7. Service Specification

Route: 159 & N159 Contract Reference: QC50302

This Service Specification forms section 7 of the ITT and should be read in conjunction with the ITT document, Version 1 dated 29 September 2011.

You are formally invited to tender for the provision of the bus service detailed below and in accordance with this Service Specification. Tenderers must ensure that a Compliant Tender is submitted and this will only be considered for evaluation if all parts of the Tender documents, as set out in section 11, have been received by the Corporation by the Date of Tender. The Tender must be fully completed in the required format, in accordance with the Instructions to Tenderers. A Compliant Tender must comply fully with the requirements of the Framework Agreement; adhere to the requirements of the Service Specification; and reflect the price of operating the Services with new vehicles.

Route Number	159 & N159
Terminus Points	Streatham Station and Marble Arch, Oxford Street
Contract Basis	Incentivised
Commencement Date	12 th December 2015
Vehicle Type	Route No. 159:
	Option1
	87 capacity, dual door, double deck buses
	Option 2
	New Routemaster (NRM) with one person operation
	(OPO) (see attached letter)
	Option 3
	New Routemaster (NRM) with two person operation
	(TPO) during Mondays to Fridays daytime and one
	person operation (OPO) at all other times (see
	attached letter)
	Route No. N159:
	Option 1
	87 capacity, dual door, double deck buses
	or dapatity, additation, addition addition
	Options 2 & 3
	New Routemaster (NRM) with one person operation
	(OPO) (see attached letter)
Current Maximum Approved	10.4 metres long and 2.55 metres wide
Dimensions	10.1 monoc long and 2.00 monoc wide
New Vehicles Mandatory	Yes - See letter
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator - See letter

Minimum Performance Standard	Average Excess Wait Time - No more than 1.20
(Options 1, 2 & 3)	minutes
Extension Threshold	Average Excess Wait Time Threshold - 1.05 minutes
(Options 1, 2 & 3)	
Minimum Operated Mileage	No less than 98.00%
Standard - Route No. 159	
Departing On Time - Route No.	Departing on Time - No less than 82.00%
N159 (Options 1, 2 & 3)	
Minimum Operated Mileage	No less than 99.00%
Standard - Route No. N159	

The Date of Tender for this ITT is: No later than 12 Noon on Monday 26^{th} January 2015

Tenderers should refer to section 3 of Part A for the Service Specification Explanatory Notes and Appendix B of section 5 for the Example Service Specification of the ITT document.

SERVICE SPECIFICATION

- 1) SERVICE SPEC ROUTE SPECIFICATION INFORMATION
- 2) NOTES
- 3) SCHEDULE REQUIREMENTS & PINCHPOINTS
- 4) OPERATIONAL CONSIDERATIONS
- 5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS

2) NOTES

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. 159 & N159.

Tenderers should note that the following alterations (subject to consultation) are proposed as part of this Service Specification for introduction with the new Route Agreement:

Three options are specified for Route No. 159:

Option 1

87 capacity, dual door, double deck buses are specified.

Option 2

New Routemaster (NRM) with one person operation (OPO) (see attached letter).

Option 3

New Routemaster (NRM) with two person operation (TPO) when a Monday to Friday level of service is specified. The trips that are to operate with CAs are as follows:

Day	Departing Streatham	Departing Marble Arch,
	Station	Oxford Street
Monday - Friday	0600 - 1800	0700 - 1930

At all other times, the buses should operate in OPO mode.

Two options are specified for Route No. N159:

Option 1

87 capacity, dual door, double deck buses are specified.

Options 2 & 3

New Routemaster (NRM) with one person operation (OPO) (see attached letter).

Options 1, 2 & 3

- The designation Route No. N159 is used for contractual purposes only. This service will be marketed as Route No. 159. This includes all publicity, including destination blind displays.
- Tenderers must identify the cost of the Nightly element of this service separately.

2) NOTES - continued

Tenderers are also encouraged to offer two axle vehicles with a longer wheelbase and increased capacity, subject to route constraints. Tenders offering such vehicles will be welcomed and carefully considered by the Corporation. Triaxle vehicles are not being considered by the Corporation at this time.

Tenderers should note that if they are supplying an alternative price based on using existing vehicles, these must be refurbished in line with the revised specification dated 1st March 2014. This applies to all contracts awarded from Tranche 471 onwards.

Operators should provide the following prices:

- 1. Annual diesel price based on minimum 5 year contract.
- 2. Annual hybrid price based on minimum 5 year contract.
- 3. Annual hybrid price with upfront payment of capital difference between diesel and hybrid for 5 year contract.
- 4. Annual NRM price with one person operation (OPO) at all times.
- 5. Annual NRM price with two person operation (TPO) as specified.

Cash Free Boarding was extended throughout London from 6th July 2014. Submitted tender prices should fully reflect the cost saving accrued from this change. Tenderers should also indicate the approximate additional cost if cash fares were still to be accepted.

Full iBus Monitoring was introduced on all night routes with effect from 1 April 2014.

