

7. Service Specification

Route: 43 & N43

Contract Reference: QC63301

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	43 & N43
Terminus Points	Friern Barnet, Library, Friern Barnet Road and London Bridge Station, Bus Station
Contract Basis	Incentivised
Commencement Date	2 nd February 2019
Vehicle Type	87 capacity, dual door, double deck vehicles (see attached letter)
Current Maximum Approved Dimensions	10.5 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard - Route No. 43	Average Excess Wait Time - No more than 1.30 minutes
Extension Threshold - Route No. 43	Average Excess Wait Time Threshold - 1.20 minutes
Minimum Operated Mileage Standard - Route No. 43	No less than 98%
Departing On Time - Route No. N43	Departing on Time - No less than 86%
Minimum Operated Mileage Standard - Route No. N43	No less than 99%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 13th November 2017

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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 43 & N43.

- On 29th October 2017, the emergency schedules introduced on 16th August 2017 to mitigate works on Islington High Street are removed. New schedules are introduced.
- Tenderers should refer to schedules dated 15//07/2017 rather than the current emergency schedules.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 43 & N43.

The Mayor and Transport for London (TfL) have developed a proposal for an Ultra Low Emission Zone (ULEZ) in Central London.

The ULEZ is planned to take effect during the life of this contract and will apply 24 hours a day, 7 days a week. All double deck buses operating for TfL within the zone will be required to be hybrid (to Euro VI or better emissions standard).

- The designation Route No. N43 is used for contractual purposes only. This service will be marketed as Route No. 43. This includes all publicity, including destination blind displays.
- **Tenderers must identify the cost of the Nightly element of this service separately.**

Operators should provide the following prices:

1. **Annual diesel-electric hybrid price - based on minimum 5 year contract.**
2. **Annual electric price - based on a minimum 5 year contract. Tenders should outline the strategy they would adopt for recharging these vehicles, together with any other operational and infrastructure assumptions, within the tender submission.**

Tenders should detail the implementation strategy for electric buses. Operators must refer to the attached letter.

2) NOTES - continued

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

- 1. New two door, single staircase vehicles inspired by the New Routemaster in respect of both their external and internal design, to the appropriate specification agreed between TfL and the manufacturers.**
- 2. Vehicles that offer genuine increased capacity on two axles and are certified as such.**
- 3. Modifications to reduce emissions and fuel consumption (including energy storage, engine stop/start, extended zero-emission range and/or energy efficient components)**
- 4. Existing vehicles. Separate costs must be provided both excluding and including the cost of upgrading to Euro VI standards. The inclusive costs should be on a per bus per annum basis.**

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

Friern Barnet, Library, Friern Barnet Road to London Bridge Station, Bus Station			London Bridge Station, Bus Station to Friern Barnet ,Library, Friern Barnet Road		
First departure no later than 0430.			First departure no later than 0525.		
0425 - 0530	Every 20 minutes		0520 - 0625	Every 20 minutes	
0531 - 0600	Every 10 minutes		0626 - 0655	Every 10 minutes	
0601 - 0900	Every 6-7 minutes (9 buses per hour)		0656 - 0900	Every 6-7 minutes (9 buses per hour)	
0901 - 1515	Every 7-8 minutes (8 buses per hour)		0901 - 1401	Every 7-8 minutes (8 buses per hour)	
1516 - 1830	Every 6-7 minutes (9 buses per hour)		1401 - 1945	Every 6-7 minutes (9 buses per hour)	
1831 - 1930	Every 10 minutes		1946 - 2115	Every 10 minutes	
1931 - 2335	Every 12 minutes		2116 - 0030	Every 12 minutes	
Last departure no earlier than 2330.			Last departure no earlier than 0025.		
Pinchpoints					
Highbury & Islington Station	0730 - 0855	7 minutes	Highgate Station, Woodman	0725 - 0745	10 minutes
	1515 - 1630	7 minutes		0746 - 0900	7 minutes
				1500 - 1630	7 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Friern Barnet, Library, Friern Barnet Road to London Bridge Station, Bus Station			London Bridge Station, Bus Station to Friern Barnet ,Library, Friern Barnet Road		
First departure no later than 0430.			First departure no later than 0525.		
0425 - 0530	Every 20 minutes		0520 - 0625	Every 20 minutes	
0531 - 0700	Every 15 minutes		0626 - 0755	Every 15 minutes	
0701 - 0800	Every 12 minutes		0756 - 0855	Every 12 minutes	
0801 - 0900	Every 10 minutes		0856 - 0955	Every 10 minutes	
0901 - 1730	Every 7-8 minutes (8 buses per hour)		0956 - 1910	Every 7-8 minutes (8 buses per hour)	
1731 - 1830	Every 10 minutes		1911 - 2000	Every 10 minutes	
1831 - 2335	Every 12 minutes		2001 - 0030	Every 12 minutes	
Last departure no earlier than 2330.			Last departure no earlier than 0025.		
Pinchpoints					
Highbury & Islington Station	0935 - 1135	8 minutes	Highgate Station, Woodman	0940 - 1050	10 minutes
				1051 - 1130	8 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

Friern Barnet, Library, Friern Barnet Road to London Bridge Station, Bus Station		London Bridge Station, Bus Station to Friern Barnet ,Library, Friern Barnet Road			
First departure no later than 0430.		First departure no later than 0525.			
0425 - 0630	Every 20 minutes	0520 - 0725	Every 20 minutes		
0631 - 0800	Every 15 minutes	0726 - 0855	Every 15 minutes		
0801 - 0845	Every 12 minutes	0856 - 0955	Every 12 minutes		
0846 - 1825	Every 10 minutes	0956 - 1945	Every 10 minutes		
1826 - 2335	Every 12 minutes	1946 - 0030	Every 12 minutes		
Last departure no earlier than 2330.		Last departure no earlier than 0025.			
Pinchpoints					
Highbury & Islington Station	1000 - 1130	10 minutes	Highgate Station, Woodman	1035 - 1205	10 minutes

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

3.4) NIGHTLY

Friern Barnet, Library, Friern Barnet Road to London Bridge Station, Bus Station		London Bridge Station, Bus Station to Friern Barnet ,Library, Friern Barnet Road			
First departure no later than 2400.		First departure no later than 0055.			
2355 - 0405	Every 30 minutes	0050 - 0500	Every 30 minutes		
Last departure no earlier than 0400.		Last departure no earlier than 0455.			

