

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE Nos. 38 & N38

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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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 38 & N38.

- Both routes will be diverted away from Dalston Lane, in the westbound direction only, from November 2008 for approximately 2 months (until January 2009). This will avoid the western section of Dalston Lane during works for the East London Line extension. Westbound buses would operate from Graham Road then via Queensbridge Road, Richmond Road, Kingsland Road to Balls Pond Road.

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:

Two options are specified:

Route Nos. 38 & N38

Option 1:

- Double-deck, low-floor, dual door, one person operated, 87 capacity vehicles are specified with conventional boarding and alighting arrangements.
- Monday to Friday AM peak frequencies are increased from every 3 $\frac{1}{3}$ minutes with two additional return journeys to every 2 $\frac{1}{2}$ minutes with four additional return journeys. Monday to Friday PM peak frequencies are increased from every 3 $\frac{1}{2}$ minutes with two additional return journeys to every 2 $\frac{1}{2}$ minutes with two additional return journeys.
- Monday to Friday interpeak and Saturday shopping period frequencies are increased from every 4 minutes to every 3 $\frac{1}{3}$ minutes.
- Early evening and Sunday shopping period frequencies are increased from every 6 minutes to every 5 minutes.
- Saturday early AM frequencies are increased from every 7 $\frac{1}{2}$ minutes to every 6 minutes.
- Sunday early AM frequencies are increased from every 10 minutes to every 7 $\frac{1}{2}$ minutes.
- On Route No. N38, frequencies are increased from every 15 minutes to every 12 minutes on the leg between Walthamstow Central Bus Station and Victoria Bus Station on all nights.
- On Route No. N38, frequencies are increased from every 15 minutes to every 12 minutes on the leg between Walthamstow Central Bus Station and Piccadilly Circus, Shaftesbury Avenue on Friday and Saturday nights.

2. PROPOSED CHANGES (continued)

Route No. 38

Option 2

- Single-deck, low-floor, three door, one person operated, cashless articulated vehicles are specified.
- No change to existing frequencies.

Route Nos. 38 & N38

Options 1 & 2:

- **Tenderers for both routes have the option to lease parking space at Ash Grove bus garage, near Hackney, from the Corporation for the duration of the contract. A draft of the proposed lease is enclosed with this Invitation to Tender.**
- Tenderers should note that crew changeovers in a southbound direction (towards Victoria) will not be permitted within the section of Mare Street known locally as Narrow Way. Tenderers should indicate the cost of **not** carrying out staff changeovers at Hackney Central (if appropriate).
- Route No. N38 will be specified to operate with double deck vehicles only.
- Boxing Day frequencies are specified at Sunday frequency levels but with a later start. Tenderers must include the cost of the Boxing Day element of this service within Section 4.1 of their tender bid. Tenderers must also identify the cost of the Boxing Day element of this service separately.

3. TERMINALS

Options 1 & 2

Route No. 38 will operate between Clapton, Kenninghall Road Roundabout and Victoria Bus Station.

Route No. N38 will operate between Walthamstow Central Bus Station and Victoria Bus 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 Nos. 38 & N38 which will operate as follows:

DAY OF OPERATION	Option 1	Option 2
Mondays to Fridays	Section 6.1	Section 6.1
Saturdays & Good Friday	Section 6.2	Section 6.2
Sundays	Section 6.3	Section 6.3
Christmas Day	No service	No service
Boxing Day	Section 6.4	Section 6.4
Other Public Holidays	Sunday service	Sunday service
Sunday nights/Monday mornings to Thursday nights/Friday mornings	Section 6.5	-
Friday nights/Saturday mornings and Saturday nights/Sunday mornings	Section 6.6	-
New Years Eve/New Years Day*	Saturday night/ Sunday morning service	-
Christmas Eve night/Christmas Day morning	No service	No service
Christmas Day night/Boxing Day morning	No service	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 No. 38 is currently approved for vehicles which are a maximum of 18.0 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.

Route No. N38 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.

Option 1

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. 38 and N38. Luggage space should also be provided.

Option 2

The service requirement set out in Section 6, assumes that three door, articulated buses with a minimum capacity of 140, of which approximately 48 should be seated, will be used on Route No. 38. Articulated vehicles should not exceed 18 metres in length, should be low floor throughout and must be fitted with a driver operated public address system. Luggage space should also be provided.

Options 1 & 2

Under both options, Tenderers must submit proposals based on new vehicles. These must be of a low floor design and be accessible by wheelchairs by means of a powered ramp. On three door buses, these should be fitted to the centre door.

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 which would need to be refurbished to the specification shown in the 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

Option 1 (double deck operation)

1. Clapton, Kenninghall Road Roundabout to Victoria Bus Station

0515 - 0540	Every 6 $\frac{2}{3}$ minutes
0541 - 0635	Every 4 minutes
0636 - 0645	Every 3 $\frac{1}{3}$ minutes (18 buses per hour)
0646 - 0840	Every 2 $\frac{1}{7}$ minutes (28 buses per hour)
0841 - 0930	Every 3 minutes
0931 - 1450	Every 3 $\frac{1}{3}$ minutes (18 buses per hour)
1451 - 1600	Every 2 $\frac{1}{2}$ minutes (24 buses per hour)
1601 - 1700	Every 2 $\frac{1}{3}$ minutes (26 buses per hour)
1701 - 1830	Every 2 $\frac{1}{2}$ minutes (24 buses per hour)
1831 - 1900	Every 3 $\frac{1}{3}$ minutes (18 buses per hour)
1901 - 2100	Every 5 minutes
2101 - 2340	Every 6 minutes

First departure from Clapton, Kenninghall Road no later than 0520.
Last departure from Clapton, Kenninghall Road no earlier than 2335.

Tenderers should ensure that buses are scheduled to be no more than 2 $\frac{1}{8}$ minutes apart at Tottenham Court Road Station between 0730 and 0900, and no more than 2 $\frac{1}{2}$ minutes apart between 1545 and 1645.

2. Victoria Bus Station to Clapton, Kenninghall Road Roundabout

0610 - 0635	Every 6 $\frac{2}{3}$ minutes
0636 - 0730	Every 4 minutes
0731 - 0750	Every 3 $\frac{1}{3}$ minutes (18 buses per hour)
0751 - 0920	Every 2 $\frac{1}{7}$ minutes (28 buses per hour)
0921 - 0950	Every 2 $\frac{1}{3}$ minutes (26 buses per hour)
0951 - 1020	Every 3 minutes
1021 - 1600	Every 3 $\frac{1}{3}$ minutes (18 buses per hour)
1601 - 1705	Every 2 $\frac{1}{2}$ minutes (24 buses per hour)
1706 - 1805	Every 2 $\frac{1}{3}$ minutes (26 buses per hour)
1806 - 1935	Every 2 $\frac{1}{2}$ minutes (24 buses per hour)
1936 - 2005	Every 3 $\frac{1}{3}$ minutes (18 buses per hour)
2006 - 2205	Every 5 minutes
2206 - 0040	Every 6 minutes

First departure from Victoria Bus Station no later than 0615.
Last departure from Victoria Bus Station no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 2 $\frac{1}{3}$ minutes apart at Islington, Angel, High Street between 0830 and 0930 and between 1745 and 1845, and no more than 2 $\frac{1}{2}$ minutes apart between 1846 and 1915.

6.1 Mondays to Fridays

Option 2 (articulated operation)

1. Clapton, Kenninghall Road Roundabout to Victoria Bus Station

0515 - 0540	Every 10 minutes
0541 - 0635	Every 6 minutes
0636 - 0645	Every 5 minutes
0646 - 0840	Every 3 minutes
0841 - 1450	Every 4 minutes
1451 - 1600	Every 3 ½ minutes (17 buses per hour)
1601 - 1700	Every 3 ⅙ minutes (19 buses per hour)
1701 - 1830	Every 3 ½ minutes (17 buses per hour)
1831 - 1900	Every 5 minutes
1901 - 2340	Every 6 minutes

First departure from Clapton, Kenninghall Road no later than 0520.
Last departure from Clapton, Kenninghall Road no earlier than 2335.

Tenderers should ensure that buses are scheduled to be no more than 3 minutes apart at Tottenham Court Road Station between 0730 and 0900, and no more than 3 ½ minutes apart between 1545 and 1645.

