

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE Nos. 105 & N105

CONTENTS

	Page
1. Tenders Required	2
2. Proposed Changes	2
3. Terminals	3
4. Days of Operation	3
5. Vehicle Type	4
6. Frequencies	5
7. Minimum Performance Standards	11
8. Running Times	12
9. Layovers	12
10. Timing Constraints	12
11. Control Strategy	13
12. Operational Considerations	13
13. Stopping Arrangements	13
14. Timing Points and Mileages	14
15. Vehicle Livery	14
16. Stands and Blinds	15

Appendices

A. Route Record	16
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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. 105 & N105.

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 structural options are specified:

Option 1:

- Current structure is retained.

Option 2:

- Route Nos. 105 & N105 are withdrawn from Heathrow Airport North, Compass Centre. Route Nos. 105 & N105 are re-routed via Route Nos. 140 & N140 routeing between Heathrow Airport North, Bath Road/Nene Road and Heathrow Airport, Central Bus Station. **Please see Appendix A for a full list of streets traversed and stand descriptions and manoeuvres for Route Nos. 105 & N105.**

Options 1 & 2:

- Double deck, dual door, 87 capacity vehicles are specified, subject to a satisfactory route test;
- Departures on Route No. N105 are re-timed on all nights to improve the day/night interface.
- The designation Route No. N105 is used for contractual purposes only. This service will be marketed as Route No. 105. This includes all publicity, including destination blind displays;
- **Tenderers must identify the cost of the Nightly element of this service separately.**

3. TERMINALS

Option 1:

Route Nos. 105 & N105 will operate between Greenford Station and Heathrow Airport, Central Bus Station via Compass Centre.

Option 2:

Route Nos. 105 & N105 will operate between Greenford Station and Heathrow Airport, Central Bus Station omitting Compass Centre.

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. 105 & N105 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
Nightly	Section 6.5	Section 6.5
New Year's Eve night/New Year's Day morning*	Nightly service	Nightly 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 Nos. 105 & N105 are currently approved for vehicles which are a maximum of 9.9 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

(Options 1 & 2)

1. Greenford Station to Heathrow Airport, Central Bus Station

0355 - 0430	Every 15 minutes
0431 - 1915	Every 10 minutes
1916 - 0020	Every 15 minutes

First departure from Greenford Station no later than 0400.
Last departure from Greenford Station no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Harlington Corner between 0700 and 0900 and between 1500 and 1640.

2. Heathrow Airport, Central Bus Station to Greenford Station

0440 - 0530	Every 15 minutes
0531 - 1945	Every 10 minutes
1946 - 0050	Every 15 minutes

First departure from Heathrow Airport, Central Bus Station no later than 0445.
Last departure from Heathrow Airport, Central Bus Station no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Southall, Town Hall between 0705 and 0905 and between 1500 and 1640.

6.2 Saturdays

(Options 1 & 2)

1. Greenford Station to Heathrow Airport, Central Bus Station

0355 - 0430	Every 15 minutes
0431 - 1915	Every 10 minutes
1916 - 0020	Every 15 minutes

First departure from Greenford Station no later than 0400.
Last departure from Greenford Station no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Harlington Corner between 0910 and 1110.

2. Heathrow Airport, Central Bus Station to Greenford Station

0440 - 0530	Every 15 minutes
0531 - 1945	Every 10 minutes
1946 - 0050	Every 15 minutes

First departure from Heathrow Airport, Central Bus Station no later than 0445.
Last departure from Heathrow Airport, Central Bus Station no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Southall, Town Hall between 0905 and 1105.

6.3 Sundays

(Options 1 & 2)

1. Greenford Station to Heathrow Airport, Central Bus Station

0355 - 0020 Every 15 minutes

First departure from Greenford Station no later than 0400.
Last departure from Greenford Station no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Harlington Corner between 1025 and 1240.

2. Heathrow Airport, Central Bus Station to Greenford Station

0440 - 0050 Every 15 minutes

First departure from Heathrow Airport, Central Bus Station no later than 0445.
Last departure from Heathrow Airport, Central Bus Station no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Southall, Town Hall between 1030 and 1330.

6.4 Boxing Day

(Options 1 & 2)

1. Greenford Station to Heathrow Airport, Central Bus Station

0355 - 0020 Every 15 minutes

First departure from Greenford Station no later than 0400.
Last departure from Greenford Station no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Harlington Corner between 1025 and 1240.

2. Heathrow Airport, Central Bus Station to Greenford Station

0440 - 0050 Every 15 minutes

First departure from Heathrow Airport, Central Bus Station no later than 0445.
Last departure from Heathrow Airport, Central Bus Station no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Southall, Town Hall between 1030 and 1330.

6.5 Nightly

(Options 1 & 2)

1. Greenford Station to Heathrow Airport, Central Bus Station

0035 - 0345 Every 30 minutes

First departure from Greenford Station no later than 0040.
Last departure from Greenford Station no earlier than 0340.

2. Heathrow Airport, Central Bus Station to Greenford Station

0055 - 0435 Every 30 minutes

First departure from Heathrow Airport, Central Bus Station no later than 0100.
Last departure from Heathrow Airport, Central Bus Station no earlier than 0430.

