

7. Service Specification

Route: 394

Contract Reference: QC56405

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	394
Terminus Points	Option 1: Homerton Hospital, Homerton Grove and Islington, Tolpuddle Street/Angel, Sainsbury's. Option 2: Homerton Hospital, Homerton Grove and Kings Cross, Canal Reach.
Contract Basis	Incentivised
Commencement Date	29 th April 2017
Vehicle Type	45 capacity, single door, single deck, minimum 8.9m long, subject to a satisfactory route test.
Current Maximum Approved Dimensions	8.9 metres long and 2.44 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	Yes Section 106 funding is available.
Advertising Rights	Operator
Minimum Performance Standard - Option 1	Average Excess Wait Time - No more than 1.00 minutes
Minimum Performance Standard - Option 2	Average Excess Wait Time - No more than 1.00 minutes
Extension Threshold - Option 1	Average Excess Wait Time Threshold - 0.90 minutes
Extension Threshold - Option 2	Average Excess Wait Time Threshold - 0.90 minutes
Minimum Operated Mileage Standard – Option 1 & 2	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 27th June 2016.

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. 394.

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:

Two options are specified:

Option 1

- No changes are proposed.

Option 2

- Route No. 394 is restructured to operate between Homerton Hospital, Homerton Grove and Kings Cross, Canal Reach.
- Route No. 394 is extended from Islington, Angel, Tolpuddle Street via Barnsbury Road, Copenhagen Street and Handyside Street to Kings Cross, Canal Reach.
- Departures ex Kings Cross, Canal Reach are back projected from Islington, Angel, Sainsburys.
- 45 capacity, dual door, single deck buses of a minimum of 8.9 metres long buses will be specified, subject to a satisfactory route test.
- **Please see Section 5 for a full list of streets traversed and standing arrangements.**

Operators should provide the following price:

- 1. Annual diesel price - based on minimum 5 year contract.**

Tenderers are also encouraged to offer alternative vehicle options in accordance with Part 9 of their tender, including but not limited to:

- **Modifications to reduce emissions and fuel consumption (including energy storage, engine stop/start and/or energy efficient components),**
- **Zero emission Vehicles (e.g. Electric or fuel cell)**
- **Existing vehicles.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Option 1

Homerton Hospital, Homerton Grove to Islington, Tolpuddle Street			Islington, Angel, Sainsbury's to Homerton Hospital, Homerton Grove		
First departure no later than 0530.			First departure no later than 0525.		
0525 - 0630	Every 20 minutes		0520 - 0645	Every 20 minutes	
0631 - 0700	Every 15 minutes		0646 - 0715	Every 15 minutes	
0701 - 1830	Every 12 minutes		0716 - 1915	Every 12 minutes	
1831 - 1900	Every 15 minutes		1916 - 2000	Every 15 minutes	
1901 - 0005	Every 20 minutes		2001 - 0045	Every 20 minutes	
Last departure no earlier than 2400.			Last departure no earlier than 0040.		
Pinchpoints					
New North Road, Cherbury Street	0745 - 0845	12 minutes	London Fields, Broadway Market	0740 - 0905	12 minutes
	1450 - 1650	12 minutes		1500 - 1635	12 minutes

Option 2

Homerton Hospital, Homerton Grove to Kings Cross, Canal Reach			Kings Cross, Canal Reach to Homerton Hospital, Homerton Grove		
First departure no later than 0530.			First departure no later than 0515.		
0525 - 0630	Every 20 minutes		0510 - 0635	Every 20 minutes	
0631 - 0700	Every 15 minutes		0636 - 0705	Every 15 minutes	
0701 - 1830	Every 12 minutes		0706 - 1905	Every 12 minutes	
1831 - 1900	Every 15 minutes		1906 - 1950	Every 15 minutes	
1901 - 0005	Every 20 minutes		1951 - 0035	Every 20 minutes	
Last departure no earlier than 2400.			Last departure no earlier than 0030.		
Pinchpoints					
New North Road, Cherbury Street	0745 - 0845	12 minutes	London Fields, Broadway Market	0740 - 0905	12 minutes
	1450 - 1650	12 minutes		1500 - 1635	12 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - Continued

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Option 1

Homerton Hospital, Homerton Grove to Islington, Tolpuddle Street			Islington, Angel, Sainsbury's to Homerton Hospital, Homerton Grove		
First departure no later than 0530.			First departure no later than 0525.		
0525 - 0750	Every 20 minutes		0520 - 0825	Every 20 minutes	
0751 - 0850	Every 15 minutes		0826 - 0910	Every 15 minutes	
0851 - 1805	Every 12 minutes		0911 - 1905	Every 12 minutes	
1806 - 1820	Every 15 minutes		1906 - 1920	Every 15 minutes	
1821 - 0005	Every 20 minutes		1921 - 0045	Every 20 minutes	
Last departure no earlier than 2400.			Last departure no earlier than 0040.		
Pinchpoints					
New North Road, Cherbury Street	0920 - 1110	12 minutes	London Fields, Broadway Market	0930 - 1105	12 minutes

