

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE Nos. 14 & N14

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This document should be read in conjunction with the Corporation's Guide for Tenderers (Part A: Explanatory Notes - Service Requirements). Where appropriate, reference is made to the relevant section.

1. TENDERS REQUIRED

This document describes the service for which the Corporation requires Tenders and Tenderers **must** submit a fully compliant bid. In addition, Tenderers **may** wish to draw upon their local knowledge to submit alternative bids which offer improved value for money in meeting passenger needs. These might incorporate, for example, different timings, frequencies, route structures and / or vehicles. The Corporation will welcome such bids and give them careful consideration.

For more information, please refer to Section 2.1 of Part A of the Guide for Tenderers.

2. PROPOSED CHANGES

At this time, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route Nos. 14 & N14:

- In connection with the rebuilding of Tottenham Court Road Station, Route Nos. 14 & N14 are rerouted towards Putney Heath, Green Man for approximately 7 years. Buses are rerouted from Bloomsbury Street via Shaftesbury Avenue to rejoin current line of routeing at Cambridge Circus. Routeing ex Putney Heath, Green Man remains unchanged at the current time but is subject to alteration during the 7 year period;
- The Exhibition Road project in the Royal Borough of Kensington and Chelsea will remove the current gyratory and pedestrianise (except for access) the southern end of Exhibition Road and Thurloe Street. Ex Putney Heath, Green Man, Route Nos. 14 & N14 are rerouted from Onslow Square via Cromwell Place and Cromwell Road to Cromwell Gardens to rejoin the current line of routeing at Thurloe Place. Ex University College Hospital, Route Nos. 14 & N14 are rerouted from Brompton Road via Thurloe Place and Cromwell Place to rejoin current line of routeing at Onslow Square. See Appendix A for full details.

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:

- Buses will set down at Putney Hill and pick up at Putney Heath;
- The designation Route No. N14 is used for contractual purposes only. This service will be marketed as Route No. 14. 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. 14 & N14 will operate between Putney Heath, Green Man and University College Hospital.

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. 14 & N14 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*	Weekend night/weekend morning service
Christmas Eve night/Christmas Day morning	No service
Christmas Day night/Boxing Day morning	No service

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

5. VEHICLE TYPE

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

Route Nos. 14 & N14 are currently approved for vehicles which are a maximum of 10.1 metres long and 2.55 metres wide. A formal route test will be required for vehicles which exceed these dimensions. This will be arranged with the successful Tenderer.

The service requirement set out in Section 6 assumes that dual door, double deck buses with a minimum capacity of 87 of which approximately 60 should be seated, will be used on 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. Putney Heath, Green Man to University College Hospital

0525 - 0555	Every 10 minutes
0556 - 0615	Every 6 - 7 minutes (9 buses per hour)
0616 - 0700	Every 5 minutes
0701 - 0725	Every 4 - 5 minutes (13 buses per hour)
0726 - 0825	Every 4 - 5 minutes (14 buses per hour)
0826 - 0930	Every 4 - 5 minutes (13 buses per hour)
0931 - 1500	Every 6 minutes
1501 - 1800	Every 5 minutes
1801 - 1830	Every 6 - 7 minutes (9 buses per hour)
1831 - 1930	Every 7 - 8 minutes (8 buses per hour)
1931 - 0005	Every 10 minutes

First departure from Putney Heath, Green Man no later than 0530.

Last departure from Putney Heath, Green Man no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 5 minutes apart at Piccadilly Circus, Piccadilly between 0715 and 0925, no more than 6 minutes apart between 1500 and 1559, and no more than 5 minutes apart between 1600 and 1700.

2. University College Hospital to Putney Heath, Green Man

0550 - 0700	Every 10 minutes
0701 - 0715	Every 7 - 8 minutes (8 buses per hour)
0716 - 0800	Every 5 minutes
0801 - 1000	Every 4 - 5 minutes (13 buses per hour)
1001 - 1600	Every 6 minutes
1601 - 1900	Every 5 minutes
1901 - 1930	Every 6 minutes
1931 - 2030	Every 7 - 8 minutes (8 buses per hour)
2031 - 0035	Every 10 minutes

First departure from University College Hospital no later than 0555.

Last departure from University College Hospital no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Putney Bridge North End, Gonville Street between 0715 and 0800, no more than 5 minutes apart between 0801 and 0900, no more than 6 minutes apart between 1530 and 1700, and no more than 5 minutes apart between 1701 and 1800.

6.2 Saturdays & Good Friday

1. Putney Heath, Green Man to University College Hospital

0525 - 0745	Every 10 minutes
0746 - 0815	Every 8 minutes
0816 - 1730	Every 6 minutes
1731 - 1830	Every 8 minutes
1831 - 0005	Every 10 minutes

First departure from Putney Heath, Green Man no later than 0530.

Last departure from Putney Heath, Green Man no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 6 minutes apart at Piccadilly Circus, Piccadilly between 0850 and 1050.

2. University College Hospital to Putney Heath, Green Man

0550 - 0825	Every 10 minutes
0826 - 0925	Every 8 minutes
0926 - 1830	Every 6 minutes
1831 - 1930	Every 8 minutes
1931 - 0035	Every 10 minutes

First departure from University College Hospital no later than 0555.