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. 105 & N105 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. 105 (**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. N105 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. N105 at present. However, this may change at a later date when a Threshold figure may be published.

Summary of proposed QSI coverage: Route Nos. 105 & N105 (Options 1 & 2)

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 Heathrow Airport,

Central Bus Station

Greenford Broadway \$

Southall \$

Cranford \$

Towards Greenford Station

Heathrow Central

Cranford \$

Southall \$

Greenford Broadway \$

Total scheduled manual QSI surveys per quarter = 112.

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

8. RUNNING TIMES

The current timetable for Route Nos. 105 & N105 can be viewed by prospective Tenderers on Caesar. Attention is drawn to the variations in running times at different times of the day. Please refer to Section 2.8 of Part A of the Guide for Tenderers for further information.

Tenderers should carefully check the existing running times to ensure that they are appropriate in present traffic conditions. Tenderers should particularly check the existing running times for Mondays to Fridays afternoon interpeak, PM peak and early evening on Route No. 105.

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

- the minimum performance standards for Route Nos. 105 & N105 in Section 7 above;
- the historical performance data provided in Section 1 Part B of the introduction to this ITT,
- the paragraph in Section 12 referring to the proposed extension of the Cashless Boarding zone throughout the whole of the London area.

Tenderers may consider if school summer holiday schedules, incorporating running time reductions, are desirable for this route. In this event, schedules and costs must be submitted separately.

9. LAYOVERS

Under normal circumstances, layover time on stands and at bus stations should be restricted to that required to provide a reliable service. Longer layovers for any other purpose may only be taken with the permission of the Corporation.

10. TIMING CONSTRAINTS

Route No. 105 should interwork with Route No. N105 to form a seamless 24 hour service.

Route Nos. 105 & N105 should be separated from Route No. 95 between Southall, Town Hall and Greenford, Red Lion during all periods, where possible.

Tenderers submitting bids should bear this requirement in mind when compiling schedules. This requirement will be negotiated with the successful Tenderer for this route to ensure that optimal interworking/separation is delivered within its schedules.

11. CONTROL STRATEGY

Route Nos. 105 & N105 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. 105 & N105:

- Route Nos. 105 & N105 can suffer from unpredictable traffic delays in Heathrow and Southall;
- Special events in Southall (religious festivals etc) can cause severe delays to all bus services within the area and may entail road closures by the Metropolitan Police. When these occur, some services, such as Route Nos. 105 & N105, may be diverted from their normal line of route. The successful Tenderer will be advised of the relevant local contacts for London Buses' Network Operations and the Metropolitan Police.

Tenderers should also note the following factors/events which may have an impact on Route Nos. 105 & N105 in the foreseeable future:

- It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract. **This is expected to lead to significant savings in running and recovery times to bus routes, and, therefore, potential resource (cycle time and PVR) savings are expected. Tenderers are required to identify and submit the level of savings per vehicle that could be achieved by reducing peak vehicle requirement, and/or how reliability targets could be revised when the Scheme is introduced.**

The above factors have been included to assist Tenderers and represents the information currently available to the Corporation. Tenderers should make their own enquiries about events which may impact upon the route and should form their own views about their likely effect upon it.

13. STOPPING ARRANGEMENTS

Buses operating on Route Nos. 105 & N105 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. 105 & N105

Option 1 (Via Compass Centre)

Greenford Station to Heathrow Airport, Central Bus Station	11.8 miles
Heathrow Airport, Central Bus Station to Greenford Station	11.3 miles

Option 2 (Not via Compass Centre)

Greenford Station to Heathrow Airport, Central Bus Station	10.5 miles
Heathrow Airport, Central Bus Station to Greenford Station	11.1 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. 105 & N105 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:

105 via Southall

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 105: Greenford Station - Heathrow Airport, Central Bus Station (24 hour service)

Date of Structural Change: 2 July 2011.

Date of Service Change: 2 July 2011.

Reason for Issue: New Tender-Option 1-No change to structure.

STREETS TRAVERSED

Towards Heathrow Airport, Central Bus Station: Rockware Avenue, Oldfield Lane North, Western Avenue, Greenford Roundabout, Greenford Road, The Broadway, Ruislip Road, Allenby Road, Somerset Road, Cornwall Avenue, Allenby Road, Dormer's Wells Lane, Burns Avenue, Carlyle Avenue, Lady Margaret Road, South Road, The Green, King Street, Montague Way, Western Road, Southall Lane, Cranford High Street, The Avenue, Bath Road, Newport Road, Newport Road Roundabout, Northern Perimeter Road (West), Nelson Road, Newbury Road, Newport Road Roundabout, Northern Perimeter Road (West), Northern Perimeter Road, Nene Road, East Ramp, Tunnel Road East, Inner Ring East, Heathrow Airport Central Bus Station.

Towards Greenford Station: Heathrow Airport Central Bus Station, Inner Ring West, Tunnel Road West, West Ramp, Newport Road Roundabout, Northern Perimeter Road (West), Nelson Road, Newbury Road, Newport Road Roundabout, Newport Road, Bath Road, The Avenue, Cranford High Street, Southall Lane, Western Road, King Street, The Green, South Road, Lady Margaret Road, Carlyle Avenue, Burns Avenue, Dormer's Wells Lane, Allenby Road, Cornwall Avenue, Somerset Road, Allenby Road, Ruislip Road, The Broadway, Greenford Road, Greenford Roundabout, Greenford Road, Rockware Avenue.

