

7. Service Specification

Route: 108, 108D & N108

Contract Reference: QC53204

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	108, 108D & N108
Terminus Points	Route Nos. 108 & N108: Stratford International Bus Station and Lewisham Route No. 108D: North Greenwich Station, Bus Station and Lewisham
Contract Basis	Incentivised
Commencement Date	1 st October 2016
Vehicle Type	Route Nos. 108 & N108: 60 capacity, dual door, single deck, minimum 10.8m long, subject to a satisfactory route test Route No. 108D: 87 capacity, dual door, double deck
Current Maximum Approved Dimensions	10.8 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. 108	Average Excess Wait Time - No more than 1.30 minutes
Extension Threshold - Route No. 108	Average Excess Wait Time Threshold - 1.20 minutes
Minimum Operated Mileage Standard - Route No. 108	No less than 98.00%
Departing On Time - Route No. N108	Departing on Time - No less than 86.00%
Minimum Operated Mileage Standard - Route No. N108	No less than 99.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 21st September 2015

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

SERVICE SPECIFICATION

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

2) NOTES

Proposed Changes:

At this time, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route Nos. 108, 108D & N108.

- On 29th August 2015, a reliability schedule will be introduced. PVR will increase by one.
- As part of the Lewisham Gateway development works, Lewisham Bus Station is closed. Temporary routeing and standing arrangements are currently in operation at Lewisham and further changes should be expected as the Lewisham Gateway project progresses. From early 2016, the permanent routeing will resume and there will be new stopping and standing arrangements.
- **Please see Section 5 for a full list of streets traversed and standing arrangements.**

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

- Route Nos. 108 & N108 are re-routed to operate between Stratford International Bus Station and Lewisham.
- Route Nos. 108 & N108 will operate from International Way via the existing routeing of Route No. D8 to Stratford High Street to re-join normal line of route.
- Route Nos. 108 & N108 are also re-routed from Bow Road via the existing routeing of Route No. D8 to Blackwall Tunnel Northern Approach to re-join normal line of route.
- The sections of routeing between Bromley-by-Bow High Street and Blackwall Tunnel Northern Approach **and** Stratford Bus Station and Stratford High Street (at junction with Carpenters Road) are withdrawn and will be served by Route No. D8 which is re-structured in conjunction with Route Nos. 108 & N108.
- **Please see Section 5 for a full list of streets traversed and standing arrangements.**
- 60 capacity, dual door, single deck, minimum 10.8m long buses are specified, subject to a satisfactory route test.
- Tenderers should refer to the schedules dated 27th September 2014 and 8th February 2014.
- Tenderers should note that Route Nos. 108, 108D & N108 are contracted as a single route and thus bids must be submitted on this basis.
- The designation Route No. 108D and N108 are used for contractual purposes only. This service will be marketed as Route No. 108. This includes all publicity, including destination blind displays.
- **Tenderers must indicate the cost of the Route No. 108D element of this service separately.**
- **Tenderers must identify the cost of the Nightly element of this service separately.**

2) NOTES - Continued

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

Operators should provide the following prices:

- 1. Annual diesel price - based on minimum 5 year contract.**
- 2. Annual hybrid price - based on minimum 5 year contract.**
- 3. Annual hybrid price - with upfront payment of capital difference between diesel and hybrid for 5 year contract.**

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

Stratford International Bus Station to Lewisham Bus Station			Lewisham, Loampit Vale to Stratford International Bus Station		
First departure no later than 0505.			First departure no later than 0500.		
0500 - 0545	Every 20 minutes		0455 - 0600	Every 20 minutes	
0546 - 0630	Every 15 minutes		0601 - 0645	Every 15 minutes	
0631 - 1855	Every 10 minutes		0646 - 1825	Every 10 minutes	
1856 - 1930	Every 12 minutes		1826 - 1925	Every 12 minutes	
1931 - 0050	Every 15 minutes		1926 - 0045	Every 15 minutes	
Last departure no earlier than 0045.			Last departure no earlier than 0040.		
Pinchpoints					
Blackheath, Royal Standard	0705 - 0905	10 minutes	Poplar, Abbott Road	0720 - 0920	10 minutes
	1500 - 1640	10 minutes		1500 - 1640	10 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Stratford International Bus Station to Lewisham Bus Station			Lewisham, Loampit Vale to Stratford International Bus Station		
First departure no later than 0505.			First departure no later than 0500.		
0500 - 0605	Every 20 minutes		0455 - 0600	Every 20 minutes	
0606 - 0635	Every 15 minutes		0601 - 0630	Every 15 minutes	
0636 - 1830	Every 10 minutes		0631 - 1850	Every 10 minutes	
1831 - 1930	Every 12 minutes		1851 - 1925	Every 12 minutes	
1931 - 0050	Every 15 minutes		1926 - 0045	Every 15 minutes	
Last departure no earlier than 0045.			Last departure no earlier than 0040.		
Pinchpoints					
Blackheath, Royal Standard	0900 - 1100	10 minutes	Poplar, Abbott Road	0900 - 1100	10 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - Continued

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

Stratford International Bus Station to Lewisham Bus Station		Lewisham, Loampit Vale to Stratford International Bus Station			
First departure no later than 0505.		First departure no later than 0500.			
0500 - 0705	Every 20 minutes	0455 - 0720	Every 20 minutes		
0706 - 0050	Every 15 minutes	0721 - 0045	Every 15 minutes		
Last departure no earlier than 0045.		Last departure no earlier than 0040.			
Pinchpoints					
Blackheath, Royal Standard	0950 - 1135	15 minutes	Poplar, Abbott Road	0950 - 1135	15 minutes

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

3.4) MONDAY TO FRIDAY, SATURDAY AND GOOD FRIDAY AND SUNDAY AND PUBLIC HOLIDAYS (EXCEPT GOOD FRIDAY AND CHRISTMAS DAY) SCHEDULE REQUIREMENTS

ROUTE NO. 108D

North Greenwich Station, Bus Station to Lewisham Bus Station	
First departure no later than 2245.	
2240 - 0120	Every 15 minutes (11 departures)
Last departure no earlier than 0115.	

* The purpose of the above journeys operating between North Greenwich Station, Bus Station and Lewisham Bus Station are to cater for demand when the O2 is closing and should operate with double deck vehicles.