Tenderers are therefore advised that on contracts where there is a night service both the day and night elements will be incentivised from the commencement of the Route Agreement in accordance with clause 46 of Annex B Terms and Conditions, using the Minimum Performance Standard(s) specified in Part 1 of the ITT.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Streatham Stat			Marble Arch, C	Oxford Street ar				
Oxford Street			Streatham Sta	tion				
First departure	no later than 0	500.	First departure no later than 0510.					
0455 - 0530	Every 10 minu	utes	0505 - 0540	540 Every 15 minutes				
0531 - 0600	Every 7-8 m	inutes	0541 - 0615	Every 12 min	utes			
	(8 buses per l	nour)						
0601 - 0625	Every 6 minu	utes	0616 - 0645	Every 10 min	utes			
0626 - 0740	Every 5 min	utes	0646 - 0715	Every 7-8 m				
				(8 buses per	hour)			
0741 - 0820	Every 4 minu	utes	0716 - 0740	Every 6 min	utes			
0821 - 0845	Every 5 minu		0741 - 0925	Every 5 min				
0846 - 1435	Every 6 minu	utes	0926 - 1550	Every 6 minutes				
1436 - 1700	Every 5-6 m		1551 - 1830	Every 5-6 minutes				
	(11 buses per	hour)		(11 buses per	r hour)			
1701 - 1755	Every 6 minu		1831 - 1950	Every 6 minutes				
1756 - 1835	Every 7-8 m		1951 - 2020	Every 7-8 m				
	(8 buses per l			(8 buses per	hour)			
1836 - 1935	Every 10 mini		2021 - 2100	Every 10 minutes				
1936 - 0105	Every 12 mini		2101 - 0130	Every 12 min				
Last departure	no earlier than	0100.	Last departure	no earlier than	0125.			
Pinchpoints								
Trafalgar	0720 - 0835	5 minutes	Brixton	0725 - 0800	8 minutes			
Square,			Station	0801 - 0825	6 minutes			
Cockspur				0826 - 0900	5 minutes			
Street	0836 - 0915	4 minutes		1445 - 1630	6 minutes			
	1500 - 1630	6 minutes						

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Streatham Sta	tion and Marble	e Arch,		Oxford Street a	nd Streatham			
Oxford Street			Station					
First departure	no later than ()500.	First departure	e no later than	0510.			
0455 - 0635	Every 12 minu	utes	0505 - 0610	Every 15 minu	utes			
0636 - 0745	Every 10 minu	utes	0611 - 0825	Every 12 minu	utes			
0746 - 0815	Every 7-8 m	inutes	0826 - 0855	Every 10 minu	utes			
	(8 buses per	hour)		-				
0816 - 1745	Every 6-7 m	inutes	0856 - 0940	Every 7-8 m	inutes			
	(9 buses per	hour)		(8 buses per hour)				
1746 - 1835	Every 7 minu	utes	0941 - 1925	Every 6-7 minutes				
				(9 buses per l	hour)			
1836 - 1925	Every 10 minu	utes	1926 - 2020	Every 7 minutes				
1926 - 0105	Every 12 minu	utes	2021 - 2100	Every 10 minutes				
			2101 - 0130	Every 12 minu	utes			
Last departure	no earlier than	0100.	Last departure	e no earlier tha	n 0125.			
Pinchpoints								
Trafalgar	0855 - 1100	7 minutes	Brixton	0910 - 0940	10 minutes			
Square,			Station	0941 - 1025	8 minutes			
Cockspur				1025 - 1100	7 minutes			
Street								

3.3) SUNDAY AND PUBLIC HOLIDAYS (EXCEPT GOOD FRIDAY AND CHRISTMAS DAY) SCHEDULE REQUIREMENTS & PINCHPOINTS

0	117 to D7 t 1) 00 i		~ 0 v = = . v . · ·	<u> </u>			
Streatham Sta	tion and Marble	e Arch,	Marble Arch, 0	Oxford Street a	nd Streatham		
Oxford Street			Station				
First departure	no later than 0	500.	First departure	no later than	0510.		
0455 - 0105	Every 12 minu	ıtes	0505 - 0610	0 Every 15 minutes			
			0611 - 0130 Every 12 minutes				
Last departure	no earlier than	0100.	Last departure	no earlier thai	n 0125.		
Pinchpoints							
Trafalgar	1005 - 1130	12 minutes	Brixton	1000 - 1135	12 minutes		
Square,			Station				
Cockspur							
Street							

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

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.4) NIGHTLY

Streatham Sta	tion and Marble Arch,	Marble Arch, Oxford Stree	t and Streatham				
Oxford Street		Station					
First departure	no later than 0120.	First departure no later than 0145.					
0115 - 0445	Every 20 minutes	0140 - 0500 Every 20 mi	nutes				
Last departure	no earlier than 0440.	Last departure no earlier th	nan 0455.				