Option 2

Homerton Hospital, Homerton Grove to Kings Cross, Canal Reach			Kings Cross, Canal Reach to Homerton Hospital, Homerton Grove		
First departure no later than 0530.			First departure no later than 0515.		
0525 - 0750	Every 20 minutes		0510 - 0815	Every 20 minutes	
0751 - 0850	Every 15 minutes		0816 - 0900	Every 15 minutes	
0851 - 1805	Every 12 minutes		0901 - 1855	Every 12 minutes	
1806 - 1820	Every 15 minutes		1856 - 1910	Every 15 minutes	
1821 - 0005	Every 20 minutes		1911 - 0035	Every 20 minutes	
Last departure no earlier than 2400.			Last departure no earlier than 0030.		
Pinchpoints					
New North Road, Cherbury Street	0920 - 1110	12 minutes	London Fields, Broadway Market	0930 - 1105	12 minutes

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

Option 1

Homerton Hospital, Homerton Grove to Islington, Tolpuddle Street		Islington, Angel, Sainsbury's to Homerton Hospital, Homerton Grove			
First departure no later than 0550.		First departure no later than 0630.			
0545 - 0005	Every 20 minutes	0625 - 0045	Every 20 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 0040.			
Pinchpoints					
New North Road, Cherbury Street	1035 - 1135	20 minutes	London Fields, Broadway Market	1030 - 1130	20 minutes

Option 2

Homerton Hospital, Homerton Grove to Kings Cross, Canal Reach		Kings Cross, Canal Reach to Homerton Hospital, Homerton Grove			
First departure no later than 0550.		First departure no later than 0620.			
0545 - 0005	Every 20 minutes	0615 - 0035	Every 20 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 0030.			
Pinchpoints					
New North Road, Cherbury Street	1035 - 1135	20 minutes	London Fields, Broadway Market	1030 - 1130	20 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 394 can suffer from unpredictable traffic delays in the Hackney and Islington areas.
- 4.2) As part of the Kings Cross Central Opportunity area, the Canal Reach development is scheduled to create a large retail, commercial and office space. The impact of this will be reviewed after construction is completed.

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 394: Homerton Hospital - Islington, Tolpuddle Street

Date of Structural Change: 29 April 2017.

Date of Service Change: 29 April 2017.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Islington, Tolpuddle Street: Homerton Grove, Wardle Street, Homerton High Street, Ponsford Street, Morning Lane, Valette Street, Paragon Road, Mare Street, Richmond Road, Lansdowne Drive, Westgate Street, Sheep Lane, Andrews Road, Pritchard's Road, Whiston Road, Kingsland Road, Falkirk Street, Hoxton Street, Crondall Street, Pitfield Street, Buckland Street, Clunbury Street, Cherbury Street, New North Road, Murray Grove, Shepherdess Walk, City Road, City Road Bus Lane Slip Road, City Road, Pentonville Road, Penton Street, Tolpuddle Street.

Towards Homerton Hospital: Tolpuddle Street, Liverpool Road, Islington High Street, City Road, Shepherdess Walk, Wenlock Street, Copley Street, Wimbourne Street, New North Road, Cherbury Street, Clunbury Street, Buckland Street, Pitfield Street, Crondall Street, Hoxton Street, Falkirk Street, Kingsland Road, Whiston Road, Pritchard's Road, Broadway Market, Ada Street, Sheep Lane, Westgate Street, Lansdowne Drive, Richmond Road, Mare Street, Morning Lane, Ponsford Street, Homerton High Street, Fenn Street, Homerton Row.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

HOMERTON HOSPITAL, HOMERTON GROVE, BANISTER HOUSE

Public stand for two buses on north west side of Homerton Grove, commencing 45 metres south west of junction with Wardle Street and extending 20 metres south west.

Buses proceed from Homerton Row via Homerton Grove to stand, departing to Homerton Grove. Set down in Homerton Row, at stop D (FL005 - Homerton Hospital / Homerton Row, Last Stop on LOR: FL005 - Homerton Hospital / Homerton Row) and pick up in Homerton Grove, at stop E (BP2162 - Homerton Hospital / Wardle Street, First Stop on LOR: BP2162 - Homerton Hospital / Wardle Street).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 394 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:	Homerton Hospital.
OTHER INFORMATION:	Toilet facilities available in the hospital 24 hours a day.

CLAPTON BUS GARAGE (from ISLINGTON, TOLPUDDLE STREET)

Buses proceed from Mare Street via Bohemia Place, Clapton Bus Garage and Bohemia Place departing to Mare Street. Set down in Mare Street, at Stop A (306 - Hackney Town Hall, Last Stop on LOR: 306 - Hackney Town Hall) and pick up in Mare Street, at Stop B (307 - Hackney Town Hall, First Stop on LOR: 307 - Hackney Town Hall).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Hackney Central.
OTHER INFORMATION:	By local agreement.

ASH GROVE, BUSH ROAD

Public stand for four buses on south side of Bush Road commencing 6 metres east of lamp standard no.6 and extending 42 metres east.

From Homerton Hospital.

Buses proceed from Westgate Street via Sheep Lane and Bush Road to stand, departing via Bush Road, Mare Street and The Triangle to Westgate Street. Set down in Westgate Street, at Stop LN (17974 - Broadway Market, Last Stop on LOR: 17974 - Broadway Market) and pick up in Westgate Street, at Stop LM (17973 - Broadway Market, First Stop on LOR: 17973 - Broadway Market).

From Islington, Tolpuddle Street.

