

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 30

CONTENTS

| | Page |
|----------------------------------|------|
| 1. Tenders Required | 2 |
| 2. Proposed Changes | 2 |
| 3. Terminals | 2 |
| 4. Days of Operation | 2 |
| 5. Vehicle Type | 3 |
| 6. Frequencies | 4 |
| 7. Minimum Performance Standards | 9 |
| 8. Running Times | 10 |
| 9. Layovers | 10 |
| 10. Timing Constraints | 10 |
| 11. Control Strategy | 11 |
| 12. Operational Considerations | 11 |
| 13. Stopping Arrangements | 12 |
| 14. Timing Points and Mileages | 12 |
| 15. Vehicle Livery | 12 |
| 16. Stands and Blinds | 13 |
| <u>Appendices</u> | |
| A. Route Record | 14 |

This document should be read in conjunction with the Corporation's Guide for Tenderers (Part A: Explanatory Notes - Service Requirements). Where appropriate, reference is made to the relevant section.

1. TENDERS REQUIRED

This document describes the service for which the Corporation requires Tenders and Tenderers **must** submit a fully compliant bid. In addition, Tenderers **may** wish to draw upon their local knowledge to submit alternative bids which offer improved value for money in meeting passenger needs. These might incorporate, for example, different timings, frequencies, route structures and / or vehicles. The Corporation will welcome such bids and give them careful consideration.

For more information, please refer to Section 2.1 of Part A of the Guide for Tenderers.

2. 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. 30.

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:

- Double deck dual door, 87 capacity vehicles are specified, subject to a satisfactory route test for the new section of routeing detailed below.
- Towards Hackney Wick, Eastway, Route No. 30 is re-routed from Dalston Lane via Amhurst Road to Mare Street to rejoin current line of routeing. Towards Marble Arch, Oxford Street, Route No. 30 is re-routed from Morning Lane direct to Mare Street to rejoin current line of routeing.

3. TERMINALS

Route No. 30 will operate between Marble Arch, Oxford Street and Hackney Wick, Eastway.

Full details of the route to be followed, the permitted terminal workings and the available stands are shown at Appendix A. Tenderers should particularly note the information relating to the shared usage of stands, the taking of meal reliefs and the use of ferry vehicles.

4. DAYS OF OPERATION

One timetable must be offered for Route No. 30 which will operate as follows:

| DAY OF OPERATION | |
|-------------------------|----------------|
| Mondays to Fridays | Section 6.1 |
| Saturdays & Good Friday | Section 6.2 |
| Sundays | Section 6.3 |
| Christmas Day | No service |
| Boxing Day | Section 6.4 |
| Other Public Holidays | Sunday service |

5. VEHICLE TYPE

Please refer to Section 2.5 of Part A of the Guide for Tenderers.

Route No. 30 is currently approved for vehicles which are a maximum of 10.5 metres long and 2.55 metres wide. A formal route test will be required for vehicles which exceed these dimensions. This will be arranged with the successful Tenderer.

The service requirement set out in Section 6 assumes that dual door, double deck buses with a minimum capacity of 87 of which approximately 60 should be seated, will be used on this route. Luggage space should also be provided.

Tenderers must submit proposals based on new vehicles. These must be of a low floor design and be accessible to wheelchairs by means of a powered ramp.

Bids for both conventional diesel powered vehicles and diesel-electric hybrid vehicles should be submitted and separate prices for both types are required.

Bids based on a mix of hybrid and conventional vehicles would be welcomed, subject to a minimum of 10 hybrid powered vehicles being offered for this route (full hybrid operation should be offered for routes with a vehicle requirement of less than 10).

Tenderers should refer to the vehicle design (including accessibility) features contained in Schedule II to Annex B of the Framework Agreement and Section 2 Part B of the Master ITT (Version 2 issued June 2005).

Tenderers may also submit bids based on using existing vehicles. Tenderers are asked to specify what refurbishment would be carried out on existing buses and the expected timescale of those works. See Master ITT (Version 2 issued June 2005).

6. FREQUENCIES

The level of service (e.g. every 15 minutes) required by the Corporation is described in terms of the interval between departures. Whilst a completely regular service at the specified frequency should be possible at most times, occasionally a bus may be timetabled to depart up to five minutes earlier or later than the regular time.

Tenderers should note that when the specified frequency changes (e.g. between the peak and midday periods), the scheduled interval between buses should never be greater than that provided by the lower of the two frequencies **AT ANY POINT ON THE ROUTE**.

Tenderers should note that unless otherwise stated **all** journeys should operate between the terminal points defined in each direction.

6.1 Mondays to Fridays

1. Marble Arch, Oxford Street to Hackney Wick, Eastway

| | |
|-------------|------------------|
| 0535 - 0640 | Every 12 minutes |
| 0641 - 0710 | Every 10 minutes |
| 0711 - 1010 | Every 8 minutes |
| 1011 - 1420 | Every 10 minutes |
| 1421 - 1915 | Every 8 minutes |
| 1916 - 2020 | Every 10 minutes |
| 2021 - 0110 | Every 12 minutes |

First departure from Marble Arch, Oxford Street no later than 0540.
Last departure from Marble Arch, Oxford Street no earlier than 0105.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Dalston Junction between 0715 and 0745 and no more than 8 minutes apart between 0746 and 0900 and between 1500 and 1640.

2. Hackney Wick, Eastway to Marble Arch, Oxford Street

| | |
|-------------|------------------|
| 0440 - 0535 | Every 12 minutes |
| 0536 - 0555 | Every 10 minutes |
| 0556 - 0955 | Every 8 minutes |
| 0956 - 1405 | Every 10 minutes |
| 1406 - 1810 | Every 8 minutes |
| 1811 - 1910 | Every 10 minutes |
| 1911 - 2400 | Every 12 minutes |

First departure from Hackney Wick, Eastway no later than 0445.
Last departure from Hackney Wick, Eastway no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Euston Station, Euston Road between 0700 and 0900 and 1500 and 1640.

6.2 Saturdays & Good Friday

1. Marble Arch, Oxford Street to Hackney Wick, Eastway

| | |
|-------------|------------------|
| 0535 - 0620 | Every 20 minutes |
| 0621 - 0750 | Every 15 minutes |
| 0751 - 0820 | Every 12 minutes |
| 0821 - 2100 | Every 10 minutes |
| 2101 - 0110 | Every 12 minutes |

First departure from Marble Arch, Oxford Street no later than 0540.
Last departure from Marble Arch, Oxford Street no earlier than 0105.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Dalston Junction between 0855 and 1055.

2. Hackney Wick, Eastway to Marble Arch, Oxford Street

| | |
|-------------|------------------|
| 0440 - 0605 | Every 20 minutes |
| 0606 - 0650 | Every 15 minutes |
| 0651 - 0725 | Every 12 minutes |
| 0726 - 1945 | Every 10 minutes |
| 1946 - 2400 | Every 12 minutes |

First departure from Hackney Wick, Eastway no later than 0445.
Last departure from Hackney Wick, Eastway no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Euston Station, Euston Road between 0900 and 1100.

