

## SECTION 2: PART A

### SERVICE SPECIFICATION FOR ROUTE No. 2 & N2

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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. 2 & N2.

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:

- Route No. 2 will stand at Ernest Avenue, West Norwood. Standing arrangements are to be confirmed. Please see appendix A for standing restrictions.

## 3. TERMINALS

Route No. 2 will operate between Marylebone Station and West Norwood, Ernest Avenue.

Route No. N2 will operate between Trafalgar Square and Crystal Palace Bus 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 No. 2 & N2 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Saturdays & Good Friday	Section 6.2
Sundays	Section 6.3
Christmas Day	No service
Boxing Day	Section 6.4
Other Public Holidays	Sunday service
Sunday nights/Monday mornings to Thursday nights/Friday mornings	Section 6.5
Friday nights/Saturday mornings to Saturday nights/Sunday mornings	Section 6.6
New Year's Eve night/ New Year's Day morning*	Saturday night/ Sunday morning service
Christmas Eve night/Christmas Day morning	No service
Christmas Day night/Boxing Day morning	No service

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

## 5. VEHICLE TYPE

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

Route Nos. 2 & N2 is currently approved for vehicles which are a maximum of 10.5 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. Marylebone Station to West Norwood, Ernest Avenue

0525 - 0645	Every 10 minutes
0646 - 0700	Every 7 minutes
0701 - 0930	Every 6-7 minutes (9 buses per hour)
0931 - 1530	Every 7-8 minutes (8 buses per hour)
1531 - 1930	Every 6-7 minutes (9 buses per hour)
1931 - 2000	Every 8 minutes
2001 - 2030	Every 10 minutes
2031 - 0020	Every 12 minutes

First departure from Marylebone Station no later than 0530.

Last departure from Marylebone Station no earlier than 0015.

Tenders should ensure that buses are scheduled to be no more than 7 minutes apart at Brixton Station between 0745 and 0900 and no more than 8 minutes apart at Brixton Station between 1500 and 1600.

### 2. West Norwood, Ernest Avenue to Marylebone Station

0435 - 0600	Every 10 minutes
0601 - 0630	Every 7 minutes
0631 - 0900	Every 6-7 minutes (9 buses per hour)
0901 - 1530	Every 7-8 minutes (8 buses per hour)
1531 - 1830	Every 6-7 minutes (9 buses per hour)
1831 - 1900	Every 8 minutes
1901 - 1930	Every 10 minutes
1931 - 2350	Every 12 minutes

First departure from West Norwood, Ernest Avenue no later than 0440.

Last departure from West Norwood, Ernest Avenue no earlier than 2345.

Tenders should ensure that buses are scheduled to be no more than 7 minutes apart at Marble Arch between 0730 and 0900 and no more than 8 minutes apart at Marble Arch between 1500 and 1600.

## 6.2 Saturdays & Good Friday

### 1. Marylebone Station to West Norwood, Ernest Avenue

0525 - 0850	Every 10 minutes
0851 - 2000	Every 7-8 minutes (8 buses per hour)
2001 - 2030	Every 8 minutes
2031 - 2100	Every 10 minutes
2101 - 0020	Every 12 minutes

First departure from Marylebone Station no later than 0530.  
Last departure from Marylebone Station no earlier than 0015.

Tenders should ensure that buses are scheduled to be no more than 8 minutes apart at Brixton Station between 1000 and 1130.

### 2. West Norwood, Ernest Avenue to Marylebone Station

0435 - 0750	Every 10 minutes
0751 - 1830	Every 7-8 minutes (8 buses per hour)
1831 - 1900	Every 8 minutes
1901 - 2000	Every 10 minutes
2001 - 2350	Every 12 minutes

First departure from West Norwood, Ernest Avenue no later than 0440.  
Last departure from West Norwood, Ernest Avenue no earlier than 2345.

Tenders should ensure that buses are scheduled to be no more than 8 minutes apart at Marble Arch between 0930 and 1100.

### 6.3 Sundays

1. Marylebone Station to West Norwood, Ernest Avenue

0525 - 0640	Every 15 minutes
0641 - 0930	Every 12 minutes
0931 - 2030	Every 10 minutes
2031 - 0020	Every 12 minutes

First departure from Marylebone Station no later than 0530.  
Last departure from Marylebone Station no earlier than 0015.

Tenders should ensure that buses are scheduled to be no more than 10 minutes apart at Brixton Station between 1030 and 1200.

2. West Norwood, Ernest Avenue to Marylebone Station

0435 - 0535	Every 15 minutes
0536 - 0815	Every 12 minutes
0816 - 1900	Every 10 minutes
1901 - 2350	Every 12 minutes

First departure from West Norwood, Ernest Avenue no later than 0440.  
Last departure from West Norwood, Ernest Avenue no earlier than 2345.

Tenders should ensure that buses are scheduled to be no more than 10 minutes apart at Marble Arch between 1030 and 1200.



## 6.4 Boxing Day

### 1. Marylebone Station to West Norwood, Ernest Avenue

0800 - 2030	Every 10 minutes
2031 - 0020	Every 12 minutes

First departure from Marylebone Station no later than 0805.  
Last departure from Marylebone Station no earlier than 0015.

### 2. West Norwood, Ernest Avenue to Marylebone Station

0800 - 1900	Every 10 minutes
1901 - 2350	Every 12 minutes

First departure from West Norwood, Ernest Avenue no later than 0805.  
Last departure from West Norwood, Ernest Avenue no earlier than 2345.

**Tenderers must identify the cost of the Boxing Day element of this service separately.**

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

1. Trafalgar Square, Whitehall to Crystal Palace Parade

0030 - 0520            Every 30 minutes

First departure from Trafalgar Square, Whitehall no later than 0035.  
Last departure from Trafalgar Square, Whitehall no earlier than 0515.

2. Crystal Palace Bus Station to Trafalgar Square. Whitehall

2335 - 0430            Every 30 minutes

First departure from Crystal Palace Bus Station no later than 2340.  
Last departure from Crystal Palace Bus Station no earlier than 0425.

**6.6 Friday nights/Saturday mornings to Saturday nights/Sunday mornings**

1. Trafalgar Square, Whitehall to Crystal Palace Parade

0030 - 0520            Every 20 minutes

First departure from Trafalgar Square, Whitehall no later than 0035.  
Last departure from Trafalgar Square, Whitehall no earlier than 0515.

