

## SECTION 2: PART A

### SERVICE SPECIFICATION FOR ROUTE Nos. 390 & N390

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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. 390 & N390.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route Nos. 390 & N390.

- The designation Route No. N390 is used for contractual purposes only. This service will be marketed as Route No. 390. This includes all publicity, including destination blind displays.
- **Tenderers must identify the cost of the nightly element of this service separately.**

## 3. TERMINALS

Route Nos. 390 & N390 will operate between Archway Station and Notting Hill Gate.

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. 390 & N390 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Saturdays & Good Friday	Section 6.2
Sundays	Section 6.3
Christmas Day	No service
Boxing Day	Section 6.4
Other Public Holidays	Sunday service
Nightly	Section 6.5
New Year's Eve night/New Year's Day morning*	Nightly service
Christmas Eve night/Christmas Day morning	No service
Christmas Day night/Boxing Day morning	No service

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

## 5. VEHICLE TYPE

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

Route Nos. 390 & N390 are 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.

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. Archway Station to Notting Hill Gate

0455 - 0615	Every 15 minutes
0616 - 0745	Every 7-8 minutes (8 buses per hour)
0746 - 0845	Every 6-7 minutes (9 buses per hour)
0846 - 0915	Every 7-8 minutes (8 buses per hour)
0916 - 1925	Every 8 minutes
1926 - 2105	Every 10 minutes
2106 - 0020	Every 12 minutes

First departure from Archway Station no later than 0500.  
Last departure from Archway Station no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Oxford Circus, Oxford Street between 0650 and 0820 and between 1530 and 1730.

### 2. Notting Hill Gate to Archway Station

0535 - 0640	Every 15 minutes
0641 - 0910	Every 7-8 minutes (8 buses per hour)
0911 - 1955	Every 8 minutes
1956 - 2115	Every 10 minutes
2116 - 0055	Every 12 minutes

First departure from Notting Hill Gate no later than 0540.  
Last departure from Notting Hill Gate no earlier than 0050.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at King's Cross Station between 0720 and 0850 and between 1530 and 1730.

## 6.2 Saturdays

### 1. Archway Station to Notting Hill Gate

0455 - 0730	Every 15 minutes
0731 - 0810	Every 10 minutes
0811 - 1830	Every 8 minutes
1831 - 2100	Every 10 minutes
2101 - 0020	Every 12 minutes

First departure from Archway Station no later than 0500.  
Last departure from Archway Station no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Oxford Circus, Oxford Street between 0840 and 1000.

### 2. Notting Hill Gate to Archway Station

0535 - 0810	Every 15 minutes
0811 - 0850	Every 10 minutes
0851 - 1920	Every 8 minutes
1921 - 2110	Every 10 minutes
2111 - 0055	Every 12 minutes

First departure from Notting Hill Gate no later than 0540.  
Last departure from Notting Hill Gate no earlier than 0050.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at King's Cross Station between 0930 and 1100.

### 6.3 Sundays

1. Archway Station to Notting Hill Gate

0455 - 0700	Every 20 minutes
0701 - 0900	Every 15 minutes
0901 - 0020	Every 12 minutes

First departure from Archway Station no later than 0500.  
Last departure from Archway Station no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Oxford Circus, Oxford Street between 0940 and 1140.

2. Notting Hill Gate to Archway Station

0535 - 0720	Every 20 minutes
0721 - 0900	Every 15 minutes
0901 - 0055	Every 12 minutes

First departure from Notting Hill Gate no later than 0540.  
Last departure from Notting Hill Gate no earlier than 0050.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at King's Cross Station between 0945 and 1145.



## 6.4 Boxing Day

### 1. Archway Station to Notting Hill Gate

0755 - 0900	Every 15 minutes
0901 - 0020	Every 12 minutes

First departure from Archway Station no later than 0800.  
Last departure from Archway Station no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Oxford Circus, Oxford Street between 0940 and 1140.

### 2. Notting Hill Gate to Archway Station

0755 - 0900	Every 15 minutes
0901 - 0055	Every 12 minutes

First departure from Notting Hill Gate no later than 0800.  
Last departure from Notting Hill Gate no earlier than 0050.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at King's Cross Station between 0945 and 1145.