They should be timed to fully interwork with journeys between Stratford Bus Station to Lewisham, Molesworth Street (i.e. a joint frequency of every 7-8 minutes (8 buses per hour) should be provided between Stratford Bus Station to Lewisham, Molesworth Street during the stated times).

Tenderers must indicate the cost of the Route No. 108D element of this service separately.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - Continued

3.5) SUNDAY NIGHTS/MONDAY MORNINGS TO THURSDAY NIGHTS/FRIDAYS MORNINGS

Stratford International Bus Station to Lewisham Bus Station		Lewisham, Loampit Vale to Stratford International Bus Station	
First departure no later than 0115.		First departure no later than 0100.	
0110 - 0450	Every 30 minutes	0055 - 0435	Every 30 minutes
Last departure no earlier than 0445.		Last departure no earlier than 0430.	

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

3.6) FRIDAY NIGHTS/SATURDAYS MORNINGS TO SATURDAYS NIGHTS/SUNDAYS MORNINGS

Stratford International Bus Station to Lewisham Bus Station		Lewisham, Loampit Vale to Stratford International Bus Station	
First departure no later than 0100.		First departure no later than 0100.	
0055 - 0145	Every 15 minutes	0055 - 0435	Every 30 minutes
0146 - 0450	Every 30 minutes		
Last departure no earlier than 0445.		Last departure no earlier than 0430.	

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 108 should interwork with Route No. N108 to form a seamless 24 hour service.
- 4.2) Route No. 108D should interwork with Route No. 108 between North Greenwich Station, Bus Station to Lewisham Bus Station in this direction only during all evenings.
- 4.3) Route Nos. 108 & N108 can suffer from unpredictable traffic delays in the Blackwall Tunnel, Greenwich and Lewisham areas.
- 4.4) Events at O2 in Greenwich may lead to delays from increased traffic congestion.
- 4.5) The Blackwall Tunnel has a height restriction of 4.06 metres. **Under no circumstances should Tenderers operate double deck vehicles. Buses must also keep to the nearside lane within the tunnel.**
- 4.6) Lewisham Gateway is a major development in Lewisham Town Centre to promote regeneration. Significant changes to the highway are being made as part of the development. The site is bounded by Station Road, Lewisham High Street, Rennell Street and Molesworth Street. The majority of the development space is created by the removal of the existing northern roundabout and the removal of the bus station. Completion of the Lewisham Gateway project is expected to be in early 2016 when there will be a new road layout and new bus stops.
- 4.7) North Greenwich Millennium Village will continue to grow and there will also be a 10,000 unit development north of the tube station. This is currently going through a master planning process which will lead to an increase in demand, especially for passengers travelling southbound in the morning on Route Nos. 108, 108D and N108.

4) OPERATIONAL CONSIDERATIONS - Continued

- 4.8) Bow interchange is to be made safer for pedestrians and work expected to begin later this year will create new signalised pedestrian crossing facilities at the roundabout, a new area of public space under the flyover that is fully integrated with new links to the pedestrian and cycle routes along the River Lea towpath. Work will be coordinated with the upgrade of the Cycle Superhighway 2 between Bow roundabout and Aldgate which is expected to be completed in summer 2016.
- 4.9) Long term proposals are also being worked on that could see Bow flyover and roundabout removed. The changes would focus on improving access to new developments in the locality and also see the bus network extended to communities in Tower Hamlets and Newham. The scheme would help to reduce the barrier created by the flyover and roundabout and improve connectivity between Bow and Stratford. An initial consultation on these significant changes to the junction is due to take place during 2016.
- 4.10) Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. Major construction of the railway began in 2010, with the first services expected to commence through the central London tunnelled section in late 2018. The full Crossrail service will be operating from Heathrow and Reading to Abbey Wood and Shenfield in late 2019. The construction impacts of Crossrail could affect Route Nos. 108 & N108 and it is anticipated that some passenger demand for Route Nos. 108 & N108 may shift to this line when it opens. Route Nos. 108 & N108 will be reviewed after the opening date.

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 108: Stratford International Bus Station - Lewisham, Molesworth Street Temporary Stand (24 hour service)

Date of Structural Change: 1 October 2016.

Date of Service Change: 1 October 2016.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Lewisham, Molesworth Street Temporary Stand: International Way, Montfichet Road, Pool Street, Carpenters Road, Stratford High Street, Bow Interchange, Bow Road, Campbell Road, Devons Road, Violet Road, Morris Road, Chrisp Street, East India Dock Road, Brunswick Road, Blackwall Tunnel Northern Approach, Blackwall Tunnel (Eastern Bore), Blackwall Tunnel, Blackwall Tunnel Southern Approach, Dreadnought Street, Boord Street, Millennium Way, North Greenwich Bus Station, Edmund Halley Way, Pilot Busway, Southern Way, Commercial Way, Peartree Way, Woolwich Road, Combedale Road, Westcombe Hill, Charlton Road, Stratheden Road, Prince Of Wales Road, Montpelier Row, Montpelier Vale, Blackheath Village, Lee Terrace, Belmont Hill, Lee Bridge, Lewisham High Street, Molesworth Street.

Towards Stratford International Bus Station: Molesworth Street, Lewisham High Street, Lewis Grove, Lee Bridge, Belmont Hill, Lee Terrace, Lee Road, Blackheath Village, Tranquil Vale, Royal Parade, Montpelier Row, Prince Of Wales Road, Stratheden Road, Westcombe Hill, Westcombe Hill Contra-Flow Bus Lane, Westcombe Hill Bus Gate, Horn Lane Roundabout, Peartree Way, Commercial Way, Southern Way, Pilot Busway, Edmund Halley Way, North Greenwich Bus Station, Edmund Halley Way, Millennium Way, Holiday Inn Roundabout, Blackwall Lane, A102, Tunnel Avenue, Blackwall Tunnel Southern Approach, Blackwall Tunnel, Blackwall Tunnel (Western Bore), Blackwall Tunnel Northern Approach, A102, East India Dock Road, Chrisp Street, Morris Road, Violet Road, Devons Road, Campbell Road, Bow Road, Bow Interchange, Stratford High Street, Carpenters Road, Pool Street, Montfichet Road, International Way.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

STRATFORD INTERNATIONAL BUS STATION

Private stand in Stratford International Bus Station. Definition to be supplied.
Buses proceed from International Way via Stratford International Bus Station and International Way to stand, departing via Stratford International Bus Station to International Way. Set down in International Way, at stop D (BP5769 - Stratford International Station # [dlr], Last Stop on LOR: 2068 - Warton Road) and pick up in International Way, at stop E (BP5768 - Stratford International Station # [dlr], First Stop on LOR: 4897 - Warton Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 108 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: Stratford International Bus Station.

