

7. Service Specification

Route: E10

QC44403

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

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

Terminus Points (OPTION 1)	Northolt, Islip Manor Estate to Ealing Broadway Station
Terminus Points (OPTION 2)	Northolt, Islip Manor Estate to Chiswick Business Park
Terminus Points (OPTION 3)	Northolt, Islip Manor Estate to Ealing Broadway Station / Chiswick Business Park
Contract Basis	Incentivised
Commencement Date	31 st May 2014
Vehicle Type	60 capacity, dual door, single deck, minimum 10.8m 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	No
Advertising Rights	Operator
Minimum Performance Standard (Option 1)	Departing on Time - No less than 86.00%
Extension Threshold (Option 1)	Departing on Time Threshold - 90.00%
Minimum Performance Standard (Option 2 & 3)	Departing on Time - No less than 82.00%
Extension Threshold (Option 2 & 3)	Departing on Time Threshold - 86.00%
Minimum Operated Mileage (All Options)	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 17th June 2013

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

SERVICE SPECIFICATION

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

2) NOTES

Proposed Changes:

At this time, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. E10.

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:

- The following three options are proposed for the structure of the route:
 - **Option 1:** No change to structure.
 - **Option 2:** Route No. E10 is re-structured to operate between Northolt, Islip Manor Estate and Chiswick Business Park. Route No. E10 is extended from Haven Green (East Side) via The Broadway, The Mall, Gunnersbury Avenue, Gunnersbury Lane, and Bollo Lane. Ex-Chiswick Business Park, Route No. E10 will operate via Bollo Lane, Gunnersbury Lane, Gunnersbury Avenue, The Mall, The Broadway, Springbridge Road, Haven Green (West Side), Haven Green (North Side), Haven Green (East Side), and Haven Green (Diagonal) to the existing line of route. This is subject to the installation of traffic infrastructure to allow buses to turn right at Gunnersbury Lane to Gunnersbury Avenue that is currently banned. If this is not available buses will run via Popes Lane and Gunnersbury Drive. **Please See Section 5 (Route Records) for full list of streets traversed and standing arrangements.**
 - **Option 3:** Route No. E10 will operate Option 2 during Mondays to Saturdays daytimes only.

Options 1, 2 & 3:

- 60 capacity dual-door, single deck buses are specified, subject to a satisfactory route test.
- The Boxing Day service should match the Sunday service.
- **Tenderers must identify the cost of the Boxing Day element of this service separately.**

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 - based on minimum 7 year contract.**
4. **Annual hybrid price - with upfront payment of capital difference between diesel and hybrid for 5 year contract.**
5. **Annual hybrid price - with upfront payment of capital difference between diesel and hybrid for 7 year contract.**

All tender prices should be based on the gross fuel cost exclusive of BSOG payments which will not be claimable from DfT after 1st October 2013.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS (OPTION 1)

Northolt, Islip Manor Estate to Ealing Broadway, Haven Green			Ealing Broadway, Haven Green to Northolt, Islip Manor Estate		
First departure no later than 0520.			First departure no later than 0525		
0515 - 0620	Every 20 minutes		0520 - 0705	Every 20 minutes	
0621 - 1900	Every 15 minutes		0706 - 2020	Every 15 minutes	
1901 - 2020	Every 20 minutes		2021 - 2040	Every 20 minutes	
2021 - 0025	Every 30 minutes		2041 - 0045	Every 30 minutes	
Last departure no earlier than 0020.			Last departure no earlier than 0040.		
Pinchpoints					
Greenford, Red Lion	0735 - 0905	15 minutes	Greenford Broadway	0735 - 0905	15 minutes
	1510 - 1640	15 minutes		1500 - 1630	15 minutes

(OPTION 2)

Northolt, Islip Manor Estate to Chiswick Business Park			Chiswick Business Park to Northolt, Islip Manor Estate		
First departure no later than 0520.			First departure no later than 0510.		
0515 - 0620	Every 20 minutes		0505 - 0650	Every 20 minutes	
0621 - 1900	Every 15 minutes		0651 - 2005	Every 15 minutes	
1901 - 2020	Every 20 minutes		2006 - 2025	Every 20 minutes	
2021 - 0025	Every 30 minutes		2026 - 0030	Every 30 minutes	
Last departure no earlier than 0020.			Last departure no earlier than 0025.		
Pinchpoints					
Greenford, Red Lion	0735 - 0905	15 minutes	Greenford Broadway	0735 - 0905	15 minutes
	1510 - 1640	15 minutes		1500 - 1630	15 minutes

(OPTION 3)

Northolt, Islip Manor Estate to Chiswick Business Park			Chiswick Business Park to Northolt, Islip Manor Estate		
First departure no later than 0520.			First departure no later than 0510.		
0515 - 0620	Every 20 minutes		0505 - 0650	Every 20 minutes	
0621 - 1905	Every 15 minutes		0651 - 1955	Every 15 minutes	
Last departure no earlier than 1900.			Last departure no earlier than 1950.		
Pinchpoints					
Greenford, Red Lion	0735 - 0905	15 minutes	Greenford Broadway	0735 - 0905	15 minutes
	1510 - 1640	15 minutes		1500 - 1630	15 minutes

Northolt, Islip Manor Estate to Ealing Broadway, Haven Green			Ealing Broadway, Haven Green to Northolt, Islip Manor Estate		
First departure no later than 1906.			First departure no later than 2020.		
1900 - 2020	Every 20 minutes		2015 - 2040	Every 20 minutes	
2021 - 0025	Every 30 minutes		2041 - 0045	Every 30 minutes	
Last departure no earlier than 0020.			Last departure no earlier than 0040.		