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 159 should interwork with Route No. N159 to form a seamless 24 hour service.
- 4.2) Route No. 159 should interwork with Route No. 59 between Streatham, Telford Avenue and Lambeth North Station during Saturday early mornings, Sundays and all evenings.
- 4.3) Route Nos. 159 & N159 can suffer from unpredictable traffic delays in the Brixton, Westminster, Trafalgar Square, Piccadilly Circus, Oxford Circus and Marble Arch areas.
- 4.4) The proposed night tube project may impact on the night bus network. A review is currently being undertaken and the successful Tenderer will be kept up to date about the potential implications of the night tube project on this route.
- 4.5) Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. Major construction of the railway began in 2010, with services expected to commence in 2018. The construction impacts of Crossrail could affect Route Nos. 159 & N159.
- 5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS
- 5.1) ROUTE RECORD
 As per Busnet printout.
- 5.2) CURRENT PERFORMANCE As per current print out.
- 5.3) QSI BY TIME OF DAY As per current print out.
- 5.4) IBUS MILEAGE & QSI POINTS As per current print out.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 159: Streatham Station - Marble Arch (24 hour service)

Date of Structural Change: 12 December 2015.

Date of Service Change: 12 December 2015.

Reason for Issue: New Tender.

STREETS TRAVERSED

<u>Towards Marble Arch:</u> Streatham Station Bus Stand, Streatham High Road, Streatham Hill, Brixton Hill, Brixton Road, Kennington Park Road, Kennington Road, Westminster Bridge Road, Westminster Bridge, Bridge Street, Bus-Only Right Turn, Parliament Street, Whitehall, Charing Cross, Cockspur Street, Pall Mall, Waterloo Place, Regent Street, Piccadilly Circus, Regent Street, Oxford Street.

<u>Towards Streatham Station:</u> Oxford Street, Regent Street, Piccadilly Circus, Haymarket, Cockspur Street, Trafalgar Square (South Side), Charing Cross, Whitehall, Parliament Street, Bridge Street, Westminster Bridge, Westminster Bridge Road, Kennington Road, Kennington Park Road, Brixton Road, Camberwell New Road, Brixton Road, Brixton Hill, Streatham Hill, Streatham High Road, Streatham Station Bus Stand.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

Please note that only stands, curtailment points, & blind descriptions as detailed in this contractual document may be used.

STREATHAM STATION

Private stand for six buses standing abreast on north side of bus parking area adjacent to Streatham Station.

Buses proceed from Streatham Station Bus Stand direct to stand, departing to Streatham Station Bus Stand. Set down in Streatham High Road (BP5726 - Streatham Station #, Last Stop on LOR: BP5726 - Streatham Station #) and pick up in Streatham Station Bus Stand, SF (BP5725 - Streatham Station #, First Stop on LOR: BP5725 - Streatham Station #).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 159 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.

BLIND DISPLAY: Streatham Station.

OTHER INFORMATION: Toilets, male and female 24 hour access via combination

code.

STREATHAM HILL STATION (from MARBLE ARCH)

Buses proceed from Streatham Hill via Streatham High Road, Drewstead Road, Bridge To Sternhold Avenue and Sternhold Avenue departing to Streatham Hill. Set down in Streatham Hill, at stop D (29450 - Streatham Hill Stn # / Streatham Hill, Last Stop on LOR: 29450 - Streatham Hill Stn # / Streatham Hill) and pick up in Streatham Hill, at stop A (25856 - Streatham Hill Stn # / Streatham Hill, First Stop on LOR: 25856 - Streatham Hill Stn # / Streatham Hill).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: Turning Point Only - Buses must not stand

BLIND DISPLAY: Streatham Hill Station.

BRIXTON, STOCKWELL PARK WALK (from Streatham Station)

Public stand for ten buses on the north side of Stockwell Park Walk commencing 15 metres east of a point opposite Astoria Walk and extending 123 metres west. 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 R (14622 - Brixton Station <> #, Last Stop on LOR: 14622 - Brixton Station <> #) and pick up in Brixton Road, at Stop G (26408 - Brixton Road / Brixton Police Station, First Stop on LOR: 26408 - Brixton Road / Brixton Police Station).

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.

BRIXTON, LAMBETH TOWN HALL, EFFRA ROAD (from MARBLE ARCH)

Public stand for 3 buses on west side (offside) of Effra Road, commencing 30 metres south of lamp standard No 2498 opposite p/w Nos.9/11, and extending 30 metres north. Buses proceed from Brixton Road via Effra Road to stand, departing via Effra Road and St Matthew's Road to Brixton Hill. Set down in Brixton Road, at Stop Q (233 - Brixton Station <> #, Last Stop on LOR: 233 - Brixton Station <> #) and pick up in Brixton Hill, at Stop X (24458 - Lambeth Town Hall, First Stop on LOR: 24458 - Lambeth Town Hall).

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.

KENNINGTON, VASSALL ROAD

Public stand for two buses on north side of Vassall Road, outside Holland Town Community Hall.

From Marble Arch.

Buses proceed from Brixton Road via Vassall Road to stand, departing via Vassall Road, Foxley Road and Cranmer Road to Brixton Road. Set down in Brixton Road, at stop J (4730 - St Mark's Church, Last Stop on LOR: 4730 - St Mark's Church) and pick up in Brixton Road, at stop H (517 - St Mark's Church, First Stop on LOR: 517 - St Mark's Church).