BOW CHURCH (from LEWISHAM BUS STATION)

Public stand for two buses on south side of Bow Road opposite Bow Church, at Stop L. Buses proceed from Bow Road via Bow Interchange and Bow Road to stand, departing to Bow Road. Set down in Bow Road, at stop M (348 - Bow Flyover, Last Stop on LOR: 13841 - Morden Wharf Road) and pick up in Bow Road, at stop K (29981 - Bow Church, First Stop on LOR: 2062 - Bow Church).

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

POPLAR, ALL SAINTS STATION (from LEWISHAM BUS STATION)

Buses proceed from East India Dock Road via Newby Place, Poplar High Street, Cotton Street, East India Dock Road and Brunswick Road departing to Blackwall Tunnel Northern Approach. Set down {Not Specified}, at stop M, Last Stop on LOR: 13841 - Morden Wharf Road) and pick up in Blackwall Tunnel Northern Approach, at stop G (19588 - Blackwall Tunnel / East India Dock Road, First Stop on LOR: 19588 - Blackwall Tunnel / East India Dock Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Poplar, All Saints.

NORTH GREENWICH STATION

Private stand in three sections for 21 buses in Bus Parking Areas within North Greenwich Bus Station complex:

- 1 - offside facing south commencing 6.7 metres south of lamp standard No. NG18 and extending 51.8 metres north.
- 2 - facing north commencing 11.5 metres north of lamp standard No. NG07 and extending 95.8 metres south.
- 3 - offside facing north opposite Section 2 stand and extending 87.3 metres south.

From Lewisham, Molesworth Street Temporary Stand.

Buses proceed from North Greenwich Bus Station direct to stand, departing to North Greenwich Bus Station. Set down in North Greenwich Bus Station, at Stop E (BP2277 - North Greenwich Station <>, Last Stop on LOR: BP2460 - Millennium Village / Oval Square) and pick up in North Greenwich Bus Station, at Stop B (BP2274 - North Greenwich Station <>, First Stop on LOR: BP2274 - North Greenwich Station <>).

From Stratford International Bus Station.

Buses proceed from North Greenwich Bus Station direct to stand, departing to North Greenwich Bus Station. Set down in North Greenwich Bus Station, at Stop E (BP2277 - North Greenwich Station <>, Last Stop on LOR: 2600 - Dreadnought Street) and pick up in North Greenwich Bus Station, at Stop D (BP2276 - North Greenwich Station <>, First Stop on LOR: BP2276 - North Greenwich 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:	North Greenwich.

BLACKHEATH, ROYAL STANDARD, CHARLTON ROAD (from Stratford International Bus Station)

Public offside stand for 2 buses on north side of Charlton Road (southern arm) commencing 7.8 metres west of lamp standard No. 03J0288 and extending 25 metres east. Buses proceed from Charlton Road direct to stand, departing via Westcombe Hill to Charlton Road. Set down in Charlton Road, at Stop BB (35453 - Blackheath / Royal Standard, Last Stop on LOR: 17822 - Kirkside Road) and pick up in Westcombe Hill, at Stop BA (13536 - Blackheath / Royal Standard, First Stop on LOR: 13536 - Blackheath / Royal Standard).

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:	Blackheath, Royal Standard.

BLACKHEATH VILLAGE, ROYAL PARADE (from Stratford International Bus Station)

Public stand for 2 buses on north side of Royal Parade commencing 9 metres east of lamp standard No. 6 and extending 21.3 metres west.

Buses proceed from Prince Of Wales Road via Montpelier Row, Montpelier Vale, Tranquil Vale and Royal Parade to stand, departing to Royal Parade. Set down in Prince Of Wales Road, at Stop L (BP2084 - Montpelier Row, Last Stop on LOR: BP2084 - Montpelier Row) and pick up in Royal Parade, at Stop G (19565 - Royal Parade, First Stop on LOR: BP1114 - Lewisham Centre).

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: Blackheath Village.

LEWISHAM, MOLESWORTH STREET TEMPORARY STAND

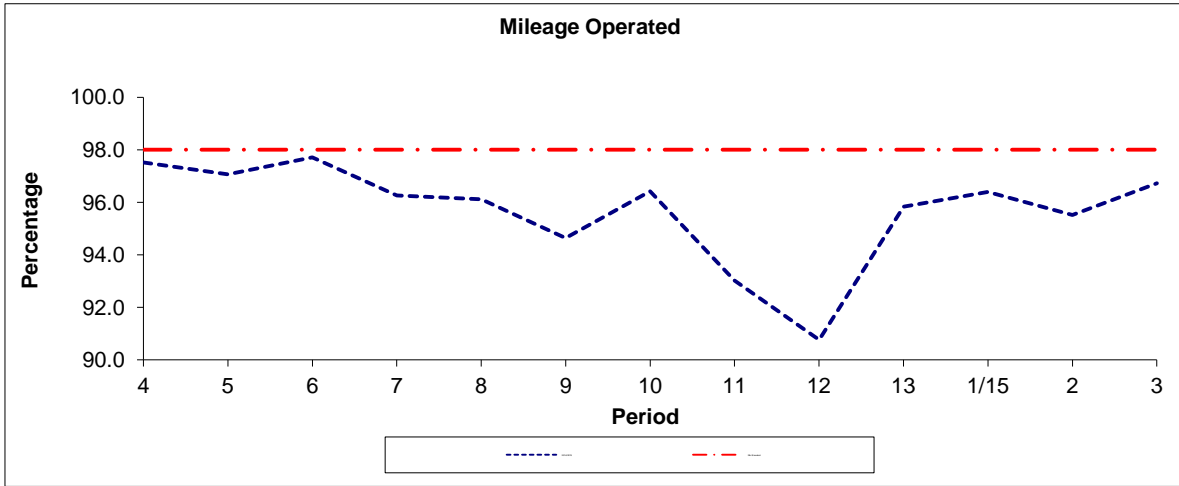
Temporary public stand for five buses on routes 108, 178 and 261 on east side of Molesworth Street commencing 4 metres south of lamp standard no.12 in line with northern wall under car park ramp, and extending 56 metres north.

