

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE Nos. 83 & N83

CONTENTS

	Page
1. Tenders Required	2
2. Proposed Changes	2
3. Terminals	2
4. Days of Operation	3
5. Vehicle Type	3
6. Frequencies	4
7. Minimum Performance Standards	10
8. Running Times	11
9. Layovers	11
10. Timing Constraints	11
11. Control Strategy	12
12. Operational Considerations	12
13. Stopping Arrangements	13
14. Timing Points and Mileages	14
15. Vehicle Livery	15
 <u>Appendices</u>	
A. Route Record	16
B. Sample Running Times for Route Nos. 83 & N83	21

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

1. TENDERS REQUIRED

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

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

2. PROPOSED CHANGES

At this time, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route Nos. 83 & N83.

- From 20th September 2008, a reliability schedule is introduced. An additional bus is introduced during the M-F peaks and interpeak, Saturday and Sunday shopping period and all evenings.

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:

- Sunday shopping period frequencies are increased from every 12 minutes to every 10 minutes.
- Evening frequencies are increased from every 15 minutes to every 12 minutes.
- The designation Route No. N83 is used for contractual purposes only. This service will be marketed as Route No. 83. This includes all publicity, including destination blind displays.
- **Tenderers must identify the cost of the Nightly element of this service separately.**

3. TERMINALS

Route Nos. 83 & N83 will operate between Golders Green Station Forecourt and Ealing Hospital.

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

4. DAYS OF OPERATION

One timetable must be offered for Route Nos. 83 & N83 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
Nightly	Section 6.5

* 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. 83 & N83 are currently approved for vehicles which are a maximum of 10.6 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.

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. Golders Green Station Forecourt to Ealing Hospital

0420 - 0505	Every 20 minutes
0506 - 0550	Every 15 minutes
0551 - 0620	Every 10 minutes
0621 - 1905	Every 8 minutes
1906 - 2035	Every 10 minutes
2036 - 0110	Every 12 minutes

First departure from Golders Green Station Forecourt no later than 0425.
Last departure from Golders Green Station Forecourt no earlier than 0105.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Hanger Lane Station between 0700 and 0900 and between 1505 and 1635.

2. Ealing Hospital to Golders Green Station Forecourt

0420 - 0445	Every 20 minutes
0446 - 0530	Every 15 minutes
0531 - 0610	Every 10 minutes
0611 - 1900	Every 8 minutes
1901 - 2000	Every 10 minutes
2001 - 0035	Every 12 minutes

First departure from Ealing Hospital no later than 0425.
Last departure from Ealing Hospital no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Kingsbury Green, Church Lane between 0655 and 0905 and between 1530 and 1630.

6.2 Saturdays & Good Friday

1. Golders Green Station Forecourt to Ealing Hospital

0420 - 0525	Every 30 minutes
0526 - 0605	Every 20 minutes
0606 - 0750	Every 15 minutes
0751 - 0820	Every 10 minutes
0821 - 1805	Every 8 minutes
1806 - 1935	Every 10 minutes
1936 - 0110	Every 12 minutes

First departure from Golders Green Station Forecourt no later than 0425.
Last departure from Golders Green Station Forecourt no earlier than 0105.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Hanger Lane Station between 0910 and 1100.

2. Ealing Hospital to Golders Green Station Forecourt

0420 - 0455	Every 30 minutes
0456 - 0615	Every 20 minutes
0616 - 0745	Every 15 minutes
0746 - 0820	Every 10 minutes
0821 - 1800	Every 8 minutes
1801 - 1900	Every 10 minutes
1901 - 0035	Every 12 minutes

First departure from Ealing Hospital no later than 0425.
Last departure from Ealing Hospital no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Kingsbury Green, Church Lane between 0910 and 1110.

6.3 Sundays

1. Golders Green Station Forecourt to Ealing Hospital

0420 - 0655	Every 30 minutes
0656 - 0735	Every 20 minutes
0736 - 0820	Every 15 minutes
0821 - 0855	Every 12 minutes
0856 - 1905	Every 10 minutes
1906 - 0110	Every 12 minutes

First departure from Golders Green Station Forecourt no later than 0425.
Last departure from Golders Green Station Forecourt no earlier than 0105.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Hanger Lane Station between 0945 and 1145.

2. Ealing Hospital to Golders Green Station Forecourt

0420 - 0625	Every 30 minutes
0626 - 0745	Every 20 minutes
0746 - 0845	Every 15 minutes
0846 - 0910	Every 12 minutes
0911 - 1830	Every 10 minutes
1831 - 0035	Every 12 minutes

First departure from Ealing Hospital no later than 0425.
Last departure from Ealing Hospital no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Kingsbury Green, Church Lane between 0955 and 1145.

6.4 Boxing Day

1. Golders Green Station Forecourt to Ealing Hospital

0800 - 0820	Every 15 minutes
0821 - 0855	Every 12 minutes
0856 - 1905	Every 10 minutes
1906 - 0110	Every 12 minutes

First departure from Golders Green Station Forecourt no later than 0805.
Last departure from Golders Green Station Forecourt no earlier than 0105.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Hanger Lane Station between 0945 and 1145.

2. Ealing Hospital to Golders Green Station Forecourt

0755 - 0845	Every 15 minutes
0846 - 0910	Every 12 minutes
0911 - 1830	Every 10 minutes
1831 - 0035	Every 12 minutes

First departure from Ealing Hospital no later than 0800.
Last departure from Ealing Hospital no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Kingsbury Green, Church Lane between 0955 and 1145.

6.5 Nightly

1. Golders Green Station Forecourt to Ealing Hospital

0125 - 0405 Every 30 minutes

First departure from Golders Green Station Forecourt no later than 0130.
Last departure from Golders Green Station Forecourt no earlier than 0400.

