Bridgend Road. Set down in Bridgend Road, at Stop TM and pick up in Bridgend Road, at Stop TD.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Wandsworth Bridge, South Side.

WANDSWORTH, MAPLETON ROAD

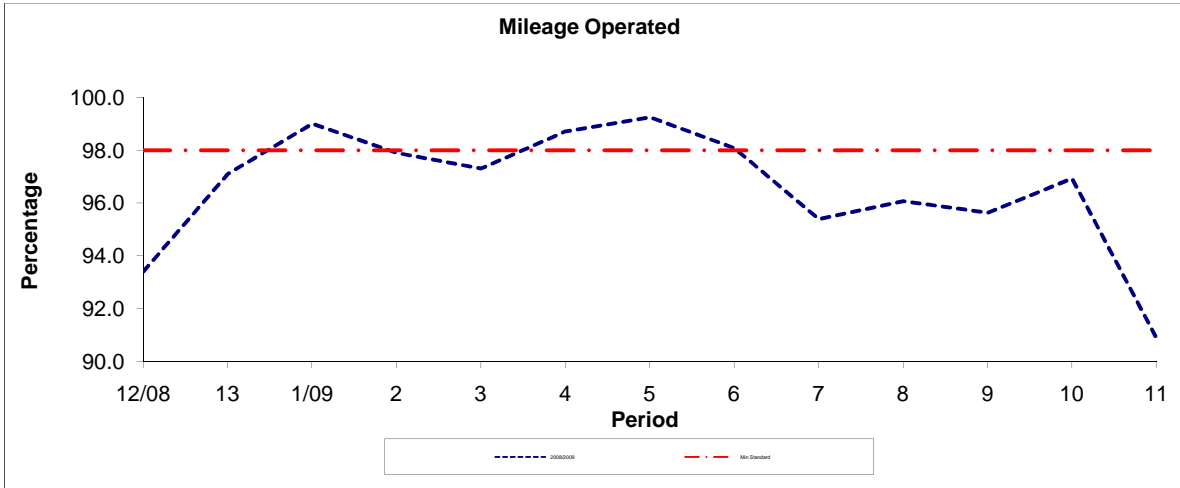
Public stand for six buses on north side of Mapleton Road, commencing 43 metres west of the western kerbline of Garratt Lane and extending 62 metres west.

Buses proceed from Mapleton Crescent via Mapleton Road to stand, departing via Mapleton Road to Garratt Lane. Set down in Mapleton Crescent and pick up in Garratt Lane.

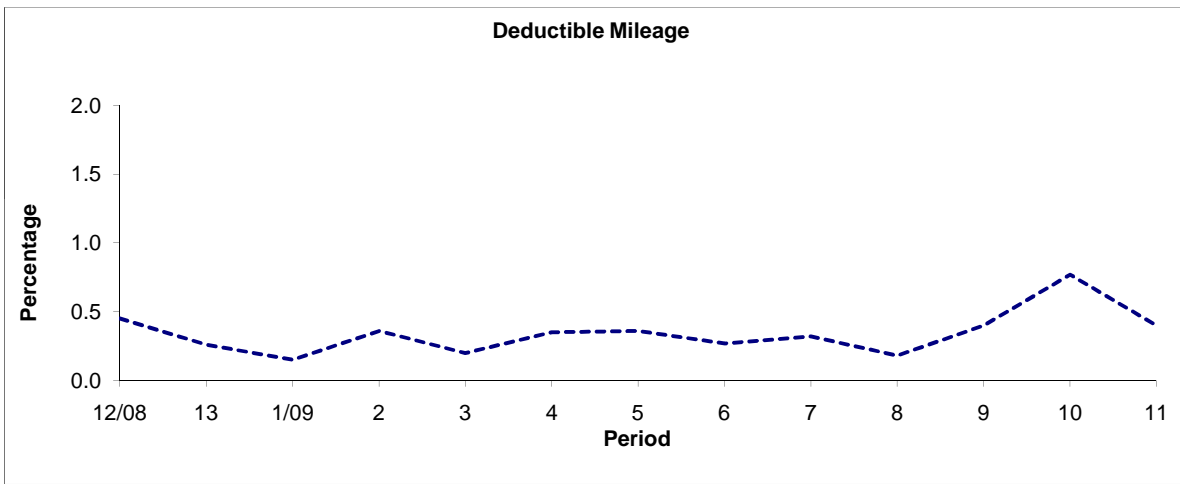
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route N28 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Wandsworth.

