

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 274 & N274

CONTENTS

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

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. 274 & N274.

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:

- Single deck, dual door, 60 capacity vehicles are specified on Route nos. 274 & N274 subject to a satisfactory route test.
- **Tenderers must identify the cost of the Nightly element of this service separately.**
- The designation Route No. N274 is used for contractual purposes only. This service will be marketed as Route No. 274. This includes all publicity, including destination blind displays.

3. TERMINALS

Route No. 274 & N274 will operate between Islington, Angel and Lancaster Gate Station.

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. 274 & N274. This will operate as follows:

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

* The New Years 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. 274 & N274 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, single deck buses with a minimum capacity of 60 of which approximately 33 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. Islington, Angel to Lancaster Gate Station

0445 - 0550	Every 20 minutes
0551 - 0605	Every 15 minutes
0606 - 0635	Every 10 minutes
0636 - 1915	Every 7-8 minutes (8 buses per hour)
1916 - 1955	Every 10 minutes
1956 - 2400	Every 12 minutes

First departure from Islington, Angel no later than 0450.

Last departure from Islington, Angel no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Baker Street Station between 0715 and 0830 and between 1545 and 1730.

2. Lancaster Gate Station to Islington, Angel

0525 - 0615	Every 20 minutes
0616 - 0630	Every 15 minutes
0631 - 0650	Every 10 minutes
0651 - 2000	Every 7-8 minutes (8 buses per hour)
2001 - 2100	Every 10 minutes
2101 - 0030	Every 12 minutes

First departure from Lancaster Gate Station no later than 0530.

Last departure from Lancaster Gate Station no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Caledonian Road, Market Road between 0730 and 0830 and between 1530 and 1730.

6.2 Saturdays & Good Friday

1. Islington, Angel to Lancaster Gate Station

0445 - 0610	Every 20 minutes
0611 - 0750	Every 15 minutes
0751 - 0900	Every 10 minutes
0901 - 1815	Every 7-8 minutes (8 buses per hour)
1816 - 1905	Every 10 minutes
1906 - 2400	Every 12 minutes

First departure from Islington, Angel no later than 0450.

Last departure from Islington, Angel no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Baker Street Station between 0930 and 1130.

2. Lancaster Gate Station to Islington, Angel

0525 - 0650	Every 20 minutes
0651 - 0805	Every 15 minutes
0806 - 0905	Every 10 minutes
0906 - 1905	Every 7-8 minutes (8 buses per hour)
1906 - 2025	Every 10 minutes
2026 - 0030	Every 12 minutes

First departure from Lancaster Gate Station no later than 0530.

Last departure from Lancaster Gate Station no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Caledonian Road, Market Road between 0945 and 1145.

6.3 Sundays

1. Islington, Angel to Lancaster Gate Station

0445 - 0750	Every 20 minutes
0751 - 0850	Every 15 minutes
0851 - 0950	Every 10 minutes
0951 - 1815	Every 7-8 minutes (8 buses per hour)
1816 - 1905	Every 10 minutes
1906 - 2400	Every 12 minutes

First departure from Islington, Angel no later than 0450.

Last departure from Islington, Angel no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Baker Street Station between 1015 and 1215.

2. Lancaster Gate Station to Islington, Angel

0525 - 0750	Every 20 minutes
0751 - 0920	Every 15 minutes
0921 - 1000	Every 10 minutes
1001 - 1905	Every 7-8 minutes (8 buses per hour)
1906 - 1925	Every 10 minutes
1926 - 0030	Every 12 minutes

First departure from Lancaster Gate Station no later than 0530.

Last departure from Lancaster Gate Station no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Caledonian Road, Market Road between 1030 and 1230.

6.4 Boxing Day

1. Islington, Angel to Lancaster Gate Station

0805 - 0850	Every 15 minutes
0851 - 0950	Every 10 minutes
0951 - 1815	Every 7-8 minutes (8 buses per hour)
1816 - 1905	Every 10 minutes
1906 - 2400	Every 12 minutes

First departure from Islington, Angel no later than 0810.

Last departure from Islington, Angel no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Baker Street Station between 1015 and 1215.

