

7. Service Specification

Route: 393

QC43602

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.

Terminus Points	Clapton to Chalk Farm, Morrisons
Contract Basis	Incentivised
Commencement Date	22 nd March 2014
Vehicle Type	50 capacity, dual door, single deck, minimum 9.6m long
Current Maximum Approved Dimensions	9.3 metres long and 2.44 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Average Excess Wait Time - No more than 1.00 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.85 minutes

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 25th February 2013

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 No. 393.

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:

Option One

- No Changes

Option Two

- Sundays shopping periods frequency is increased from every 20 minutes to every 15 minutes.

Both Options

- The Boxing Day service should match the Sunday service.
- **Tenderers must identify the cost of the Boxing Day element of this service separately.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Option 1 & 2

Clapton, Lower Clapton Road to Chalk Farm, Morrisons		Chalk Farm, Morrisons to Clapton Pond			
First departure no later than 0525.		First departure no later than 0530.			
0520 - 0610	Every 15 minutes	0525 - 0610	Every 20 minutes		
0611 - 1955	Every 12 minutes	0611 - 0625	Every 15 minutes		
1956 - 2010	Every 15 minutes	0626 - 2000	Every 12 minutes		
2011 - 0015	Every 20 minutes	2001 - 2100	Every 15 minutes		
		2101 - 0025	Every 20 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0020.			
Pinchpoints					
Highbury New Park, Highbury Grove	0710 - 0910	12 minutes	Green Lanes, Clissold Park	0720 - 0855	12 minutes
	1505 - 1630	12 minutes		1500 - 1620	12 minutes

3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

Option 1 & 2

Clapton, Lower Clapton Road to Chalk Farm, Morrisons	
0830	One journey

The journey shown in Section 3.2 should combine with the main service to form a six minute headway leaving Clapton, Lower Clapton Road between approximately 0824 and 0836

3.3) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Option 1 & 2

Clapton, Lower Clapton Road to Chalk Farm, Morrisons		Chalk Farm, Morrisons to Clapton Pond			
First departure no later than 0525.		First departure no later than 0530.			
0520 - 0825	Every 20 minutes	0525 - 0750	Every 20 minutes		
0826 - 0915	Every 15 minutes	0751 - 0805	Every 15 minutes		
0916 - 1800	Every 12 minutes	0806 - 1850	Every 12 minutes		
1801 - 1830	Every 15 minutes	1851 - 0025	Every 20 minutes		
1831 - 0015	Every 20 minutes				
Last departure no earlier than 0010.		Last departure no earlier than 0020.			
Pinchpoints					
Highbury New Park, Highbury Grove	0945 - 1110	12 minutes	Green Lanes, Clissold Park	0925 - 1100	12 minutes

3.4) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Option 1

Clapton, Lower Clapton Road to Chalk Farm, Morrisons		Chalk Farm, Morrisons to Clapton Pond			
First departure no later than 0630.		First departure no later than 0620.			
0625 - 0015	Every 20 minutes	0615 - 0025	Every 20 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0020.			
Pinchpoints					
Highbury New Park, Highbury Grove	1035 - 1135	20 minutes	Green Lanes, Clissold Park	1040 - 1140	20 minutes

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

3.5) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Option 2

Clapton, Lower Clapton Road to Chalk Farm, Morrisons		Chalk Farm, Morrisons to Clapton Pond			
First departure no later than 0630.		First departure no later than 0620.			
0625 - 0910	Every 20 minutes	0615 - 0900	Every 20 minutes		
0911 - 1810	Every 15 minutes	0901 - 1800	Every 15 minutes		
1811 - 0015	Every 20 minutes	1801 - 0025	Every 20 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0020.			
Pinchpoints					
Highbury New Park, Highbury Grove	1030 - 1130	15 minutes	Green Lanes, Clissold Park	1040 - 1140	15 minutes

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

4) OPERATIONAL CONSIDERATIONS

4.1) Route No. 393 can suffer unpredictable traffic delays in the Stoke Newington and Highbury & Islington areas.

**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 393: Clapton Pond - Chalk Farm, Morrisons

Date of Structural Change: 22 March 2014.

Date of Service Change: 22 March 2014.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Chalk Farm, Morrisons: Lower Clapton Road, Kenninghall Road Roundabout, Upper Clapton Road, Southwold Road, Theydon Road, Leaside Road, Warwick Grove, Upper Clapton Road, Cazenove Road, Stamford Hill, Northwold Road, Stoke Newington Common, Rectory Road, Brooke Road, Stoke Newington High Street, Stoke Newington Church Street, Green Lanes, Highbury New Park, Highbury Grove, St Paul's Road, Highbury Corner, Holloway Road, Camden Road, Caledonian Road, North Road, York Way, Camden Park Road, Torriano Avenue, Leighton Road, Kentish Town Road, Prince Of Wales Road, Haverstock Hill, Chalk Farm Road, Morrisons Access Road.

Towards Clapton Pond: Morrisons Access Road, Chalk Farm Road, Haverstock Hill, Prince Of Wales Road, Castlehaven Road, Castle Road, Kentish Town Road, Leighton Road, Brecknock Road, York Way, North Road, Hillmarton Road, Parkhurst Road, Holloway Road, Highbury Corner, St Paul's Road, Highbury Grove, Highbury New Park, Green Lanes, Stoke Newington Church Street, Stoke Newington High Street, Stamford Hill, Cazenove Road, Upper Clapton Road, Warwick Grove, Leaside Road, Theydon Road, Southwold Road, Upper Clapton Road, Lower Clapton Road.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

CLAPTON POND, EAST SIDE

Public stand in 2 portions on north and east sides of Clapton Pond.

1. For 4 buses on the west side of Lower Clapton Road (eastern arm) commencing at a point 10 metres south of Newick Road and extending 48 metres south.

