

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE Nos. 94 & N94

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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. 94 & N94.

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:

- The additional Mondays to Fridays peak flow journeys are withdrawn.
- The last departure on Route No. 94 ex Piccadilly Circus and the departures on Route No. N94 ex Piccadilly Circus are re-timed to improve interworking between Route Nos. 94 & N94.
- Subject to investigation, the level of usage of the existing Acton Green Stand may be reviewed if suitable adjacent stand space can be made available.

3. TERMINALS

Route Nos. 94 & N94 will operate between Acton Green and Piccadilly Circus.

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. 94 & N94 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*	Nightly service
Christmas Eve night/Christmas Day morning	No service
Christmas Day night/Boxing Day morning	No service

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

5. VEHICLE TYPE

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

Route Nos. 94 & N94 are currently approved for vehicles which are a maximum of 10.5 metres long and 2.55 metres wide. A formal route test will be required for vehicles which exceed these dimensions. This will be arranged with the successful Tenderer.

The service requirement set out in Section 6 assumes that dual door, double deck buses with a minimum capacity of 87 of which approximately 60 should be seated, will be used on this route. Luggage space should also be provided.

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

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. Acton Green to Piccadilly Circus

0520 - 0600	Every 12 minutes
0601 - 0645	Every 6-7 minutes (9 buses per hour)
0646 - 0655	Every 5 minutes
0656 - 0905	Every 4 minutes
0906 - 1410	Every 5 minutes
1411 - 1910	Every 4-5 minutes (14 buses per hour)
1911 - 2000	Every 6-7 minutes (9 buses per hour)
2001 - 2315	Every 8 minutes
2316 - 2400	Every 10 minutes

First departure from Acton Green no later than 0525.

Last departure from Acton Green no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 4 minutes apart at Marble Arch, Oxford Street between 0730 and 0900 and no more than 5 minutes apart between 1515 and 1630.

2. Piccadilly Circus to Acton Green

0555 - 0700	Every 12 minutes
0701 - 0745	Every 6-7 minutes (9 buses per hour)
0746 - 0800	Every 5 minutes
0801 - 0950	Every 4 minutes
0951 - 1505	Every 5 minutes
1506 - 2015	Every 4-5 minutes (14 buses per hour)
2016 - 2115	Every 6-7 minutes (9 buses per hour)
2116 - 0010	Every 8 minutes
0011 - 0035	Every 10 minutes

First departure from Piccadilly Circus no later than 0600.

Last departure from Piccadilly Circus no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 7 minutes apart at Shepherds Bush Green, South Side between 0740 and 0815, no more than 5 minutes apart between 0816 and 0835 no more than 4 minutes apart between 0836 and 0930 and no more than 5 minutes apart between 1550 and 1645.

6.2 Saturdays & Good Friday

1. Acton Green to Piccadilly Circus

0520 - 0625	Every 15 minutes
0626 - 0725	Every 12 minutes
0726 - 0815	Every 10 minutes
0816 - 0840	Every 8 minutes
0841 - 1835	Every 5 minutes
1836 - 1945	Every 6-7 minutes (9 buses per hour)
1946 - 2315	Every 8 minutes
2316 - 2400	Every 10 minutes

First departure from Acton Green no later than 0525.

Last departure from Acton Green no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 5 minutes apart at Marble Arch, Oxford Street between 1000 and 1130.

2. Piccadilly Circus to Acton Green

0555 - 0700	Every 15 minutes
0701 - 0815	Every 12 minutes
0816 - 0915	Every 10 minutes
0916 - 0945	Every 8 minutes
0946 - 1930	Every 5 minutes
1931 - 2100	Every 6-7 minutes (9 buses per hour)
2101 - 0010	Every 8 minutes
0011 - 0035	Every 10 minutes

First departure from Piccadilly Circus no later than 0600.

Last departure from Piccadilly Circus no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 5 minutes apart at Shepherds Bush Green, South Side between 1020 and 1130.