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 43 should interwork with Route No. N43 to form a seamless 24 hour service.
- 4.2) Football matches and events at the Emirates Stadium can also cause traffic congestion in the Holloway Road area.
- 4.3) The Elizabeth Line 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 the first services expected to commence through the central London tunnelled section in late 2018. The full Elizabeth Line service will be operating from Heathrow and Reading to Abbey Wood and Shenfield in late 2019. The construction impacts of the Elizabeth Line could affect Route No's. 43 & N43. There is potential for a change in passenger demand once the line becomes fully operational. A review, post opening of the Elizabeth Line, will be undertaken if required.
- 4.4) TfL are proposing to revise the highway layout at Highbury Corner in 2018. The scheme proposes to convert the gyratory to two-way operation and to pedestrianise the western arm. Any changes will be discussed with the successful tender.

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 43: Friern Barnet, Library - London Bridge Station (24 hour service)

Date of Structural Change: 2 February 2019.

Date of Service Change: 2 February 2019.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards London Bridge Station: Slip Road, Friern Barnet Road, Colney Hatch Lane, Muswell Hill Broadway (North And South Arms), Muswell Hill Road, Archway Road, St John's Way, Sandridge Street, Holloway Road, Highbury Corner, Upper Street, Islington High Street, City Road, Old Street Roundabout, City Road, Finsbury Square (West Side), Finsbury Pavement, Moorgate, Princes Street, Mansion House Street, Lombard Street, King William Street, London Bridge, Railway Approach, Bay C.

Towards Friern Barnet, Library: Bay C, London Bridge Bus Station, London Bridge Street, Borough High Street, King William Street, Lombard Street, Mansion House Street, Princes Street, Moorgate, Finsbury Pavement, Finsbury Square (West Side), City Road, Old Street Roundabout, City Road, City Road Bus Lane Slip Road, City Road, Islington High Street, Upper Street, Highbury Corner, Holloway Road, St John's Way, Archway Road, Muswell Hill Road, Muswell Hill Broadway (North and South Arms), Colney Hatch Lane, Friern Barnet Road, Slip 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.

FRIERN BARNET, LIBRARY, FRIERN BARNET ROAD

Private stand for three buses in slip road in housing development on south side of Friern Barnet Road adjacent to Shapwick Close, opposite Friern Barnet Library.

Buses proceed from Slip Road direct to stand, departing to Slip Road. Set down in Slip Road, at Stop FA (BP3120 - Halliwick Park, Last Stop on LOR: BP3120 - Halliwick Park) and pick up in Slip Road, at Stop FA (BP3120 - Halliwick Park, First Stop on LOR: BP3120 - Halliwick Park).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 3 buses on Route 43 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:	Friern Barnet.
OTHER INFORMATION:	Toilet facilities available - 24 hours.

MUSWELL HILL BROADWAY

From Friern Barnet, Library.

Buses proceed from Muswell Hill Broadway departing to Muswell Hill Broadway. Set down in Muswell Hill Broadway, at Stop B (1145 - Muswell Hill, Last Stop on LOR: 1145 - Muswell Hill) and pick up in Muswell Hill Broadway, at Stop A (1146 - Queens Avenue, First Stop on LOR: 1146 - Queens Avenue).

From London Bridge Station.

Buses proceed from Muswell Hill Broadway departing to Muswell Hill Broadway. Set down in Muswell Hill Broadway, at Stop F (1147 - Muswell Hill, Last Stop on LOR: 1147 - Muswell Hill) and pick up in Muswell Hill Broadway, at Stop E (1148 - Queens Avenue, First Stop on LOR: 1148 - Queens Avenue).

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

MUSWELL HILL BROADWAY

Public stand for two buses on east side of Alexandra Palace Way, opposite Buckingham Lodge commencing 41 metres north of the centre of Priory Road and extending 19 metres north.

From Friern Barnet, Library.

Buses proceed from Muswell Hill Broadway via Muswell Hill and Alexandra Palace Way to stand, departing via Alexandra Palace Way and Muswell Hill to Muswell Hill Broadway. Set down in Muswell Hill Broadway, at Stop B (1145 - Muswell Hill, Last Stop on LOR: 1145 - Muswell Hill) and pick up in Muswell Hill Broadway, at Stop A (1146 - Queens Avenue, First Stop on LOR: 1146 - Queens Avenue).

From London Bridge Station.

Buses proceed from Muswell Hill Broadway via Muswell Hill and Alexandra Palace Way to stand, departing via Alexandra Palace Way and Muswell Hill to Muswell Hill Broadway. Set down in Muswell Hill Broadway, at Stop F (1147 - Muswell Hill, Last Stop on LOR: 1147 - Muswell Hill) and pick up in Muswell Hill Broadway, at Stop E (1148 - Queens Avenue, First Stop on LOR: 1148 - Queens Avenue).

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:	Muswell Hill.

ARCHWAY STATION

From Friern Barnet, Library.

Buses proceed from St John's Way via Junction Road, Vorley Road, Macdonald Road, Highgate Hill and Tollhouse Way departing to Archway Road. Set down in Junction Road, at stop W (33985 - Archway Station <>, Last Stop on LOR: 9861 - Waterlow Road) and pick up in Archway Road, at stop X (9862 - Waterlow Road, First Stop on LOR: 9862 - Waterlow Road).

From London Bridge Station.

Buses proceed from Holloway Road via Junction Road, Vorley Road, Macdonald Road, Highgate Hill, Tollhouse Way, Archway Road and St John's Way departing to Sandridge Street. Set down in Holloway Road, at stop D (BP6016 - Archway Station <>, Last Stop on LOR: BP6016 - Archway Station <>) and pick up in Sandridge Street, at stop R (BP2478 - Archway Station <> / Holloway Road, First Stop on LOR: BP2478 - Archway Station <> / Holloway Road).