2. For 1 bus on the south side of Newick Road, between the two arms of Lower Clapton Road, commencing at a point 12 metres east of Lower Clapton Road and extending 19 metres east.

Buses proceed from Lower Clapton Road direct to stand, departing via Lower Clapton Road and Newick Road to Lower Clapton Road. Set down in Lower Clapton Road, at Stop E (1011 - Clapton Pond, Last Stop on LOR: 1011 - Clapton Pond) and pick up in Lower Clapton Road, at Stop X (BP749 - Clapton Pond, First Stop on LOR: BP749 - Clapton Pond).

AVAILABILITY: Available from 07:00 until 19:00 only. Buses on Route 393 must not use this stand outside these times.

OPERATING RESTRICTIONS: No more than 2 buses on Route 393 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: Clapton Pond.

CLAPTON POND, LOWER CLAPTON ROAD

Public stand for one bus on west side of Lower Clapton Road, commencing 20 metres south of the roundabout at Kenninghall Road and extending 10 metres south.

Buses proceed from Lower Clapton Road via Newick Road and Lower Clapton Road to stand, departing to Lower Clapton Road. Set down in Lower Clapton Road, at Stop E (1011 - Clapton Pond, Last Stop on LOR: 1011 - Clapton Pond) and pick up in Lower Clapton Road, at Stop X (BP749 - Clapton Pond, First Stop on LOR: BP749 - Clapton Pond).

AVAILABILITY: Available from 19:00 until 07:00 only. Buses on Route 393 must not use this stand outside these times.

OPERATING RESTRICTIONS: No more than 1 bus on Route 393 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: Clapton Pond.

STOKE NEWINGTON COMMON, SOUTH SIDE

Public stand in Stoke Newington Common in 2 parts.

1 - On south side, commencing behind the 33m bus stop cage and extending 53m east.

2 - Overflow stand on north side (offside), commencing at lamp standard No 4 and extending 45 metres east.

From Chalk Farm, Morrisons.

Buses proceed from Stoke Newington High Street via Northwold Road and Stoke Newington Common to stand, departing via Stoke Newington Common and Rectory Road to Brooke Road. Set down in Stoke Newington High Street, at Stop X (R0365 - Stoke Newington High St / Garnham St, Last Stop on LOR: BP5254 - Stoke Newington High St / Garnham St) and pick up in Brooke Road, at Stop U (BP4241 - Stoke Newington High Street, First Stop on LOR: BP4241 - Stoke Newington High Street).

From Clapton Pond.

Buses proceed from Stoke Newington Common direct to stand, departing via Stoke Newington Common, Rectory Road and Brooke Road to Stoke Newington High Street. Set down in Stoke Newington Common, at Stop J (16764 - Stoke Newington Common, Last Stop on LOR: 16764 - Stoke Newington Common) and pick up in Stoke Newington High Street, at Stop X (R0365 - Stoke Newington High St / Garnham St, First Stop on LOR: BP3711 - Stoke Newington 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:	Stoke Newington.

STOKE NEWINGTON, CLISSOLD ROAD

Public stand on the offside of Clissold Road, facing north, commencing opposite No. 39 and extending 46 metres south.

From Chalk Farm, Morrisons.

Buses proceed from Stoke Newington Church Street via Clissold Road to stand, departing via Clissold Road and Albion Road to Stoke Newington Church Street. Set down in Stoke Newington Church Street (BP3803 - Clissold Road, Last Stop on LOR: BP3803 - Clissold Road) and pick up in Stoke Newington Church Street (BP3806 - Clissold Road, First Stop on LOR: BP3806 - Clissold Road).

From Clapton Pond.

Buses proceed from Stoke Newington Church Street via Clissold Road to stand, departing via Clissold Road and Albion Road to Stoke Newington Church Street. Set down in Stoke Newington Church Street (1920 - Stoke Newington Town Hall, Last Stop on LOR: 1920 - Stoke Newington Town Hall) and pick up in Stoke Newington Church Street (R0731 - Bouverie Road, First Stop on LOR: R0731 - Bouverie Road).

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:	Albion Road.

HIGHBURY NEW PARK (from CHALK FARM, MORRISONS)

Public stand for two buses on north side of Highbury New Park commencing 90 metres east of Grosvenor Avenue and extending 20 metres west.

Buses proceed from Highbury New Park direct to stand, departing via Highbury New Park, Beresford Terrace, Petherton Road and Grosvenor Avenue to Highbury New Park. Set down in Highbury New Park, at Stop CS (17952 - Highbury New Pk / Highbury Grove School, Last Stop on LOR: 17952 - Highbury New Pk / Highbury Grove School) and pick up in Highbury New Park, at Stop CR (17953 - Highbury New Pk / Highbury Grove School, First Stop on LOR: 17953 - Highbury New Pk / Highbury Grove School).

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:	Highbury New Park.

HIGHBURY & ISLINGTON STATION

From Chalk Farm, Morrisons.

Buses proceed from Holloway Road via Highbury Corner departing to Holloway Road. Set down in Holloway Road, at Stop B (10003 - Highbury & Islington Station <> #, Last Stop on LOR: 10003 - Highbury & Islington Station <> #) and pick up in Holloway Road, at Stop A (29772 - Highbury & Islington Station <> #, First Stop on LOR: 29772 - Highbury & Islington Station <> #).

From Clapton Pond.

Buses proceed from St Paul's Road via Highbury Corner departing to St Paul's Road. Set down in St Paul's Road, at Stop D (11470 - Highbury Corner, Last Stop on LOR: 11470 - Highbury Corner) and pick up in St Paul's Road, at Stop C (11469 - St Paul's Road / Highbury Corner, First Stop on LOR: 11469 - St Paul's Road / Highbury Corner).

