

SECTION 2: PART A

SERVICE SPECIFICATION FOR Route Nos. 9 & N9

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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. 9 & N9.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route Nos. 9 & N9.

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

3. TERMINALS

Route No. 9 will operate between Aldwych and Hammersmith Bus Station.

Route No. N9 will operate between Aldwych and Heathrow Airport, Terminal 5.

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. 9 & N9 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 night/Monday morning	Section 6.5
Monday night/Tuesday morning to Thursday night/Friday morning	Section 6.6
Friday night/Saturday morning	Section 6.7
Saturday night/Sunday morning	Section 6.8
New Year's Eve night/New Year's Day morning*	Nightly service
Christmas Eve night/Christmas Day morning	No service
Christmas Day night/Boxing Day morning	No service

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

5. VEHICLE TYPE

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

Route Nos. 9 & N9 are currently approved for vehicles which are a maximum of 11.0 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. Aldwych to Hammersmith Bus Station

0530 - 0635	Every 15 minutes
0636 - 0700	Every 10 minutes
0701 - 0730	Every 7-8 minutes (8 buses per hour)
0731 - 0820	Every 6 minutes
0821 - 0955	Every 5 minutes
0956 - 2005	Every 6 minutes
2006 - 2130	Every 7-8 minutes (8 buses per hour)
2131 - 2355	Every 10 minutes

First departure from Aldwych no later than 0535.
Last departure from Aldwych no earlier than 2350.

Tenderers should ensure that buses at High Street Kensington Station are scheduled to be no more than 8 minutes apart between 0730 and 0755 and no more than 6 minutes apart between 0756 and 0830 and between 1545 and 1645.

2. Hammersmith Bus Station to Aldwych

0550 - 0615	Every 10 minutes
0616 - 0635	Every 7-8 minutes (8 buses per hour)
0636 - 0900	Every 5 minutes
0901 - 1900	Every 6 minutes
1901 - 2000	Every 7-8 minutes (8 buses per hour)
2001 - 2210	Every 10 minutes
2211 - 2310	Every 12 minutes
2311 - 0035	Every 15 minutes

First departure from Hammersmith Bus Station no later than 0555.
Last departure from Hammersmith Bus Station no earlier than 0030.

Tenderers should ensure that buses at Piccadilly Circus, Piccadilly are scheduled to be no more than 10 minutes apart between 0700 and 0730, no more than 8 minutes apart between 0731 and 0800 and no more than 6 minutes apart between 1530 and 1630.

6.2 Saturdays & Good Friday

1. Aldwych to Hammersmith Bus Station

0530 - 0650	Every 15 minutes
0651 - 0800	Every 12 minutes
0801 - 0830	Every 10 minutes
0831 - 1025	Every 7-8 minutes (8 buses per hour)
1026 - 1940	Every 6 minutes
1941 - 2050	Every 7-8 minutes (8 buses per hour)
2051 - 2355	Every 10 minutes

First departure from Aldwych no later than 0535.

Last departure from Aldwych no earlier than 2350.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at High Street Kensington Station between 0900 and 1030.

2. Hammersmith Bus Station to Aldwych

0620 - 0650	Every 12 minutes
0651 - 0800	Every 10 minutes
0801 - 0840	Every 7-8 minutes (8 buses per hour)
0841 - 1840	Every 6 minutes
1841 - 1950	Every 7-8 minutes (8 buses per hour)
1951 - 2215	Every 10 minutes
2216 - 2315	Every 12 minutes
2316 - 0025	Every 15 minutes

First departure from Hammersmith Bus Station no later than 0625.

Last departure from Hammersmith Bus Station no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 6 minutes apart at Piccadilly Circus, Piccadilly between 0900 and 1030.

6.3 Sundays

1. Aldwych to Hammersmith Bus Station

0700 - 0850	Every 15 minutes
0851 - 1120	Every 12 minutes
1121 - 2315	Every 10 minutes
2316 - 2355	Every 20 minutes

First departure from Aldwych no later than 0705.
Last departure from Aldwych no earlier than 2350.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at High Street Kensington Station between 1000 and 1130.

2. Hammersmith Bus Station to Aldwych

0625 - 0755	Every 15 minutes
0756 - 0930	Every 12 minutes
0931 - 2300	Every 10 minutes
2301 - 0015	Every 15 minutes

First departure from Hammersmith Bus Station no later than 0630.
Last departure from Hammersmith Bus Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Piccadilly Circus, Piccadilly between 1000 and 1130.

6.4 Boxing Day

1. Aldwych to Hammersmith Bus Station

0800 - 0850	Every 15 minutes
0851 - 1120	Every 12 minutes
1121 - 2315	Every 10 minutes
2316 - 2355	Every 20 minutes

First departure from Aldwych no later than 0805.
Last departure from Aldwych no earlier than 2350.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at High Street Kensington Station between 1000 and 1130.

2. Hammersmith Bus Station to Aldwych

0800 - 0930	Every 12 minutes
0931 - 2300	Every 10 minutes
2301 - 0015	Every 15 minutes

First departure from Hammersmith Bus Station no later than 0805.
Last departure from Hammersmith Bus Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Piccadilly Circus, Piccadilly between 1000 and 1130.

6.5 Sunday Night/Monday morning

1. Aldwych to Heathrow Airport, Terminal 5

2320 - 0525 Every 20 minutes

First departure from Aldwych no later than 2325.
Last departure from Aldwych no earlier than 0520.

2. Heathrow Airport, Terminal 5 to Aldwych

2330 - 0505 Every 20 minutes

First departure from Heathrow Airport, Terminal 5 no later than 2335.
Last departure from Heathrow Airport, Terminal 5 no earlier than 0500.

6.6 Monday night/Tuesday mornings to Thursday night/Friday mornings

1. Aldwych to Heathrow Airport, Terminal 5

2355 - 0530 Every 20 minutes

First departure from Aldwych no later than 2400.
Last departure from Aldwych no earlier than 0520.

2. Hounslow Bus Station to Heathrow Airport, Terminal 5

0020 & 0040 Two journeys

3. Heathrow Airport, Terminal 5 to Aldwych

2350 - 0505 Every 20 minutes

First departure from Heathrow Airport, Terminal 5 no later than 2355.
Last departure from Heathrow Airport, Terminal 5 no earlier than 0500.