2. Lancaster Gate Station to Islington, Angel

0820 - 0920	Every 15 minutes
0921 - 1000	Every 10 minutes
1001 - 1905	Every 7-8 minutes (8 buses per hour)
1906 - 1925	Every 10 minutes
1926 - 0030	Every 12 minutes

First departure from Lancaster Gate Station no later than 0825.

Last departure from Lancaster Gate Station no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Caledonian Road, Market Road between 1030 and 1230.

6.5 Nightly

1. Islington, Angel to Lancaster Gate Station

0020 - 0430 Every 30 minutes

First departure from Islington, Angel no later than 0025.
Last departure from Islington, Angel no earlier than 0425.

2. Lancaster Gate Station to Islington, Angel

0035 - 0520 Every 30 minutes

First departure from Lancaster Gate Station no later than 0040.
Last departure from Lancaster Gate Station no earlier than 0510.

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. 274 & N274 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. 274 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. N274 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. N274 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. N274 at present. However, this may change at a later date when a Threshold figure may be published.

Summary of proposed QSI coverage: Route Nos. 274 & N274

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 Lancaster Gate Station

Islington Angel
Camden Town
Baker Street (AM only)

Towards Islington, Angel

Marble Arch
Gloucester Place (PM only)
Camden town

Total scheduled manual QSI surveys per quarter = 80.

8. RUNNING TIMES

The current timetable for Route No. 274 & N274 can be viewed by prospective Tenderers on Caesar. Attention is drawn to the variations in running times at different times of the day. Please refer to Section 2.8 of Part A of the Guide for Tenderers for further information.

Tenderers should carefully check the existing running times to ensure that they are appropriate in present traffic conditions. Tenderers should particularly check the existing running times for Mondays to Fridays AM and PM peaks and early evenings,

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. 274 & N274 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. 274 should interwork with Route No. N274 to form a seamless 24 hour service.

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

11. CONTROL STRATEGY

Route Nos. 274 & N274 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 No. 274 & N274:

- Route No. 274 & N274 can suffer from unpredictable traffic delays in Camden Town (particularly on Sundays due to Camden Market).
- Route No. 274 can suffer from unpredictable traffic delays in the St. John's Wood area. Cricket matches at Lords Cricket Ground can also cause traffic congestion in the area

Tenderers should also note the following factors / events which may have an impact

- 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. 274 & N274 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. 274 & N274

Islington, Angel to Lancaster Gate Station	7.0 miles
Lancaster Gate Station to Islington, Angel	6.9 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 No. 274 & N274 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:

274 via London Zoo

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 274: Islington, Angel - Lancaster Gate Station (24 hour service)

Date of Structural Change: 25 June 2011.

Date of Service Change: 25 June 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Lancaster Gate Station: Goswell Road, City Road, Islington High Street, Liverpool Road, Tolpuddle Street, Barnsbury Road, Copenhagen Street, Caledonian Road, Market Road, York Way, Agar Grove, St Pancras Way, Baynes Street, Royal College Street, Camden Road, Bayham Street, Pratt Street, Camden High Street, Delancey Street, Gloucester Avenue, Oval Road, Regent's Park Road, St Mark's Square, Prince Albert Road, Park Road, Baker Street, Portman Square (East Side), Orchard Street, Oxford Street, Park Lane, Cumberland Gate, Bayswater Road.

Towards Islington, Angel: Lancaster Terrace, Westbourne Street, Bayswater Road, Marble Arch, Oxford Street, Portman Street, Portman Square, Gloucester Place, Park Road, Prince Albert Road, Albert Terrace, Regent's Park Road, Oval Road, Parkway, Camden Road, Royal College Street, Wilmot Place, St Pancras Way, Agar Grove, York Way, Market Road, Caledonian Road, Copenhagen Street, Barnsbury Road, Tolpuddle Street, Liverpool Road, Islington High Street, City Road.

STANDING AND TURNING POINTS

ISLINGTON, ANGEL, GOSWELL ROAD

Public stand on north west side of Goswell Road in two portions:

1 - for three buses, commencing opposite the part wall of no.332 and extending 30 metres north west.

2 - for two buses, commencing opposite no.356 and extending 21 metres north west. Buses proceed from City Road via Wakley Street and Goswell Road to stand, departing to Goswell Road. Set down in City Road, at Stop H and pick up in Goswell Road, at Stop UT.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 274 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: Islington Angel.

