

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE Nos. 137 & N137

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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 No. 137 & N137.

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:

- Three additional journeys are specified in the Mondays to Fridays AM peak towards Oxford Circus to provide a frequency of every 4 minutes between 0715 and 0815.
- **Route No. 137 is specified to terminate at the junction of Streatham Hill and Christchurch Road, but will not stand in the bus garage. Tenderers should assume that a suitable stand will be made available within 5 minutes running time (in each direction) of this location. Please see Appendix A for a full list of streets traversed and stand restrictions.**
- Double deck, dual door, 87 capacity vehicles are specified subject to a satisfactory route test.
- **Tenderers must identify the cost of the Nightly element of this service separately.**

3. TERMINALS

Route No. 137 will operate between Streatham Place and Oxford Circus.

Route No. N137 will operate between Crystal Palace Bus Station and Oxford Circus.

Full details of the route to be followed, the permitted terminal workings and the available stands are shown at Appendix A. Tenderers should particularly note the information relating to the shared usage of stands, the taking of meal reliefs and the use of ferry vehicles.

Route No. 137 is specified to terminate at the junction of Streatham Hill and Christchurch Road, but will not stand in the bus garage. Tenderers should assume that a suitable stand will be made available within 5 minutes running time (in each direction) of this location. Please see Appendix A for a full list of streets traversed and stand restrictions.

4. DAYS OF OPERATION

One timetable must be offered for Route Nos. 137 & N137 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Saturdays and 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 and Saturday nights/Sunday mornings	Section 6.6
New Year's Eve night/New Year's Day morning*	Saturday night/ Sunday 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. 137 & N137 are currently approved for vehicles which are a maximum of 10.3 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. Streatham Place to Oxford Circus

0455 - 0545	Every 12 minutes
0546 - 0615	Every 10 minutes
0616 - 0630	Every 7-8 minutes (8 buses per hour)
0631 - 0715	Every 5 minutes
0716 - 0815	Every 4 minutes
0816 - 0845	Every 5 minutes
0846 - 1800	Every 6 minutes
1801 - 1840	Every 7-8 minutes (8 buses per hour)
1841 - 0010	Every 10 minutes

First departure from Streatham Place no later than 0500.
Last departure from Streatham Place no earlier than 0005.

Tenderers should ensure that buses are no more than 5 minutes apart at Hyde Park Corner, Knightsbridge between 0720 and 0805, no more than 4 minutes apart between 0806 and 0905 and no more than 6 minutes apart between 1500 and 1645.

2. Oxford Circus to Streatham Place

0540 - 0645	Every 12 minutes
0646 - 0705	Every 10 minutes
0706 - 0730	Every 7-8 minutes (8 buses per hour)
0731 - 1000	Every 5 minutes
1001 - 1645	Every 6 minutes
1646 - 1745	Every 5-6 minutes (11 buses per hour)
1746 - 1925	Every 6 minutes
1926 - 2025	Every 7-8 minutes (8 buses per hour)
2026 - 0050	Every 10 minutes

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

Tenderers should ensure that buses are no more than 8 minutes apart at Clapham Common Station between 0740 and 0805, no more than 5 minutes apart between 0806 and 0905, and no more than 6 minutes apart between 1520 and 1720.

6.2 Saturdays & Good Friday

1. Streatham Place to Oxford Circus

0455 - 0630	Every 15 minutes
0631 - 0730	Every 10 minutes
0731 - 0750	Every 7-8 minutes (8 buses per hour)
0751 - 1715	Every 6 minutes
1716 - 1800	Every 7-8 minutes (8 buses per hour)
1801 - 0010	Every 10 minutes

First departure from Streatham Place no later than 0500.
Last departure from Streatham Place no earlier than 0005.

Tenderers should ensure that buses are no more than 6 minutes apart at Hyde Park Corner, Knightsbridge between 0905 and 1105.

2. Oxford Circus to Streatham Place

0540 - 0715	Every 15 minutes
0716 - 0815	Every 10 minutes
0816 - 0850	Every 7-8 minutes (8 buses per hour)
0851 - 1815	Every 6 minutes
1816 - 2000	Every 7-8 minutes (8 buses per hour)
2001 - 0050	Every 10 minutes

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

Tenderers should ensure that buses are no more than 6 minutes apart at Clapham Common Station between 0915 and 1200.

6.3 Sundays

1. Streatham Place to Oxford Circus

0455 - 0630	Every 15 minutes
0631 - 0830	Every 10 minutes
0831 - 1730	Every 8 minutes
1731 - 0010	Every 10 minutes

First departure from Streatham Place no later than 0500.
Last departure from Streatham Place no earlier than 0005.

Tenderers should ensure that buses are no more than 8 minutes apart at Hyde Park Corner, Knightsbridge between 1030 and 1130.

2. Oxford Circus to Streatham Place

0540 - 0730	Every 15 minutes
0731 - 0930	Every 10 minutes
0931 - 1900	Every 8 minutes
1901 - 0050	Every 10 minutes

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

Tenderers should ensure that buses are no more than 8 minutes apart at Clapham Common Station between 1000 and 1200.

6.4 Boxing Day

1. Streatham Place to Oxford Circus

0755 - 0830	Every 10 minutes
0831 - 1730	Every 8 minutes
1731 - 0010	Every 10 minutes

First departure from Streatham Place no later than 0800.
Last departure from Streatham Place no earlier than 0005.