6.7 Friday nights/Saturday mornings

1. Aldwych to Heathrow Airport, Terminal 5

2355 - 0525 Every 20 minutes

First departure from Aldwych no later than 2400.
Last departure from Aldwych no earlier than 0520.

2. Aldwych to Hounslow Bus Station

0005 - 0520 Every 20 minutes

First departure from Aldwych no later than 0010.
Last departure from Aldwych no earlier than 0515.

Journeys operating between Aldwych and Heathrow Airport, Terminal 5 should be timed to fully interwork with journeys between Aldwych and Hounslow Bus Station (ie a joint frequency of every 10 minutes should be provided between Aldwych and Hounslow Bus Station during the stated times).

3. Hounslow Bus Station to Heathrow Airport, Terminal 5

0020 & 0040 Two journeys

4. Heathrow Airport, Terminal 5 to Aldwych

2350 - 0530 Every 20 minutes

First departure from Heathrow Airport, Terminal 5 no later than 2355.
Last departure from Heathrow Airport, Terminal 5 no earlier than 0525.

5. Hounslow Bus Station to Aldwych

0025 - 0540 Every 20 minutes

First departure from Hounslow Bus Station no later than 0030.
Last departure from Hounslow Bus Station no earlier than 0535.

Journeys operating between Heathrow Airport, Terminal 5 and Aldwych should be timed to fully interwork with journeys between Hounslow Bus Station and Aldwych (ie a joint frequency of every 10 minutes should be provided between Hounslow Bus Station and Aldwych during the stated times).

6.8 Saturday night/Sunday mornings

1. Aldwych to Heathrow Airport, Terminal 5

2355 - 0655 Every 20 minutes

First departure from Aldwych no later than 2400.
Last departure from Aldwych no earlier than 0650.

2. Aldwych to Hounslow Bus Station

0005 - 0640 Every 20 minutes

First departure from Aldwych no later than 0010.
Last departure from Aldwych no earlier than 0635.

Journeys operating between Aldwych and Heathrow Airport, Terminal 5 should be timed to fully interwork with journeys between Aldwych and Hounslow Bus Station (ie a joint frequency of every 10 minutes should be provided between Aldwych and Hounslow Bus Station during the stated times).

3. Hounslow Bus Station to Heathrow Airport, Terminal 5

0020 & 0040 Two journeys

4. Heathrow Airport, Terminal 5 to Aldwych

2350 - 0530 Every 20 minutes

First departure from Heathrow Airport, Terminal 5 no later than 2355.
Last departure from Heathrow Airport, Terminal 5 no earlier than 0525.

5. Hounslow Bus Station to Aldwych

0025 - 0540 Every 20 minutes

First departure from Hounslow no later than 0030.
Last departure from Hounslow no earlier than 0535.

Journeys operating between Heathrow Airport, Terminal 5 and Aldwych should be timed to fully interwork with journeys between Hounslow Bus Station and Aldwych (ie a joint frequency of every 10 minutes should be provided between Hounslow Bus Station and Aldwych during the stated times).

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. 9 & N9 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. 9 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. N9 shall be:

Departing on Time	No less than 85.00%
Minimum Operated Mileage	No less than 99.00%

or as notified by the Corporation from time to time. The Operator will be required to achieve or better the standards.

QSI Thresholds

The QSI threshold is the standard of performance to be achieved by the operator in order to qualify for an automatic contract extension (in accordance with Schedule IX of the Framework Agreement).

Average Excess Wait Time Threshold = 1.05 minutes

It is unlikely that the minimum number of QSI surveys for Threshold measurement will be conducted on Route No. N9 at present. However, this may change at a later date when a Threshold figure may be published.

Summary of proposed QSI coverage: Route Nos. 9 & N9

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 Hammersmith

Charing Cross
Hyde Park Corner

Towards Aldwych

Hammersmith
High Street Kensington
Hyde Park Corner

Total scheduled manual QSI surveys per quarter = 80.

8. RUNNING TIMES

The current timetables for Route Nos. 9 & N9 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 Sunday shopping period.

It is expected that any changes to these running times can be accommodated within existing cycle times.

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

- the minimum performance standards for Route Nos. 9 & N9 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. 9 should interwork with Route No. N9 to form a seamless 24 hour service between Aldwych and Hammersmith Bus Station in both directions.

Route No. N9 should interwork with the short working journeys on Friday and Saturday night to form a 10 minute service between Aldwych and Hounslow Bus Station.

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. 9 & N9 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. 9 & N9:

- Route nos. 9 & N9 can suffer from unpredictable traffic delays throughout the route at all times, particularly during peak periods.
- Special events and exhibitions at Olympia can sometimes affect Route No. 9.

Tenderers should also note the following factors/events which may have an impact on Route Nos. 9 & N9 in the foreseeable future:

- Proposals exist for a major traffic scheme at Aldwych. If implemented, this could entail the re-location of existing stands to accommodate a new contra-flow bus lane.
- 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. 9 & N9 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. 9 & N9

Mileages for Route No. 9

Aldwych to Hammersmith Bus Station	5.5 miles
Hammersmith Bus Station to Aldwych	5.2 miles

Mileages for No. N9

Aldwych to Heathrow Airport, Terminal 5	20.2 miles
Heathrow Airport, Terminal 5 to Aldwych	20.9 miles
Aldwych to Hounslow Bus Station	11.8 miles
Hounslow Bus Station to Aldwych	11.6 miles
Hounslow Bus Station to Heathrow Airport, Terminal 5	8.4 miles

Tenderers should note that:

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

15. VEHICLE LIVERY

All vehicles to be used on Route Nos. 9 & N9 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:

9 via Kensington

N9 via Hammersmith

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 9: Aldwych - Hammersmith Bus Station

Date of Structural Change: 3 September 2011.

Date of Service Change: 3 September 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Hammersmith Bus Station: Strand, Charing Cross, Trafalgar Square (South Side), Cockspur Street, Pall Mall, Waterloo Place, Regent Street, Piccadilly Contra-Flow Bus Lane, Piccadilly, Duke Of Wellington Place, Grosvenor Place, Knightsbridge, Kensington Road, Kensington Gore, Kensington Road, Kensington High Street, Hammersmith Road, Butterwick, Talgarth Road, Hammersmith Bus Station High Level.

