

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE Nos. 31 & N31

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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. 31 & N31.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route Nos. 31 & N31.

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

3. TERMINALS

Route No. 31 will operate between Camden Town Station, Bayham Street and White City Bus Station.

Route No. N31 will operate between Camden Town Station, Bayham Street and Clapham Junction Station, St Johns Hill.

Full details of the route to be followed, the permitted terminal workings and the available stands are shown at Appendix B. 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. 31 & N31 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*	Friday night// Saturday 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. 31 & N31 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 Route Nos. 31 & N31. 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. Camden Town Station, Bayham Street to White City Bus Station

0455 - 0530	Every 15 minutes
0531 - 0600	Every 10 minutes
0601 - 0625	Every 7-8 minutes (8 buses per hour)
0626 - 1935	Every 6 minutes
1936 - 2115	Every 7-8 minutes (8 buses per hour)
2116 - 0035	Every 10 minutes

First departure from Camden Town Station, Bayham Street no later than 0500.
Last departure from Camden Town Station, Bayham Street no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 6 minutes apart at Westbourne Park Station between 0700 and 0900 and between 1530 and 1630.

2. White City Bus Station to Camden Town Station, Bayham Street

0505 - 0550	Every 10 minutes
0551 - 0645	Every 7-8 minutes (8 buses per hour)
0646 - 1925	Every 6 minutes
1926 - 2055	Every 7-8 minutes (8 buses per hour)
2056 - 0040	Every 10 minutes

First departure from White City Bus Station no later than 0510.
Last departure from White City Bus Station no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 6 minutes apart at Swiss Cottage Station between 0720 and 0900 and between 1500 and 1630.

6.2 Saturdays & Good Friday

1. Camden Town Station, Bayham Street to White City Bus Station

0455 - 0600	Every 15 minutes
0601 - 0800	Every 10 minutes
0801 - 0830	Every 7-8 minutes (8 buses per hour)
0831 - 1900	Every 6 minutes
1901 - 1930	Every 7-8 minutes (8 buses per hour)
1931 - 0035	Every 10 minutes

First departure from Camden Town Station, Bayham Street no later than 0500.
Last departure from Camden Town Station, Bayham Street no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 6 minutes apart at Westbourne Park Station between 0850 and 1050.

2. White City Bus Station to Camden Town Station, Bayham Street

0505 - 0540	Every 15 minutes
0541 - 0750	Every 10 minutes
0751 - 0820	Every 7-8 minutes (8 buses per hour)
0821 - 1900	Every 6 minutes
1901 - 1935	Every 7-8 minutes (8 buses per hour)
1936 - 0040	Every 10 minutes

First departure from White City Bus Station no later than 0510.
Last departure from White City Bus Station no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 6 minutes apart at Swiss Cottage Station between 0850 and 1050.

6.3 Sundays

1. Camden Town Station, Bayham Street to White City Bus Station

0455 - 0700	Every 15 minutes
0701 - 0830	Every 10 minutes
0831 - 1035	Every 7-8 minutes (8 buses per hour)
1036 - 1840	Every 6 minutes
1841 - 1930	Every 7-8 minutes (8 buses per hour)
1931 - 0035	Every 10 minutes

First departure from Camden Town Station, Bayham Street no later than 0500.
Last departure from Camden Town Station, Bayham Street no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Westbourne Park Station between 1035 and 1105 and no more than 6 minutes apart between 1106 and 1135.

2. White City Bus Station to Camden Town Station, Bayham Street

0505 - 0640	Every 15 minutes
0641 - 0830	Every 10 minutes
0831 - 1025	Every 7-8 minutes (8 buses per hour)
1026 - 1820	Every 6 minutes
1821 - 1925	Every 7-8 minutes (8 buses per hour)
1926 - 0040	Every 10 minutes

First departure from White City Bus Station no later than 0510.
Last departure from White City Bus Station no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Swiss Cottage Station between 1035 and 1110 and no more than 6 minutes apart between 1111 and 1135.

6.4 Boxing Day

1. Camden Town Station, Bayham Street to White City Bus Station

0800 - 0830	Every 10 minutes
0831 - 1030	Every 7-8 minutes (8 buses per hour)
1031 - 1840	Every 6 minutes
1841 - 1930	Every 7-8 minutes (8 buses per hour)
1931 - 0035	Every 10 minutes

First departure from Camden Town Station, Bayham Street no later than 0805.
Last departure from Camden Town Station, Bayham Street no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Westbourne Park Station between 1035 and 1105 and no more than 6 minutes apart between 1106 and 1135.

2. White City Bus Station to Camden Town Station, Bayham Street

0800 - 0830	Every 10 minutes
0831 - 1030	Every 7-8 minutes (8 buses per hour)
1031 - 1825	Every 6 minutes
1826 - 1925	Every 7-8 minutes (8 buses per hour)
1926 - 0040	Every 10 minutes

First departure from White City Bus Station no later than 0805.
Last departure from White City Bus Station no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Swiss Cottage Station between 1030 and 1110 and no more than 6 minutes apart between 1111 and 1130.

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

1. Camden Town Station, Bayham Street to Clapham Junction Station, St Johns Hill

0125 - 0435 Every 60 minutes

First departure from Camden Town Station, Bayham Street no later than 0130.
Last departure from Camden Town Station, Bayham Street no earlier than 0430.

2. Clapham Junction Station, St Johns Hill to Camden Town Station, Bayham Street

0030 - 0440 Every 60 minutes

First departure from Clapham Junction Station, St Johns Hill no later than 0035.
Last departure from Clapham Junction Station, St Johns Hill no earlier than 0435.