ISLINGTON, ANGEL (TOLPUDDLE STREET) (from LANCASTER GATE STATION)

Buses proceed from Tolpuddle Street via Liverpool Road and Cloudesley Place departing to Copenhagen Street. Set down in Tolpuddle Street, at Stop W and pick up in Copenhagen Street, H.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Islington Angel.
OTHER INFORMATION: Specifications lists "Tolpuddle Street, Angel".

MARKET ROAD, CALEDONIAN ROAD

Public stand for one bus on north side of Market Road, commencing 11 metres west of lamp standard DC 560 extending 24 metres west.

From Islington, Angel.

Buses proceed from Caledonian Road via North Road, York Way and Market Road to stand, departing via Market Road to Caledonian Road. Set down in Caledonian Road, at Stop G and pick up in Caledonian Road, at Stop H.

From Lancaster Gate Station.

Buses proceed from Market Road direct to stand, departing via Market Road, Caledonian Road and North Road to York Way. Set down in Market Road, at Stop E and pick up in York Way, N.

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:	Market Road.

CAMDEN TOWN, GREENLAND ROAD (from LANCASTER GATE STATION)

Buses proceed from Parkway via Greenland Road departing to Bayham Street. Set down in Parkway, CX and pick up in Bayham Street, T.

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

CAMDEN TOWN, BAYHAM STREET (from Islington, Angel)

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 via Bayham Street, Pratt Street and Camden High Street to Camden Road. Set down in Bayham Street, at Stop T and pick up in Camden Road, at Stop N.

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

LONDON ZOO, ALBERT TERRACE

Public stand for one bus on west side of Albert Terrace, commencing 18 metres north from lamp standard 2 extending 20 metres south.

From Islington, Angel.

Buses proceed from Prince Albert Road via Albert Terrace to stand, departing via Albert Terrace to Regent's Park Road. Set down in Prince Albert Road, at Stop A and pick up in Regent's Park Road, K.

From Lancaster Gate Station.

Buses proceed from Albert Terrace direct to stand, departing via Albert Terrace, Regent's Park Road and St Mark's Square to Prince Albert Road. Set down in Albert Terrace, J and pick up in Prince Albert Road, 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:	London Zoo.

REGENT'S PARK, LORD'S CRICKET GROUND (from Islington, Angel)

Buses proceed from Prince Albert Road via Park Road (Circling Roundabout Junction Of) departing to Prince Albert Road. Set down in Prince Albert Road, at Stop L and pick up in Prince Albert Road, at Stop M.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
DISPLAY:	Lord's Cricket Ground.

BAKER STREET STATION, ALLSOP PLACE

Public stand for four buses on west side of Allsop Place, commencing 12 metres east of lamp standard no. 3 and extending 56 metres east.

From Islington, Angel.

Buses proceed from Baker Street via York Street, Gloucester Place, Marylebone Road and Allsop Place to stand, departing via Allsop Place, Baker Street and York Street to Gloucester Place. Set down in Baker Street, at Stop F and pick up in Gloucester Place, at Stop Q.

From Lancaster Gate Station.

Buses proceed from Gloucester Place via Marylebone Road and Allsop Place to stand, departing via Allsop Place to Baker Street. Set down in Gloucester Place, at Stop Q and pick up in Baker Street, 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: Baker Street Station.

BAKER STREET STATION (from Islington, Angel)

Buses proceed from Baker Street via York Street departing to Gloucester Place. Set down in Baker Street, at Stop F and pick up in Gloucester Place, at Stop Q.

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

PORTMAN SQUARE (from Islington, Angel)

Buses proceed from Baker Street via Portman Square departing to Gloucester Place. Set down in Baker Street, at Stop H and pick up in Gloucester Place, at Stop K.

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

MARBLE ARCH, CUMBERLAND GATE (from Islington, Angel)

Public stand for seven buses on south side of Cumberland Gate, commencing 30 metres west of the entrance to exit 8 of the Underground subways and extending 75 metres east. Buses proceed from Oxford Street via Park Lane and Cumberland Gate to stand, departing via Cumberland Gate, Marble Arch and Oxford Street to Portman Street. Set down in Oxford Street, at Stop P and pick up in Portman 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: Marble Arch.