From Streatham Station.

Buses proceed from Brixton Road via Camberwell New Road, Kennington Park Road, Clapham Road, Caldwell Street and Vassall Road to stand, departing via Vassall Road, Foxley Road and Camberwell New Road to Brixton Road. Set down in Brixton Road, at stop H (517 - St Mark's Church, Last Stop on LOR: 517 - St Mark's Church) and pick up in Brixton Road, at stop J (4730 - St Mark's Church, First Stop on LOR: 4730 - St Mark's Church).

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: Kennington Church.

WESTMINSTER BRIDGE ROAD, COUNTY HALL (from MARBLE ARCH)

Buses proceed from Westminster Bridge via Bus-Only Slip Road, Addington Street and Westminster Bridge Road departing to Westminster Bridge. Set down in Westminster Bridge, at stop E (26826 - St Thomas' Hospital / County Hall, Last Stop on LOR: 26826 - St Thomas' Hospital / County Hall) and pick up in Westminster Bridge, at stop D (26487 - St Thomas' Hospital / County Hall, First Stop on LOR: 26487 - St Thomas' Hospital / County Hall).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: Turning Point Only - Buses must not stand

BLIND DISPLAY: Lambeth North.

WESTMINSTER BRIDGE ROAD, LOWER MARSH (from Streatham Station)

Buses proceed from Westminster Bridge Road via York Road, York Road - Bus Only and Addington Street departing to Westminster Bridge Road. Set down in Westminster Bridge Road, at Stop A (4741 - Lower Marsh, Last Stop on LOR: 4741 - Lower Marsh) and pick up in Westminster Bridge Road, at Stop K (4742 - Lower Marsh, First Stop on LOR: 4742 - Lower Marsh).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: Turning Point Only - Buses must not stand

BLIND DISPLAY: Lambeth North.

TRAFALGAR SQUARE, NORTHUMBERLAND AVENUE, SOUTH SIDE (from Streatham Station)

Public stand for four buses on south side of Northumberland Avenue in 2 parts:

- 1. For two buses commencing at a point 16 metres east of the centre-line of Great Scotland Yard, extending 25 metres east;
- 2. For two buses commencing at a point 55 metres west of centre-line of Whitehall Place, extending 25 metres east.

Buses proceed from Whitehall via Horse Guards Avenue, Victoria Embankment and Northumberland Avenue to stand, departing via Northumberland Avenue and Charing Cross to Whitehall. Set down in Whitehall (7867 - Horse Guards Parade, Last Stop on LOR: 7867 - Horse Guards Parade) and pick up in Whitehall, at Stop M (17681 - Whitehall / Trafalgar Square, First Stop on LOR: 17681 - Whitehall / Trafalgar Square).

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: Whitehall, Horse Guards.

PICCADILLY CIRCUS (from Streatham Station)

Buses proceed from Regent Street via Piccadilly Circus departing to Haymarket. Set down in Regent Street, at Stop Z (17683 - Regent Street / St James's, Last Stop on LOR: 17683 - Regent Street / St James's) and pick up in Haymarket, at Stop P (157 - Haymarket, First Stop on LOR: 157 - Haymarket).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: Turning Point Only - Buses must not stand

BLIND DISPLAY: Piccadilly Circus.

OXFORD CIRCUS, HOLLES STREET, WEST SIDE (from Streatham Station)

Public stand for 6 buses on west side of Holles Street commencing 14 metres south of Cavendish Square and extending 76 metres south.

Buses proceed from Regent Street via Hanover Street, Hanover Square, Harewood Place and Holles Street to stand, departing via Holles Street, Cavendish Square (South Side), Henrietta Place and Vere Street to Oxford Street. Set down in Holles Street, At Alighting Point (BP4269 - Holles Street, Last Stop on LOR: 16573 - Conduit Street / Hamleys Toy Store) and pick up in Oxford Street, at Stop OE (829 - Old Cavendish Street, First Stop on LOR: 829 - Old Cavendish Street).

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: Oxford Circus.

MARBLE ARCH, CUMBERLAND GATE

Public stand for seven buses on south side of Cumberland Gate, commencing 30 metres west of the entrance to exit 8 of the Underground subways and extending 75 metres east. Buses proceed from Oxford Street via Park Lane and Cumberland Gate to stand, departing via Cumberland Gate and Marble Arch to Oxford Street. Set down in Oxford Street, at Stop P (180 - Marble Arch Station <>, Last Stop on LOR: 180 - Marble Arch Station <>) and pick up in Oxford Street, at Stop L (4803 - Marble Arch Station <>, First Stop on LOR: 4803 - Marble Arch Station <>).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 3 buses on Route 159 should be scheduled

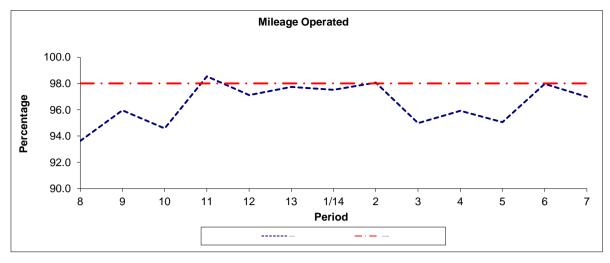
to stand at any one time.