**6.5 Nightly**

1. Archway Station to Notting Hill Gate

0035 - 0435            Every 30 minutes

First departure from Archway Station no later than 0040.  
Last departure from Archway Station no earlier than 0430.

2. Notting Hill Gate to Archway Station

0110 - 0520            Every 30 minutes

First departure from Notting Hill Gate no later than 0115.  
Last departure from Notting Hill Gate no earlier than 0515.

**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. 390 & N390 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. 390 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. N390 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 = 1.15 minutes

It is unlikely that the minimum number of QSI surveys for Threshold measurement will be conducted on Route No. N390 at present. However, this may change at a later date when a Threshold figure may be published.

### Summary of proposed QSI coverage: Route Nos. 390 & N390

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 Notting Hill Gate**

Archway  
Euston (Euston Road)  
Marble Arch

#### **Towards Archway Station**

Notting Hill Gate  
Marble Arch  
Oxford Circus  
Euston

Total scheduled manual QSI surveys per quarter = 112

## 8. RUNNING TIMES

The current timetables for Route Nos. 390 & N390 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 the Mondays to Fridays PM peak, early evenings and Sunday shopping period.

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

- the minimum performance standards for Route Nos. 390 & N390 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. 390 should interwork with Route No. N390 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. 390 & N390 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. 390 & N390:

- Route Nos. 390 & N390 are likely to suffer from unpredictable traffic delays in the Archway, Euston Road, Oxford Circus and Notting Hill areas.
- 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.
- TfL is committed to reduce bus flows by 10% on Oxford Street in 2010.

Tenderers should also note the following factors/events which may have an impact on Route Nos. 390 & N390 in the foreseeable future:

- Ongoing LUL and Crossrail works at Tottenham Court Road are being carried out that will involve various closures and diversions around St. Giles Circus that will affect operation to varying degrees over the life of the contract until forecast completion in 2017.
- Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. Major construction of the railway began on 16<sup>th</sup> January 2010, with services commencing in 2017.
- Over the next few years and within the lifetime of this contract, a number of developments are scheduled to open in York Way. It is anticipated that this will impact Route No. 390. Any changes will be negotiated with the successful tenderer at a later date.
- 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. 390 & N390 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. 390 & N390

Archway Station to Notting Hill Gate	7.4 miles
Notting Hill Gate to Archway Station	7.4 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. 390 & N390 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:

390 via King's Cross
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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 390: Archway Station - Notting Hill Gate (24 hour service)

**Date of Structural Change:** 3 September 2011.

**Date of Service Change:** 3 September 2011.

**Reason for Issue:** New Tender.

### STREETS TRAVERSED

**Towards Notting Hill Gate:** Junction Road, Brecknock Road, York Way, Wharfdale Road, Caledonian Road, King's Cross Bridge, Gray's Inn Road, Euston Road, Gower Street, Bedford Square, Bloomsbury Street, New Oxford Street, Oxford Street, Park Lane, Cumberland Gate, Bayswater Road, Notting Hill Gate, Palace Gardens Terrace.

**Towards Archway Station:** Notting Hill Gate, Bayswater Road, Lancaster Terrace, Westbourne Street, Bayswater Road, Marble Arch, Oxford Street, Tottenham Court Road, Euston Road, Euston Bus Station, Grafton Place, Churchway, Euston Road, York Way, Camden Park Road, Torriano Avenue, Leighton Road, Brecknock Road, Junction Road, Highgate Hill, Macdonald Road.

### STANDING AND TURNING POINTS

#### ARCHWAY STATION, MACDONALD ROAD

Private stand for up to 16 buses in Bus Parking Area between east side of MacDonald Road and north side of Vorley Road.

Buses proceed from Macdonald Road via Bus Parking Area to stand, departing via Bus Parking Area, Vorley Road, Junction Road, Highgate Hill, Tollhouse Way, Archway Road and St John's Way to Junction Road. Set down in Macdonald Road, at Alighting Point and pick up in Junction Road, at Stop W.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	None.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Archway.
OTHER INFORMATION:	Toilet facilities available - 24 hours.