2. Ealing Hospital to Golders Green Station Forecourt

0055 - 0405 Every 30 minutes

First departure from Ealing Hospital no later than 0100.
Last departure from Ealing Hospital no earlier than 0400.

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. 83 & N83 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. 83 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. N83 shall be:

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

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

QSI Thresholds

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

Average Excess Wait Time Threshold = 1.15 minutes

It is unlikely that the minimum number of QSI surveys for Threshold measurement will be conducted on Route No. N83 at present. However, this may change at a later date when a Threshold figure may be published.

Summary of proposed QSI coverage: Route Nos. 83 & N83

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 Ealing Hospital

Golders Green
West Hendon Broadway \$
Wembley Central
Ealing Broadway

Towards Golders Green Station Forecourt

Ealing Hospital
Ealing Broadway
Wembley Central
West Hendon Broadway \$

Total scheduled manual QSI surveys per quarter = 128.

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

8. RUNNING TIMES

Extracts from the public timetable with sample running times for Route Nos. 83 & N83 are attached at Appendix B. This gives an indication of the time required to travel the route. Attention is drawn to the variations in running times at different times of the day. Please refer to Section 2.8 of Part A of the Guide for Tenderers for further information.

Tenderers should carefully check the existing running times during **all periods** to ensure that they are appropriate in present traffic conditions.

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. 83 & N83 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 Nos. 83 & N83 should interwork with Route Nos. 297 & N297 between Kingsbury, Blackbird Cross and Alperton Station during all evenings and nights.

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. 83 & N83 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. 83 & N83:

- A high level of trading takes place on Sundays in the Golders Green area.
- Route Nos. 83 & N83 can suffer from unpredictable traffic delays in the Golders Green, Hendon, Wembley, Alperton, Hanger Lane gyratory, and Ealing/West Ealing areas.
- Route Nos. 83 & N83 can sometimes suffer from unpredictable and severe delays caused by sports and other events at the Wembley complex.

Tenderers should also note the following factors/events which may have an impact on Route Nos. 83 & N83 in the foreseeable future:

- Current standing and stopping arrangements at Ealing Broadway may be subject to change.
- 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. 83 & N83 must serve all stops on the line of route designated for the route. There are two types of bus stop:

- Compulsory (white stop flag): where all buses must stop.
- Request (red stop flag): where buses are only required to stop if a passenger rings the bell or an intending passenger signals to the driver.

On all night routes (with N prefix) and on 24 hour routes (between the hours of 0100 and 0430) all bus stops are regarded as request stops regardless of their type.

Tenderers should note that there are proposals (subject to consultation) to remove the distinction between compulsory and request stops. If approved, the successful Tenderer will be advised of these changes in detail.

14. TIMING POINTS & MILEAGES

Timing Points

Buses should be timed at the following points:

Route Nos. 83 & N83

Towards Ealing Hospital

Golders Green Station Forecourt

Hendon Central Station
 West Hendon Broadway *Herbert Road*
 Kingsbury Green *Church Lane*
 Kingsbury *Blackbird Cross*
 Wembley Park Station
 Wembley Arena *Empire Way*
 Wembley Central Station
 Alperton Station
 Hanger Lane Station
 Ealing Broadway *Christchurch*
 West Ealing *Shops*
 Hanwell Broadway

Ealing Hospital

Towards Golders Green Station Forecourt

Ealing Hospital

Hanwell Broadway
 West Ealing *Shops*
 Ealing Broadway *Christchurch*
 Hanger Lane Station
 Alperton Station
 Wembley Central Station
 Wembley Arena *Empire Way*
 Wembley Park Station
 Kingsbury *Blackbird Cross*
 Kingsbury Green *Church Lane*
 West Hendon Broadway *Herbert Road*
 Hendon Central Station

Golders Green Station Forecourt

Mileages for Route Nos. 83 & N83

Golders Green Station Forecourt to Ealing Hospital	12.6 miles
Ealing Hospital to Golders Green Station Forecourt	12.7 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. 83 & N83 from the commencement of the new Route Agreement must be in a livery that is exclusively Corporation red. The paint should be matched accurately to the colour as defined by the following manufacturer's specifications:

ICI London Bus Red P498 FPF 3

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

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

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

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

APPENDIX A: ROUTE RECORD

ROUTE Nos. 83 & N83: GOLDERS GREEN STATION FORECOURT - EALING HOSPITAL

STREETS TRAVERSED

Towards Ealing Hospital: Golders Green Bus Station Forecourt, North End Road, Finchley Road, Golders Green Road, Brent Street, Queen's Road, Central Circus, Vivian Avenue, Station Road, West Hendon Broadway, The Hyde, Kingsbury Road, Church Lane, Tudor Gardens, Salmon Street, Forty Lane, Bridge Road, Wembley Park Drive, Empire Way, Wembley Hill Road, Wembley High Road, Ealing Road, Hanger Lane, Hanger Lane Gyratory, Hanger Lane, Hanger Lane Slip Road, Uxbridge Road, The Mall, The Broadway, New Broadway, Uxbridge Road, West Ealing Broadway, Uxbridge Road, Hanwell Broadway, Uxbridge Road, Private road in Ealing Hospital grounds.