MEAL RELIEFS: No meal relief vehicles to stand at any time. FERRY VEHICLES: No ferry vehicles to park on stand at any time.

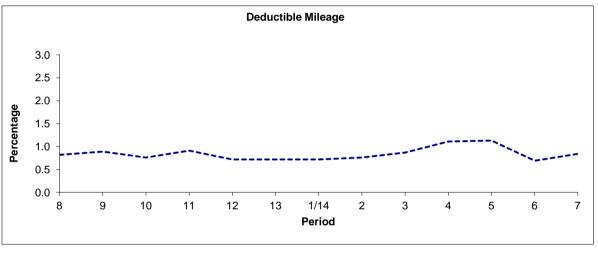
BLIND DISPLAY: Marble Arch.

PART B - PERFORMANCE STATISTICS

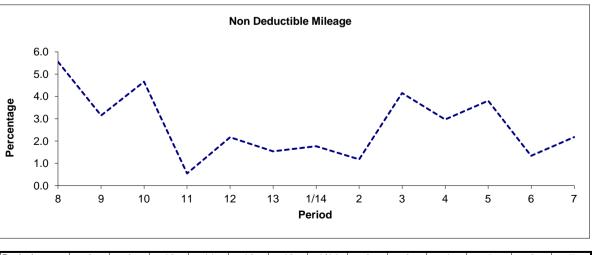
Route 159



Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013/2014	93.63	95.96	94.58	98.54	97.11	97.74	97.51	98.06	94.98	95.92	95.06	97.97	96.98
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	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013/2014	0.82	0.89	0.76	0.91	0.72	0.72	0.72	0.76	0.87	1.11	1.13	0.69	0.84

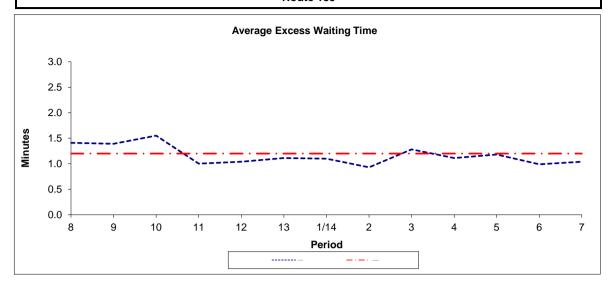


Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013/2014	5.55	3.15	4.66	0.55	2.17	1.54	1.77	1.18	4.15	2.97	3.81	1.34	2.18

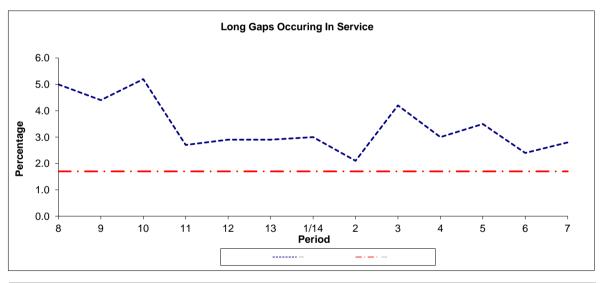
Note: Mileage is based on 4 weeks data



Route 159



Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013-2014	1.41	1.39	1.55	1.00	1.04	1.11	1.10	0.93	1.28	1.11	1.18	0.99	1.04
Min Standard	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20

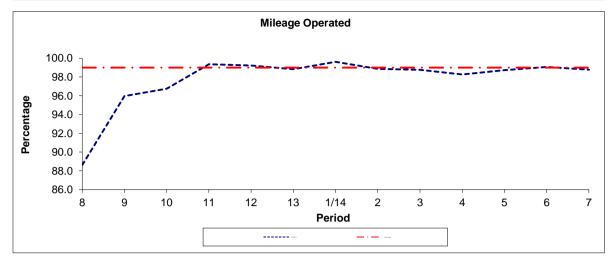


Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013-2014	5.0	4.4	5.2	2.7	2.9	2.9	3.0	2.1	4.2	3.0	3.5	2.4	2.8
Benchmark	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7

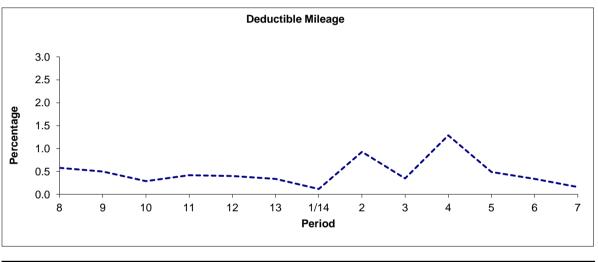
Note: Reliability is actual performance under full iBus (4 weeks data).

Minimum Standards and Benchmarks are those applicable under the new contract.