6.3 Sundays

1. Marble Arch, Oxford Street to Hackney Wick, Eastway

| | |
|-------------|------------------|
| 0535 - 0710 | Every 30 minutes |
| 0711 - 0955 | Every 15 minutes |
| 0956 - 0110 | Every 12 minutes |

First departure from Marble Arch, Oxford Street no later than 0540.
Last departure from Marble Arch, Oxford Street no earlier than 0105.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Dalston Junction between 1030 and 1130.

2. Hackney Wick, Eastway to Marble Arch, Oxford Street

| | |
|-------------|------------------|
| 0440 - 0615 | Every 30 minutes |
| 0616 - 0830 | Every 15 minutes |
| 0831 - 2400 | Every 12 minutes |

First departure from Hackney Wick, Eastway no later than 0445.
Last departure from Hackney Wick, Eastway no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Euston Station, Euston Road between 1030 and 1130.

6.4 Boxing Day

1. Marble Arch, Oxford Street to Hackney Wick, Eastway

| | |
|-------------|------------------|
| 0805 - 0955 | Every 15 minutes |
| 0956 - 0110 | Every 12 minutes |

First departure from Marble Arch, Oxford Street no later than 0810.
Last departure from Marble Arch, Oxford Street no earlier than 0105.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Dalston Junction between 1030 and 1130.

2. Hackney Wick, Eastway to Marble Arch, Oxford Street

| | |
|-------------|------------------|
| 0755 - 0830 | Every 15 minutes |
| 0831 - 2400 | Every 12 minutes |

First departure from Hackney Wick, Eastway no later than 0800.
Last departure from Hackney Wick, Eastway no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Euston Station, Euston Road between 1030 and 1130.

7. MINIMUM PERFORMANCE STANDARDS

Please refer to Section 2.7 of Part A of the Guide for Tenderers.

Tenderers should note that the objective of the Operator of Route No. 30 shall be to operate all scheduled mileage and adhere **fully** to the published timetable. The Operator must use its best endeavours to achieve this.

The **minimum** standards of acceptable performance for Route No. 30 shall be:

| | |
|---------------------------|---------------------------|
| Average Excess Wait Time: | No more than 1.40 minutes |
| Minimum Operated Mileage: | No less than 98.00% |

or as notified by the Corporation from time to time. The Operator will be required to achieve or better the standards.

QSI Thresholds

The QSI threshold is the standard of performance to be achieved by the operator in order to qualify for an automatic contract extension (in accordance with Schedule IX of the Framework Agreement).

Average Excess Wait Time Threshold = 1.20 minutes

Summary of proposed QSI coverage: Route No. 30

Note: While London Buses undertakes to carry out QSI surveys at the times and locations specified below, it may prove impossible to rearrange a survey cancelled or nullified at short notice.

Survey locations

Towards Hackney Wick, Eastway

Marble Arch
Euston
Islington Angel
Hackney Central

Towards Marble Arch, Oxford Street

Hackney Central
Islington Angel
Euston

Total scheduled manual QSI surveys per quarter = 112.

8. RUNNING TIMES

The current timetable for Route No. 30 can be viewed by prospective Tenderers on Caesar. Attention is drawn to the variations in running times at different times of the day. Please refer to Section 2.8 of Part A of the Guide for Tenderers for further information.

Tenderers should devise their own running times for the section of Route No. 30 between Dalston Junction and Hackney Central Station, Amhurst Road towards Hackney Wick, Eastway and between Hackney Wick, Eastway and Hackney Central Station, Amhurst Road towards Marble Arch, Oxford Street.

Tenderers should carefully check the existing running times to ensure that they are appropriate in present traffic conditions. Tenderers should particularly check the existing running times for the Mondays to Fridays interpeak, PM Peak, Saturday afternoon shopping period and the Sunday shopping period.

It is expected that any changes to these running times can be accommodated within existing cycle times.

When reviewing existing, and devising new, running times Tenderers should refer to:

- the minimum performance standards for Route No. 30 in Section 7 above;
- the historical performance data provided in Section 1 Part B of the introduction to this ITT;
- the paragraph in Section 12 referring to the proposed extension of the Cashless Boarding zone throughout the whole of the London area.

Tenderers may consider if school summer holiday schedules, incorporating running time reductions, are desirable for this route. In this event, schedules and costs must be submitted separately.

9. LAYOVERS

Under normal circumstances, layover time on stands and at bus stations should be restricted to that required to provide a reliable service. Longer layovers for any other purpose may only be taken with the permission of the Corporation.

10. TIMING CONSTRAINTS

Route No. 30 should interwork with other bus services where possible.

Tenderers submitting bids should bear this requirement in mind when compiling schedules. This requirement will be negotiated with the successful Tenderer for this route to ensure that optimal interworking/separation is delivered within its schedules.

11. CONTROL STRATEGY

Route No. 30 can suffer from the effects of traffic congestion, making some form of route control essential in order to achieve or better the minimum performance standards for this route.

Tenderers should submit proposals on the control strategy they intend to adopt and the type of control they would intend to use by completing the form provided in Section 3: Part 7 of this ITT. The cost of this control should be included within the main Tender price.

Tenderers should also indicate how they intend to facilitate driver changeovers and meal reliefs for this route.

Further information is provided in Section 2.11 of Part A of the Guide for Tenderers.

12. OPERATIONAL CONSIDERATIONS

Tenderers should note the following operating considerations affecting Route No. 30:

- Route No. 30 can suffer from unpredictable traffic delays in the Upper Street, Euston Road, Pentonville Road and Baker Street areas.

Tenderers should also note the following factors/events which may have an impact on Route No. 30 in the foreseeable future:

- The East London Line Extension may affect demand on Route No. 30. Therefore, adjustments may be required during the lifetime of the forthcoming contract. Completion of the section from Dalston Junction to Highbury & Islington is due by May 2011.
- It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract. **This is expected to lead to significant savings in running and recovery times to bus routes, and, therefore, potential resource (cycle time and PVR) savings are expected. Tenderers are required to identify and submit the level of savings per vehicle that could be achieved by reducing peak vehicle requirement, and/or how reliability targets could be revised when the Scheme is introduced.**

The above factors have been included to assist Tenderers and represents the information currently available to the Corporation. Tenderers should make their own enquiries about events which may impact upon the route and should form their own views about their likely effect upon it.

13. STOPPING ARRANGEMENTS

Buses operating on Route No. 30 must serve all stops on the line of route designated for the route.

14. TIMING POINTS & MILEAGES

Timing Points

The required timing points (and codes) are shown in Caesar.

Mileages for Route No. 30

| | |
|---|-----------|
| Marble Arch, Oxford Street to Hackney Wick, Eastway | 8.0 miles |
| Hackney Wick, Eastway to Marble Arch, Oxford Street | 8.5 miles |

Tenderers should note that:

- these measurements are believed to be accurate to within 0.5 miles, but no warranty or representation as to accuracy is given;
- out of service stand workings have not been measured and are not included within the above measurements;
- if alternative or additional measurements are used by the Tenderer, these must be stated in the tender submission;
- point to point measurements pertaining to recognised curtailment points or alternative terminals will be agreed with the successful Tenderer once the contract has been awarded.

15. VEHICLE LIVERY

All vehicles to be used on Route No. 30 from the commencement of the new Route Agreement must be in a livery that is exclusively Corporation red. The paint should be matched accurately to the colour as defined by the following manufacturer's specifications:

ICI London Bus Red P498 FPF 3

Other manufacturers should also be able to produce this specification from the ICI colour chart.