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

HOLLOWAY, CAMDEN ROAD

Public stand for six buses on south side of Camden Road commencing 14 metres east of 29 Staveley Close extending 65 metres east.

From Friern Barnet, Library.

Buses proceed from Holloway Road via Camden Road to stand, departing via Camden Road and Parkhurst Road to Holloway 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 Holloway Road, at Stop F (9850 - Tufnell Park Road, First Stop on LOR: 9850 - Tufnell Park Road).

From London Bridge Station.

Buses proceed from Holloway Road via Camden Road to stand, departing via Camden Road and Parkhurst Road to Holloway Road. Set down in Holloway Road, at Stop T (796 - Camden Road, Last Stop on LOR: 796 - Camden Road) and pick up in Holloway Road, at Stop M (26431 - Holloway / Nags Head, First Stop on LOR: 26431 - Holloway / Nags Head).

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:	Holloway, Nag's Head.

HIGHBURY & ISLINGTON STATION

Public stand for two buses on east side of Highbury Corner commencing 37 metres south of the southern kerb line of St Paul's Road and extending 22 metres north.

From Friern Barnet, Library.

Buses proceed from Holloway Road via Highbury Corner to stand, departing via Highbury Corner 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 London Bridge Station.

Buses proceed from Upper Street via Highbury Corner to stand, departing via Highbury Corner to Upper Street. Set down in Upper Street, at Stop F (10002 - Highbury Corner, Last Stop on LOR: 10002 - Highbury Corner) and pick up in Upper Street, at Stop G (80001 - Upper Street / Laycock Street, First Stop on LOR: 80001 - Upper Street / Laycock 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:	Highbury & Islington.

ISLINGTON, ANGEL (GOSWELL ROAD) (from Friern Barnet, Library)

Public stand on north west side of Goswell Road in two portions:

1 - for three buses, commencing opposite the part wall of no.332 and extending 30 metres north west.

2 - for two buses, commencing opposite no.356 and extending 21 metres north west.

Buses proceed from City Road via Wakley Street and Goswell Road to stand, departing via Goswell Road, City Road and Islington High Street to Upper Street. Set down in City Road, at Stop H (363 - Angel Islington / City Road, Last Stop on LOR: 363 - Angel Islington / City Road) and pick up in Upper Street, at Stop Y (25146 - Angel Station <>, First Stop on LOR: 25146 - Angel 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: Islington Angel.

ISLINGTON, ANGEL

Buses proceed out of service from City Road Bus Lane Slip Road. Set down in City Road Bus Lane Slip Road, at stop J (BP1079 - Angel Islington, Last Stop on LOR: BP1079 - Angel Islington).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: Unscheduled curtailments only
BLIND DISPLAY: Angel.

OLD STREET STATION

From Friern Barnet, Library.

Buses proceed from City Road via Old Street Roundabout departing to City Road. Set down in City Road, at Stop C (33263 - Old Street Station <>#, Last Stop on LOR: 33263 - Old Street Station <>#) and pick up in City Road, at Stop E (188 - Old Street Roundabout, First Stop on LOR: 188 - Old Street Roundabout).

From London Bridge Station.

Buses proceed from City Road via Old Street Roundabout departing to City Road. Set down in City Road, at Stop N (29071 - Old Street Station <> #, Last Stop on LOR: 29071 - Old Street Station <> #) and pick up in City Road, at Stop M (187 - City Road / Leonard Street, First Stop on LOR: 187 - City Road / Leonard Street).

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

MOORGATE, FINSBURY CIRCUS (from Friern Barnet, Library)

Buses proceed from Finsbury Pavement via South Place, Eldon Street, Blomfield Street and London Wall departing to Moorgate. Set down in Finsbury Pavement, at stop K (2462 - Finsbury Square / Moorgate, Last Stop on LOR: 2462 - Finsbury Square / Moorgate) and pick up in Moorgate, at stop B (1160 - Moorgate Station <> #, First Stop on LOR: 1160 - Moorgate Station <> #).

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

BANK STATION, PRINCES STREET (from Friern Barnet, Library)

Buses proceed from Princes Street via Mansion House Street, Poultry, Cheapside, New Change, Cannon Street, Queen Victoria Street and Mansion House Street departing to Princes Street. Set down in Princes Street, at stop B (BP933 - Bank Station <> / Princes Street, Last Stop on LOR: BP933 - Bank Station <> / Princes Street) and pick up in Princes Street, at stop A (2468 - Bank Station <> / Princes Street, First Stop on LOR: 2468 - Bank Station <> / Princes Street).

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

LONDON BRIDGE BUS STATION, STAND C

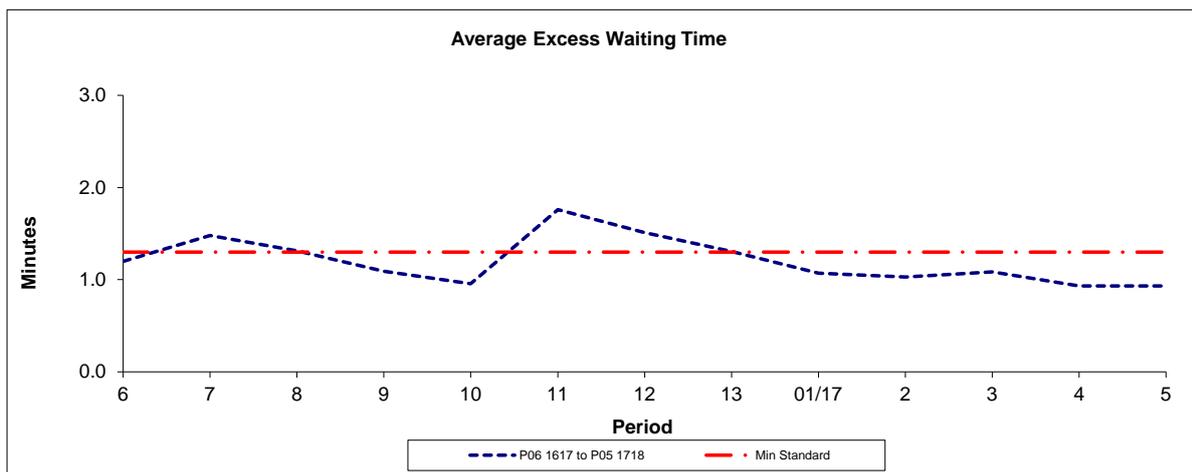
Private stand for three buses on routes 43 and 141 in Bay C in Bus Station on forecourt of London Bridge Station.