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

(OPTION 1)

Northolt, Islip Manor Estate to Ealing Broadway, Haven Green			Ealing Broadway, Haven Green to Northolt, Islip Manor Estate		
First departure no later than 0520.			First departure no later than 0525.		
0515 - 0900	Every 20 minutes		0520 - 1005	Every 20 minutes	
0901 - 1820	Every 15 minutes		1006 - 1900	Every 15 minutes	
1821 - 1920	Every 20 minutes		1901 - 1940	Every 20 minutes	
1921 - 0025	Every 30 minutes		1941 - 0045	Every 30 minutes	
Last departure no earlier than 0020.			Last departure no earlier than 0040.		
Pinchpoints					
Greenford, Red Lion	0930 - 1100	15 minutes	Greenford Broadway	0935 - 1015	20 minutes
				1016 - 1100	15 minutes

(OPTION 2)

Northolt, Islip Manor Estate to Chiswick Business Park			Chiswick Business Park to Northolt, Islip Manor Estate		
First departure no later than 0520.			First departure no later than 0510.		
0515 - 0900	Every 20 minutes		0505 - 0950	Every 20 minutes	
0901 - 1820	Every 15 minutes		0951 - 1845	Every 15 minutes	
1821 - 1920	Every 20 minutes		1846 - 1925	Every 20 minutes	
1921 - 0025	Every 30 minutes		1926 - 0030	Every 30 minutes	
Last departure no earlier than 0020.			Last departure no earlier than 0025.		
Pinchpoints					
Greenford, Red Lion	0930 - 1100	15 minutes	Greenford Broadway	0935 - 1015	20 minutes
				1016 - 1100	15 minutes

(OPTION 3)

Northolt, Islip Manor Estate to Chiswick Business Park			Chiswick Business Park to Northolt, Islip Manor Estate		
First departure no later than 0520.			First departure no later than 0510.		
0515 - 0900	Every 20 minutes		0505 - 0950	Every 20 minutes	
0901 - 1825	Every 15 minutes		0951 - 1845	Every 15 minutes	
			1846 - 1925	Every 20 minutes	
			1926 - 2000	Every 30 minutes	
Last departure no earlier than 1820.			Last departure no earlier than 1955.		
Pinchpoints					
Greenford, Red Lion	0930 - 1100	15 minutes	Greenford Broadway	0935 - 1015	20 minutes
				1016 - 1100	15 minutes

Northolt, Islip Manor Estate to Ealing Broadway, Haven Green			Ealing Broadway, Haven Green to Northolt, Islip Manor Estate		
First departure no later than 1840.			First departure no later than 2040.		
1835 - 1920	Every 20 minutes		2035 - 0045	Every 30 minutes	
1921 - 0025	Every 30 minutes				
Last departure no earlier than 0020.			Last departure no earlier than 0040.		

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

(OPTION 1 & 3)

Northolt, Islip Manor Estate to Ealing Broadway, Haven Green		Ealing Broadway, Haven Green to Northolt, Islip Manor Estate			
First departure no later than 0615.		First departure no later than 0640.			
0610 - 0915	Every 30 minutes	0635 - 0940	Every 30 minutes		
0916 - 1850	Every 20 minutes	0941 - 1940	Every 20 minutes		
1851 - 0025	Every 30 minutes	1941 - 0045	Every 30 minutes		
Last departure no earlier than 0020.		Last departure no earlier than 0040.			
Pinchpoints					
Greenford, Red Lion	1055 - 1215	20 minutes	Greenford Broadway	1040 - 1200	20 minutes

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

(OPTION 2)

Northolt, Islip Manor Estate to Chiswick Business Park		Chiswick Business Park to Northolt, Islip Manor Estate			
First departure no later than 0615.		First departure no later than 0625.			
0610 - 0915	Every 30 minutes	0620 - 0925	Every 30 minutes		
0916 - 1850	Every 20 minutes	0926 - 1925	Every 20 minutes		
1851 - 0025	Every 30 minutes	1926 - 0030	Every 30 minutes		
Last departure no earlier than 0020.		Last departure no earlier than 0025.			
Pinchpoints					
Greenford, Red Lion	1055 - 1215	20 minutes	Greenford Broadway	1040 - 1200	20 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. E10 can suffer from unpredictable traffic delays in the Greenford Broadway and Ealing area.

5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS

- 5.1) ROUTE RECORD (OPTIONS 1, 2 & 3)
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 E10: Northolt, Islip Manor Estate - Ealing Broadway Station

Date of Structural Change: 29 May 2014.

Date of Service Change: 29 May 2014.

Reason for Issue: Option 1.

STREETS TRAVERSED

Towards Ealing Broadway Station: Islip Manor Road Turning Circle, Islip Manor Road, Eastcote Lane, Mandeville Road, Ealing Road, Belvue Road, Rowdell Road, Kensington Road, Horse Shoe Crescent, Hotspur Road, Kensington Road, Ruislip Road, Ferrymead Avenue, Ferrymead Gardens, Oldfield Lane South, The Broadway, Ruislip Road East, Argyle Road, Cleveland Road, Castlebar Hill, Castlebar Road, Haven Green (North Side), Haven Green (East Side), Haven Green (Diagonal).

Towards Northolt, Islip Manor Estate: Haven Green (Diagonal), Castlebar Road, Castlebar Hill, Cleveland Road, Argyle Road, Ruislip Road East, The Broadway, Oldfield Lane South, Ferrymead Gardens, Ferrymead Avenue, Ruislip Road, Kensington Road, Hotspur Road, Horse Shoe Crescent, Kensington Road, Rowdell Road, Belvue Road, Ealing Road, Mandeville Road, Eastcote Lane, Islip Manor Road, Islip Manor Road Turning Circle.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

NORTHOLT, ISLIP MANOR ESTATE

Public stand for one bus in turning circle at the junction of Islip Manor Road and the eastbound slip road to A40.