Last departure from University College Hospital no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Putney Bridge North End, Gonville Street between 0815 and 0900, no more than 8 minutes apart between 0901 and 1000 and no more than 6 minutes apart between 1001 and 1045.

6.3 Sundays

1. Putney Heath, Green Man to University College Hospital

0525 - 0850 Every 12 minutes
0851 - 0005 Every 10 minutes

First departure from Putney Heath, Green Man no later than 0530.
Last departure from Putney Heath, Green Man no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Piccadilly Circus, Piccadilly between 0930 and 1130.

2. University College Hospital to Putney Heath, Green Man

0550 - 0930 Every 12 minutes
0931 - 0035 Every 10 minutes

First departure from University College Hospital no later than 0555.
Last departure from University College Hospital no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Putney Bridge North End, Gonville Street between 0935 and 1035 and no more than 10 minutes apart between 1036 and 1135.

6.4 Boxing Day

1. Putney Heath, Green Man to University College Hospital

0745 - 0850 Every 12 minutes
0851 - 0005 Every 10 minutes

First departure from Putney Heath, Green Man no later than 0750.
Last departure from Putney Heath, Green Man no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Piccadilly Circus between 0930 and 1130.

2. University College Hospital to Putney Heath, Green Man

0750 - 0930 Every 12 minutes
0931 - 0035 Every 10 minutes

First departure from University College Hospital no later than 0755.
Last departure from University College Hospital no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Putney Bridge North End, Gonville Street between 0935 and 1035 and no more than 10 minutes apart between 1036 and 1135.

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

1. Putney Heath, Green Man to University College Hospital

0010 - 0520 Every 15 minutes

First departure from Putney Heath, Green Man no later than 0015.
Last departure from Putney Heath, Green Man no earlier than 0515.

2. University College Hospital to Putney Heath, Green Man

0040 - 0550 Every 15 minutes

First departure from University College Hospital no later than 0045.
Last departure from University College Hospital no earlier than 0545.

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

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

1. Putney Heath, Green Man to University College Hospital

0010 - 0520 Every 10 minutes

First departure from Putney Heath, Green Man no later than 0015.
Last departure from Putney Heath, Green Man no earlier than 0515.

2. University College Hospital to Putney Heath, Green Man

0040 - 0550 Every 10 minutes

First departure from University College Hospital no later than 0045.
Last departure from University College Hospital 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. 14 & N14 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. 14 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. N14 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. N14 at present. However, this may change at a later date when a Threshold figure may be published.

Summary of proposed QSI coverage: Route Nos. 14 & N14

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

Location of QSI survey points in each direction:

Towards University College Hospital
Putney Bridge
Hyde Park Corner

Towards Putney Heath, Green Man
Tottenham Court Road Station #
Hyde Park Corner
South Kensington

Shaftesbury Avenue during Crossrail works.

Total scheduled manual QSI surveys per quarter = 80.

8. RUNNING TIMES

Extracts from the public timetable with sample running times for Route Nos. 14 & N14 are attached at Appendix B. This gives an indication of the time required to travel the route. Attention is drawn to the variations in running times at different times of the day. Please refer to Section 2.8 of Part A of the Guide for Tenderers for further information.

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

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. 14 & N14 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.

In order to meet reliability targets, Tenderers may wish to consider the inclusion of a boarding time allowance at Piccadilly Circus as appropriate on all or some nights.

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. 14 should interwork with Route No. N14 to form a seamless 24 hour service.

Route No. 14 should interwork with Route No. 414 between Putney Bridge Station and Hyde Park Corner, Achilles Way in the early Sunday morning period and be best separated at all other times.

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. 14 & N14 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. 14 & N14:

- In connection with the rebuilding of Tottenham Court Road Station, Route Nos. 14 & N14 are rerouted towards Putney Heath, Green Man for approximately 7 years. Buses are rerouted from Bloomsbury Street via Shaftesbury Avenue to rejoin current line of routeing at Cambridge Circus. Routeing ex Putney Heath, Green Man remains unchanged at the current time but is subject to alteration during the 7 year period;
- The Exhibition Road project in the Royal Borough of Kensington and Chelsea will remove the current gyratory and pedestrianise (except for access) the southern end of Exhibition Road and Thurloe Street. Traffic in the area is subject to delays during this project;
- These routes can suffer from unpredictable traffic delays in the Putney area and especially within Central London (Piccadilly Circus and Hyde Park Corner);
- Route No. 14 suffers from major disruption during home matches of both Chelsea and Fulham football clubs.

Tenderers should also note the following factors / events which may have an impact on Route Nos. 14 & N14 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;**
- Livening up the stand in Euston Road, by University College Hospital, is being investigated. The successful Tenderer will be advised of any changes introduced as a result.