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

HOLLOWAY, CALEDONIAN ROAD, WEST SIDE

Public off side stand for three buses on the north side of Caledonian Road commencing 21 metres north from lamp standard 354 extending 35 metres north.

From Chalk Farm, Morrisons.

Buses proceed from Holloway Road via Camden Road and Caledonian Road to stand, departing to Caledonian Road. Set down in Holloway Road, at stop M (26431 - Holloway Nags Head, Last Stop on LOR: 26431 - Holloway Nags Head) and pick up in Caledonian Road, at stop C (9845 - Freegrove Road, First Stop on LOR: 9845 - Freegrove Road).

From Clapton Pond.

Buses proceed from Caledonian Road direct to stand, departing via Caledonian Road to Hillmarton Road. Set down in Caledonian Road, at stop V (970 - Caledonian Road / Camden Road, Last Stop on LOR: 970 - Caledonian Road / Camden Road) and pick up in Hillmarton Road, at stop C (33329 - North Road / Hillmarton Road, First Stop on LOR: 33329 - North Road / Hillmarton Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 vehicles on Route 393 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: Holloway, Nag's Head.

CAMDEN ROAD, TORRIANO AVENUE (from Clapton Pond)

Buses proceed from Torriano Avenue departing to Leighton Road. Set down in Torriano Avenue, at Stop U (BP1496 - Torriano Infants School, Last Stop on LOR: BP1496 - Torriano Infants School) and pick up in Leighton Road, at Stop V (18856 - Brecknock Road, First Stop on LOR: 18856 - Brecknock Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Camden Road, Brecknock Road.

KENTISH TOWN ROAD, PRINCE OF WALES (from Clapton Pond)

Buses proceed from Kentish Town Road via Prince Of Wales Road, Castlehaven Road and Castle Road departing to Kentish Town Road. Set down in Kentish Town Road, at Stop KC (11392 - Kentish Town Post Office, Last Stop on LOR: 11392 - Kentish Town Post Office) and pick up in Kentish Town Road, at Stop KM (668 - Prince Of Wales Road, First Stop on LOR: 668 - Prince Of Wales Road).

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

CHALK FARM, MORRISONS

Private stand for two buses access road at Morrisons store adjacent to Chalk Farm Road, commencing 25 metres north of north wall of Morrisons store and extending 24 metres east.

Buses proceed from Morrisons Access Road direct to stand, departing to Morrisons Access Road. Set down in Morrisons Access Road, at Stop CM (BP1690 - Chalk Farm Morrisons, Last Stop on LOR: BP1690 - Chalk Farm Morrisons) and pick up in Morrisons Access Road, at Stop CM (BP1690 - Chalk Farm Morrisons, First Stop on LOR: BP1690 - Chalk Farm Morrisons).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 393 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: Chalk Farm.
OTHER INFORMATION: Morrisons toilet facilities available Mon-Sat: 0800-2200 and Sun: 1100-1700.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 393: Clapton Pond - Chalk Farm, Morrisons

Date of Structural Change: 23 March 2014.

Date of Service Change: 23 March 2014.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Chalk Farm, Morrisons: Lower Clapton Road, Kenninghall Road Roundabout, Upper Clapton Road, Southwold Road, Theydon Road, Leaside Road, Warwick Grove, Upper Clapton Road, Cazenove Road, Stamford Hill, Northwold Road, Stoke Newington Common, Rectory Road, Brooke Road, Stoke Newington High Street, Stoke Newington Church Street, Green Lanes, Highbury New Park, Highbury Grove, St Paul's Road, Highbury Corner, Holloway Road, Camden Road, Caledonian Road, North Road, York Way, Camden Park Road, Torriano Avenue, Leighton Road, Kentish Town Road, Prince Of Wales Road, Haverstock Hill, Chalk Farm Road, Morrisons Access Road.

Towards Clapton Pond: Morrisons Access Road, Chalk Farm Road, Haverstock Hill, Prince Of Wales Road, Castlehaven Road, Castle Road, Kentish Town Road, Leighton Road, Brecknock Road, York Way, North Road, Hillmarton Road, Parkhurst Road, Holloway Road, Highbury Corner, St Paul's Road, Highbury Grove, Highbury New Park, Green Lanes, Stoke Newington Church Street, Stoke Newington High Street, Stamford Hill, Cazenove Road, Upper Clapton Road, Warwick Grove, Leaside Road, Theydon Road, Southwold Road, Upper Clapton Road, Lower Clapton Road.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

CLAPTON POND, EAST SIDE

Public stand in 2 portions on north and east sides of Clapton Pond.

1. For 4 buses on the west side of Lower Clapton Road (eastern arm) commencing at a point 10 metres south of Newick Road and extending 48 metres south.

2. For 1 bus on the south side of Newick Road, between the two arms of Lower Clapton Road, commencing at a point 12 metres east of Lower Clapton Road and extending 19 metres east.

Buses proceed from Lower Clapton Road direct to stand, departing via Lower Clapton Road and Newick Road to Lower Clapton Road. Set down in Lower Clapton Road, at Stop E (1011 - Clapton Pond, Last Stop on LOR: 1011 - Clapton Pond) and pick up in Lower Clapton Road, at Stop X (BP749 - Clapton Pond, First Stop on LOR: BP749 - Clapton Pond).

AVAILABILITY: Available from 07:00 until 19:00 only. Buses on Route 393 must not use this stand outside these times.

OPERATING RESTRICTIONS: No more than 2 buses on Route 393 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: Clapton Pond.

CLAPTON POND, LOWER CLAPTON ROAD

Public stand for one bus on west side of Lower Clapton Road, commencing 20 metres south of the roundabout at Kenninghall Road and extending 10 metres south.

Buses proceed from Lower Clapton Road via Newick Road and Lower Clapton Road to stand, departing to Lower Clapton Road. Set down in Lower Clapton Road, at Stop E (1011 - Clapton Pond, Last Stop on LOR: 1011 - Clapton Pond) and pick up in Lower Clapton Road, at Stop X (BP749 - Clapton Pond, First Stop on LOR: BP749 - Clapton Pond).