Buses proceed from Bay C direct to stand, departing to Bay C. Set down in Bay C, at Stop C (BP5681 - London Bridge Station # <>, Last Stop on LOR: BP5681 - London Bridge Station # <>) and pick up in Bay C, from Stop C (BP5681 - London Bridge Station # <>, First Stop on LOR: BP5681 - London Bridge Station # <>).

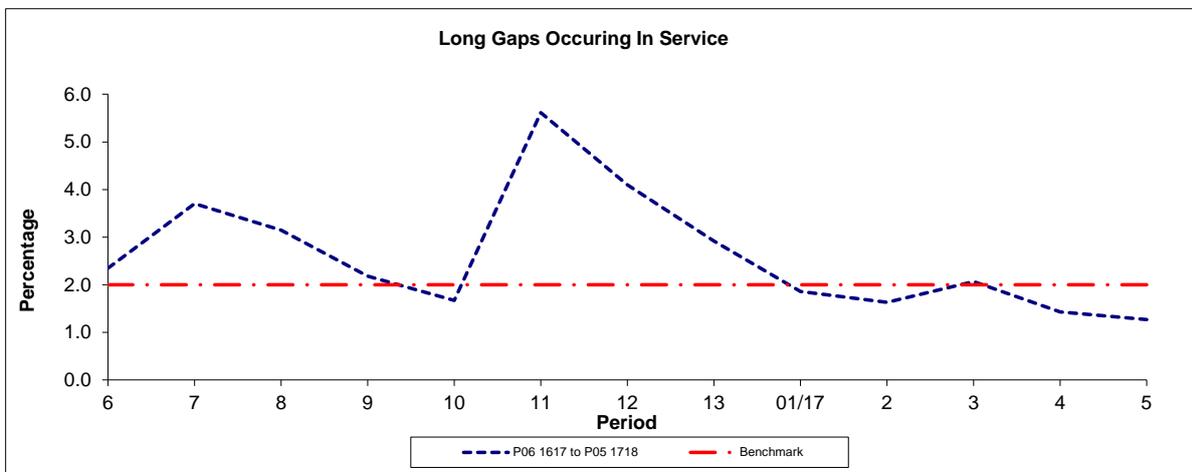
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 43 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: London Bridge.
OTHER INFORMATION: Toilet facilities available - 24 hours.

PART B - PERFORMANCE STATISTICS

Route 43



Period	6	7	8	9	10	11	12	13	01/17	2	3	4	5
P06 1617 to P05 1718	1.20	1.48	1.31	1.09	0.96	1.76	1.51	1.31	1.07	1.03	1.08	0.93	0.93
Min Standard	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30



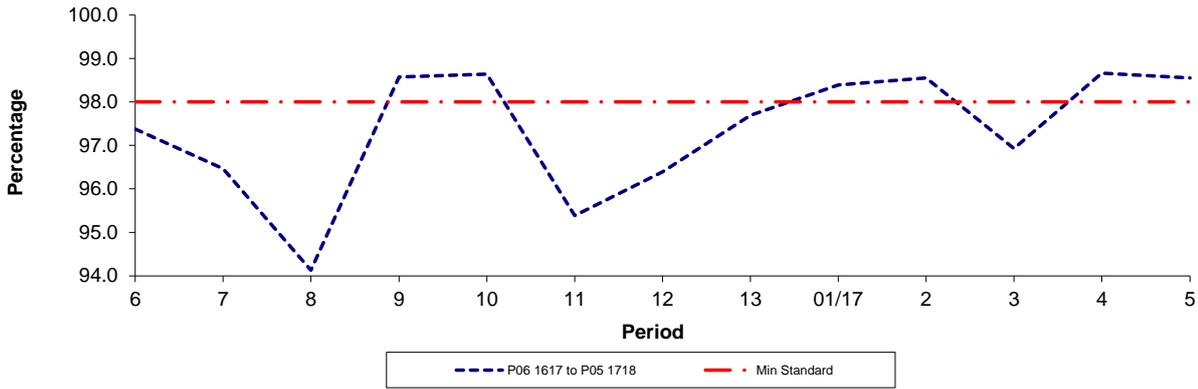
Period	6	7	8	9	10	11	12	13	01/17	2	3	4	5
P06 1617 to P05 1718	2.3	3.7	3.1	2.2	1.7	5.6	4.1	2.9	1.9	1.6	2.1	1.4	1.3
Benchmark	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