Buses proceed from Molesworth Street direct to stand, departing via Molesworth Street to Lewisham High Street. Set down in Molesworth Street (BP5859 - Molesworth Street, Last Stop on LOR: BP1119 - Lewisham Clock Tower) and pick up in Lewisham High Street, at stop V (BP1114 - Lewisham Centre, First Stop on LOR: 18779 - Lockmead Road).

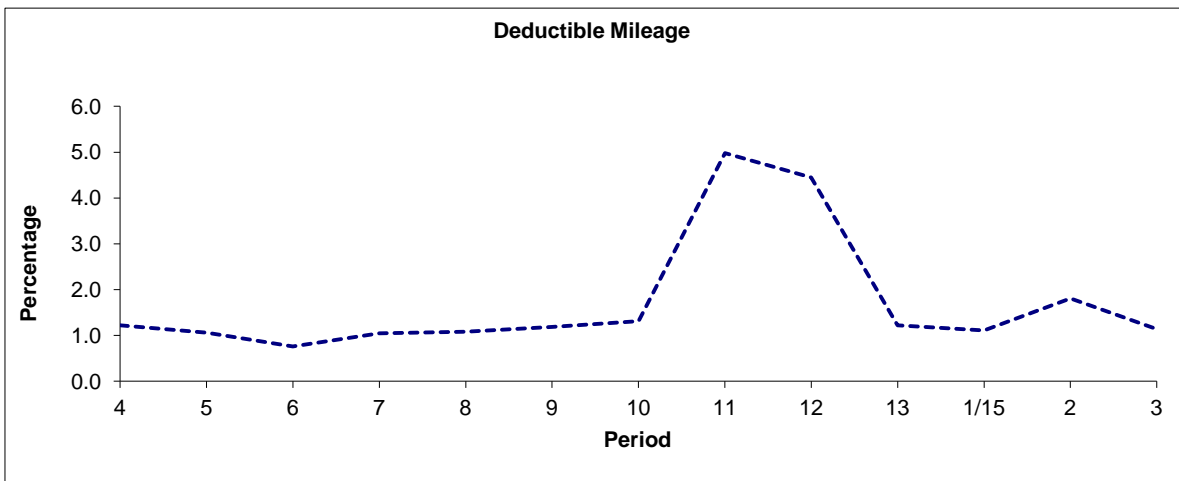
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 108 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Lewisham Shopping Centre.

PART B - PERFORMANCE STATISTICS

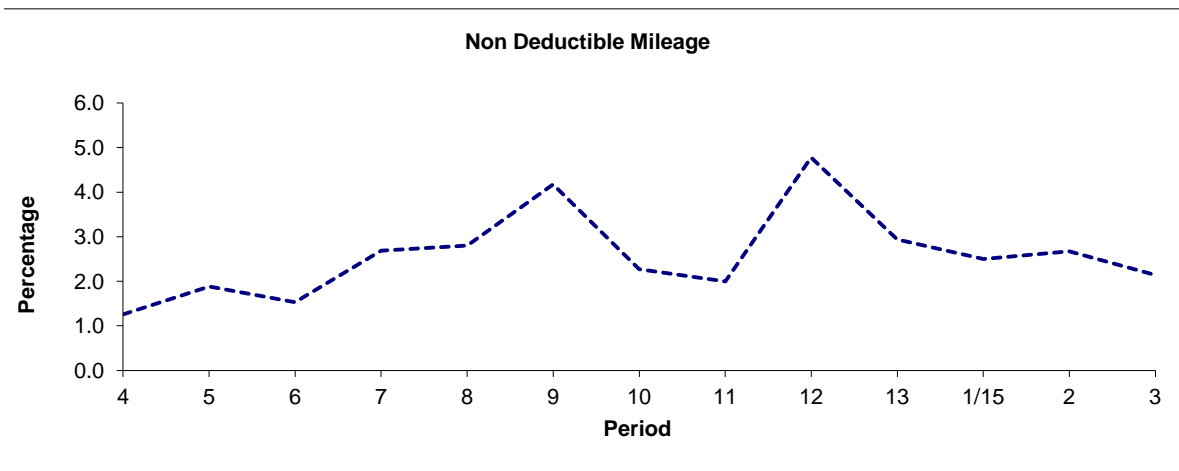
Route 108



Period	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014/2015	97.52	97.06	97.71	96.26	96.12	94.64	96.42	93.02	90.77	95.84	96.39	95.52	96.72
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	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014/2015	1.22	1.06	0.76	1.05	1.08	1.19	1.31	4.98	4.45	1.22	1.11	1.81	1.14