AVAILABILITY: Available from 19:00 until 07:00 only. Buses on Route 393 must not use this stand outside these times.

OPERATING RESTRICTIONS: No more than 1 bus on Route 393 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: Clapton Pond.

STOKE NEWINGTON COMMON, SOUTH SIDE

Public stand in Stoke Newington Common in 2 parts.

1 - On south side, commencing behind the 33m bus stop cage and extending 53m east.

2 - Overflow stand on north side (offside), commencing at lamp standard No 4 and extending 45 metres east.

From Chalk Farm, Morrisons.

Buses proceed from Stoke Newington High Street via Northwold Road and Stoke Newington Common to stand, departing via Stoke Newington Common and Rectory Road to Brooke Road. Set down in Stoke Newington High Street, at Stop X (R0365 - Stoke Newington High St / Garnham St, Last Stop on LOR: BP5254 - Stoke Newington High St / Garnham St) and pick up in Brooke Road, at Stop U (BP4241 - Stoke Newington High Street, First Stop on LOR: BP4241 - Stoke Newington High Street).

From Clapton Pond.

Buses proceed from Stoke Newington Common direct to stand, departing via Stoke Newington Common, Rectory Road and Brooke Road to Stoke Newington High Street. Set down in Stoke Newington Common, at Stop J (16764 - Stoke Newington Common, Last Stop on LOR: 16764 - Stoke Newington Common) and pick up in Stoke Newington High Street, at Stop X (R0365 - Stoke Newington High St / Garnham St, First Stop on LOR: BP3711 - Stoke Newington 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:	Stoke Newington.

STOKE NEWINGTON, CLISSOLD ROAD

Public stand on the offside of Clissold Road, facing north, commencing opposite No. 39 and extending 46 metres south.

From Chalk Farm, Morrisons.

Buses proceed from Stoke Newington Church Street via Clissold Road to stand, departing via Clissold Road and Albion Road to Stoke Newington Church Street. Set down in Stoke Newington Church Street (BP3803 - Clissold Road, Last Stop on LOR: BP3803 - Clissold Road) and pick up in Stoke Newington Church Street (BP3806 - Clissold Road, First Stop on LOR: BP3806 - Clissold Road).

From Clapton Pond.

Buses proceed from Stoke Newington Church Street via Clissold Road to stand, departing via Clissold Road and Albion Road to Stoke Newington Church Street. Set down in Stoke Newington Church Street (1920 - Stoke Newington Town Hall, Last Stop on LOR: 1920 - Stoke Newington Town Hall) and pick up in Stoke Newington Church Street (R0731 - Bouverie Road, First Stop on LOR: R0731 - Bouverie Road).

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:	Albion Road.

HIGHBURY NEW PARK (from CHALK FARM, MORRISONS)

Public stand for two buses on north side of Highbury New Park commencing 90 metres east of Grosvenor Avenue and extending 20 metres west.

Buses proceed from Highbury New Park direct to stand, departing via Highbury New Park, Beresford Terrace, Petherton Road and Grosvenor Avenue to Highbury New Park. Set down in Highbury New Park, at Stop CS (17952 - Highbury New Pk / Highbury Grove School, Last Stop on LOR: 17952 - Highbury New Pk / Highbury Grove School) and pick up in Highbury New Park, at Stop CR (17953 - Highbury New Pk / Highbury Grove School, First Stop on LOR: 17953 - Highbury New Pk / Highbury Grove School).

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:	Highbury New Park.

HIGHBURY & ISLINGTON STATION

From Chalk Farm, Morrisons.

Buses proceed from Holloway Road via Highbury Corner departing to Holloway Road. Set down in Holloway Road, at Stop B (10003 - Highbury & Islington Station <> #, Last Stop on LOR: 10003 - Highbury & Islington Station <> #) and pick up in Holloway Road, at Stop A (29772 - Highbury & Islington Station <> #, First Stop on LOR: 29772 - Highbury & Islington Station <> #).

From Clapton Pond.

Buses proceed from St Paul's Road via Highbury Corner departing to St Paul's Road. Set down in St Paul's Road, at Stop D (11470 - Highbury Corner, Last Stop on LOR: 11470 - Highbury Corner) and pick up in St Paul's Road, at Stop C (11469 - St Paul's Road / Highbury Corner, First Stop on LOR: 11469 - St Paul's Road / Highbury Corner).

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

HOLLOWAY, CALEDONIAN ROAD, WEST SIDE

Public off side stand for three buses on the north side of Caledonian Road commencing 21 metres north from lamp standard 354 extending 35 metres north.

From Chalk Farm, Morrisons.

Buses proceed from Holloway Road via Camden Road and Caledonian Road to stand, departing to Caledonian Road. Set down in Holloway Road, at stop M (26431 - Holloway Nags Head, Last Stop on LOR: 26431 - Holloway Nags Head) and pick up in Caledonian Road, at stop C (9845 - Freegrove Road, First Stop on LOR: 9845 - Freegrove Road).

From Clapton Pond.

Buses proceed from Caledonian Road direct to stand, departing via Caledonian Road to Hillmarton Road. Set down in Caledonian Road, at stop V (970 - Caledonian Road / Camden Road, Last Stop on LOR: 970 - Caledonian Road / Camden Road) and pick up in Hillmarton Road, at stop C (33329 - North Road / Hillmarton Road, First Stop on LOR: 33329 - North Road / Hillmarton Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 vehicles on Route 393 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: Holloway, Nag's Head.