Tenderers should ensure that buses are no more than 8 minutes apart at Hyde Park Corner, Knightsbridge between 1030 and 1130.

2. Oxford Circus to Streatham Place

0755 - 0930	Every 10 minutes
0931 - 1900	Every 8 minutes
1901 - 0050	Every 10 minutes

First departure from Oxford Circus no later than 0800.
Last departure from Oxford Circus no earlier than 0045.

Tenderers should ensure that buses are no more than 8 minutes apart at Clapham Common Station between 1000 and 1200.

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

1. Crystal Palace Bus Station to Oxford Circus

2355 - 0435 Every 30 minutes

First departure from Crystal Palace Bus Station no later than 2400.
Last departure from Crystal Palace Bus Station no earlier than 0430.

2. Oxford Circus to Crystal Palace Bus Station

0055 - 0535 Every 30 minutes

First departure from Oxford Circus no later than 0100.
Last departure from Oxford Circus no earlier than 0530.

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

6.6 Friday nights / Saturday mornings and Saturday nights / Sunday mornings

1. Crystal Palace Bus Station to Oxford Circus

2355 - 0435 Every 15 minutes

First departure from Crystal Palace Bus Station no later than 2400.
Last departure from Crystal Palace Bus Station no earlier than 0430.

2. Oxford Circus to Crystal Palace Bus Station

0055 - 0535 Every 15 minutes

First departure from Oxford Circus no later than 0100.
Last departure from Oxford Circus no earlier than 0530.

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. 137 & N137 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. 137 shall be:

Average Excess Wait Time:	No more than 1.20 minutes
Minimum Operated Mileage:	No less than 98.00%

The **minimum** standards of acceptable performance for Route No. N137 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. N137 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 = 1.20 minutes

It is unlikely that the minimum number of QSI surveys for Threshold measurement will be conducted on Route No. N137 at present. However, this may change at a later date when a Threshold figure may be published.

Summary of proposed QSI coverage: Route Nos. 137 & N137

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 Oxford Circus

Clapham Common
Battersea Park \$
Hyde Park Corner

Towards Streatham Place

Oxford Circus
Hyde Park Corner
Battersea Park \$
Clapham Common

\$ This location observed simultaneously in both directions - counted as two surveys.

Total scheduled manual QSI surveys per quarter = 112.

8. RUNNING TIMES

The current timetable for Route Nos. 137 & N137 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 early evening, Saturday afternoon shopping period and the Sunday shopping period for Route No. 137 and Sunday morning period from 0001 to 0230 for Route No. N137.

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

- the minimum performance standards for Route Nos. 137 & N137 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. 137 should interwork with Route No. N137 to form a seamless 24 hour service between Streatham Place and Oxford Circus.

Route No. N137 should interwork with Route No. 417 between Crystal Palace Bus Station and Clapham Common Station to form a seamless 24 hour service.

Route No. 137 should be separated from Route No. 417 between Streatham Place and Clapham Common Station at all times.

Route No. 137 parallels with Route No. 452 between Lavender Hill and Knightsbridge.

This requirement will be negotiated with the successful Tenderers. Tenderers submitting bids for both routes should bear this requirement in mind when compiling schedules.

11. CONTROL STRATEGY

Route Nos. 137 & N137 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. 137 & N137:

- Route Nos. 137 & N137 suffer from unpredictable traffic delays within Central London, especially the Sloane Square and Oxford Street areas.
- TfL is committed to reduce bus flows by 10% on Oxford Street in 2010.

Tenderers should also note the following factors which may have an impact on Route Nos. 137 & N137 in the foreseeable future:

- 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 will begin in 2010, with services currently expected to commence in 2017. The construction impacts of Crossrail could affect Route Nos. 137 & N137 and it is anticipated that some passenger demand for Route Nos. 137 & N137 would shift to this line when it opens. Route Nos. 137 & N137 will be reviewed closer to the opening date.
- Tenderers should assume that a suitable bus stand will be provided in the Streatham Hill area within 5 minutes running time in each direction from the junction of Streatham Hill and Christchurch Road.
- 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. 137 & N137 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. 137 & N137

Streatham Place to Oxford Circus	7.7 miles
Oxford Circus to Streatham Place	7.6 miles
Crystal Palace Bus Station to Oxford Circus	11.5 miles
Oxford Circus to Crystal Palace Bus Station	11.0 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. 137 & N137 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:

137 via Sloane Square

N137 via Streatham Hill

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 137: Streatham Hill - Oxford Circus

Date of Structural Change: 3 September 2011.

Date of Service Change: 3 September 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Oxford Circus: Streatham Place, Atkins Road, Kings Avenue, Clapham Park Road, Clapham Common South Side, Long Road, Clapham Common North Side, Cedars Road, Queenstown Road, Queen's Circus, Queenstown Road, Chelsea Bridge, Chelsea Bridge Road, Lower Sloane Street, Sloane Square, Sloane Street, Knightsbridge, Hyde Park Corner, Park Lane, Cumberland Gate, Tyburn Way, Marble Arch, Oxford Street, Regent Street, Margaret Street, John Prince's Street.