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. Camden Town Station, Bayham Street to Clapham Junction Station, St Johns Hill

0055 - 0435 Every 30 minutes

First departure from Camden Town Station, Bayham Street no later than 0100.
Last departure from Camden Town Station, Bayham Street no earlier than 0430.

2. Clapham Junction Station, St Johns Hill to Camden Town Station, Bayham Street

0030 - 0440 Every 30 minutes

First departure from Clapham Junction Station, St Johns Hill no later than 0035.
Last departure from Clapham Junction Station, St Johns Hill no earlier than 0435.

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. 31 & N31 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. 31 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. N31 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.

It is unlikely that the minimum number of QSI surveys for performance measurement will be conducted on Route No. N31 at present. However, this may change at a later date.

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. N31 at present. However, this may change at a later date when a Threshold figure may be published.

Summary of proposed QSI coverage: Route Nos. 31 & N31

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 White City Bus Station

Camden Town
Kilburn High Road
Notting Hill Gate

Towards Camden Town Station, Bayham Street

White City
Kilburn High Road
Swiss Cottage

Total scheduled manual QSI surveys per quarter = 96.

8. RUNNING TIMES

Extracts from the public timetable with sample running times for Route Nos. 31 & N31 are attached at Appendix A. 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 Saturday afternoon shopping period.

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

- the minimum performance standards for Route Nos. 31 & N31 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 westward extension of the Central London Congestion Charging zone.

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. 31 should interwork with Route No. N31 to form a seamless 24 hour service between Camden Town Station, Bayham Street and Westbourne Park Station.

Route No. N31 should interwork with Route No. N28 to form a seamless 24 hour service between Camden Town Station, Bayham Street and High Street Kensington Station.

Route No. 31 should interwork with Route No. 328 between Kilburn High Road Station and Maida Hill, The Chippenham on all evenings and weekend early mornings.

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. 31 & N31 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. 31 & N31:

- Route Nos. 31 & N31 are likely to suffer from unpredictable traffic delays in the Camden Town, Kilburn, Harrow Road and Notting Hill areas. On Sundays, Camden Market can cause traffic delays in Camden and Chalk Farm.
- The Notting Hill Carnival is an annual event held in the Notting Hill area over the late Summer Bank Holiday period and affects several London Buses 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, London Buses officials will discuss service provision with those operators who are involved.

The above 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.

Tenderers should also note the following factors/events which may have an impact on Route Nos. 31 & N31 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. 31 & N31 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. 31 & N31

Camden Town Station, Bayham Street to White City Bus Station	7.2 miles
White City Bus Station to Camden Town Station, Bayham Street	7.1 miles
Camden Town Station, Bayham Street to Clapham Junction, St Johns Hill	10.9 miles
Clapham Junction, St Johns Hill to Camden Town Station, Bayham Street	10.3 miles

Tenderers should note that:

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

15. VEHICLE LIVERY

All vehicles to be used on Route Nos. 31 & N31 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:

31 via Swiss Cottage

N31 via Notting Hill Gate

For further information, please refer to Annex C of the Framework Agreement: General Conditions relating to the use of London Buses' Bus Stations and Stands.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 31: Camden Town, Bayham Street - White City Bus Station

Date of Structural Change: 30 April 2011.

Date of Service Change: 30 April 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards White City Bus Station: Bayham Street, Pratt Street, Camden High Street, Chalk Farm Road, Adelaide Road, Finchley Road, Fairfax Road, Belsize Road, Kilburn High Road, Cambridge Avenue, Cambridge Gardens (East Arm), Rudolph Road, Kilburn Park Road, Shirland Road, Chippenham Road, Elgin Avenue, Great Western Road, Westbourne Park Road, Chepstow Road, Pembridge Villas, Pembridge Road, Notting Hill Gate, Holland Park Avenue, Holland Park Roundabout, Uxbridge Road, Shepherds Bush Interchange, Westfield Way, Ariel Way, Ariel Way Roundabout, White City Bus Station.

Towards Camden Town, Bayham Street: White City Bus Station, Ariel Way Roundabout, Ariel Way, Westfield Way, Shepherds Bush Interchange, Uxbridge Road, Holland Park Roundabout, Holland Park Avenue, Notting Hill Gate, Pembridge Road, Pembridge Villas, Chepstow Road, Westbourne Park Road, Great Western Road, Elgin Avenue, Chippenham Road, Shirland Road, Kilburn Park Road, Rudolph Road, Cambridge Gardens (East Arm), Cambridge Avenue, Kilburn High Road, Belsize Road, Hilgrove Road, Finchley Road, Avenue Road, Adelaide Road, Chalk Farm Road, Castlehaven Road, Hawley Road, Camden Street, Camden Road, Bayham Street.

STANDING AND TURNING POINTS

CAMDEN TOWN, BAYHAM STREET

Public stand on east side of Bayham Street, commencing opposite the party wall of "The Laurel Tree"/AFCO 95-111 and extending 26 metres south.

Buses proceed from Bayham Street direct to stand, departing to Bayham Street. Set down in Bayham Street, at Stop Z1 and pick up in Bayham Street, at Stop U.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 3 buses on Route 31 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: Camden Town.

CHALK FARM, MORRISONS, PETROL STATION (from WHITE CITY BUS STATION)

Public stand for two buses in slip road, commencing 30 metres south west of Chalk Farm Road and 55 metres north west of junction with Morrisons superstore access road opposite petrol station entrance, extending for 25 metres south east, at bus stop BP1806 point CH. Buses proceed from Chalk Farm Road via Morrisons Access Road to stand, departing via Safeway Access Road to Chalk Farm Road. Set down in Chalk Farm Road, at Stop CE and pick up in Chalk Farm Road, at Stop CF.