2. Victoria Bus Station to Clapton, Kenninghall Road Roundabout

0610 - 0635	Every 10 minutes
0636 - 0730	Every 6 minutes
0731 - 0750	Every 5 minutes
0751 - 0920	Every 3 minutes
0921 - 0950	Every 3 ½ minutes (17 buses per hour)
0951 - 1600	Every 4 minutes
1601 - 1705	Every 3 ½ minutes (17 buses per hour)
1706 - 1805	Every 3 ⅙ minutes (19 buses per hour)
1806 - 1935	Every 3 ½ minutes (17 buses per hour)
1936 - 2005	Every 5 minutes
2006 - 0040	Every 6 minutes

First departure from Victoria Bus Station no later than 0615.
Last departure from Victoria Bus Station no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 3 ⅙ minutes apart at Islington, Angel, High Street between 0830 and 0930 and between 1745 and 1845, and no more than 3 ½ minutes apart between 1846 and 1915.

6.2 Saturdays & Good Friday

Option 1 (double deck operation)

1. Clapton, Kenninghall Road Roundabout to Victoria Bus Station

0515 - 0620	Every 7 ½ minutes
0621 - 0820	Every 6 minutes
0821 - 1745	Every 3 ⅓ minutes (18 buses per hour)
1746 - 1900	Every 4 minutes
1901 - 2100	Every 5 minutes
2101 - 2340	Every 6 minutes

First departure from Clapton Pond no later than 0520.

Last departure from Clapton Pond no earlier than 2335.

Tenderers should ensure that buses are scheduled to be no more than 3 ⅓ minutes apart at Tottenham Court Road Station between 0930 and 1130.

2. Victoria Bus Station to Clapton, Kenninghall Road Roundabout

0610 - 0715	Every 7 ½ minutes
0716 - 0915	Every 6 minutes
0916 - 1900	Every 3 ⅓ minutes (18 buses per hour)
1901 - 2005	Every 4 minutes
2006 - 2205	Every 5 minutes
2206 - 0040	Every 6 minutes

First departure from Victoria Bus Station no later than 0615.

Last departure from Victoria Bus Station no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 3 ⅓ minutes apart at Islington, Angel, High Street between 1030 and 1230.

6.2 Saturdays & Good Friday

Option 2 (articulated operation)

1. Clapton, Kenninghall Road Roundabout to Victoria Bus Station

0515 - 0620	Every 10 minutes
0621 - 0820	Every 7 ½ minutes
0821 - 1745	Every 4 minutes
1746 - 1900	Every 5 minutes
1901 - 2340	Every 6 minutes

First departure from Clapton, Kenninghall Road no later than 0520.
Last departure from Clapton, Kenninghall Road no earlier than 2335.

Tenderers should ensure that buses are scheduled to be no more than 4 minutes apart at Tottenham Court Road Station between 0930 and 1130.

2. Victoria Bus Station to Clapton, Kenninghall Road Roundabout

0610 - 0715	Every 10 minutes
0716 - 0915	Every 7 ½ minutes
0916 - 1900	Every 4 minutes
1901 - 2005	Every 5 minutes
2006 - 0040	Every 6 minutes

First departure from Victoria Bus Station no later than 0615.
Last departure from Victoria Bus Station no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 4 minutes apart at Islington, Angel, High Street between 1030 and 1230.

6.3 Sundays

Option 1 (double deck operation)

1. Clapton, Kenninghall Road Roundabout to Victoria Bus Station

0515 - 0830	Every 7 ½ minutes
0831 - 0900	Every 6 minutes
0901 - 2100	Every 5 minutes
2101 - 2340	Every 6 minutes

First departure from Clapton Pond no later than 0520.
Last departure from Clapton Pond no earlier than 2335.

Tenderers should ensure that buses are scheduled to be no more than 5 minutes apart at Tottenham Court Road Station between 1000 and 1200.

2. Victoria Bus Station to Clapton, Kenninghall Road Roundabout

0610 - 0935	Every 7 ½ minutes
0936 - 1005	Every 6 minutes
1006 - 2205	Every 5 minutes
2206 - 0040	Every 6 minutes

First departure from Victoria Bus Station no later than 0615.
Last departure from Victoria Bus Station no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 5 minutes apart at Islington, Angel, High Street between 1100 and 1300.

6.3 Sundays

Option 2 (articulated operation)

1. Clapton, Kenninghall Road Roundabout to Victoria Bus Station

0515 - 0830	Every 10 minutes
0831 - 0900	Every 7 ½ minutes
0901 - 2340	Every 6 minutes

First departure from Clapton, Kenninghall Road no later than 0520.
Last departure from Clapton, Kenninghall Road no earlier than 2335.

Tenderers should ensure that buses are scheduled to be no more than 6 minutes apart at Tottenham Court Road Station between 1000 and 1200.

2. Victoria Bus Station to Clapton, Kenninghall Road Roundabout

0610 - 0935	Every 10 minutes
0936 - 1005	Every 7 ½ minutes
1006 - 0040	Every 6 minutes

First departure from Victoria Bus Station no later than 0615.
Last departure from Victoria Bus Station no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 6 minutes apart at Islington, Angel, High Street between 1100 and 1300.

6.4 Boxing Day

Option 1 (double deck operation)

1. Clapton, Kenninghall Road Roundabout to Victoria Bus Station

0755 - 0830	Every 7 ½ minutes
0831 - 0900	Every 6 minutes
0901 - 2100	Every 5 minutes
2101 - 2340	Every 6 minutes

First departure from Clapton, Kenninghall Road no later than 0800.
Last departure from Clapton, Kenninghall Road no earlier than 2335.

Tenderers should ensure that buses are scheduled to be no more than 5 minutes apart at Tottenham Court Road Station between 1000 and 1200.

2. Victoria Bus Station to Clapton, Kenninghall Road Roundabout

0810 - 0935	Every 7 ½ minutes
0936 - 1005	Every 6 minutes
1006 - 2205	Every 5 minutes
2206 - 0040	Every 6 minutes

First departure from Victoria Bus Station no later than 0815.
Last departure from Victoria Bus Station no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 5 minutes apart at Islington, Angel, High Street between 1100 and 1300.

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

6.4 Boxing Day

Option 2 (articulated operation)

1. Clapton, Kenninghall Road Roundabout to Victoria Bus Station

0755 - 0830	Every 10 minutes
0831 - 0900	Every 7 ½ minutes
0901 - 2340	Every 6 minutes

First departure from Clapton, Kenninghall Road no later than 0800.
Last departure from Clapton, Kenninghall Road no earlier than 2335.

Tenderers should ensure that buses are scheduled to be no more than 6 minutes apart at Tottenham Court Road Station between 1000 and 1200.

2. Victoria Bus Station to Clapton, Kenninghall Road Roundabout

0810 - 0935	Every 10 minutes
0936 - 1005	Every 7 ½ minutes
1006 - 0040	Every 6 minutes

First departure from Victoria Bus Station no later than 0815.
Last departure from Victoria Bus Station no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 6 minutes apart at Islington, Angel, High Street between 1100 and 1300.

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

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

Option 1 (double deck operation)

1. Walthamstow Central Bus Station to Victoria Bus Station

2325 - 0510 Every 12 minutes

First departure from Walthamstow Central Bus Station no later than 2330.
Last departure from Walthamstow Central Bus Station no earlier than 0505.

2. Victoria Bus Station to Walthamstow Central Bus Station

0035 - 0610 Every 12 minutes

First departure from Victoria Bus Station no later than 0040.
Last departure from Victoria Bus Station no earlier than 0605.

6.6 Friday nights/Saturday mornings and Saturday nights/Sunday mornings

Option 1 (double deck operation)

1. Walthamstow Central Bus Station to Victoria Bus Station

2325 - 0510 Every 12 minutes

First departure from Walthamstow Central Bus Station no later than 2330.
Last departure from Walthamstow Central Bus Station no earlier than 0505.

2. Walthamstow Central Bus Station to Piccadilly Circus

2350 - 0400 Every 12 minutes

First departure from Walthamstow Central Bus Station no later than 2355.
Last departure from Walthamstow Central Bus Station no earlier than 0355.

3. Victoria Bus Station to Walthamstow Central Bus Station

0035 - 0610 Every 12 minutes

First departure from Victoria Bus Station no later than 0040.
Last departure from Victoria Bus Station no earlier than 0605.

4. Piccadilly Circus to Walthamstow Central Bus Station

0040 - 0450 Every 12 minutes

First departure from Piccadilly Circus no later than 0045.
Last departure from Piccadilly Circus no earlier than 0445.

The short working journeys between Walthamstow Central Station and Piccadilly Circus should interwork, in both directions, with the through journeys between Walthamstow Central Station and Victoria Bus Station.

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. 38 & N38 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. 38 (**Options 1 & 2**) 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. N38 (**Option 1**) 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.

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 (**Options 1 & 2**) = 1.15 minutes

It is unlikely that the minimum number of QSI surveys for Threshold measurement will be conducted on Route No. N38 at present. However, this may change at a later date when a Threshold figure may be published.