This requirement does not include the lower panels which may be in a different colour but which shall not exceed 50cm in height, or the rooftop which should be painted white so as to reduce temperatures inside the vehicle during the summer months.

The positioning and size of Operators' logos are to be agreed between the Operator and the Corporation and, where possible, these should be above the front doors on the nearside of the vehicles and above the drivers' offside cab windows.

All livery proposals must be submitted to the Contracts Tendering Manager for approval.

16. STANDS AND BLINDS

Tenderers should note that under normal circumstances, the specific restrictions relating to each stand will apply to the whole stand at all times. Any variation to such standing arrangements must be agreed by the Corporation. In addition, Tenderers should note the following general requirements:

- 1) Drivers MUST switch off engines during layover periods at bus stations or on stands.
- 2) No meal reliefs may be taken on any stand (on or off line of route) without the permission of the Corporation.
- 3) No crew ferry vehicles may enter any stand (on or off line of route) without the permission of the Corporation.
- 4) Destination blind displays to be used are shown under each stand description. Tenderers may suggest, within their bids, alternative blind displays.
- 5) The intermediate (also known as via) blind display to be used on the nearside of the vehicle is shown in the box below:

| |
|--------------------|
| 30 via Kings Cross |
|--------------------|

For further information, please refer to Annex C of the Framework Agreement: General Conditions relating to the use of London Buses' Bus Stations and Stands.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 30: Marble Arch - Hackney Wick, Eastway

Date of Structural Change: 11 June 2011.

Date of Service Change: 11 June 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Hackney Wick, Eastway: Portman Street, Portman Square, Gloucester Place, Marylebone Road, Euston Road, Euston Bus Station, Grafton Place, Churchway, Euston Road, Pentonville Road, Baron Street, White Lion Street, Islington High Street, Upper Street, Highbury Corner, St Paul's Road, Balls Pond Road, Dalston Lane, Amhurst Road, Mare Street, Morning Lane, Kenton Road, Cassland Road, Wick Road, Eastway.

Towards Marble Arch: Eastway, Wick Road, Morning Lane, Mare Street, Amhurst Road, Dalston Lane, Balls Pond Road, St Paul's Road, Highbury Corner, Upper Street, Islington High Street, Pentonville Road, King's Cross Bridge, Gray's Inn Road, Euston Road, Gower Street, Grafton Way, Tottenham Court Road, Euston Road, Marylebone Road, Baker Street, Portman Square, Orchard Street, Oxford Street.

STANDING AND TURNING POINTS

MARBLE ARCH, TYBURN WAY

Public stand for three buses on west side of Tyburn Way, commencing 1 metre south of lamp standard No 20512 and extending 33 metres south.

Buses proceed from Oxford Street via Park Lane, Cumberland Gate and Tyburn Way to stand, departing via Tyburn Way, Marble Arch and Oxford Street to Portman Street. Set down in Oxford Street, at Stop P and pick up in Portman Street, at Stop M.

| | |
|-------------------------|--|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | No more than 3 buses on Route 30 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. |
| DISPLAY: | Marble Arch. |
| OTHER INFORMATION: | Council toilet facilities available between 0600 and 2300. |

OXFORD STREET, SELFRIDGES (from HACKNEY WICK, EASTWAY)

Buses proceed from Orchard Street via Oxford Street departing to Portman Street. Set down in Orchard Street, at Stop BA and pick up in Portman Street, at Stop M.

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

BAKER STREET STATION (from HACKNEY WICK, EASTWAY)

Buses proceed from Marylebone Road via Baker Street, York Street and Gloucester Place departing to Marylebone Road. Set down in Marylebone Road, at stop E and pick up in Marylebone Road, at stop W.

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

WARREN STREET STATION, GRAFTON WAY (from HACKNEY WICK, EASTWAY)

Public stand for one bus on south side of Grafton Way, commencing 1 metre east from lamp standard 3 and extending 18 metres south east.
Buses proceed from Grafton Way direct to stand, departing via Grafton Way, Tottenham Court Road and Hampstead Road to Euston Road. Set down in Grafton Way, at Alighting Point and pick up in Euston Road, at Stop Q.

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.
DISPLAY: Warren Street.

EUSTON BUS STATION, REAR STAND

Private stand for two buses on Route 476 in rear corner of Euston Bus Station.

From Hackney Wick, Eastway.

Buses proceed from Euston Road via Churchway, Grafton Place and Euston Bus Station to stand, departing to Euston Bus Station. Set down in Euston Road, at stop B and pick up in Euston Bus Station, at stop D.

From Marble Arch.

Buses proceed from Euston Road via Euston Bus Station to stand, departing via Euston Bus Station and Euston Square to Euston Road. Set down in Euston Road, at stop Q and pick up in Euston Road, at stop H.

| | |
|-------------------------|---|
| 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. |
| DISPLAY: | Euston. |

KINGS CROSS, YORK WAY

Public stand for 10 buses on west side of York Way commencing opposite and 31 metres south of Wharfdale Road extending 112 metres south.

From Hackney Wick, Eastway.

Buses proceed from Pentonville Road via King's Cross Bridge, Gray's Inn Road and York Way to stand, departing via York Way, Goods Way, Battle Bridge Road, Goods Way and Pancras Road to Euston Road. Set down in Pentonville Road, at Stop X and pick up in Euston Road, at Stop E.

From Marble Arch.

Buses proceed from Euston Road via York Way to stand, departing via York Way, Wharfdale Road, Caledonian Road and King's Cross Bridge to Gray's Inn Road. Set down in Euston Road, at Stop E and pick up in Gray's Inn Road, at Stop R.

| | |
|-------------------------|---|
| 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. |
| DISPLAY: | King's Cross. |

ISLINGTON HIGH STREET, GOSWELL ROAD (from HACKNEY WICK, EASTWAY)

Buses proceed from Upper Street via Islington High Street, City Road, Wakley Street, Goswell Road, City Road and Islington High Street departing to Upper Street. Set down in Upper Street, at Stop F and pick up in Upper Street, at Stop Y.

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

ISLINGTON GREEN, ESSEX ROAD (from Marble Arch)

Located on north side of Essex Road, approx 50m north of junction with Upper Street. Buses proceed from Upper Street via Islington Green to stand, departing via Islington Green, Essex Road and Cross Street to Upper Street. Set down in Upper Street, at stop Y and pick up in Upper Street, at stop N.

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.
DISPLAY: Islington Green.

HIGHBURY & ISLINGTON STATION (from Marble Arch)

Buses proceed from Upper Street via Highbury Corner departing to Upper Street. Set down in Upper Street, at Stop F and pick up in Upper Street, at Stop G.

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

HIGHBURY & ISLINGTON STATION (from HACKNEY WICK, EASTWAY)

Buses proceed from St Paul's Road via Highbury Corner departing to St Paul's Road. Set down in St Paul's Road, at Stop D and pick up in St Paul's Road, at Stop C.

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

MILDMAY PARK

Public stand for three buses on south side of Dove Road, commencing at a point 52.4 metres east of Essex Road and extending 38.8 metres east.

From Hackney Wick, Eastway.