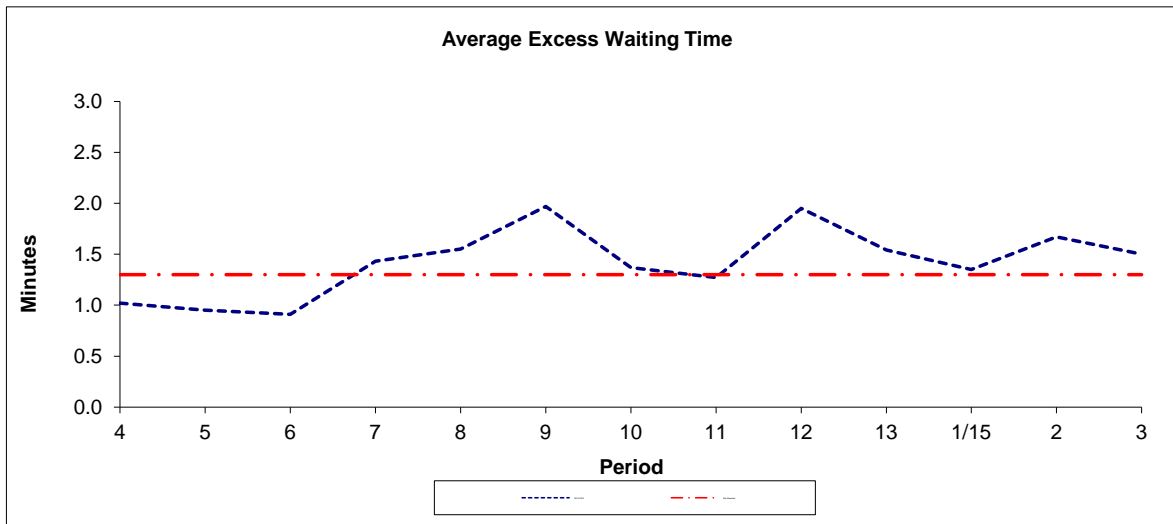


Period	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014/2015	1.26	1.88	1.53	2.69	2.80	4.17	2.27	2.00	4.78	2.94	2.50	2.67	2.14

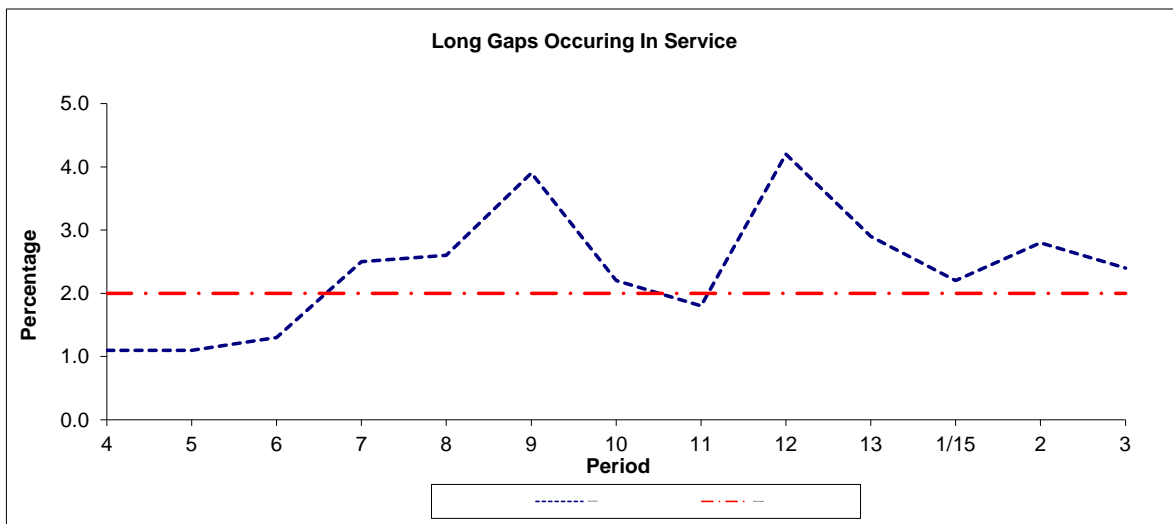
Note : Mileage is based on 4 weeks data
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

PART B - PERFORMANCE STATISTICS

Route 108



Period	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014-2015	1.02	0.95	0.91	1.43	1.55	1.97	1.37	1.27	1.95	1.54	1.35	1.67	1.50
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

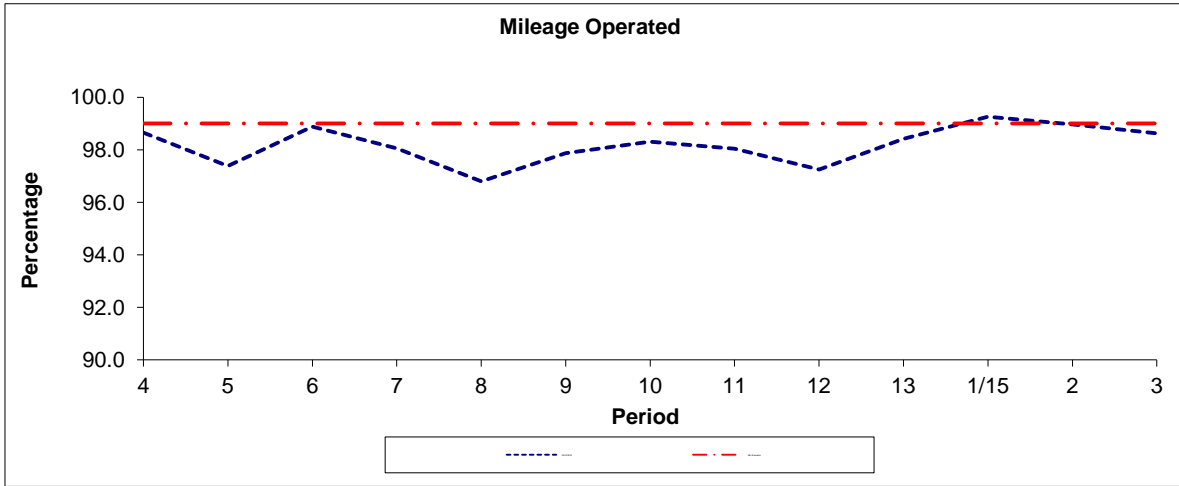


Period	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014-2015	1.1	1.1	1.3	2.5	2.6	3.9	2.2	1.8	4.2	2.9	2.2	2.8	2.4
Benchmark	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