Buses proceed from Islip Manor Road Turning Circle direct to stand, departing to Islip Manor Road Turning Circle. Set down in Islip Manor Road Turning Circle, at Stop TL (BP2512 - Islip Manor Road, Last Stop on LOR: BP2512 - Islip Manor Road) and pick up in Islip Manor Road Turning Circle, at Stop TL (BP2512 - Islip Manor Road, First Stop on LOR: BP2512 - Islip Manor Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 vehicles on Route No. E10 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: Northolt, Islip Manor.

SMITHS FARM, HOTSPUR ROAD (from EALING BROADWAY STATION)

Public stand for one bus on south side of Hotspur Road, commencing 29 metres east of the eastern kerbline of Kensington Road and extending 15 metres east.

Buses proceed from Kensington Road via Horse Shoe Crescent and Hotspur Road to stand, departing to Hotspur Road. Set down in Kensington Road, at Stop WM (CW55 - Elm Tree Close, Last Stop on LOR: CW55 - Elm Tree Close) and pick up in Hotspur Road (CW34 - Hotspur Road, First Stop on LOR: CW34 - Hotspur Road).

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

GREENFORD, RED LION

Public stand for 5 buses in two sections (11 metres and 49 metres) on east side of Windmill Lane commencing 4 metres south of lamp standard No. D.C 678 and extending overall 66 metres south. Overflow stand for 3 buses in three sections (13 metres, 14 metres and 9 metres) on south side of Otter Road. First two sections commencing 1 metre west of No Entry signpost S4 and extending overall 34.5 metres east; third section commencing level with No Entry signpost S3 and extending 9 metres east.

From Ealing Broadway Station.

Buses proceed from Ruislip Road East via Greenford Road, Otter Road and Windmill Lane to stand, departing via Windmill Lane and The Broadway to Ruislip Road East. Set down in Ruislip Road East, at Stop M (BP095 - Clifton Road, Last Stop on LOR: BP095 - Clifton Road) and pick up in Ruislip Road East, at Stop L (33862 - Clifton Road, First Stop on LOR: 33862 - Clifton Road).

From Northolt, Islip Manor Estate.

Buses proceed from The Broadway via Greenford Road, Otter Road and Windmill Lane to stand, departing via Windmill Lane to The Broadway. Set down in The Broadway, at Stop J (2031 - Greenford Broadway, Last Stop on LOR: 2031 - Greenford Broadway) and pick up in The Broadway, at Stop N (2032 - Greenford Broadway, First Stop on LOR: 2032 - Greenford Broadway).

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:	Greenford Broadway.
OTHER INFORMATION:	Stand 2 is for use only if stand 1 is full.

EALING, SCOTCH COMMON (from Northolt, Islip Manor Estate)

Public stand for one bus on south side of Scotch Common, commencing 42 metres east of Argyle Road and extending 20 metres east.

Buses proceed from Argyle Road via Scotch Common, Circumnavigate Roundabout At Junction With Kent Gardens and Scotch Common to stand, departing via Scotch Common to Argyle Road. Set down in Argyle Road, at Stop AB (15681 - Scotch Common, Last Stop on LOR: 15681 - Scotch Common) and pick up in Argyle Road, at Stop AH (20388 - Scotch Common, First Stop on LOR: 20388 - Scotch Common).

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:	West Ealing, Scotch Common.

EALING BROADWAY, HAVEN GREEN, STAND D

Public stand for 2 buses prior to Stop D on south side of Haven Green (diagonal) commencing 67 metres west of junction with The Broadway and extending 19 metres east. Buses proceed from Haven Green (Diagonal) direct to stand, departing to Haven Green (Diagonal). Set down in Haven Green (diagonal), at Stop D (35628 - Haven Green / Ealing Broadway Stn <> #, Last Stop on LOR: 35628 - Haven Green / Ealing Broadway Stn <> #) and pick up in Haven Green (diagonal), at stop D (35628 - Haven Green / Ealing Broadway Stn <> #, First Stop on LOR: 35628 - Haven Green / Ealing Broadway Stn <> #).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route E10 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:	Ealing Broadway.
OTHER INFORMATION:	Toilets available in LUL station daily, 0600-2400.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE E10: Northolt, Islip Manor Estate - Chiswick Business Park

Date of Structural Change: 30 May 2014.

Date of Service Change: 30 May 2014.

Reason for Issue: Option 2.

STREETS TRAVERSED

Towards Chiswick Business Park: Islip Manor Road Turning Circle, Islip Manor Road, Eastcote Lane, Mandeville Road, Ealing Road, Belvue Road, Rowdell Road, Kensington Road, Horse Shoe Crescent, Hotspur Road, Kensington Road, Ruislip Road, Ferrymead Avenue, Ferrymead Gardens, Oldfield Lane South, The Broadway, Ruislip Road East, Argyle Road, Cleveland Road, Castlebar Hill, Castlebar Road, Haven Green (North Side), Haven Green (East Side), The Broadway, The Mall, Uxbridge Road, Gunnersbury Avenue (North Circular Road), Gunnersbury Lane, Bollo Lane, Chiswick Business Park.

Towards Northolt, Islip Manor Estate: Chiswick Business Park, Bollo Lane, Gunnersbury Lane, Gunnersbury Avenue (North Circular Road), Uxbridge Road, The Mall, The Broadway, Spring Bridge Road, Haven Green (West Side), Haven Green (North Side), Haven Green (East Side), Haven Green (Diagonal), Castlebar Road, Castlebar Hill, Cleveland Road, Argyle Road, Ruislip Road East, The Broadway, Oldfield Lane South, Ferrymead Gardens, Ferrymead Avenue, Ruislip Road, Kensington Road, Hotspur Road, Horse Shoe Crescent, Kensington Road, Rowdell Road, Belvue Road, Ealing Road, Mandeville Road, Eastcote Lane, Islip Manor 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.