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

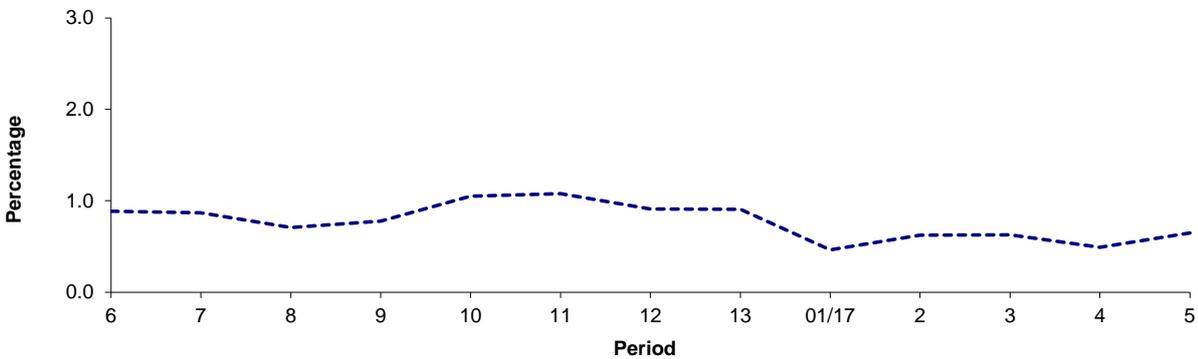
Route 43

Mileage Operated



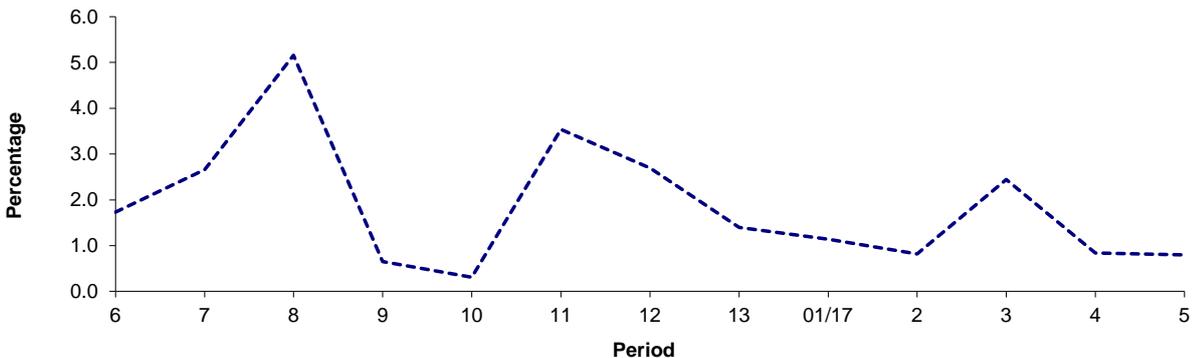
Period	6	7	8	9	10	11	12	13	01/17	2	3	4	5
P06 1617 to P05 1718	97.38	96.47	94.13	98.57	98.64	95.38	96.39	97.69	98.39	98.56	96.93	98.67	98.55
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	6	7	8	9	10	11	12	13	01/17	2	3	4	5
P06 1617 to P05 1718	0.89	0.87	0.71	0.78	1.05	1.08	0.91	0.91	0.46	0.62	0.63	0.49	0.65

Non-deductible Mileage



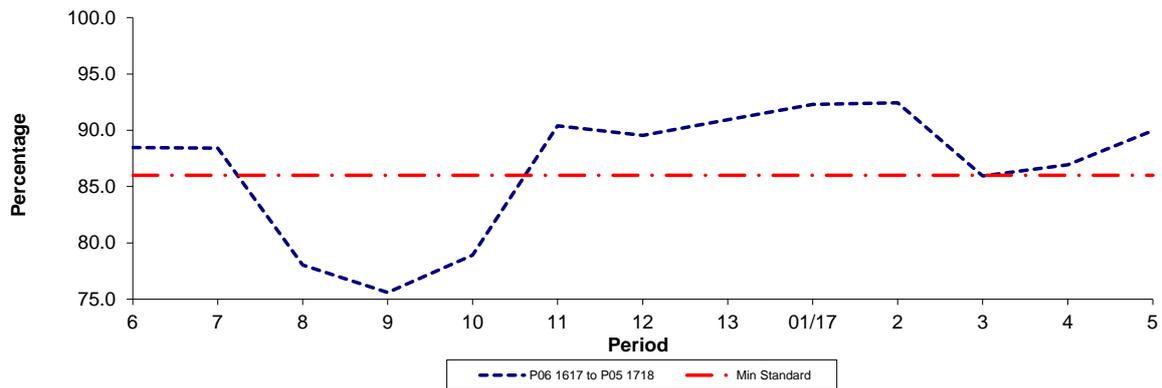
Period	6	7	8	9	10	11	12	13	01/17	2	3	4	5
P06 1617 to P05 1718	1.74	2.66	5.16	0.65	0.31	3.54	2.70	1.40	1.14	0.82	2.44	0.84	0.80

Note: Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

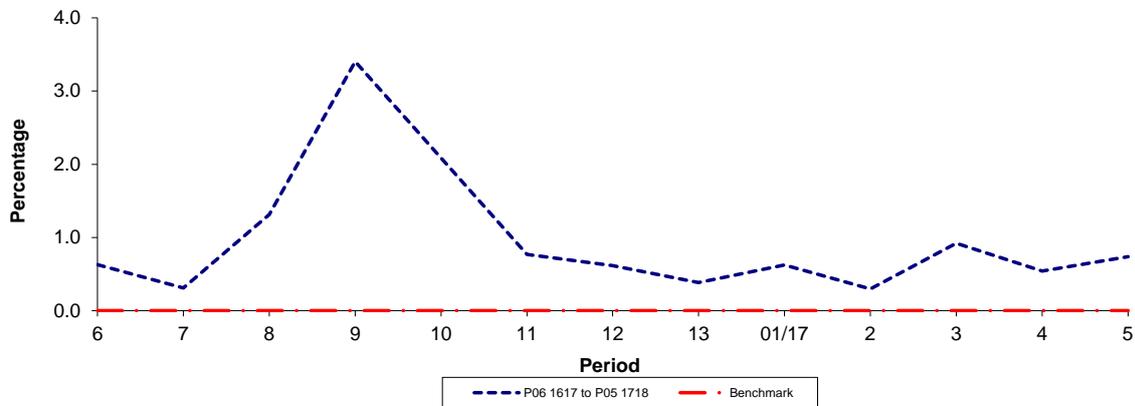
Route N43

Departing On Time



Period	6	7	8	9	10	11	12	13	01/17	2	3	4	5
P06 1617 to P05 1718	88.5	88.4	78.0	75.6	78.9	90.4	89.6	90.9	92.3	92.4	86.0	86.9	90.0
Min Standard	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0