### **CAMDEN ROAD, TORRIANO AVENUE (from NOTTING HILL GATE)**

Public stand on west side of Torriano Avenue, commencing outside Torriano Infants School and extending west towards Busby Place.

Buses proceed from Torriano Avenue direct to stand, departing via Torriano Avenue and Leighton Road to Brecknock Road. Set down in Torriano Avenue, U and pick up in Brecknock Road, K.

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

### **KINGS CROSS, YORK WAY**

Public stand for 10 buses on west side of York Way commencing opposite and 31 metres south of Wharfdale Road extending 112 metres south.

#### From Archway Station.

Buses proceed from Caledonian Road via King's Cross Bridge, Gray's Inn Road and York Way to stand, departing to York Way. Set down in Caledonian Road, at Stop H and pick up in York Way, D.

#### From Notting Hill Gate.

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

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:	King's Cross.

## **EUSTON STATION**

Private stand for three buses on south side of centre lane in Euston Bus Station.

### **From Archway Station.**

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

### **From Notting Hill Gate.**

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

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:	Euston.

## **WARREN STREET STATION, UNIVERSITY COLLEGE HOSPITAL (from NOTTING HILL GATE)**

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

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
DISPLAY:	Warren Street.

## **WARREN STREET STATION, GRAFTON WAY (from Archway Station)**

Public stand for one bus on south side of Grafton Way, commencing 1 metre east from lamp standard 3 and extending 18 metres south east.

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

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:	Warren Street.

### **OXFORD CIRCUS, HOLLES STREET, WEST SIDE (from Archway Station)**

Public stand for 6 buses (or 4 articulated buses) on west side of Holles Street commencing 14 metres south of Cavendish Square and extending 76 metres south.

Buses proceed from Oxford Street via Regent Street, Hanover Street, Hanover Square, Harewood Place and Holles Street to stand, departing via Holles Street, Cavendish Square, Henrietta Place and Vere Street to Oxford Street. Set down in Holles Street, at Alighting Point and pick up in Oxford Street, at Stop OF.

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.

### **MARBLE ARCH, TYBURN WAY (from Archway Station)**

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 Oxford Street via Park Lane, Cumberland Gate and Tyburn Way to stand, departing via Tyburn Way and Marble Arch to Oxford Street. Set down in Oxford Street, at Stop P and pick up in Oxford Street, at Stop K.

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

### **MARBLE ARCH, OXFORD STREET (from NOTTING HILL GATE)**

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

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

### **MARBLE ARCH (from NOTTING HILL GATE)**

Buses proceed from Bayswater Road via Marble Arch, Park Lane and Cumberland Gate departing 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: **Turning Point Only - Buses must not stand**  
DISPLAY: Marble Arch.

## **LANCASTER GATE STATION**

From Archway Station.

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.

## **NOTTING HILL GATE, KENSINGTON CHURCH STREET, EAST SIDE**

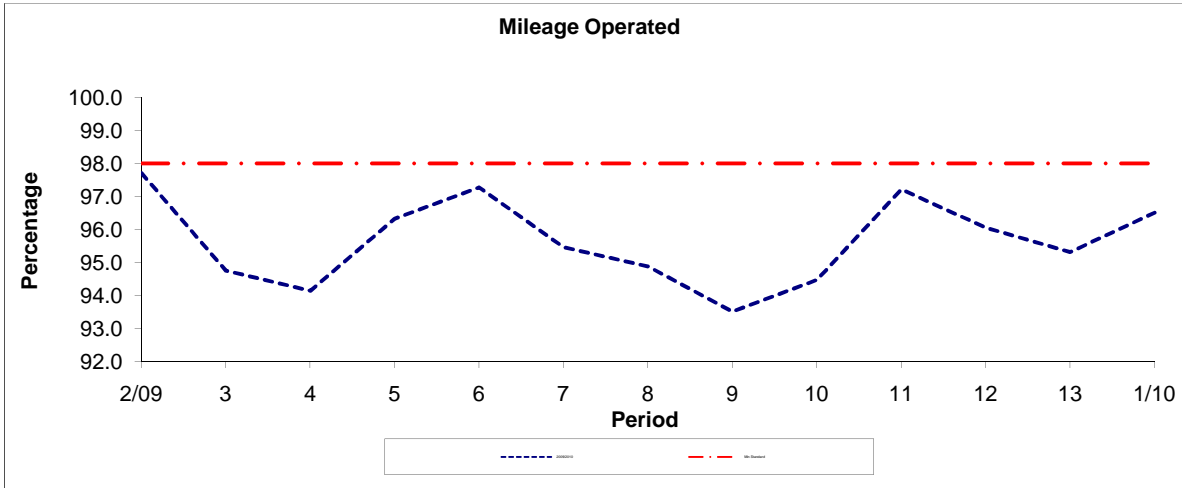
Public stand for three buses on east side of Kensington Church Street outside the Post Office (No 190), commencing 56 metres south of the southern kerbline of Notting Hill Gate and extending 33 metres south.