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: Chalk Farm.

SWISS COTTAGE (from Camden Town, Bayham Street)

Buses proceed from Adelaide Road via Finchley Road departing to Avenue Road. Set down in Adelaide Road, at Stop H and pick up in Avenue Road, at Stop E.

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

SWISS COTTAGE STATION, FINCHLEY ROAD (NORTH) (from WHITE CITY BUS STATION)

Public stand for one bus on the west side of Finchley Road, commencing 8 metres north of flank wall of Castleton House and extending 16 metres north.

Buses proceed from Hilgrove Road via Finchley Road to stand, departing via Finchley Road to Fairfax Road. Set down in Hilgrove Road, at Stop K and pick up in Fairfax Road, 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: Swiss Cottage.

SOUTH HAMPSTEAD STATION (from Camden Town, Bayham Street)

Buses proceed from Fairfax Road via Belsize Road departing to Hilgrove Road. Set down in Fairfax Road, at Stop P and pick up in Hilgrove Road, at Stop K.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: South Hampstead Station.

SOUTH HAMPSTEAD STATION (from WHITE CITY BUS STATION)

Buses proceed from Belsize Road departing to Belsize Road. Set down in Belsize Road, at Stop Y and pick up in Belsize Road, at Stop W.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: South Hampstead Station.

KILBURN, QUEX ROAD (from WHITE CITY BUS STATION)

Public stand for one bus on north side of Quex Road, commencing 25 metres east of junction with Kingsgate Road and extending 17 metres west.

Buses proceed from Cambridge Avenue via Kilburn High Road and Quex Road to stand, departing via Quex Road, Abbey Road, Belsize Road and Kilburn High Road to Cambridge Avenue. Set down in Cambridge Avenue, at Stop Z and pick up in Cambridge Avenue, at Stop Y.

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: Kilburn High Road Station.

KILBURN HIGH ROAD (from Camden Town, Bayham Street)

Buses proceed from Belsize Road via Abbey Road, Carlton Hill, Maida Vale and Kilburn High Road departing to Belsize Road. Set down in Belsize Road, M and pick up in Belsize Road, at Stop T.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Kilburn High Road Station.

KILBURN HIGH ROAD (from WHITE CITY BUS STATION)

Buses proceed from Cambridge Avenue via Kilburn High Road, Quex Road and Abbey Road departing to Belsize Road. Set down in Cambridge Avenue, at Stop Z and pick up in Belsize Road, N.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Kilburn High Road Station.

KILBURN PARK STATION, CAMBRIDGE GARDENS

Public stand for five buses in 2 portions:

1- For three buses in east arm of Cambridge Gardens, alongside garden enclosure, commencing at party wall of Nos. 15/16 and extending 35 metres south.

2- For two buses in south arm of Cambridge Gardens, alongside garden enclosure, commencing 17 metres west of centre of Cambridge Gardens (east arm) and extending 21 metres west.

From Camden Town, Bayham Street.

Buses proceed from Cambridge Avenue via Cambridge Avenue (East And West And South Sides), Cambridge Gardens (West Arm) and Cambridge Gardens (South Arm) to stand, departing via Cambridge Gardens (South Arm) (South Side) and Cambridge Gardens (East Arm) to Cambridge Avenue. Set down in Cambridge Avenue, at Stop KB and pick up in Cambridge Avenue, at Stop KA.

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: Kilburn Park.

CARLTON VALE ROUNDABOUT (from Camden Town, Bayham Street)

Buses proceed from Kilburn Park Road departing to Rudolph Road. Set down in Kilburn Park Road, at Stop MB and pick up in Rudolph Road, at Stop KC.

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

CARLTON VALE ROUNDABOUT (from WHITE CITY BUS STATION)

Buses proceed from Kilburn Park Road departing to Kilburn Park Road. Set down in Kilburn Park Road, at Stop MV and pick up in Kilburn Park Road, at Stop MC.

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

MAIDA HILL, CHIPPENHAM GARDENS

Public stand for two buses at bus stop on north side of Chippenham Gardens, commencing 15 metres west of Kilburn Park Road and extending 25 metres west.

From Camden Town, Bayham Street.

Buses proceed from Kilburn Park Road via Shirland Road, Malvern Road and Chippenham Gardens to stand, departing via Chippenham Gardens to Kilburn Park Road. Set down in Kilburn Park Road, at Stop MD and pick up in Kilburn Park Road, at Stop MU.

From White City Bus Station.

Buses proceed from Chippenham Road via Shirland Road, Malvern Road and Chippenham Gardens to stand, departing via Chippenham Gardens to Kilburn Park Road. Set down in Chippenham Road, at Stop MR and pick up in Kilburn Park Road, at Stop MD.

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: Maida Hill, The Chippenham.

WESTBOURNE PARK ROAD (from Camden Town, Bayham Street)

Buses proceed from Chepstow Road via Talbot Road, Shrewsbury Road and Westbourne Park Road departing to Great Western Road. Set down in Chepstow Road and pick up in Great Western Road, at Stop P.

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

WHITE CITY BUS STATION, STAND Z10

Private stand for 3 buses extending 35 metres for route 31 at Stand Z10 in building of White City Bus Station.

Buses proceed from White City Bus Station direct to stand, departing to White City Bus Station. Set down in White City Bus Station, at alighting point and pick up in White City Bus Station, at Stop WK.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 31 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:	White City.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE N31: Camden Town, Bayham Street - Clapham Junction, St Johns Hill

Date of Structural Change: 30 April 2011.