6.3 Sundays

1. Acton Green to Piccadilly Circus

0520 - 0710	Every 15 minutes
0711 - 0745	Every 12 minutes
0746 - 0835	Every 10 minutes
0836 - 2315	Every 8 minutes
2316 - 2400	Every 10 minutes

First departure from Acton Green no later than 0525.
Last departure from Acton Green no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Marble Arch, Oxford Street between 1000 and 1130.

2. Piccadilly Circus to Acton Green

0555 - 0825	Every 15 minutes
0826 - 0900	Every 12 minutes
0901 - 1010	Every 10 minutes
1011 - 0010	Every 8 minutes
0011 - 0035	Every 10 minutes

First departure from Piccadilly Circus no later than 0600.
Last departure from Piccadilly Circus no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Shepherds Bush Green, South Side between 1000 and 1040 and no more than 8 minutes apart between 1041 and 1130.

6.4 Boxing Day

1. Acton Green to Piccadilly Circus

0800 - 0835	Every 10 minutes
0836 - 2315	Every 8 minutes
2316 - 2400	Every 10 minutes

First departure from Acton Green no later than 0805.

Last departure from Acton Green no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Marble Arch, Oxford Street between 1000 and 1100.

2. Piccadilly Circus to Acton Green

0800 - 0900	Every 12 minutes
0901 - 1010	Every 10 minutes
1011 - 0010	Every 8 minutes
0011 - 0035	Every 10 minutes

First departure from Piccadilly Circus no later than 0805.

Last departure from Piccadilly Circus no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Shepherds Bush Green, South Side between 1000 and 1040 and no more than 8 minutes apart between 1041 and 1130.

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

1. Acton Green to Piccadilly Circus

0005 - 0515 Every 30 minutes

First departure from Acton Green no later than 0010.
Last departure from Acton Green no earlier than 0510.

2. Piccadilly Circus to Acton Green

0040 - 0550 Every 30 minutes

First departure from Piccadilly Circus no later than 0045.
Last departure from Piccadilly Circus no earlier than 0545

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

6.7 Friday nights / Saturday mornings to Saturday nights / Sunday mornings

1. Acton Green to Piccadilly Circus

0005 - 0515 Every 15 minutes

First departure from Acton Green no later than 0010.
Last departure from Acton Green no earlier than 0510.

2. Piccadilly Circus to Acton Green

0040 - 0550 Every 15 minutes

First departure from Piccadilly Circus no later than 0045
Last departure from Piccadilly Circus no earlier than 0545

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. 94 & N94 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. 94 shall be:

Average Excess Wait Time:	No more than 1.10 minutes
Minimum Operated Mileage:	No less than 98.00%

The **minimum** standards of acceptable performance for Route No. N94 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 = 0.95 minutes

Summary of proposed QSI coverage: Route Nos. 94 & N94

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 Acton Green

Oxford Circus
Marble Arch
Notting Hill Gate
Shepherds Bush

Towards Piccadilly Circus

Acton Green
Shepherds Bush
Notting Hill Gate
Marble Arch

Total scheduled manual QSI surveys per quarter = 128.

8. RUNNING TIMES

The current timetable for Route No. 94 & N94 can be viewed by prospective Tenderers on Caesar.

Tenderers should carefully check the existing running times to ensure that they are appropriate in present traffic conditions. Tenderers should particularly check the existing running times for Mondays to Fridays evenings and Saturday PM shopping periods.

It is expected that any changes to these running times can be accommodated within existing cycle times.

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

- the minimum performance standards for Route Nos. 94 & N94 in Section 7 above;
- the historical performance data provided in Section 1 Part B of the introduction to this ITT;

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. 94 should interwork with Route No. N94 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. 94 & N94 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. 94 & N94:

- Route Nos. 94 & N94 can suffer from unpredictable traffic delays in the Acton Green and Oxford Street areas.
- Home Football matches at Queens Park Rangers F.C. in Loftus Road can cause severe traffic congestion in the Shepherd's Bush 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 LBSL 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, LBSL Officials will discuss service provision with those Tenderers who are involved.