Departing Early

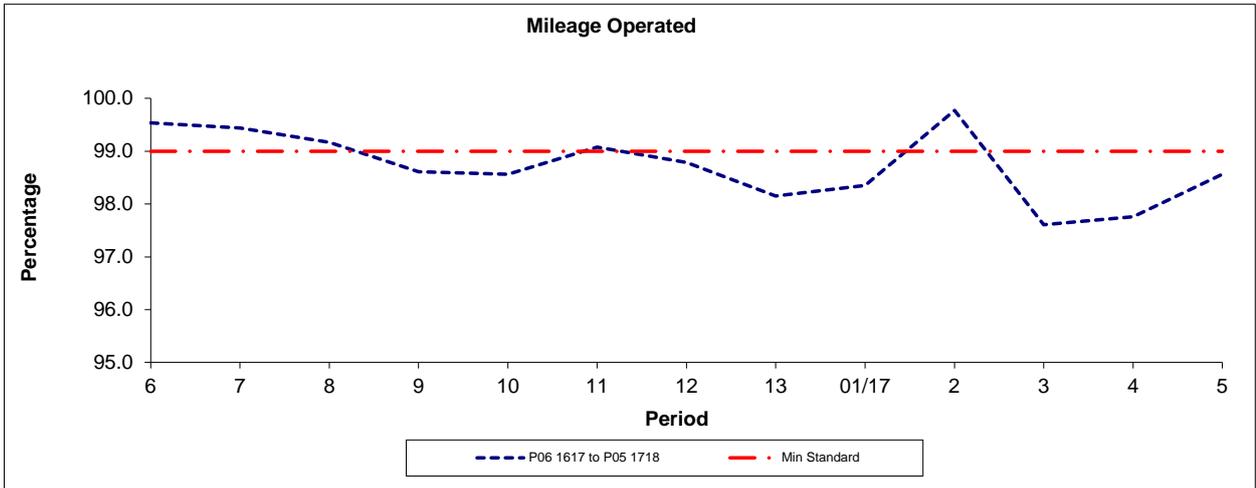


Period	6	7	8	9	10	11	12	13	01/17	2	3	4	5
P06 1617 to P05 1718	0.6	0.3	1.3	3.4	2.1	0.8	0.6	0.4	0.6	0.3	0.9	0.5	0.7
Benchmark	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

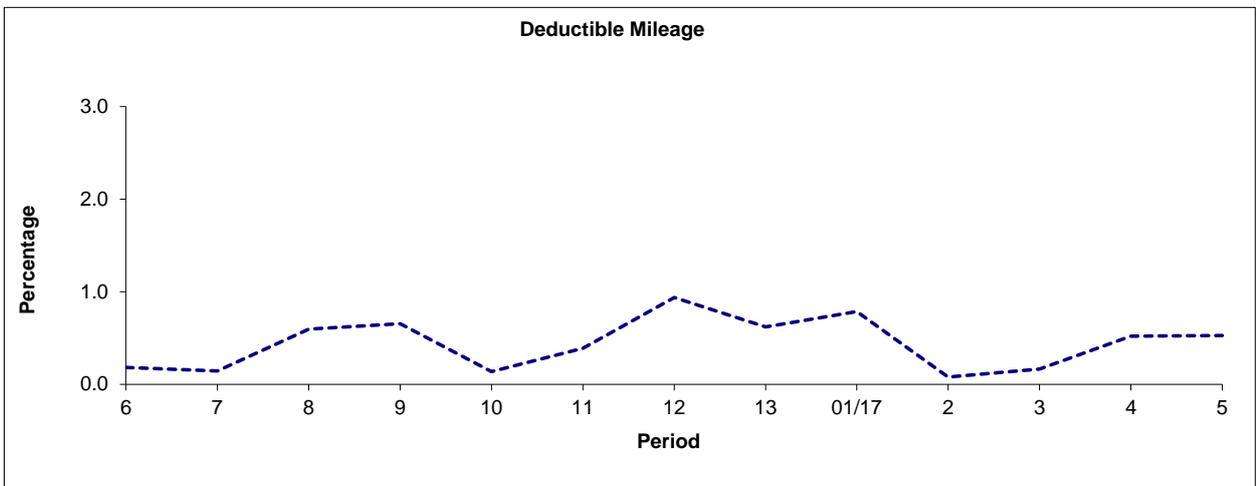
Note : Reliability is actual performance under full iBus (4 weeks data).
Minimum Standards and Benchmarks are those applicable under the new contract.

PART B - PERFORMANCE STATISTICS

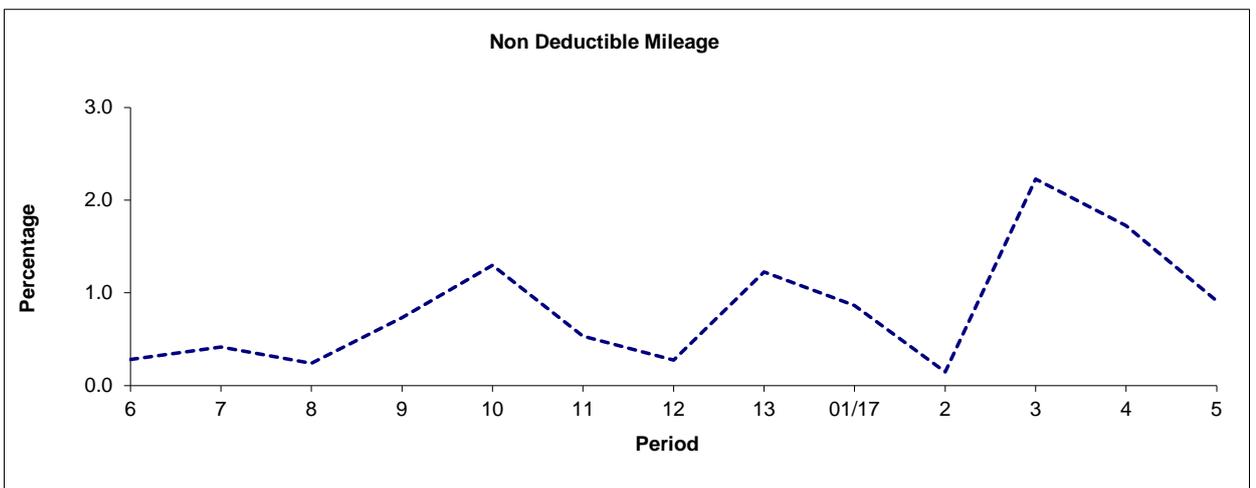
Route N43



Period	6	7	8	9	10	11	12	13	01/17	2	3	4	5
P06 1617 to P05 1718	99.54	99.44	99.17	98.61	98.56	99.08	98.79	98.15	98.35	99.77	97.61	97.76	98.56
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	6	7	8	9	10	11	12	13	01/17	2	3	4	5
P06 1617 to P05 1718	0.18	0.14	0.59	0.65	0.14	0.39	0.94	0.62	0.78	0.08	0.16	0.52	0.53