Buses proceed from Balls Pond Road via Essex Road and Dove Road to stand, departing via Dove Road and Southgate Road to Balls Pond Road. Set down in Balls Pond Road, at Stop CD and pick up in Balls Pond Road, at Stop BE.

From Marble Arch.

Buses proceed from Balls Pond Road via Southgate Road and Dove Road to stand, departing via Dove Road and Essex Road to St Paul's Road. Set down in Balls Pond Road, at Stop CC and pick up in St Paul's Road, at Stop CE.

| | |
|-------------------------|---|
| 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. |
| DISPLAY: | Essex Road, Balls Pond Road. |

HACKNEY, DALSTON LANE

Buses proceed out of service from Amhurst Road. Set down in Amhurst Road, at stop L.

| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | Unscheduled curtailments only |
| DISPLAY: | Hackney Central. |
| OTHER INFORMATION: | Relief point only. Buses can run back to the garage empty from here and must not stand. |

HACKNEY WICK, EASTWAY

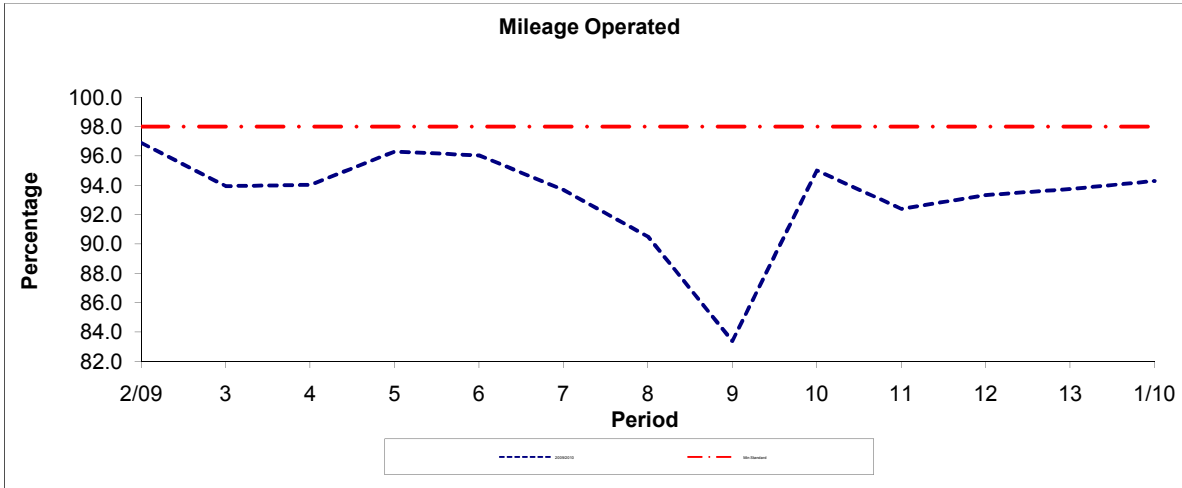
Private stand for 5 buses standing abreast in marked bays in Bus Parking Area on west side of Eastway north of junction with Buxhall Crescent.

Buses proceed from Eastway direct to stand, departing to Eastway. Set down in Eastway, at Stop N and pick up in Eastway, at Stop L.

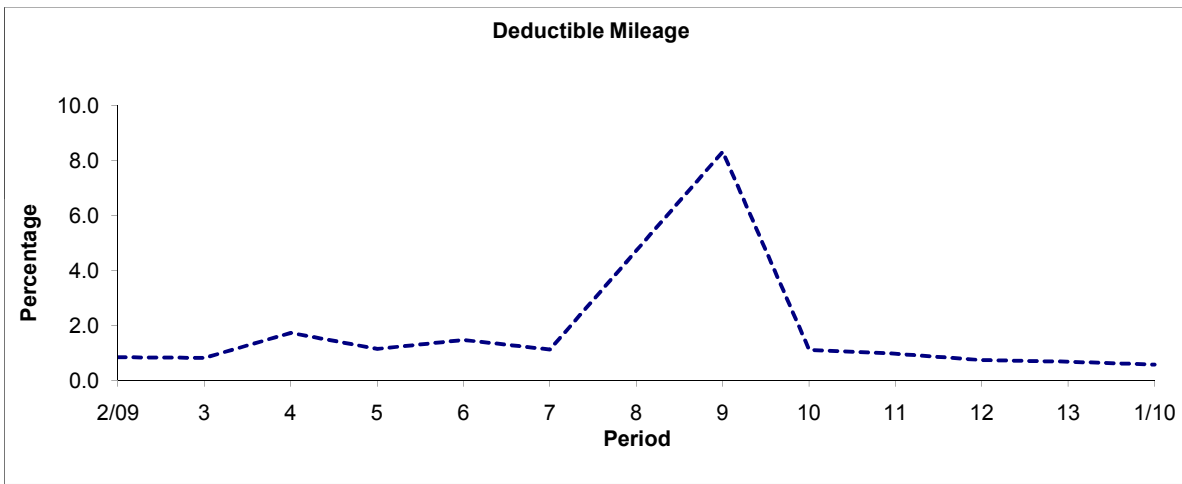
| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | None |
| MEAL RELIEFS: | No meal relief vehicles to stand at any time. |
| FERRY VEHICLES: | No ferry vehicles to park on stand at any time. |
| DISPLAY: | Hackney Wick. |

PART B - PERFORMANCE STATISTICS

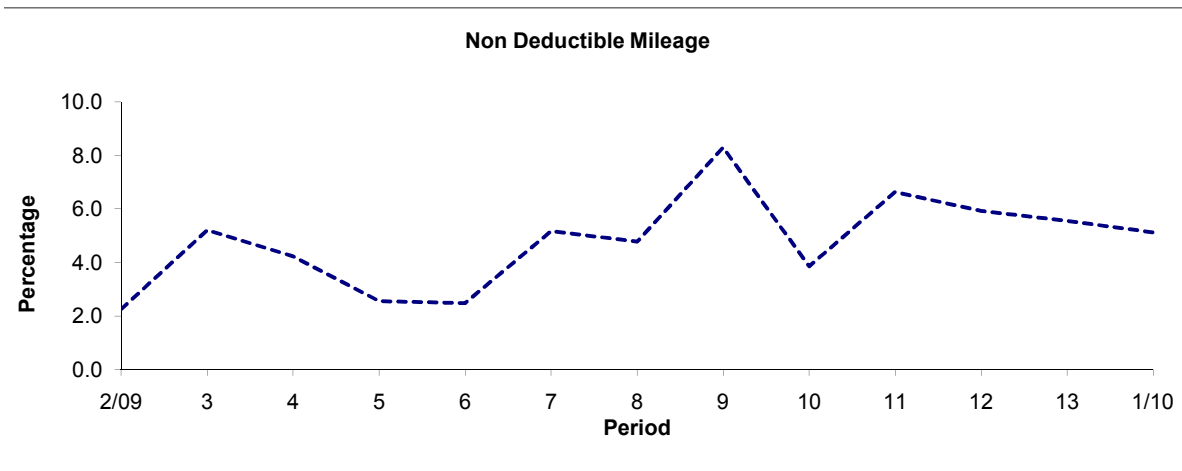
Route 30



| Period | 2/09 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/10 |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2009/2010 | 96.90 | 93.96 | 94.04 | 96.30 | 96.04 | 93.70 | 90.50 | 83.38 | 95.03 | 92.39 | 93.33 | 93.75 | 94.29 |
| 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 | 2/09 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/10 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2009/2010 | 0.85 | 0.83 | 1.73 | 1.15 | 1.48 | 1.13 | 4.72 | 8.32 | 1.12 | 0.97 | 0.74 | 0.69 | 0.58 |