PART B - PERFORMANCE STATISTICS

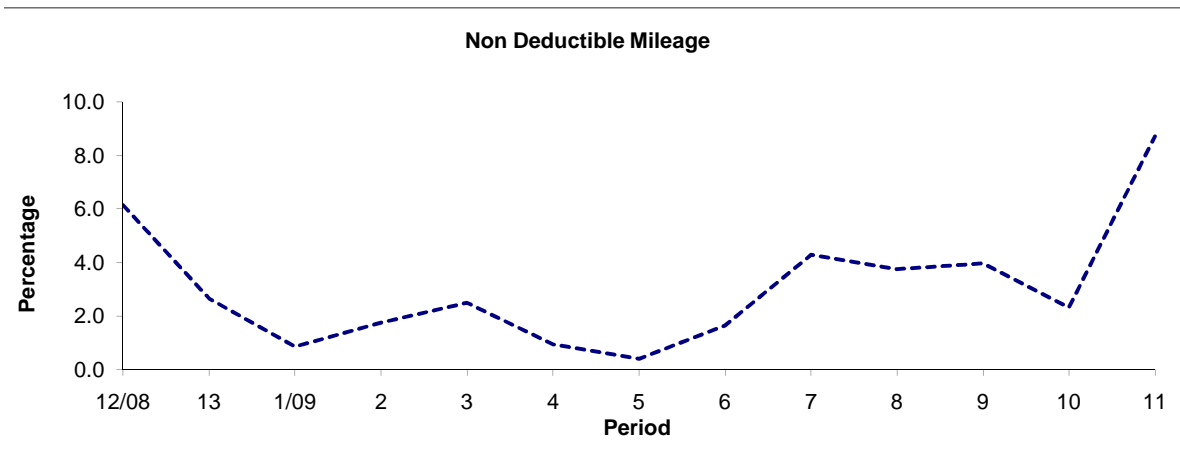
Route 28



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	93.40	97.09	99.00	97.89	97.30	98.71	99.24	98.08	95.39	96.07	95.63	96.92	90.88
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	0.45	0.26	0.15	0.36	0.20	0.35	0.36	0.27	0.32	0.18	0.40	0.77	0.40

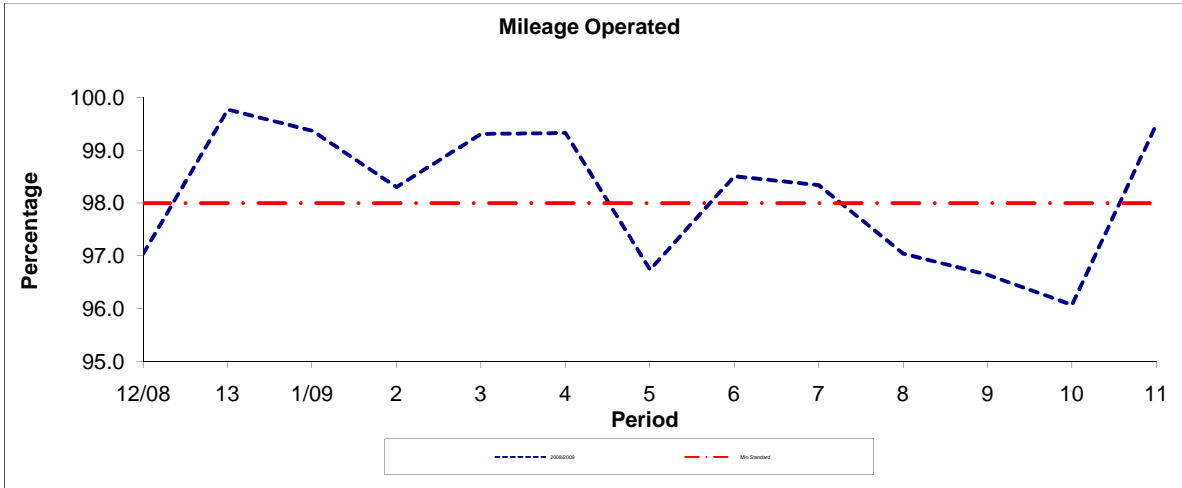


Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	6.15	2.65	0.85	1.75	2.50	0.94	0.40	1.65	4.29	3.75	3.97	2.31	8.72