KENTISH TOWN ROAD, PRINCE OF WALES (from Clapton Pond)

Buses proceed from Kentish Town Road via Prince Of Wales Road, Castlehaven Road and Castle Road departing to Kentish Town Road. Set down in Kentish Town Road, at Stop KC (11392 - Kentish Town Post Office, Last Stop on LOR: 11392 - Kentish Town Post Office) and pick up in Kentish Town Road, at Stop KM (668 - Prince Of Wales Road, First Stop on LOR: 668 - Prince Of Wales Road).

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

CHALK FARM, MORRISONS

Private stand for two buses access road at Morrisons store adjacent to Chalk Farm Road, commencing 25 metres north of north wall of Morrisons store and extending 24 metres east.

Buses proceed from Morrisons Access Road direct to stand, departing to Morrisons Access Road. Set down in Morrisons Access Road, at Stop CM (BP1690 - Chalk Farm Morrisons, Last Stop on LOR: BP1690 - Chalk Farm Morrisons) and pick up in Morrisons Access Road, at Stop CM (BP1690 - Chalk Farm Morrisons, First Stop on LOR: BP1690 - Chalk Farm Morrisons).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 393 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: Chalk Farm.
OTHER INFORMATION: Morrisons toilet facilities available Mon-Sat: 0800-2200 and Sun: 1100-1700.

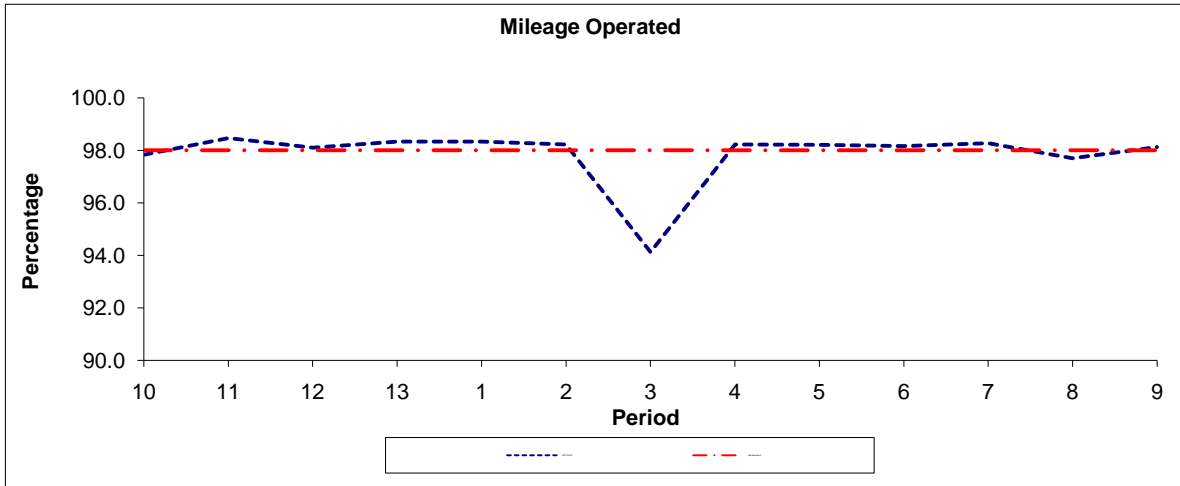
CAMDEN ROAD, TORRIANO AVENUE (from Clapton Pond)

Buses proceed from Torriano Avenue departing to Leighton Road. Set down in Torriano Avenue, U (BP1496 - Torriano Infants School, Last Stop on LOR: BP1496 - Torriano Infants School) and pick up in Leighton Road, V (18856 - Brecknock Road, First Stop on LOR: 18856 - Brecknock Road).

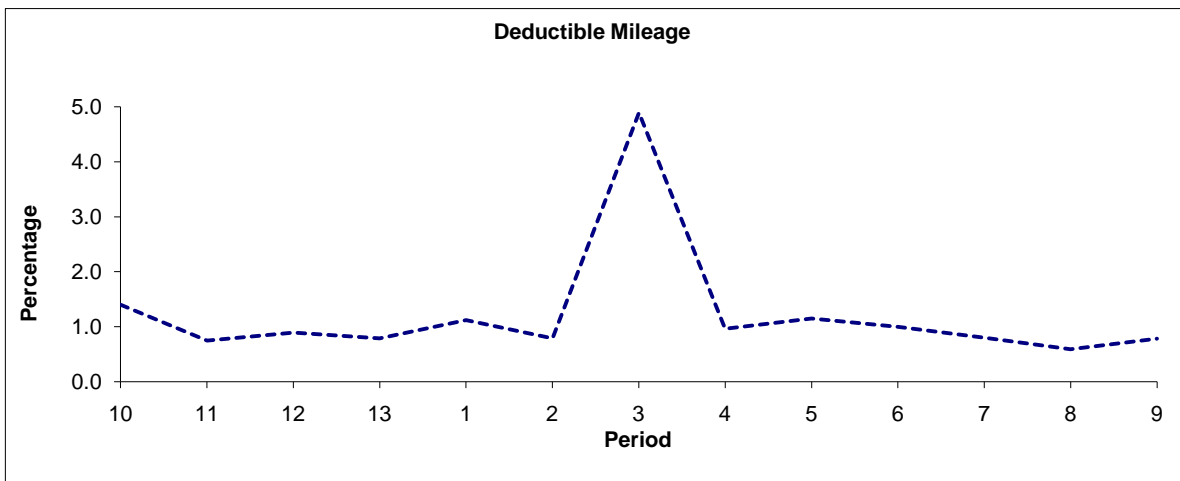
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Camden Road, Brecknock Road.