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

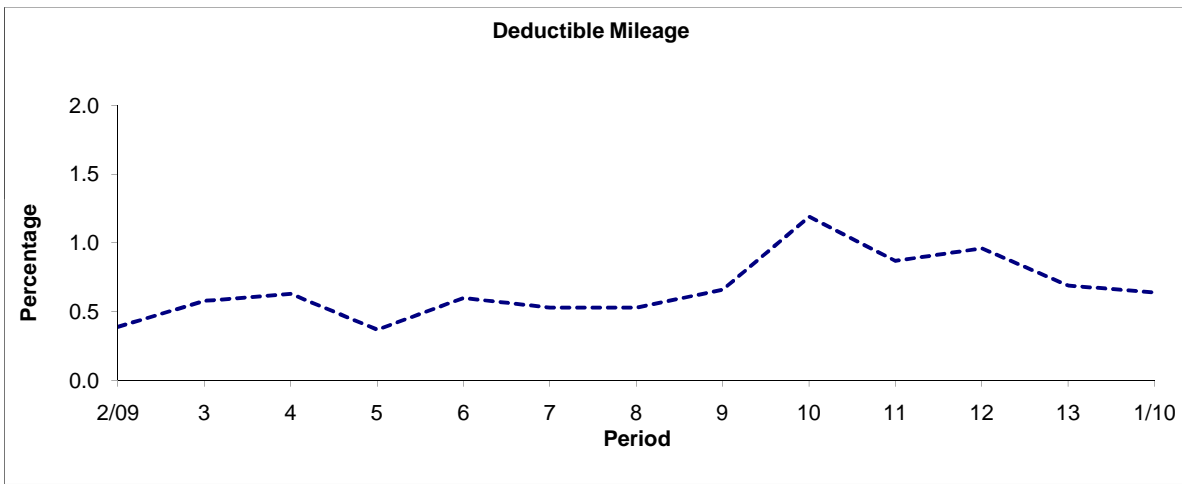
AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 2 buses on Route 390 should be scheduled to stand at any one time.  
MEAL RELIEFS: No meal relief vehicles to stand at any time.  
FERRY VEHICLES: No ferry vehicles to park on stand at any time.  
DISPLAY: Notting Hill Gate.  
OTHER INFORMATION: Toilet facilities available (1100-1900 daily).