Buses proceed from Sheep Lane via Bush Road to stand, departing via Bush Road, Mare Street, The Triangle and Westgate Street to Sheep Lane. Set down in Sheep Lane, at Stop LL (BP3831 - Sheep Lane, Last Stop on LOR: BP3831 - Sheep Lane) and pick up in Sheep Lane, at Stop LK (BP3843 - Sheep Lane, First Stop on LOR: BP3843 - Sheep Lane).

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:	Ash Grove.

HOXTON, BARING STREET

Public stand for two buses on west side of Bridport Place, commencing 10 metres south of Wiltshire Row and extending 20 metres south.

From Homerton Hospital.

Buses proceed from Cherbury Street via New North Road, Baring Street and Bridport Place to stand, departing via Bridport Place and Poole Street to New North Road. Set down in Cherbury Street, at Stop PC (BP3849 - New North Road, Last Stop on LOR: BP3849 - New North Road) and pick up in New North Road, at Stop XM (863 - Mintern Street, First Stop on LOR: 863 - Mintern Street).

From Islington, Tolpuddle Street.

Buses proceed from Wimbourne Street via New North Road, Baring Street and Bridport Place to stand, departing via Bridport Place, Poole Street and New North Road to Murray Grove. Set down in Wimbourne Street, at Stop PL (BP3856 - New North Road, Last Stop on LOR: BP3856 - New North Road) and pick up in Murray Grove, at Stop PD (BP3850 - Murray Grove / Provost Estate, First Stop on LOR: BP3850 - Murray Grove / Provost Estate).

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:	Hoxton, Baring Street.

ISLINGTON, TOLPUDDLE STREET

Public bus stand for two buses on the north side of Tolpuddle Street 70 metres east of Barnsbury Road.

Buses proceed from Tolpuddle Street direct to stand, departing to Tolpuddle Street. Set down in Tolpuddle Street (BP3190 - Tolpuddle St / Islington Police Station, Last Stop on LOR: BP3190 - Tolpuddle St / Islington Police Station) and pick up in Tolpuddle Street, at Stop W (BP1392 - Liverpool Road / Chapel Market, First Stop on LOR: BP1392 - Liverpool Road / Chapel Market).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 394 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:	Islington Angel.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 394: Homerton Hospital - Canal Reach

Date of Structural Change: 30 April 2017.

Date of Service Change: 30 April 2017.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Canal Reach: Homerton Grove, Wardle Street, Homerton High Street, Ponsford Street, Morning Lane, Valette Street, Paragon Road, Mare Street, Richmond Road, Lansdowne Drive, Westgate Street, Sheep Lane, Andrews Road, Pritchard's Road, Whiston Road, Kingsland Road, Falkirk Street, Hoxton Street, Crondall Street, Pitfield Street, Buckland Street, Clunbury Street, Cherbury Street, New North Road, Murray Grove, Shepherdess Walk, City Road, City Road Bus Lane Slip Road, City Road, Islington High Street, Liverpool Road, Tolpuddle Street, Barnsbury Road, Copenhagen Street, Handyside Street, Canal Reach.

Towards Homerton Hospital: Canal Reach, Handyside Street, Copenhagen Street, Barnsbury Road, Tolpuddle Street, Liverpool Road, Islington High Street, City Road, Shepherdess Walk, Wenlock Street, Croyley Street, Wimbourne Street, New North Road, Cherbury Street, Clunbury Street, Buckland Street, Pitfield Street, Crondall Street, Hoxton Street, Falkirk Street, Kingsland Road, Whiston Road, Pritchard's Road, Broadway Market, Ada Street, Sheep Lane, Westgate Street, Lansdowne Drive, Richmond Road, Mare Street, Morning Lane, Ponsford Street, Homerton High Street, Fenn Street, Homerton Row.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

HOMERTON HOSPITAL, HOMERTON GROVE, BANISTER HOUSE

Public stand for two buses on north west side of Homerton Grove, commencing 45 metres south west of junction with Wardle Street and extending 20 metres south west.

Buses proceed from Homerton Row via Homerton Grove to stand, departing to Homerton Grove. Set down in Homerton Row, at stop D (FL005 - Homerton Hospital / Homerton Row, Last Stop on LOR: FL005 - Homerton Hospital / Homerton Row) and pick up in Homerton Grove, at stop E (BP2162 - Homerton Hospital / Wardle Street, First Stop on LOR: BP2162 - Homerton Hospital / Wardle Street).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 394 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:	Homerton Hospital.
OTHER INFORMATION:	Toilet facilities available in the hospital 24 hours a day.

CLAPTON BUS GARAGE (from CANAL REACH)

Buses proceed from Mare Street via Bohemia Place, Clapton Bus Garage and Bohemia Place departing to Mare Street. Set down in Mare Street, at Stop A (306 - Hackney Town Hall, Last Stop on LOR: 306 - Hackney Town Hall) and pick up in Mare Street, at Stop B (307 - Hackney Town Hall, First Stop on LOR: 307 - Hackney Town Hall).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Hackney Central.
OTHER INFORMATION:	By local agreement.

ASH GROVE, BUSH ROAD

Public stand for four buses on south side of Bush Road commencing 6 metres east of lamp standard no.6 and extending 42 metres east.

From Canal Reach.