Service Specification for Route Nos. 14 & N14 - 19/01/2009

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. 14 & N14 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. 14 & N14

Putney Heath, Green Man to University College Hospital	7.4 miles
University College Hospital to Putney Heath, Green Man	7.6 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. 14 & N14 from the commencement of the new Route Agreement must be in a livery that is exclusively Corporation red. The paint should be matched accurately to the colour as defined by the following manufacturer's specifications:

ICI London Bus Red P498 FPF 3

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

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

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

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

APPENDIX A: ROUTE RECORD

ROUTE Nos. 14 & N14: PUTNEY HEATH, GREEN MAN - UNIVERSITY COLLEGE HOSPITAL

STREETS TRAVERSED

Towards University College Hospital: Putney Heath, Putney Hill, Putney High Street, Putney Bridge, Putney Bridge Approach, Fulham High Street, Fulham Road, Fulham Broadway, Fulham Road, Sydney Place, Onslow Square, Cromwell Place, Cromwell Road, Cromwell Gardens, Thurloe Place, Brompton Road, Knightsbridge, Hyde Park Corner, Piccadilly, Piccadilly Circus, Shaftesbury Avenue, Charing Cross Road, Tottenham Court Road.

Towards Putney Heath, Green Man: Gower Street, Bedford Square, Bloomsbury Street, Shaftesbury Avenue, High Holborn, Shaftesbury Avenue, Great Windmill Street, Haymarket, Jermyn Street, Regent Street, Piccadilly, Duke Of Wellington Place, Grosvenor Place, Knightsbridge, Brompton Road, Thurloe Place, Cromwell Place, Onslow Square, Sydney Place, Fulham Road, Fulham Broadway, Fulham Road, Fulham High Street, Putney Bridge Approach, Putney Bridge, Putney High Street, Putney Hill.

STANDS, TURNING POINTS AND DESTINATION BLINDS

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

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

14 via Fulham Road

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.

PUTNEY HEATH, GREEN MAN

Private stand for 7 buses in marked bays in Putney Heath bus parking area opposite the Green Man public house.

Buses proceed from Putney Hill via Putney Heath to bus standing area, departing via bus standing area and Wildcroft Road to Putney Hill. Set down in Putney Hill and pick up in Putney Heath.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route Nos. 14 & N14 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.
OTHER INFORMATION:	Council toilet facilities available 24 hours a day.
BLIND DISPLAY:	Putney Heath

PUTNEY BRIDGE STATION (from University College Hospital)

Buses proceed from Putney Bridge Approach via Gonville Street, Station Approach, Ranelagh Gardens, Fulham High Street, Gonville Street and Putney Bridge Approach departing to Fulham High Street. Set down in Gonville Street, at alighting point and pick up in Fulham High Street, at stop FJ.

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

FULHAM BROADWAY, VANSTON PLACE (from University College Hospital)

Public stand for one bus in layby (front part) on north side of Fulham Broadway, commencing outside Havana Restaurant and No. 8 Fulham Broadway.

Buses proceed from Fulham Road via Fulham Broadway, Jerdan Place and Vanston Place to stand, departing via Vanston Place and Fulham Broadway to Fulham Road. Set down in Fulham Road, at stop M and pick up in Fulham Road, at stop L.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	To be used for unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Fulham Broadway

SOUTH KENSINGTON STATION

Tenderers should assume that a suitable stand will be provided within the vicinity of South Kensington Station. The successful tenderer will be updated on the location on completion of the Exhibition Road scheme.

Tenderers should assume that the following will apply:

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	To be used for unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	South Kensington

HYDE PARK CORNER, ACHILLES WAY (from Putney Heath, Green Man)

Public stand on north side of Achilles Way, commencing 18 metres west of the southbound carriageway of Park Lane and extending 12 metres west.

Buses proceed from Knightsbridge via Hyde Park Corner, Park Lane (northbound) and Achilles Way to stand, departing via Achilles Way, Park Lane (southbound), Hyde Park Corner, Duke Of Wellington Place and Grosvenor Place to Knightsbridge. Set down in Knightsbridge, at stop T and pick up in Knightsbridge, at stop N.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	To be used for unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Hyde Park Corner

GREEN PARK (from Putney Heath, Green Man)

Buses proceed from Piccadilly via Stratton Street and Berkeley Street departing to Piccadilly. Set down in Piccadilly, at stop D and pick up in Piccadilly, at stop PE.

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

PICCADILLY CIRCUS, WATERLOO PLACE (from Putney Heath, Green Man)

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

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

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: To be used for unscheduled curtailments only.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Piccadilly Circus

CHENIES STREET (from Putney Heath, Green Man)

Buses proceed from Tottenham Court Road via Chenies Street departing to Gower Street. Set down in Tottenham Court Road, at stop E and pick up in Gower Street, at stop D.

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

WARREN STREET STATION, UNIVERSITY COLLEGE HOSPITAL

Public stand on south side of Euston Road on slip road between Tottenham Court Road and Gower Street.

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

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than **3** buses on Route Nos. 14 & N14 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.
OTHER INFORMATION: Toilet facilities to be confirmed.
BLIND DISPLAY: Warren Street

APPENDIX B: SAMPLE RUNNING TIMES FOR ROUTE No. 14
(based on current schedule)

MONDAYS TO FRIDAYS

1. Putney Heath, Green Man to Warren Street Station

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical late evening
Putney Heath <i>Green Man</i>	0526	0759	1200	1701	2300
Putney Station	0530	0807	1207	1708	2303
Putney Bridge <i>Gonville Street</i>	0533	0815	1214	1717	2307
Fulham Broadway Station	0539	0832	1225	1727	2314
South Kensington Station	0547	0847	1241	1743	2325
Hyde Park Corner <i>Knightsbridge</i>	0553	0858	1253	1754	2332
Piccadilly Circus <i>Piccadilly</i>	0558	0907	1302	1803	2339
Tottenham Court Road Station	0601	0912	1309	1810	2345
Warren Street Station	0604	0918	1315	1815	2349
	38 minutes	79 minutes	75 minutes	74 minutes	49 minutes