PART B - PERFORMANCE STATISTICS

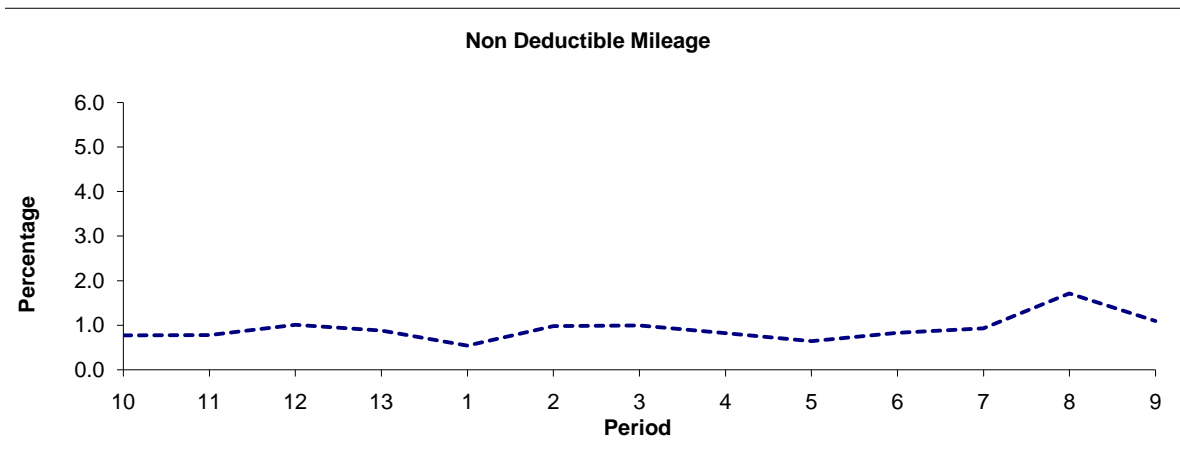
Route 393



Period	10	11	12	13	1	2	3	4	5	6	7	8	9
2011/2012	97.83	98.47	98.10	98.33	98.34	98.23	94.12	98.22	98.21	98.17	98.27	97.70	98.13
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	10	11	12	13	1	2	3	4	5	6	7	8	9
2011/2012	1.40	0.75	0.89	0.79	1.12	0.79	4.89	0.96	1.15	1.00	0.80	0.59	0.78

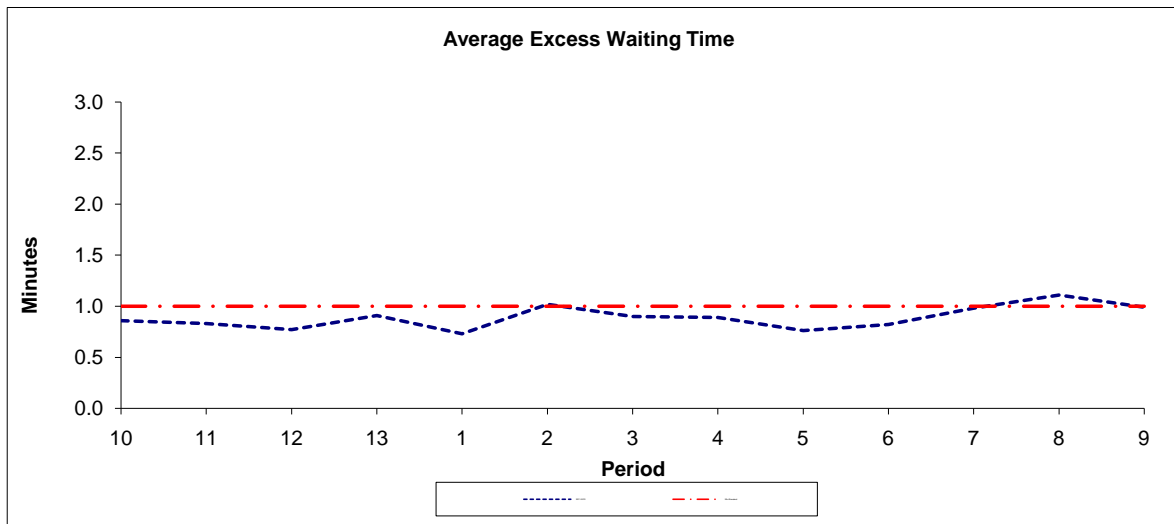


Period	10	11	12	13	1	2	3	4	5	6	7	8	9
2011/2012	0.77	0.78	1.01	0.88	0.54	0.98	0.99	0.82	0.64	0.83	0.93	1.71	1.09

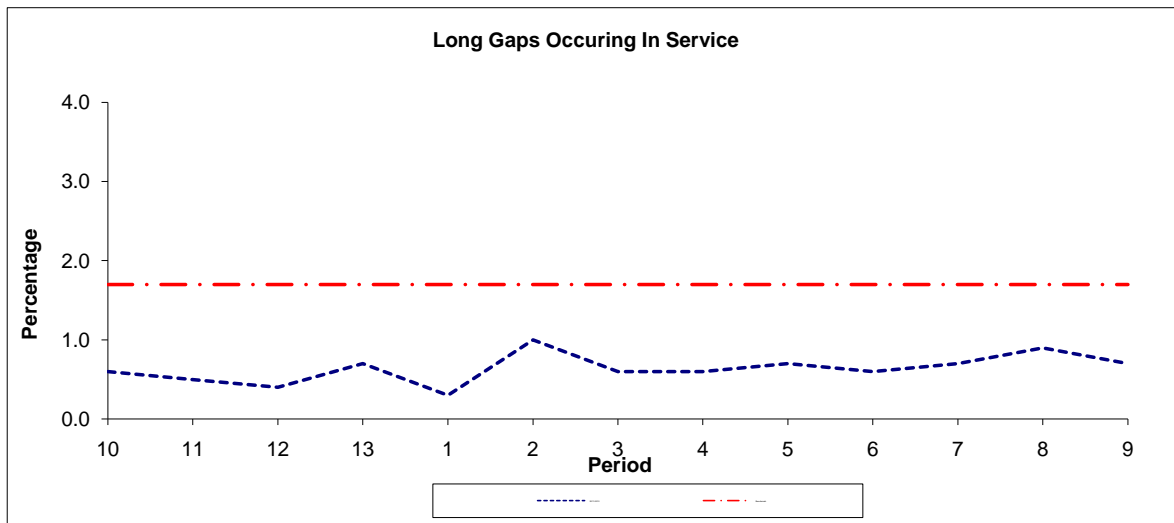
Note : Mileage is based on 4 weeks data
 Performance affected by industrial action in p3 2012/13.