Towards Aldwych: Hammersmith Bus Station, Hammersmith Broadway, Hammersmith Road, Kensington High Street, Kensington Road, Kensington Gore, Kensington Road, Knightsbridge, Hyde Park Corner, Piccadilly, Piccadilly Circus, Haymarket, Cockspur Street, Trafalgar Square (South Side), Strand, Aldwych.

STANDING AND TURNING POINTS

ALDWYCH, EAST ARM

Public offside stand for 6 buses on south side of Aldwych (east arm) commencing 10 metres west of Melbourne Place and extending 67 metres west. Overflow public stand for 3 buses on south side of Strand commencing 10 metres east of Surrey Street and extending 36 metres east.

Buses proceed from Aldwych direct to stand, departing via Aldwych to Strand. Set down in Aldwych, at Stop E and pick up in Strand, at Stop R.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 3 buses on Route 9 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:	Aldwych.
OTHER INFORMATION:	Stand available for 2 one-person operated vehicles and 1 two-person operated vehicle Toilet facilities available (24 hours).

TRAFALGAR SQUARE (from HAMMERSMITH BUS STATION)

Buses proceed from Cockspur Street via Trafalgar Square (South Side), Charing Cross and Trafalgar Square (South Side) departing to Cockspur Street. Set down in Cockspur Street, At Stop B and pick up in Cockspur Street, at Stop S.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Trafalgar Square.
OTHER INFORMATION: To be used by one-person operated vehicles only.

PICCADILLY CIRCUS, CHARLES II STREET (from HAMMERSMITH BUS STATION)

Public stand for two buses on south side of Charles II Street, commencing 4 metres east of the eastern kerbline of Lower Regent Street and extending 27 metres east.

Buses proceed from Piccadilly via Piccadilly Circus, Haymarket and Charles II Street to stand, departing via Charles II Street to Regent Street. Set down in Piccadilly, at Stop B and pick up in Regent Street, at Stop Z.

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: Piccadilly Circus.

GREEN PARK STATION (from HAMMERSMITH BUS STATION)

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

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

HYDE PARK CORNER, ACHILLES WAY

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.

From Aldwych.

Buses proceed from Piccadilly via Duke Of Wellington Place, Grosvenor Place, Hyde Park Corner, Park Lane (Southbound) and Achilles Way to stand, departing via Achilles Way, Park Lane and Hyde Park Corner to Piccadilly. Set down in Piccadilly, at Stop E and pick up in Piccadilly, at Stop C.

From Hammersmith Bus Station.

Buses proceed from Knightsbridge via Hyde Park Corner, Park Lane (Northbound) and Achilles Way to stand, departing via Achilles Way, Park Lane (Southbound), Hyde Park Corner, Duke Of Wellington Place and Grosvenor Place to Knightsbridge. Set down in Knightsbridge, at Stop T and pick up in Knightsbridge, at Stop 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:	Hyde Park Corner.

HYDE PARK CORNER (from HAMMERSMITH BUS STATION)

Buses proceed from Knightsbridge via Hyde Park Corner, Duke Of Wellington Place and Grosvenor Place departing to Knightsbridge. Set down in Knightsbridge, at Stop T and pick up in Knightsbridge, at Stop M.

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

KENSINGTON, PRINCE CONSORT ROAD (from ALDWYCH)

Public stand on north side of Prince Consort Road, commencing 38 metres east of Queens Gate and extending 23 metres east.

Buses proceed from Kensington Gore via Queen's Gate and Prince Consort Road to stand, departing via Prince Consort Road, Exhibition Road and Kensington Gore to Kensington Road. Set down in Kensington Gore, at Stop RC and pick up in Kensington Road, at Stop RM.

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:	Royal Albert Hall.
OTHER INFORMATION:	Unscheduled curtailments only, with the exception of Heritage Routemaster operation (9H). To be used by two-person operated vehicles only.

KENSINGTON, QUEEN'S GATE (from HAMMERSMITH BUS STATION)

Buses proceed from Kensington Road via Queen's Gate, Prince Consort Road and Exhibition Road departing to Kensington Gore. Set down in Kensington Road, at Stop RK and pick up in Kensington Gore, at Stop RC.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
DISPLAY:	Kensington, Palace Gate.

KENSINGTON, HOLLAND ROAD (from ALDWYCH)

Buses proceed from Kensington High Street via Holland Road, Addison Crescent and Addison Road departing to Kensington High Street. Set down in Holland Road, at Stop M and pick up in Kensington High Street, at Stop W.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
DISPLAY:	Kensington, Holland Road.

HAMMERSMITH BUS STATION, UPPER LEVEL

Private stand for 10 buses in Hammersmith Upper Level Bus Station. Buses to stand as follows:

Bays E1/E2 on east side - Route 267,

Bays E3/E4/E5 on east side - Routes 9 and N9,

Bay S1 on south side - Route 9 (only between 0600 and 2100),

Bays W1/W2 on west side - Route 211,

Bays W3/W4 on west side - Route 10.

Buses proceed from Hammersmith Bus Station High Level direct to stand, departing to Hammersmith Bus Station High Level. Set down in Hammersmith Bus Station High Level, at Stop E and pick up in Hammersmith Bus Station High Level, at Stop F.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 3 buses on Route 9 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:	Hammersmith.
OTHER INFORMATION:	To be used by one-person operated vehicles only.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE N9: Aldwych - Heathrow Airport, Terminal 5

Date of Structural Change: 3 September 2011.