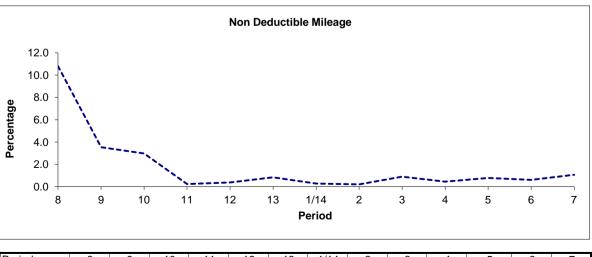
PART B - PERFORMANCE STATISTICS Route N159



Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013/2014	88.62	95.96	96.74	99.35	99.22	98.82	99.61	98.86	98.76	98.26	98.73	99.06	98.78
Min Standard	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00

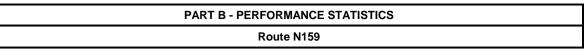


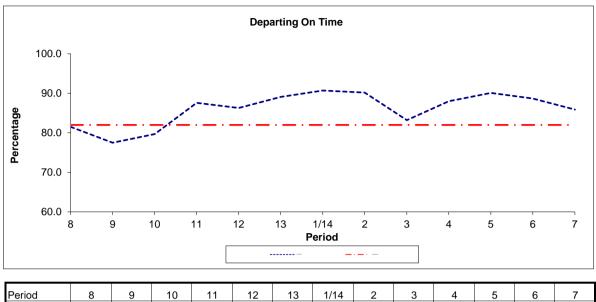
Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013/2014	0.58	0.50	0.29	0.42	0.40	0.34	0.12	0.93	0.35	1.29	0.49	0.34	0.16

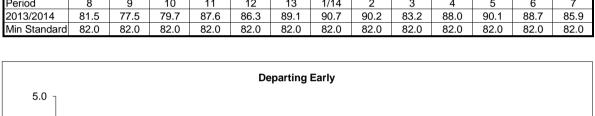


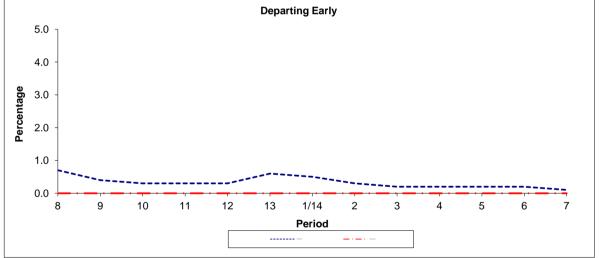
Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013/2014	10.80	3.54	2.97	0.23	0.38	0.84	0.27	0.21	0.89	0.45	0.78	0.60	1.06

Note: Mileage is based on 4 weeks data









Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013/2014	0.7	0.4	0.3	0.3	0.3	0.6	0.5	0.3	0.2	0.2	0.2	0.2	0.1
Benchmark	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Note: Reliability is actual performance under full iBus (4 weeks data).

Minimum Standards and Benchmarks are those applicable under the new contract.

ROUTE 159 - FULL IBUS RESULTS BY TIME OF DAY QUARTER 3 13/14 TO QUARTER 2 14/15 (14/09/13 - 12/09/14)

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)		Excess Waiting Time (EWT) (mins)		Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	50,661.	95.2	4.00	0.88	4.88	90.9	8.8	0.3	0.0	1.2	40
0700 - 1000	134,797.	96.1	2.59	1.00	3.59	95.9	3.9	0.2	0.1	3.3	50
1000 - 1300	116,242.	96.1	2.92	1.26	4.18	92.6	6.7	0.5	0.2	4.4	68
1300 - 1600	113,906.	97.9	2.93	1.30	4.23	92.5	6.9	0.5	0.1	4.4	64
1600 - 1900	118,200.	97.0	2.87	1.23	4.10	93.3	6.4	0.3	0.0	4.2	47
1900 - 2200	82,447.	99.1	4.08	1.13	5.21	85.6	13.4	0.9	0.1	3.2	73
2200 - 2400	37,748.	98.5	5.85	1.22	7.07	74.0	23.3	2.4	0.3	1.2	59
Summary	654,001.	97.0	3.13	1.18	4.31	91.8	7.7	0.5	0.1	3.8	73

SATURDAY

Time Period	Expected Buses	On AVL (%)		Excess Waiting Time (EWT) (mins)		Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	6,658.	98.7	6.19	0.69	6.88	77.6	21.4	1.0	0.0	0.3	38
0700 - 1000	16,814.	97.1	4.31	0.83	5.14	89.1	10.4	0.5	0.1	1.0	43
1000 - 1300	20,809.	99.1	3.35	0.95	4.30	93.0	6.6	0.4	0.1	2.4	37
1300 - 1600	20,331.	96.3	3.35	1.31	4.67	90.2	8.9	0.7	0.2	3.9	55
1600 - 1900	20,537.	97.1	3.40	1.40	4.79	89.4	9.8	0.6	0.1	3.9	48
1900 - 2200	16,086.	96.4	4.30	1.61	5.90	80.7	16.6	2.2	0.5	4.7	67
2200 - 2400	7,739.	97.9	5.99	1.73	7.72	69.5	25.2	4.5	0.8	2.5	54
Summary	108,974.	97.4	3.78	1.23	5.01	88.1	10.7	0.9	0.2	3.1	67