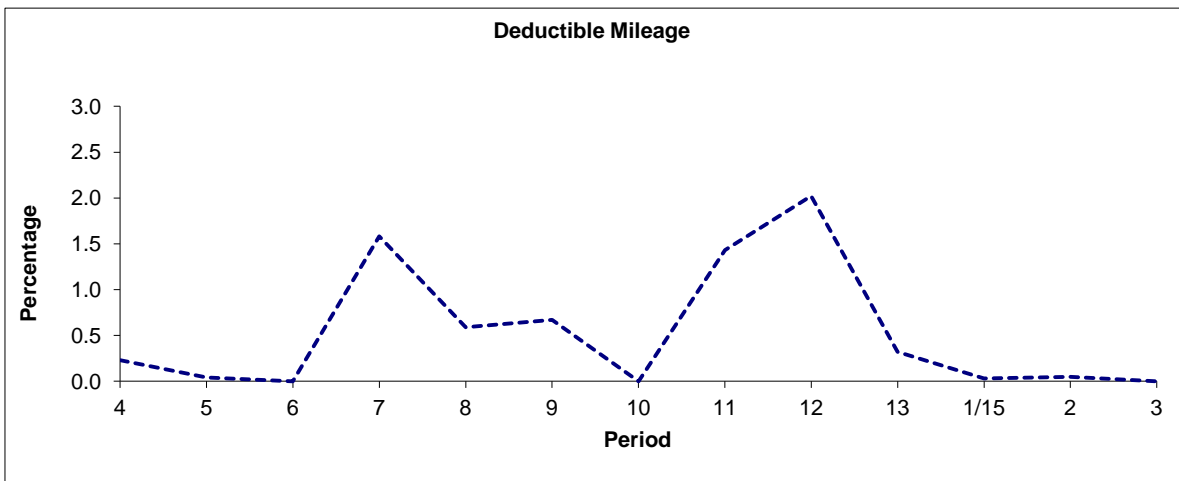
Note : Reliability is actual performance under full iBus (4 weeks data).
 Minimum Standards and Benchmarks are those applicable under the new contract.

PART B - PERFORMANCE STATISTICS

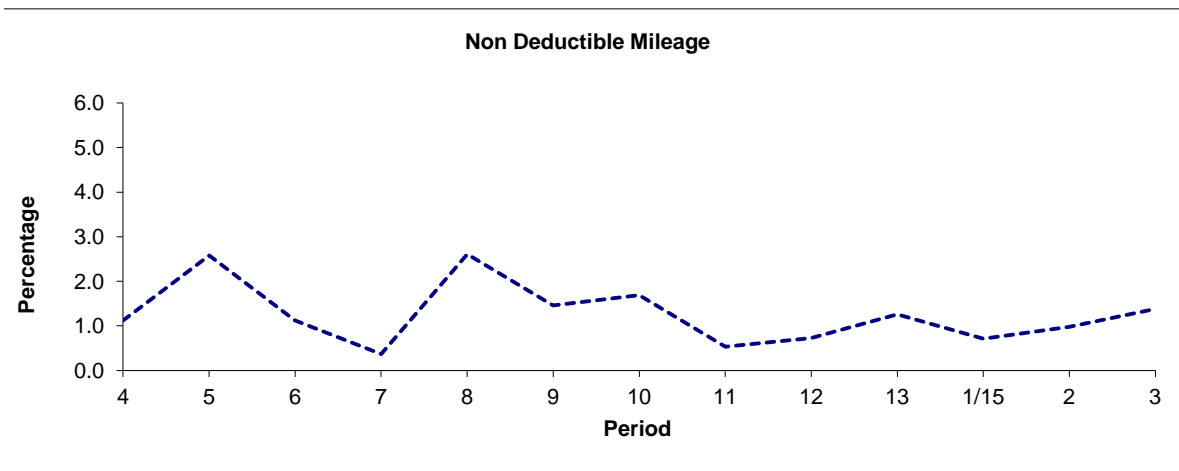
Route N108



Period	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014/2015	98.65	97.38	98.88	98.05	96.80	97.87	98.31	98.04	97.25	98.42	99.26	98.97	98.62
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	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014/2015	0.23	0.04	0.00	1.58	0.59	0.67	0.00	1.43	2.02	0.32	0.03	0.05	0.00

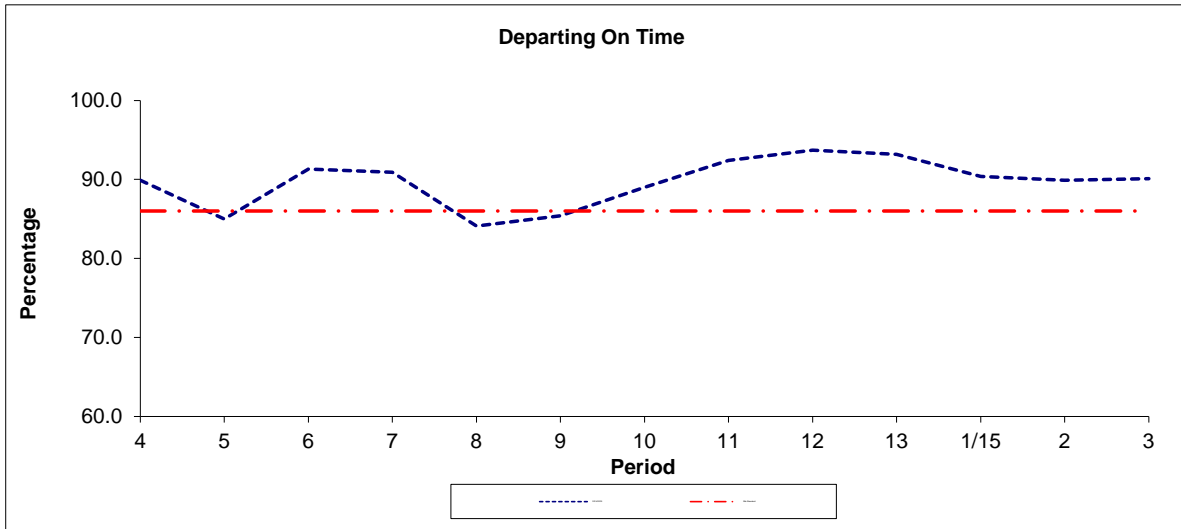


Period	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014/2015	1.12	2.58	1.12	0.37	2.61	1.46	1.69	0.53	0.73	1.26	0.71	0.98	1.38