Towards Golders Green Station Forecourt: Private road in Ealing Hospital grounds, Uxbridge Road, turn through gap in central reservation, Uxbridge Road, Hanwell Broadway, Uxbridge Road, West Ealing Broadway, Uxbridge Road, New Broadway, The Broadway, The Mall, Uxbridge Road, Hanger Lane Slip Road, Hanger Lane, Hanger Lane Gyratory, Hanger Lane, Ealing Road, Alperton Station Forecourt, Ealing Road, Wembley High Road, Wembley Hill Road, Empire Way, Wembley Park Drive, Bridge Road, Forty Lane, Salmon Street, Tudor Gardens, Church Lane, Kingsbury Road, The Hyde, West Hendon Broadway, Herbert Road, Wilberforce Road, Station Road, Vivian Avenue, Central Circus, Queen's Road, Brent Street, Golders Green Road, North End Road, Golders Green Bus Station Forecourt.

STANDS, TURNING POINTS AND DESTINATION BLINDS

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

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

83 via Wembley

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.

GOLDERS GREEN STATION FORECOURT, STAND GH

Private stand for 3 buses at Stop GH in Golders Green Bus Station on north side of North End Road. When stand is full buses should use overflow stand opposite Stops GI and GH. Buses proceed from Golders Green Bus Station Forecourt direct to stand, departing to Golders Green Bus Station Forecourt. Set down in Golders Green Bus Station Forecourt, at stop GH and pick up in Golders Green Bus Station Forecourt, at stop GH.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 vehicles on Route Nos. 83 & N83 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
OTHER INFORMATION:	London Buses toilet facilities available 24 hours a day.
BLIND DISPLAY:	Golders Green

HENDON, BELL (from Ealing Hospital)

Public stand on east side of slip road connecting Brent Street and Brent Green, commencing 6 metres north of centre of Brent Green and extending 10 metres northward. Buses proceed from Queen's Road via Brent Green and Brook Water Lane to stand, departing via Brook Water Lane and Brent Green to Queen's Road. Set down in Queen's Road, at stop Y and pick up in Queen's Road, at stop Z.

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

WEST HENDON, PERRYFIELD WAY (from Ealing Hospital)

Public stand on west side of Perryfield Way, commencing 35 metres north of a point opposite the centre of Telford Road and extending 22 metres south. Buses proceed from West Hendon Broadway via Herbert Road, Wilberforce Road, Herbert Road, Station Road, West Hendon Broadway and Perryfield Way to stand, departing via Perryfield Way to West Hendon Broadway. Set down in West Hendon Broadway, at stop HC and pick up in West Hendon Broadway, at stop HM.

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

KINGSBURY, ROE GREEN (from Ealing Hospital)

Public stand for one bus on north side of Highfield Avenue, commencing 23 metres east of eastern kerb line of Roe Green.

Buses proceed from Church Lane via Kingsbury Road, Roe Green and Highfield Avenue to stand, departing via Highfield Avenue and Buck Lane to Church Lane. Set down in Church Lane, at stop S and pick up in Church Lane, at stop K.

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

WEMBLEY ARENA, ENGINEERS WAY (SOUTH)

Public stand on south side of Engineers Way, commencing 30 metres east of the junction with Empire Way and extending 19 metres westwards.

From Golders Green Station Forecourt

Buses proceed from Empire Way via Engineers Way to stand, departing via Engineers Way to Empire Way. Set down in Empire Way, at stop H and pick up in Empire Way, at stop G.

From Ealing Hospital

Buses proceed from Empire Way via Engineers Way to stand, departing via Engineers Way to Empire Way. Set down in Empire Way, at stop D and pick up in Empire Way, at stop C.

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

WEMBLEY STADIUM

From Golders Green Station Forecourt

Buses proceed from Empire Way departing to Empire Way. Set down in Empire Way, at stop C and pick up in Empire Way, at stop D.

From Ealing Hospital

Buses proceed from Wembley Hill Road via Empire Way departing to Wembley Hill Road. Set down in Wembley Hill Road, at stop SD and pick up in Wembley Hill Road, at stop SA.

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

ALPERTON STATION (from Golders Green Station Forecourt)

Private stand on LUL Station forecourt on the north side of Ealing Road.

Buses proceed from Ealing Road via Alperton Station Forecourt to stand, departing via Alperton Station Forecourt to Ealing Road. Set down in Ealing Road, at stop A and pick up in Ealing Road, at stop B.

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

ALPERTON, SAINSBURY'S

Public stand in bay on north side of Glacier Way, commencing 49 metres east of the centre of the roundabout at the junction with the superstore service road and Athlon Road.

From Golders Green Station Forecourt

Buses proceed from Ealing Road via Glacier Way to stand, departing via Glacier Way to Ealing Road. Set down in Ealing Road, at stop A and pick up in Ealing Road, at stop B.

From Ealing Hospital

Buses proceed from Ealing Road via Glacier Way to stand, departing via Glacier Way to Ealing Road. Set down in Ealing Road, at stop G and pick up in Ealing Road, at stop E.

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

EALING BROADWAY, HAVEN GREEN, STAND Z3/Z4 (from Golders Green Station Forecourt)

Public stand for 4 buses at Stops Z3 and Z4 on south side of Haven Green (diagonal) commencing 11 metres west of lamp standard No. 37S8 and extending 40 metres east.

Buses proceed from The Mall via The Broadway, Spring Bridge Road, Haven Green (west side), Haven Green (north side), Haven Green (east side) and Haven Green (diagonal) to stand, departing via Haven Green (diagonal), Haven Green (north side), Haven Green (east side) and The Broadway to The Mall. Set down in The Mall, at stop K and pick up in The Mall, at stop EM.

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

EALING HOSPITAL GROUNDS, STAND U

Private stand at stop U in Ealing Hospital grounds in bus bays on west side of hospital building.