Towards Streatham Hill: John Prince's Street, Oxford Street, Park Lane, Hyde Park Corner, Duke Of Wellington Place, Grosvenor Place, Knightsbridge, Sloane Street, Sloane Square (North, East And South Sides), Lower Sloane Street, Chelsea Bridge Road, Chelsea Bridge, Queenstown Road, Queen's Circus, Queenstown Road, Cedars Road, Clapham Common North Side, The Pavement, Clapham Park Road, Kings Avenue, Atkins Road, Streatham Place.

STANDING AND TURNING POINTS

DUMMY STAND WITHIN 5 MINUTES

Dummy stand to be used for specifications where a stand definition is unknown. Buses proceed from Streatham Place direct to stand, departing to Streatham Place. Set down in Streatham Place, at Stop BQ and pick up in Streatham Place, at Stop BP.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 3 buses on Route 137 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:	Streatham Hill.
OTHER INFORMATION:	Stand to be located within 5 minutes of Streatham Hill and Christchurch Road.

CLAPHAM, PARSONS CORNER (from OXFORD CIRCUS)

Buses proceed from Clapham Park Road departing to Clapham Park Road. Set down in Clapham Park Road, at Stop H and pick up in Clapham Park Road, at Stop F.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Clapham, Parsons Corner.

CLAPHAM COMMON, OLD TOWN

Private stand for up to nine buses standing abreast in bus parking area at junction of Old Town and Clapham Common North Side (one bus in the northernmost lane; two in each of the remainder).

From Oxford Circus.

Buses proceed from Clapham Common North Side via The Polygon and Old Town to stand, departing via Old Town and The Pavement to Long Road. Set down in Old Town, at Stop T and pick up in Long Road, at Stop M.

From Streatham Hill.

Buses proceed from Long Road via Rookery Road, Clapham Common North Side, The Polygon and Old Town to stand, departing via Old Town to The Pavement. Set down in Long Road, at Stop M and pick up in The Pavement, at Stop A.

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

QUEENSTOWN ROAD STATION (from OXFORD CIRCUS)

Public stand for two buses on east side of Silverthorne Road, commencing 20- metres south of lamp standard 15 extending 21 metres north.

Buses proceed from Queenstown Road via Silverthorne Road to stand, departing via Silverthorne Road and Broughton Street to Queenstown Road. Set down in Queenstown Road, at Stop L and pick up in Queenstown Road, at Stop S.

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: Queenstown Road Station.

BATTERSEA PARK, QUEENS CIRCUS (from Streatham Hill)

Buses proceed from Queenstown Road via Queen's Circus departing to Queenstown Road. Set down in Queenstown Road, at Stop D and pick up in Queenstown Road, at Stop C.

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

SLOANE SQUARE, ROYAL COURT THEATRE (from Streatham Hill)

Buses proceed from Lower Sloane Street via Sloane Square departing to Lower Sloane Street. Set down in Lower Sloane Street, at Stop K and pick up in Lower Sloane Street, at Stop M.

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

HYDE PARK CORNER, ACHILLES WAY (from Streatham Hill)

Public stand for two buses on the south side (offside) of Achilles Way, commencing 18 metres west of the southbound carriageway of Park Lane and extending 20 metres west. Buses proceed from Knightsbridge via Hyde Park Corner, Park Lane and Achilles Way to stand, departing via Achilles Way, Park Lane, Hyde Park Corner, Duke Of Wellington Place and Grosvenor Place to Knightsbridge. Set down in Knightsbridge, at Stop W and pick up in Knightsbridge, 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: Hyde Park Corner.

MARBLE ARCH, TYBURN WAY (from Streatham Hill)

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 Park Lane via Cumberland Gate and Tyburn Way to stand, departing via Tyburn Way and Marble Arch to Park Lane. Set down in Park Lane, at Stop W and pick up in Park Lane, at Stop R.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: Unscheduled curtailments only.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: This location must NOT be used for crew changeovers.
DISPLAY: Marble Arch.

OXFORD CIRCUS, JOHN PRINCES STREET, SOUTH EAST

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

Buses proceed from John Prince's Street direct to stand, departing to John Prince's Street. Set down in John Prince's Street, at Stop JC and pick up in John Prince's Street, at Stop JC.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 137 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:	Oxford Circus.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE N137: Crystal Palace Bus Station - Oxford Circus

Date of Structural Change: 3 September 2011.

Date of Service Change: 3 September 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Oxford Circus: Crystal Palace Bus Station East Side, Crystal Palace Parade, Church Road, Westow Street, Central Hill, Crown Dale, Crown Lane, Leigham Court Road, Drewstead Road, Bridge To Sternhold Avenue, Sternhold Avenue, Streatham Hill, Streatham Place, Atkins Road, Kings Avenue, Clapham Park Road, Clapham Common South Side, Long Road, Clapham Common North Side, Cedars Road, Queenstown Road, Queen's Circus, Queenstown Road, Chelsea Bridge, Chelsea Bridge Road, Lower Sloane Street, Sloane Square, Sloane Street, Knightsbridge, Hyde Park Corner, Park Lane, Cumberland Gate, Tyburn Way, Marble Arch, Oxford Street, Regent Street, Margaret Street, John Prince's Street.