Date of Service Change: 30 April 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Clapham Junction, St Johns Hill: Bayham Street, Crowndale Road, Camden High Street, Chalk Farm Road, Adelaide Road, Finchley Road, Fairfax Road, Belsize Road, Kilburn High Road, Cambridge Avenue, Cambridge Gardens (East Arm), Rudolph Road, Kilburn Park Road, Shirland Road, Chippenham Road, Elgin Avenue, Great Western Road, Westbourne Park Road, Chepstow Road, Pembridge Villas, Pembridge Road, Notting Hill Gate, Palace Gardens Terrace, Kensington Mall, Kensington Church Street, Kensington High Street, Earl's Court Road, Redcliffe Gardens, Fulham Road, Edith Grove, King's Road, Beaufort Street, Battersea Bridge, Battersea Bridge Road, Prince Of Wales Drive, Albert Bridge Road, Battersea Park Road, Falcon Road, St John's Hill.

Towards Camden Town, Bayham Street: St John's Hill, Falcon Road, Battersea Park Road, Battersea Bridge Road, Battersea Bridge, Beaufort Street, King's Road, Gunter Grove, Finborough Road, Warwick Road, Pembroke Road, Earl's Court Road, Kensington High Street, Kensington Church Street, Notting Hill Gate, Pembridge Road, Pembridge Villas, Chepstow Road, Westbourne Park Road, Great Western Road, Elgin Avenue, Chippenham Road, Shirland Road, Kilburn Park Road, Rudolph Road, Cambridge Gardens (East Arm), Cambridge Avenue, Kilburn High Road, Belsize Road, Hilgrove Road, Finchley Road, Avenue Road, Adelaide Road, Chalk Farm Road, Castlehaven Road, Hawley Road, Camden Street, Camden Road, Bayham Street.

STANDING AND TURNING POINTS

CAMDEN TOWN, BAYHAM STREET

Public stand on east side of Bayham Street, commencing opposite the party wall of "The Laurel Tree"/AFCO 95-111 and extending 26 metres south.

Buses proceed from Bayham Street direct to stand, departing to Bayham Street. Set down in Bayham Street, at Stop Z1 and pick up in Bayham Street, at Stop U.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 3 buses on Route N31 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: Camden Town.

CHALK FARM, SAFEWAY, PETROL STATION (from CLAPHAM JUNCTION, ST JOHNS HILL)

Public stand for two buses in slip road, commencing 30 metres south west of Chalk Farm Road and 55 metres north west of junction with Morrisons superstore access road opposite petrol station entrance, extending for 25 metres south east, at bus stop BP1806 point CH. Buses proceed from Chalk Farm Road via Morrisons Access Road to stand, departing via Morrisons Access Road to Chalk Farm Road. Set down in Chalk Farm Road, at Stop CE and pick up in Chalk Farm Road, at Stop CF.

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: Chalk Farm.

SWISS COTTAGE

From Clapham Junction, St Johns Hill.

Buses proceed from Hilgrove Road departing to Finchley Road. Set down in Hilgrove Road, at Stop K and pick up in Finchley Road, at Stop L.

From Camden Town, Bayham Street.

Buses proceed from Adelaide Road via Finchley Road departing to Avenue Road. Set down in Adelaide Road, at Stop H and pick up in Avenue Road, at Stop E.

AVAILABILITY: Buses should normally be able to wait for a short time, if necessary, in layby provided at Stop E.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Swiss Cottage.

SOUTH HAMPSTEAD STATION (from Camden Town, Bayham Street)

Buses proceed from Fairfax Road via Belsize Road departing to Hilgrove Road. Set down in Fairfax Road, at Stop P and pick up in Hilgrove Road, at Stop K.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: South Hampstead Station.

SOUTH HAMPSTEAD STATION (from CLAPHAM JUNCTION, ST JOHNS HILL)

Buses proceed from Belsize Road departing to Belsize Road. Set down in Belsize Road, at Stop Y and pick up in Belsize Road, at Stop W.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: South Hampstead Station.

KILBURN HIGH ROAD (from Camden Town, Bayham Street)

Buses proceed from Belsize Road via Abbey Road, Carlton Hill, Maida Vale and Kilburn High Road departing to Belsize Road. Set down in Belsize Road, M and pick up in Belsize Road, at Stop T.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Kilburn High Road Station.

KILBURN HIGH ROAD (from CLAPHAM JUNCTION, ST JOHNS HILL)

Buses proceed from Belsize Road via Abbey Road, Quex Road and Kilburn High Road departing to Cambridge Avenue. Set down in Belsize Road, X and pick up in Cambridge Avenue, at Stop Y.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Kilburn High Road Station.

KILBURN PARK STATION, CAMBRIDGE GARDENS

Public stand for five buses in 2 portions:

1- For three buses in east arm of Cambridge Gardens, alongside garden enclosure, commencing at party wall of Nos. 15/16 and extending 35 metres south.

2- For two buses in south arm of Cambridge Gardens, alongside garden enclosure, commencing 17 metres west of centre of Cambridge Gardens (east arm) and extending 21 metres west.

From Clapham Junction, St Johns Hill.

Buses proceed from Rudolph Road via Cambridge Gardens (East Arm), Cambridge Gardens (West Arm), Cambridge Gardens (South Arm) and Rudolph Road to stand, departing via Cambridge Gardens (South Arm) and Rudolph Road to Kilburn Park Road. Set down in Rudolph Road, at Stop KC and pick up in Kilburn Park Road, at Stop MB.

From Camden Town, Bayham Street.