SUNDAY AND BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)		Excess Waiting Time (EWT) (mins)		Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	6,860.	98.4	6.22	0.81	7.02	76.1	22.3	1.2	0.3	0.6	50
0700 - 1000	12,936.	97.4	5.76	0.72	6.48	79.0	20.0	0.8	0.1	0.4	65
1000 - 1300	12,313.	98.4	5.89	0.85	6.75	76.2	22.1	1.5	0.2	0.6	63
1300 - 1600	12,148.	98.1	5.95	1.08	7.03	74.4	23.2	2.0	0.4	1.0	73
1600 - 1900	12,602.	98.0	5.88	1.15	7.03	74.3	23.1	2.2	0.3	1.2	51
1900 - 2200	13,139.	99.4	5.82	1.11	6.93	75.7	21.9	2.0	0.4	1.3	58
2200 - 2400	8,702.	100.0	5.89	0.74	6.62	78.0	20.8	1.1	0.1	0.5	45
Summary	78,700.	98.5	5.89	0.99	6.88	75.7	22.3	1.8	0.3	0.9	73

ALL DAYS

Time Period	Expected Buses	On AVL (%)		Excess Waiting Time (EWT) (mins)		Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	64,179.	95.9	4.37	0.86	5.23	88.6	11.0	0.4	0.0	1.1	50
0700 - 1000	164,547.	96.3	2.89	0.97	3.86	94.5	5.2	0.2	0.1	3.0	65
1000 - 1300	149,364.	96.7	3.33	1.16	4.49	90.8	8.4	0.6	0.2	3.6	68
1300 - 1600	146,385.	97.7	3.30	1.28	4.58	90.3	8.9	0.7	0.2	4.0	73
1600 - 1900	151,339.	97.1	3.21	1.24	4.45	91.1	8.4	0.5	0.1	3.9	51
1900 - 2200	111,672.	98.7	4.30	1.19	5.49	83.9	14.8	1.2	0.2	3.2	73
2200 - 2400	54,189.	98.7	5.87	1.22	7.09	74.0	23.2	2.5	0.3	1.3	59
Summary	841,675.	97.2	3.47	1.17	4.64	89.8	9.4	0.7	0.1	3.4	73

ROUTE N159 - FULL IBUS RESULTS BY TIME OF DAY QUARTER 3 13/14 TO QUARTER 2 14/15 (14/09/13 - 12/09/14)

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	35,829.	98.6	98.8	93.1	1.3	0.3	5.3
Summary	35,829.	98.6	98.8	93.1	1.3	0.3	5.3

SATURDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	7,488.	97.1	96.8	81.4	3.0	0.6	15.0
Summary	7,488.	97.1	96.8	81.4	3.0	0.6	15.0

SUNDAY AND BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	7,962.	96.8	95.7	73.3	4.9	0.5	21.3
Summary	7,962.	96.8	95.7	73.3	4.9	0.5	21.3

ALL DAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	51,279.	98.1	98.0	85.6	2.6	0.4	11.4
Summary	51,279.	98.1	98.0	85.6	2.6	0.4	11.4

Transport for London - QSI Points and Live Mileage List

 Route
 159

 Service change
 35569

 Date
 29/03/2014

QSI Points are highlighted.

Reason for Issue

8.11

13055

-		OUT DIRECTION		
Timing Point Code	Stop Number	Stop Name	Metres	Miles
STRESN	BP5725	Streatham Station		
	SL37	St Leonard's Church	365	0.23
	4865	Becmead Avenue	517	0.32
	2403	Kingscourt Road	196	0.12
	36915	Mount Ephraim Road	161	0.10
	25856	Streatham Hill Stn / Streatham Hill	408	0.25
	1764	Barrhill Road	163	0.10
SMHLTA	25666	Telford Avenue	248	0.15
	43	Christchurch Road	194	0.12
	2397	Holmewood Road	267	0.17
	706	New Park Road	214	0.13
	707	Jebb Avenue / Brixton Prison	274	0.17
	710	Blenheim Gardens	390	0.24
	2395	Rush Common	333	0.21
	24458	Lambeth Town Hall	333	0.21
BRIXSN	14622	Brixton Station	295	0.18
	236	Brixton Road / Brixton Police Station	370	0.23
	2393	Villa Road	213	0.13
	4726	Loughborough Road	244	0.15
	2391	Groveway	346	0.21
	BP2394	Hillyard Street	225	0.14
	451	Vassall Road	289	0.18
KENNCH	517	St Mark's Church	390	0.24
	26761	Kennington Park Post Office	541	0.34
	384	Windmill Row	300	0.19
	2650	Kennington Lane	247	0.15
	26764	Fitzalan Street	321	0.20
	25654	Kennington Road / Imperial War Museum	325	0.20
LMBNSN	25652	Lambeth North Station	277	0.17
	4741	Lower Marsh	232	0.14
	26487	St Thomas' Hospital / County Hall	430	0.27
	996	Westminster Station / Parliament Square	591	0.37
	7867	Horse Guards Parade	251	0.16
TFSQCS	BP3503	Trafalgar Square	524	0.33
	17683	Regent Street / Charles I I Street	356	0.22
	156	Piccadilly Circus	369	0.23
	16573	Conduit Street / Hamleys Toy Store	383	0.24
OXFCOS	BP1698	Oxford Circus Station	278	0.17
	33926	Oxford Circus Station / Harewood Place	214	0.13
	29104	Bond Street Station	428	0.27
MARBOS	180	Marble Arch Station	553	0.34
		Total Route Mileage - Out Direction	13055	8.11