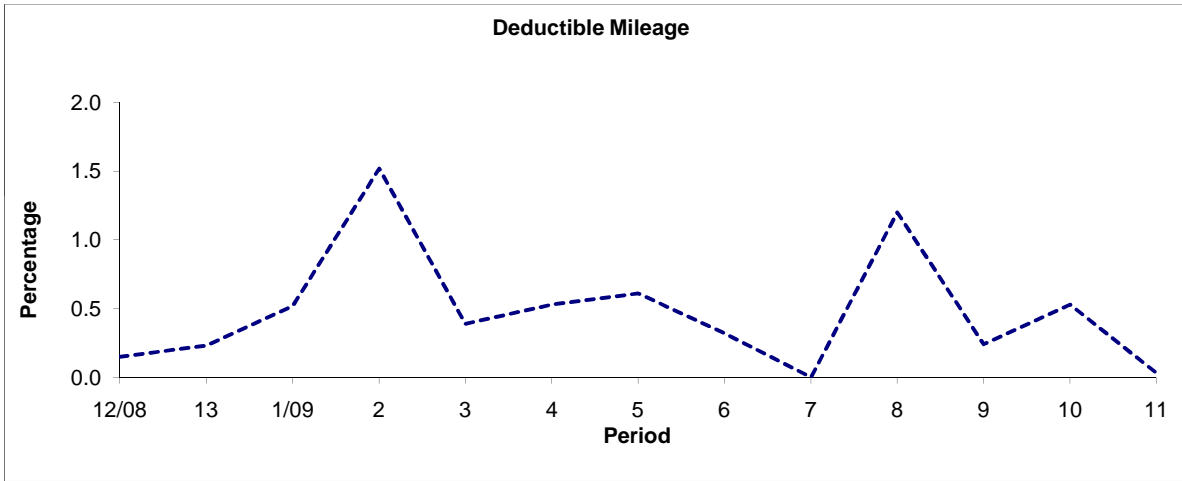
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

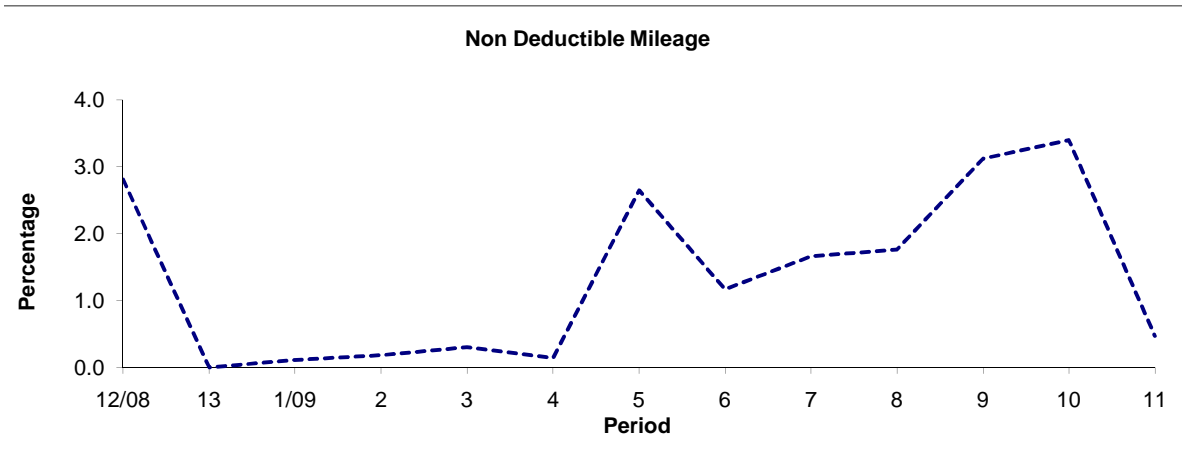
Route N28



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	97.04	99.77	99.37	98.30	99.31	99.33	96.74	98.51	98.34	97.04	96.64	96.07	99.50
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



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	0.15	0.23	0.52	1.52	0.39	0.53	0.61	0.32	0.00	1.20	0.24	0.53	0.03