NORTHOLT, ISLIP MANOR ESTATE

Public stand for one bus in turning circle at the junction of Islip Manor Road and the eastbound slip road to A40.

Buses proceed from Islip Manor Road Turning Circle direct to stand, departing to Islip Manor Road Turning Circle. Set down in Islip Manor Road Turning Circle, at Stop TL (BP2512 - Islip Manor Road and pick up in Islip Manor Road Turning Circle, at Stop TL (BP2512 - Islip Manor Road, First Stop on LOR: BP1563 - Manor Gate).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route E10 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:	Northolt, Islip Manor.
OTHER INFORMATION:	No toilet facilities currently available.

SMITHS FARM, HOTSPUR ROAD (from CHISWICK BUSINESS PARK)

Public stand for one bus on south side of Hotspur Road, commencing 29 metres east of the eastern kerbline of Kensington Road and extending 15 metres east.

Buses proceed from Kensington Road via Horse Shoe Crescent and Hotspur Road to stand, departing to Hotspur Road. Set down in Kensington Road, at Stop WM (CW55 - Elm Tree Close, Last Stop on LOR: CW55 - Elm Tree Close) and pick up in Hotspur Road (CW34 - Hotspur Road, First Stop on LOR: CW34 - Hotspur Road).

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

GREENFORD, RED LION

Public stand for 5 buses in two sections (11 metres and 49 metres) on east side of Windmill Lane commencing 4 metres south of lamp standard No. D.C 678 and extending overall 66 metres south. Overflow stand for 3 buses in three sections (13 metres, 14 metres and 9 metres) on south side of Otter Road. First two sections commencing 1 metre west of No Entry signpost S4 and extending overall 34.5 metres east; third section commencing level with No Entry signpost S3 and extending 9 metres east.

From Chiswick Business Park.

Buses proceed from Ruislip Road East via Greenford Road, Otter Road and Windmill Lane to stand, departing via Windmill Lane and The Broadway to Ruislip Road East. Set down in Ruislip Road East, at Stop M (BP095 - Clifton Road, Last Stop on LOR: BP095 - Clifton Road) and pick up in Ruislip Road East, at Stop L (33862 - Clifton Road, First Stop on LOR: 33862 - Clifton Road).

From Northolt, Islip Manor Estate.

Buses proceed from The Broadway via Greenford Road, Otter Road and Windmill Lane to stand, departing via Windmill Lane to The Broadway. Set down in The Broadway, at Stop J (2031 - Greenford Broadway, Last Stop on LOR: 2031 - Greenford Broadway) and pick up in The Broadway, at Stop N (2032 - Greenford Broadway, First Stop on LOR: 2032 - Greenford Broadway).

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:	Greenford Broadway.
OTHER INFORMATION:	Stand 2 is for use only if stand 1 is full. Engines must be switched off on stand.

EALING, SCOTCH COMMON (from Northolt, Islip Manor Estate)

Public stand for one bus on south side of Scotch Common, commencing 42 metres east of Argyle Road and extending 20 metres east.

Buses proceed from Argyle Road via Scotch Common, Circumnavigate Roundabout At Junction With Kent Gardens and Scotch Common to stand, departing via Scotch Common to Argyle Road. Set down in Argyle Road, at Stop AB (15681 - Scotch Common, Last Stop on LOR: 15681 - Scotch Common) and pick up in Argyle Road, at Stop AH (20388 - Scotch Common, First Stop on LOR: 20388 - Scotch Common).

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:	West Ealing, Scotch Common.

EALING BROADWAY, HAVEN GREEN, STAND D (from Northolt, Islip Manor Estate)

Public stand for 2 buses prior to Stop D on south side of Haven Green (diagonal) commencing 67 metres west of junction with The Broadway and extending 19 metres east. Buses proceed from Haven Green (East Side) via Haven Green (Diagonal) to stand, departing to Haven Green (Diagonal). Set down in Haven Green (diagonal), at Stop D (35628 - Haven Green / Ealing Broadway Stn <> #, Last Stop on LOR: BP047 - Eaton Rise) and pick up in Haven Green (diagonal), at Stop D (35628 - Haven Green / Ealing Broadway Stn <> #, First Stop on LOR: 35628 - Haven Green / Ealing Broadway Stn <> #).

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: Ealing Broadway.