**PART B - PERFORMANCE STATISTICS**

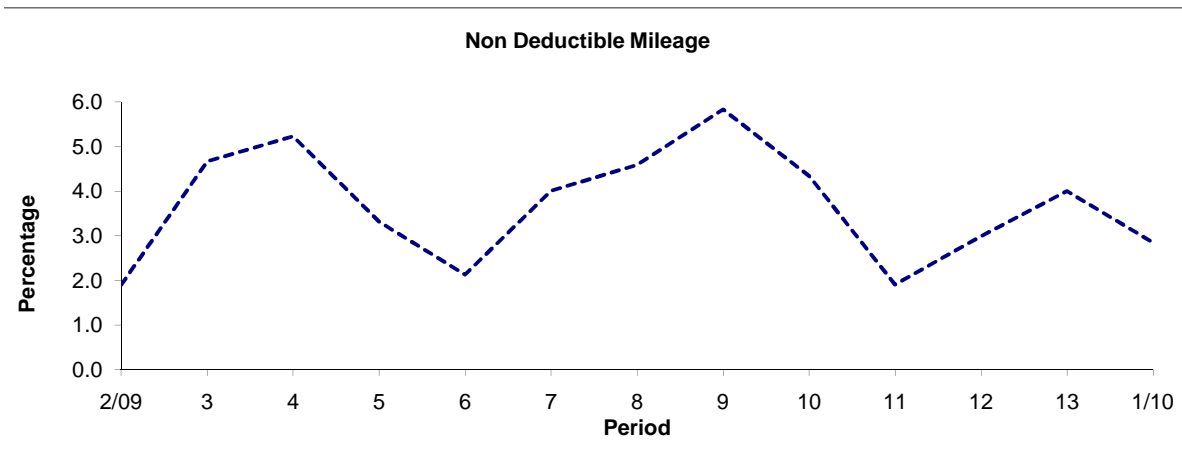
**Route 390**



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	97.71	94.75	94.14	96.32	97.27	95.46	94.88	93.51	94.47	97.22	96.05	95.31	96.51
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	0.39	0.58	0.63	0.37	0.60	0.53	0.53	0.66	1.19	0.87	0.96	0.69	0.64

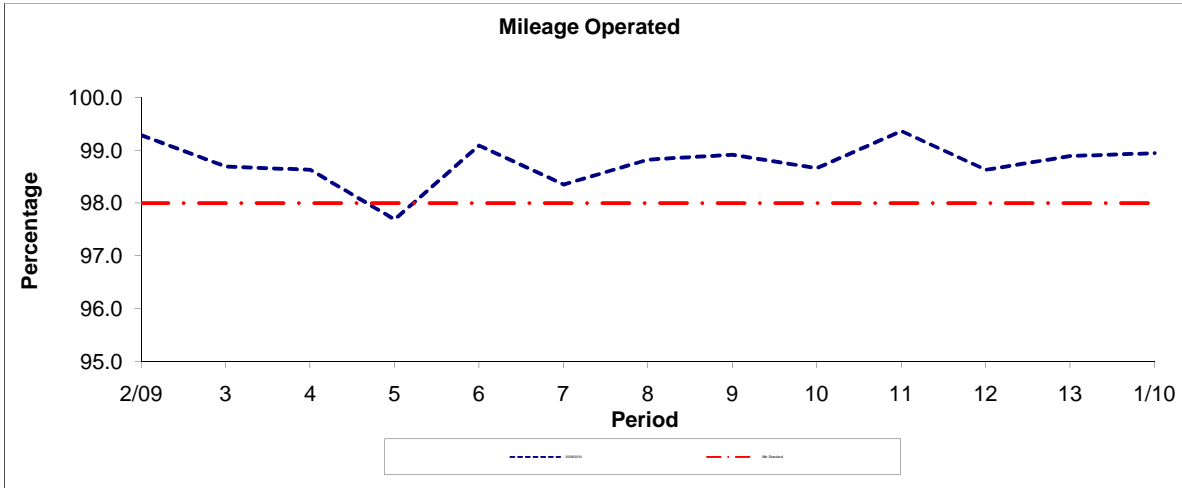


Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	1.90	4.67	5.23	3.31	2.13	4.01	4.59	5.83	4.34	1.91	2.99	4.00	2.85