Tenderers should also note the following factors / events which may have an impact on Route Nos. 94 & N94 in the foreseeable future:

- Accessibility issues at Acton Green Stand have been reported. There have been instances of buses being prevented from accessing the stand due to other buses being parked there. In addition, residents vehicles are sometimes prevented from accessing Acton Lane and Clement Close due to buses. A service controller is often located to smooth the flow of buses. The use of the stand at Acton Green is being investigated and alternative stand locations will be identified.
- The western extension of the congestion charging zone is due to be withdrawn in 2010. This could affect usage and modifications may be proposed during the life of the contract.

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. 94 & N94 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. 94 & N94

Acton Green to Piccadilly Circus	6.6 miles
Piccadilly Circus to Acton Green	6.3 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. 94 & N94 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:

94 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 94: Acton Green - Piccadilly Circus (24 hour service)

Date of Structural Change: 2 October 2010.

Date of Service Change: 2 October 2010.

Reason for Issue: New tender.

STREETS TRAVERSED

Towards Piccadilly Circus: South Parade, The Avenue, Bath Road, Stamford Brook Road, Goldhawk Road, Shepherd's Bush Green (West Side), Uxbridge Road, Holland Park Roundabout, Holland Park Avenue, Notting Hill Gate, Bayswater Road, Lancaster Terrace, Westbourne Street, Bayswater Road, Marble Arch, Oxford Street, Regent Street, Piccadilly Circus, Haymarket, Charles I I Street.

Towards Acton Green: Charles I I Street, Regent Street, Piccadilly Circus, Regent Street, Oxford Street, Park Lane, Cumberland Gate, Bayswater Road, Notting Hill Gate, Holland Park Avenue, Holland Park Roundabout, Uxbridge Road, Shepherd's Bush Green (South Side), Shepherd's Bush Green, Goldhawk Road, Stamford Brook Road, Bath Road, The Avenue, South Parade.

STANDING AND TURNING POINTS

ACTON GREEN, SOUTH PARADE

Public stand for three buses at Acton Green in 2 parts:

- 1). For two buses on west side of Acton Lane, commencing at a point outside 17a Fairlawn House and extending 21 metres south.
- 2). For one bus on north side of South Parade, commencing 11 metres east of eastern kerbline of Acton Lane and extending 10 metres west.

Buses proceed from South Parade via Acton Lane to stand, departing via Acton Lane to South Parade. Set down in South Parade and pick up in South Parade, at Stop C.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 3 buses on Route 94 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: Acton Green.

HOLLAND PARK AVENUE, KENSINGTON HILTON (from PICCADILLY CIRCUS)

Buses proceed from Holland Park Avenue via Holland Park Roundabout departing to Holland Park Avenue. Set down in Holland Park Avenue, HD and pick up in Holland Park Avenue, HJ.

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

NOTTING HILL GATE

From Acton Green.

Buses proceed from Notting Hill Gate via Palace Gardens Terrace, Kensington Mall and Kensington Church Street departing to Notting Hill Gate. Set down in Notting Hill Gate, at Stop D and pick up in Notting Hill Gate, at Stop E.

From Piccadilly Circus.

Buses proceed from Bayswater Road via Notting Hill Gate, Palace Gardens Terrace, Kensington Mall and Kensington Church Street departing to Notting Hill Gate. Set down in Bayswater Road, at Stop S and pick up in Notting Hill Gate, at Stop M.

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

LANCASTER GATE STATION

From Acton Green.

Buses proceed from Lancaster Terrace via Westbourne Street departing to Bayswater Road. Set down in Lancaster Terrace, at Stop LA and pick up in Bayswater Road, at Stop LG.

From Piccadilly Circus.

Buses proceed from Bayswater Road departing to Lancaster Terrace. Set down in Bayswater Road, at Stop LC and pick up in Lancaster Terrace, at Stop LA.