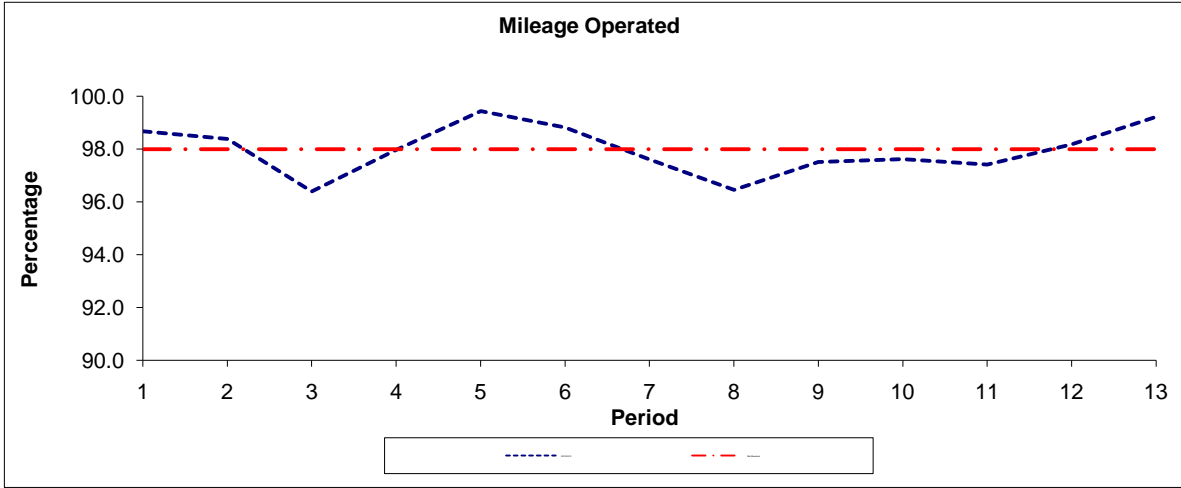
CHISWICK BUSINESS PARK, EAST SIDE

Private stand for two buses on the east side of the road within Chiswick Business Park and extending 24 metres north. Buses proceed from Chiswick Business Park direct to stand, departing to Chiswick Business Park. Set down in Bollo Lane, at stop P (BP3370 - Weston Road, Last Stop on LOR: BP047 - Eaton Rise) and pick up in Bollo Lane, at stop Q (BP3360 - Weston Road, First Stop on LOR: 35628 - Haven Green / Ealing Broadway Stn <> #).

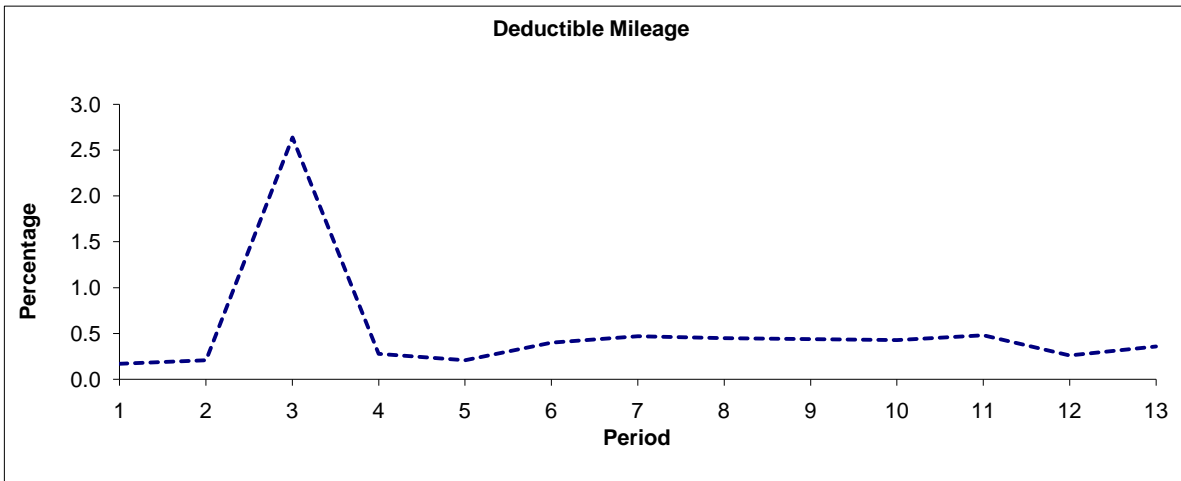
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route E10 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Chiswick Business Park.
OTHER INFORMATION: Toilet facilities to be advised..

PART B - PERFORMANCE STATISTICS

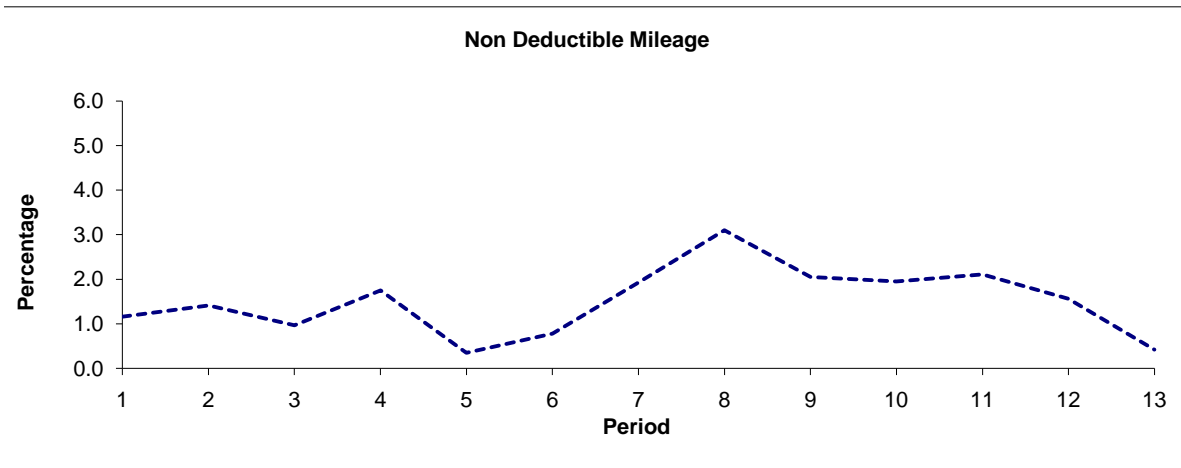
Route E10



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2012/2013	98.67	98.38	96.39	97.97	99.44	98.82	97.60	96.45	97.51	97.62	97.41	98.18	99.22
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	2	3	4	5	6	7	8	9	10	11	12	13
2012/2013	0.17	0.21	2.64	0.28	0.21	0.40	0.47	0.45	0.44	0.43	0.48	0.26	0.36