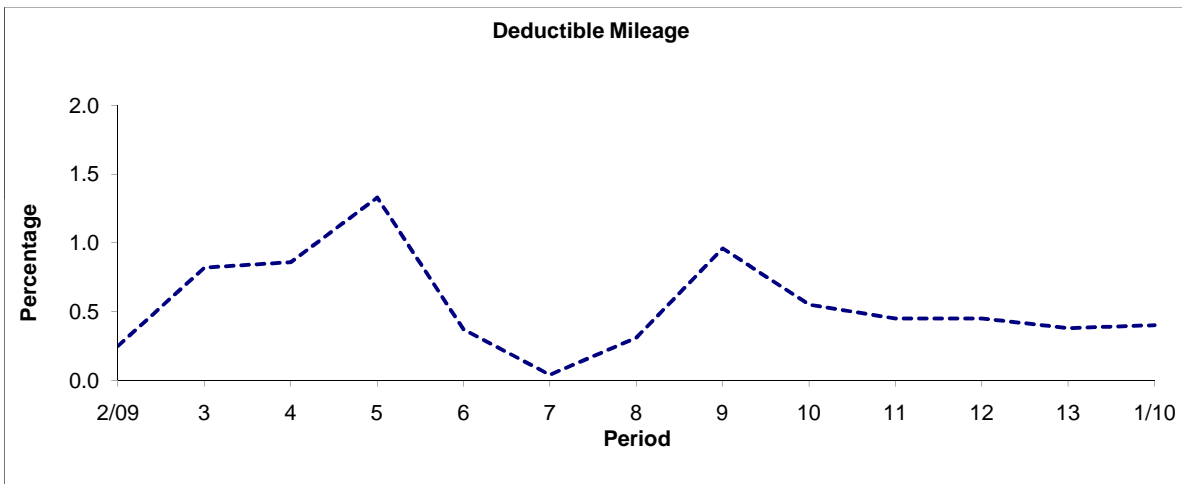
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

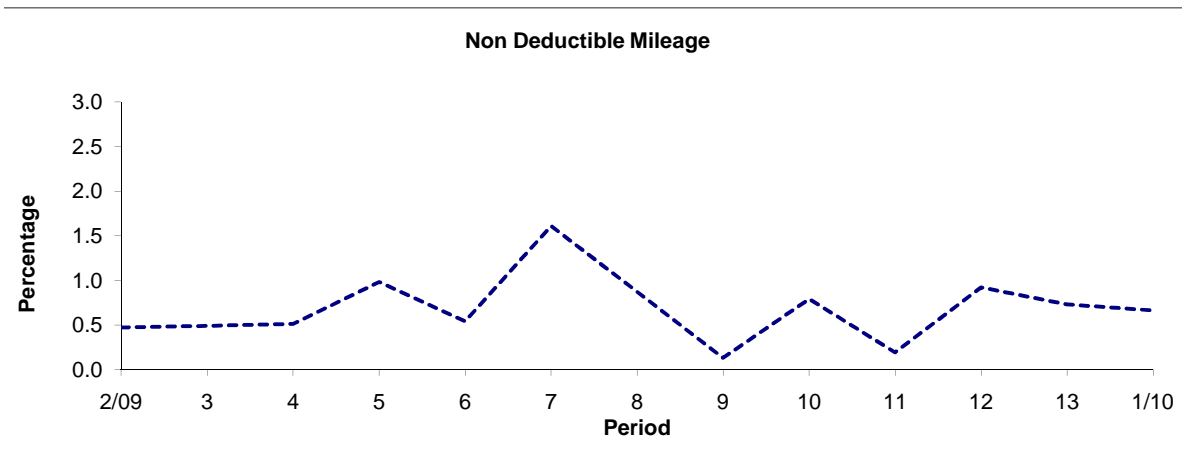
**Route N390**



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	99.28	98.69	98.63	97.69	99.09	98.35	98.82	98.91	98.66	99.36	98.63	98.89	98.94
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	0.25	0.82	0.86	1.33	0.37	0.04	0.31	0.96	0.55	0.45	0.45	0.38	0.40