2. Crystal Palace Bus Station to Trafalgar Square, Whitehall

2335 - 0430            Every 20 minutes

First departure from Crystal Palace Bus Station no later than 2340.  
Last departure from Crystal Palace Bus Station no earlier than 0425.

## 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. 2 & N2 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. 2 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. N2 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. N2 at present. However, this may change at a later date when a Threshold figure may be published.

### Summary of proposed QSI coverage: Route Nos. 2 & N2

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

Location of QSI survey points in each direction

<b>Towards Marylebone Station</b>	<b>Towards West Norwood</b>
West Norwood	Marble Arch
Brixton	Victoria
Victoria	Vauxhall
	Brixton

Total scheduled manual QSI surveys per quarter = 112.

## 8. RUNNING TIMES

Extracts from the public timetable with sample running times for Route Nos. 2 & N2 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 to ensure that they are appropriate in present traffic conditions. Tenderers should particularly check the existing running times for the Evenings and the Saturday afternoon shopping period.

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

- the minimum performance standards for Route Nos. 2 & N2 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.

In order to meet reliability targets, Tenderers may wish to consider the inclusion of a boarding time allowance at Trafalgar Square as appropriate on all or some nights.

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. 2 should interwork with Route No. N2 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. 2 & N2 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. 2 & N2:

- Route No. 2 can suffer from unpredictable traffic delays in the Brixton, Vauxhall, Victoria and the Marble Arch areas.

Tenderers should also note the following factors which may have an impact on Route No. 2 and N2 in the foreseeable future:

- It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract. **This is expected to lead to significant savings in running and recovery times to bus routes, and, therefore, potential resource (cycle time and PVR) savings are expected. Tenderers are required to identify and submit the level of savings per vehicle that could be achieved by reducing peak vehicle requirement, and/or how reliability targets could be revised when the Scheme is introduced.**

The above factors have been included to assist Tenderers and represents the information currently available to the Corporation. Tenderers should make their own enquiries about events which may impact upon the route and should form their own views about their likely effect upon it.

## 13. STOPPING ARRANGEMENTS

Buses operating on Route No. 2 & N2 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 No. 2

Marylebone Station to West Norwood, Ernest Avenue	8.4 miles
West Norwood, Ernest Avenue to Marylebone Station	8.0 miles

### Mileages for Route No. N2

Crystal Palace Bus Station to Trafalgar Square, Whitehall	8.5 miles
Trafalgar Square, Whitehall to Crystal Palace Parade	8.5 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. 2 & N2 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 No. 2: MARYLEBONE STATION - WEST NORWOOD, ERNEST AVENUE

#### STREETS TRAVERSED

**Towards West Norwood, Ernest Avenue:** Melcombe Place, Great Central Street, Marylebone Road, Baker Street, Portman Square, Orchard Street, Oxford Street, Park Lane, Hyde Park Corner, Duke Of Wellington Place, Grosvenor Place, Lower Grosvenor Place, Buckingham Palace Road, Terminus Place, Wilton Road, Vauxhall Bridge Road, Bessborough Gardens, Vauxhall Bridge Road, Vauxhall Bridge, Bridgefoot, Vauxhall Bus Station, South Lambeth Place, South Lambeth Road, Stockwell Terrace, Clapham Road, Stockwell Road, Brixton Road, Effra Road, Tulse Hill, Norwood Road, Norwood High Street, Ernest Avenue.

**Towards Marylebone Station:** Ernest Avenue, Knights Hill, Norwood Road, Christchurch Road, Harde Rise, Tulse Hill, Effra Road, St Matthew's Road, Brixton Hill, Brixton Road, Stockwell Road, South Lambeth Road, Parry Street, Vauxhall Bus Station, Bridgefoot, Vauxhall Bridge, Bessborough Gardens, Vauxhall Bridge Road, Neathouse Place, Wilton Road, Victoria Street, Grosvenor Gardens, Grosvenor Place, Hyde Park Corner, Park Lane, Cumberland Gate, Tyburn Way, Marble Arch, Oxford Street, Portman Street, Portman Square (West Side), Gloucester Place, Dorset Square, Melcombe Place.

#### 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:

2 via Victoria
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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.



### **MARYLEBONE, HAYES PLACE**

Public stand for two buses on north side of Hayes Place.

Buses proceed from Melcombe Place via Harewood Avenue and Hayes Place to stand, departing via Hayes Place, Lisson Grove, Marylebone Road and Harewood Avenue to Melcombe Place. Set down in Melcombe Place, at Stop LA and pick up in Melcombe Place, at Stop L.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 vehicles on Route No. 2 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:	Marylebone

### **MARBLE ARCH, TYBURN WAY (from West Norwood, Ernest Avenue)**

Public stand on west side of Tyburn Way, commencing 1 metre south of lamp standard No 20512 and extending 33 metres south.

Buses proceed from Park Lane via Cumberland Gate and Tyburn Way to stand, departing via Tyburn Way, Marble Arch, Oxford Street, Portman Street and Portman Square to Orchard Street. Set down in Park Lane, at Stop W and pick up in Park Lane, at Stop BA.

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

### **HYDE PARK CORNER, ACHILLES WAY (from West Norwood, Ernest Avenue)**

Public stand on north side of Achilles Way, commencing 18 metres west of the southbound carriageway of Park Lane and extending 12 metres west.

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

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

### **VICTORIA, VAUXHALL BRIDGE ROAD (from West Norwood, Ernest Avenue)**

Public stand for eight buses on west side of Vauxhall Bridge Road in two sections, each 37 metres long, separated by a 10 metre loading bay outside the entrance to the Apollo Theatre.

Buses proceed from Wilton Road via Vauxhall Bridge Road to stand, departing via Vauxhall Bridge Road, Neathouse Place, Wilton Road, Victoria Street and Buckingham Palace Road to Terminus Place. Set down in Wilton Road, at Stop H and pick up in Terminus Place, at Stop F.

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: Victoria

### **VAUXHALL BUS STATION (from West Norwood, Ernest Avenue)**

Private offside stand for 6 buses in three sections (24, 37 and 12 metres) in Bondway commencing 1.5 metres north of lamp standard No. 7 and extending overall 106 metres south.