2. Warren Street Station to Putney Heath ,Green Man

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical late evening
Warren Street Station	0555	0801	1158	1659	2300
Gower Street <i>University Street</i>	0556	0802	1159	1700	2301
Tottenham Court Road Station	0559	0810	1206	1707	2306
Piccadilly Circus <i>Piccadilly</i>	0604	0817	1215	1716	2314
Hyde Park Corner <i>Knightsbridge</i>	0609	0823	1223	1725	2321
South Kensington Station	0613	0831	1234	1737	2328
Fulham Broadway Station	0620	0843	1250	1753	2339
Putney Bridge <i>Gonville Street</i>	0628	0852	1300	1805	2347
Putney Station	0631	0857	1307	1814	2352
Putney Heath <i>Green Man</i>	0635	0903	1312	1819	2356
	40 minutes	62 minutes	74 minutes	80 minutes	56 minutes

SATURDAYS

1. Putney Heath, Green Man to Warren Street Station

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Putney Heath Green Man	0526	1059	1259	2300
Putney Station	0530	1104	1304	2303
Putney Bridge <i>Gonville Street</i>	0533	1109	1309	2307
Fulham Broadway Station	0539	1119	1319	2314
South Kensington Station	0546	1131	1331	2325
Hyde Park Corner <i>Knightsbridge</i>	0553	1141	1341	2332
Piccadilly Circus <i>Piccadilly</i>	0558	1148	1348	2339
Tottenham Court Road Station	0601	1155	1355	2345
Warren Street Station	0604	1201	1401	2349
	38	62	62	49
	minutes	minutes	minutes	minutes

2. Warren Street Station to Putney Heath, Green Man

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Warren Street Station	0555	1058	1300	2300
Gower Street <i>University Street</i>	0556	1059	1301	2301
Tottenham Court Road Station	0559	1106	1308	2306
Piccadilly Circus <i>Piccadilly</i>	0604	1113	1316	2314
Hyde Park Corner <i>Knightsbridge</i>	0609	1120	1324	2321
South Kensington Station	0613	1127	1335	2328
Fulham Broadway Station	0620	1139	1347	2339
Putney Bridge <i>Gonville Street</i>	0626	1149	1357	2342
Putney Station	0629	1158	1404	2347
Putney Heath Green Man	0632	1202	1409	2356
	37	64	69	56
	minutes	minutes	minutes	minutes

SUNDAYS

1. Putney Heath, Green Man to Warren Street

	Typical Early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Putney Heath Green Man	0526	1056	1300	2300
Putney Station	0530	1100	1305	2303
Putney Bridge <i>Gonville Street</i>	0533	1106	1311	2307
Fulham Broadway Station	0539	1115	1321	2314
South Kensington Station	0547	1126	1333	2325
Hyde Park Corner <i>Knightsbridge</i>	0553	1134	1343	2332
Piccadilly Circus <i>Piccadilly</i>	0558	1141	1350	2339
Tottenham Court Road Station	0601	1147	1357	2345
Warren Street Station	0604	1153	1403	2349
	38	57	63	49
	minutes	minutes	minutes	minutes

2. Warren Street Station to Putney Heath, Green Man

	Typical Early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Warren Street Station	0555	1100	1300	2300
Gower Street <i>University Street</i>	0556	1101	1301	2301
Tottenham Court Road Station	0559	1108	1308	2306
Piccadilly Circus <i>Piccadilly</i>	0604	1115	1316	2314
Hyde Park Corner <i>Knightsbridge</i>	0609	1121	1323	2321
South Kensington Station	0613	1129	1332	2328
Fulham Broadway Station	0620	1140	1344	2339
Putney Bridge <i>Gonville Street</i>	0626	1149	1354	2347
Putney Station	0629	1155	1401	2352
Putney Heath Green Man	0632	1159	1405	2356
	37	59	65	56
	minutes	minutes	minutes	minutes

The above tables have been included to assist Tenderers. They represent the information currently available to the Corporation. Tenderers should form their own views about what is appropriate in terms of running times. (See Section 8.)

APPENDIX B: SAMPLE RUNNING TIMES FOR ROUTE No. N14
(based on current schedule)

SUNDAY NIGHTS / MONDAY MORNINGS - THURSDAY NIGHTS / FRIDAY MORNINGS

1. Putney Heath, Green Man to Warren Street Station

	Typical late night
Putney Heath <i>Green Man</i>	0015
Putney Station	0018
Putney Bridge <i>Gonville Street</i>	0021
Fulham Broadway Station	0026
South Kensington Station	0033
Hyde Park Corner <i>Knightsbridge</i>	0039
Piccadilly Circus	0043
Tottenham Court Road	0049
Warren Street Station	0051
	36
	minutes