Summary of proposed QSI coverage: Route Nos. 38 & N38

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 (Options 1 & 2)

Towards Victoria

Clapton
Hackney Central
Islington Angel
Tottenham Court Road

Towards Clapton /Walthamstow

Victoria
Tottenham Court Road
Islington Angel
Dalston Junction

Total scheduled manual QSI surveys per quarter = 128.

8. RUNNING TIMES

Extracts from the public timetable with sample running times for Route Nos. 38 & N38 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 adequate in present traffic conditions.

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

- the minimum performance standards for Route Nos. 38 & N38 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.

Under **Option 1**, Tenderers submitting bids for operation with low-floor dual door double-deck buses, should assume that for bidding purposes, open boarding will no longer apply, and should allow for realistic increases in daily running times. As a guide, the Corporation estimates that running times should increase by approximately 5% for low-floor dual door, double-deck buses when compared to three door, single-deck buses.

Under **both Options 1 & 2**, when devising changes to running times, Tenderers must demonstrate that their proposals are robust and operable in present traffic conditions at all stops and the terminal points on the route.

Tenderers will note that Route No. 38 experiences very high levels of traffic lost mileage and significant improvement is required in the new contract. Tenderers must therefore demonstrate how they would achieve the minimum performance standards outlined in Section 7 and, in particular, to ensure that the minimum operated mileage standard is achieved.

In order to meet reliability targets, Tenderers may wish to consider the inclusion of a boarding time allowance for Route No. N38 at Tottenham Court Road Station, or at another central London location, as appropriate on all or some nights.

Tenderers are also recommended to consider school summer holiday schedules, incorporating running time reductions and/or reduced stand time at Victoria. 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. 38 should interwork with Route No. N38 to form a seamless 24 hour service.

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. 38 & N38 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.

It is anticipated that dedicated control of these routes will be required at Victoria at all times in order to ensure that access to stands for other routes is not impeded. Tenderers should include such provision in their control strategies.

Tenderers should also indicate how they intend to facilitate driver changeovers and meal reliefs for this route. Tenderers should note that crew changeovers in a southbound direction (towards Victoria) will not be permitted within the section of Mare Street known locally as Narrow Way. Tenderers should indicate the cost of **not** carrying out staff changeovers at Hackney Central (if appropriate).

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. 38 & N38:

- These routes can suffer from unpredictable traffic delays in the Dalston and Islington areas.

Tenderers should also note the following factors which may have an impact on Route Nos. 38 & N38 in the foreseeable future:

- From November 2008, there will be a diversion for approximately 2 months for Victoria bound buses to avoid the western section of Dalston Lane during works for the East London Line extension. This diversion will operate from Graham Road then via Queensbridge Road, Richmond Road, Kingsland Road to Balls Pond Road and normal line of route. There is no change to the Clapton bound (northbound) routing.
- The ongoing Thames Water main replacement works programme in central London will continue to affect these and other bus routes.
- Crossrail is planned to open in 2017 and will operate through London (west-east) from Maidenhead and Heathrow via Paddington, Liverpool Street and Stratford to Shenfield, and via Whitechapel to Isle of Dogs (Canary Wharf) and Abbey Wood.
- In addition to Crossrail, there is a number of projects which may affect bus services in the Tottenham Court Road area. These projects include proposals to modify traffic circulation on Tottenham Court Road / Gower Street / Bloomsbury Street, the Tottenham Court Road Station re-development and closure of Andrew Borde Street, Crossrail, and Cross River Transit.
- **Tenderers should note that Tottenham Court Road is no longer available as a curtailment or turning point under any circumstances.**
- A major rebuilding of the Victoria Line Station at Victoria is planned, subject to Transport and Works Act approval. Works are likely to start in late 2008 and last until the end of 2015. During this period routings and stopping and standing arrangements in the area may be subject to change. Any such changes will be discussed with the successful Tenderer as appropriate.
- It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract and therefore throughout the length of both routes. **Tenderers are requested to identify any cost savings associated with this change.**

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. 38 & N38 must serve all stops on the line of route designated for the route. There are currently 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.

On all night routes (with N prefix) and on 24 hour routes (between the hours of 0100 and 0430) all bus stops are regarded as request stops regardless of their type.

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

Options 1 & 2

Buses on Route No. 38 should be timed at the following points:

Towards Victoria

Towards Clapton

Clapton *Kenninghall Rd/Thistlewaite Rd*

Hackney Central Station *Mare Street*

Dalston Junction

Essex Road Station

Islington Angel *High Street*

Holborn Station

Tottenham Court Road Station

Piccadilly Circus *Shaftesbury Avenue*

Piccadilly Circus *Piccadilly*

Hyde Park Corner *Grosvenor Place*

Victoria Bus Station *Bay C*

Victoria Bus Station *Bay C*

Hyde Park Corner *Grosvenor Place*

Piccadilly Circus *Piccadilly*

Piccadilly Circus *Shaftesbury Avenue*

Tottenham Court Road Station

Bloomsbury Square

Islington Angel *High Street*

Essex Road Station

Dalston Junction

Hackney Central Station *Amhurst Road*

Clapton *Kenninghall Rd/Thistlewaite Rd*

14. TIMING POINTS & MILEAGES (continued)

Buses on Route No. N38 should be timed at the following points:

Towards Victoria

Towards Walthamstow Central

Walthamstow Central Station

Leyton Bakers Arms *Lea Bridge Road West*

Clapton *Kenninghall Rd/Thistlewaite Rd*

Hackney Central Station *Mare Street*

Dalston Junction

Essex Road Station

Islington Angel *High Street*

Holborn Station

Tottenham Court Road Station

Piccadilly Circus *Shaftesbury Avenue*

Piccadilly Circus *Piccadilly*

Hyde Park Corner *Grosvenor Place*

Victoria Bus Station Bay C

Victoria Bus Station Bay C

Hyde Park Corner *Grosvenor Place*

Piccadilly Circus *Piccadilly*

Piccadilly Circus *Shaftesbury Avenue*

Tottenham Court Road Station

Bloomsbury Square

Islington Angel *High Street*

Essex Road Station

Dalston Junction

Hackney Central Station *Amhurst Road*

Clapton *Kenninghall Rd/Thistlewaite Rd*

Leyton Bakers Arms *Lea Bridge Road West*

Walthamstow Central Station

Mileages for Route Nos. 38 & N38

Clapton, Kenninghall Road, Thistlewaite Road to Victoria Bus Station	7.6 miles
Victoria Bus Station to Clapton, Kenninghall Road, Thistlewaite Road	7.7 miles
Walthamstow Central Bus Station to Victoria Bus Station	10.7 miles
Victoria Bus Station to Walthamstow Central Bus Station	10.8 miles
Walthamstow Central Bus Station to Piccadilly Circus, Shaftesbury Avenue	8.9 miles
Piccadilly Circus, Shaftesbury Avenue to Walthamstow Central Bus Station	9.1 miles

Tenderers should note that:

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

15. VEHICLE LIVERY

All vehicles to be used on Route Nos. 38 & N38 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. 38:

CLAPTON, KENNINGHALL ROAD ROUNDABOUT - VICTORIA BUS STATION

STREETS TRAVERSED

Towards Victoria Bus Station: Lower Clapton Road, Mare Street, Graham Road, Dalston Lane, Balls Pond Road, Essex Road, Islington Green, Upper Street, Islington High Street, St John Street, Rosebery Avenue, Clerkenwell Road, Theobald's Road, Drake Street, Procter Street, High Holborn, New Oxford Street, Charing Cross Road, Shaftesbury Avenue, Great Windmill Street, Haymarket, Jermyn Street, Regent Street, Piccadilly, Duke Of Wellington Place, Grosvenor Place, Lower Grosvenor Place, Buckingham Palace Road, Terminus Place, Victoria Bus Station.

Towards Clapton, Kenninghall Road Roundabout: Victoria Bus Station, Wilton Road, Victoria Street, Grosvenor Gardens, Grosvenor Place, Hyde Park Corner, Piccadilly, Piccadilly Circus, Shaftesbury Avenue, Charing Cross Road, New Oxford Street, Bloomsbury Way, Vernon Place, Theobald's Road, Clerkenwell Road, Rosebery Avenue, St John Street, Islington High Street, Upper Street, Islington Green, Essex Road, Balls Pond Road, Dalston Lane, Graham Road, Mare Street, Amhurst Road, Dalston Lane, Lower Clapton Road.

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) For Option 1 (double-deck buses) The intermediate (also known as via) blind display to be used on the nearside of the vehicle is shown in the box below:

38 via Essex Road

- 6) For Option 2 (articulated buses) no via blinds are displayed.

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.

CLAPTON, KENNINGHALL ROAD ROUNDABOUT

Private stand in centre of Kenninghall Road Roundabout at junction of Lower Clapton Road and Lea Bridge Road.