Buses proceed from Cambridge Avenue via Cambridge Gardens (West Arm) and Cambridge Gardens (South Arm) to stand, departing via Cambridge Gardens (South Arm) and Cambridge Gardens (East Arm) to Cambridge Avenue. Set down in Cambridge Avenue, at Stop KB and pick up in Cambridge Avenue, at Stop KA.

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: Kilburn Park.

CARLTON VALE ROUNDABOUT (from Camden Town, Bayham Street)

Buses proceed from Kilburn Park Road departing to Rudolph Road. Set down in Kilburn Park Road, at Stop MB and pick up in Rudolph Road, at Stop KC.

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

CARLTON VALE ROUNDABOUT (from CLAPHAM JUNCTION, ST JOHNS HILL)

Buses proceed from Kilburn Park Road departing to Kilburn Park Road. Set down in Kilburn Park Road, at Stop MV and pick up in Kilburn Park Road, at Stop MC.

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

MAIDA HILL, CHIPPENHAM GARDENS

Public stand for two buses at bus stop on north side of Chippenham Gardens, commencing 15 metres west of Kilburn Park Road and extending 25 metres west.

From Clapham Junction, St Johns Hill.

Buses proceed from Chippenham Road via Shirland Road, Malvern Road and Chippenham Gardens to stand, departing via Chippenham Gardens to Kilburn Park Road. Set down in Chippenham Road, at Stop MR and pick up in Kilburn Park Road, at Stop MD.

From Camden Town, Bayham Street.

Buses proceed from Kilburn Park Road via Shirland Road, Malvern Road and Chippenham Gardens to stand, departing via Chippenham Gardens to Kilburn Park Road. Set down in Kilburn Park Road, at Stop MD and pick up in Kilburn Park Road, at Stop MU.

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: Maida Hill, The Chippenham.

NOTTING HILL GATE, KENSINGTON CHURCH STREET, WEST SIDE

Public stand for two bus on west side of Kensington Church Street adjacent to No 223, commencing 47 metres south of the southern kerbline of Notting Hill Gate and extending 22 metres south.

From Clapham Junction, St Johns Hill.

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

From Camden Town, Bayham Street.

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

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: Notting Hill Gate.

KENSINGTON, POLICE STATION (from Camden Town, Bayham Street)

Buses proceed from Earl's Court Road via West Cromwell Road and Warwick Road departing to Pembroke Road. Set down in Earl's Court Road, at Stop H and pick up in Pembroke Road, at Stop F.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Kensington, Commonwealth Institute.
OTHER INFORMATION: Blind Display: Kensington, Commonwealth Institute.

EARLS COURT STATION (from Camden Town, Bayham Street)

Buses proceed from Earl's Court Road via Old Brompton Road departing to Warwick Road. Set down in Earl's Court Road, at Stop L and pick up in Warwick Road, at Stop B.

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

EARLS COURT STATION (from CLAPHAM JUNCTION, ST JOHNS HILL)

Buses proceed from Warwick Road via Nevern Square (South And East Sides) and Trebovir Road departing to Earl's Court Road. Set down in Warwick Road, at Stop C and pick up in Earl's Court Road, at Stop A.

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

CLAPHAM JUNCTION, ST JOHNS HILL

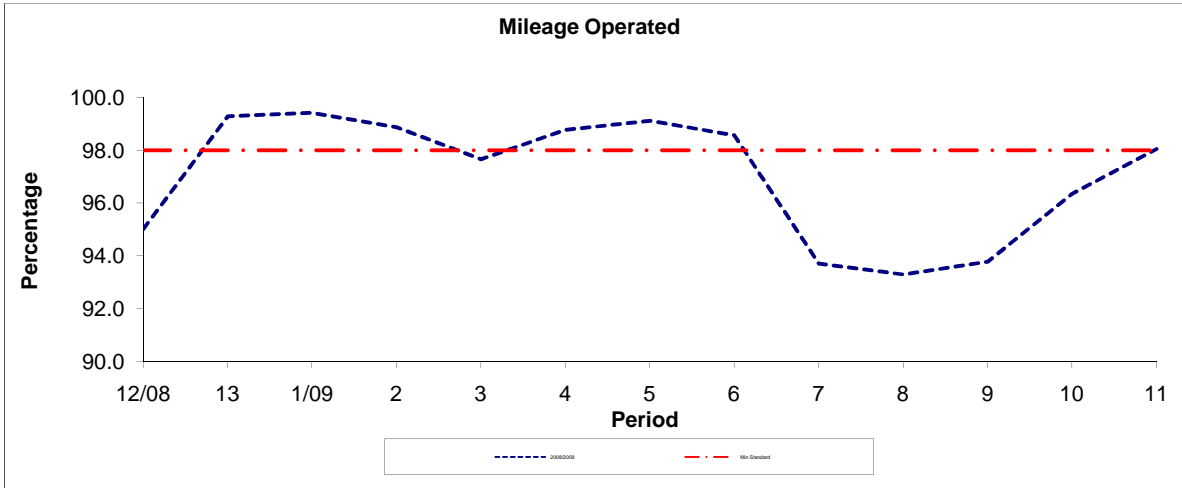
Private stand for three buses on forecourt of railway stores office on north side of St John's Hill.

Buses proceed from St John's Hill via Bus Lay-By to stand, departing via Bus Lay-By to St John's Hill. Set down in St John's Hill, at Stop L and pick up in St John's Hill, at Stop C.