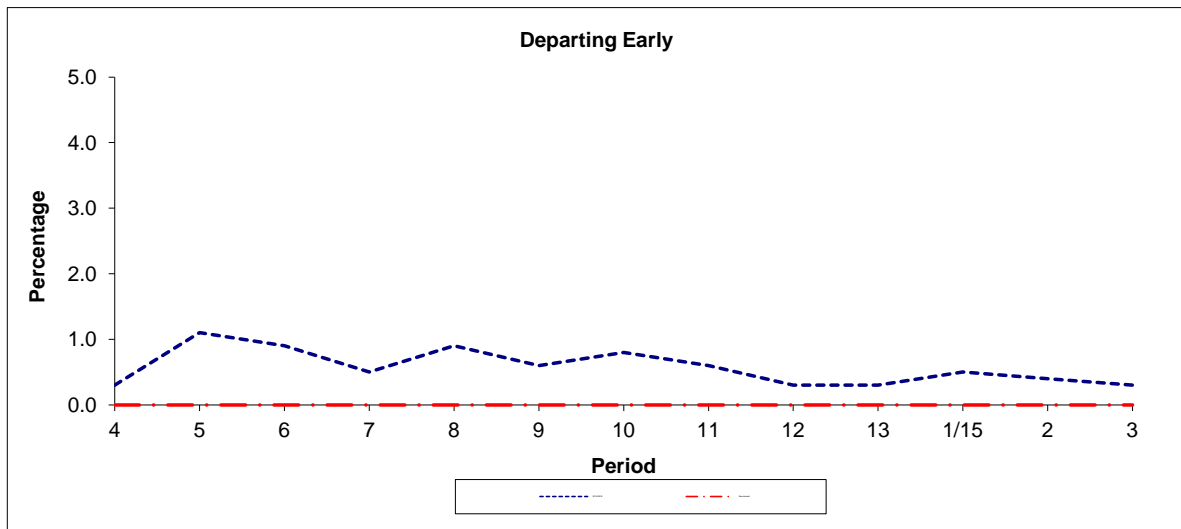
Note : Mileage is based on 4 weeks data
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

PART B - PERFORMANCE STATISTICS

Route N108



Period	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014/2015	89.9	85.0	91.3	90.9	84.1	85.4	89.0	92.4	93.7	93.2	90.4	89.9	90.1
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



Period	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014/2015	0.3	1.1	0.9	0.5	0.9	0.6	0.8	0.6	0.3	0.3	0.5	0.4	0.3
Benchmark	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

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

ROUTE 108 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 2 14/15 TO QUARTER 1 15/16 (21/06/14 - 26/0615)

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	23,452.	22,322	95.2	8.44	0.75	9.19	66.1	29.8	3.5	0.6	0.3	52
07:00 - 10:00	68,498.	64,755	94.5	4.89	1.58	6.47	79.6	17.6	2.2	0.5	3.2	74
10:00 - 13:00	66,229.	63,487	95.9	5.00	1.40	6.40	80.4	17.2	1.9	0.5	2.4	97
13:00 - 16:00	68,039.	65,238	95.9	4.91	1.36	6.27	80.9	17.1	1.6	0.4	2.2	78
16:00 - 19:00	66,758.	64,115	96.0	4.96	1.75	6.71	77.7	19.0	2.6	0.7	3.4	80
19:00 - 22:00	49,754.	48,999	98.5	6.56	1.02	7.59	68.8	27.9	2.7	0.6	1.3	68
22:00 - 24:00	29,590.	29,392	99.3	7.41	0.90	8.31	64.4	32.1	2.8	0.7	0.8	69
All Locations Summary	372,320.	358,308	96.2	5.34	1.43	6.77	77.2	20.0	2.3	0.6	2.5	97

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	4,746.	4,624	97.4	8.90	0.44	9.34	64.8	31.9	3.0	0.4	0.1	60
07:00 - 10:00	13,976.	13,662	97.8	5.07	0.64	5.71	87.2	12.0	0.5	0.4	0.8	54
10:00 - 13:00	14,030.	13,544	96.5	5.04	0.97	6.01	82.9	15.8	1.1	0.2	1.2	81
13:00 - 16:00	14,004.	13,032	93.1	5.02	1.98	7.00	74.7	21.0	3.5	0.9	4.3	74
16:00 - 19:00	14,156.	13,410	94.7	5.01	2.34	7.35	74.2	20.6	4.0	1.3	5.2	82
19:00 - 22:00	10,182.	10,195	100.1	6.70	1.22	7.91	67.2	28.6	3.4	0.8	1.5	55
22:00 - 24:00	6,373.	6,063	95.1	7.37	1.28	8.66	62.0	32.1	4.6	1.4	1.5	76
All Locations Summary	77,467.	74,530	96.2	5.45	1.50	6.95	76.1	20.4	2.7	0.7	2.8	82

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	4,110.	3,968	96.5	9.94	0.85	10.78	53.4	37.9	7.1	1.6	0.5	59
07:00 - 10:00	9,851.	9,824	99.7	7.77	0.60	8.36	64.7	32.6	2.4	0.3	0.2	59
10:00 - 13:00	10,143.	9,889	97.5	7.48	0.64	8.13	64.0	33.1	2.6	0.3	0.3	48
13:00 - 16:00	10,386.	9,726	93.6	7.43	1.92	9.35	58.6	32.1	7.3	2.0	2.0	61
16:00 - 19:00	10,436.	9,943	95.3	7.41	2.04	9.45	59.7	31.3	7.2	1.8	1.8	63
19:00 - 22:00	10,685.	10,670	99.9	7.36	0.98	8.34	65.1	31.7	2.9	0.4	0.4	60
22:00 - 24:00	7,037.	6,962	98.9	7.35	0.79	8.14	65.0	32.1	2.4	0.5	0.6	50
All Locations Summary	62,648.	60,982	97.3	7.50	1.33	8.84	61.8	32.2	4.9	1.1	1.1	63

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	32,308.	30,914	95.7	8.58	0.72	9.30	65.2	30.5	3.7	0.6	0.3	60
07:00 - 10:00	92,325.	88,241	95.6	5.05	1.45	6.50	79.5	17.9	2.1	0.5	2.9	74
10:00 - 13:00	90,402.	86,920	96.1	5.30	1.24	6.54	78.9	18.8	1.9	0.4	2.0	97
13:00 - 16:00	92,429.	87,996	95.2	5.20	1.51	6.72	77.5	19.3	2.5	0.7	2.5	78
16:00 - 19:00	91,350.	87,468	95.8	5.21	1.84	7.05	75.6	20.4	3.2	0.8	3.4	82
19:00 - 22:00	70,621.	69,864	98.9	6.67	1.04	7.72	68.2	28.4	2.8	0.6	1.2	68
22:00 - 24:00	43,000.	42,417	98.6	7.40	0.94	8.34	64.2	32.1	3.0	0.8	0.8	76
All Locations Summary	512,435.	493,820	96.4	5.57	1.43	6.99	75.6	21.2	2.6	0.6	2.4	97