Buses proceed from Lower Clapton Road via Kenninghall Road Roundabout and Access Road to stand, departing via Access Road and Kenninghall Road Roundabout to Lower Clapton Road. Set down in Lower Clapton Road, at stop L and pick up in Lower Clapton Road, at stop E.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **(Option 1)** No more than 6 double-deck buses on Route No. 38 should be scheduled to stand at any one time.
(Option 2) No more than 4 articulated buses on Route No. 38 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: Clapton Pond
OTHER INFORMATION: LBSL toilet facilities available 24 hours daily.

MILDMAY PARK, DOVE ROAD

Public stand on south side of Dove Road, commencing immediately on the corner of Henshall Street and extending 41 metres.

From Clapton, Kenninghall Road Roundabout.

Buses proceed from Balls Pond Road via Southgate Road and Dove Road to stand, departing via Dove Road and Essex Road to Balls Pond Road. Set down in Balls Pond Road, at stop BH and pick up in Balls Pond Road, at stop CC.

From Victoria Bus Station.

Buses proceed from Balls Pond Road via Southgate Road and Dove Road to stand, departing via Dove Road to Essex Road. Set down in Balls Pond Road, at stop CC and pick up in Essex Road, at stop CG.

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: Essex Road, Balls Pond Road

ISLINGTON GREEN (from Victoria Bus Station)

Buses proceed from Upper Street departing to Islington Green. Set down in Upper Street, at stop X and pick up in Islington Green, at stop D.

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

ISLINGTON, ANGEL, GOSWELL ROAD (from Clapton, Kenninghall Road Roundabout)

Public stand on north east side of Goswell Road in two portions:

1 - for three buses, commencing 40 metres north west of Wakley Street and extending 30 metres north west.

2 - for two buses, commencing 15 metres north west of Wakley Street and extending 21 metres north west.

Buses proceed from Upper Street via Islington High Street, City Road, Wakley Street and Goswell Road to stand, departing via Goswell Road, City Road and Islington High Street to Upper Street. Set down in Upper Street, at stop F and pick up in Upper Street, at stop X.

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: Islington Angel.

ROSEBERY AVENUE

Public stand on southeast side of Green Terrace, commencing 5 metres west of Gloucester Way and extending southwest.

From Clapton, Kenninghall Road Roundabout.

Buses proceed from Rosebery Avenue via Gloucester Way and Green Terrace to stand, departing via Green Terrace to Rosebery Avenue. Set down in Rosebery Avenue, at stop UC and pick up in Rosebery Avenue, at stop UA.

From Victoria Bus Station.

Buses proceed from Rosebery Avenue via Gloucester Way and Green Terrace to stand, departing via Green Terrace to Rosebery Avenue. Set down in Rosebery Avenue, at stop CH and pick up in Rosebery Avenue, at stop UD.

AVAILABILITY: Available from 08:00 until 19:30 only. Buses on Route No. 38 must not use this stand outside these times.
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: Rosebery Avenue

BLOOMSBURY (from Victoria Bus Station)

Buses proceed from Bloomsbury Way via Vernon Place, Theobald's Road, Drake Street and Procter Street departing to High Holborn. Set down in Bloomsbury Way, at stop X and pick up in High Holborn, at stop Q.

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

PICCADILLY CIRCUS, WATERLOO PLACE, ST JAMES

Public stand on west side of Waterloo Place, commencing 12 metres south of No.11 and extending 17 metres south.

From Clapton, Kenninghall Road Roundabout.

Buses proceed from Shaftesbury Avenue via Great Windmill Street, Haymarket, Pall Mall and Waterloo Place to stand, departing via Waterloo Place, Regent Street and Piccadilly Circus to Shaftesbury Avenue. Set down in Shaftesbury Avenue, at stop K and pick up in Shaftesbury Avenue, at stop H.

From Victoria Bus Station.

Buses proceed from Piccadilly via Piccadilly Circus, Haymarket, Pall Mall and Waterloo Place to stand, departing via Waterloo Place and Regent Street to Piccadilly. Set down in Piccadilly, at stop B and pick up in Piccadilly, at stop S.

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: Piccadilly Circus

PICCADILLY CIRCUS

From Clapton, Kenninghall Road Roundabout.

Buses proceed from Shaftesbury Avenue via Great Windmill Street, Haymarket, Jermyn Street, Regent Street and Piccadilly Circus departing to Shaftesbury Avenue. Set down in Shaftesbury Avenue, at stop K and pick up in Shaftesbury Avenue, at stop H.

From Victoria Bus Station.

Buses proceed from Piccadilly via Piccadilly Circus, Haymarket, Jermyn Street and Regent Street departing to Piccadilly. Set down in Piccadilly, at stop B and pick up in Piccadilly, at stop S.

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

HYDE PARK CORNER, PICCADILLY (from Clapton, Kenninghall Road Roundabout)

Public stand in Piccadilly, westbound carrageway, south side, commencing at a point opposite 128/134 Piccadilly and extending 19 metres west.

Buses proceed from Piccadilly direct to stand, departing via Piccadilly, Duke of Wellington Place, Grosvenor Place and Hyde Park Corner to Piccadilly. Set down in Piccadilly, at stop E and pick up in Piccadilly, 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: Hyde Park Corner

VICTORIA BUS STATION, STAND C

Private stand for 5 buses (or 3 articulated buses) in Bay C in Victoria Bus Station on Victoria Station Forecourt.

Buses proceed from Victoria Bus Station via Bay C to stand, departing via Victoria Bus Station to Bay C. Set down and pick up in Victoria Bus Station, Bay C, at stop C.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **(Option 1)** No more than **5** double-deck buses on Route No. 38 should be scheduled to stand at any one time.
(Option 2) No more than **3** articulated buses on Route No. 38 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: Victoria
OTHER INFORMATION: Buses must be available for boarding for as long as is practical while on this stand. Drivers must move buses up as preceding buses depart. LBSL toilets available (24 hours).

APPENDIX A: ROUTE RECORD

ROUTE No. N38: WALTHAMSTOW CENTRAL BUS STATION - VICTORIA BUS STATION

STREETS TRAVERSED

Towards Victoria Bus Station: Walthamstow Central Bus Station, Selborne Road, Hoe Street, Lea Bridge Road, Kenninghall Road Roundabout, Lower Clapton Road, Mare Street, Graham Road, Dalston Lane, Balls Pond Road, Essex Road, Islington Green, Upper Street, Islington High Street, St John Street, Rosebery Avenue, Clerkenwell Road, Theobald's Road, Drake Street, Procter Street, High Holborn, New Oxford Street, Charing Cross Road, Shaftesbury Avenue, Great Windmill Street, Haymarket, Jermyn Street, Regent Street, Piccadilly, Duke Of Wellington Place, Grosvenor Place, Lower Grosvenor Place, Buckingham Palace Road, Terminus Place, Victoria Bus Station.

Towards Walthamstow Central Bus Station: Victoria Bus Station, Wilton Road, Victoria Street, Grosvenor Gardens, Grosvenor Place, Hyde Park Corner, Piccadilly, Piccadilly Circus, Shaftesbury Avenue, Charing Cross Road, New Oxford Street, Bloomsbury Way, Vernon Place, Theobald's Road, Clerkenwell Road, Rosebery Avenue, St John Street, Islington High Street, Upper Street, Islington Green, Essex Road, Balls Pond Road, Dalston Lane, Graham Road, Mare Street, Amhurst Road, Dalston Lane, Lower Clapton Road, Kenninghall Road Roundabout, Lea Bridge Road, Hoe Street, Selborne Road, Walthamstow Central 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:

N38 via Clapton

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.

WALTHAMSTOW CENTRAL BUS STATION

Private stand for 13 buses in marked bays on east side of Walthamstow Central Bus Station on north side of Selborne Road. Overflow offside stand for 1 bus on west side of bus station in lay-by opposite Stop A.

Buses proceed from Walthamstow Central Bus Station direct to stand, departing to Walthamstow Central Bus Station. Set down in Walthamstow Central Bus Station, at Alighting Point and pick up in Walthamstow Central Bus Station, at stop C.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 3 buses on Route No. N38 should be scheduled to stand at any one time.
MEAL RELIEFS:	By arrangement.
FERRY VEHICLES:	By arrangement.
BLIND DISPLAY:	Walthamstow Central
OTHER INFORMATION:	Toilet facilities available.

CLAPTON, KENNINGHALL ROAD ROUNDABOUT (from Victoria Bus Station)

Private stand in centre of Kenninghall Road Roundabout at junction of Lower Clapton Road and Lea Bridge Road.