Buses proceed from Sheep Lane via Bush Road to stand, departing via Bush Road, Mare Street, The Triangle and Westgate Street to Sheep Lane. Set down in Sheep Lane, at Stop LL (BP3831 - Sheep Lane, Last Stop on LOR: BP3831 - Sheep Lane) and pick up in Sheep Lane, at Stop LK (BP3843 - Sheep Lane, First Stop on LOR: BP3843 - Sheep Lane).

From Homerton Hospital.

Buses proceed from Westgate Street via Sheep Lane and Bush Road to stand, departing via Bush Road, Mare Street and The Triangle to Westgate Street. Set down in Westgate Street, at Stop LN (17974 - Broadway Market, Last Stop on LOR: 17974 - Broadway Market) and pick up in Westgate Street, at Stop LM (17973 - Broadway Market, First Stop on LOR: 17973 - Broadway Market).

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:	Ash Grove.

HOXTON, BARING STREET

Public stand for two buses on west side of Bridport Place, commencing 10 metres south of Wiltshire Row and extending 20 metres south.

From Canal Reach.

Buses proceed from Wimbourne Street via New North Road, Baring Street and Bridport Place to stand, departing via Bridport Place, Poole Street and New North Road to Murray Grove. Set down in Wimbourne Street, at Stop PL (BP3856 - New North Road, Last Stop on LOR: BP3856 - New North Road) and pick up in Murray Grove, at Stop PD (BP3850 - Murray Grove / Provost Estate, First Stop on LOR: BP3850 - Murray Grove / Provost Estate).

From Homerton Hospital.

Buses proceed from Cherbury Street via New North Road, Baring Street and Bridport Place to stand, departing via Bridport Place and Poole Street to New North Road. Set down in Cherbury Street, at Stop PC (BP3849 - New North Road, Last Stop on LOR: BP3849 - New North Road) and pick up in New North Road, at Stop XM (863 - Mintern Street, First Stop on LOR: 863 - Mintern 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:	Hoxton, Baring Street.

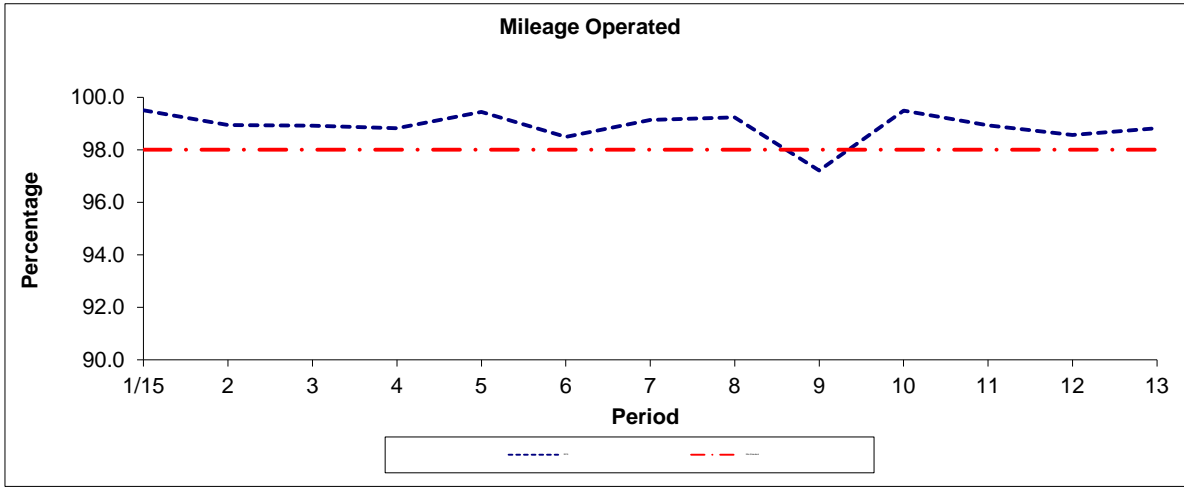
YORK WAY, CANAL REACH STAND

Public stand for 2 buses on north west side of Canal Reach, extending south east. Buses proceed from Canal Reach via York Way to stand, departing via Canal Reach and York Way to Canal Reach. Set down in York Way, at stop F (18861 - Randell's Road, Last Stop on LOR: BP3190 - Tolpuddle St / Islington Police Station) and pick up on stand, First Stop on LOR: BP1392 - Liverpool Road / Chapel Market).

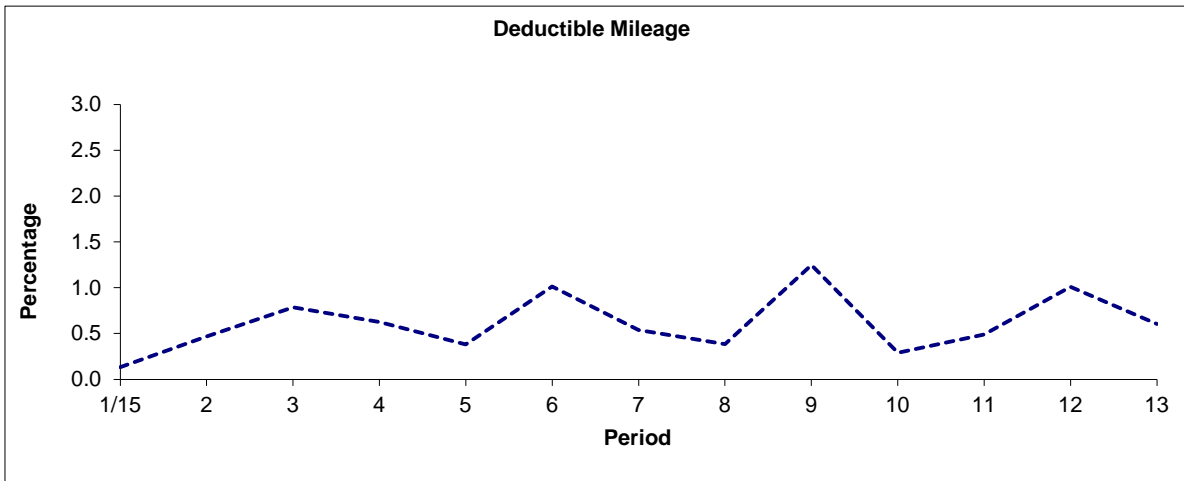
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 394 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Canal Reach.