Buses proceed from Private road in Ealing Hospital grounds direct to stand, departing to Private road in Ealing Hospital grounds. Set down and pick up in Private road in Ealing Hospital grounds, at stop U.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 vehicles on Route Nos. 83 & N83 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
OTHER INFORMATION:	Ealing Hospital toilet facilities available 24 hours a day.
BLIND DISPLAY:	Ealing Hospital

APPENDIX B: SAMPLE RUNNING TIMES FOR ROUTE No. 83
(based on current schedule week commencing 31st March 2007)

MONDAYS TO FRIDAYS

1. Golders Green Station Forecourt to Ealing Hospital

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical evening	Typical late evening
Golders Green Station Forecourt	0535	0803	1235	1704	2004	2310
Hendon Central Station	0543	0813	1245	1718	2014	2318
West Hendon Broadway <i>Station Road</i>	0546	0817	1248	1722	2017	2321
Kingsbury <i>Roe Green</i>	0552	0826	1257	1732	2026	2327
Kingsbury <i>Blackbird Cross</i>	0557	0833	1302	1738	2031	2332
Wembley Park Station	0601	0839	1306	1743	2035	2336
Wembley Central Station	0607	0849	1316	1754	2043	2342
Alperton Station	0612	0859	1325	1804	2048	2347
Hanger Lane Station	0616	0907	1331	1811	2052	2351
Ealing Broadway <i>Christchurch</i>	0626	0925	1346	1826	2102	0001
West Ealing <i>Shops</i>	0629	0929	1350	1831	2105	0004
Hanwell Broadway	0633	0935	1356	1837	2109	0008
Ealing Hospital	0636	0938	1359	1841	2112	0011
	61 minutes	95 minutes	84 minutes	97 minutes	68 minutes	61 minutes

MONDAYS TO FRIDAYS - continued2. Ealing Hospital to Golders Green Station Forecourt

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical evening	Typical late evening
Ealing Hospital	0525	0805	1213	1708	2030	2315
Hanwell Broadway	0527	0809	1216	1711	2032	2317
West Ealing <i>Shops</i>	0532	0818	1223	1718	2037	2322
Ealing Broadway <i>Christchurch</i>	0536	0823	1228	1723	2041	2326
Hanger Lane Station	0545	0840	1240	1737	2050	2335
Alperton Station	0550	0846	1246	1744	2055	2340
Wembley Central Station	0555	0854	1254	1753	2100	2345
Wembley Park Station	0602	0905	1304	1806	2107	2352
Kingsbury <i>Blackbird Cross</i>	0605	0909	1308	1810	2110	2355
Kingsbury <i>Roe Green</i>	0609	0913	1312	1816	2114	2359
West Hendon Broadway <i>Station Road</i>	0615	0920	1318	1822	2120	0005
Hendon Central Station	0618	0925	1323	1827	2123	0008
Golders Green Station Forecourt	0626	0938	1336	1840	2131	0016
	61 minutes	93 minutes	83 minutes	92 minutes	61 minutes	61 minutes

SATURDAYS1. Golders Green Station Forecourt to Ealing Hospital

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical evening	Typical late evening
Golders Green Station Forecourt	0605	1050	1506	2010	2310
Hendon Central Station	0613	1101	1517	2018	2318
West Hendon Broadway <i>Station Road</i>	0616	1105	1521	2021	2321
Kingsbury <i>Roe Green</i>	0622	1112	1528	2027	2327
Kingsbury <i>Blackbird Cross</i>	0627	1117	1533	2032	2332
Wembley Park Station	0631	1121	1537	2036	2336
Wembley Central Station	0637	1133	1549	2042	2342
Alperton Station	0642	1144	1600	2047	2347
Hanger Lane Station	0646	1149	1605	2051	2351
Ealing Broadway <i>Christchurch</i>	0656	1201	1617	2101	0001
West Ealing <i>Shops</i>	0659	1205	1621	2104	0004
Hanwell Broadway	0703	1211	1627	2108	0008
Ealing Hospital	0706	1214	1630	2111	0011
	61 minutes	84 minutes	84 minutes	61 minutes	61 minutes

2. Ealing Hospital to Golders Green Station Forecourt

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical evening	Typical late evening
Ealing Hospital	0555	1056	1504	2030	2300
Hanwell Broadway	0557	1059	1507	2032	2302
West Ealing <i>Shops</i>	0602	1106	1514	2037	2307
Ealing Broadway <i>Christchurch</i>	0606	1111	1519	2041	2311
Hanger Lane Station	0615	1122	1530	2050	2320
Alperton Station	0620	1128	1536	2055	2325
Wembley Central Station	0625	1137	1545	2100	2330
Wembley Park Station	0632	1148	1556	2107	2337
Kingsbury <i>Blackbird Cross</i>	0635	1151	1559	2110	2340
Kingsbury <i>Roe Green</i>	0639	1155	1603	2114	2344
West Hendon Broadway <i>Station Road</i>	0645	1202	1610	2120	2350
Hendon Central Station	0648	1206	1614	2123	2353
Golders Green Station Forecourt	0656	1219	1627	2131	0001
	61 minutes	83 minutes	83 minutes	61 minutes	61 minutes

SUNDAYS

1. Golders Green Station Forecourt to Ealing Hospital

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical evening	Typical late evening
Golders Green Station Forecourt	0525	1101	1501	2010	2310
Hendon Central Station	0533	1112	1512	2018	2318
West Hendon Broadway <i>Station Road</i>	0536	1116	1516	2021	2321
Kingsbury <i>Roe Green</i>	0542	1123	1523	2027	2327
Kingsbury <i>Blackbird Cross</i>	0547	1129	1529	2032	2332
Wembley Park Station	0551	1133	1533	2036	2336
Wembley Central Station	0557	1145	1545	2042	2342
Alperton Station	0602	1155	1555	2047	2347
Hanger Lane Station	0606	1200	1600	2051	2351
Ealing Broadway <i>Christchurch</i>	0613	1211	1611	2101	0001
West Ealing <i>Shops</i>	0616	1214	1614	2104	0004
Hanwell Broadway	0620	1218	1618	2108	0008
Ealing Hospital	0622	1221	1621	2111	0011
	57 minutes	80 minutes	80 minutes	61 minutes	61 minutes