Buses proceed from Lower Clapton Road via Kenninghall Road Roundabout and Access Road to stand, departing via Access Road and Kenninghall Road Roundabout to Lower Clapton Road. Set down in Lower Clapton Road, at stop L and pick up in Lower Clapton Road, at stop E.

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:	Clapton Pond

MILDMAY PARK, DOVE ROAD

Public stand on south side of Dove Road, commencing immediately on the corner of Henshall Street and extending 41 metres.

From Walthamstow Central Bus Station.

Buses proceed from Balls Pond Road via Southgate Road and Dove Road to stand, departing via Dove Road and Essex Road to Balls Pond Road. Set down in Balls Pond Road, at stop BH and pick up in Balls Pond Road, at stop CC.

From Victoria Bus Station.

Buses proceed from Balls Pond Road via Southgate Road and Dove Road to stand, departing via Dove Road to Essex Road. Set down in Balls Pond Road, at stop CC and pick up in Essex Road, at stop CG.

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:	Essex Road, Balls Pond Road

ISLINGTON, ANGEL, GOSWELL ROAD (from Walthamstow Central Bus Station)

Public stand on north east side of Goswell Road in two portions:

1 - for three buses, commencing 40 metres north west of Wakley Street and extending 30 metres north west.

2 - for two buses, commencing 15 metres north west of Wakley Street and extending 21 metres north west.

Buses proceed from Upper Street via Islington High Street, City Road, Wakley Street and Goswell Road to stand, departing via Goswell Road, City Road and Islington High Street to Upper Street. Set down in Upper Street, at stop F and pick up in Upper Street, at stop X.

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:	Islington Angel

BLOOMSBURY (from Victoria Bus Station)

Buses proceed from Bloomsbury Way via Vernon Place, Theobald's Road, Drake Street and Procter Street departing to High Holborn. Set down in Bloomsbury Way, at stop X and pick up in High Holborn, at stop Q.

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

HOLBORN STATION, NEW OXFORD STREET (from Walthamstow Central Bus Station)

Public stand for three buses on north side of New Oxford Street, commencing at party wall of Nos. 2/4.

Buses proceed from High Holborn via New Oxford Street to stand, departing via New Oxford Street to Bloomsbury Way. Set down in High Holborn, at stop Q and pick up in Bloomsbury Way, at stop WB.

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: Holborn

PICCADILLY CIRCUS, WATERLOO PLACE, ST JAMES

Public stand on west side of Waterloo Place, commencing 12 metres south of No.11 and extending 17 metres south.

From Walthamstow Central Bus Station.

Buses proceed from Shaftesbury Avenue via Great Windmill Street, Haymarket, Pall Mall and Waterloo Place to stand, departing via Waterloo Place, Regent Street and Piccadilly Circus to Shaftesbury Avenue. Set down in Shaftesbury Avenue, at stop K and pick up in Shaftesbury Avenue, at stop H.

From Victoria Bus Station.

Buses proceed from Piccadilly via Piccadilly Circus, Haymarket, Pall Mall and Waterloo Place to stand, departing via Waterloo Place and Regent Street to Piccadilly. Set down in Piccadilly, at stop B and pick up in Piccadilly, at stop S.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route No. N38 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: Piccadilly Circus
OTHER INFORMATION: No toilet facilities currently available.

PICCADILLY CIRCUS

From Walthamstow Central Bus Station.

Buses proceed from Shaftesbury Avenue via Great Windmill Street, Haymarket, Jermyn Street, Regent Street and Piccadilly Circus departing to Shaftesbury Avenue. Set down in Shaftesbury Avenue, at stop K and pick up in Shaftesbury Avenue, at stop H.

From Victoria Bus Station.

Buses proceed from Piccadilly via Piccadilly Circus, Haymarket, Jermyn Street and Regent Street departing to Piccadilly. Set down in Piccadilly, at stop B and pick up in Piccadilly, at stop S.

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

HYDE PARK CORNER, PICCADILLY (from Walthamstow Central Bus Station)

Public stand in Piccadilly, westbound carrageway, south side, commencing at a point opposite 128/134 Piccadilly and extending 19 metres west.

Buses proceed from Piccadilly direct to stand, departing via Piccadilly, Duke of Wellington Place, Grosvenor Place and Hyde Park Corner to Piccadilly. Set down in Piccadilly, at stop E and pick up in Piccadilly, 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: Hyde Park Corner

VICTORIA BUS STATION, STAND C

Private stand for 5 buses (or 3 articulated buses) in Bay C in Victoria Bus Station on Victoria Station Forecourt.

Buses proceed from Victoria Bus Station via Bay C to stand, departing via Victoria Bus Station to Bay C. Set down and pick up in Victoria Bus Station, Bay C, at stop C.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than **3** buses on Route No. N38 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: Victoria
OTHER INFORMATION: LBSL toilet facilities available 24 hours.

APPENDIX B: SAMPLE RUNNING TIMES FOR ROUTE No. 38
(based on current schedule)

MONDAYS TO FRIDAYS1. Clapton, Kenninghall Road Roundabout to Victoria Bus Station

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical early evening	Typical late evening
Clapton						
<i>Kenninghall Rd/Thistlewaite Rd</i>	0522	0823	1202	1700	2034	2307
Hackney Central Station						
<i>Mare Street</i>	0528	0831	1210	1708	2041	2314
Dalston Junction	0533	0840	1219	1717	2047	2320
Essex Road Station	-	-	-	-	-	-
Islington <i>Angel High Street</i>	0541	0857	1233	1731	2057	2328
Holborn <i>Theobald's Road</i>	0548	0908	1244	1742	2106	2336
Tottenham Court Road Station	0552	0915	1251	1749	2112	2341
Piccadilly Circus <i>Piccadilly</i>	0559	0926	1302	1800	2123	2349
Hyde Park Corner						
<i>Grosvenor Place</i>	0604	0933	1309	1807	2129	2354
Victoria Bus Station Bay C	0607	0938	1314	1812	2133	2357
	45 Minutes	75 minutes	72 minutes	72 minutes	59 minutes	50 minutes

2. Victoria Bus Station to Clapton, Kenninghall Road Roundabout

	Typical early morning	Typical morning peak	Typical interpeak	Longest afternoon peak	Typical early evening	Typical late evening
Victoria Bus Station Bay C	0615	0831	1202	1701	2041	2317
Hyde Park Corner						
<i>Grosvenor Place</i>	0618	0835	1208	1707	2044	2320
Piccadilly Circus <i>Piccadilly</i>	0623	0844	1221	1720	2053	2326
Tottenham Court Road Station	0628	0850	1228	1727	2100	2333
Holborn <i>Theobald's Road</i>	0631	0853	1232	1731	2103	2336
Islington <i>Angel High Street</i>	0639	0904	1243	1742	2113	2344
Essex Road Station	-	-	-	-	-	-
Dalston Junction	0649	0916	1256	1755	2125	2355
Hackney Central Station						
<i>Amhurst Road</i>	0654	0923	1304	1803	2132	2400
Clapton						
<i>Kenninghall Rd/Thistlewaite Rd</i>	0700	0931	1312	1811	2139	0007
	45 minutes	60 minutes	70 minutes	70 minutes	58 minutes	50 minutes

SATURDAYS

1. Clapton, Kenninghall Road Roundabout to Victoria Bus Station

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical early evening	Typical late evening
Clapton					
<i>Kenninghall Rd/Thistlewaite Rd</i>	0522	1100	1501	2040	2307
Hackney Central Station					
<i>Mare Street</i>	0528	1107	1508	2047	2314
Dalston Junction	0533	1114	1516	2053	2320
Essex Road Station	-	-	-	-	-
Islington <i>Angel High Street</i>	0541	1128	1530	2103	2328
Holborn <i>Theobald's Road</i>	0548	1136	1539	2112	2336
Tottenham Court Road Station	0552	1141	1544	2118	2341
Piccadilly Circus <i>Piccadilly</i>	0559	1149	1553	2129	2349
Hyde Park Corner					
<i>Grosvenor Place</i>	0604	1155	1559	2135	2354
Victoria Bus Station Bay C	0607	1200	1604	2139	2357
	45 minutes	60 minutes	63 minutes	59 minutes	50 minutes

2. Victoria Bus Station to Clapton, Kenninghall Road Roundabout

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical early evening	Typical late evening
Victoria Bus Station Bay C	0615	1100	1500	2041	2311
Hyde Park Corner					
<i>Grosvenor Place</i>	0618	1103	1503	2044	2314
Piccadilly Circus <i>Piccadilly</i>	0623	1110	1512	2053	2321
Tottenham Court Road Station	0628	1117	1519	2103	2331
Holborn <i>Theobald's Road</i>	0631	1120	1522	2106	2334
Islington <i>Angel High Street</i>	0639	1129	1531	2115	2342
Essex Road Station	-	-	-	-	-
Dalston Junction	0649	1143	1546	2128	2353
Hackney Central Station					
<i>Amhurst Road</i>	0654	1152	1555	2135	2358
Clapton					
<i>Kenninghall Rd/Thistlewaite Rd</i>	0700	1200	1603	2142	0005
	45 minutes	60 minutes	63 minutes	61 minutes	54 minutes