PART B - PERFORMANCE STATISTICS

Route 393



Period	10	11	12	13	1	2	3	4	5	6	7	8	9
2011-2012	0.86	0.83	0.77	0.91	0.73	1.02	0.90	0.89	0.76	0.82	0.98	1.11	0.99
Min Standard	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00



Period	10	11	12	13	1	2	3	4	5	6	7	8	9
2011-2012	0.60	0.50	0.40	0.70	0.30	1.00	0.60	0.60	0.70	0.60	0.70	0.90	0.70
Benchmark	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

Note : Reliability is actual performance under full iBus (4 weeks data).
 Minimum Standards and Benchmarks are those applicable under the new contract.

ROUTE 393 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 3 11/12 TO QUARTER 2 12/13 (17/09/11 - 14/09/12)

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (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	21,630.	97.6	7.64	0.53	8.17	72.9	25.3	1.7	0.2	0.8	53
0700 - 1000	63,474.	96.6	5.81	0.90	6.71	76.4	22.1	1.4	0.1	0.7	63
1000 - 1300	60,310.	98.1	6.00	0.85	6.85	76.0	22.7	1.1	0.1	0.4	61
1300 - 1600	61,389.	97.3	5.96	0.87	6.83	75.6	22.5	1.6	0.2	0.7	44
1600 - 1900	59,693.	98.2	5.98	1.15	7.13	74.4	23.1	2.1	0.4	1.2	73
1900 - 2200	47,522.	97.4	7.26	0.87	8.13	63.7	31.6	4.0	0.7	0.7	79
2200 - 2400	19,724.	101.0	10.11	0.96	11.07	48.8	39.7	9.9	1.6	0.3	70
Summary	333,742.	97.7	6.31	0.93	7.25	73.0	24.5	2.2	0.3	0.7	79

SATURDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (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	3,297.	98.9	10.00	0.47	10.47	57.1	35.7	6.0	1.2	2.0	57
0700 - 1000	9,933.	97.1	7.90	0.86	8.76	64.9	30.8	4.0	0.3	0.2	62
1000 - 1300	12,815.	97.1	5.99	0.79	6.77	75.9	22.9	1.1	0.1	0.5	67
1300 - 1600	12,665.	96.9	6.00	1.22	7.22	73.2	24.0	2.5	0.3	1.2	46
1600 - 1900	12,488.	97.4	6.08	1.09	7.18	73.0	24.6	2.1	0.4	1.0	51
1900 - 2200	8,422.	98.2	8.68	1.08	9.76	53.8	36.7	8.2	1.3	0.7	60
2200 - 2400	4,303.	95.7	10.11	1.92	12.03	45.7	35.7	13.9	4.8	1.1	63
Summary	63,923.	97.3	6.85	1.05	7.90	68.8	27.0	3.6	0.6	0.8	67

SUNDAY AND BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (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	1,178.	104.0	10.00	0.14	10.14	74.7	20.4	3.6	1.2	5.8	39
0700 - 1000	8,241.	96.9	9.57	0.56	10.14	52.4	41.3	5.6	0.8	0.1	68
1000 - 1300	8,880.	99.0	9.31	0.57	9.89	53.0	39.9	6.3	0.8	0.2	67
1300 - 1600	8,535.	98.3	9.71	0.64	10.35	51.1	40.6	7.4	0.9	0.2	68
1600 - 1900	8,689.	98.0	9.62	0.66	10.28	51.3	40.7	7.1	0.8	0.3	64
1900 - 2200	8,316.	99.1	9.78	0.65	10.44	50.2	41.2	7.6	0.9	0.1	59
2200 - 2400	4,997.	101.6	10.11	0.75	10.86	49.0	40.7	9.0	1.3	0.1	59
Summary	48,836.	98.8	9.63	0.63	10.26	51.7	40.4	7.0	0.9	0.3	68

ALL DAYS

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (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	26,105.	98.1	8.00	0.51	8.51	71.2	26.2	2.3	0.3	1.1	57
0700 - 1000	81,648.	96.7	6.18	0.88	7.06	74.2	23.8	1.8	0.2	0.6	68
1000 - 1300	82,005.	98.0	6.38	0.81	7.18	73.4	24.7	1.7	0.2	0.4	67
1300 - 1600	82,589.	97.3	6.36	0.90	7.26	72.7	24.7	2.4	0.3	0.7	68
1600 - 1900	80,870.	98.0	6.34	1.09	7.44	72.0	25.0	2.6	0.5	1.1	73
1900 - 2200	64,260.	97.7	7.72	0.87	8.59	60.9	33.4	4.9	0.8	0.6	79
2200 - 2400	29,024.	100.3	10.11	1.05	11.16	48.4	39.4	10.3	1.9	0.4	70
Summary	446,501.	97.8	6.69	0.92	7.61	70.4	26.3	2.8	0.4	0.7	79

Transport for London - QSI Points and Mileage

v2.0 - Mileage directly imported from Caesar

Route **393**
 Service change 30740
 Date 22/10/2012

Reason for Issue	TRANCHE 436
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QSI points are highlighted in blue.