PART B - PERFORMANCE STATISTICS

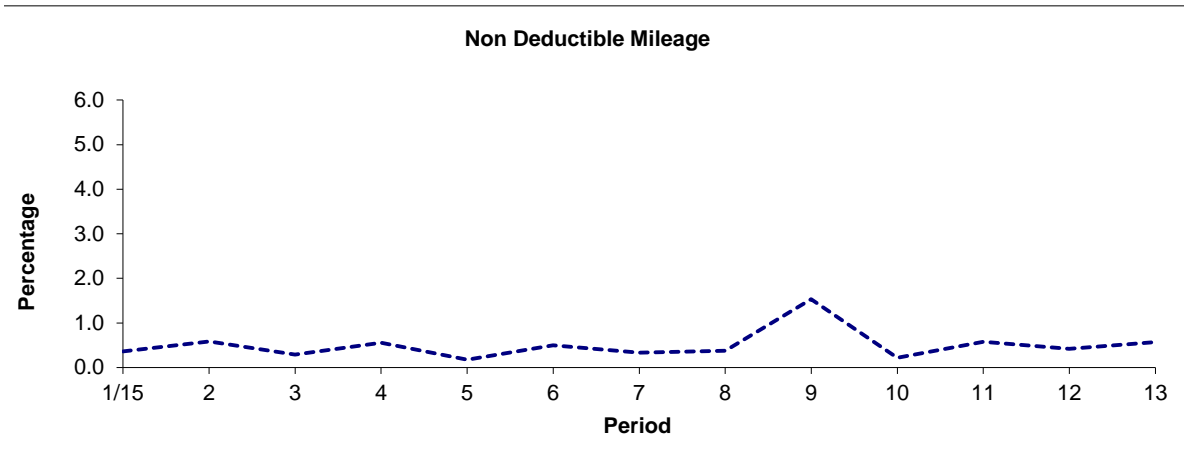
Route 394



Period	1/15	2	3	4	5	6	7	8	9	10	11	12	13
2015	99.50	98.95	98.93	98.82	99.44	98.49	99.13	99.24	97.22	99.49	98.93	98.57	98.82
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	1/15	2	3	4	5	6	7	8	9	10	11	12	13
2015	0.13	0.47	0.79	0.63	0.38	1.01	0.54	0.38	1.25	0.29	0.49	1.01	0.60

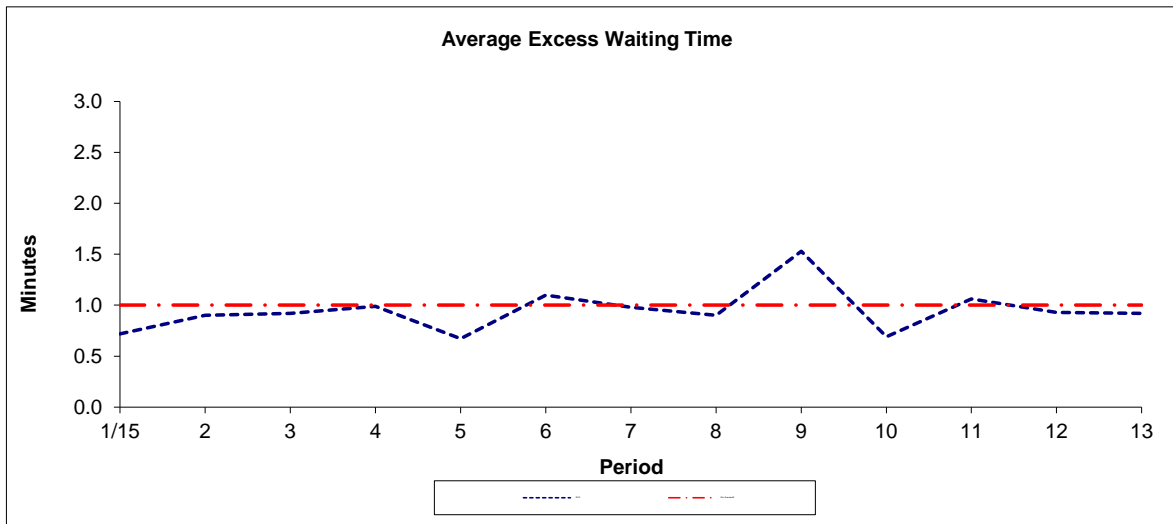


Period	1/15	2	3	4	5	6	7	8	9	10	11	12	13
2015	0.36	0.58	0.29	0.56	0.18	0.50	0.33	0.38	1.53	0.22	0.58	0.42	0.57