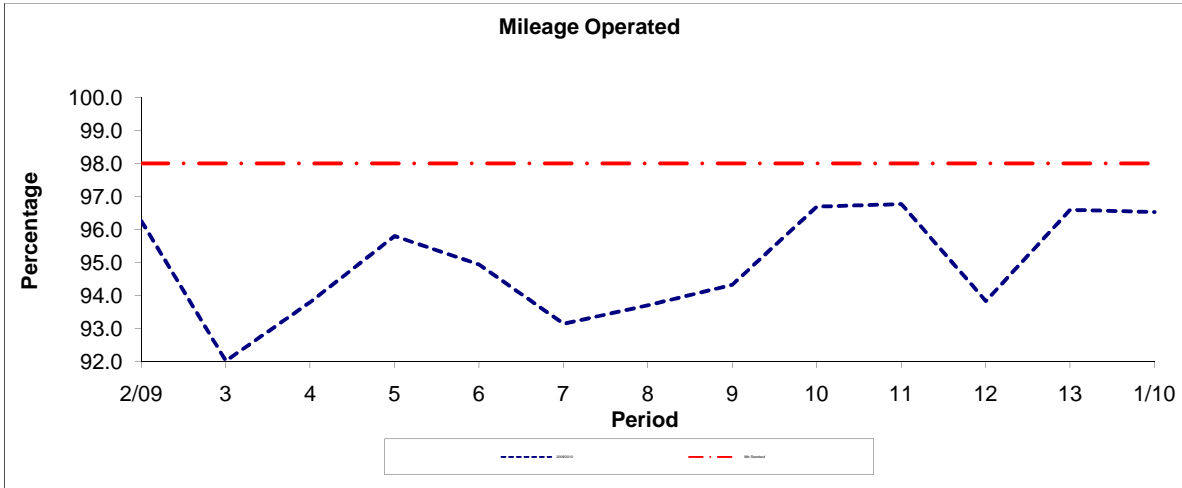
LANCASTER GATE STATION

Public off side Stand for three buses on northern side of Bayswater Road commencing 5 metres east of lamp standard CO52 and extending 43 metres east. Buses proceed from Bayswater Road via Lancaster Terrace to stand, departing to Lancaster Terrace. Set down in Bayswater Road, at Stop LD and pick up in Lancaster Terrace, at Stop LA.

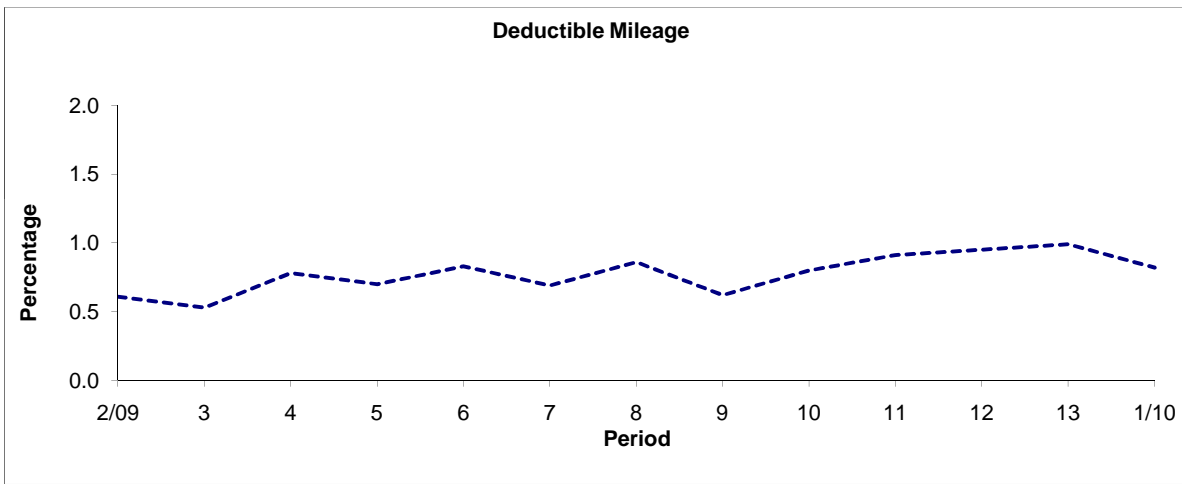
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 vehicles on Route 274 and N274 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Lancaster Gate.
OTHER INFORMATION: Toilets available at Lancaster Gate Station.