Buses proceed from Vauxhall Bus Station direct to stand, departing to Vauxhall Bus Station. Set down in Vauxhall Bus Station, at Stop H and pick up in Vauxhall Bus Station, at Stop D.

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: Vauxhall

### **STOCKWELL STATION, CLAPHAM ROAD**

#### From Marylebone Station.

Buses proceed from South Lambeth Road via Stockwell Terrace, Clapham Road and Stockwell Road departing to South Lambeth Road. Set down in South Lambeth Road, at stop B and pick up in South Lambeth Road, at stop A.

#### From Norwood Bus Garage.

Buses proceed from Stockwell Road via South Lambeth Road and Clapham Road departing to Stockwell Road. Set down in Stockwell Road, at Stop R and pick up in Stockwell Road, at Stop X.

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

### **BRIXTON, STOCKWELL PARK WALK (from West Norwood, Ernest Avenue)**

Public stand, 124m long, on the north side of Stockwell Park Walk.

Buses proceed from Brixton Road via Stockwell Road and Stockwell Park Walk to stand, departing via Stockwell Park Walk to Brixton Road. Set down in Brixton Road, at Stop T and pick up in Brixton Road, at Stop P.

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

### **TULSE HILL STATION, HARDEL RISE**

Public stand for three buses on the west side of Hardel Rise in two sections. 1) Commencing 8 metres south of northern flank wall of 166 Tulse Hill and extending 19 metres south. 2) Commencing 15 metres south of southern boundary wall of Axford House and extending 25 metres south.

#### From Marylebone Station.

Buses proceed from Tulse Hill via Norwood Road, Christchurch Road and Hardel Rise to stand, departing via Hardel Rise, Tulse Hill and Norwood Road to Christchurch Road. Set down in Tulse Hill, at Stop A and pick up in Christchurch Road, at Stop E.

#### From Norwood Bus Garage.

Buses proceed from Christchurch Road via Hardel Rise to stand, departing via Hardel Rise and Tulse Hill to Norwood Road. Set down in Christchurch Road, at Stop E and pick up in Norwood Road, at Stop G.

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

### **WEST NORWOOD, ERNEST AVENUE**

Stand details are to be finalised.

Buses proceed from Ernest Avenue to stand, departing via Ernest Avenue. Set down and pick up in Ernest Avenue, at Stop U.

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 2 vehicles on Route No. 2 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: West Norwood

**APPENDIX A: ROUTE RECORD**  
**ROUTE No. N2: CRYSTAL PALACE BUS STATION - TRAFALGAR SQUARE**

**STREETS TRAVERSED**

**Towards Trafalgar Square:** Crystal Palace Bus Station East Side, Crystal Palace Parade, Church Road, Westow Street, Central Hill, Elder Road, Norwood High Street, Ernest Avenue, Knights Hill, Norwood Road, Christchurch Road, Hardel Rise, Tulse Hill, Effra Road, St Matthew's Road, Brixton Hill, Brixton Road, Stockwell Road, South Lambeth Road, Parry Street, Vauxhall Bus Station, Bridgefoot, Vauxhall Bridge, Bessborough Gardens, Vauxhall Bridge Road, Neathouse Place, Wilton Road, Allington Street, Bressenden Place, Victoria Street, Broad Sanctuary, Parliament Square, Parliament Street, Whitehall.

**Towards Crystal Palace Bus Station:** Whitehall, Parliament Street, Parliament Square, Broad Sanctuary, Victoria Street, Buckingham Palace Road, Terminus Place, Wilton Road, Vauxhall Bridge Road, Bessborough Gardens, Vauxhall Bridge Road, Vauxhall Bridge, Bridgefoot, Vauxhall Bus Station, South Lambeth Place, South Lambeth Road, Stockwell Terrace, Clapham Road, Stockwell Road, Brixton Road, Effra Road, Tulse Hill, Norwood Road, Norwood High Street, Elder Road, Central Hill, Westow Hill, Crystal Palace Parade.

**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:

N2 via Victoria
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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.

### **CRYSTAL PALACE BUS STATION**

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

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

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 vehicle on Route No. N2 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:	LBSL Toilet facilities available.
BLIND DISPLAY:	Crystal Palace

### **TULSE HILL STATION, HARDEL RISE**

Public stand for three buses on the west side of Hardel Rise in two sections. 1) Commencing 8 metres south of northern flank wall of 166 Tulse Hill and extending 19 metres south. 2) Commencing 15 metres south of southern boundary wall of Axford House and extending 25 metres south.

#### From Crystal Palace Bus Station.

Buses proceed from Christchurch Road via Hardel Rise to stand, departing via Hardel Rise and Tulse Hill to Norwood Road. Set down in Christchurch Road, at Stop E and pick up in Norwood Road, at Stop G.

#### From Trafalgar Square.

Buses proceed from Tulse Hill via Norwood Road, Christchurch Road and Hardel Rise to stand, departing via Hardel Rise, Tulse Hill and Norwood Road to Christchurch Road. Set down in Tulse Hill, at Stop A and pick up in Christchurch Road, at Stop E.

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.
BLIND DISPLAY:	Tulse Hill Station

### **BRIXTON, MORVAL ROAD (from Trafalgar Square)**

Public stand on north side of Morval Road 24 metres west of the centre of Dalberg Road and extending 11 metres westwards.

Buses proceed from Effra Road via Morval Road to stand, departing via Morval Road, Dalberg Road and Brixton Water Lane to Effra Road. Set down in Effra Road, B and pick up in Effra Road, 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.  
BLIND DISPLAY: Brixton, Morval Road

### **BRIXTON, STOCKWELL PARK WALK (from Crystal Palace Bus Station)**

Public stand, 124m long, on the north side of Stockwell Park Walk.

Buses proceed from Brixton Road via Stockwell Road and Stockwell Park Walk to stand, departing via Stockwell Park Walk to Brixton Road. Set down in Brixton Road, at Stop T and pick up in Brixton Road, at Stop P.

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

### **STOCKWELL STATION, CLAPHAM ROAD**

#### From Crystal Palace Bus Station.

Buses proceed from Stockwell Road via South Lambeth Road and Clapham Road departing to Stockwell Road. Set down in Stockwell Road, at stop R and pick up in Stockwell Road, at stop X.