STANDING AND TURNING POINTS

GREENFORD STATION

Public stand for three buses on south side of Rockware Avenue, commencing 40 metres east of the eastern kerbline of Oldfield Lane North and extending 37 metres east. Buses proceed from Rockware Avenue direct to stand, departing to Rockware Avenue. Set down in Rockware Avenue, at Stop Z1 and pick up in Rockware Avenue, at Stop JJ.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 105 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:	Greenford Station.
OTHER INFORMATION:	LUL toilet facilities available Mon-Sat 0600-0100; Sun 0700-0100.

GREENFORD, RED LION (from HEATHROW AIRPORT, CENTRAL BUS STATION)

Public stand for 5 buses in two sections (11 metres and 49 metres) on east side of Windmill Lane commencing 4 metres south of lamp standard No. D.C 678 and extending overall 66 metres south. Overflow stand for 3 buses in three sections (13 metres, 14 metres and 9 metres) on south side of Otter Road. First two sections commencing 1 metre west of No Entry signpost S4 and extending overall 34.5 metres east; third section commencing level with No Entry signpost S3 and extending 9 metres east. Buses proceed from The Broadway via Greenford Road, Otter Road and Windmill Lane to stand, departing via Windmill Lane to The Broadway. Set down in The Broadway, at Stop J and pick up in The Broadway, at Stop P.

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

SOUTHALL, TOWN HALL, AVENUE ROAD

Public stand in three parts:

- 1 - On south side of Cambridge Road commencing 69 metres west of Avenue Road and extending 15 metres east.
- 2 - On south side of Cambridge Road commencing 48 metres west of Avenue Road and extending 28 metres east.
- 3 - In bay on east side of Avenue Road, commencing 10 metres south of Boyd Avenue and extending 18 metres south.

From Greenford Station.

Buses proceed from Lady Margaret Road via South Road, Cambridge Road and Avenue Road to stand, departing via Avenue Road, Hamilton Road and South Road to Lady Margaret Road. Set down in Lady Margaret Road, at Stop F and pick up in Lady Margaret Road, at Stop E.

From Heathrow Airport, Central Bus Station.

Buses proceed from South Road via Hamilton Road and Avenue Road to stand, departing via Avenue Road and Cambridge Road to South Road. Set down in South Road, at Stop N and pick up in South Road, at Stop Q.

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:	Southall, Town Hall.
OTHER INFORMATION:	Buses should use the stand in Avenue Road unless full. An overflow stand is available in Cambridge Road.

SOUTHALL, BRENT ROAD (from Greenford Station)

Buses proceed from Western Road departing to Western Road. Set down in Western Road, at Stop BF and pick up in Western Road, at Stop BC.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
DISPLAY:	Southall, Brent Road.

CRANFORD, THE AVENUE (from Greenford Station)

Buses proceed from The Avenue via Bath Road departing to Cranford High Street. Set down in The Avenue, at Stop CM and pick up in Cranford High Street, at Stop CK.

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

HARLINGTON CORNER, NOBEL DRIVE (from Greenford Station)

Public stand for two buses in Nobel Drive (East arm), commencing 45 metres north of Bath Road and continuing 21 metres north.

Buses proceed from Bath Road via Nobel Drive (East Arm), Nobel Drive (East Roundabout) and Nobel Drive (East Arm) to stand, departing via Nobel Drive (East Arm) to Bath Road. Set down in Bath Road, H and pick up in Bath Road, F.

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: Harlington Corner.

HEATHROW AIRPORT NORTH (from Greenford Station)

Buses proceed from Bath Road via Newport Road, Newport Road Roundabout and Newport Road departing to Bath Road. Set down in Bath Road, at Stop BP and pick up in Bath Road, at Stop BC.

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

HEATHROW AIRPORT, CENTRAL BUS STATION

Private stand for 10 buses in marked bays on north side of Heathrow Airport Central Bus Station.

Buses proceed from Heathrow Airport Central Bus Station via Bus Parking Area to stand, departing via Bus Parking Area to Heathrow Airport Central Bus Station. Set down in Heathrow Airport Central Bus Station, at Stand 16 and pick up in Heathrow Airport Central Bus Station, at Stand 19.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 105 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: Heathrow Central.
OTHER INFORMATION: Toilet facilities available (24 hours). Buses must only stand within the layover area in the bus station. Buses must not be left unattended at any other location.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 105: Greenford Station - Heathrow Airport, Central Bus Station (24 hour service)

Date of Structural Change: 3 July 2011.

Date of Service Change: 3 July 2011.

Reason for Issue: New Tender - Option 2 - Route diverted northbound between Heathrow Central and Bath Road.

STREETS TRAVERSED

Towards Heathrow Airport, Central Bus Station: Rockware Avenue, Oldfield Lane North, Western Avenue, Greenford Roundabout, Greenford Road, The Broadway, Ruislip Road, Allenby Road, Somerset Road, Cornwall Avenue, Allenby Road, Dormer's Wells Lane, Burns Avenue, Carlyle Avenue, Lady Margaret Road, South Road, The Green, King Street, Montague Way, Western Road, Southall Lane, Cranford High Street, The Avenue, Bath Road, Heathrow North Bus Lane, Nettleton Road, Nene Road, East Ramp, Tunnel Road East, Inner Ring East, Heathrow Airport Central Bus Station.