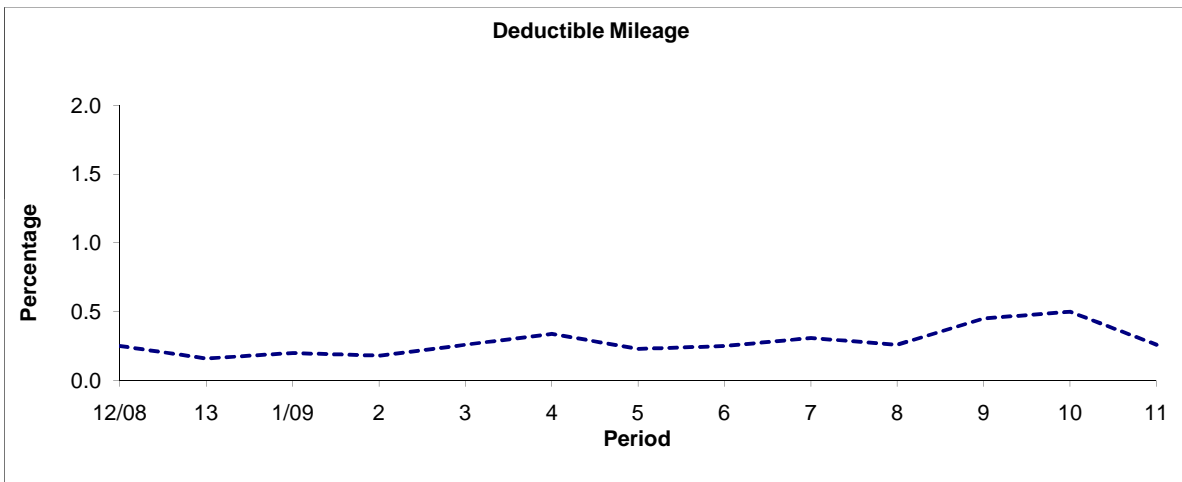
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route N31 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Clapham Junction.

PART B - PERFORMANCE STATISTICS

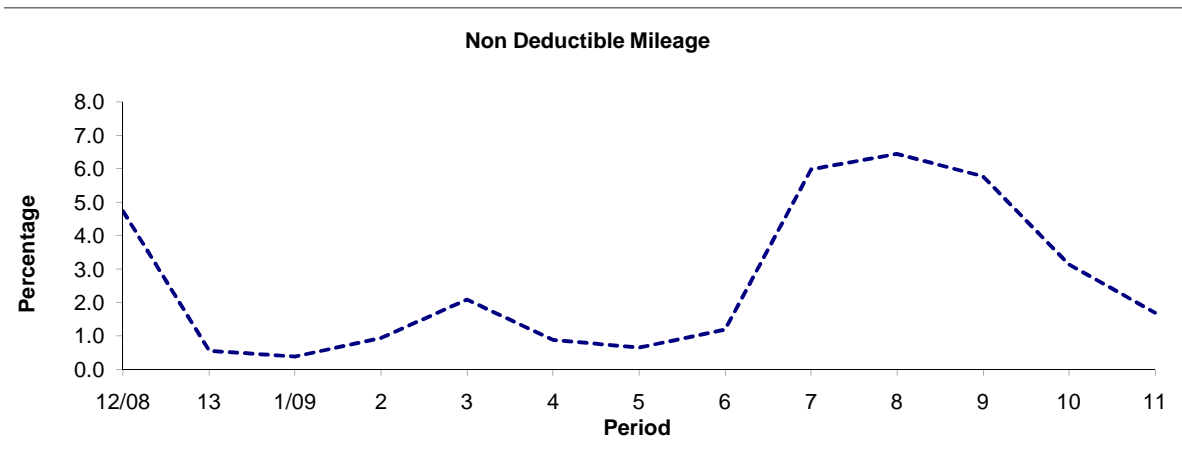
Route 31



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	95.01	99.28	99.41	98.87	97.65	98.77	99.11	98.56	93.70	93.29	93.77	96.35	98.04
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



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	0.25	0.16	0.20	0.18	0.26	0.34	0.23	0.25	0.31	0.26	0.45	0.50	0.26

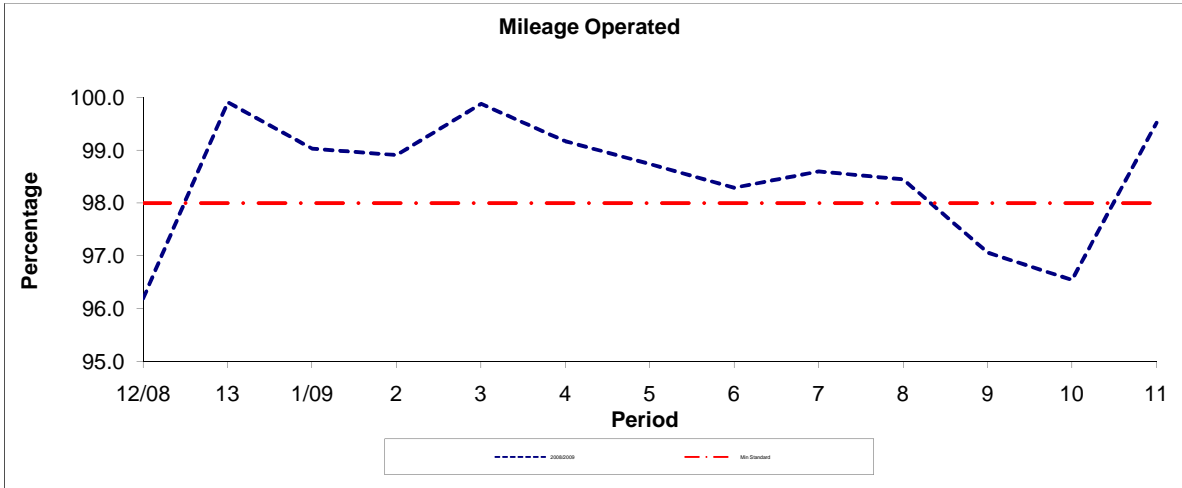


Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	4.74	0.56	0.39	0.95	2.09	0.89	0.66	1.19	5.99	6.45	5.78	3.15	1.70