#### From Trafalgar Square.

Buses proceed from South Lambeth Road via Stockwell Terrace, Clapham Road and Stockwell Road departing to South Lambeth Road. Set down in South Lambeth Road, at stop B and pick up in South Lambeth Road, at stop A.

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

### **VAUXHALL BUS STATION (from Crystal Palace Bus Station)**

Private offside stand for 6 buses in three sections (24, 37 and 12 metres) in Bondway commencing 1.5 metres north of lamp standard No. 7 and extending overall 106 metres south.

Buses proceed from Vauxhall Bus Station direct to stand, departing to Vauxhall Bus Station. Set down in Vauxhall Bus Station, at Stop H and pick up in Vauxhall Bus Station, at Stop D.

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.  
BLIND DISPLAY: Vauxhall Station

### **VICTORIA, VAUXHALL BRIDGE ROAD (from Crystal Palace Bus Station)**

Public stand for eight buses on west side of Vauxhall Bridge Road in two sections, each 37 metres long, separated by a 10 metre loading bay outside the entrance to the Apollo Theatre.

Buses proceed from Wilton Road via Vauxhall Bridge Road to stand, departing via Vauxhall Bridge Road, Neathouse Place, Wilton Road, Victoria Street and Buckingham Palace Road to Terminus Place. Set down in Wilton Road, at Stop H and pick up in Terminus Place, at Stop F.

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.  
BLIND DISPLAY: Victoria

### **TRAFALGAR SQUARE, WHITEHALL PLACE**

Public stand on south side of Whitehall Place, west of Whitehall Court, extending 27 metres.

Buses proceed from Whitehall via Whitehall Place to stand, departing via Whitehall Place, Northumberland Avenue and Charing Cross to Whitehall. Set down in Whitehall and pick up in Whitehall, at Stop N.

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 1 vehicle on Route No. N2 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: No toilet facilities available.  
BLIND DISPLAY: Whitehall, Horse Guards

**APPENDIX B: SAMPLE RUNNING TIMES FOR ROUTE No. 2**

(based on current schedule)

**MONDAYS TO FRIDAYS**1. Marylebone Station to Norwood Garage

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical late evening
<b>Marylebone Station</b>	0530	0801	1159	1700	2307
Marble Arch <i>Park Lane</i>	0537	0812	1211	1713	2314
Victoria Station <i>Terminus Place</i>	0544	0823	1222	1725	2321
Vauxhall Station	0551	0832	1231	1735	2328
Stockwell Station <i>Southbound</i>	0556	0839	1238	1744	2333
Brixton Station	0600	0846	1245	1752	2337
Tulse Hill Station <i>Norwood Road</i>	0609	0858	1257	1804	2346
West Norwood <i>Robson Road</i>	0611	0901	1300	1808	2348
<b>Norwood Bus Garage</b>	0613	0904	1303	1811	2350
	43 minutes	63 minutes	64 minutes	71 minutes	43 minutes

2. Norwood, Bus Garage to Marylebone Station

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical late evening
<b>Norwood Bus Garage</b>	0438	0757	1154	1657	2303
Tulse Hill Station <i>Christchurch Road</i>	0444	0806	1201	1703	2309
Brixton Station	0452	0821	1213	1715	2317
Stockwell Station <i>Northbound</i>	0458	0830	1221	1723	2323
Vauxhall Station	0502	0838	1228	1730	2327
Victoria Station <i>Wilton Road</i>	0508	0849	1237	1735	2333
Marble Arch <i>Park Lane</i>	0515	0859	1247	1748	2340
Marble Arch <i>Orchard Street</i>	0516	0902	1250	1751	2341
<b>Marylebone Station</b>	0522	0909	1257	1758	2347
	44 minutes	72 minutes	63 minutes	61 minutes	44 minutes



**SATURDAYS**

1. Marylebone Station to Norwood, Bus Garage

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
<b>Marylebone Station</b>	0530	1050	1450	2307
Marble Arch <i>Park Lane</i>	0537	1101	1501	2314
Victoria Station <i>Terminus Place</i>	0544	1112	1512	2321
Vauxhall Station	0551	1121	1521	2328
Stockwell Station <i>Southbound</i>	0556	1128	1528	2333
Brixton Station	0600	1136	1536	2337
Tulse Hill Station <i>Norwood Road</i>	0609	1148	1548	2346
West Norwood <i>Robson Road</i>	0611	1151	1551	2348
<b>Norwood Bus Garage</b>	0613	1154	1554	2350
	43 minutes	64 minutes	64 minutes	43 minutes

2. Norwood, Bus Garage to Marylebone Station

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
<b>Norwood Bus Garage</b>	0438	1100	1500	2303
Tulse Hill Station <i>Christchurch Road</i>	0444	1106	1506	2309
Brixton Station	0452	1118	1518	2317
Stockwell Station <i>Northbound</i>	0458	1126	1526	2323
Vauxhall Station	0502	1131	1531	2327
Victoria Station <i>Wilton Road</i>	0508	1138	1538	2333
Marble Arch <i>Park Lane</i>	0515	1148	1548	2340
Marble Arch <i>Orchard Street</i>	0516	1150	1550	2341
<b>Marylebone Station</b>	0522	1156	1556	2347
	44 minutes	56 minutes	56 minutes	44 minutes

**SUNDAYS**1. Marylebone Station to Norwood, Bus Garage

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
<b>Marylebone Station</b>	0530	1055	1455	2307
Marble Arch <i>Park Lane</i>	0537	1106	1506	2314
Victoria Station <i>Terminus Place</i>	0544	1117	1517	2321
Vauxhall Station	0551	1125	1525	2328
Stockwell Station <i>Southbound</i>	0556	1132	1532	2333
Brixton Station	0600	1140	1540	2337
Tulse Hill Station <i>Norwood Road</i>	0609	1151	1551	2346
West Norwood <i>Robson Road</i>	0611	1154	1554	2348
<b>Norwood Bus Garage</b>	0613	1157	1557	2350
	43 minutes	62 minutes	62 minutes	43 minutes