SUNDAYS1. Clapton, Kenninghall Road Roundabout to Victoria Bus Station

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical early evening	Typical late evening
Clapton					
<i>Kenninghall Rd/Thistlewaite Rd</i>	0522	1104	1504	2004	2307
Hackney Central Station					
<i>Mare Street</i>	0528	1111	1511	2011	2314
Dalston Junction	0533	1117	1517	2017	2320
Essex Road Station	-	-	-	-	-
Islington <i>Angel High Street</i>	0541	1131	1531	2027	2328
Holborn <i>Theobald's Road</i>	0548	1139	1539	2036	2336
Tottenham Court Road Station	0552	1144	1544	2042	2341
Piccadilly Circus <i>Piccadilly</i>	0559	1152	1552	2053	2349
Hyde Park Corner					
<i>Grosvenor Place</i>	0604	1158	1558	2059	2354
Victoria Bus Station Bay C	0607	1203	1603	2103	2357
	45 minutes	59 minutes	59 minutes	59 minutes	50 minutes

2. Victoria Bus Station to Clapton, Kenninghall Road Roundabout

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical early evening	Typical late evening
Victoria Bus Station Bay C	0615	1105	1505	2005	2317
Hyde Park Corner					
<i>Grosvenor Place</i>	0618	1108	1508	2008	2320
Piccadilly Circus <i>Piccadilly</i>	0623	1115	1517	2017	2326
Tottenham Court Road Station	0628	1122	1524	2024	2333
Holborn <i>Theobald's Road</i>	0631	1125	1527	2027	2336
Islington <i>Angel High Street</i>	0639	1134	1537	2037	2344
Essex Road Station	-	-	-	-	-
Dalston Junction	0649	1147	1551	2049	2355
Hackney Central Station					
<i>Amhurst Road</i>	0654	1154	1558	2056	2400
Clapton					
<i>Kenninghall Rd/Thistlewaite Rd</i>	0700	1202	1606	2103	0007
	45 minutes	57 minutes	61 minutes	58 minutes	50 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. N38

(based on current schedule)

SUNDAY NIGHTS/TUESDAY MORNINGS TO THURSDAY NIGHTS/FRIDAY MORNINGS**1. Walthamstow Central Bus Station to Victoria Bus Station**

	Longest late night	Typical late night	Typical early morning	Longest early morning
Walthamstow Central Station	2330	0105	0405	0505
Leyton <i>Bakers Arms Lea Bridge Road West</i>	2335	0108	0408	0508
Clapton <i>Kenninghall Rd/Thistlewaite Rd</i>	2343	0115	0415	0515
Hackney Central Station <i>Mare Street</i>	2348	0119	0419	0520
Dalston Junction	2353	0124	0424	0525
Essex Road Station	-	-	-	-
Islington <i>Angel High Street</i>	0001	0130	0430	0533
Holborn <i>Theobald's Road</i>	0009	0136	0436	0540
Tottenham Court Road Station	0013	0138	0438	0544
Piccadilly Circus <i>Shaftesbury Avenue</i>	-	-	-	-
Piccadilly Circus <i>Piccadilly</i>	0021	0143	0443	0551
Hyde Park Corner <i>Grosvenor Place</i>	0026	0148	0448	0556
Victoria Bus Station Bay C	0029	0151	0451	0559
	59 minutes	46 minutes	46 minutes	54 minutes

2. Victoria Bus Station to Walthamstow Central Bus Station

	Longest late night	Typical late night	Typical early morning	Longest early morning
Victoria Bus Station Bay C	0041	0126	0411	0605
Hyde Park Corner <i>Grosvenor Place</i>	0044	0129	0414	0608
Piccadilly Circus <i>Piccadilly</i>	0050	0135	0419	0613
Piccadilly Circus <i>Shaftesbury Avenue</i>	-	-	-	-
Tottenham Court Road Station	0057	0140	0424	0618
Holborn <i>Theobald's Road</i>	0101	0144	0428	0622
Islington <i>Angel High Street</i>	0109	0151	0435	0630
Essex Road Station	-	-	-	-
Dalston Junction	0119	0158	0442	0638
Hackney Central Station <i>Amhurst Road</i>	0124	0202	0446	0643
Clapton <i>Kenninghall Rd/Thistlewaite Rd</i>	0130	0206	0450	0648
Leyton <i>Bakers Arms Lea Bridge Road West</i>	0137	0213	0457	0656
Walthamstow Central Station	0140	0216	0500	0700
	59 minutes	50 minutes	49 minutes	55 minutes

FRIDAY NIGHTS/SATURDAY MORNINGS & SATURDAY NIGHTS/SUNDAY MORNINGS1. Walthamstow Central Bus Station to Victoria Bus Station

	Longest late night	Typical late night	Typical early morning	Longest early morning
Walthamstow Central Station	2330	0105	0405	0505
Leyton <i>Bakers Arms Lea Bridge Road West</i>	2335	0108	0408	0508
Clapton <i>Kenninghall Rd/Thistlewaite Rd</i>	2343	0115	0415	0515
Hackney Central Station <i>Mare Street</i>	2348	0119	0419	0520
Dalston Junction	2353	0124	0424	0525
Essex Road Station	-	-	-	-
Islington <i>Angel High Street</i>	0001	0130	0430	0533
Holborn <i>Theobald's Road</i>	0009	0136	0436	0540
Tottenham Court Road Station	0013	0138	0438	0544
Piccadilly Circus <i>Shaftesbury Avenue</i>	0018	0141	0441	0549
Piccadilly Circus <i>Piccadilly</i>	0021	0143	0443	0551
Hyde Park Corner <i>Grosvenor Place</i>	0026	0148	0448	0556
Victoria Bus Station Bay C	0029	0151	0451	0559
	59 minutes	46 minutes	46 minutes	54 minutes

2. Victoria Bus Station to Walthamstow Central Bus Station

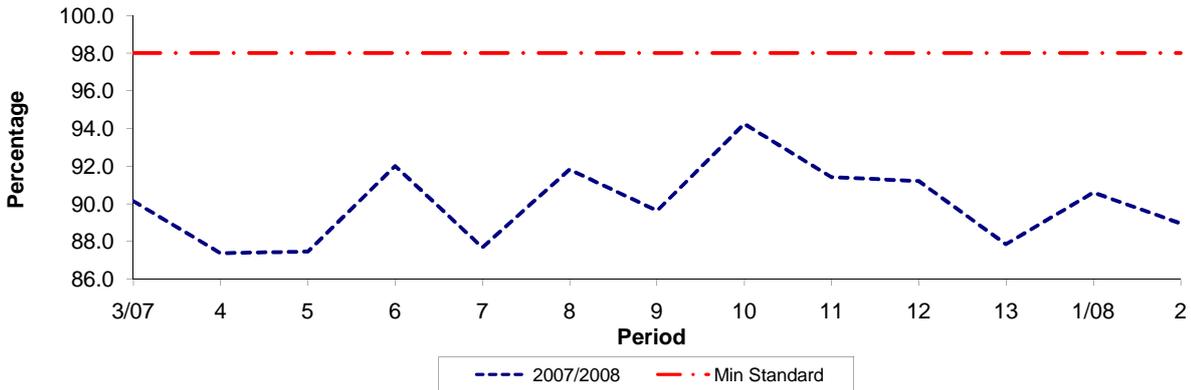
	Longest late night	Typical late night	Typical early morning	Longest early morning
Victoria Bus Station Bay C	0041	0126	0411	0605
Hyde Park Corner <i>Grosvenor Place</i>	0044	0129	0414	0608
Piccadilly Circus <i>Piccadilly</i>	0050	0135	0419	0613
Piccadilly Circus <i>Shaftesbury Avenue</i>	0053	0138	0420	0614
Tottenham Court Road Station	0105	0150	0424	0618
Holborn <i>Theobald's Road</i>	0110	0155	0428	0622
Islington <i>Angel High Street</i>	0119	0203	0435	0630
Essex Road Station	-	-	-	-
Dalston Junction	0129	0210	0442	0638
Hackney Central Station <i>Amhurst Road</i>	0134	0214	0446	0643
Clapton <i>Kenninghall Rd/Thistlewaite Rd</i>	0140	0218	0450	0648
Leyton <i>Bakers Arms Lea Bridge Road West</i>	0147	0225	0457	0656
Walthamstow Central Station	0150	0228	0500	0700
	69 minutes	62 minutes	49 minutes	55 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.)