Date of Service Change: 3 September 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Heathrow Airport, Terminal 5: Strand, Charing Cross, Trafalgar Square (South Side), Cockspur Street, Pall Mall, Waterloo Place, Regent Street, Piccadilly Contra-Flow Bus Lane, Piccadilly, Duke Of Wellington Place, Grosvenor Place, Knightsbridge, Kensington Road, Kensington Gore, Kensington Road, Kensington High Street, Hammersmith Road, Butterwick, Talgarth Road, Hammersmith Bus Station High Level, Talgarth Road, Queen Caroline Street, King Street, Chiswick High Road, Chiswick Roundabout, Chiswick High Road, Kew Bridge Road, Brentford High Street, London Road, Hounslow High Street, Hanworth Road, Grove Road, Bell Road, Bath Road, Heathrow North Bus Lane, Nettleton Road, Nene Road, East Ramp, Tunnel Road East, Inner Ring East, Heathrow Airport Central Bus Station, Inner Ring West, Tunnel Road West, West Ramp, Newport Road Roundabout, Northern Perimeter Road (West), Western Perimeter Road, Windsock Way, Wallis Road, Terminal 5 Bus & Coach Station.

Towards Aldwych: Terminal 5 Bus & Coach Station, Wallis Road, Whittle Road, Western Perimeter Road, Western Perimeter Road Underpass, Western Perimeter Road, Northern Perimeter Road (West), Nelson Road, Newbury Road, Newport Road Roundabout, Northern Perimeter Road (West), Northern Perimeter Road, Nene Road, East Ramp, Tunnel Road East, Inner Ring East, Heathrow Airport Central Bus Station, Inner Ring West, Tunnel Road West, Tunnel Road East, East Ramp [Northern Side], Bath Road, Hounslow West Station Forecourt, Bath Road, Steve Biko Way, Staines Road, Grove Road, Hanworth Road, Hounslow High Street, London Road, Brentford High Street, Kew Bridge Road, Chiswick High Road, Chiswick Roundabout, Chiswick High Road, King Street, Studland Street, Glenthorne Road, Beadon Road, Hammersmith Broadway, Hammersmith Bus Station Northern Entrance Ramp, Hammersmith Bus Station High Level, Hammersmith Bus Station Northern Exit Ramp, Hammersmith Broadway, Hammersmith Road, Kensington High Street, Kensington Road, Kensington Gore, Kensington Road, Knightsbridge, Hyde Park Corner, Piccadilly, Piccadilly Circus, Haymarket, Cockspur Street, Trafalgar Square (South Side), Strand, Aldwych.

STANDING AND TURNING POINTS

ALDWYCH, EAST ARM

Public offside stand for 6 buses on south side of Aldwych (east arm) commencing 10 metres west of Melbourne Place and extending 67 metres west. Overflow public stand for 3 buses on south side of Strand commencing 10 metres east of Surrey Street and extending 36 metres east.

Buses proceed from Aldwych direct to stand, departing via Aldwych to Strand. Set down in Aldwych, at Stop E and pick up in Strand, at Stop R.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route N9 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:	Aldwych.
OTHER INFORMATION:	Toilet facilities available 24 hours.

TRAFALGAR SQUARE (from HEATHROW AIRPORT, TERMINAL 5)

Buses proceed from Cockspur Street via Trafalgar Square (South Side), Charing Cross and Trafalgar Square (South Side) departing to Cockspur Street. Set down in Cockspur Street, at Stop B and pick up in Cockspur Street, at Stop S.

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

PICCADILLY CIRCUS, WATERLOO PLACE, ST JAMES (from HEATHROW AIRPORT, TERMINAL 5)

Public stand for two buses on west side of Waterloo Place, commencing 9 metres south of lamp standard No.3 and extending 25 metres south.

Buses proceed from Haymarket via Pall Mall and Waterloo Place to stand, departing via Waterloo Place to Regent Street. Set down in Haymarket, at Stop R and pick up in Regent Street, at Stop Z.

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:	Piccadilly Circus.

GREEN PARK STATION (from HEATHROW AIRPORT, TERMINAL 5)

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

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

HYDE PARK CORNER (from HEATHROW AIRPORT, TERMINAL 5)

Buses proceed from Knightsbridge via Hyde Park Corner, Duke Of Wellington Place and Grosvenor Place departing to Knightsbridge. Set down in Knightsbridge, at Stop T and pick up in Knightsbridge, at Stop M.

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

HYDE PARK CORNER, ACHILLES WAY

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.

From Aldwych.

Buses proceed from Piccadilly via Duke Of Wellington Place, Grosvenor Place, Hyde Park Corner, Park Lane and Achilles Way to stand, departing via Achilles Way, Park Lane and Hyde Park Corner to Piccadilly. Set down in Piccadilly, at Stop E and pick up in Piccadilly, at Stop C.

From Heathrow Airport, Terminal 5.

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 T and pick up in Knightsbridge, 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: Hyde Park Corner.

KENSINGTON, PRINCE CONSORT ROAD (from Aldwych)

Public stand on north side of Prince Consort Road, commencing 38 metres east of Queens Gate and extending 23 metres east.

Buses proceed from Kensington Gore via Queen's Gate and Prince Consort Road to stand, departing via Prince Consort Road and Exhibition Road to Kensington Road. Set down in Kensington Gore, at Stop RC and pick up in Kensington Road, at Stop RM.

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:	Royal Albert Hall.

HAMMERSMITH BUS STATION, UPPER LEVEL

Private stand for 10 buses in Hammersmith Upper Level Bus Station. Buses to stand as follows:

Bays E1/E2 on east side - Route 267,
Bays E3/E4/E5 on east side - Routes 9 and N9,
Bay S1 on south side - Route 9 (only between 0600 and 2100),
Bays W1/W2 on west side - Route 211,
Bays W3/W4 on west side - Route 10.

From Aldwych.

Buses proceed from Hammersmith Bus Station High Level direct to stand, departing to Hammersmith Bus Station High Level. Set down in Hammersmith Bus Station High Level, at Stop E and pick up in Hammersmith Bus Station High Level, at Stop F.

From Heathrow Airport, Terminal 5.

Buses proceed from Hammersmith Bus Station High Level direct to stand, departing to Hammersmith Bus Station High Level. Set down in Hammersmith Bus Station High Level, at Stop E and pick up in Hammersmith Bus Station High Level, at Stop B.

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:	Hammersmith.

TURNHAM GREEN, CHURCH (from HEATHROW AIRPORT, TERMINAL 5)

Buses proceed from Chiswick High Road via Town Hall Avenue and Heathfield Terrace departing to Chiswick High Road. Set down in Chiswick High Road, at Stop S and pick up in Chiswick High Road, at Stop CV.