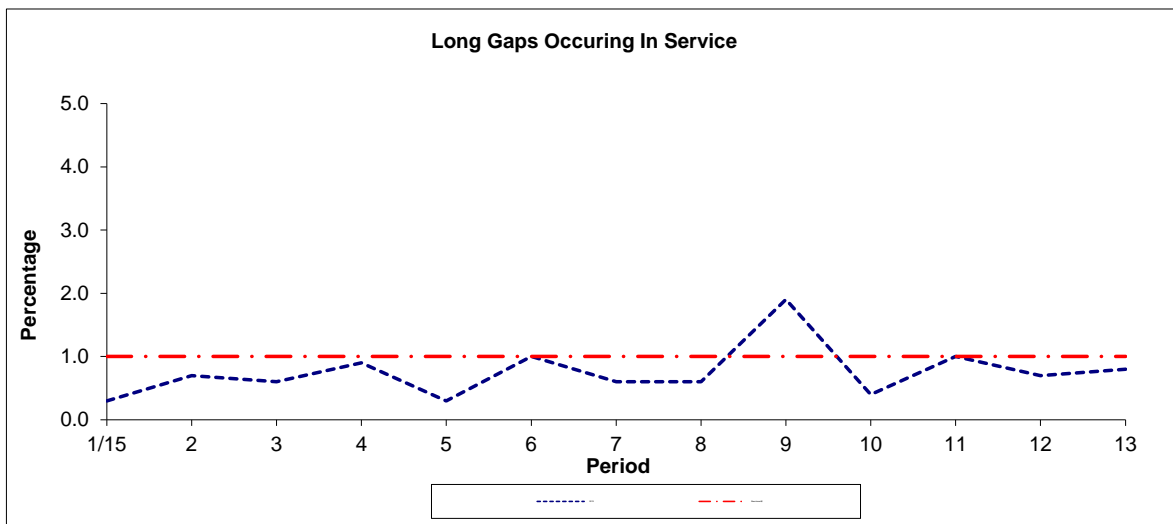
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 394



Period	1/15	2	3	4	5	6	7	8	9	10	11	12	13
2015	0.72	0.90	0.92	0.99	0.67	1.10	0.98	0.90	1.53	0.69	1.06	0.93	0.92
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	1/15	2	3	4	5	6	7	8	9	10	11	12	13
2015	0.3	0.7	0.6	0.9	0.3	1.0	0.6	0.6	1.9	0.4	1.0	0.7	0.8
Benchmark\$	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

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

**ROUTE 394 - FULL iBUS RESULTS BY TIME OF DAY
 QUARTERS 1 TO 4 15/16 (01/04/15 - 31/03/16)**

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	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)
05:00 - 07:00	12,483.	12,385.	99.2	9.91	0.23	10.14	59.8	35.4	4.6	0.2	0.8	47
07:00 - 10:00	38,682.	37,538.	97.0	6.25	0.84	7.10	74.7	23.5	1.6	0.1	0.5	60
10:00 - 13:00	39,263.	38,312.	97.6	5.99	1.08	7.07	74.2	23.7	1.8	0.3	0.8	66
13:00 - 16:00	39,153.	38,781.	99.0	5.98	1.10	7.08	73.7	23.8	2.1	0.3	1.1	60
16:00 - 19:00	39,242.	38,481.	98.1	5.99	1.38	7.37	73.2	23.9	2.5	0.4	1.3	62
19:00 - 22:00	27,782.	27,574.	99.3	7.94	0.89	8.83	59.0	34.8	5.4	0.9	0.6	56
22:00 - 24:00	15,183.	15,340.	101.0	10.00	0.61	10.61	50.0	42.0	7.3	0.8	0.1	85
Locations	211,788.	208,411.	98.4	6.57	1.03	7.60	70.8	26.1	2.7	0.4	0.9	85

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	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)
05:00 - 07:00	2,334.	2,264.	97.0	10.00	0.25	10.25	57.8	37.3	4.5	0.5	0.9	44
07:00 - 10:00	6,069.	6,047.	99.6	7.72	0.46	8.18	67.8	29.7	2.4	0.1	0.1	50
10:00 - 13:00	7,615.	7,464.	98.0	6.00	0.70	6.70	76.4	22.7	0.9	0.0	0.2	41
13:00 - 16:00	7,578.	7,609.	100.4	6.01	0.86	6.87	75.8	23.0	1.2	0.1	0.4	54
16:00 - 19:00	7,432.	7,454.	100.3	6.06	0.82	6.88	74.9	23.3	1.6	0.2	0.6	57
19:00 - 22:00	5,076.	4,951.	97.5	8.93	0.85	9.77	53.5	38.2	7.5	0.9	0.4	76
22:00 - 24:00	3,054.	3,079.	100.8	10.00	0.58	10.58	49.8	40.9	8.3	1.1	0.1	61
Locations	39,158.	38,868.	99.3	6.94	0.74	7.68	69.8	27.2	2.7	0.3	0.4	76