PART B - PERFORMANCE STATISTICS

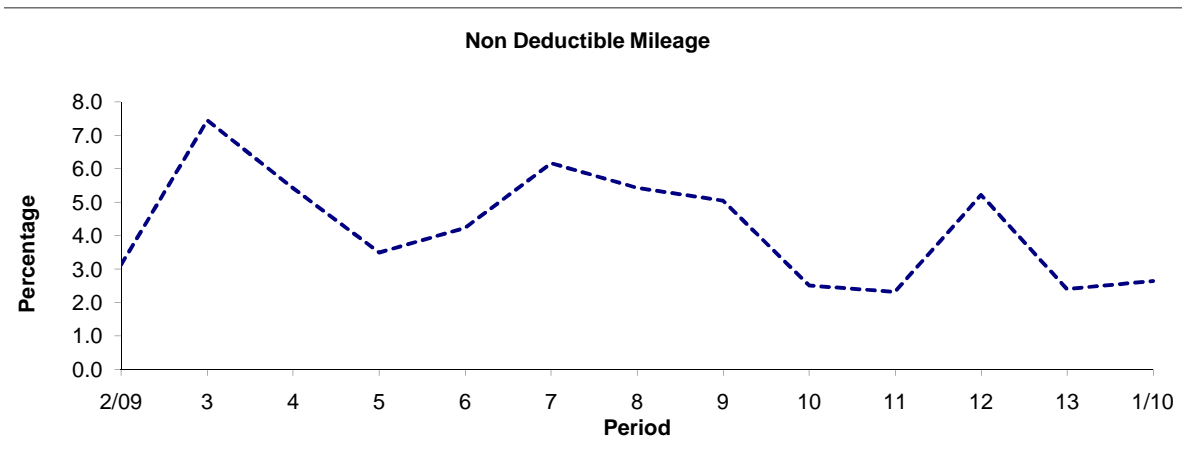
Route 274



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	96.26	92.02	93.80	95.80	94.94	93.14	93.71	94.33	96.69	96.77	93.83	96.60	96.53
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	0.61	0.53	0.78	0.70	0.83	0.69	0.86	0.62	0.80	0.91	0.95	0.99	0.82

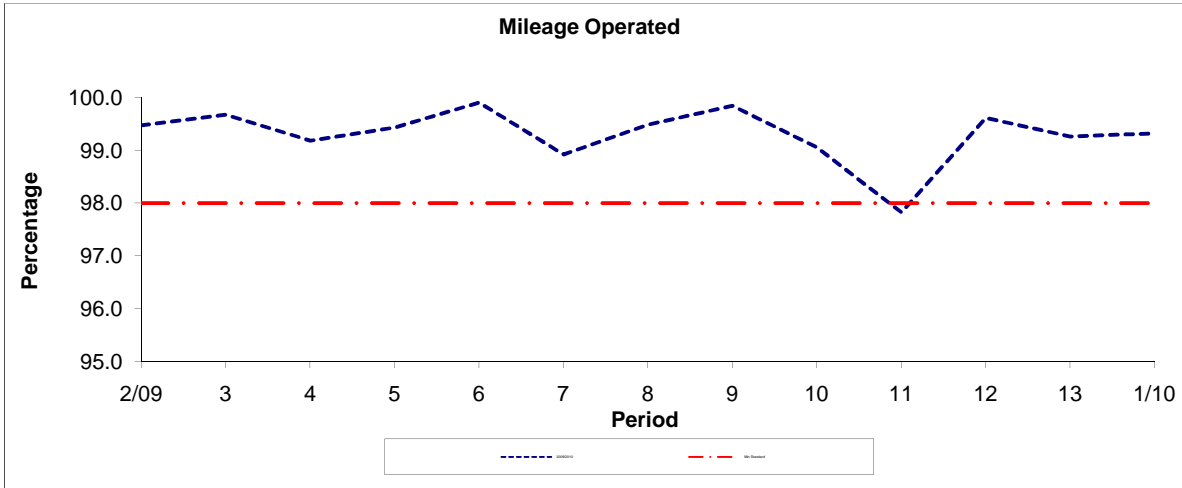


Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	3.13	7.45	5.42	3.50	4.23	6.17	5.43	5.05	2.51	2.32	5.22	2.41	2.65