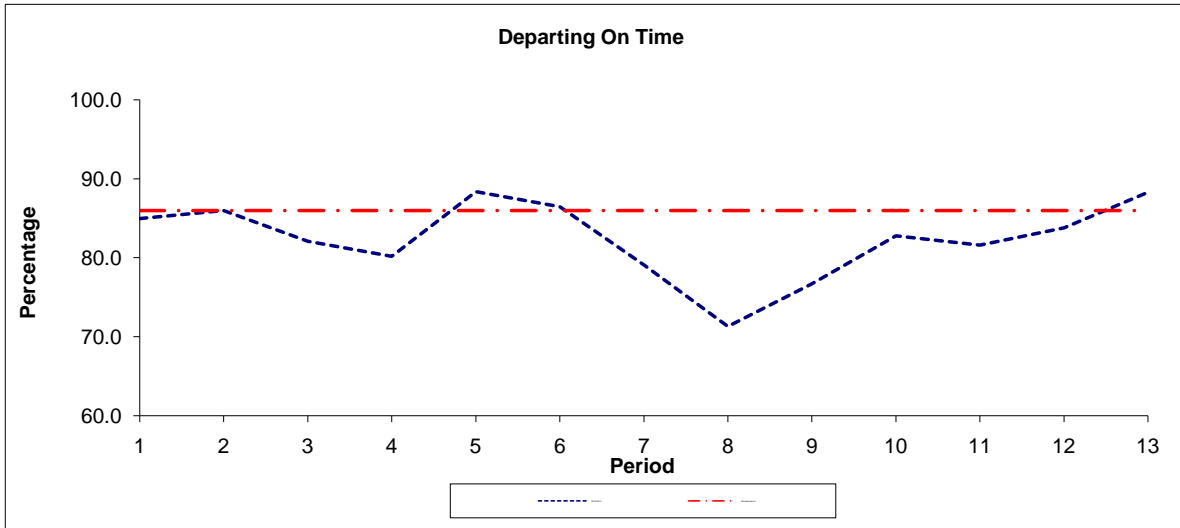


Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2012/2013	1.16	1.41	0.97	1.75	0.35	0.78	1.93	3.10	2.05	1.95	2.11	1.56	0.42

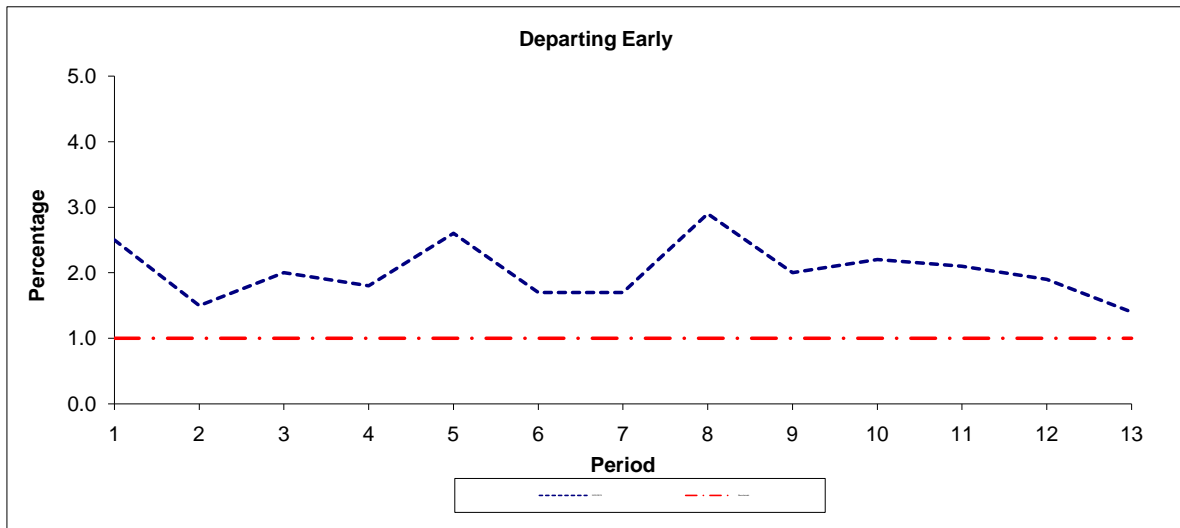
Note : Mileage is based on 4 weeks data
 Performance affected by industrial action in p3 2012/13.

PART B - PERFORMANCE STATISTICS

Route E10



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2012/2013	85.0	86.0	82.1	80.2	88.4	86.5	79.1	71.3	76.7	82.8	81.6	83.8	88.3
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	1	2	3	4	5	6	7	8	9	10	11	12	13
2012/2013	2.5	1.5	2.0	1.8	2.6	1.7	1.7	2.9	2.0	2.2	2.1	1.9	1.4
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 the new contract.
 # Minimum standard applies to option 1. A standard of 82% On Time applies to options 2 and 3.

ROUTE E10 - FULL iBUS RESULTS BY TIME OF DAY
QUARTERS 1 to 4 2012/13 (01/04/12 - 31/03/13)

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	19,726.	97.1	99.2	95.2	0.7	1.2	2.9
0700 - 1000	46,251.	98.4	97.1	84.1	2.9	2.1	11.0
1000 - 1300	46,593.	99.1	98.6	87.8	1.5	0.9	9.7
1300 - 1600	46,415.	98.1	96.3	76.4	4.0	1.3	18.4
1600 - 1900	46,818.	95.2	92.9	70.0	7.2	2.3	20.4
1900 - 2200	34,755.	100.8	96.5	84.1	3.8	3.0	9.1
2200 - 2400	15,409.	100.7	99.2	93.4	0.9	3.3	2.4
Summary	255,967.	98.3	96.7	80.4	3.9	1.9	13.8

SATURDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	3,724.	99.7	98.8	94.4	1.2	3.2	1.3
0700 - 1000	8,051.	99.4	99.7	92.7	0.4	0.9	6.1
1000 - 1300	9,701.	98.2	98.7	87.6	1.4	0.8	10.2
1300 - 1600	9,808.	97.3	95.1	74.4	5.1	1.1	19.3
1600 - 1900	9,504.	99.6	97.8	85.5	2.2	2.1	10.1
1900 - 2200	5,859.	99.0	98.8	88.1	1.3	1.8	8.9
2200 - 2400	3,319.	100.5	99.2	93.8	0.8	2.6	2.8
Summary	49,966.	98.8	98.0	85.0	2.3	1.4	11.3

SUNDAY AND BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	1,280.	98.8	98.8	93.1	1.3	2.8	2.8
0700 - 1000	6,321.	98.8	99.1	94.4	0.8	2.2	2.5
1000 - 1300	8,770.	99.6	99.4	92.6	0.6	4.0	2.8
1300 - 1600	8,895.	100.1	98.8	90.3	1.3	2.6	5.9
1600 - 1900	8,935.	99.0	98.8	90.4	1.2	3.9	4.5
1900 - 2200	5,935.	100.5	99.7	90.5	0.3	4.4	4.7
2200 - 2400	3,827.	101.9	99.8	92.7	0.2	5.7	1.5
Summary	43,963.	99.8	99.2	91.4	0.9	3.6	4.1

ALL DAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	24,730.	97.6	99.2	95.0	0.8	1.5	2.7
0700 - 1000	60,623.	98.6	97.7	85.4	2.5	2.0	10.1
1000 - 1300	65,064.	99.0	98.7	88.4	1.4	1.3	9.0
1300 - 1600	65,118.	98.3	96.5	77.6	3.8	1.4	17.2
1600 - 1900	65,257.	96.4	94.4	73.8	6.1	2.5	17.7
1900 - 2200	46,549.	100.5	97.2	85.4	3.0	3.0	8.6
2200 - 2400	22,555.	100.8	99.3	93.4	0.7	3.6	2.3
Summary	349,896.	98.5	97.2	82.1	3.4	2.0	12.5

Transport for London - QSI Points and Mileage

Route **E10 (Option 1 - to Ealing Broadway)**
 Service change 19541
 Date 25 November 2009

TRANCHE 444

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
NTHTIM	NTHTIM S	NORTHOLT, ISLIP MANOR ESTATE		
	BP2512	Islip Manor Road	0	0.00
	BP1563	Manor Gate	179	0.11
	BP1564	Arnold Road	249	0.15
	BP1565	Islip Manor Park	433	0.27
MDRDEL	37262	Moat Farm Road	290	0.18
	HC51	Hail & Ride Section	730	0.45
	BP2638	Fort Road	261	0.16
	BP2658	Belvue School	215	0.13
SMFMHC	BP2511	Horseshoe Crescent	626	0.39
	CW34	Hotspur Road	256	0.16
	CW56	Elm Tree Close	177	0.11
RSRDKR	CW57	Kensington Road / Ruislip Road	224	0.14
	BP026	Gosling Close	338	0.21
	BP024	Marley Close	161	0.10
	BP020	Rosedene Avenue	222	0.14
FMGDMR	BP017	Marnham Crescent	392	0.24
	BP018	West Ridge Gardens	425	0.26
	BP022	East Close	397	0.25
	BP031	Farndale Crescent	390	0.24
	BP049	Greenford Police Station	450	0.28
GNFDBY	2031	Greenford Broadway	161	0.10
GNFDRL	33862	Clifton Road	247	0.15
	17025	Greenford Avenue	619	0.38
	17026	Cuckoo Avenue	232	0.14
	25078	Gurnell Leisure Centre	508	0.32
RSREAR	15678	Ruislip Road East	416	0.26
	15681	Scotch Common	381	0.24
EALGAC	15683	Hollingbourne Gardens	505	0.31
	15684	Kent Gardens	354	0.22
	15686	The Knoll	307	0.19
	BP045	Charlbury Grove	329	0.20
	BP047	Eaton Rise	534	0.33
EALBHGD	35628	Haven Green / Ealing Broadway Station	503	0.31
	EALBHGDS	Ealing Broadway, Haven Green, Stand D	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			11511	7.15
			metres	miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
EALBHGDS	EALBHGDS	Ealing Broadway, Haven Green, Stand D		
EALBHGD	35628	Haven Green / Ealing Broadway Station	0	0.00
	BP046	Eaton Rise	310	0.19
	BP044	Amherst Road	263	0.16
	15687	Mount Avenue	326	0.20
	BP506	Edgehill Road	281	0.17
	15685	Kent Gardens	192	0.12
EALGAC	33861	Cleveland Road	491	0.31
	20388	Scotch Common	410	0.25
RSREAR	15679	Ruislip Road East	271	0.17
	25079	Gurnell Leisure Centre	568	0.35
	17027	Cuckoo Avenue	321	0.20
	17024	Greenford Avenue	272	0.17
GNFDRL	BP095	Clifton Road	679	0.42
GNFDBY	2032	Greenford Broadway	257	0.16
	CW53	Greenford Police Station	213	0.13
	BP019	Farndale Crescent	404	0.25
	BP023	Henley Close	501	0.31
	BP015	West Ridge Gardens	257	0.16
FMGDMR	BP016	Marnham Crescent	417	0.26
	BP021	Ferrymead Drive	347	0.22
	BP025	Marley Close	314	0.20
	15790	Greenford Sports Centre	177	0.11
RSRDKR	CW54	Kensington Road / Ruislip Road	359	0.22
	CW55	Elm Tree Close	155	0.10
	BP2640	Hotspur Road	238	0.15
SMFMHC	BP2641	Smiths Farm	389	0.24
	BP2642	Belvue School	452	0.28
	BP2643	Fort Road	222	0.14
	BP2644	Greenford Industrial Estate	222	0.14
	HC52	Hail & Ride Section	559	0.35
MDRDEL	16142	Moat Farm Road	207	0.13
	BP2645	Islip Manor Park	310	0.19
	BP3892	Eastcote Lane	306	0.19
	BP2646	Arnold Road	178	0.11
	BP2647	Manor Gate	217	0.13
NTHTIM	BP2512	Islip Manor Road	189	0.12
	NTHTIM S	NORTHOLT, ISLIP MANOR ESTATE	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			11274	7.01
			metres	miles