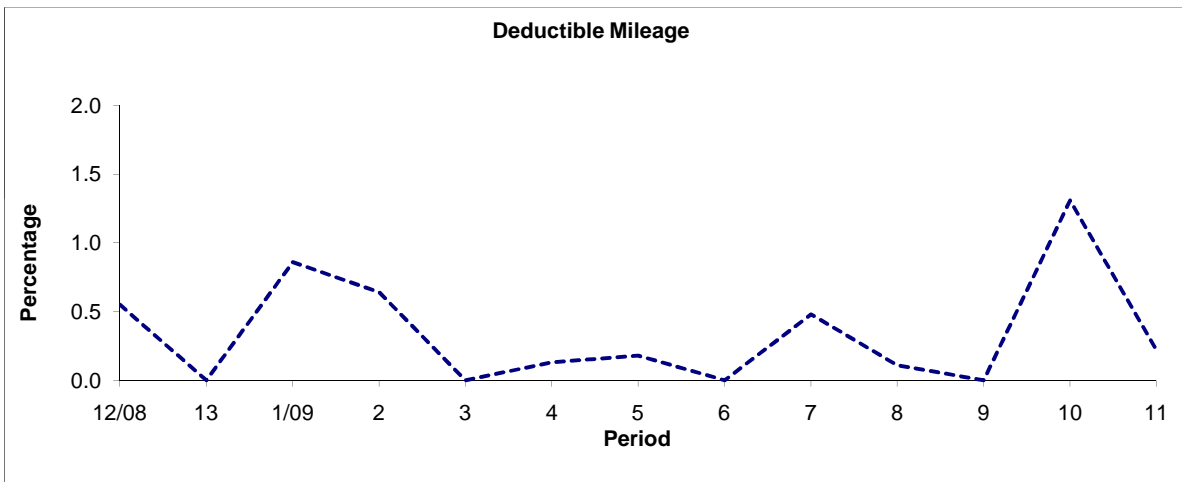
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

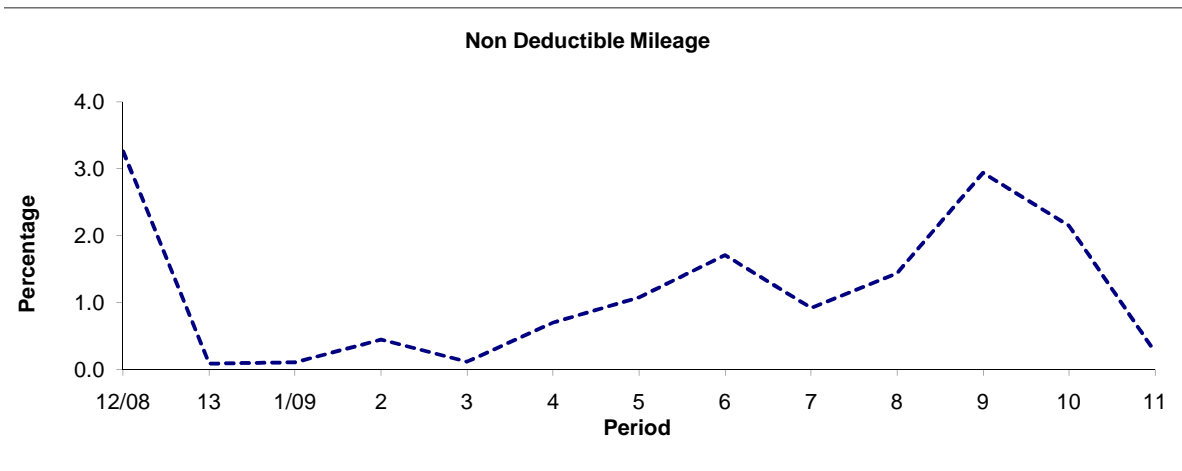
Route N31



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	96.19	99.91	99.03	98.91	99.88	99.17	98.74	98.29	98.60	98.45	97.06	96.54	99.52
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	0.55	0.00	0.86	0.64	0.00	0.13	0.18	0.00	0.48	0.11	0.00	1.31	0.22



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	3.26	0.09	0.11	0.45	0.12	0.70	1.08	1.71	0.92	1.44	2.94	2.15	0.26