SUNDAYS - continued

2. Ealing Hospital to Golders Green Station Forecourt

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical evening	Typical late evening
Ealing Hospital	0525	1057	1509	2000	2310
Hanwell Broadway	0527	1059	1511	2002	2318
West Ealing <i>Shops</i>	0531	1104	1516	2007	2321
Ealing Broadway <i>Christchurch</i>	0534	1108	1520	2011	2327
Hanger Lane Station	0541	1118	1530	2020	2332
Alperton Station	0546	1123	1535	2025	2336
Wembley Central Station	0551	1132	1544	2030	2342
Wembley Park Station	0558	1145	1557	2037	2347
Kingsbury <i>Blackbird Cross</i>	0601	1149	1601	2040	2351
Kingsbury <i>Roe Green</i>	0605	1155	1607	2044	0001
West Hendon Broadway <i>Station Road</i>	0611	1202	1614	2050	0004
Hendon Central Station	0614	1205	1617	2053	0008
Golders Green Station Forecourt	0622	1215	1627	2101	0011
	57 minutes	78 minutes	78 minutes	61 minutes	61 minutes

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

APPENDIX B: SAMPLE RUNNING TIMES FOR ROUTE No. N83

(based on current schedule week commencing 31st March 2007)

NIGHTLY**1. Golders Green Station Forecourt to Ealing Hospital**

	Typical late night	Typical early morning
Golders Green Station Forecourt	0200	0330
Hendon Central Station	0208	0338
West Hendon Broadway <i>Station Road</i>	0211	0341
Kingsbury <i>Roe Green</i>	0217	0347
Kingsbury <i>Blackbird Cross</i>	0221	0351
Wembley Park Station	0224	0354
Wembley Central Station	0229	0359
Alperton Station	0234	0404
Hanger Lane Station	0237	0407
Ealing Broadway <i>Christchurch</i>	0244	0414
West Ealing <i>Shops</i>	0247	0417
Hanwell Broadway	0250	0420
Ealing Hospital	0252	0422
	52 minutes	52 minutes

2. Ealing Hospital to Golders Green Station Forecourt

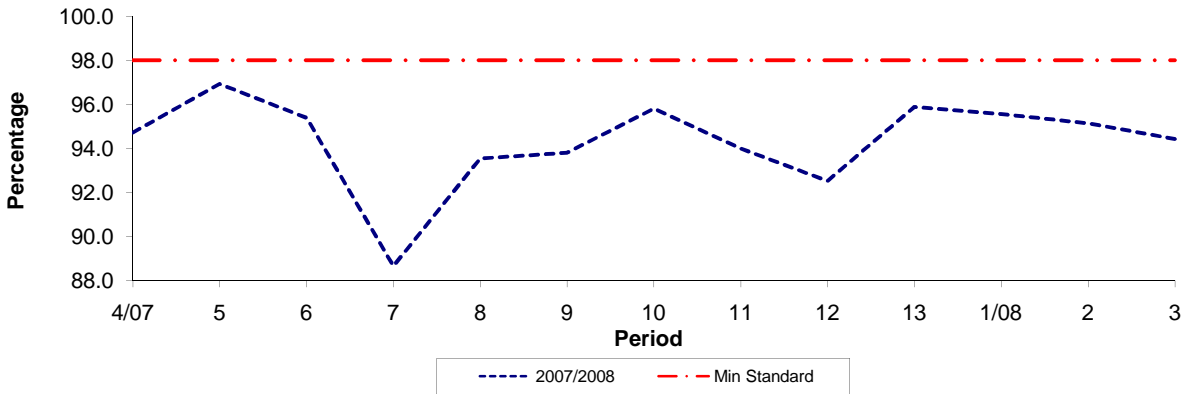
	Typical late night	Typical early morning
Ealing Hospital	0130	0330
Hanwell Broadway	0132	0332
West Ealing <i>Shops</i>	0136	0336
Ealing Broadway <i>Christchurch</i>	0139	0339
Hanger Lane Station	0146	0346
Alperton Station	0149	0349
Wembley Central Station	0154	0354
Wembley Park Station	0200	0400
Kingsbury <i>Blackbird Cross</i>	0203	0403
Kingsbury <i>Roe Green</i>	0206	0406
West Hendon Broadway <i>Station Road</i>	0211	0411
Hendon Central Station	0214	0414
Golders Green Station Forecourt	0221	0421
	51 minutes	51 minutes