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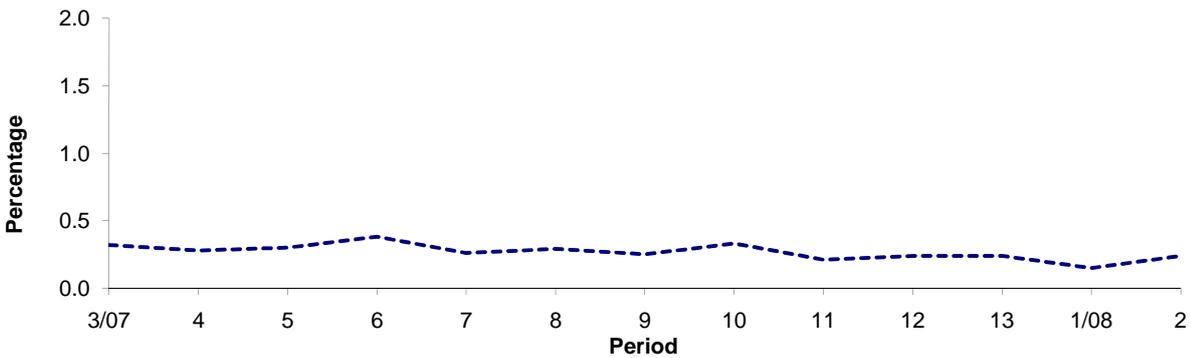
Route 38

Mileage Operated



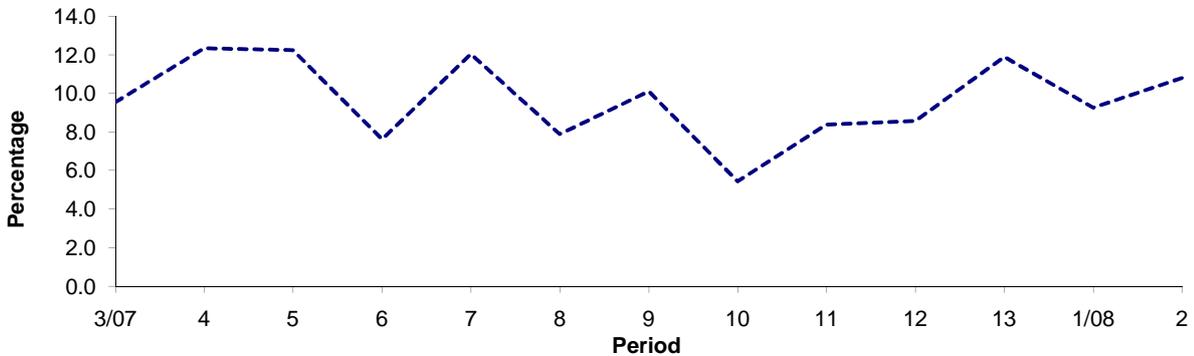
Period	3/07	4	5	6	7	8	9	10	11	12	13	1/08	2
2007/2008	90.14	87.38	87.46	92.01	87.69	91.82	89.64	94.24	91.41	91.20	87.86	90.60	88.96
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	3/07	4	5	6	7	8	9	10	11	12	13	1/08	2
2007/2008	0.32	0.28	0.30	0.38	0.26	0.29	0.25	0.33	0.21	0.24	0.24	0.15	0.24

Non Deductible Mileage



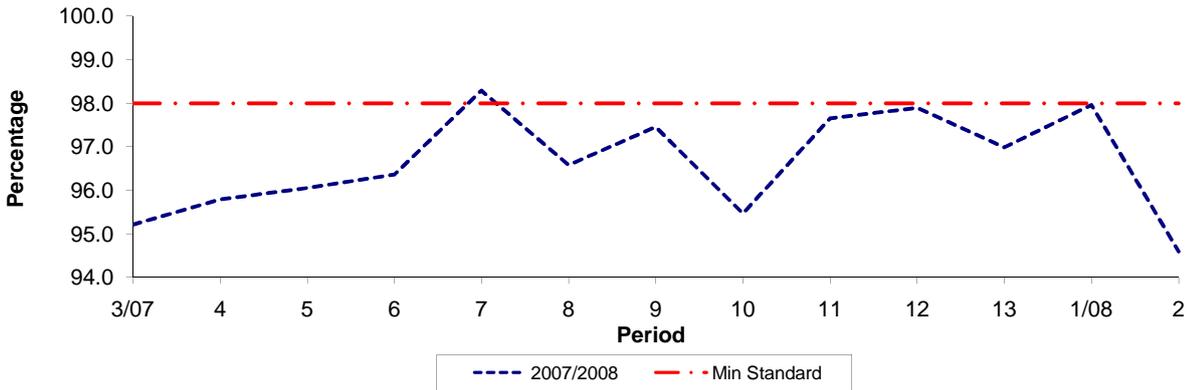
Period	3/07	4	5	6	7	8	9	10	11	12	13	1/08	2
2007/2008	9.54	12.34	12.24	7.61	12.05	7.89	10.11	5.43	8.38	8.56	11.90	9.25	10.80

Note : Mileage is based on 4 weeks data

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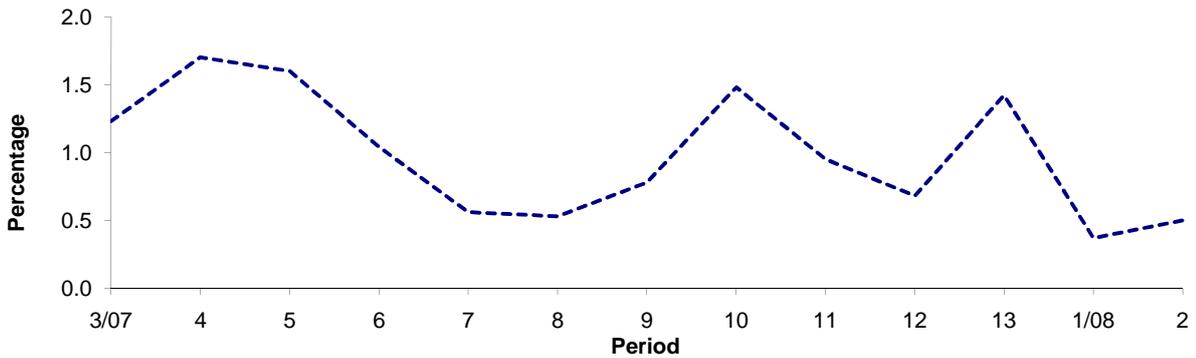
Route N38

Mileage Operated



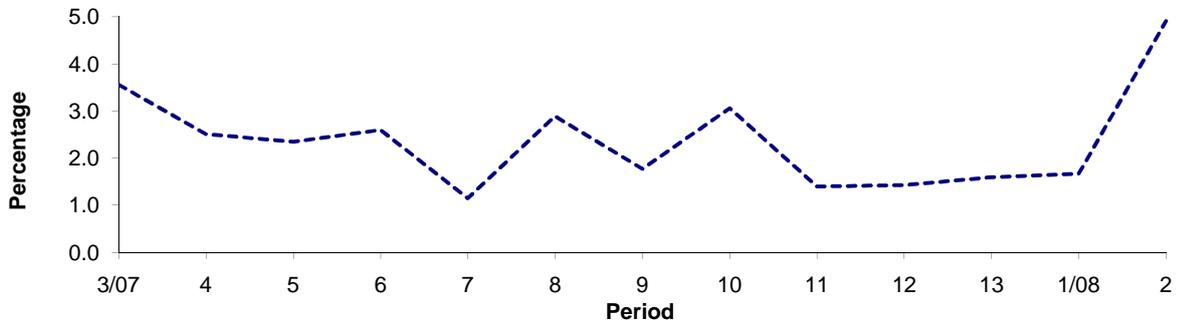
Period	3/07	4	5	6	7	8	9	10	11	12	13	1/08	2
2007/2008	95.21	95.79	96.05	96.36	98.29	96.58	97.45	95.46	97.65	97.89	96.98	97.96	94.59
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	3/07	4	5	6	7	8	9	10	11	12	13	1/08	2
2007/2008	1.23	1.70	1.60	1.04	0.56	0.53	0.78	1.48	0.95	0.68	1.42	0.37	0.50