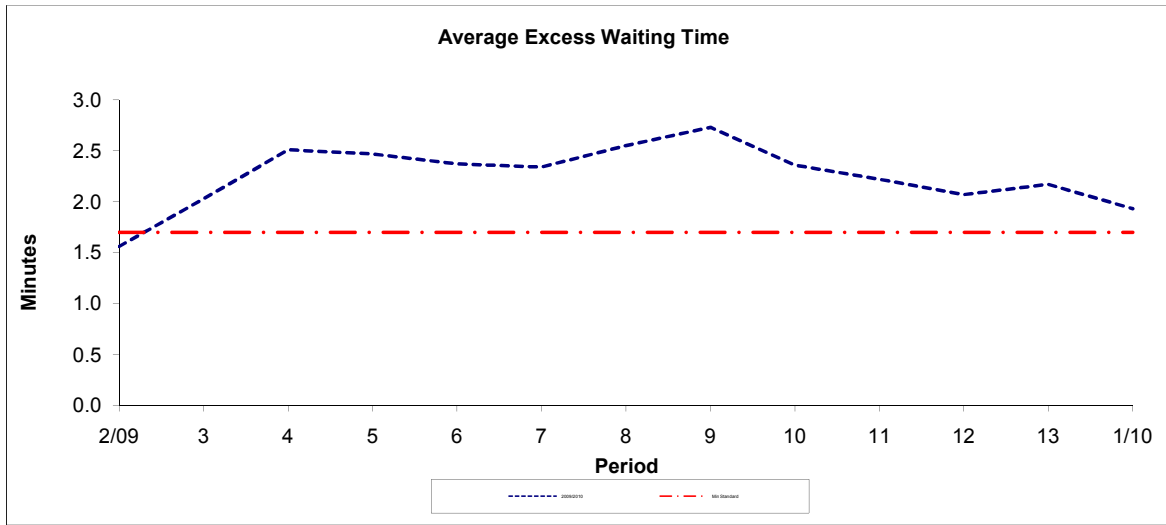


| Period | 2/09 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/10 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2009/2010 | 2.25 | 5.21 | 4.23 | 2.55 | 2.48 | 5.17 | 4.78 | 8.30 | 3.85 | 6.64 | 5.93 | 5.56 | 5.13 |

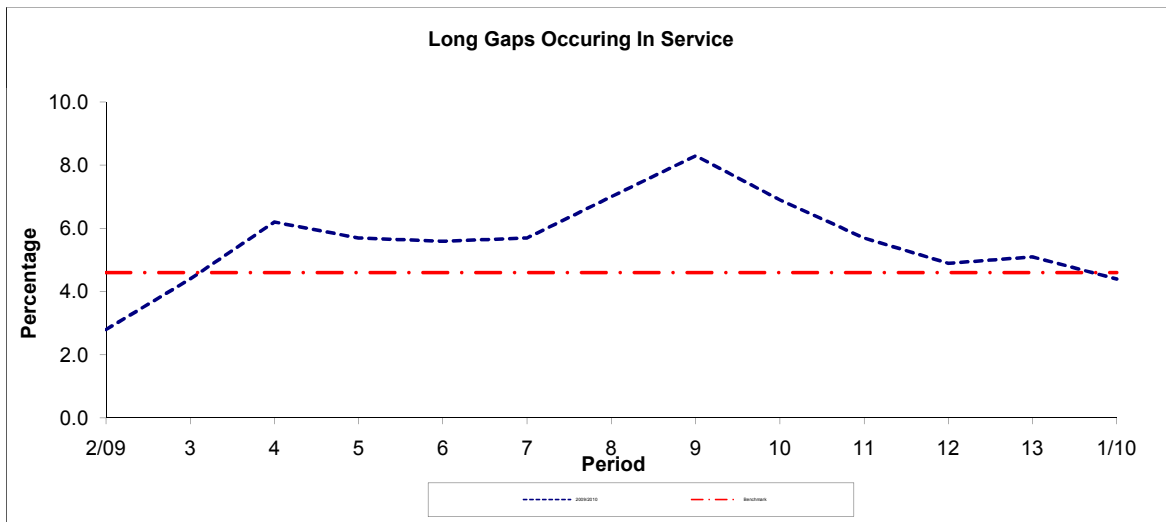
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 30



| Period | 2/09 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/10 |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2009/2010 | 1.56 | 2.03 | 2.51 | 2.47 | 2.37 | 2.34 | 2.55 | 2.73 | 2.36 | 2.22 | 2.07 | 2.17 | 1.93 |
| Min Standard | 1.70 | 1.70 | 1.70 | 1.70 | 1.70 | 1.70 | 1.70 | 1.70 | 1.70 | 1.70 | 1.70 | 1.70 | 1.70 |



| Period | 2/09 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/10 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2009/2010 | 2.80 | 4.40 | 6.20 | 5.70 | 5.60 | 5.70 | 7.00 | 8.30 | 6.90 | 5.70 | 4.90 | 5.10 | 4.40 |
| Benchmark | 4.60 | 4.60 | 4.60 | 4.60 | 4.60 | 4.60 | 4.60 | 4.60 | 4.60 | 4.60 | 4.60 | 4.60 | 4.60 |

Note : Reliability is based on 12 weeks rolling data

7. Service Specification

Route: 30

Contract Reference: QC60801

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 | Portman Street/Marble Arch, Oxford Street and Hackney Wick, Chapman Road |
| Contract Basis | Incentivised |
| Commencement Date | 23 rd June 2018 |
| Vehicle Type | 87 capacity, dual door, double deck vehicles, |
| Current Maximum Approved Dimensions | 10.1 metres long and 2.55 metres wide |
| New Vehicles Mandatory | Yes |
| Hybrid Price Required | Yes |
| Sponsored Route | No |
| Advertising Rights | Operator |
| Minimum Performance Standard (Both Options) | Average Excess Wait Time - No more than 1.40 minutes |
| Extension Threshold (Both Options) | Average Excess Wait Time Threshold - 1.25 minutes |
| Minimum Operated Mileage Standard | No less than 98% |

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 31st July 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.

MINI 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. 30.

- Mondays to Fridays AM and PM peak frequencies are reduced from every 8 minutes to every 8-9 minutes (7 buses per hour).

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

Two Options are proposed:

Option 1

- No changes.

Option 2

- Ex Portman Street, Oxford Street, One Mondays to Fridays PM peak flow journey is specified to provide a frequency of every 7-8 minutes (8 buses per hour) to arrive at Highbury & Islington Station between 1745 and 1845.
- Ex Hackney Wick, Chapman Road, Three Mondays to Fridays AM peak flow journeys are specified to provide a frequency of every 6 minutes to arrive at Highbury & Islington Station between 0800 and 0900.
- This option may be introduced in connection with a possible restructuring of route 277.