2. Warren Street Station to Putney Heath, Green Man

	Typical late night
Warren Street Station	0045
Gower Street <i>University Street</i>	0046
Tottenham Court Road Station	0049
Piccadilly Circus	0058
Hyde Park Corner <i>Knightsbridge</i>	0105
South Kensington Station	0110
Fulham Broadway Station	0118
Putney Bridge <i>Gonville Street</i>	0124
Putney Station	0127
Putney Heath <i>Green Man</i>	0130
	45
	Minutes

FRIDAY NIGHTS / SATURDAY MORNINGS & SATURDAY NIGHTS / SUNDAY MORNINGS

1. Putney Heath, Green Man to Warren Street Station

	Typical nightly
Putney Heath <i>Green Man</i>	0015
Putney Station	0018
Putney Bridge <i>Gonville Street</i>	0021
Fulham Broadway Station	0027
South Kensington Station	0035
Hyde Park Corner <i>Knightsbridge</i>	0041
Piccadilly Circus	0048
Tottenham Court Road	0059
Warren Street Station	0101
	46
	minutes

2. Warren Street Station to Putney Heath, Green Man

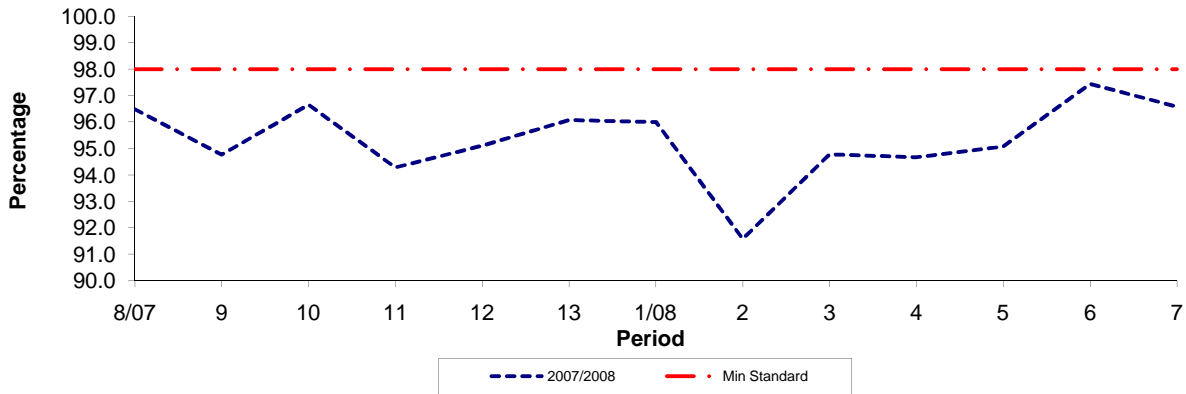
	Typical nightly
Warren Street Station	0045
Gower Street <i>University Street</i>	0046
Tottenham Court Road Station	0049
Piccadilly Circus	0107
Hyde Park Corner <i>Knightsbridge</i>	0118
South Kensington Station	0124
Fulham Broadway Station	0133
Putney Bridge <i>Gonville Street</i>	0141
Putney Station	0144
Putney Heath <i>Green Man</i>	0147
	62
	minutes

The above tables have been included to assist Tenderers. They represent the information currently available to the Corporation. Tenderers should form their own views about what is appropriate in terms of running times. (See Section 8.)