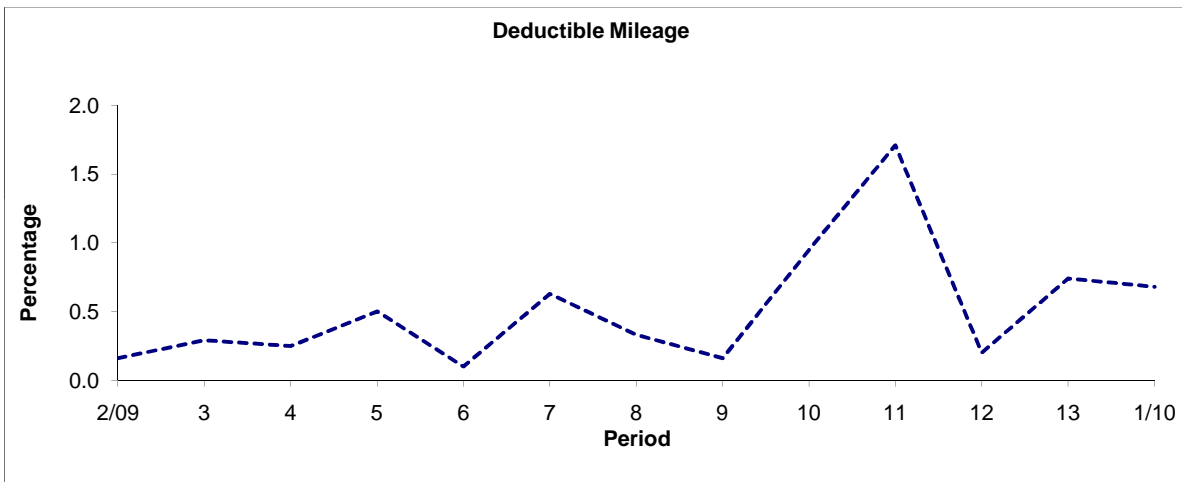
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

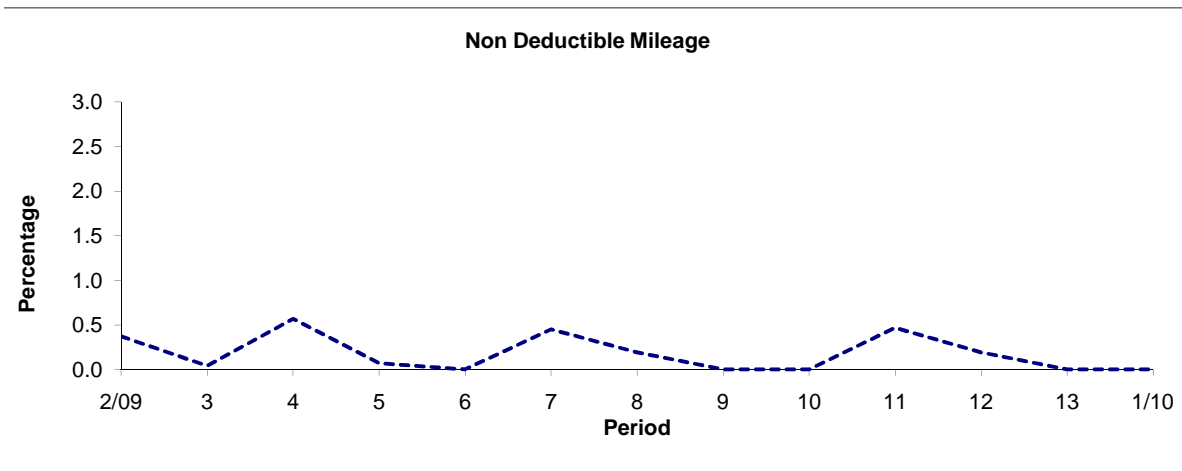
Route N274



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	99.47	99.67	99.18	99.43	99.90	98.92	99.48	99.84	99.05	97.82	99.61	99.26	99.32
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	0.16	0.29	0.25	0.50	0.10	0.63	0.33	0.16	0.95	1.71	0.20	0.74	0.68