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

MARBLE ARCH, TYBURN WAY (from Acton Green)

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

Buses proceed from Bayswater Road via Marble Arch, Park Lane, Cumberland Gate and Tyburn Way to stand, departing via Tyburn Way, Marble Arch, Park Lane and Cumberland Gate to Bayswater Road. Set down in Bayswater Road, at Stop C and pick up in Bayswater Road, at Stop A.

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: Marble Arch.

PORTMAN SQUARE (from Acton Green)

Buses proceed from Oxford Street via Portman Street, Portman Square and Orchard Street departing to Oxford Street. Set down in Oxford Street, at Stop L and pick up in Oxford Street, at Stop P.

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

OXFORD CIRCUS, JOHN PRINCES STREET (SOUTH EAST) (from Acton Green)

Public stand for two buses on east side of John Princes Street, commencing at the party wall of Nos 2/3 and extending 28 metres north.

Buses proceed from Oxford Street via Regent Street, Margaret Street and John Prince's Street to stand, departing via John Prince's Street to Oxford Street. Set down in Oxford Street, at Stop OE and pick up in Oxford Street, at Stop OS.

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: Oxford Circus.

PICCADILLY CIRCUS, CHARLES II ST

Public stand for two buses on south side of Charles II Street, commencing 4 metres east of the eastern kerbline of Lower Regent Street and extending 27 metres east.

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

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 94 should be scheduled to stand at any one time.

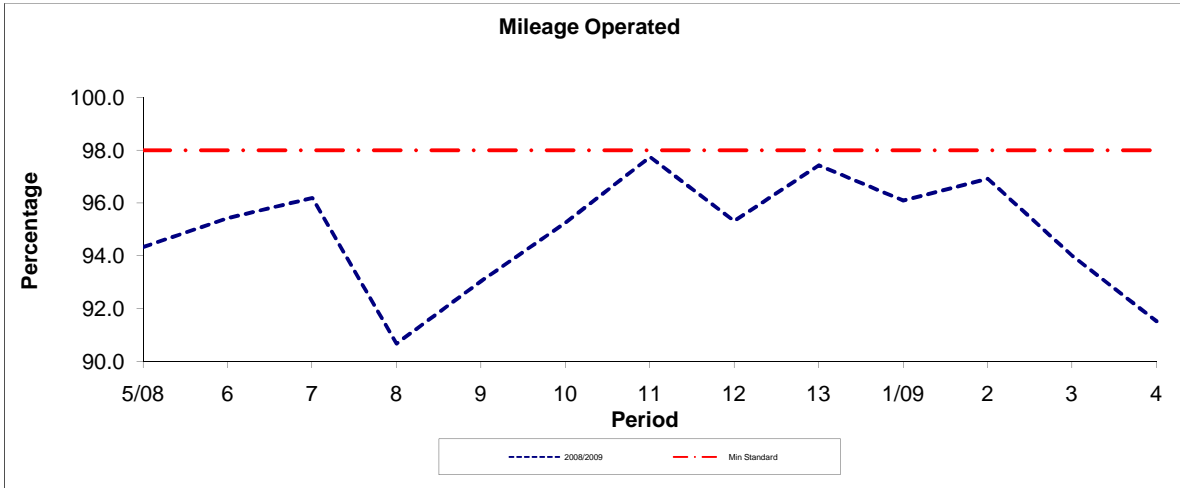
MEAL RELIEFS: No meal relief vehicles to stand at any time.

FERRY VEHICLES: No ferry vehicles to park on stand at any time.