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).

- **Any existing Euro V hybrid vehicles will need to be upgraded to reduce the NOx and PM emissions to the equivalent of Euro VI. The costs to achieve this upgrade should be included in the overall tender price. For LBSL budgeting purposes, the cost (per vehicle) to the operator of the upgrade should also be identified separately.**

2) NOTES - continued.

Operators should provide the following prices:

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

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.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1

| | | | | | |
|---|---|------------|--|---|-----------|
| Portman Street, Oxford Street to Hackney Wick, Chapman Road | | | Hackney Wick, Chapman Road to Marble Arch, Oxford Street | | |
| First departure no later than 0540. | | | First departure no later than 0445. | | |
| 0535 - 0640 | Every 12 minutes | | 0440 - 0530 | Every 12 minutes | |
| 0641 - 0710 | Every 10 minutes | | 0531 - 0550 | Every 10 minutes | |
| 0711 - 1005 | Every 8-9 minutes (7 buses per hour) | | 0551 - 0955 | Every 8-9 minutes (7 buses per hour) | |
| 1006 - 1415 | Every 10 minutes | | 0956 - 1405 | Every 10 minutes | |
| 1416 - 1915 | Every 8-9 minutes (7 buses per hour) | | 1406 - 1810 | Every 8-9 minutes (7 buses per hour) | |
| 1916 - 2015 | Every 10 minutes | | 1811 - 1910 | Every 10 minutes | |
| 2016 - 0110 | Every 12 minutes | | 1911 - 0005 | Every 12 minutes | |
| Last departure no earlier than 0105. | | | Last departure no earlier than 2400. | | |
| Pinchpoints | | | | | |
| Dalston Junction | 0705 - 0745 | 10 minutes | Euston Station, Euston Road | 0700 - 0900 | 9 minutes |
| | 0746 - 0905 | 9 minutes | | 1500 - 1635 | 9 minutes |
| | 1500 - 1630 | 9 minutes | | | |

MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 2

| | | | | | |
|---|---|------------|--|---|-----------|
| Portman Street, Oxford Street to Hackney Wick, Chapman Road | | | Hackney Wick, Chapman Road to Marble Arch, Oxford Street | | |
| First departure no later than 0540. | | | First departure no later than 0445. | | |
| 0535 - 0640 | Every 12 minutes | | 0440 - 0530 | Every 12 minutes | |
| 0641 - 0710 | Every 10 minutes | | 0531 - 0550 | Every 10 minutes | |
| 0711 - 1005 | Every 8-9 minutes (7 buses per hour) | | 0551 - 0725 | Every 8-9 minutes (7 buses per hour) | |
| 1006 - 1415 | Every 10 minutes | | 0726 - 0825 | Every 6 minutes | |
| 1416 - 1705 | Every 8-9 minutes (7 buses per hour) | | 0826 - 0955 | Every 8-9 minutes (7 buses per hour) | |
| 1706 - 1805 | Every 7-8 minutes (8 buses per hour) | | 0956 - 1405 | Every 10 minutes | |
| 1806 - 1915 | Every 8-9 minutes (7 buses per hour) | | 1406 - 1810 | Every 8-9 minutes (7 buses per hour) | |
| 1916 - 2015 | Every 10 minutes | | 1811 - 1910 | Every 10 minutes | |
| 2016 - 0110 | Every 12 minutes | | 1911 - 0005 | Every 12 minutes | |
| Last departure no earlier than 0105. | | | Last departure no earlier than 2400. | | |
| Pinchpoints | | | | | |
| Dalston Junction | 0705 - 0745 | 10 minutes | Euston Station, Euston Road | 0700 - 0815 | 9 minutes |
| | 0746 - 0905 | 9 minutes | | 0816 - 0915 | 6 minutes |
| | 1500 - 1630 | 9 minutes | | 1500 - 1635 | 9 minutes |

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued.

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTIONS 1 & 2

| | | | | | |
|---|------------------|------------|--|------------------|------------|
| Portman Street, Oxford Street to Hackney Wick, Chapman Road | | | Hackney Wick, Chapman Road to Marble Arch, Oxford Street | | |
| First departure no later than 0540. | | | First departure no later than 0445. | | |
| 0535 - 0620 | Every 20 minutes | | 0440 - 0605 | Every 20 minutes | |
| 0621 - 0750 | Every 15 minutes | | 0606 - 0650 | Every 15 minutes | |
| 0751 - 0825 | Every 12 minutes | | 0651 - 0725 | Every 12 minutes | |
| 0826 - 2105 | Every 10 minutes | | 0726 - 1950 | Every 10 minutes | |
| 2106 - 0110 | Every 12 minutes | | 1951 - 0005 | Every 12 minutes | |
| Last departure no earlier than 0105. | | | Last departure no earlier than 2400. | | |
| Pinchpoints | | | | | |
| Dalston Junction | 0855 - 1055 | 10 minutes | Euston Station, Euston Road | 0900 - 1100 | 10 minutes |

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

OPTIONS 1 & 2

| | | | | | |
|---|------------------|------------|--|------------------|------------|
| Portman Street, Oxford Street to Hackney Wick, Chapman Road | | | Hackney Wick, Chapman Road to Marble Arch, Oxford Street | | |
| First departure no later than 0540. | | | First departure no later than 0445. | | |
| 0535 - 0710 | Every 30 minutes | | 0440 - 0615 | Every 30 minutes | |
| 0711 - 1010 | Every 15 minutes | | 0616 - 0830 | Every 15 minutes | |
| 1011 - 0110 | Every 12 minutes | | 0831 - 0005 | Every 12 minutes | |
| Last departure no earlier than 0105. | | | Last departure no earlier than 2400. | | |
| Pinchpoints | | | | | |
| Dalston Junction | 1030 - 1130 | 12 minutes | Euston Station, Euston Road | 1030 - 1130 | 12 minutes |

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 30 can suffer from unpredictable traffic delays in the Upper Street, Euston Road, Pentonville Road and Baker Street areas.
- 4.2) The Mayor has pledged to pedestrianise Oxford Street by 2020. All traffic including buses and taxis would be banned as part of the mayor's plans to tackle air pollution. The pedestrianisation would take place in two stages to minimise disruption with the first phase of construction on the eastern section from Oxford Circus onwards.

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 30: Marble Arch - Hackney Wick, Chapman Road

Date of Structural Change: 23 June 2018.

Date of Service Change: 23 June 2018.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Hackney Wick, Chapman Road: Portman Street, Portman Square, Gloucester Place, Marylebone Road, Euston Road, Euston Bus Station, Grafton Place, Churchway, Euston Road, Pentonville Road, Baron Street, White Lion Street, Islington High Street, Upper Street, Highbury Corner, St Paul's Road, Balls Pond Road, Dalston Lane, Amhurst Road, Mare Street, Morning Lane, Kenton Road, Cassland Road, Wick Road, Chapman Road.

Towards Marble Arch: Chapman Road, Wick Road, Morning Lane, Valette Street, Paragon Road, Mare Street, Amhurst Road, Dalston Lane, Balls Pond Road, St Paul's Road, Highbury Corner, Upper Street, Islington High Street, Pentonville Road, King's Cross Bridge, Gray's Inn Road, Euston Road, Marylebone Road, Baker Street, Portman Square, Portman Street, Oxford Street.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

MARBLE ARCH, TYBURN WAY

Public stand for three buses on west side of Tyburn Way, commencing 1 metre south of lamp standard No 20512 and extending 33 metres south.