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	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)
05:00 - 07:00	1,640.	1,559.	95.1	10.00	0.12	10.12	68.3	27.5	3.6	0.7	4.2	40
07:00 - 10:00	5,736.	5,754.	100.3	9.70	0.38	10.08	52.0	42.9	4.7	0.4	0.0	44
10:00 - 13:00	5,708.	5,604.	98.2	9.72	0.53	10.25	50.4	42.0	6.9	0.7	0.3	106
13:00 - 16:00	5,681.	5,667.	99.8	9.82	0.66	10.48	50.5	40.4	7.6	1.5	0.6	69
16:00 - 19:00	5,889.	5,786.	98.3	9.65	0.77	10.42	51.4	40.0	7.5	1.0	0.2	85
19:00 - 22:00	5,621.	5,592.	99.5	9.86	0.86	10.73	49.3	40.2	8.8	1.7	0.4	82
22:00 - 24:00	3,726.	3,743.	100.5	10.00	0.57	10.57	49.7	42.9	6.6	0.8	0.2	84
Locations	34,001.	33,705.	99.1	9.77	0.64	10.41	51.1	40.7	7.1	1.1	0.4	106

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	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)
05:00 - 07:00	16,457.	16,208.	98.5	9.92	0.23	10.15	60.3	35.0	4.5	0.3	1.1	47
07:00 - 10:00	50,487.	49,339.	97.7	6.56	0.79	7.35	72.9	25.0	1.9	0.2	0.5	60
10:00 - 13:00	52,586.	51,380.	97.7	6.49	0.95	7.44	71.3	26.0	2.3	0.3	0.7	106
13:00 - 16:00	52,412.	52,057.	99.3	6.46	1.01	7.48	71.1	25.8	2.7	0.4	0.9	69
16:00 - 19:00	52,563.	51,721.	98.4	6.39	1.25	7.64	71.1	25.5	2.9	0.5	1.1	85
19:00 - 22:00	38,479.	38,117.	99.1	8.32	0.88	9.20	57.0	35.9	6.1	1.0	0.5	82
22:00 - 24:00	21,963.	22,162.	100.9	10.00	0.60	10.60	49.9	41.9	7.4	0.8	0.1	85
Locations	284,947.	280,984.	98.6	6.96	0.95	7.91	68.5	27.8	3.2	0.4	0.8	106

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 564B

Homerton Hospital - Islington

Route 394 (Option 1)

Service change 37041

Date : 09/05/2015

Reason for Issue

Re-routed in both directions to run directly to Homerton Hospital

QSI Points are highlighted in yellow

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HMT HHG	BP2162	Homerton Hospital / Wardle Street		
	18012	Banister House	329	0.20
	17298	Ponsford Street	397	0.25
HACKML	17296	Morning Lane / Trelawney Estate	401	0.25
	BP3846	Richmond Road / Martello Street	396	0.25
	91242	Navarino Road	285	0.18
LNSDRR	BP3845	Greenwood Road	228	0.14
	BP3844	Middleton Road	433	0.27
LNFDBM	17974	Broadway Market	324	0.20
ASGRSL	BP3843	Sheep Lane	264	0.16
	BP3842	Andrews Road	218	0.14
	BP3841	Pritchard's Road	239	0.15
	BP3840	Nicholl Street	270	0.17
WSTRQR	BP4961	Haggerston Park	159	0.10
	BP3839	Thurtle Road	260	0.16
	BP3838	Kingsland Road	233	0.14
	2105	St Leonard's Hospital	193	0.12
	2107	Hoxton Station / Geffrye Museum	269	0.17
	BP3902	Falkirk St / Hackney Community College	152	0.09
	BP3904	Crondall Street / Hoxton Street Market	202	0.13
	BP3905	Pitfield Street	190	0.12
	BP3848	Buckland Street	133	0.08
NNRDCS	BP3849	New North Road	228	0.14
	BP3850	Murray Grove / Provost Estate	173	0.11
	BP3851	Bletchley Street	248	0.15
	BP3852	Shoreditch Police Station	234	0.15
CTYRSW	8372	Windsor Terrace	218	0.14
	8368	Central Street	456	0.28
ISLNCR	BP1079	Angel Islington	445	0.28
	361	Pentonville Road / Baron Street	186	0.12
ISLNST	BP3190	Tolpuddle St / Islington Police Station	596	0.37
Total Route Mileage - Out Direction			8359	5.19
			Metres	Miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ISLNSY	BP1392	Liverpool Road / Chapel Market		
ISLNCR	363	Angel Islington / City Road	528	0.33
	8369	Central Street	411	0.26
CTYRSW	8371	Windsor Terrace	441	0.27
	BP3859	Shoreditch Police Station	186	0.12
	BP3853	Murray Grove	201	0.12
	BP3854	Bletchley Street	230	0.14
	BP3855	Cropley Street	211	0.13
	BP3856	New North Road	164	0.10
NNRDCS	863	Mintern Street	249	0.15
	BP3857	Buckland Street	268	0.17
	BP3906	Pitfield Street	171	0.11
	BP3903	Crondall Street / Hoxton Street Market	195	0.12
	BP3901	Falkirk Street / Hoxton Station	220	0.14
	2106	Geffrye Museum	249	0.15
	2104	St Leonard's Hospital	191	0.12
	BP3836	Whiston Road	108	0.07
	BP3835	Thurtle Road	306	0.19
WSTRQR	BP4960	Haggerston Park	235	0.15
	BP3834	Nicholl Street	191	0.12
	BP3833	Pritchard's Road	236	0.15
	BP3832	Ada Street	126	0.08
ASGRSL	BP3831	Sheep Lane	200	0.12
LNFDBM	17973	Broadway Market	230	0.14
	BP3830	Middleton Road	386	0.24
LNSDRR	BP3829	Richmond Road / Greenwood Road	406	0.25
	91241	Navarino Road	166	0.10
	BP3828	Martello Street	279	0.17
	306	Hackney Town Hall	274	0.17
HACKML	34090	Morning Lane / Trelawney Estate	256	0.16
	17297	Homerton Terrace	294	0.18
	R0427	Fenn Street	306	0.19
HMT HHR	FLO05	Homerton Hospital / Homerton Row	131	0.08
Total Route Mileage - Back Direction			8045	5.00
			Metres	Miles