Non Deductible Mileage

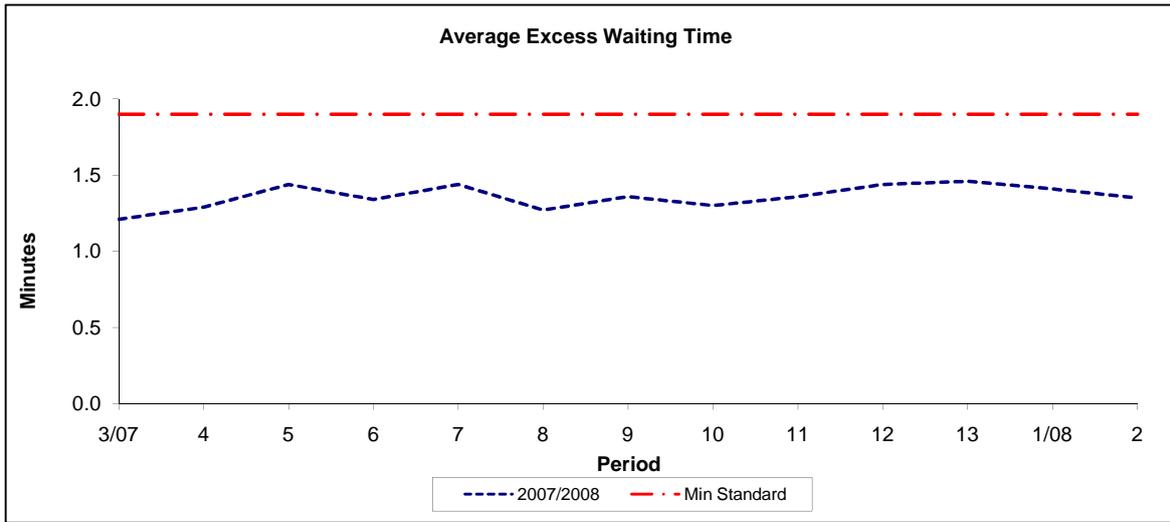


Period	3/07	4	5	6	7	8	9	10	11	12	13	1/08	2
2007/2008	3.56	2.51	2.35	2.60	1.15	2.89	1.77	3.06	1.40	1.43	1.60	1.67	4.91

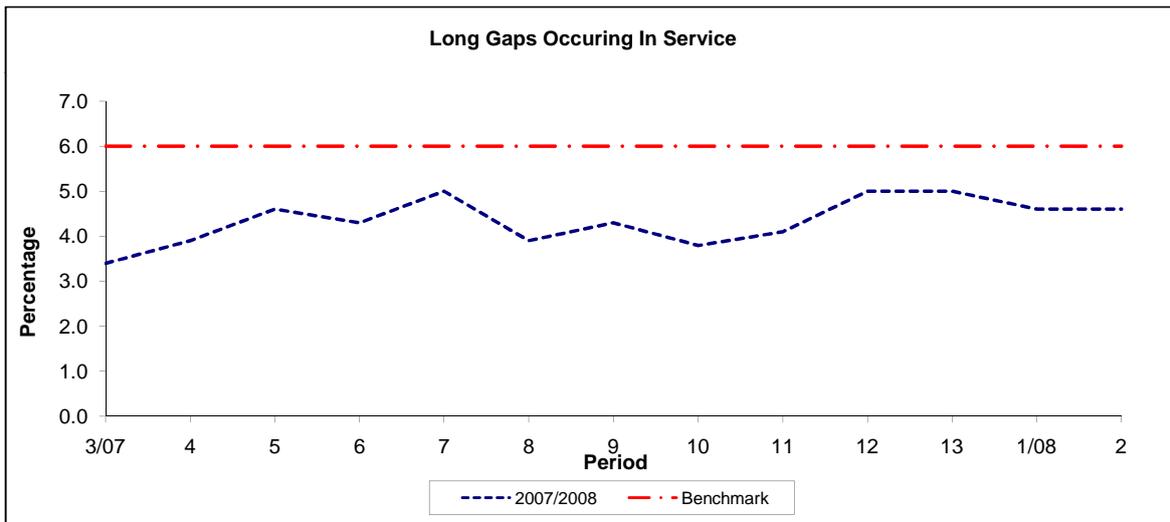
Note : Mileage is based on 4 weeks data

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Route 38



Period	3/07	4	5	6	7	8	9	10	11	12	13	1/08	2
2007/2008	1.21	1.29	1.44	1.34	1.44	1.27	1.36	1.30	1.36	1.44	1.46	1.41	1.35
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

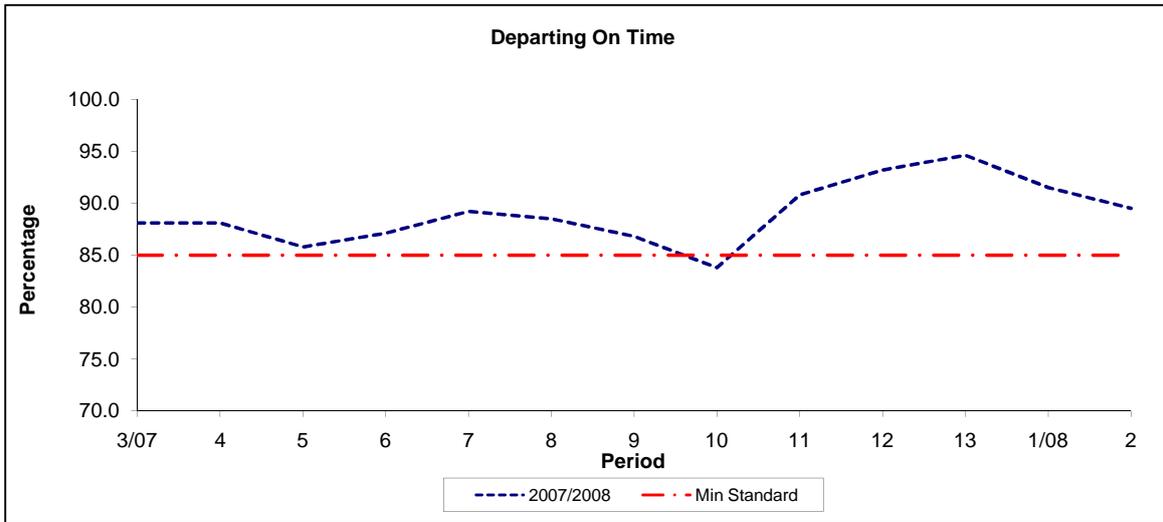


Period	3/07	4	5	6	7	8	9	10	11	12	13	1/08	2
2007/2008	3.40	3.90	4.60	4.30	5.00	3.90	4.30	3.80	4.10	5.00	5.00	4.60	4.60
Benchmark	6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00

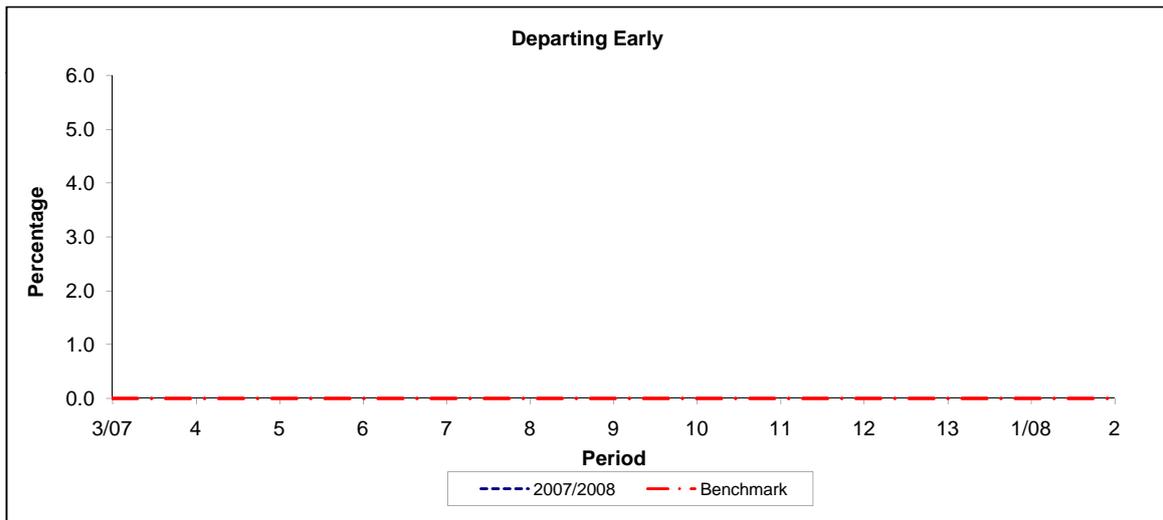
Note : Reliability is based on 12 weeks rolling data

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Route N38



Period	3/07	4	5	6	7	8	9	10	11	12	13	1/08	2
2007/2008	88.10	88.10	85.80	87.10	89.20	88.50	86.80	83.80	90.80	93.20	94.60	91.50	89.50
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	3/07	4	5	6	7	8	9	10	11	12	13	1/08	2
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