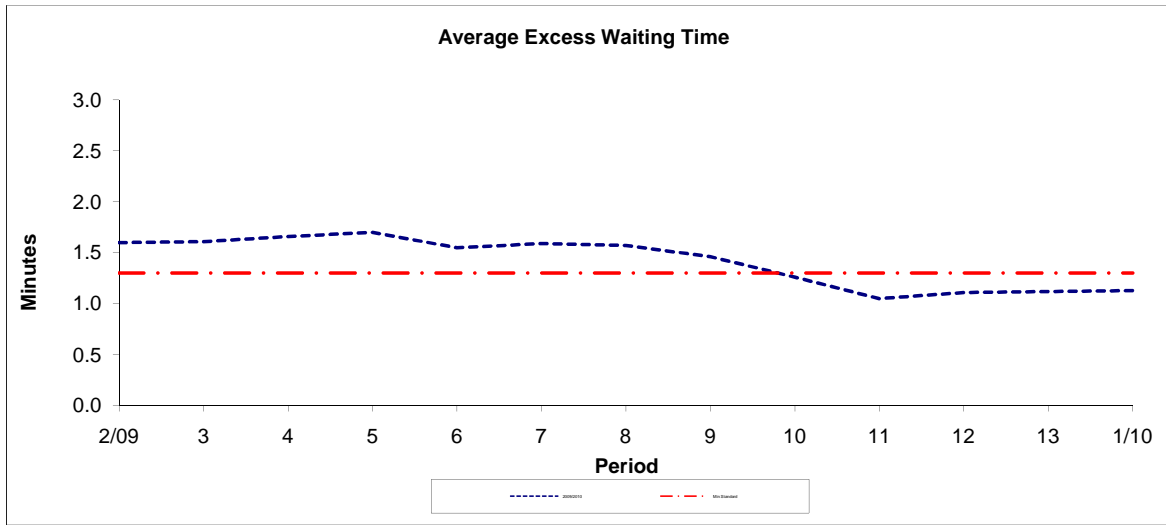


Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	0.37	0.04	0.57	0.07	0.00	0.45	0.19	0.00	0.00	0.47	0.19	0.00	0.00

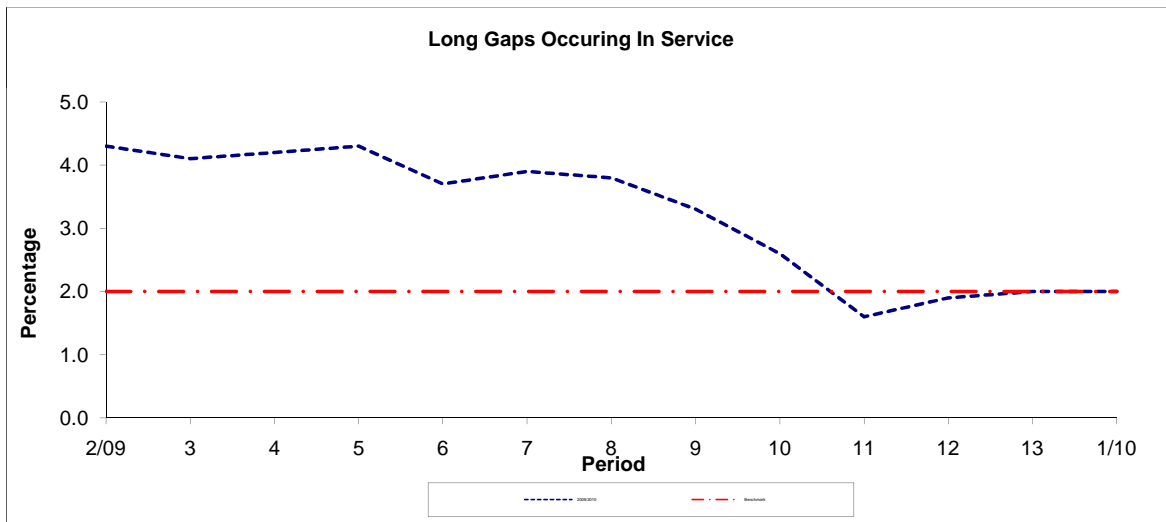
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 274



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	1.60	1.61	1.66	1.70	1.55	1.59	1.57	1.46	1.26	1.05	1.11	1.12	1.13
Min Standard	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30