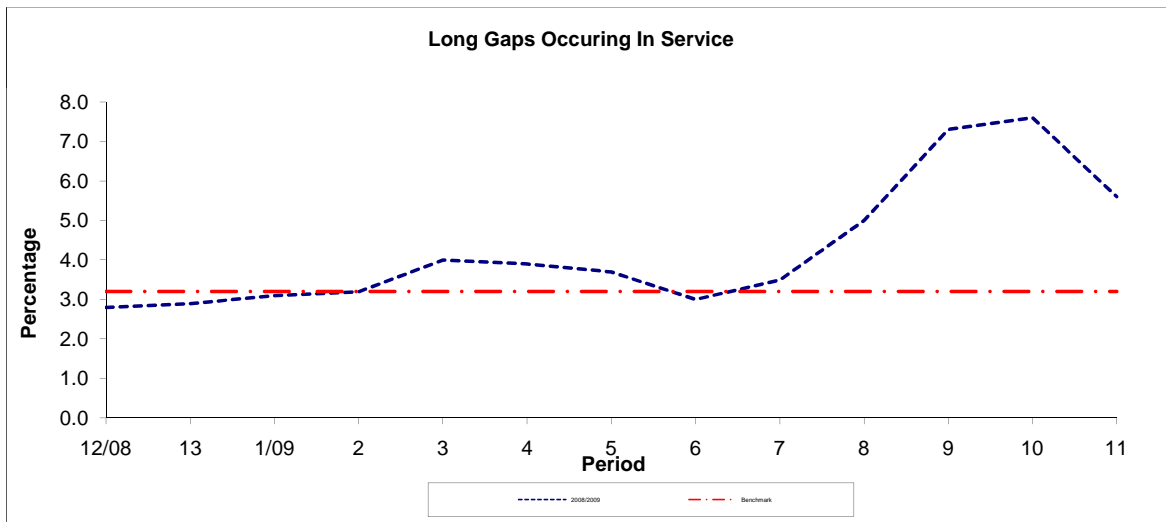
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 31



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	1.01	1.02	1.04	1.08	1.17	1.19	1.14	1.07	1.13	1.37	1.66	1.68	1.36
Min Standard	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50

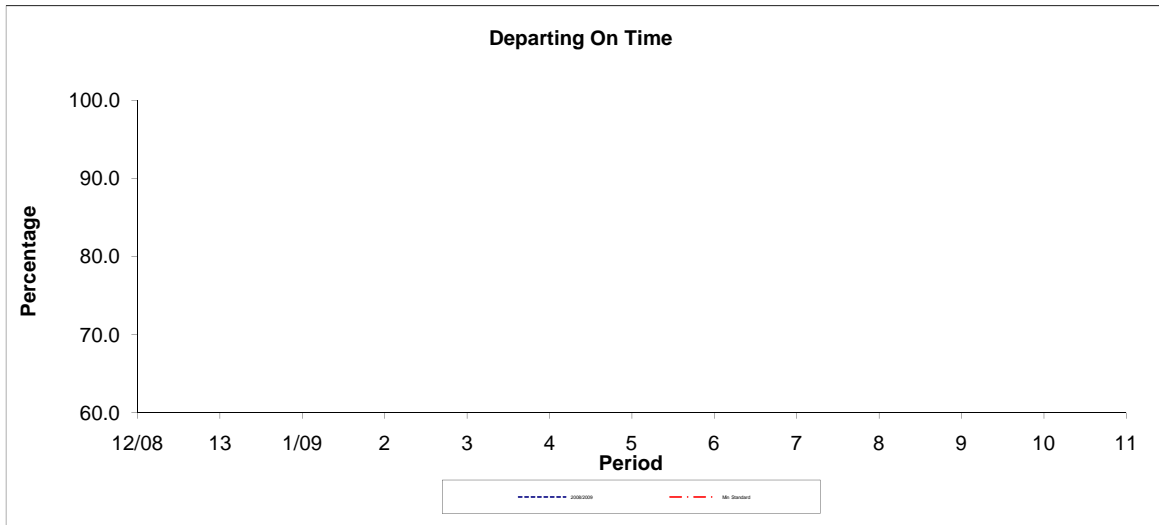


Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	2.80	2.90	3.10	3.20	4.00	3.90	3.70	3.00	3.50	5.00	7.30	7.60	5.60
Benchmark	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20

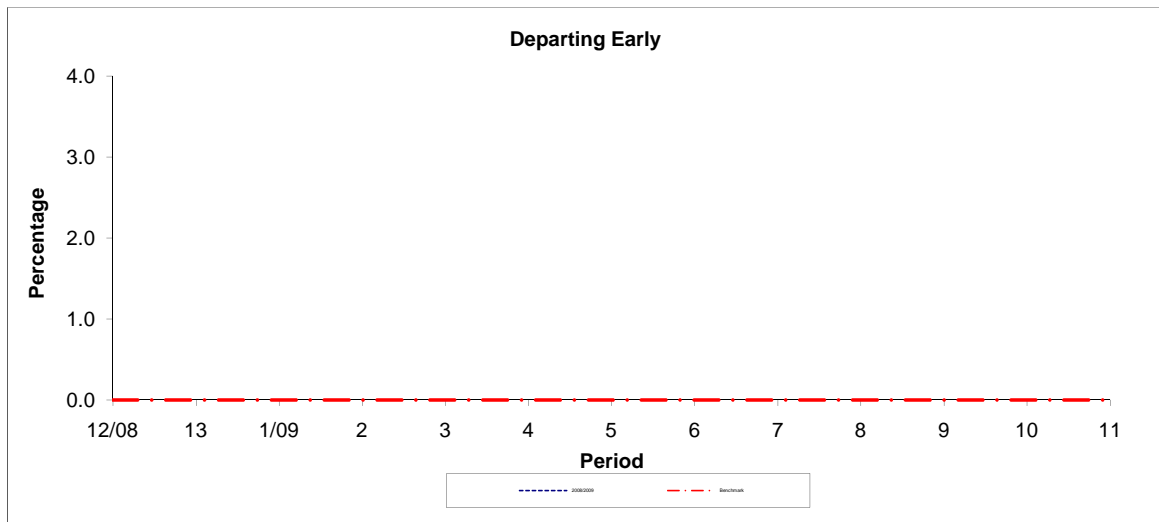
Note : Reliability is based on 12 weeks rolling data

PART B - PERFORMANCE STATISTICS

Route N31



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009													
Min Standard	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



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009													
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
No data available