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

CHISWICK ROUNDABOUT

From Aldwych.

Buses proceed from Chiswick High Road via Gunnersbury Roundabout departing to Chiswick High Road. Set down in Chiswick High Road, at Stop J and pick up in Chiswick High Road, at Stop K.

From Heathrow Airport, Terminal 5.

Buses proceed from Chiswick High Road via Chiswick Roundabout departing to Chiswick High Road. Set down in Chiswick High Road, at Stop Q and pick up in Chiswick High Road, at Stop L.

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

BRENTFORD, COUNTY COURT, BACK LANE, SOUTH SIDE STAND

Public stand for three buses on south side of Back Lane, commencing 5 metres west of the western kerbline of Alexandra Road and extending 30 metres west.

From Aldwych.

Buses proceed from Brentford High Street via Alexandra Road and Back Lane to stand, departing via Back Lane, St Paul's Road and Half Acre to Brentford High Street. Set down in Brentford High Street, at Stop BJ and pick up in Brentford High Street, at Stop BP.

From Heathrow Airport, Terminal 5.

Buses proceed from Brentford High Street via Alexandra Road and Back Lane to stand, departing via Back Lane, St Paul's Road and Half Acre to Brentford High Street. Set down in Brentford High Street, at Stop BP and pick up in Brentford High Street, at Stop BL.

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: Brentford, County Court.

Hounslow Bus Station

Private stand for 9 buses in marked bays in bus parking area in Hounslow Bus Station on north side of London Road.

From Aldwych.

Buses proceed from London Road via Hounslow Bus Station to stand, departing via Hounslow Bus Station and Kingsley Road to London Road. Set down in London Road, at Stop G and pick up in London Road, at Stop F.

From Heathrow Airport, Terminal 5.

Buses proceed from London Road via Hounslow Bus Station to stand, departing via Hounslow Bus Station, Kingsley Road and Hounslow High Street to Hanworth Road. Set down in London Road, at Stop Z1 and pick up in Hanworth Road, at Stop L.

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

HOUNSLOW WEST STATION (from Aldwych)

Private stand for one bus in station forecourt commencing at lamp standard N801 extending 16 metres northwest.

Buses proceed from Bath Road via Hounslow West Station Forecourt to stand, departing to Hounslow West Station Forecourt. Set down in Bath Road, at Stop C and pick up in Hounslow West Station Forecourt, 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:	Hounslow West.

HEATHROW AIRPORT, CENTRAL BUS STATION (from Aldwych)

Private stand for 10 buses in marked bays on north side of Heathrow Airport Central Bus Station.

Buses proceed from Heathrow Airport Central Bus Station via Bus Parking Area to stand, departing via Bus Parking Area to Heathrow Airport Central Bus Station. Set down in Heathrow Airport Central Bus Station, at Stand 16 and pick up in Heathrow Airport Central Bus Station, at Stand 20.

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:	Heathrow Central.
OTHER INFORMATION:	Toilet facilities available (24 hours). Buses must only stand within the layover area in the bus station. Buses must not be left unattended at any other location.

HEATHROW AIRPORT, TERMINAL 5

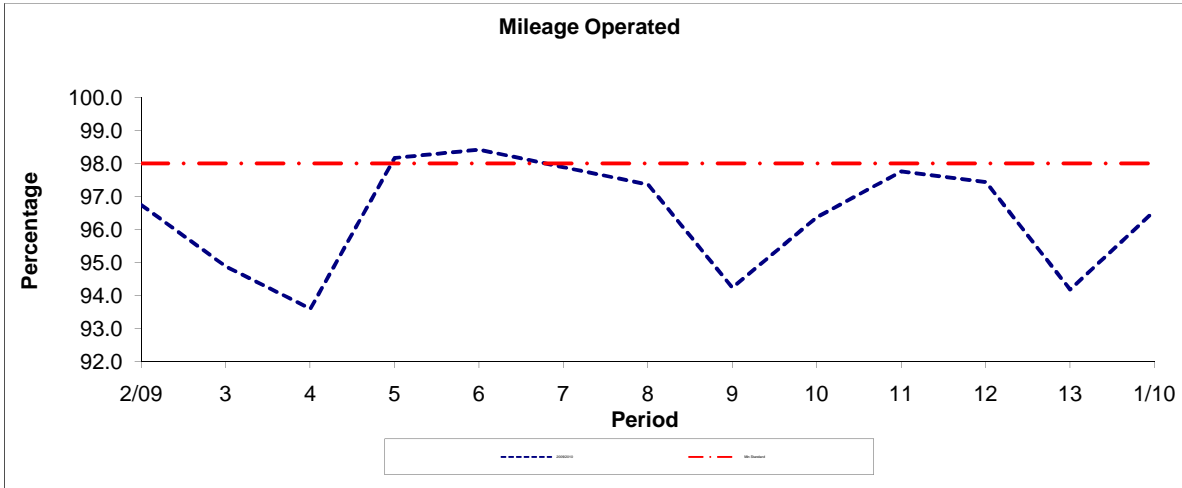
Private stand in BAA bus & coach station (Wallis Road) on easternmost bay extending from stop BP5135 to stop BP5139.

Buses proceed from Terminal 5 Bus & Coach Station direct to stand, departing to Terminal 5 Bus & Coach Station. Set down in Terminal 5 Bus & Coach Station, at Stop 1 and pick up in Terminal 5 Bus & Coach Station, at Stop 7.