Buses proceed from Oxford Street via Park Lane, Cumberland Gate and Tyburn Way to stand, departing via Tyburn Way, Marble Arch and Oxford Street to Portman Street. Set down in Oxford Street, at Stop P (180 - Marble Arch Station <>, Last Stop on LOR: 180 - Marble Arch Station <>) and pick up in Portman Street, at Stop M (450 - Portman Street / Selfridges, First Stop on LOR: 450 - Portman Street / Selfridges).

| | |
|-------------------------|--|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | No more than 3 buses on Route 30 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: | Marble Arch. |
| OTHER INFORMATION: | Council toilet facilities available between 0600 and 2300. |

BAKER STREET STATION (from HACKNEY WICK, CHAPMAN ROAD)

Buses proceed from Marylebone Road via Baker Street, York Street and Gloucester Place departing to Marylebone Road. Set down in Marylebone Road, at stop E (724 - Baker Street Station <>, Last Stop on LOR: 724 - Baker Street Station <>) and pick up in Marylebone Road, at stop W (721 - Glentworth Street, First Stop on LOR: 721 - Glentworth Street).

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

WARREN STREET STATION, GRAFTON WAY (from HACKNEY WICK, CHAPMAN ROAD)

Public stand for one bus on south side of Grafton Way, commencing 1 metre east from lamp standard 3 and extending 18 metres south east.

Buses proceed from Grafton Way direct to stand, departing via Grafton Way, Tottenham Court Road and Hampstead Road to Euston Road. Set down in Grafton Way, at Alighting Point (BP2733 - University College Hospital, Last Stop on LOR: 672 - Euston Square Station <>) and pick up in Euston Road, at Stop Q (673 - Euston Square Station <>, First Stop on LOR: 673 - Euston Square 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: Warren Street.

EUSTON BUS STATION

From Hackney Wick, Chapman Road.

Buses proceed from Euston Road via Churchway and Grafton Place departing to Euston Bus Station. Set down in Euston Road, at stop B (27622 - British Library, Last Stop on LOR: 27622 - British Library) and pick up in Euston Bus Station, at stop D (36513 - Euston Station <>#, First Stop on LOR: 36513 - Euston Station <>#).

From Marble Arch.

Buses proceed from Euston Bus Station via Euston Square departing to Euston Road. Set down in Euston Bus Station, at stop D (36513 - Euston Station <>#, Last Stop on LOR: 36513 - Euston Station <>#) and pick up in Euston Road, at stop H (20917 - Euston Station <>#, First Stop on LOR: 20917 - Euston Station <>#).

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

KINGS CROSS, YORK WAY

Public stand for 10 buses on west side of York Way commencing opposite and 31 metres south of Wharfdale Road extending 112 metres south.

From Hackney Wick, Chapman Road.

Buses proceed from Pentonville Road via King's Cross Bridge, Gray's Inn Road and York Way to stand, departing via York Way, Goods Way, Battle Bridge Road, Goods Way and Pancras Road to Euston Road. Set down in Pentonville Road, at Stop X (34940 - King's Cross / Caledonian Road, Last Stop on LOR: 34940 - King's Cross / Caledonian Road) and pick up in Euston Road, at Stop E (R0058 - King's Cross Station <> #, First Stop on LOR: R0058 - King's Cross Station <> #).

From Marble Arch.

Buses proceed from Euston Road via York Way to stand, departing via York Way, Wharfdale Road, Caledonian Road and King's Cross Bridge to Gray's Inn Road. Set down in Euston Road, at Stop E (R0058 - King's Cross Station <> #, Last Stop on LOR: R0058 - King's Cross Station <> #) and pick up in Gray's Inn Road, at Stop R (183 - King's Cross Station <> #, First Stop on LOR: 14736 - St Pancras International 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: | King's Cross. |

ISLINGTON HIGH STREET, GOSWELL ROAD (from HACKNEY WICK, CHAPMAN ROAD)

Buses proceed from Upper Street via Islington High Street, City Road, Wakley Street, Goswell Road, City Road and Islington High Street departing to Upper Street. Set down in Upper Street, at Stop F (36602 - Angel Station <>, Last Stop on LOR: 36602 - Angel Station <>) 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: | Turning Point Only - Buses must not stand |
| BLIND DISPLAY: | Islington Angel. |

ISLINGTON GREEN, ESSEX ROAD (from Marble Arch)

Public stand north west of Essex Road commencing 50m north of junction with Upper Street.

Buses proceed from Upper Street via Islington Green to stand, departing via Islington Green, Essex Road and Cross Street to Upper Street. Set down in Upper Street, at stop Y (25146 - Angel Station <>, Last Stop on LOR: 25146 - Angel Station <>) and pick up in Upper Street, at stop N (29748 - St Mary's Church, First Stop on LOR: 29748 - St Mary's 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: Islington Green.

HIGHBURY & ISLINGTON STATION (from Marble Arch)

Buses proceed from Upper Street via Highbury Corner departing 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: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Highbury & Islington.

HIGHBURY & ISLINGTON STATION (from HACKNEY WICK, CHAPMAN ROAD)

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

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

MILDMAY PARK, DOVE ROAD

Public stand for three buses on south side of Dove Road, commencing at a point 52.4 metres east of Essex Road and extending 38.8 metres east.

From Hackney Wick, Chapman Road.

Buses proceed from Balls Pond Road via Essex Road and Dove Road to stand, departing via Dove Road and Southgate Road to Balls Pond Road. Set down in Balls Pond Road, at Stop CD (905 - Essex Road / Newington Green Road, Last Stop on LOR: 905 - Essex Road / Newington Green Road) and pick up in Balls Pond Road, at Stop BE (2639 - Culford Road, First Stop on LOR: 2639 - Culford Road).

From Marble Arch.

Buses proceed from Balls Pond Road via Southgate Road and Dove Road to stand, departing via Dove Road and Essex Road to St Paul's Road. Set down in Balls Pond Road, at Stop CC (2638 - Mildmay Park / Southgate Road, Last Stop on LOR: 2638 - Mildmay Park / Southgate Road) and pick up in St Paul's Road, at Stop CE (909 - St Paul's Road / Ramsey Walk, First Stop on LOR: 909 - St Paul's Road / Ramsey Walk).

| | |
|-------------------------|---|
| 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: | Mildmay Park. |

HACKNEY, DALSTON LANE

Buses proceed out of service from Amhurst Road. Set down in Amhurst Road, at stop L (129 - Amhurst Road / Hackney Downs Station #, Last Stop on LOR: 129 - Amhurst Road / Hackney Downs Station #).

| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | Unscheduled curtailments only. |
| BLIND DISPLAY: | Hackney Central. |
| OTHER INFORMATION: | Relief point only. Buses can run back to the garage empty from here and must not stand. |