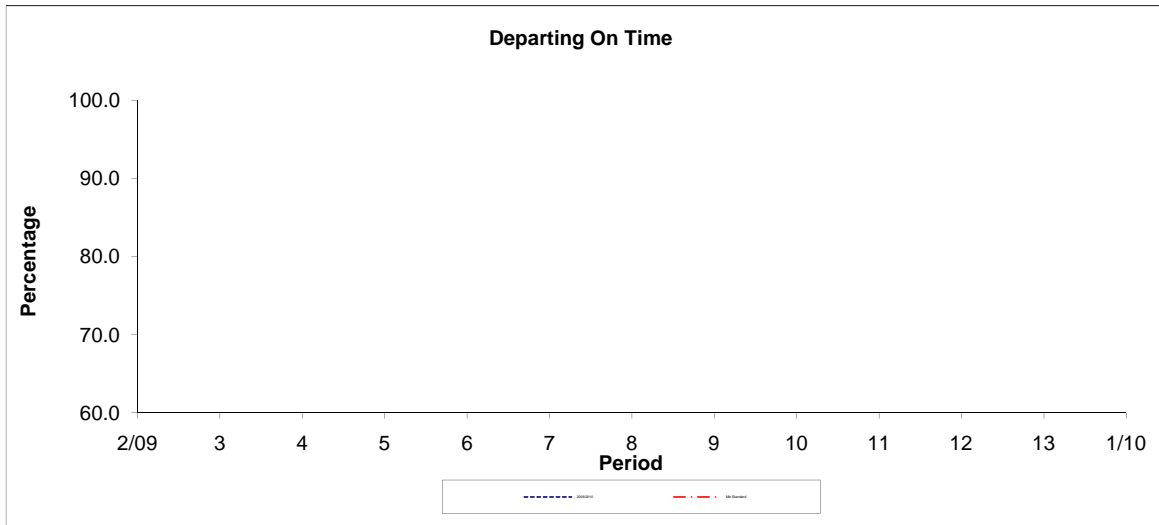


Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	4.30	4.10	4.20	4.30	3.70	3.90	3.80	3.30	2.60	1.60	1.90	2.00	2.00
Benchmark	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00

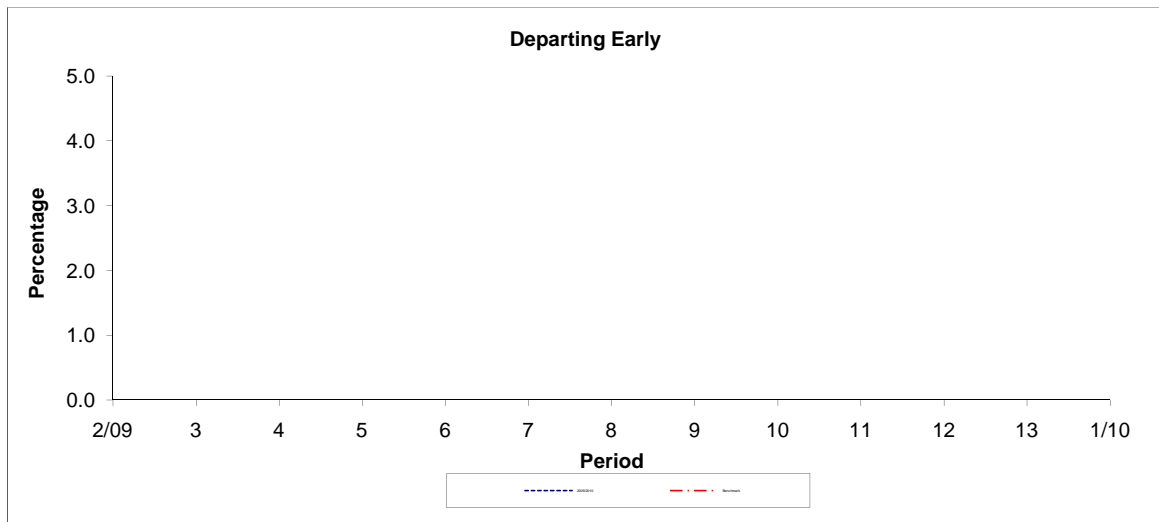
Note : Reliability is based on 12 weeks rolling data

PART B - PERFORMANCE STATISTICS

Route N274



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



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

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