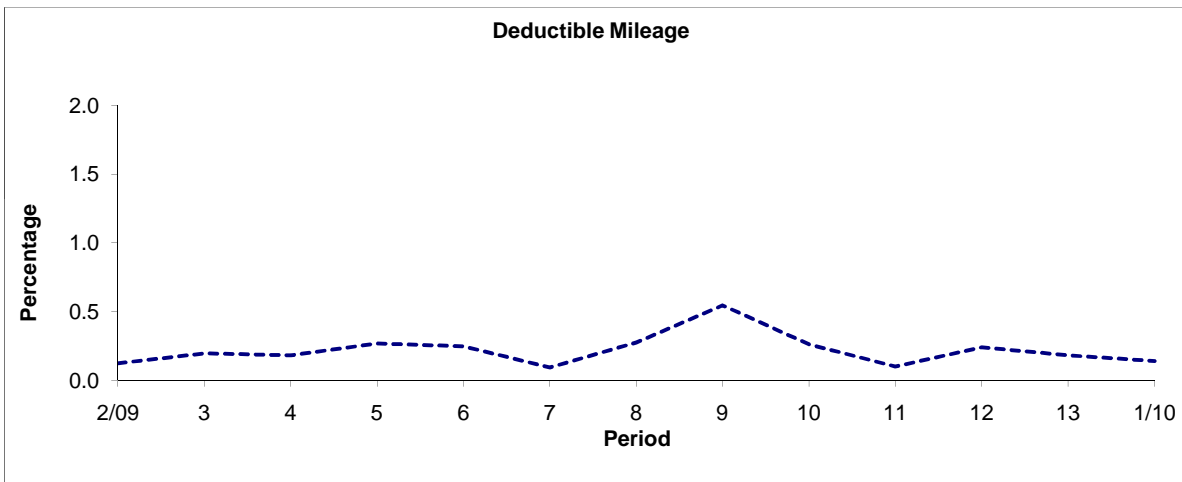
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route N9 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Heathrow Terminal 5.
OTHER INFORMATION:	Toilet facilities available within the terminal (24 hours). Standing arrangements may also be subject to change.

PART B - PERFORMANCE STATISTICS

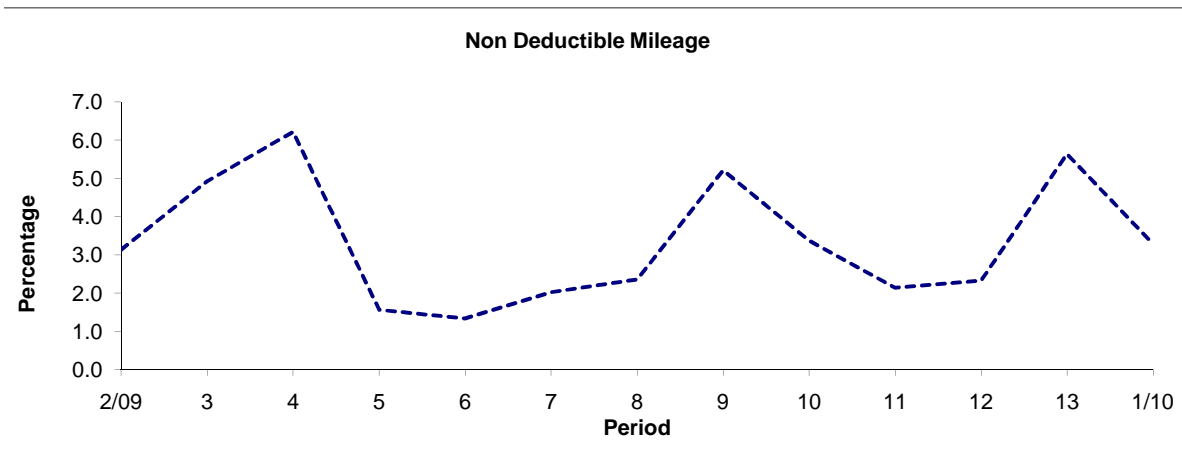
Route 9



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	96.74	94.88	93.60	98.17	98.42	97.89	97.37	94.24	96.37	97.76	97.44	94.18	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	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	0.12	0.20	0.18	0.27	0.25	0.09	0.27	0.55	0.26	0.10	0.24	0.18	0.14

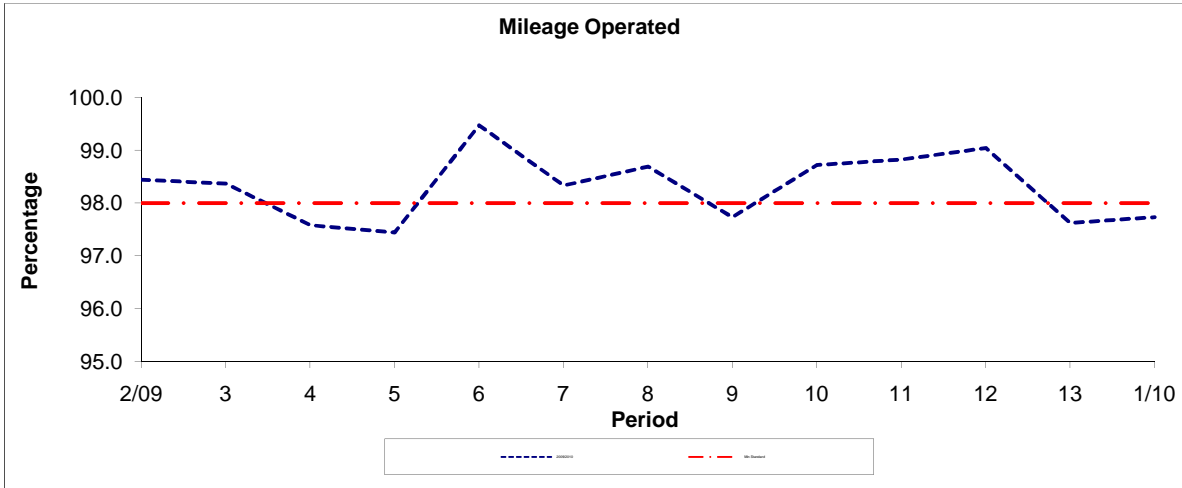


Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	3.13	4.93	6.22	1.56	1.33	2.02	2.36	5.22	3.37	2.14	2.32	5.64	3.29