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

PART B - PERFORMANCE STATISTICS

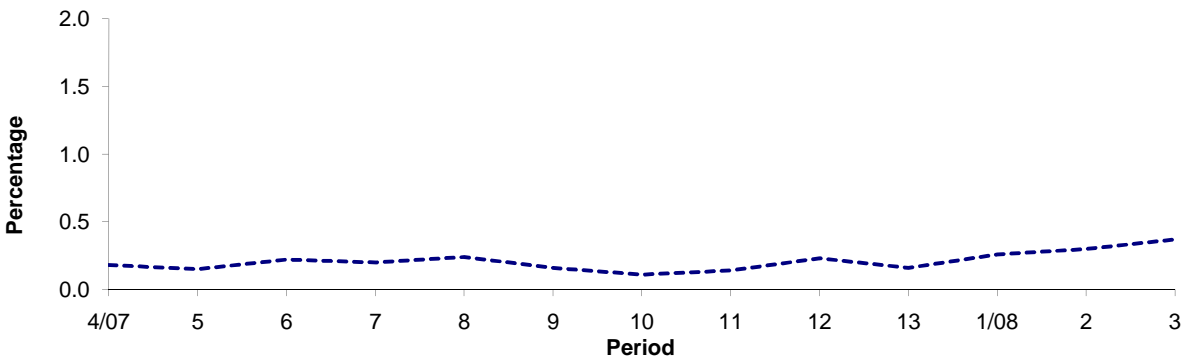
Route 83

Mileage Operated



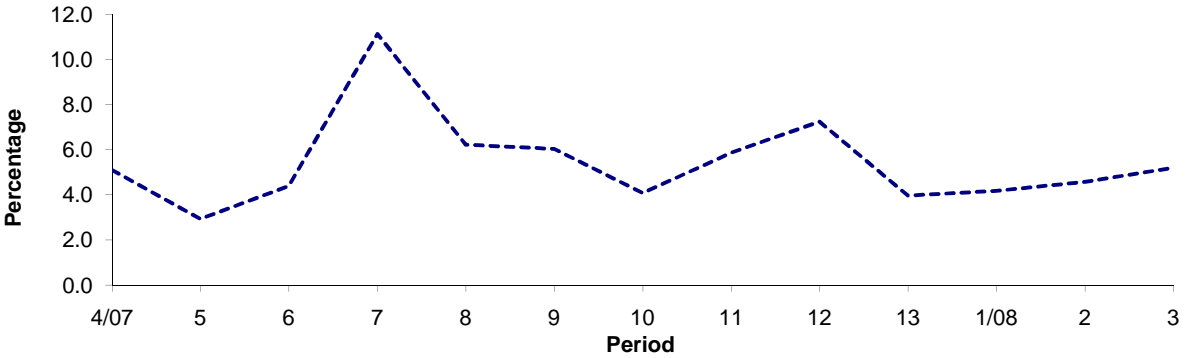
Period	4/07	5	6	7	8	9	10	11	12	13	1/08	2	3
2007/2008	94.72	96.92	95.39	88.67	93.54	93.80	95.81	93.99	92.53	95.88	95.56	95.13	94.43
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	4/07	5	6	7	8	9	10	11	12	13	1/08	2	3
2007/2008	0.18	0.15	0.22	0.20	0.24	0.16	0.11	0.14	0.23	0.16	0.26	0.30	0.37

Non Deductible Mileage



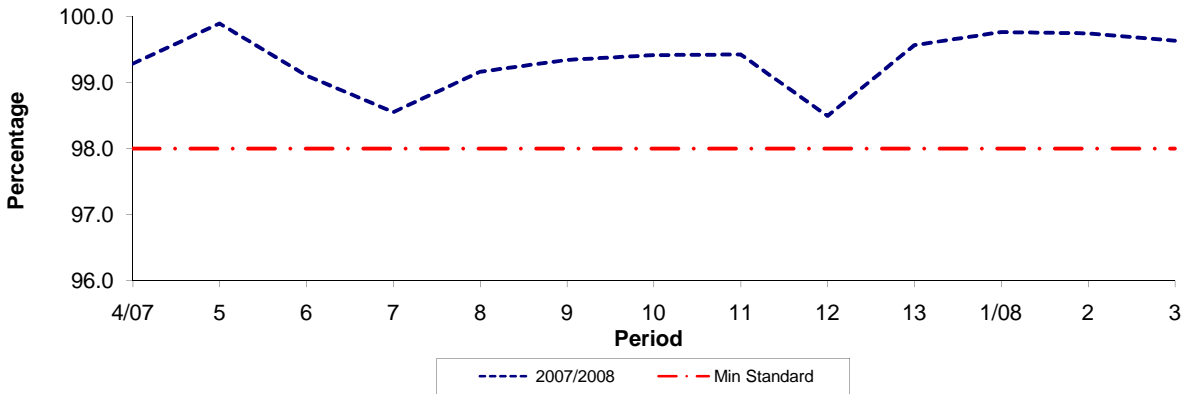
Period	4/07	5	6	7	8	9	10	11	12	13	1/08	2	3
2007/2008	5.10	2.93	4.39	11.13	6.22	6.04	4.08	5.87	7.24	3.96	4.18	4.57	5.20

Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

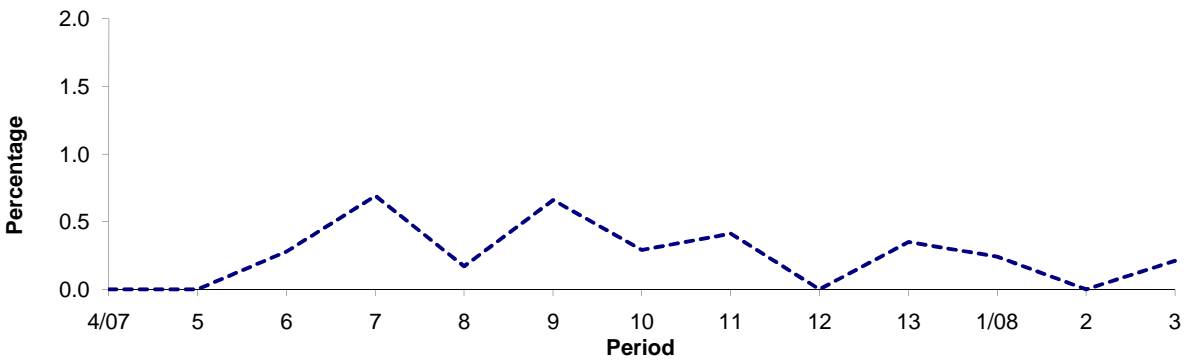
Route N83

Mileage Operated



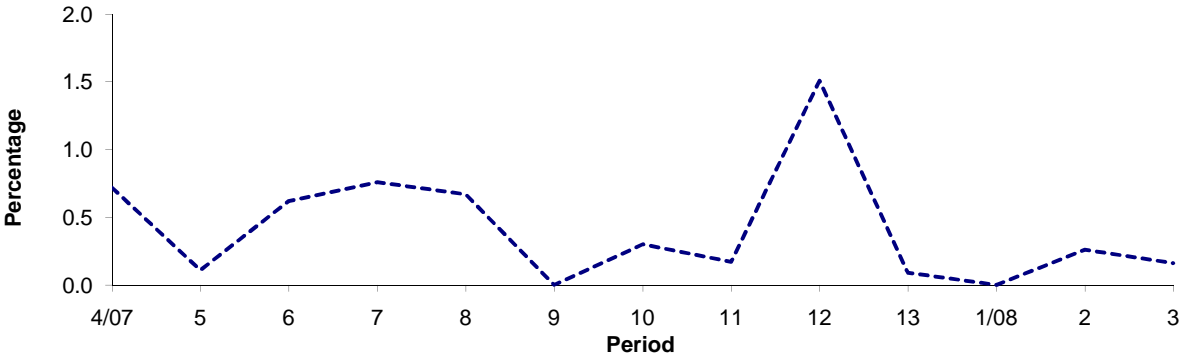
Period	4/07	5	6	7	8	9	10	11	12	13	1/08	2	3
2007/2008	99.28	99.89	99.10	98.55	99.16	99.34	99.41	99.42	98.49	99.56	99.76	99.74	99.63
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	4/07	5	6	7	8	9	10	11	12	13	1/08	2	3
2007/2008	0.00	0.00	0.28	0.69	0.17	0.66	0.29	0.41	0.00	0.35	0.24	0.00	0.21

Non Deductible Mileage

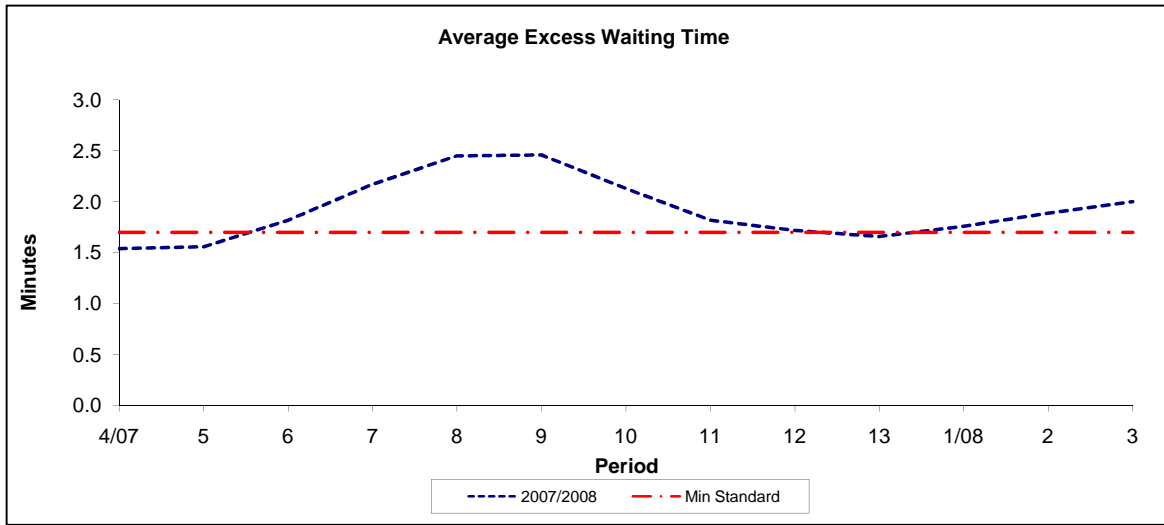


Period	4/07	5	6	7	8	9	10	11	12	13	1/08	2	3
2007/2008	0.72	0.11	0.62	0.76	0.67	0.00	0.30	0.17	1.51	0.09	0.00	0.26	0.16

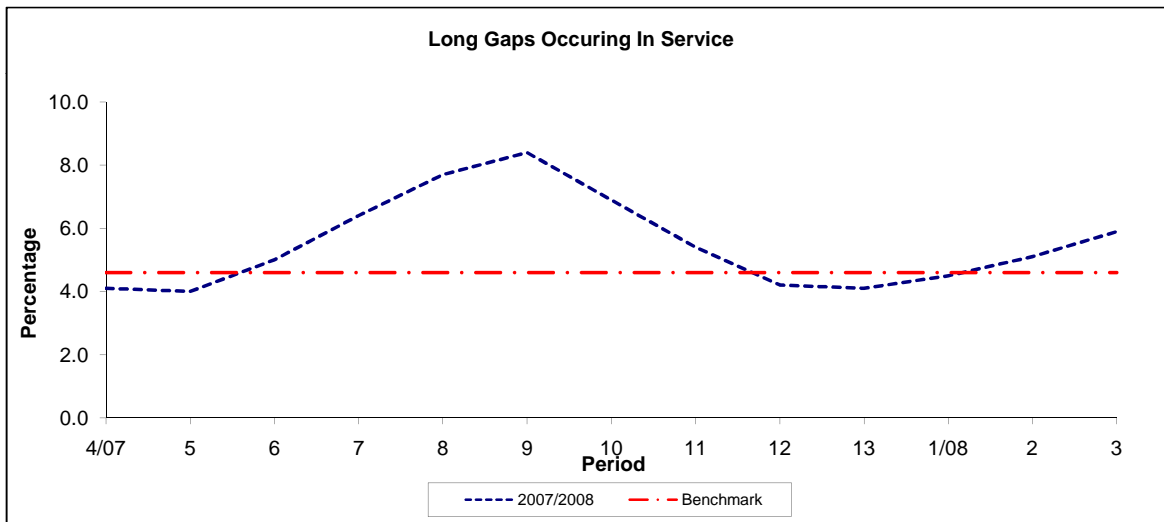
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 83