Transport for London - QSI Points and Mileage

Route **E10 (Options 2 and 3 - to Chiswick Business Park)**
 Service change 19541
 Date 25 November 2009

TRANCHE 444

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
NTHTIM	NTHTIM S	NORTHOLT, ISLIP MANOR ESTATE		
	BP2512	Islip Manor Road	0	0.00
	BP1563	Manor Gate	179	0.11
	BP1564	Arnold Road	249	0.15
	BP1565	Islip Manor Park	433	0.27
MDRDEL	37262	Moat Farm Road	290	0.18
	HC51	Hail & Ride Section	730	0.45
	BP2638	Fort Road	261	0.16
	BP2658	Belvue School	215	0.13
SMFMHC	BP2511	Horseshoe Crescent	626	0.39
	CW34	Hotspur Road	256	0.16
	CW56	Elm Tree Close	177	0.11
RSRDKR	CW57	Kensington Road / Ruislip Road	224	0.14
	BP026	Gosling Close	338	0.21
	BP024	Marley Close	161	0.10
	BP020	Rosedene Avenue	222	0.14
FMGDMR	BP017	Marnham Crescent	392	0.24
	BP018	West Ridge Gardens	425	0.26
	BP022	East Close	397	0.25
	BP031	Farndale Crescent	390	0.24
	BP049	Greenford Police Station	450	0.28
GNFDBY	2031	Greenford Broadway	161	0.10
GNFDRL	33862	Clifton Road	247	0.15
	17025	Greenford Avenue	619	0.38
	17026	Cuckoo Avenue	232	0.14
	25078	Gurnell Leisure Centre	508	0.32
RSREAR	15678	Ruislip Road East	416	0.26
	15681	Scotch Common	381	0.24
EALGAC	15683	Hollingbourne Gardens	505	0.31
	15684	Kent Gardens	354	0.22
	15686	The Knoll	307	0.19
	BP045	Charlbury Grove	329	0.20
	BP047	Eaton Rise	534	0.33
EALBSN	34028	Ealing Broadway Station	451	0.28
	20519	North Common Road	435	0.27
	3053	Hanger Lane	386	0.24
	TBC	NEW BUS STOPS ON GUNNERSBURY AVE	290	0.18
	15364	Gunnernsbury Avenue	1513	0.94
ACTNSN	TBC	NEW BUS STOP ON BOLLO LANE FOR ACT	370	0.23
	BP3368	Roslin Road	451	0.28
	BP3369	Colville Road	129	0.08
	BP3370	Weston Road	129	0.08
CSWKBP	BP5744	Chiswick Business Park	290	0.18
TOTAL ROUTE MILEAGE - OUT DIRECTION			15452	9.60
			metres	miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CSWKBP	BP5743	Chiswick Business Park	0	0.00
	BP3360	Weston Road	274	0.17
	BP3361	Roslin Road	338	0.21
ACTNSN	33851	Acton Town Station	515	0.32
	15363	Gunnernsbury Avenue	290	0.18
	TBC	NEW BUS STOPS ON GUNNERSBURY AVE	1449	0.90
	1407	Hanger Lane	515	0.32
	733	Ealing Broadway	837	0.52
EALBHD	35628	Haven Green / Ealing Broadway Station	N/A	N/A
	BP046	Eaton Rise	310	0.19
	BP044	Amherst Road	263	0.16
	15687	Mount Avenue	326	0.20
	BP506	Edgehill Road	281	0.17
	15685	Kent Gardens	192	0.12
EALGAC	33861	Cleveland Road	491	0.31
	20388	Scotch Common	410	0.25
RSREAR	15679	Ruislip Road East	271	0.17
	25079	Gurnell Leisure Centre	568	0.35
	17027	Cuckoo Avenue	321	0.20
	17024	Greenford Avenue	272	0.17
GNFDRL	BP095	Clifton Road	679	0.42
GNFDBY	2032	Greenford Broadway	257	0.16
	CW53	Greenford Police Station	213	0.13
	BP019	Farndale Crescent	404	0.25
	BP023	Henley Close	501	0.31
	BP015	West Ridge Gardens	257	0.16
FMGDMR	BP016	Marnham Crescent	417	0.26
	BP021	Ferrymead Drive	347	0.22
	BP025	Marley Close	314	0.20
	15790	Greenford Sports Centre	177	0.11
RSRDKR	CW54	Kensington Road / Ruislip Road	359	0.22
	CW55	Elm Tree Close	155	0.10
	BP2640	Hotspur Road	238	0.15
SMFMHC	BP2641	Smiths Farm	389	0.24
	BP2642	Belvue School	452	0.28
	BP2643	Fort Road	222	0.14
	BP2644	Greenford Industrial Estate	222	0.14
	HCS2	Hail & Ride Section	559	0.35
MDRDEL	16142	Moat Farm Road	207	0.13
	BP2645	Islip Manor Park	310	0.19
	BP3892	Eastcote Lane	306	0.19
	BP2646	Arnold Road	178	0.11
	BP2647	Manor Gate	217	0.13
NTHTIM	BP2512	Islip Manor Road	189	0.12
	NTHTIM S	NORTHOLT, ISLIP MANOR ESTATE	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			15492	9.63
			metres	miles