Towards Greenford Station: Heathrow Airport Central Bus Station, Inner Ring West, Tunnel Road West, West Ramp, Newport Road Roundabout, Newport Road, Bath Road, The Avenue, Cranford High Street, Southall Lane, Western Road, King Street, The Green, South Road, Lady Margaret Road, Carlyle Avenue, Burns Avenue, Dormer's Wells Lane, Allenby Road, Cornwall Avenue, Somerset Road, Allenby Road, Ruislip Road, The Broadway, Greenford Road, Greenford Roundabout, Greenford Road, Rockware Avenue.

STANDING AND TURNING POINTS

GREENFORD STATION

Public stand for three buses on south side of Rockware Avenue, commencing 40 metres east of the eastern kerbline of Oldfield Lane North and extending 37 metres east. Buses proceed from Rockware Avenue direct to stand, departing to Rockware Avenue. Set down in Rockware Avenue, at Stop Z1 and pick up in Rockware Avenue, at Stop JJ.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 105 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:	Greenford Station.
OTHER INFORMATION:	LUL toilet facilities available Mon-Sat 0600-0100; Sun 0700-0100.

GREENFORD, RED LION (from HEATHROW AIRPORT, CENTRAL BUS STATION)

Public stand for 5 buses in two sections (11 metres and 49 metres) on east side of Windmill Lane commencing 4 metres south of lamp standard No. D.C 678 and extending overall 66 metres south. Overflow stand for 3 buses in three sections (13 metres, 14 metres and 9 metres) on south side of Otter Road. First two sections commencing 1 metre west of No Entry signpost S4 and extending overall 34.5 metres east; third section commencing level with No Entry signpost S3 and extending 9 metres east. Buses proceed from The Broadway via Greenford Road, Otter Road and Windmill Lane to stand, departing via Windmill Lane to The Broadway. Set down in The Broadway, at Stop J and pick up in The Broadway, at Stop P.

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

SOUTHALL, TOWN HALL, AVENUE ROAD

Public stand in three parts:

- 1 - On south side of Cambridge Road commencing 69 metres west of Avenue Road and extending 15 metres east.
- 2 - On south side of Cambridge Road commencing 48 metres west of Avenue Road and extending 28 metres east.
- 3 - In bay on east side of Avenue Road, commencing 10 metres south of Boyd Avenue and extending 18 metres south.

From Greenford Station.

Buses proceed from Lady Margaret Road via South Road, Cambridge Road and Avenue Road to stand, departing via Avenue Road, Hamilton Road and South Road to Lady Margaret Road. Set down in Lady Margaret Road, at Stop F and pick up in Lady Margaret Road, at Stop E.

From Heathrow Airport, Central Bus Station.

Buses proceed from South Road via Hamilton Road and Avenue Road to stand, departing via Avenue Road and Cambridge Road to South Road. Set down in South Road, at Stop N and pick up in South Road, at Stop Q.

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:	Southall, Town Hall.
OTHER INFORMATION:	Buses should use the stand in Avenue Road unless full. An overflow stand is available in Cambridge Road.

SOUTHALL, BRENT ROAD (from Greenford Station)

Buses proceed from Western Road departing to Western Road. Set down in Western Road, at Stop BF and pick up in Western Road, at Stop BC.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
DISPLAY:	Southall, Brent Road.

CRANFORD, THE AVENUE (from Greenford Station)

Buses proceed from The Avenue via Bath Road departing to Cranford High Street. Set down in The Avenue, at Stop CM and pick up in Cranford High Street, at Stop CK.

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

HARLINGTON CORNER, NOBEL DRIVE (from Greenford Station)

Public stand for two buses in Nobel Drive (East arm), commencing 45 metres north of Bath Road and continuing 21 metres north.

Buses proceed from Bath Road via Nobel Drive (East Arm), Nobel Drive (East Roundabout) and Nobel Drive (East Arm) to stand, departing via Nobel Drive (East Arm) to Bath Road. Set down in Bath Road, H and pick up in Bath Road, F.

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: Harlington Corner.

HEATHROW AIRPORT NORTH (from Greenford Station)

Buses proceed from Bath Road via Newport Road, Newport Road Roundabout and Newport Road departing to Bath Road. Set down in Bath Road, at Stop BP and pick up in Bath Road, at Stop BC.