PART B - PERFORMANCE STATISTICS

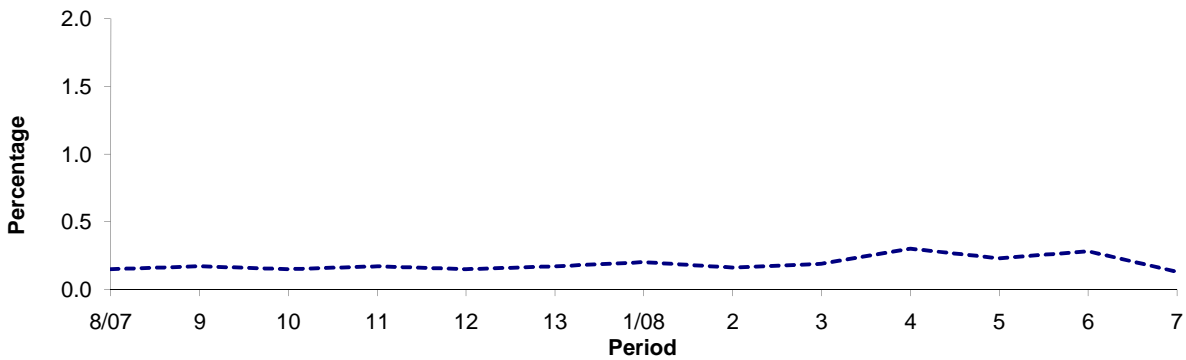
Route 14

Mileage Operated



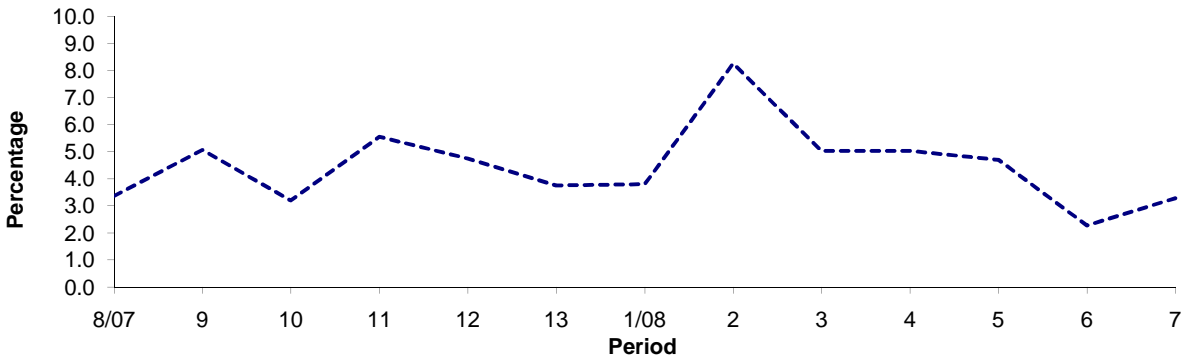
Period	8/07	9	10	11	12	13	1/08	2	3	4	5	6	7
2007/2008	96.48	94.76	96.65	94.28	95.10	96.07	96.00	91.58	94.78	94.67	95.07	97.44	96.58
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	8/07	9	10	11	12	13	1/08	2	3	4	5	6	7
2007/2008	0.15	0.17	0.15	0.17	0.15	0.17	0.20	0.16	0.19	0.30	0.23	0.28	0.13

Non Deductible Mileage



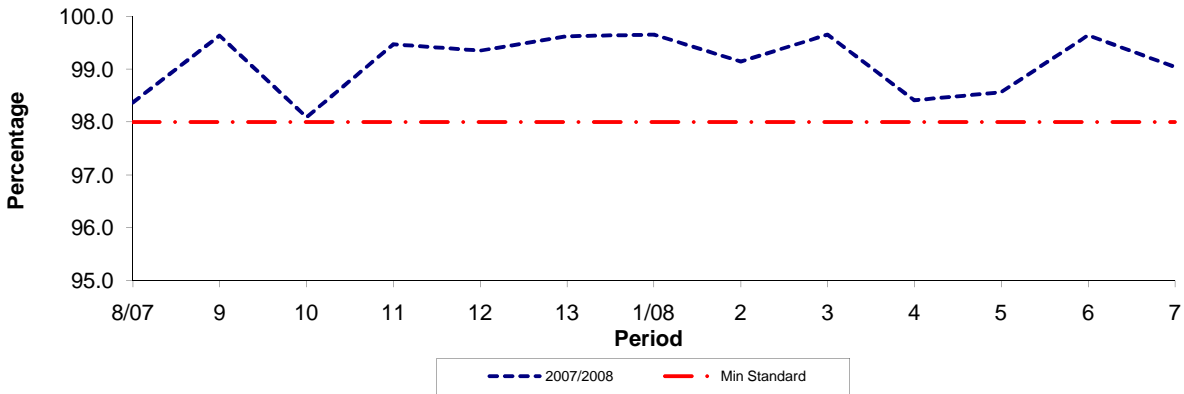
Period	8/07	9	10	11	12	13	1/08	2	3	4	5	6	7
2007/2008	3.37	5.07	3.20	5.55	4.75	3.76	3.80	8.26	5.03	5.03	4.70	2.28	3.29

Note : Mileage is based on 4 weeks data

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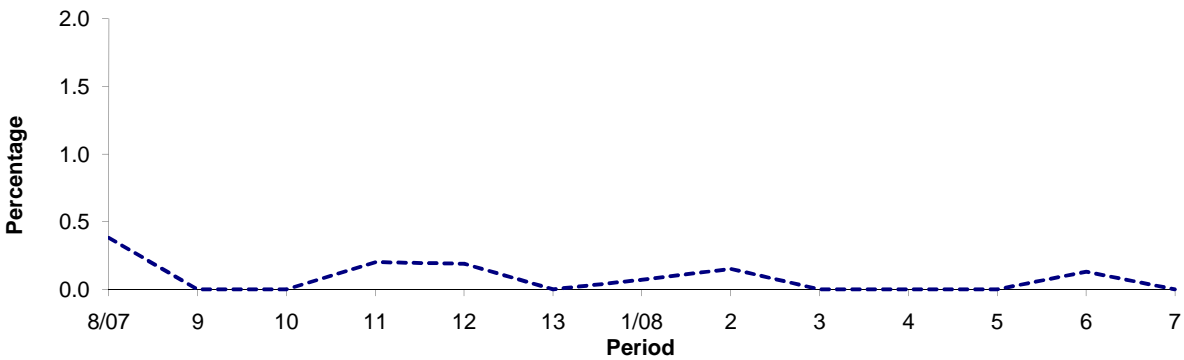
Route N14