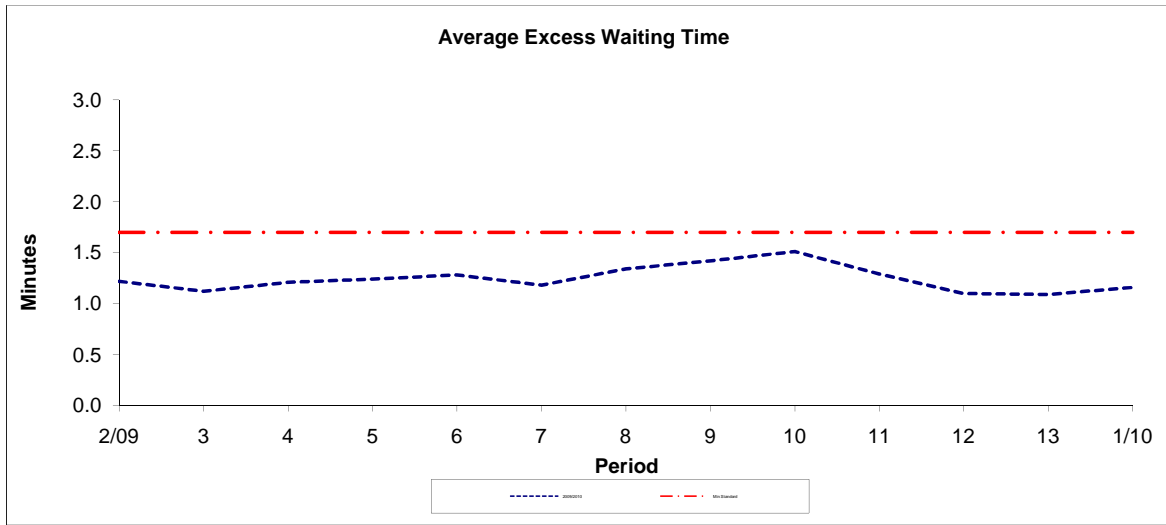


Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	0.47	0.49	0.51	0.98	0.54	1.61	0.87	0.13	0.79	0.19	0.92	0.73	0.66

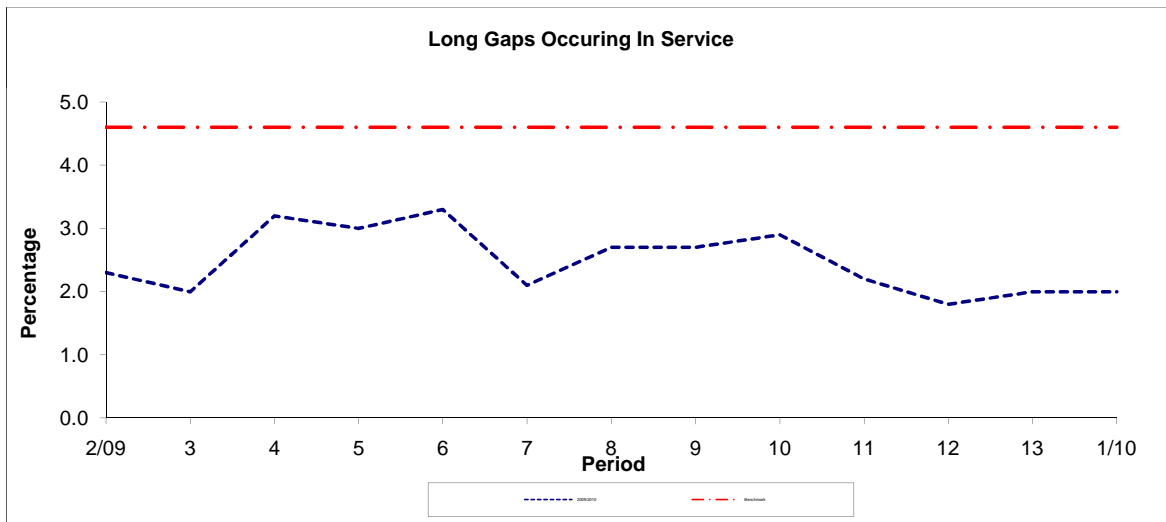
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 390**



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	1.22	1.12	1.21	1.24	1.28	1.18	1.34	1.42	1.51	1.29	1.10	1.09	1.16
Min Standard	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70