2. Norwood, Bus Garage to Marylebone Station

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
<b>Norwood Bus Garage</b>	0438	1100	1500	2303
Tulse Hill Station <i>Christchurch Road</i>	0444	1106	1506	2309
Brixton Station	0452	1117	1517	2317
Stockwell Station <i>Northbound</i>	0458	1124	1524	2323
Vauxhall Station	0502	1128	1528	2327
Victoria Station <i>Wilton Road</i>	0508	1134	1534	2333
Marble Arch <i>Park Lane</i>	0515	1143	1543	2340
Marble Arch <i>Orchard Street</i>	0516	1145	1545	2341
<b>Marylebone Station</b>	0522	1151	1551	2347
	44 minutes	51 minutes	51 minutes	44 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 (Nightly)**  
(based on current schedule)

**SUNDAY NIGHTS/ MONDAY MORNINGS TO THURSDAY NIGHTS/FRIDAY MORNINGS**

1. Crystal Palace, Bus Station to Trafalgar Square, Whitehall

	Typical nightly
<b>Crystal Palace</b> <i>Bus Station</i>	0017
Norwood Garage	0023
West Norwood <i>Robson Road</i>	0026
Tulse Hill Station <i>Christchurch Road</i>	0029
Brixton Station	0036
Stockwell Station <i>South Lambeth Road (Northbound)</i>	0041
Vauxhall Station	0045
Victoria Station <i>Wilton Road</i>	0051
<b>Trafalgar Square</b> <i>Whitehall</i>	0056
	<hr/> 39
	minutes

2. Trafalgar Square, Whitehall to Crystal Palace, Parade

	Typical nightly
<b>Trafalgar Square</b> <i>Whitehall</i>	0035
Victoria Station <i>Terminus Place</i>	0042
Vauxhall Station	0048
Stockwell Station <i>South Lambeth Road (Southbound)</i>	0052
Brixton Station	0056
Tulse Hill Station <i>Norwood Road</i>	0104
West Norwood <i>Robson Road</i>	0106
<b>Crystal Palace</b> <i>Parade</i>	0114
	<hr/> 39
	minutes

**FRIDAY NIGHT/SATURDAY MORNINGS TO SATURDAY NIGHT/SUNDAY MORNINGS**

1. Crystal Palace, Bus Station to Trafalgar Square, Whitehall

	<u>Typical nightly</u>
<b>Crystal Palace Bus Station</b>	0002
Norwood Garage	0009
West Norwood <i>Robson Road</i>	0012
Tulse Hill Station <i>Christchurch Road</i>	0015
Brixton Station	0023
Stockwell Station <i>South Lambeth Road (Northbound)</i>	0028
Vauxhall Station	0032
Victoria Station <i>Wilton Road</i>	0038
<b>Trafalgar Square Whitehall</b>	<u>0043</u>
	41
	minutes

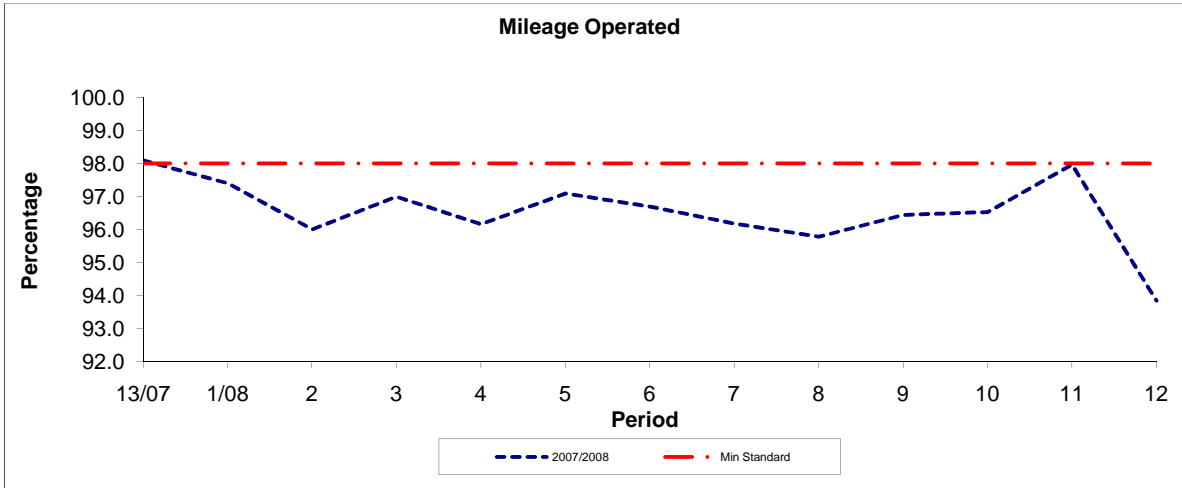
2. Trafalgar Square, Whitehall to Crystal Palace, Parade

	<u>Typical nightly</u>
<b>Trafalgar Square Whitehall</b>	0035
Victoria Station <i>Terminus Place</i>	0042
Vauxhall Station	0049
Stockwell Station <i>South Lambeth Road (Southbound)</i>	0054
Brixton Station	0058
Tulse Hill Station <i>Norwood Road</i>	0107
West Norwood <i>Robson Road</i>	0109
<b>Crystal Palace Parade</b>	<u>0117</u>
	42
	minutes

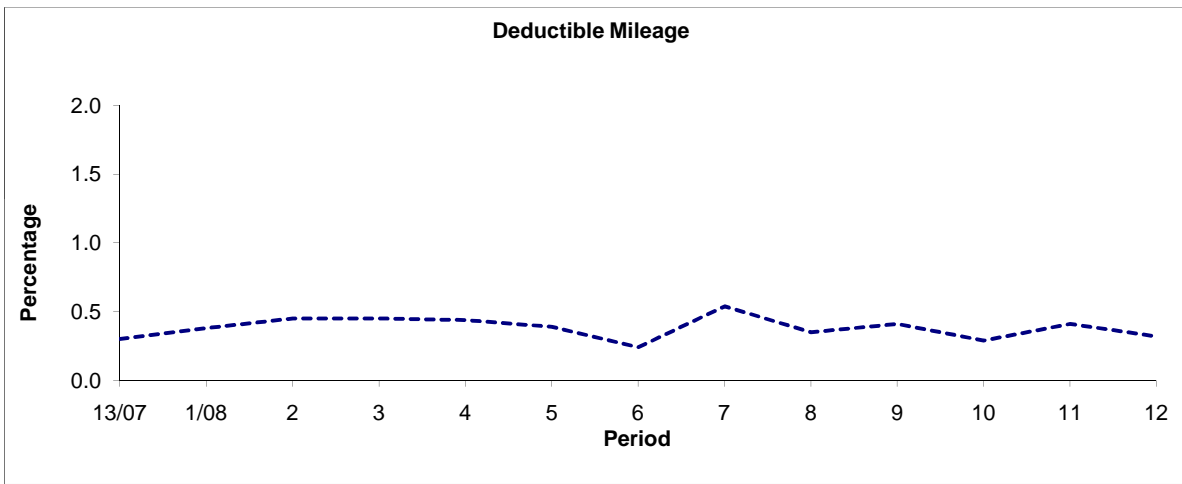
The above tables have been included to assist Tenderers. They represent the information currently available to the Corporation. Tenderers should form their own views about what is appropriate in terms of running times. (See Section 8.)