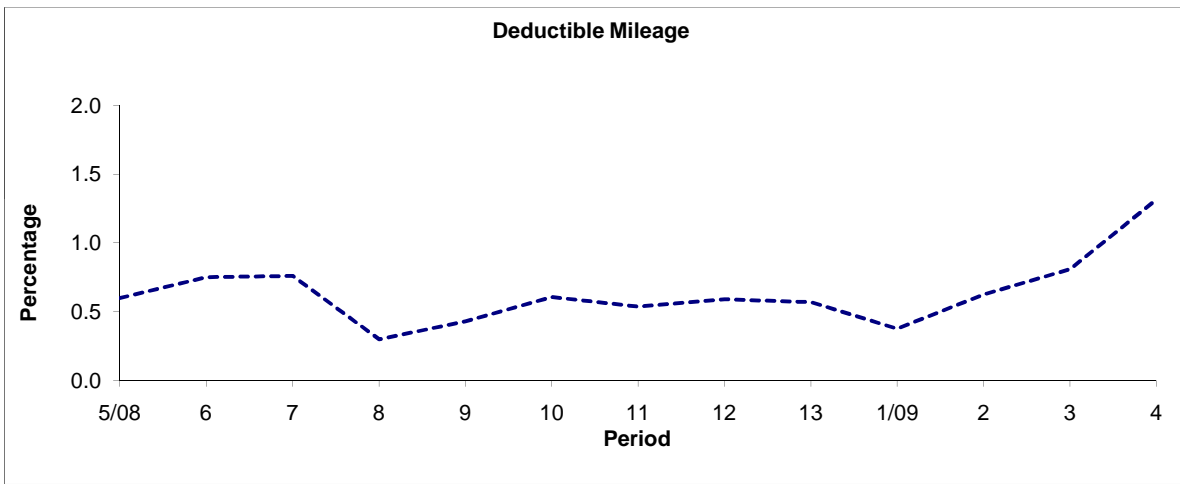
DISPLAY: Piccadilly Circus.

PART B - PERFORMANCE STATISTICS

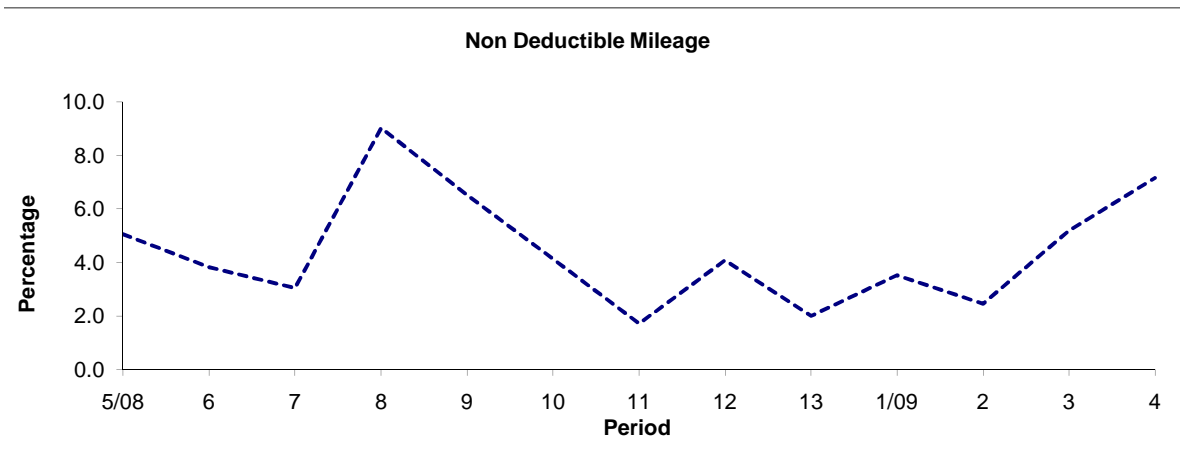
Route 94



Period	5/08	6	7	8	9	10	11	12	13	1/09	2	3	4
2008/2009	94.34	95.43	96.19	90.67	93.04	95.26	97.74	95.32	97.43	96.10	96.92	94.00	91.52
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	5/08	6	7	8	9	10	11	12	13	1/09	2	3	4
2008/2009	0.60	0.75	0.76	0.30	0.43	0.61	0.54	0.59	0.57	0.38	0.63	0.81	1.32



Period	5/08	6	7	8	9	10	11	12	13	1/09	2	3	4
2008/2009	5.06	3.82	3.05	9.03	6.53	4.13	1.72	4.09	2.00	3.52	2.46	5.19	7.17

Note : Mileage is based on 4 weeks data