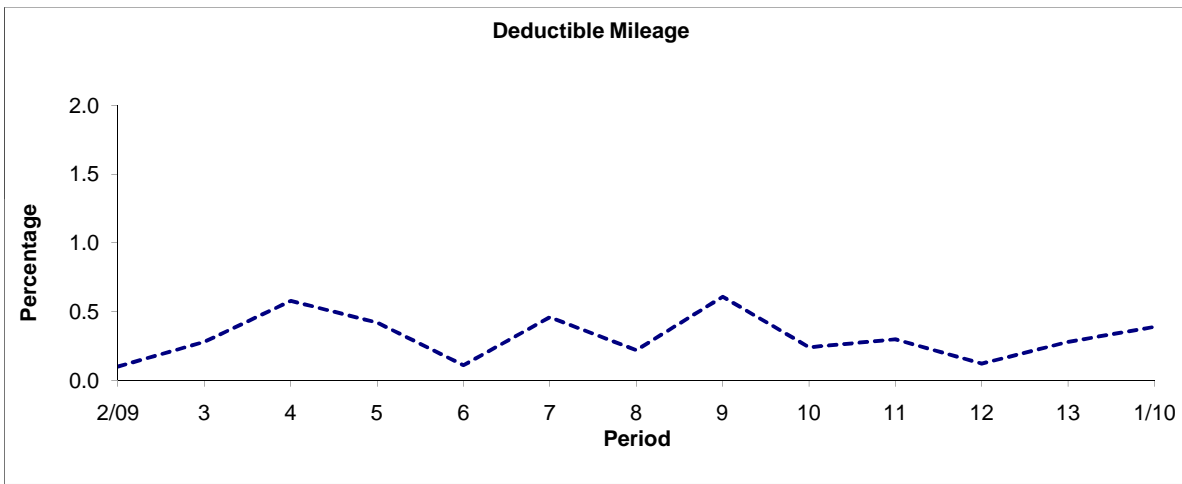
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

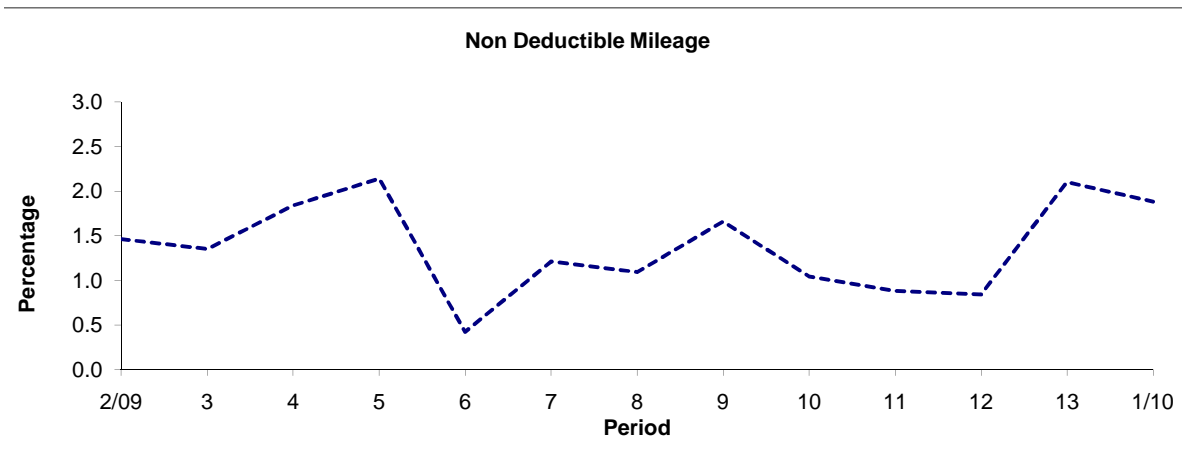
Route N9



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	98.44	98.37	97.58	97.44	99.47	98.33	98.69	97.73	98.72	98.82	99.04	97.62	97.73
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	0.10	0.28	0.58	0.42	0.11	0.46	0.22	0.61	0.24	0.30	0.12	0.28	0.39

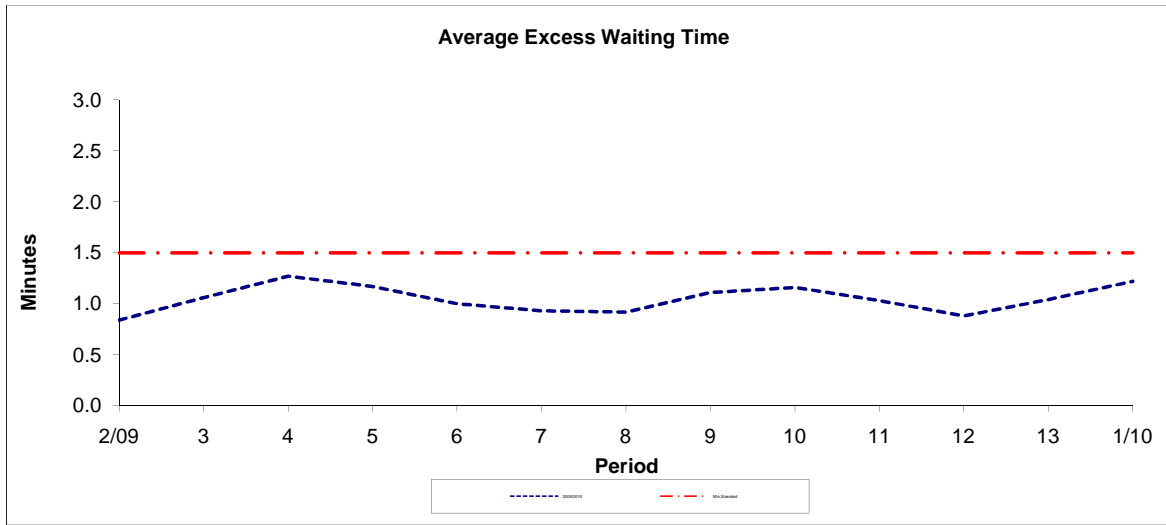


Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	1.46	1.35	1.84	2.14	0.42	1.21	1.09	1.66	1.04	0.88	0.84	2.10	1.88