Mileage Operated



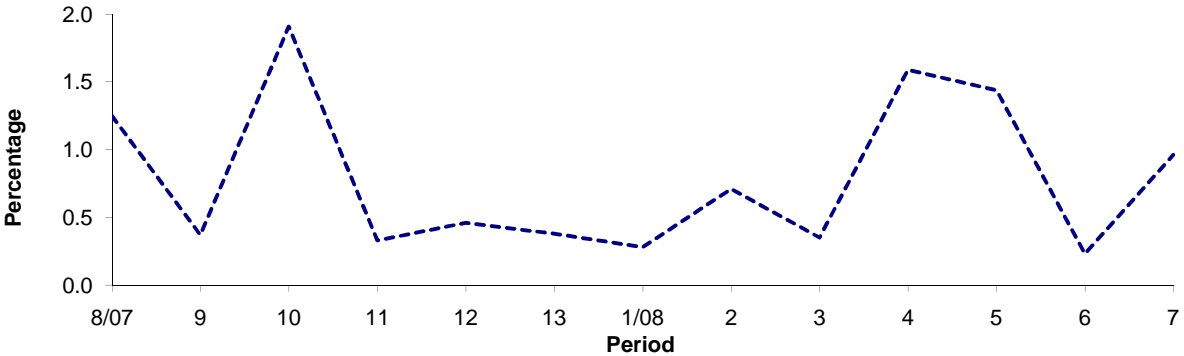
Period	8/07	9	10	11	12	13	1/08	2	3	4	5	6	7
2007/2008	98.37	99.63	98.09	99.47	99.35	99.62	99.65	99.14	99.65	98.41	98.56	99.64	99.04
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	8/07	9	10	11	12	13	1/08	2	3	4	5	6	7
2007/2008	0.38	0.00	0.00	0.20	0.19	0.00	0.07	0.15	0.00	0.00	0.00	0.13	0.00

Non Deductible Mileage

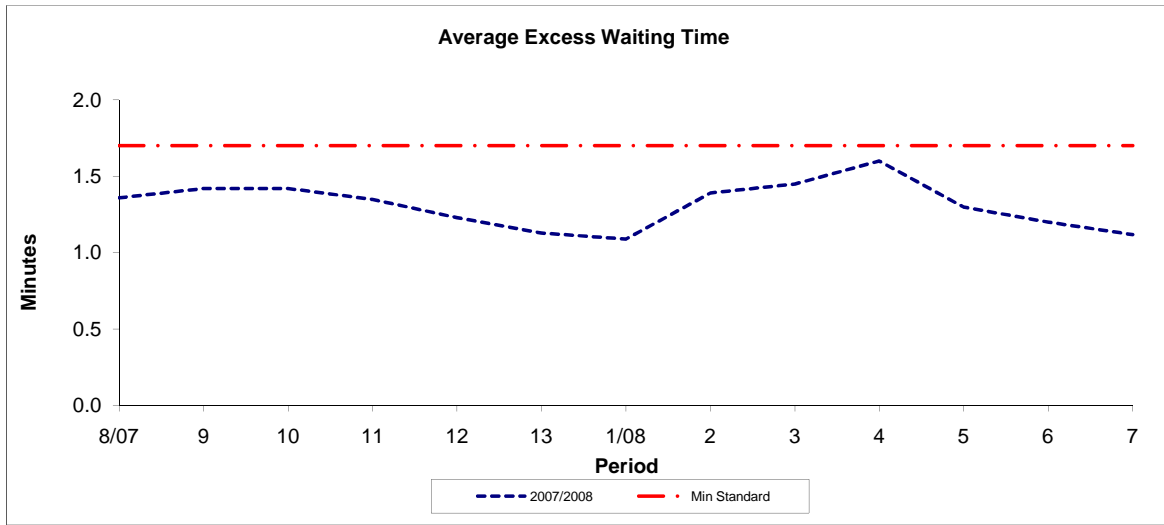


Period	8/07	9	10	11	12	13	1/08	2	3	4	5	6	7
2007/2008	1.25	0.37	1.91	0.33	0.46	0.38	0.28	0.71	0.35	1.59	1.44	0.23	0.96

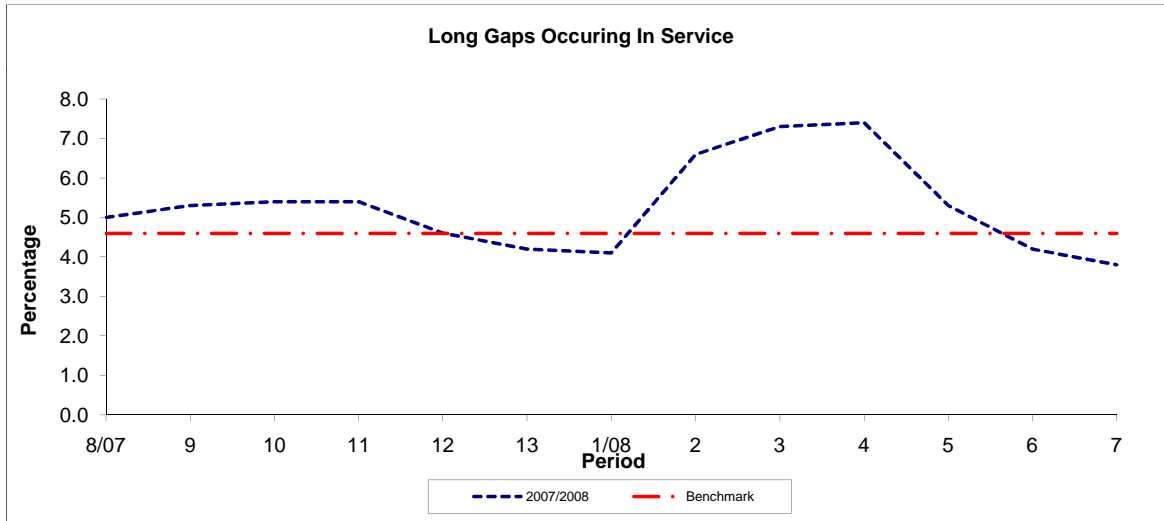
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 14