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

HEATHROW AIRPORT, CENTRAL BUS STATION

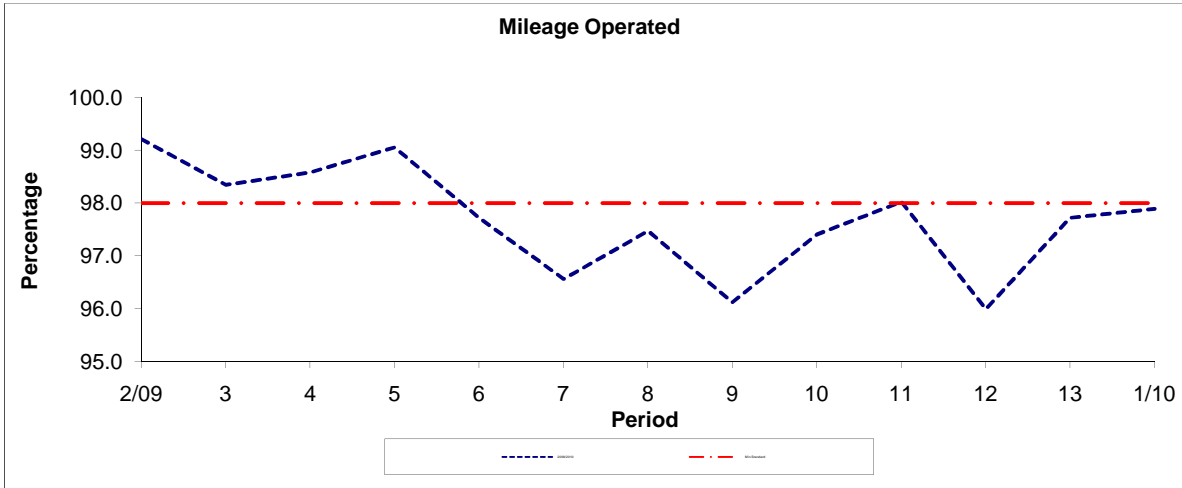
Private stand for 10 buses in marked bays on north side of Heathrow Airport Central Bus Station.

Buses proceed from Heathrow Airport Central Bus Station via Bus Parking Area to stand, departing via Bus Parking Area to Heathrow Airport Central Bus Station. Set down in Heathrow Airport Central Bus Station, at Stand 16 and pick up in Heathrow Airport Central Bus Station, at Stand 19.

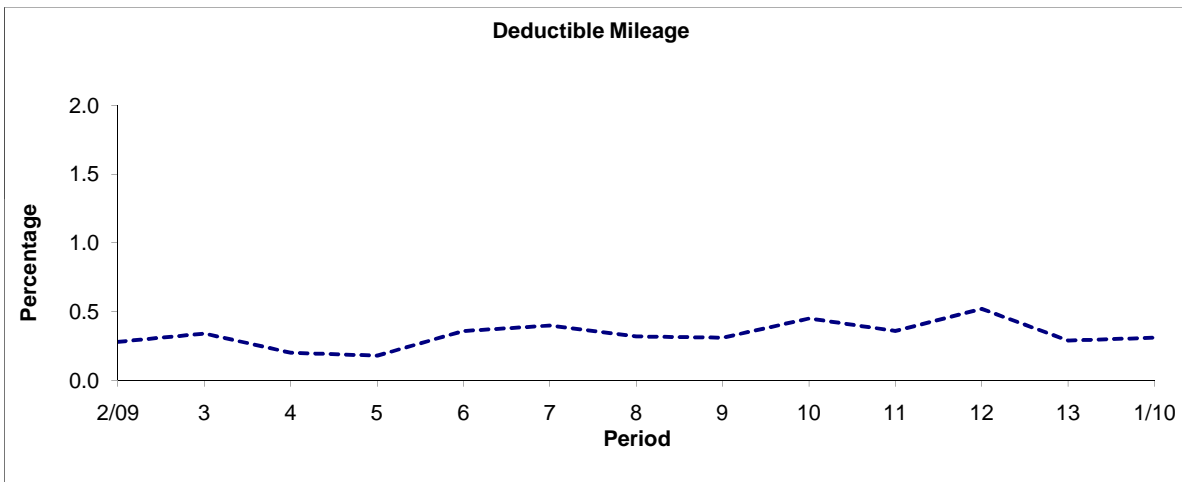
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 105 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Heathrow Central.
OTHER INFORMATION: Toilet facilities available (24 hours). Buses must only stand within the layover area in the bus station. Buses must not be left unattended at any other location.