Period	6	7	8	9	10	11	12	13	01/17	2	3	4	5
P06 1617 to P05 1718	0.28	0.41	0.24	0.73	1.30	0.53	0.27	1.23	0.86	0.15	2.23	1.72	0.91

Note: Mileage is based on 4 weeks data

ROUTE 43 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 2 16/17 TO QUARTER 1 17/18 (25/06/16 TO 23/06/17)

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	43,616	41,512	95.2	6.44	0.70	7.14	79.0	18.6	2.2	0.1	0.6	62
07:00 - 10:00	134,918	130,231	96.5	3.28	1.11	4.39	92.1	7.4	0.4	0.1	2.9	49
10:00 - 13:00	119,143	117,136	98.3	3.65	1.11	4.76	90.3	9.1	0.5	0.1	2.7	54
13:00 - 16:00	118,429	115,629	97.6	3.64	1.11	4.75	90.7	8.8	0.4	0.1	2.1	70
16:00 - 19:00	137,829	133,759	97.0	3.16	1.23	4.39	92.0	7.5	0.4	0.1	3.7	62
19:00 - 22:00	96,853	95,114	98.2	4.42	1.22	5.64	83.0	15.7	1.1	0.2	2.9	64
22:00 - 24:00	47,026	45,563	96.9	5.85	1.96	7.81	69.4	25.2	4.6	0.8	2.9	68
All Locations Summary	697,814	678,944	97.3	3.74	1.16	4.90	89.1	10.1	0.7	0.1	2.8	70

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	6,239	5,944	95.3	9.00	0.63	9.63	58.4	36.6	4.7	0.3	0.5	62
07:00 - 10:00	18,692	17,595	94.1	5.39	1.47	6.86	76.6	21.1	2.1	0.2	1.6	48
10:00 - 13:00	24,156	23,667	98.0	4.02	1.45	5.47	85.7	13.2	0.9	0.2	2.9	54
13:00 - 16:00	23,634	23,052	97.5	4.02	1.57	5.59	84.8	13.6	1.3	0.2	3.6	51
16:00 - 19:00	23,303	22,355	95.9	4.03	1.51	5.54	85.0	13.6	1.2	0.2	3.5	50
19:00 - 22:00	18,435	17,521	95.0	5.21	1.90	7.11	72.4	22.9	3.9	0.8	4.2	55
22:00 - 24:00	10,721	9,671	90.2	5.88	2.96	8.84	64.0	27.0	7.2	1.8	5.3	67
All Locations Summary	125,180	119,805	95.7	4.58	1.62	6.20	80.5	17.0	2.1	0.4	3.3	67

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	5,540	5,361	96.8	9.91	0.59	10.50	52.8	40.0	6.5	0.7	0.5	48
07:00 - 10:00	14,478	13,985	96.6	6.91	0.97	7.88	69.7	27.4	2.7	0.2	0.3	46
10:00 - 13:00	19,010	18,875	99.3	5.10	1.10	6.20	81.0	17.8	1.1	0.1	1.1	78
13:00 - 16:00	18,925	18,610	98.3	5.00	1.23	6.24	81.2	17.3	1.4	0.1	1.5	49
16:00 - 19:00	19,052	18,620	97.7	4.96	0.99	5.96	83.0	16.1	0.8	0.1	1.0	44
19:00 - 22:00	18,086	17,492	96.7	5.36	1.42	6.78	75.2	22.4	2.1	0.2	1.6	93
22:00 - 24:00	10,436	10,619	101.8	6.00	1.38	7.38	73.7	23.1	3.0	0.2	1.2	50
All Locations Summary	105,527	103,562	98.1	5.43	1.14	6.58	78.5	19.7	1.7	0.2	1.2	93

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	55,395	52,817	95.3	6.95	0.68	7.63	75.1	22.0	2.8	0.2	0.6	62
07:00 - 10:00	168,088	161,811	96.3	3.63	1.13	4.77	89.7	9.5	0.7	0.1	2.7	49
10:00 - 13:00	162,309	159,678	98.4	3.88	1.17	5.05	88.4	10.9	0.7	0.1	2.5	78
13:00 - 16:00	160,988	157,291	97.7	3.85	1.19	5.04	88.8	10.5	0.7	0.1	2.3	70
16:00 - 19:00	180,184	174,734	97.0	3.44	1.24	4.68	90.2	9.1	0.5	0.1	3.4	62
19:00 - 22:00	133,374	130,127	97.6	4.65	1.35	6.00	80.5	17.6	1.7	0.3	2.9	93
22:00 - 24:00	68,183	65,853	96.6	5.87	2.07	7.95	69.0	25.3	4.9	0.9	3.1	68
All Locations Summary	928,521	902,311	97.2	4.02	1.22	5.24	86.9	11.9	1.0	0.2	2.7	93

ROUTE N43 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 2 16/17 TO QUARTER 1 17/18 (25/06/16 TO 23/06/17)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	42,345	41,732	98.6	98.9	92.0	1.1	1.0	6.0
All Locations Summary	42,345	41,732	98.6	98.9	92.0	1.1	1.0	6.0

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	14,139	13,923	98.5	97.5	83.1	2.7	0.9	13.3
All Locations Summary	14,139	13,923	98.5	97.5	83.1	2.7	0.9	13.3