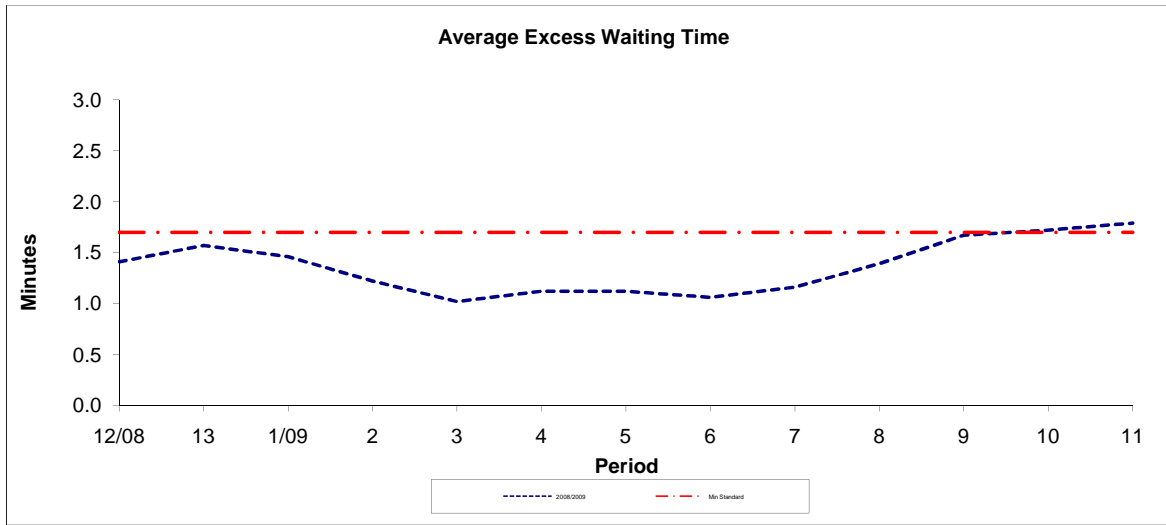


Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	2.81	0.00	0.11	0.18	0.30	0.14	2.65	1.17	1.66	1.76	3.12	3.40	0.47

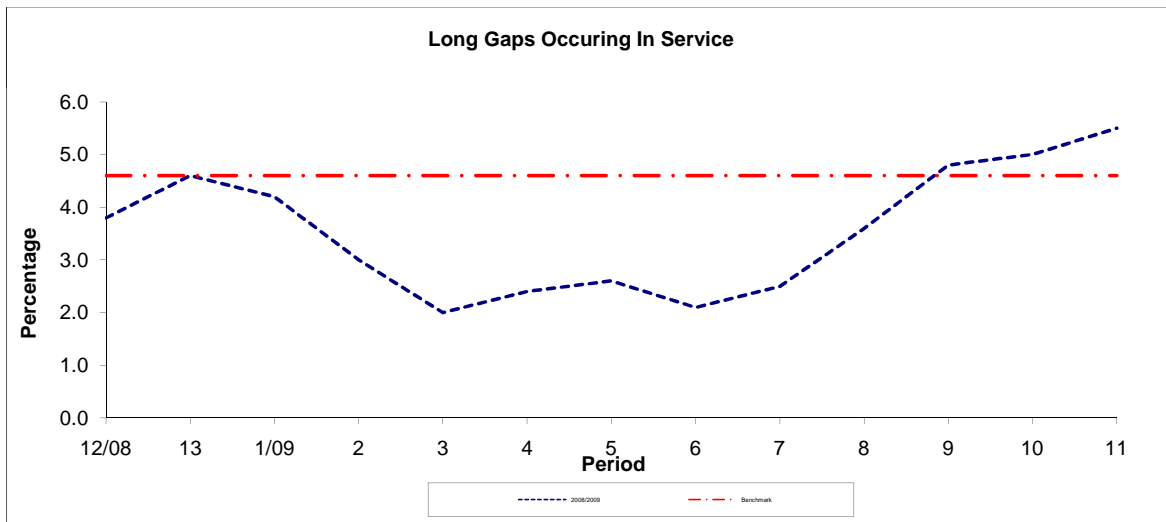
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 28



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	1.41	1.57	1.46	1.22	1.02	1.12	1.12	1.06	1.16	1.39	1.67	1.72	1.79
Min Standard	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70