**PART B - PERFORMANCE STATISTICS**

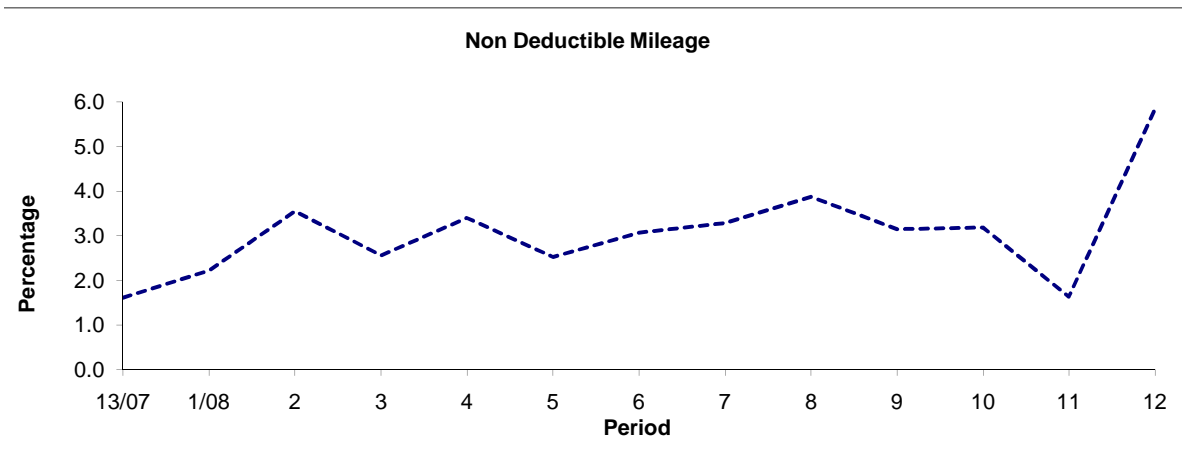
**Route 2**



Period	13/07	1/08	2	3	4	5	6	7	8	9	10	11	12
2007/2008	98.09	97.40	96.00	96.99	96.16	97.09	96.69	96.18	95.78	96.44	96.53	97.96	93.84
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	13/07	1/08	2	3	4	5	6	7	8	9	10	11	12
2007/2008	0.30	0.38	0.45	0.45	0.44	0.39	0.24	0.54	0.35	0.41	0.29	0.41	0.32

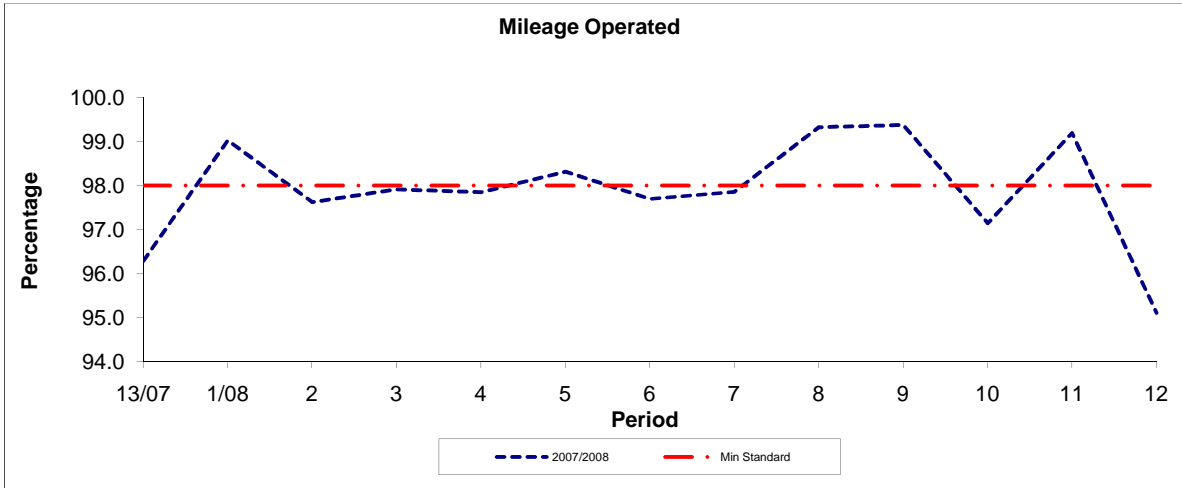


Period	13/07	1/08	2	3	4	5	6	7	8	9	10	11	12
2007/2008	1.61	2.22	3.55	2.56	3.40	2.52	3.07	3.28	3.87	3.15	3.18	1.63	5.84