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 564B

Homerton Hospital - Kings Cross Canal Reach

Route 394 (Option 2)

Service change 37041

Date : 09/05/2015

Reason for Issue

Re -routed in both directions to run directly to Homerton Hospital

QSI Points are highlighted in yellow

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HMT HHG	BP2162	Homerton Hospital / Wardle Street		
	18012	Banister House	329	0.20
	17298	Ponsford Street	397	0.25
HACKML	17296	Morning Lane / Trelawney Estate	401	0.25
	BP3846	Richmond Road / Martello Street	396	0.25
	91242	Navarino Road	285	0.18
LNSDRR	BP3845	Greenwood Road	228	0.14
	BP3844	Middleton Road	433	0.27
LNFDDBM	17974	Broadway Market	324	0.20
ASGRSL	BP3843	Sheep Lane	264	0.16
	BP3842	Andrews Road	218	0.14
	BP3841	Pritchard's Road	239	0.15
	BP3840	Nicholl Street	270	0.17
WSTRQR	BP4961	Haggerston Park	159	0.10
	BP3839	Thurtle Road	260	0.16
	BP3838	Kingsland Road	233	0.14
	2105	St Leonard's Hospital	193	0.12
	2107	Hoxton Station / Geffrye Museum	269	0.17
	BP3902	Falkirk St / Hackney Community College	152	0.09
	BP3904	Cron dall Street / Hoxton Street Market	202	0.13
	BP3905	Pitfield Street	190	0.12
	BP3848	Buckland Street	133	0.08
NNRDCS	BP3849	New North Road	228	0.14
	BP3850	Murray Grove / Provost Estate	173	0.11
	BP3851	Bletchley Street	248	0.15
	BP3852	Shoreditch Police Station	234	0.15
CTYRSW	8372	Windsor Terrace	218	0.14
	8368	Central Street	456	0.28
	BP1079	Angel Islington	445	0.28
ISLNSY	37040	Chapel Market		
	37626	Penton Street / Islington Police Station	204	0.13
	37627	Copenhagen Street	216	0.13
	BP1511	Hemingford Road	332	0.21
KCCNRH		Kings Cross Canal Reach	1706	1.06
Total Route Mileage - Out Direction			10035	6.24
			Metres	Miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
KCCNRH		Kings Cross Canal Reach		
	BP1523	Hemingford Road	2044	1.27
	BP1391	Barnsbury Road	348	0.22
ISLNSY	BP1392	Liverpool Road / Chapel Market	360	0.22
ISLNCR	363	Angel Islington / City Road	528	0.33
	8369	Central Street	411	0.26
CTYRSW	8371	Windsor Terrace	441	0.27
	BP3859	Shoreditch Police Station	186	0.12
	BP3853	Murray Grove	201	0.12
	BP3854	Bletchley Street	230	0.14
	BP3855	Cropley Street	211	0.13
	BP3856	New North Road	164	0.10
NNRDCS	863	Mintern Street	249	0.15
	BP3857	Buckland Street	268	0.17
	BP3906	Pitfield Street	171	0.11
	BP3903	Cron dall Street / Hoxton Street Market	195	0.12
	BP3901	Falkirk Street / Hoxton Station	220	0.14
	2106	Geffrye Museum	249	0.15
	2104	St Leonard's Hospital	191	0.12
	BP3836	Whiston Road	108	0.07
	BP3835	Thurtle Road	306	0.19
WSTRQR	BP4960	Haggerston Park	235	0.15
	BP3834	Nicholl Street	191	0.12
	BP3833	Pritchard's Road	236	0.15
	BP3832	Ada Street	126	0.08
ASGRSL	BP3831	Sheep Lane	200	0.12
LNFDDBM	17973	Broadway Market	230	0.14
	BP3830	Middleton Road	386	0.24
LNSDRR	BP3829	Richmond Road / Greenwood Road	406	0.25
	91241	Navarino Road	166	0.10
	BP3828	Martello Street	279	0.17
	306	Hackney Town Hall	274	0.17
HACKML	34090	Morning Lane / Trelawney Estate	256	0.16
	17297	Homerton Terrace	294	0.18
	R0427	Fenn Street	306	0.19
HMT HHR	FL005	Homerton Hospital / Homerton Row	131	0.08
Total Route Mileage - Back Direction			10797	6.71
			Metres	Miles

Mileage in bold red font is a planning estimate & not an ibus calculation