13028

8.10

TRANCHE 503

Route cut back to terminate at Marble Arch Station

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
MARBOS	4803	Marble Arch Station		
	153	Selfridges	267	0.17
	829	Old Cavendish Street	480	0.30
OXFCOS	16575	Oxford Circus Station	381	0.24
	16574	Conduit Street / Hamleys Toy Store	296	0.18
	150	Piccadilly Circus	410	0.25
	157	Haymarket	373	0.23
	BP3508	Trafalgar Square / Charing Cross Stn	251	0.16
TFSQWH	17681	Whitehall / Trafalgar Square	300	0.19
	14756	Whitehall / Horseguards Avenue	142	0.09
	R0470	Horse Guards Parade	110	0.07
	1000	Westminster Station / Parliament Square	308	0.19
	26826	St Thomas' Hospital / County Hall	636	0.40
	4742	Lower Marsh	290	0.18
LMBNSN	25653	Lambeth North Station	290	0.18
	2382	Kennington Road / Imperial War Museum	387	0.24
	26765	Fitzalan Street	301	0.19
	386	Kennington Lane	261	0.16
	26763	Windmill Row	235	0.15
	4736	Kennington Park Post Office	317	0.20
KENNCH	4730	St Mark's Church	558	0.35
	452	Vassall Road	494	0.31
	2392	Groveway	289	0.18
	4727	Loughborough Road	414	0.26
	2394	Villa Road	251	0.16
	26408	Brixton Road / Brixton Police Station	244	0.15
BRIXSN	233	Brixton Station	442	0.27
	2396	Rush Common	373	0.23
	4725	Brixton Water Lane	279	0.17
	709	Blenheim Gardens	245	0.15
	708	Jebb Avenue / Brixton Prison	222	0.14
	705	New Park Road	415	0.26
	2398	Holmewood Road	205	0.13
	R0417	Streatham Hill / Christchurch Road	310	0.19
SMHLTA	27495	Telford Avenue	256	0.16
	29450	Streatham Hill Stn / Streatham Hill	312	0.19
	464	Leigham Court Road	266	0.17
	3019	Mount Ephraim Road	143	0.09
	2404	Kingscourt Road	138	0.09
	466	Becmead Avenue	273	0.17
	468	St Leonard's Church	476	0.30
STRESN	BP5726	Streatham Station	388	0.24
		Total Route Mileage - Back Direction	13028	8.10

Transport for London - QSI Points and Live Mileage List

Route N159 Service change 35569

Date 29/03/2014

4 Reason for Issue

13055

8.11

QSI Points are highlighted.

Table D. L.		OUT DIRECTION		
Timing Point Code	Stop Number	Stop Name	Metres	Miles
STRESN	BP5725	Streatham Station		
	SL37	St Leonard's Church	365	0.23
	4865	Becmead Avenue	517	0.32
	2403	Kingscourt Road	196	0.12
	36915	Mount Ephraim Road	161	0.10
	25856	Streatham Hill Stn / Streatham Hill	408	0.25
	1764	Barrhill Road	163	0.10
SMHLTA	25666	Telford Avenue	248	0.15
	43	Christchurch Road	194	0.12
	2397	Holmewood Road	267	0.17
	706	New Park Road	214	0.13
	707	Jebb Avenue / Brixton Prison	274	0.17
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	2395	Rush Common	333	0.21
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	2393 4726	Villa Road Loughborough Road	213	0.13
	2391	Groveway	346	0.15
	BP2394	Hillyard Street	225	0.21
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	26761	Kennington Park Post Office	541	0.34
	384	Windmill Row	300	0.19
	2650	Kennington Lane	247	0.15
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TRANCHE 503

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	829	Old Cavendish Street	480	0.30
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	16574	Conduit Street / Hamleys Toy Store	296	0.18
	150	Piccadilly Circus	410	0.25
	157	Haymarket	373	0.23
	BP3508	Trafalgar Square / Charing Cross Stn	251	0.16
TFSQWH	17681	Whitehall / Trafalgar Square	300	0.19
	14756	Whitehall / Horseguards Avenue	142	0.09
	R0470	Horse Guards Parade	110	0.07
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	26765	Fitzalan Street	301	0.19
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	26763	Windmill Row	235	0.15
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	2392	Groveway	289	0.18
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