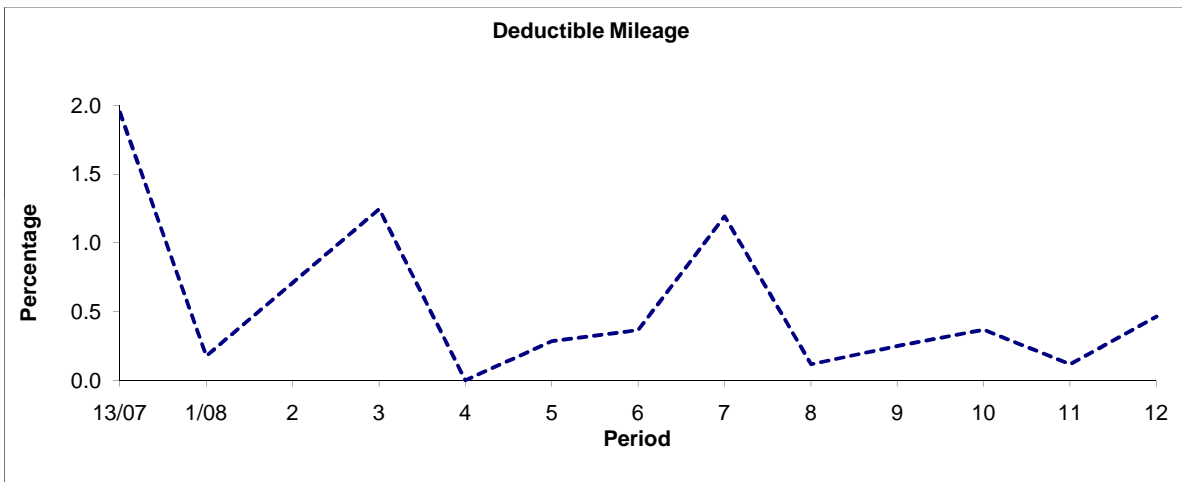
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

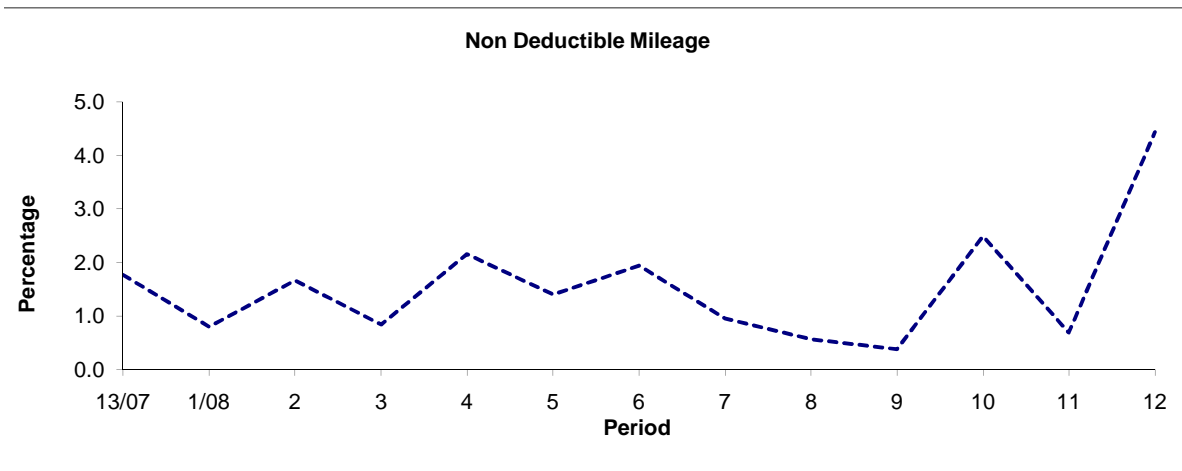
**Route N2**



Period	13/07	1/08	2	3	4	5	6	7	8	9	10	11	12
2007/2008	96.28	99.02	97.62	97.91	97.84	98.31	97.69	97.85	99.32	99.37	97.14	99.19	95.10
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	13/07	1/08	2	3	4	5	6	7	8	9	10	11	12
2007/2008	1.95	0.18	0.71	1.25	0.00	0.28	0.37	1.19	0.12	0.25	0.37	0.12	0.46

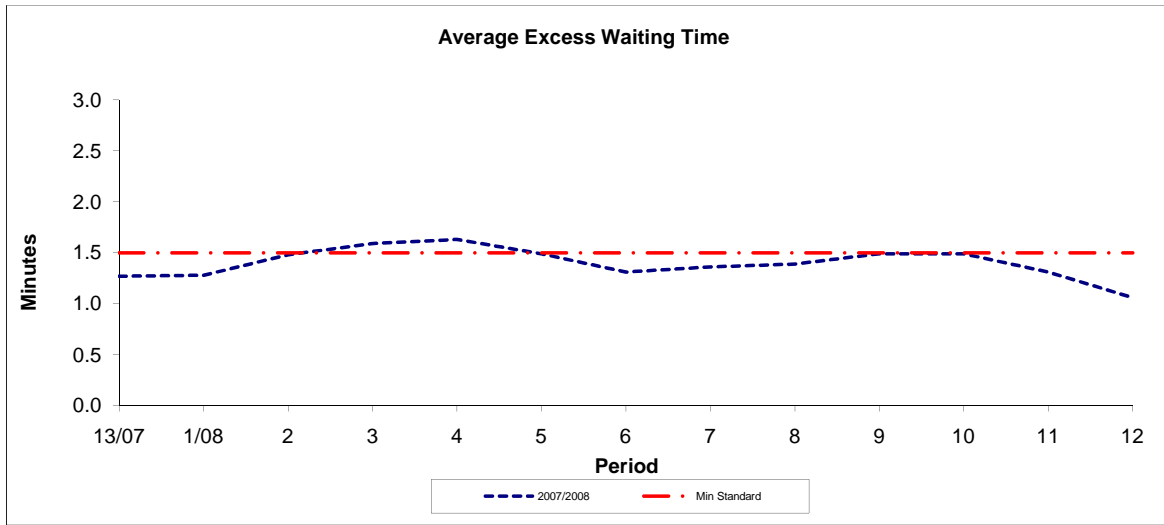


Period	13/07	1/08	2	3	4	5	6	7	8	9	10	11	12
2007/2008	1.77	0.80	1.67	0.84	2.16	1.41	1.94	0.96	0.56	0.38	2.49	0.69	4.44