Period	8/07	9	10	11	12	13	1/08	2	3	4	5	6	7
2007/2008	1.36	1.42	1.42	1.35	1.23	1.13	1.09	1.39	1.45	1.60	1.30	1.20	1.12
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

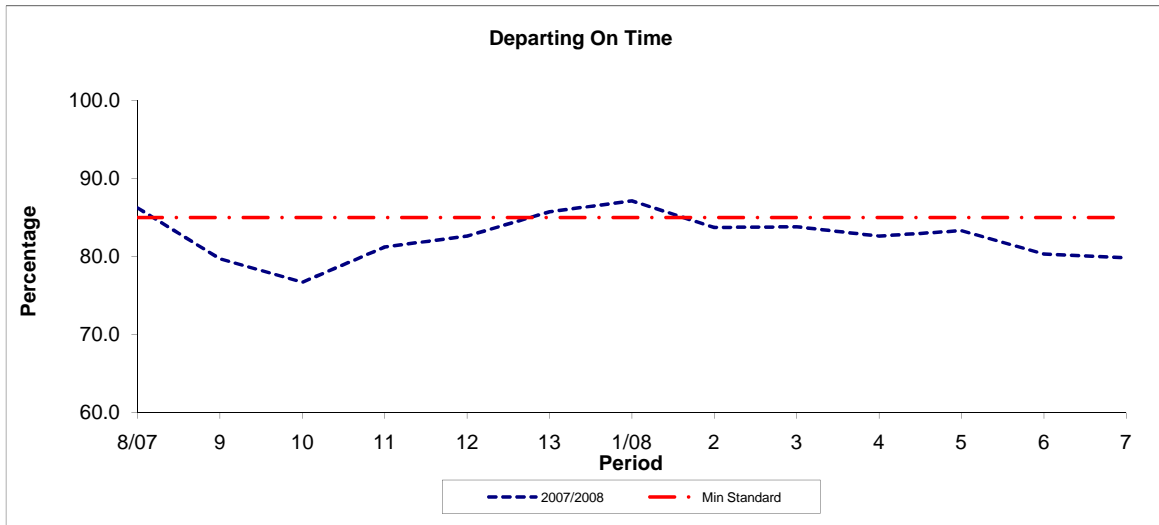


Period	8/07	9	10	11	12	13	1/08	2	3	4	5	6	7
2007/2008	5.00	5.30	5.40	5.40	4.60	4.20	4.10	6.60	7.30	7.40	5.30	4.20	3.80
Benchmark	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60

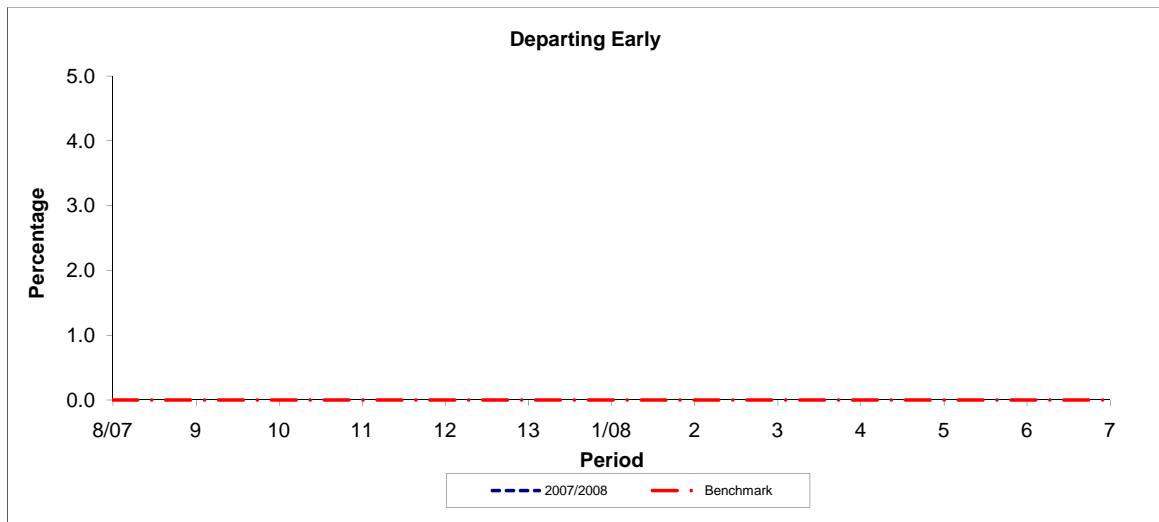
Note : Reliability is based on 12 weeks rolling data

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Route N14



Period	8/07	9	10	11	12	13	1/08	2	3	4	5	6	7
2007/2008	86.20	79.70	76.70	81.20	82.60	85.70	87.10	83.70	83.80	82.60	83.30	80.30	79.80
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	8/07	9	10	11	12	13	1/08	2	3	4	5	6	7
2007/2008													
Benchmark	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Note : Reliability is based on 12 weeks rolling data