PART B - PERFORMANCE STATISTICS

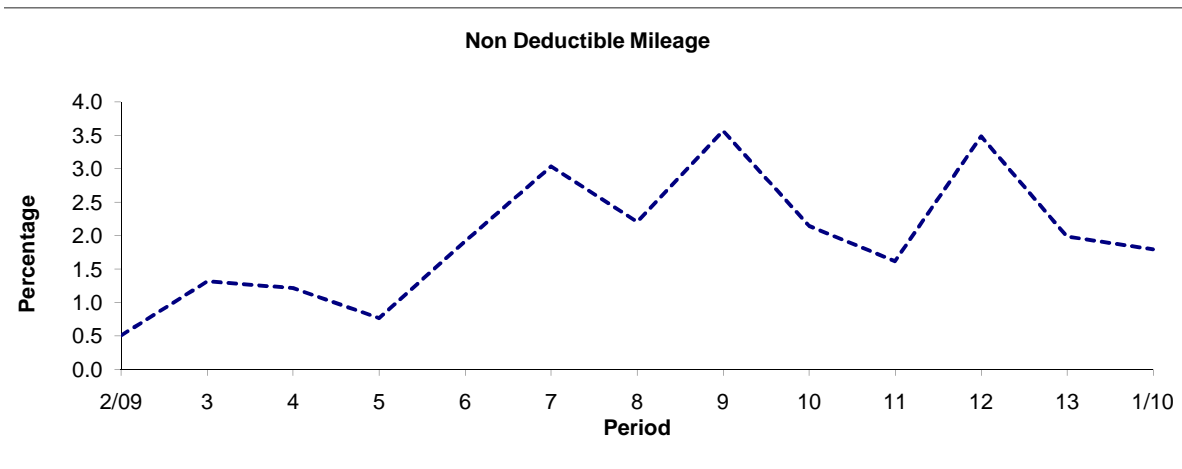
Route 105



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	99.21	98.34	98.58	99.05	97.72	96.56	97.47	96.12	97.40	98.02	95.99	97.72	97.89
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	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	0.28	0.34	0.20	0.18	0.36	0.40	0.32	0.31	0.45	0.36	0.52	0.29	0.31

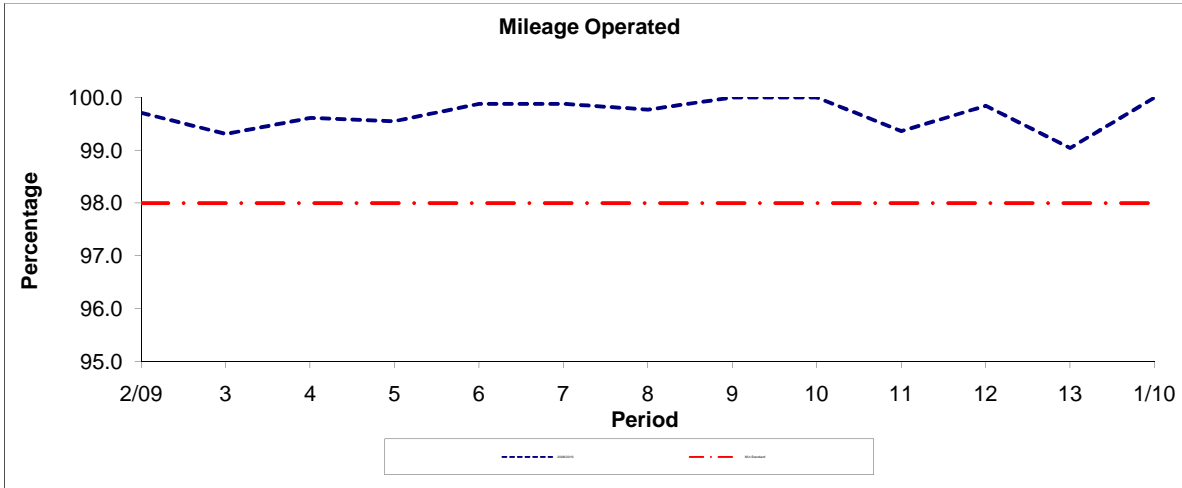


Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	0.51	1.32	1.22	0.77	1.92	3.04	2.21	3.57	2.15	1.62	3.49	1.99	1.80

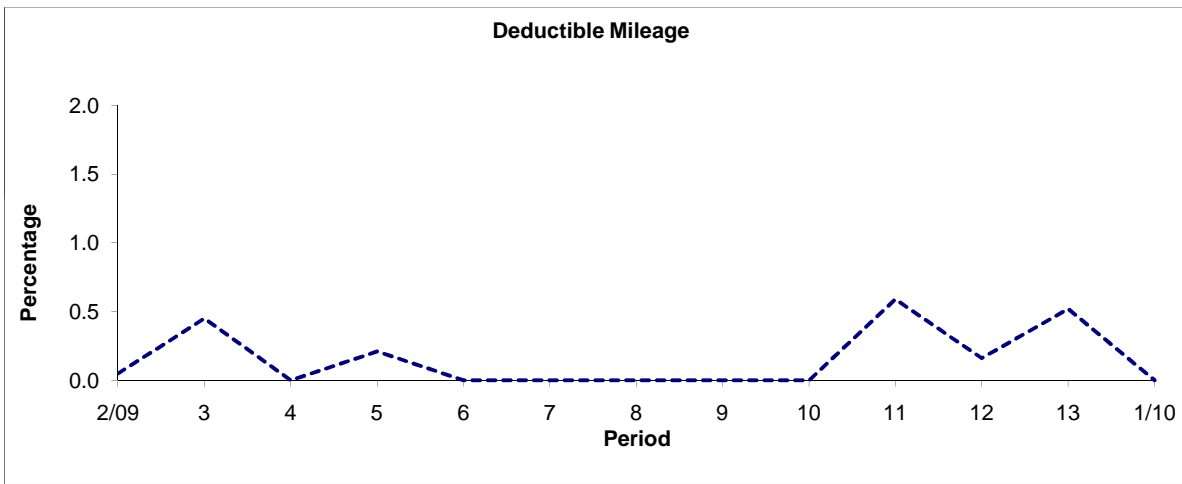
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