Towards Crystal Palace Bus Station: John Prince's Street, Oxford Street, Park Lane, Hyde Park Corner, Duke Of Wellington Place, Grosvenor Place, Knightsbridge, Sloane Street, Sloane Square (North, East And South Side), Lower Sloane Street, Chelsea Bridge Road, Chelsea Bridge, Queenstown Road, Queen's Circus, Queenstown Road, Cedars Road, Clapham Common North Side, The Pavement, Clapham Park Road, Kings Avenue, Atkins Road, Streatham Place, Streatham Hill, Leigham Court Road, Crown Lane, Crown Dale, Central Hill, Westow Hill, Crystal Palace Parade.

STANDING AND TURNING POINTS

CRYSTAL PALACE BUS STATION

Private stand for 9 buses facing south in marked bays on east side of bus station on east side of Crystal Palace Parade opposite Farquhar Road.

Buses proceed from Crystal Palace Parade via Crystal Palace Bus Station East Side to stand, departing to Crystal Palace Bus Station East Side. Set down in Crystal Palace Parade, at Stop C and pick up in Crystal Palace Bus Station East Side, at Stop D.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route N137 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:	Crystal Palace.

NORWOOD, CROWN POINT (from OXFORD CIRCUS)

Buses proceed from Crown Lane via Beulah Hill, Grecian Crescent (Southern Arm), Grecian Crescent, Grecian Crescent (Northern Arm) and Beulah Hill departing to Crown Lane. Set down in Crown Lane, at Stop CK and pick up in Crown Lane, at Stop CT.

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

CLAPHAM COMMON, OLD TOWN (from Crystal Palace Bus Station)

Private stand for up to nine buses standing abreast in bus parking area at junction of Old Town and Clapham Common North Side (one bus in the northernmost lane; two in each of the remainder).

Buses proceed from Long Road via Rookery Road, Clapham Common North Side, The Polygon and Old Town to stand, departing via Old Town to The Pavement. Set down in Long Road, at Stop M and pick up in The Pavement, at Stop A.

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

QUEENSTOWN ROAD STATION (from OXFORD CIRCUS)

Public stand for two buses on east side of Silverthorne Road, commencing 20- metres south of lamp standard 15 extending 21 metres north.

Buses proceed from Queenstown Road via Silverthorne Road to stand, departing via Silverthorne Road and Broughton Street to Queenstown Road. Set down in Queenstown Road, at Stop L and pick up in Queenstown Road, at Stop S.

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: Queenstown Road Station.

BATTERSEA PARK, QUEENS CIRCUS (from Crystal Palace Bus Station)

Buses proceed from Queenstown Road via Queen's Circus departing to Queenstown Road. Set down in Queenstown Road, at Stop D and pick up in Queenstown Road, at Stop C.

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

SLOANE SQUARE, ROYAL COURT THEATRE (from Crystal Palace Bus Station)

Public stand for one bus on east side of Sloane Square outside The Royal Court Theatre, commencing 19 metres south of lamp standard 0041 extending 19 metres north.

Buses proceed from Lower Sloane Street via Sloane Square to stand, departing via Sloane Square to Lower Sloane Street. Set down in Lower Sloane Street, at Stop K and pick up in Lower Sloane Street, at Stop M.

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: Sloane Square.

HYDE PARK CORNER, ACHILLES WAY (from Crystal Palace Bus Station)

Public stand for two buses on the south side (offside) of Achilles Way, commencing 18 metres west of the southbound carriageway of Park Lane and extending 20 metres west. Buses proceed from Knightsbridge via Hyde Park Corner, Park Lane and Achilles Way to stand, departing via Achilles Way, Park Lane, Hyde Park Corner, Duke Of Wellington Place and Grosvenor Place to Knightsbridge. Set down in Knightsbridge, at Stop W and pick up in Knightsbridge, 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: Hyde Park Corner.

MARBLE ARCH, TYBURN WAY (from Crystal Palace Bus 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 Park Lane via Cumberland Gate and Tyburn Way to stand, departing via Tyburn Way and Marble Arch to Park Lane. Set down in Park Lane, at Stop W and pick up in Park Lane, at Stop R.

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.

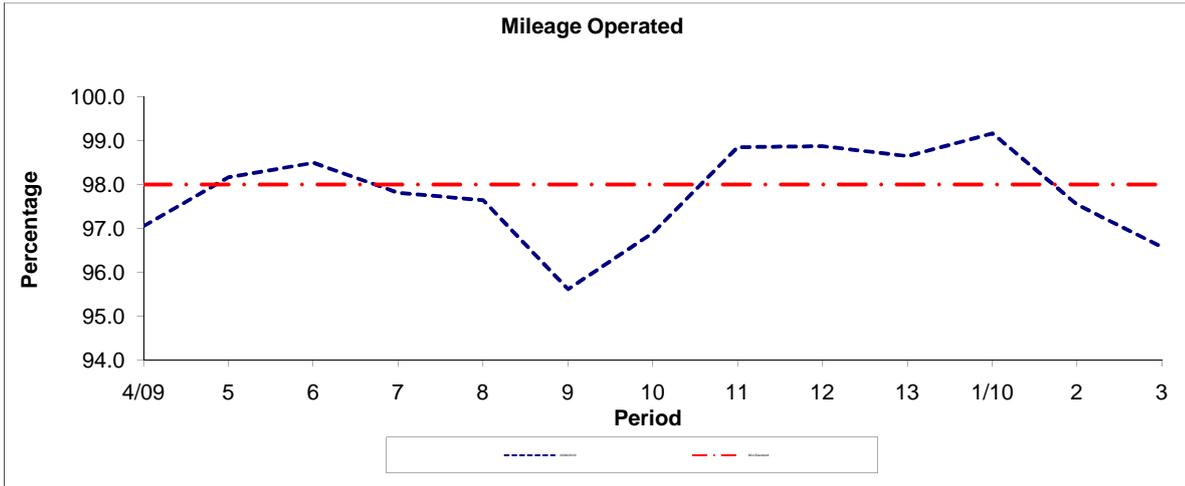
OXFORD CIRCUS, JOHN PRINCES STREET, SOUTH EAST