Period	4/07	5	6	7	8	9	10	11	12	13	1/08	2	3
2007/2008	1.54	1.56	1.82	2.17	2.45	2.46	2.13	1.82	1.72	1.66	1.76	1.89	2.00
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

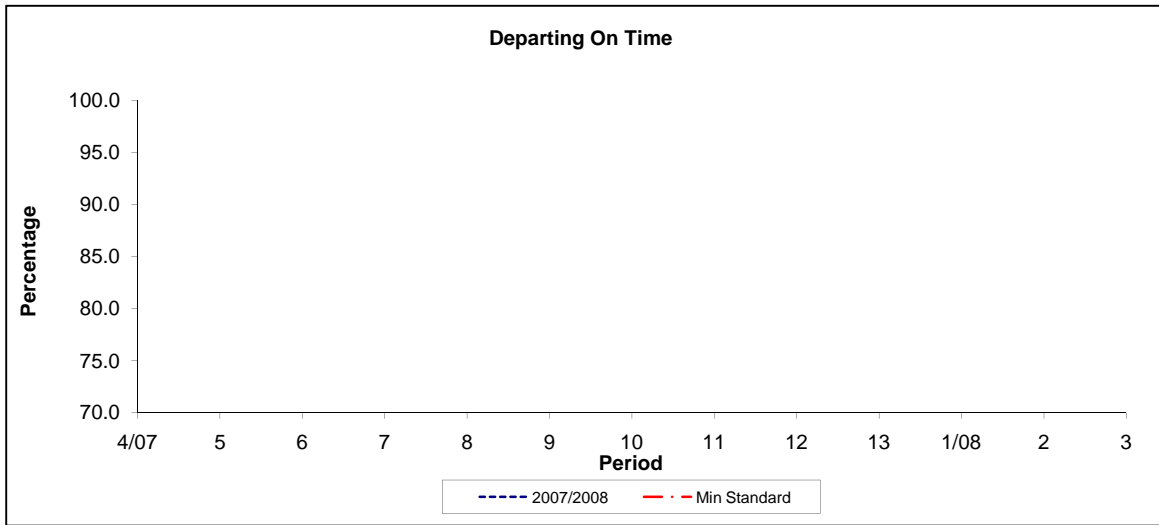


Period	4/07	5	6	7	8	9	10	11	12	13	1/08	2	3
2007/2008	4.10	4.00	5.00	6.40	7.70	8.40	6.90	5.40	4.20	4.10	4.50	5.10	5.90
Benchmark	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60

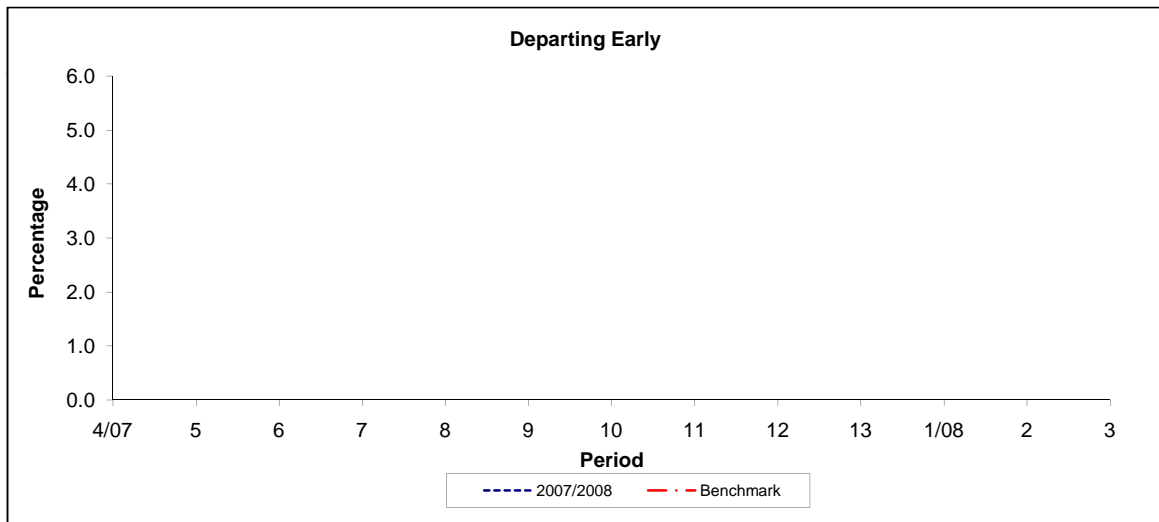
Note : Reliability is based on 12 weeks rolling data

PART B - PERFORMANCE STATISTICS

Route N83



Period	4/07	5	6	7	8	9	10	11	12	13	1/08	2	3
2007/2008													
Min Standard													



Period	4/07	5	6	7	8	9	10	11	12	13	1/08	2	3
2007/2008													
Benchmark													

Note : No reliability data - night bus route outside central London