ROUTE N108 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 2 14/15 TO QUARTER 1 15/16 (21/06/14 - 26/0615)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	27,948.	27,716	99.2	98.9	96.5	0.9	0.2	2.4
All Locations Summary	27,948.	27,716	99.2	98.9	96.5	0.9	0.2	2.4

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	6,631.	6,491	97.9	96.8	86.2	3.0	0.9	9.8
All Locations Summary	6,631.	6,491	97.9	96.8	86.2	3.0	0.9	9.8

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	7,041.	6,792	96.5	93.7	77.8	6.3	0.9	14.9
All Locations Summary	7,041.	6,792	96.5	93.7	77.8	6.3	0.9	14.9

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	41,620.	40,999	98.5	97.7	89.7	2.7	0.6	7.1
All Locations Summary	41,620.	40,999	98.5	97.7	89.7	2.7	0.6	7.1

Transport for London - QSI Points and Live Mileage List

Routes 108 and N108
 Service change 33998
 Date 08/02/2014

Reason for Issue

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
STFIBS	BP5768	Stratford International Station		
	BP5770	Stratford International Station	139	0.09
STFCBS	BP5784	Stratford City Bus Station	500	0.31
	BP5843	London Aquatics Centre	777	0.48
	BP5894	Carpenters Primary School	508	0.32
	2067	Abbey Lane	486	0.30
	4875	Bow Flyover	511	0.32
	29981	Bow Church	423	0.26
BWCHSN	25096	Bow Church Station	236	0.15
DEVRSN	LE243	Rounton Road	378	0.23
	LE132	Devons Road Station	307	0.19
	LE245	Cranwell Close	195	0.12
	LE247	Fawe Street	502	0.31
	LE129	Langdon Park Station	279	0.17
POPRAS	LE246	Chrip Street Market	321	0.20
	BP1234	Bazely Street	193	0.12
	19588	Blackwall Tunnel / East India Dock Road	595	0.37
	2600	Dreadnought Street	2136	1.33
NGNHSN	BP2274	North Greenwich Station	1229	0.76
	BP2463	Millennium Village / Oval Square	1014	0.63
	BP2461	Millennium Village South	301	0.19
	BP2782	Odeon Cinema	297	0.18
GNCPYS	BP2401	Sainsbury's At Greenwich Peninsula	221	0.14
	33912	Westcombe Hill Police Station	644	0.40
	17820	Westcombe Park Station	360	0.22
	17822	Kirkside Road	225	0.14
BHTHRS	44007	Blackheath / Royal Standard	735	0.46
	29251	Stratheden Parade	172	0.11
	BP756	Stratheden Road / Shooters Hill Road	271	0.17
	17825	St Germans Place	236	0.15
	BP2084	Montpelier Row	417	0.26
BHTHSN	34268	Blackheath Station	545	0.34
	18774	Blackheath Hospital	334	0.21
	18777	St Margaret's Church / Brandram Road	372	0.23
	20101	The Squirrels	339	0.21
	18778	Lockmead Road	328	0.20
	BP1119	Lewisham Clock Tower	167	0.10
LEWSBS	BP814	Lewisham Bus Station	357	0.22
Total Route Mileage - Out Direction			17050	10.59
			Metres	Miles

Mileages in red font are planning estimates & not ibus calculations.
Mileages in purple font have been extracted from Route No. D8
Bus stop number BP1234 is served by Route Nos. 115, N15 & N551.
FINAL MILEAGE TO BE CONFIRMED.

TRANCHE 532

Restructured between Stratford and Poplar

Charlton rerouting

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
LEWSLV	BP816	Lewisham Station		
	BP1114	Lewisham Centre	880	0.55
	18779	Lockmead Road	247	0.15
	20102	The Squirrels	296	0.18
	18776	St Margaret's Church / Brandram Road	322	0.20
	18775	Blackheath Hospital	501	0.31
BHTHSN	33777	Blackheath Station	216	0.13
	19565	Royal Parade	372	0.23
	17826	Montpelier Row	226	0.14
	33894	St Germans Place	456	0.28
	17824	Stratheden Road / Shooters Hill Road	269	0.17
BHTHRS	13536	Blackheath / Royal Standard	440	0.27
	17823	Kirkside Road	474	0.29
	17821	Westcombe Park Station	193	0.12
	33004	Westerdale Road	186	0.12
GNCPSY	BP2402	Sainsbury's At Greenwich Peninsula	616	0.38
	BP2783	Odeon Cinema	218	0.14
	BP2462	Millennium Village South	306	0.19
	BP2460	Millennium Village / Oval Square	304	0.19
NGNHSN	BP2276	North Greenwich Station	1343	0.83
	BP2334	Boord Street	907	0.56
	26004	Blackwall Lane	672	0.42
	13841	Morden Wharf Road	399	0.25
POPRAS	868	Bazely Street	2494	1.55
	LE250	Chrip Street Market	182	0.11
	LE130	Langdon Park Station	287	0.18
	LE248	Fawe Street	296	0.18
	LE249	Cranwell Close	477	0.30
DEVRSN	LE131	Devons Road Station	258	0.16
	LE244	Rounton Road	252	0.16
	LE133	Bow Road	268	0.17
BWCHSN	902	Bow Church Station	123	0.08
	R0717	Bow Church	272	0.17
	348	Bow Flyover	130	0.08
	2066	Marshgate Lane	369	0.23
	2068	Warton Road	495	0.31
	BP5937	Gibbins Road	488	0.30
	BP5842	London Aquatics Centre	613	0.38
STFCBS	BP5605	Stratford City Bus Station	585	0.36
	BP5771	Stratford International Station	421	0.26
STFIBS	BP5769	Stratford International Station	172	0.11
Total Route Mileage - Out Direction			18025	11.20
			Metres	Miles

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

Mileages in purple font have been extracted from Route No. D8.

Bus stop number 868 is served by Route Nos. 115, N15 & N551.

FINAL MILEAGE TO BE CONFIRMED.