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	13,246	13,027	98.3	97.4	78.7	2.8	0.9	17.7
All Locations Summary	13,246	13,027	98.3	97.4	78.7	2.8	0.9	17.7

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	69,730	68,682	98.5	98.3	86.8	1.9	0.9	10.4
All Locations Summary	69,730	68,682	98.5	98.3	86.8	1.9	0.9	10.4

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 633

Route: 43/N43

Service change: 44341

Date: 20/03/2017

Version Detail

Reason for Issue: End of diversion in Moorgate

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
FBARLB	BP3120	Halliwick Park		
	9947	St John's Church	62	0.04
	BP3077	Friern Barnet Town Hall	262	0.16
	19610	Friern Barnet Road	185	0.11
	20146	Hillside Avenue	196	0.12
CHLNLS	19541	North Circular Road	485	0.30
	7520	Cromwell Road	315	0.20
	19607	Pembroke Road / St Peters Church	387	0.24
	1307	Wilton Road	237	0.15
	BP083	Alexandra Park Road	458	0.28
	1145	Muswell Hill	541	0.34
	1148	Queens Avenue	194	0.12
MHILBYS	19605	Fortis Green Road	297	0.18
	9443	Woodside Avenue	199	0.12
	BP2597	Cranley Gardens	168	0.10
	19604	Onslow Gardens	249	0.15
	BP3116	Highgate Wood	263	0.16
	1143	Wood Lane / Highgate Station	311	0.19
	9431	Highgate Station	203	0.13
HIGHSN	10860	Southwood Avenue	282	0.18
	1909	Northwood Road	277	0.17
	9863	Langdon Park Road	234	0.15
	9861	Waterloo Road	367	0.23
	BP2478	Archway Station / Holloway Road	456	0.28
ARCHHR	9857	Upper Holloway Station	249	0.15
	9853	Alexander Road	528	0.33
	9849	Manor Gardens	266	0.17
	R0055	Seven Sisters Road / Parkhurst Road	247	0.15
	26431	Holloway / Nags Head	148	0.09
HOLLHR	797	Tollington Road	253	0.16
	10010	Holloway Road Station	496	0.31
	1083	Liverpool Road	127	0.08
	10004	St Mary Magdalene Church	385	0.24
	10003	Highbury & Islington Station	263	0.16
HYISNS	80001	Upper Street / Laycock Street	422	0.26
	33092	Islington Town Hall	232	0.14
	29748	St Mary's Church	432	0.27
	9995	Islington Green	264	0.16
	36601	Angel Station	340	0.21
ISLNHS	363	Angel Islington / City Road	287	0.18
	8369	Central Street	411	0.26
	8371	Windsor Terrace	441	0.27
	8375	Moorfields Eye Hospital	188	0.12
	33263	Old Street Station	210	0.13
OLSTSN	187	City Road / Leonard Street	378	0.23
	2460	Epworth Street	175	0.11
	2462	Finsbury Square / Moorgate	246	0.15
FINSSQ	2466	Great Swan Alley	475	0.30
	BP933	Bank Station / Princes Street	218	0.14
BANKSNP	14691	King William Street / Monument Stn	317	0.20
	BP140	Monument Station	245	0.15
LONBSNC	BP5681	London Bridge Station	547	0.34
	Total Route Mileage - Out Direction			15418
			Metres	Miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
LONBSNC	BP5681	London Bridge Station		
	978	London Bridge	363	0.23
	2123	Monument Station	324	0.20
	27954	Bank Station / King William Street	330	0.21
BANKSNP	2468	Bank Station / Princes Street	256	0.16
	2467	London Wall	279	0.17
FINSSQ	1160	Moorgate Station	222	0.14
	20726	Finsbury Square	267	0.17
	29071	Old Street Station	333	0.21
OLSTSN	188	Old Street Roundabout	310	0.19
	29930	Moorfields Eye Hospital	252	0.16
ISLNHS	8372	Windsor Terrace	218	0.14
	8368	Central Street	456	0.28
	BP1079	Angel Islington	440	0.27
	25146	Angel Station	353	0.22
	9996	Theberton Street	345	0.21
HYISNS	29792	St Mary's Church	249	0.15
	26500	Islington Town Hall	318	0.20
	10002	Highbury Corner	341	0.21
	29772	Highbury & Islington Station	259	0.16
	10005	St Mary Magdalene Church	276	0.17
	1084	Liverpool Road	287	0.18
	10011	Holloway Road Station	315	0.20
	796	Camden Road	353	0.22
	314	Holloway / Nags Head	186	0.12
	9850	Tufnell Park Road	335	0.21
UHOLSN	9852	Manor Gardens	248	0.15
	11328	Wedmore Street	300	0.19
ARCHHR	9858	Upper Holloway Station	313	0.19
	BP2307	Elthorne Road	150	0.09
HIGHSN	BP6016	Archway Station	183	0.11
	9862	Waterloo Road	499	0.31
	9864	Langdon Park Road	434	0.27
	1908	Northwood Road	276	0.17
	9432	Highgate Station	389	0.24
MHILBYS	1142	Wood Lane / Highgate Station	270	0.17
	BP3230	Highgate Wood	335	0.21
	19603	Onslow Gardens	302	0.19
	9444	Cranley Gardens	235	0.15
	15599	Fortis Green Road	347	0.22
CHLNLS	1147	Muswell Hill	267	0.17
	1146	Queens Avenue	136	0.08
	80010	Meadow Drive	278	0.17
	1910	Alexandra Park Road	255	0.16
	1306	Wilton Road	362	0.22
	19606	Pembroke Road / St Peters Church	347	0.22
	7521	Hampden Road	211	0.13
FBARLB	19608	North Circular Road	468	0.29
	29919	Firs Avenue	180	0.11
	20145	Hillside Avenue	377	0.23
	BP4294	Friern Barnet Town Hall	314	0.20
	8285	St John's Church	124	0.08
Total Route Mileage - Back Direction			15543	9.66
			Metres	Miles