Public stand for two buses on east side of John Princes Street, commencing at the party wall of Nos 2/3 and extending 28 metres north. Buses proceed from John Prince's Street direct to stand, departing to John Prince's Street. Set down in John Prince's Street, at Stop JC and pick up in John Prince's Street, at Stop JC.

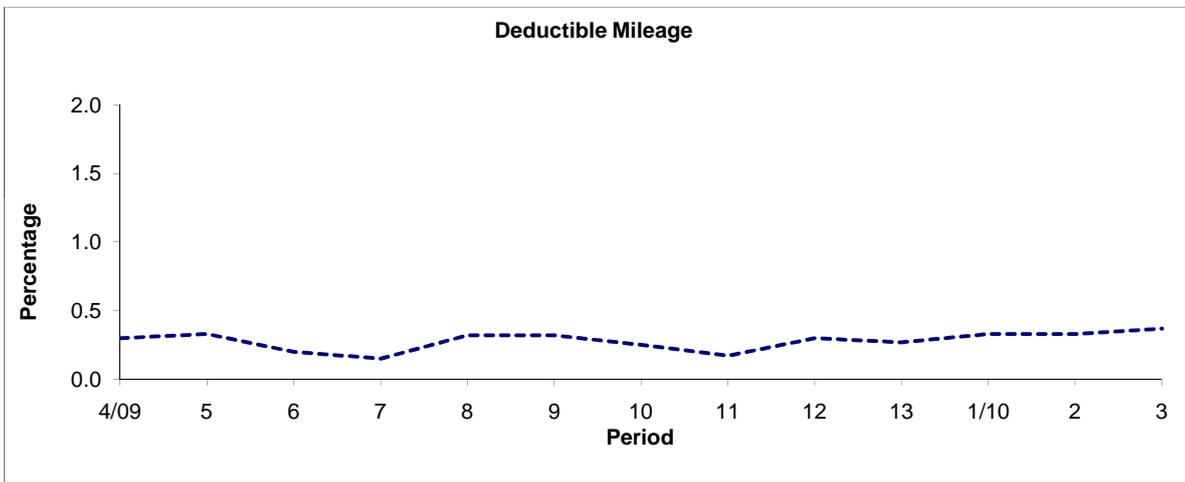
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route N137 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Oxford Circus.

PART B - PERFORMANCE STATISTICS

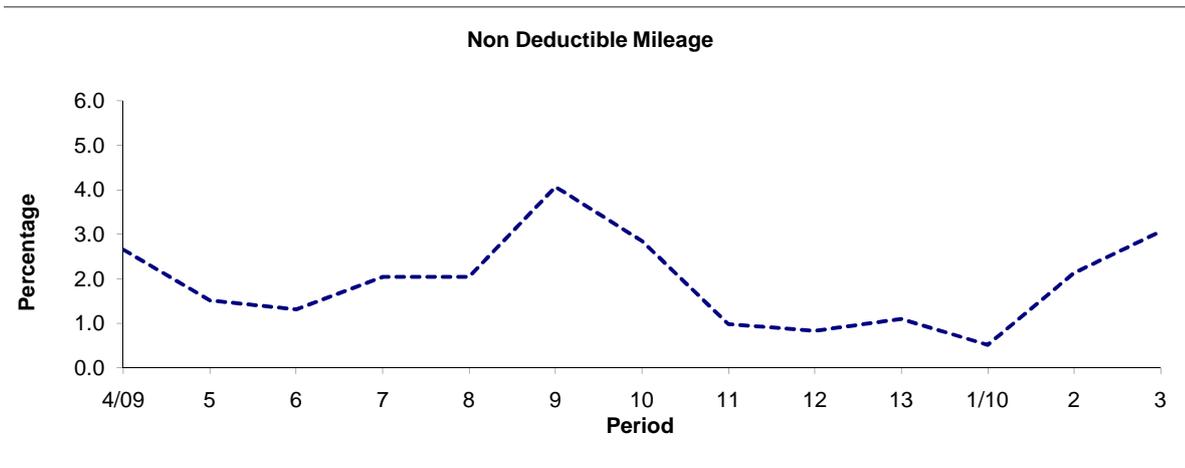
Route 137



Period	4/09	5	6	7	8	9	10	11	12	13	1/10	2	3
2009/2010	97.05	98.16	98.49	97.81	97.64	95.61	96.90	98.85	98.87	98.64	99.16	97.54	96.57
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	4/09	5	6	7	8	9	10	11	12	13	1/10	2	3
2009/2010	0.30	0.33	0.20	0.15	0.32	0.32	0.25	0.17	0.30	0.27	0.33	0.33	0.37