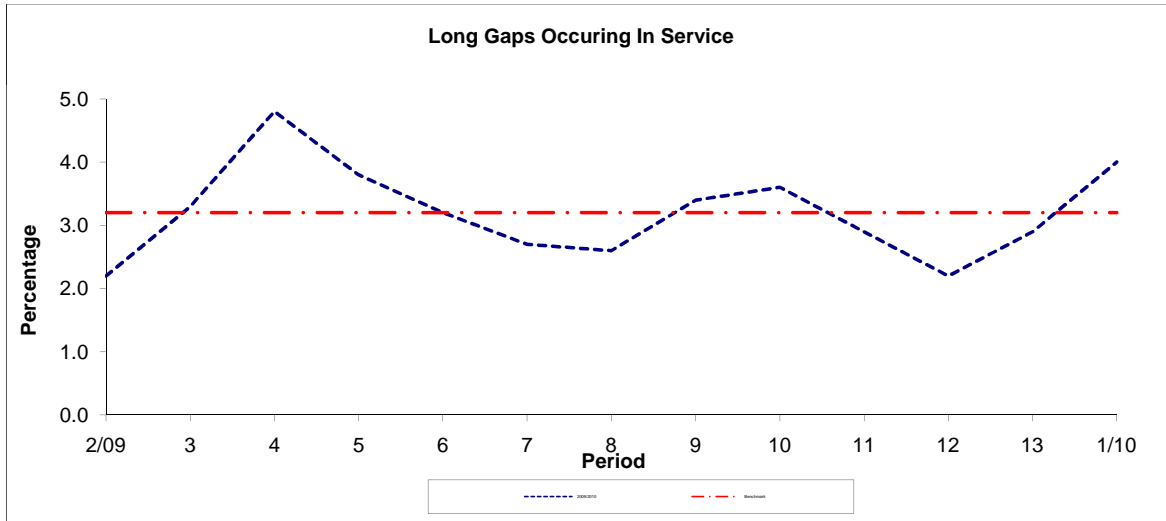
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 9



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	0.84	1.06	1.27	1.17	1.00	0.93	0.92	1.11	1.16	1.03	0.88	1.04	1.22
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

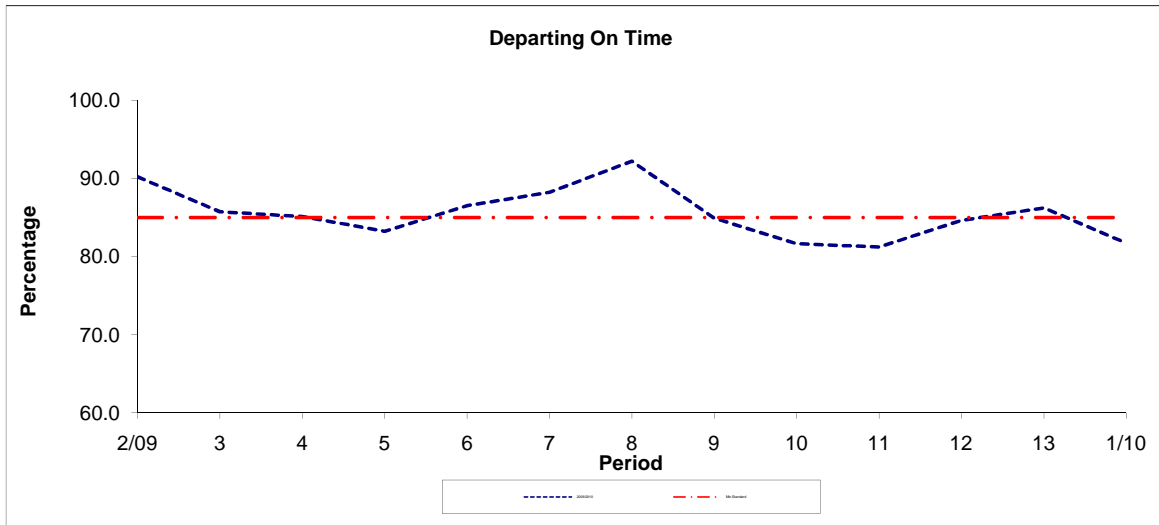


Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	2.20	3.30	4.80	3.80	3.20	2.70	2.60	3.40	3.60	2.90	2.20	2.90	4.00
Benchmark	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20

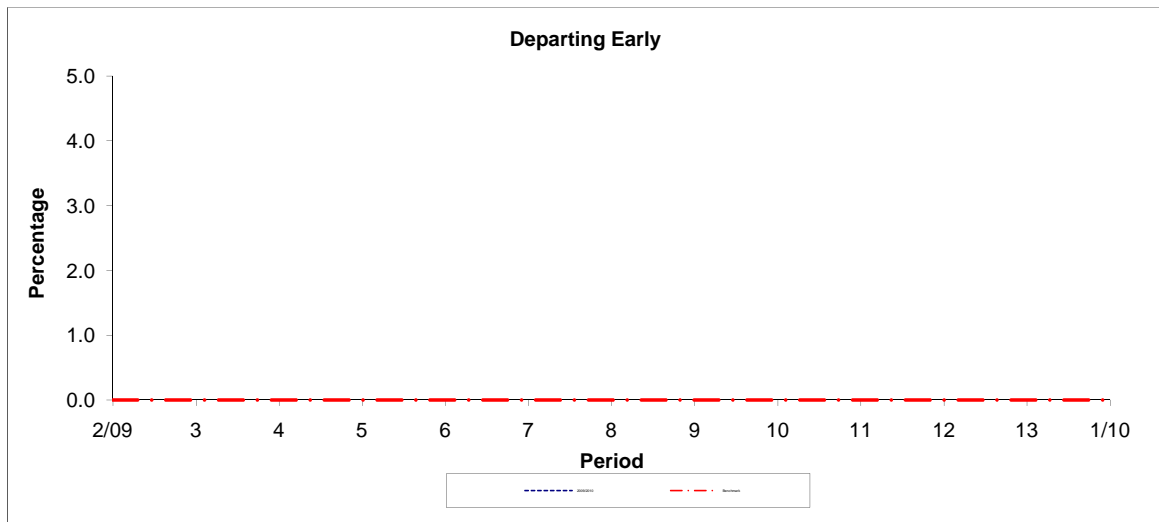
Note : Reliability is based on 12 weeks rolling data

PART B - PERFORMANCE STATISTICS

Route N9



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	90.20	85.70	85.10	83.20	86.50	88.20	92.20	84.90	81.60	81.20	84.60	86.20	81.70
Min Standard	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010													
Benchmark	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Note : Reliability is based on 12 weeks rolling data