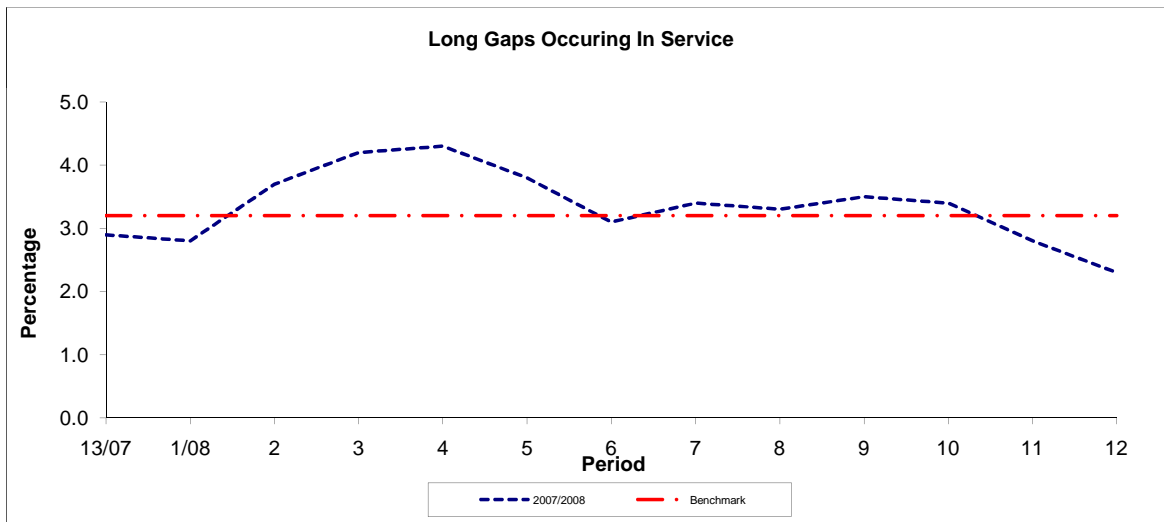
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 2**



Period	13/07	1/08	2	3	4	5	6	7	8	9	10	11	12
2007/2008	1.27	1.28	1.48	1.59	1.63	1.49	1.31	1.36	1.39	1.49	1.49	1.31	1.06
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

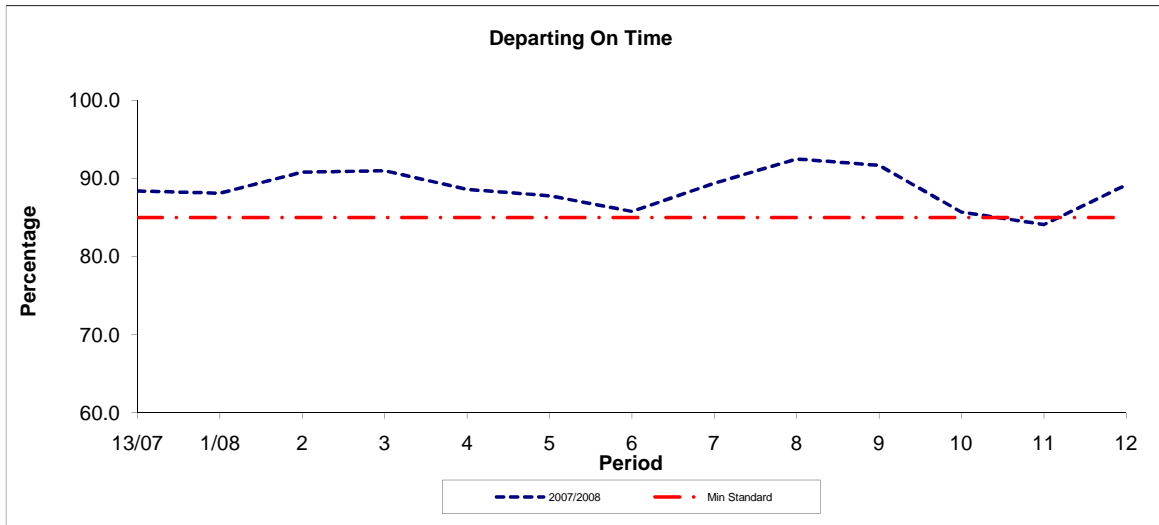


Period	13/07	1/08	2	3	4	5	6	7	8	9	10	11	12
2007/2008	2.90	2.80	3.70	4.20	4.30	3.80	3.10	3.40	3.30	3.50	3.40	2.80	2.30
Benchmark	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20

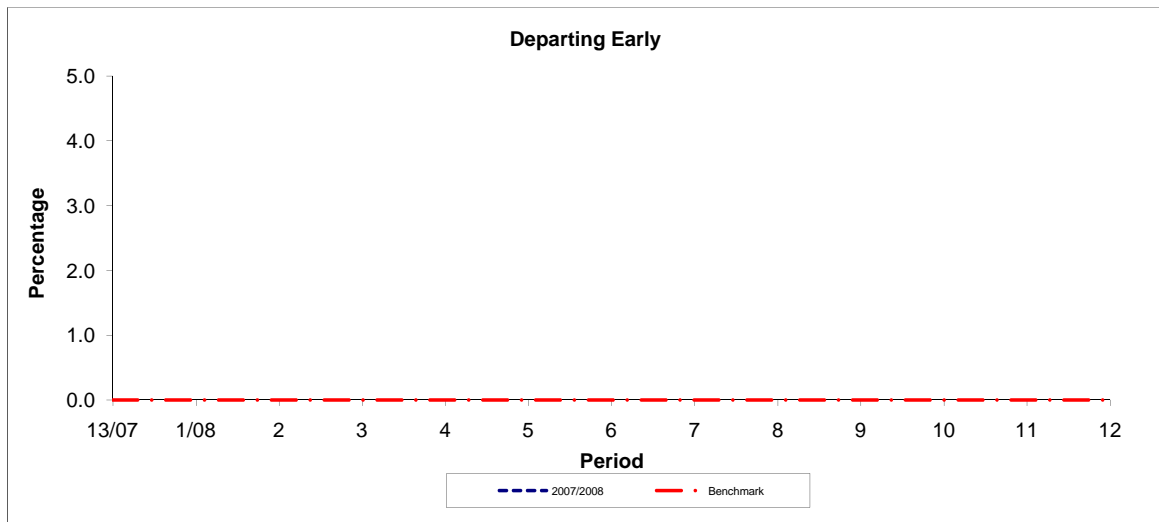
**Note :** Reliability is based on 12 weeks rolling data

**PART B - PERFORMANCE STATISTICS**

**Route N2**



Period	13/07	1/08	2	3	4	5	6	7	8	9	10	11	12
2007/2008	88.40	88.10	90.80	91.00	88.60	87.80	85.80	89.40	92.50	91.70	85.70	84.10	89.20
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	13/07	1/08	2	3	4	5	6	7	8	9	10	11	12
2007/2008													
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