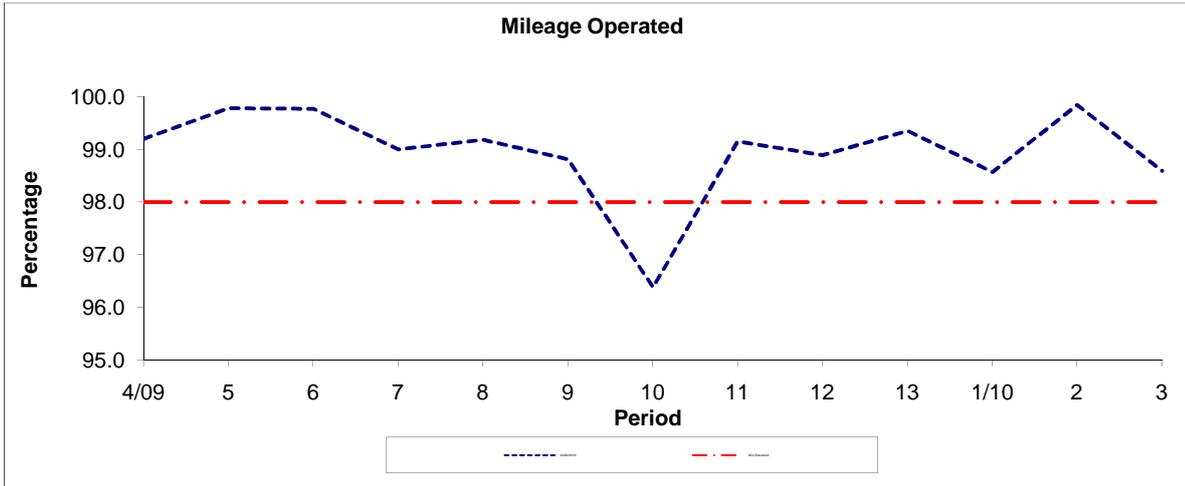


Period	4/09	5	6	7	8	9	10	11	12	13	1/10	2	3
2009/2010	2.65	1.51	1.31	2.04	2.04	4.07	2.85	0.98	0.83	1.09	0.51	2.13	3.06

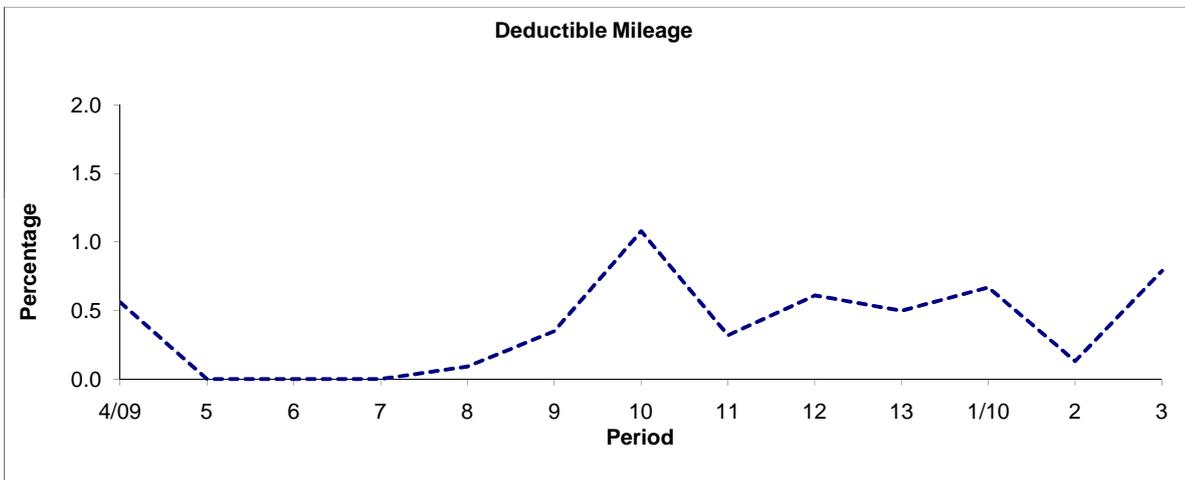
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