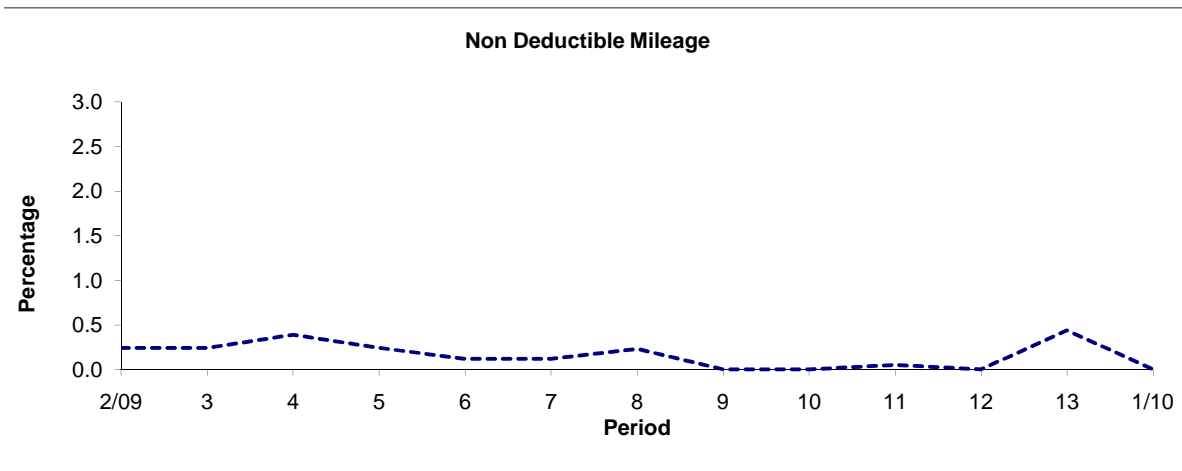
Route N105



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	99.71	99.31	99.61	99.55	99.88	99.88	99.77	100.00	100.00	99.36	99.84	99.04	100.00
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	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	0.05	0.45	0.00	0.21	0.00	0.00	0.00	0.00	0.00	0.59	0.16	0.52	0.00

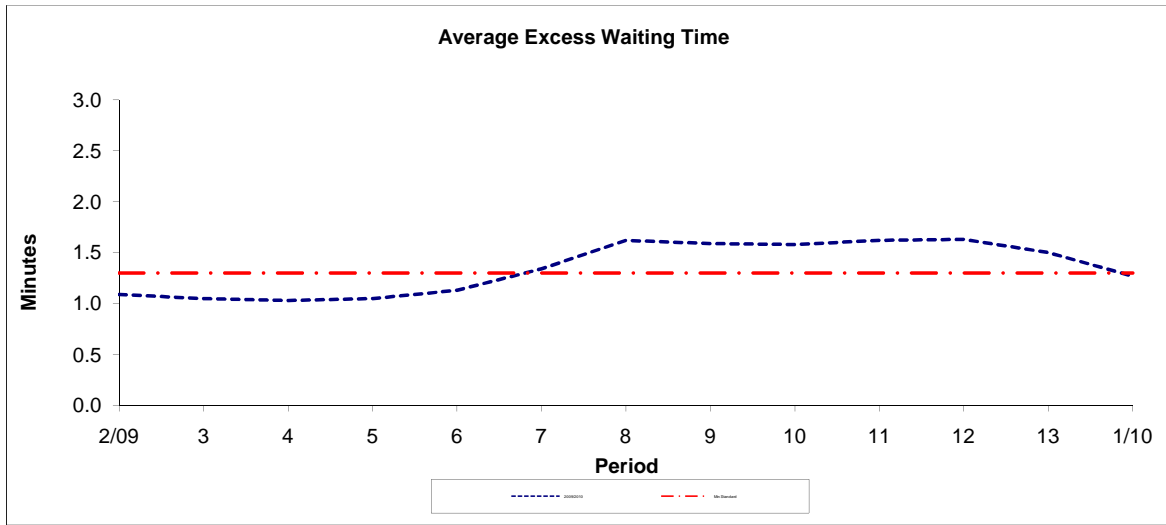


Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	0.24	0.24	0.39	0.24	0.12	0.12	0.23	0.00	0.00	0.05	0.00	0.44	0.00

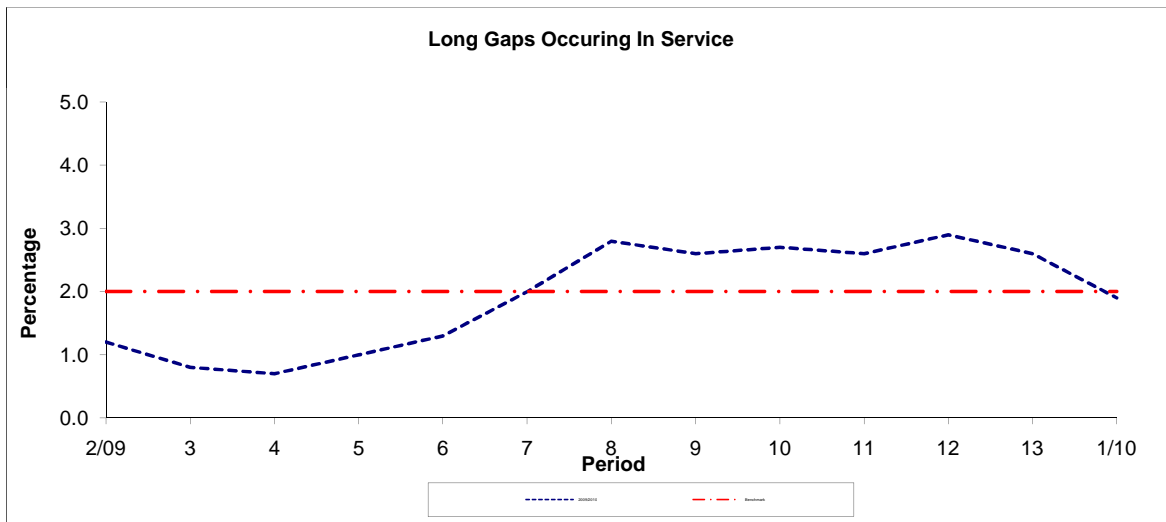
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 105