OUT DIRECTION					BACK DIRECTION						
Timing Point Code	Stop Number	Stop Name	Metres	Miles	Timing Point Code	Stop Number	Stop Name	Metres	Miles		
CLTNKR	BP749	Clapton Pond			CHFMMR	BP1690	Chalk Farm Morrisons				
	BP2477	Upper Clapton Road / Brooke Road	267	0.17		37171	The Roundhouse	399	0.25		
	BP3700	Clapton Station	292	0.18	CHFMSN	37162	Chalk Farm Station	225	0.14		
	BP3703	Jack Watts Estate	273	0.17	BP5295	Prince Of Wales Road / Queen's Crescent	298	0.19			
UPCTMP	BP3704	Mount Pleasant Hill	232	0.14	BP5031	Malden Road	168	0.10			
	BP3712	Leaside Road	206	0.13	11449	Kentish Town West Station	314	0.20			
	BP3713	Mount Pleasant Lane	394	0.24	668	Prince Of Wales Road	677	0.42			
UPCTNE	BP3708	Upper Clapton Road	294	0.18	11391	Kentish Town Post Office	306	0.19			
	BP3715	Cazenove Road / Geldeston Road	218	0.14	KENTSN	BP5030	Leighton Road	354	0.22		
	BP3716	Fontayne Road	151	0.09	18856	Brecknock Road	533	0.33			
	BP3717	Stoke Newington Station	559	0.35	18857	Camden Road	227	0.14			
	BP3194	Northwold Road / Stoke Newington Common	280	0.17	18858	York Way	116	0.07			
SNEWCM	16764	Stoke Newington Common	353	0.22	BP5026	North Road / Goodinge Health Centre	247	0.15			
	BP4241	Stoke Newington High Street	481	0.30	BP5027	Pleasance Theatre	350	0.22			
	1919	William Patten School	265	0.16	33329	North Road / Hillmarton Road	284	0.18			
	15890	Bouverie Road	209	0.13	33328	Freegrove Road	183	0.11			
	1920	Stoke Newington Town Hall	368	0.23	33327	Camden Road / H M Prison Holloway	238	0.15			
	BP3806	Clissold Road	306	0.19	1289	Chambers Road	259	0.16			
	BP3805	Clissold Crescent	253	0.16	33330	Parkhurst Road / Holloway Nags Head	270	0.17			
GRLACP	2437	Green Lanes / Stoke Newington Church St	183	0.11	HOLLHR	26431	Holloway Nags Head	222	0.14		
	BP4326	Riversdale Road	133	0.08	797	Tollington Road	253	0.16			
	BP3754	Highbury Quadrant	311	0.19	10010	Holloway Road Station	496	0.31			
	BP3752	Balfour Road / Crowfield House	244	0.15	1083	Liverpool Road	127	0.08			
	BP3750	Balfour Road / Athenaeum Court	322	0.20	10004	St Mary Magdalene Church	385	0.24			
	BP3748	Beresford Terrace / Highbury Estate	347	0.22	10003	Highbury & Islington Station	291	0.18			
HBRYNP	17953	Highbury New Pk / Highbury Grove School	430	0.27	HYISSN	11469	St Paul's Road / Highbury Corner	232	0.14		
	9242	St Paul's Road / Highbury Grove	240	0.15	HBRYNP	17952	Highbury New Pk / Highbury Grove School	375	0.23		
HYISSN	11470	Highbury Corner	157	0.10	BP3747	Beresford Terrace / Highbury Estate	413	0.26			
	29772	Highbury & Islington Station	296	0.18	BP3749	Balfour Road / Lexfield House	329	0.20			
	10005	St Mary Magdalene Church	337	0.21	BP3751	Balfour Road / Crowfield House	328	0.20			
	1084	Liverpool Road	287	0.18	BP3753	Highbury Quadrant	250	0.16			
	10011	Holloway Road Station	315	0.20	GRLACP	2434	Riversdale Road	279	0.17		
HOLLCM	796	Camden Road	353	0.22	BP3804	Stoke Newington Ch St / Clissold Cres	329	0.20			
	970	Caledonian Road / Camden Road	235	0.15	BP3803	Clissold Road	295	0.18			
	9845	Freegrove Road	296	0.18	R0731	Bouverie Road	677	0.42			
	9843	Hillmarton Road	232	0.14	BP4880	William Patten School	193	0.12			
	BP5025	North Road / Pleasance Theatre	364	0.23	SNEWHC	BP5254	Stoke Newington High St / Garnham St	107	0.07		
	BP5024	Goodinge Health Centre	298	0.19	BP3711	Stoke Newington Station	281	0.17			
	18860	Camden Park Road	216	0.13	BP3710	Fountayne Road	557	0.35			
	18859	Camden Park Road / Cliff Villas	146	0.09	BP3709	Upper Clapton Road	204	0.13			
	4720	Camden Road	174	0.11	UPCTNE	BP3714	Warwick Grove / Vigan Estate	145	0.09		
	BP1496	Torriano Infants School	241	0.15	BP3707	Mount Pleasant Lane	308	0.19			
	BP5029	Leighton Road	408	0.25	BP3706	Theydon Road / Leaside Road	426	0.26			
KENTSN	1078	Kentish Town Station	397	0.25	UPCTMP	BP3705	Mount Pleasant Hill	233	0.14		
	11392	Kentish Town Post Office	223	0.14	BP3702	Jack Watts Estate	136	0.08			
	27564	Kentish Town West Station	480	0.30	BP3701	Clapton Station	329	0.20			
	36799	Harmood Street	197	0.12	194	Lea Bridge Roundabout	355	0.22			
	BP5032	Malden Road	228	0.14	CLTNPD	1011	Clapton Pond	321	0.20		
	BP5296	Haverstock Hill	243	0.15							
CHFMSN	37436	Chalk Farm Station	213	0.13							
CHFMMR	BP1690	Chalk Farm Morrisons	693	0.43							
Total Route Mileage - Out Direction				14640	9.10	Total Route Mileage - Back Direction				14324	8.90
				14640	9.10					14324	8.90