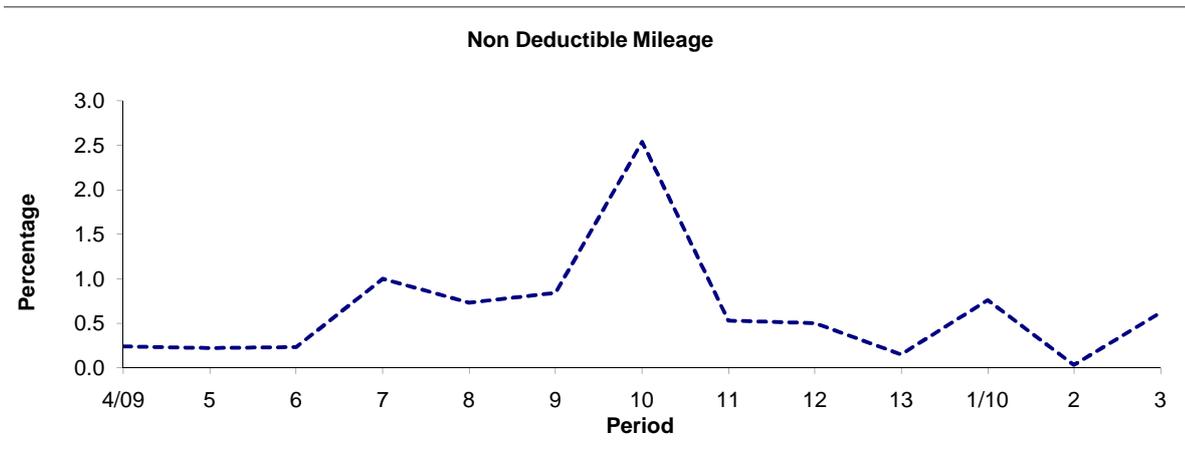
Route N137



Period	4/09	5	6	7	8	9	10	11	12	13	1/10	2	3
2009/2010	99.20	99.78	99.77	99.00	99.18	98.81	96.38	99.15	98.89	99.35	98.57	99.84	98.59
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	4/09	5	6	7	8	9	10	11	12	13	1/10	2	3
2009/2010	0.56	0.00	0.00	0.00	0.09	0.35	1.08	0.32	0.61	0.50	0.67	0.13	0.79

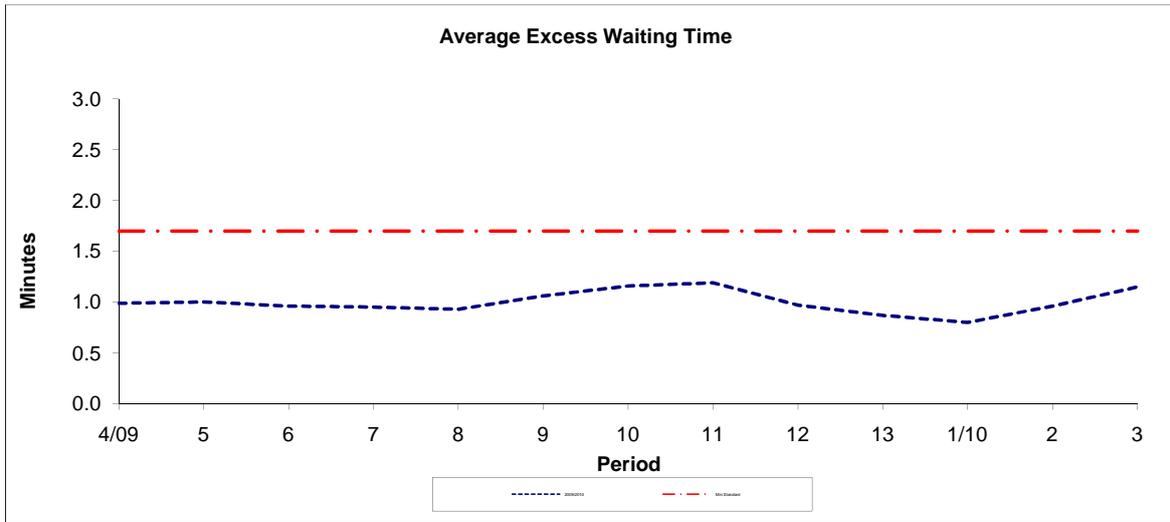


Period	4/09	5	6	7	8	9	10	11	12	13	1/10	2	3
2009/2010	0.24	0.22	0.23	1.00	0.73	0.84	2.54	0.53	0.50	0.15	0.76	0.03	0.62

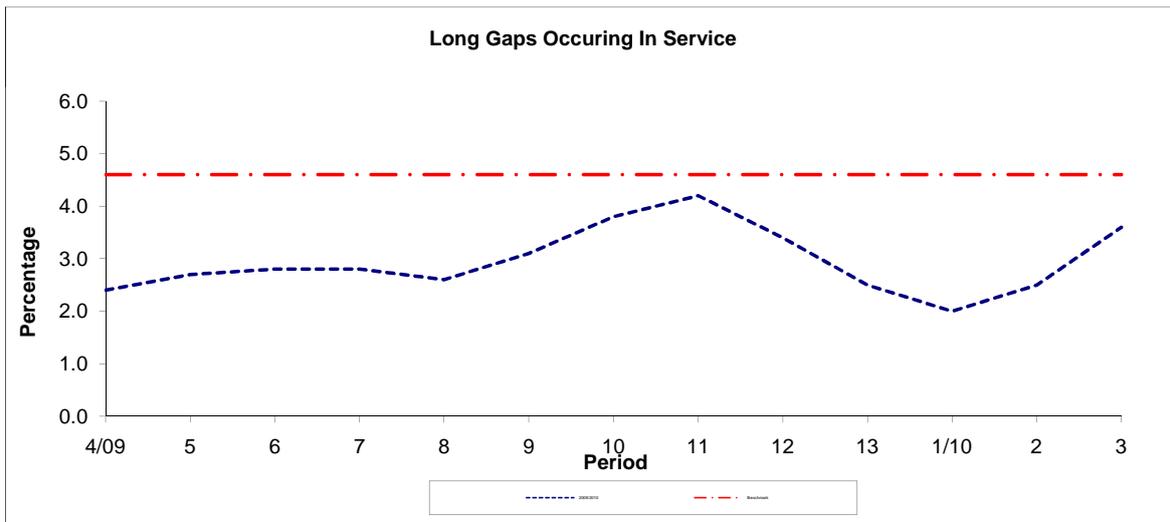
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 137