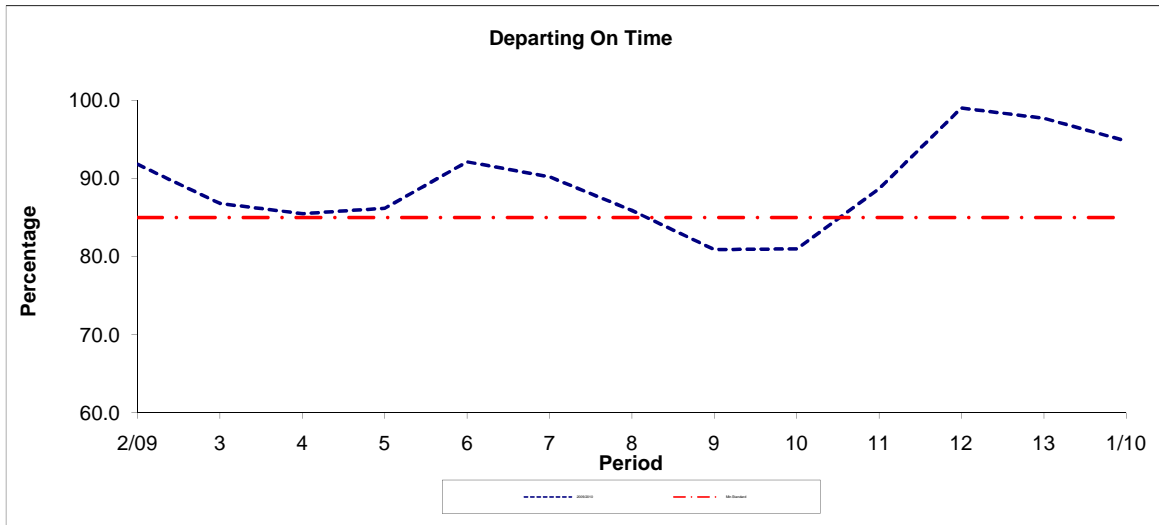
Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	2.30	2.00	3.20	3.00	3.30	2.10	2.70	2.70	2.90	2.20	1.80	2.00	2.00
Benchmark	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60

**Note :** Reliability is based on 12 weeks rolling data

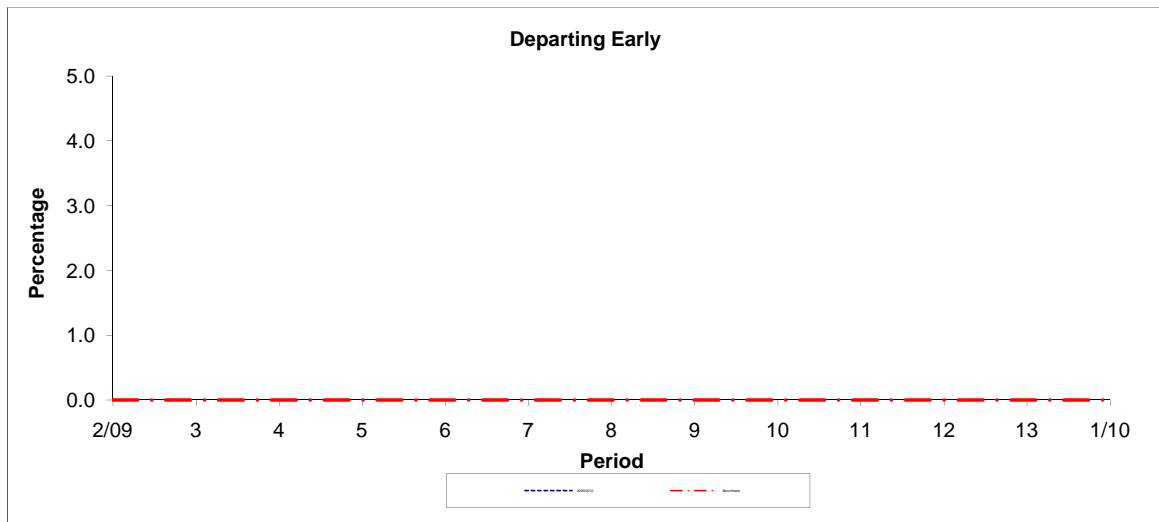


**PART B - PERFORMANCE STATISTICS**

**Route N390**



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	91.80	86.80	85.50	86.20	92.10	90.20	85.90	80.90	81.00	88.70	99.00	97.70	94.80
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	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010													
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