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	1.09	1.05	1.03	1.05	1.13	1.34	1.62	1.59	1.58	1.62	1.63	1.50	1.27
Min Standard	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30

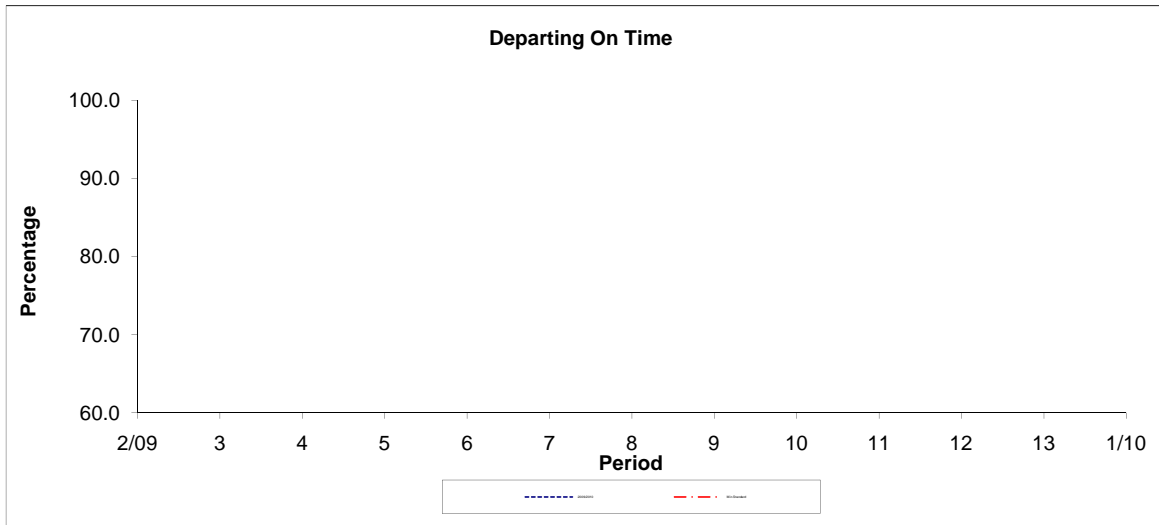


Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	1.20	0.80	0.70	1.00	1.30	2.00	2.80	2.60	2.70	2.60	2.90	2.60	1.90
Benchmark	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00

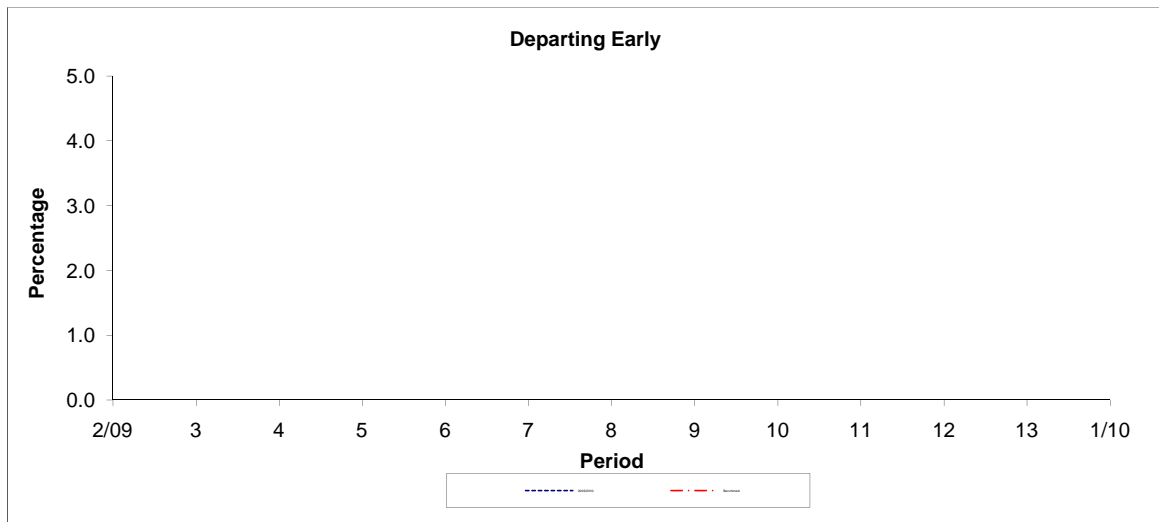
Note : Reliability is based on 12 weeks rolling data

PART B - PERFORMANCE STATISTICS

Route N105



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010													
Min Standard													



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010													
Benchmark													

Note : Reliability is based on 12 weeks rolling data
No data