Period	4/09	5	6	7	8	9	10	11	12	13	1/10	2	3
2009/2010	0.99	1.00	0.96	0.95	0.93	1.06	1.16	1.19	0.97	0.87	0.80	0.96	1.15
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

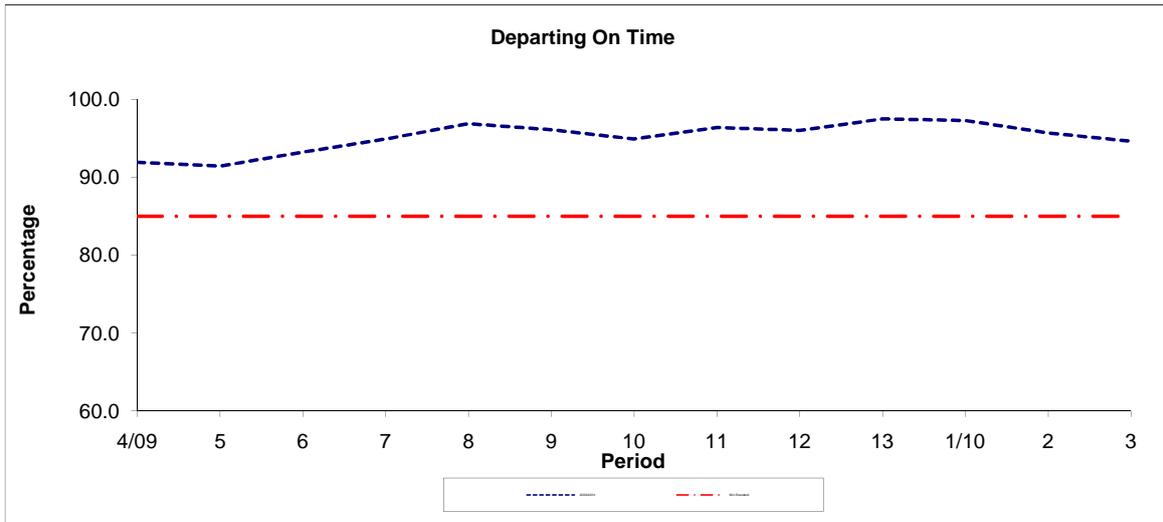


Period	4/09	5	6	7	8	9	10	11	12	13	1/10	2	3
2009/2010	2.40	2.70	2.80	2.80	2.60	3.10	3.80	4.20	3.40	2.50	2.00	2.50	3.60
Benchmark	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60

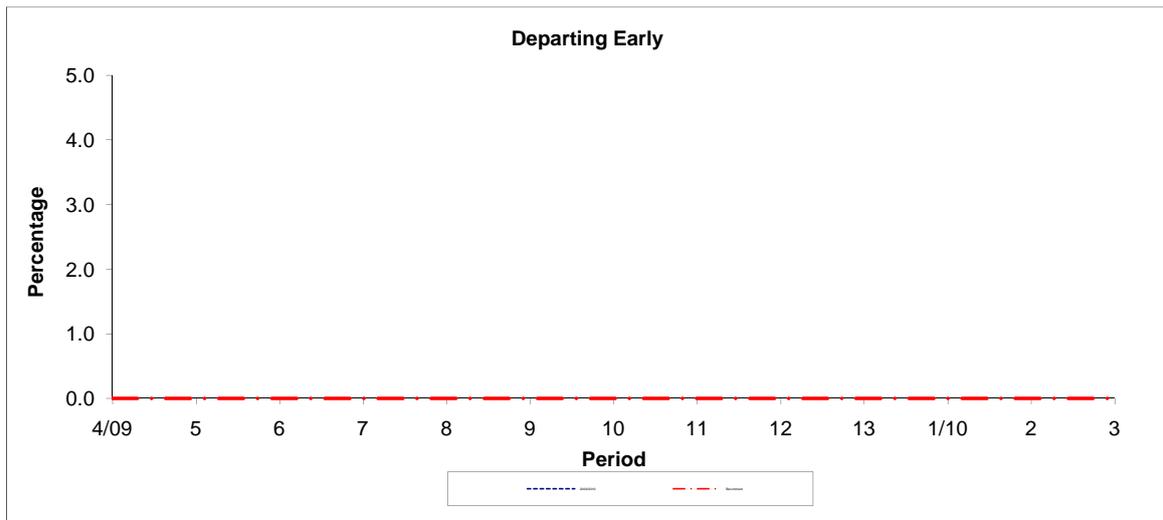
Note : Reliability is based on 12 weeks rolling data

PART B - PERFORMANCE STATISTICS

Route N137



Period	4/09	5	6	7	8	9	10	11	12	13	1/10	2	3
2009/2010	91.90	91.40	93.20	94.90	96.90	96.10	94.90	96.40	96.00	97.50	97.30	95.70	94.60
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	4/09	5	6	7	8	9	10	11	12	13	1/10	2	3
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