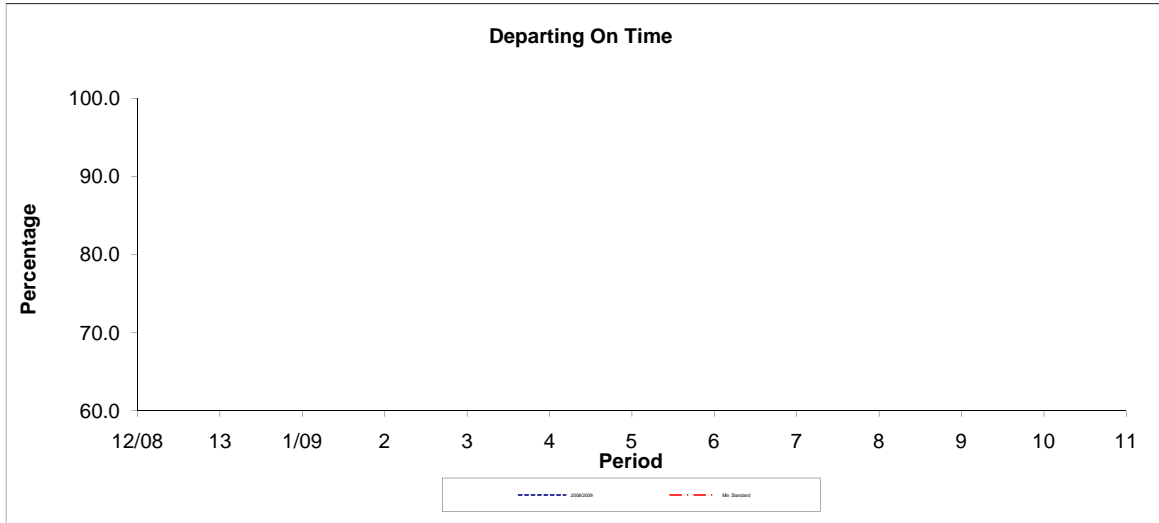


Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	3.80	4.60	4.20	3.00	2.00	2.40	2.60	2.10	2.50	3.60	4.80	5.00	5.50
Benchmark	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60

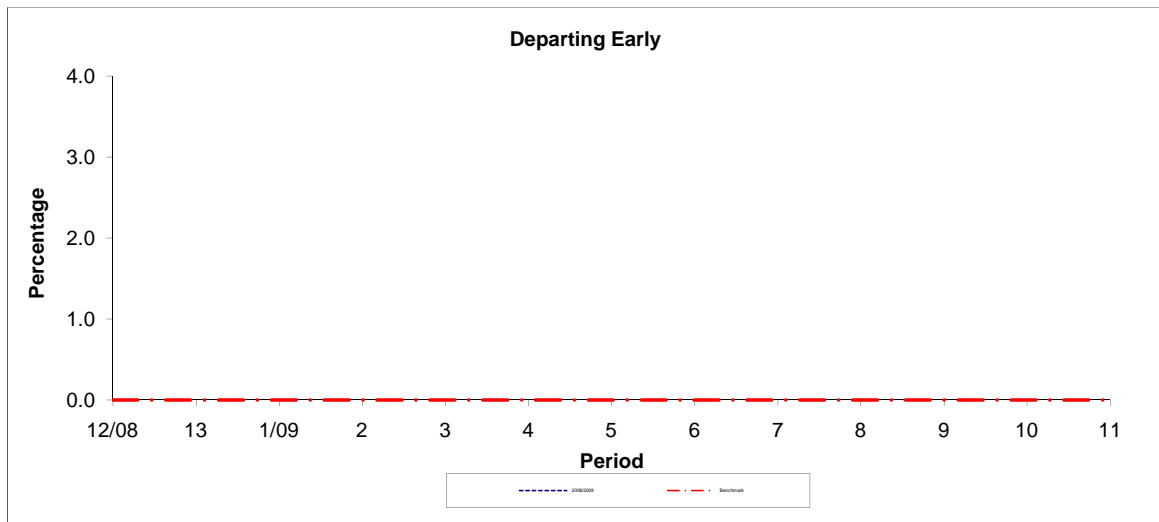
Note : Reliability is based on 12 weeks rolling data

PART B - PERFORMANCE STATISTICS

Route N28



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009													
Min Standard	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



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009													
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
No data available