HACKNEY WICK, CHAPMAN ROAD

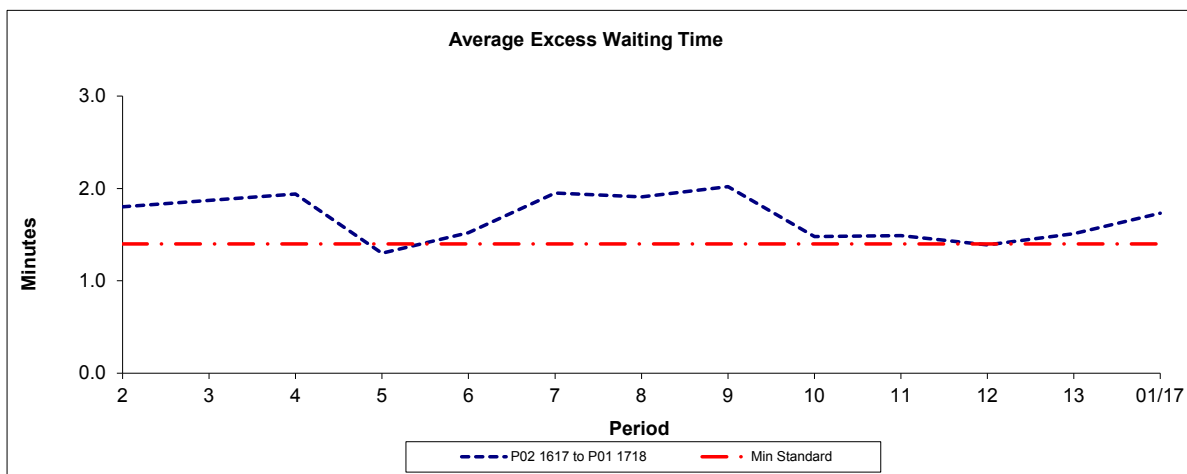
Public stand for 4 buses on west side of Chapman Road commencing 18 metres north of lamp standard 5 extending 41 metres south.

Buses proceed from Chapman Road via Trowbridge Road and Chapman Road to stand, departing to Chapman Road. Set down in Chapman Road, at stop K (BP965 - Hackney Wick / Trowbridge Road, Last Stop on LOR: BP965 - Hackney Wick / Trowbridge Road) and pick up in Chapman Road, at stop J (BP966 - Hackney Wick / Trowbridge Road, First Stop on LOR: BP966 - Hackney Wick / Trowbridge Road).

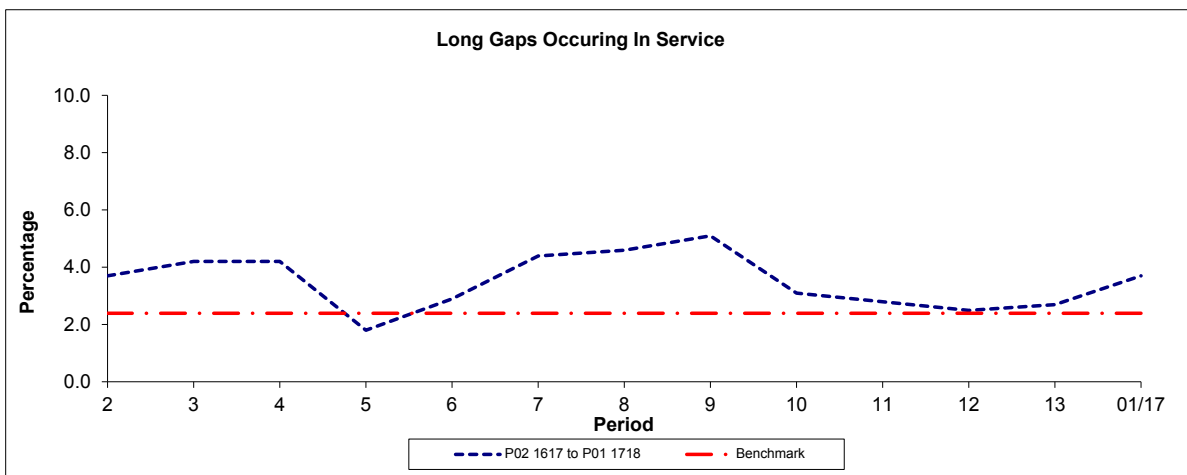
| | |
|-------------------------|--|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | No more than 2 buses on Route 30 should be scheduled to stand at any one time. |
| MEAL RELIEFS: | No meal relief vehicles to stand at any time. |
| FERRY VEHICLES: | No ferry vehicles to park on stand at any time. |
| BLIND DISPLAY: | Hackney Wick. |

PART B - PERFORMANCE STATISTICS

Route 30



| Period | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 01/17 |
|----------------------|------|------|------|------|------|------|------|------|------|------|------|------|-------|
| P02 1617 to P01 1718 | 1.80 | 1.87 | 1.94 | 1.30 | 1.52 | 1.95 | 1.91 | 2.02 | 1.48 | 1.49 | 1.39 | 1.51 | 1.73 |
| Min Standard | 1.40 | 1.40 | 1.40 | 1.40 | 1.40 | 1.40 | 1.40 | 1.40 | 1.40 | 1.40 | 1.40 | 1.40 | 1.40 |

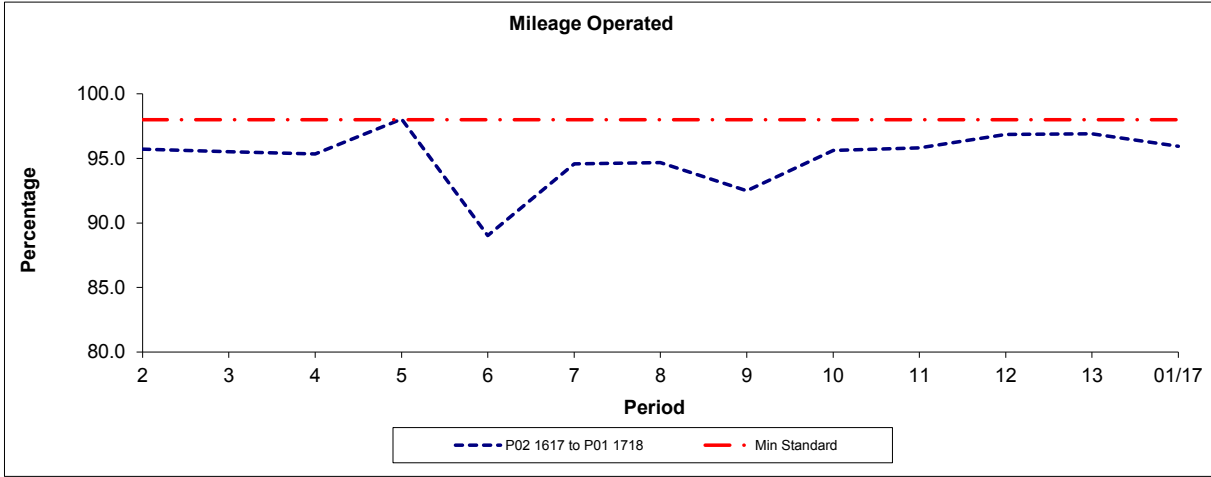


| Period | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 01/17 |
|----------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| P02 1617 to P01 1718 | 3.7 | 4.2 | 4.2 | 1.8 | 2.9 | 4.4 | 4.6 | 5.1 | 3.1 | 2.8 | 2.5 | 2.7 | 3.7 |
| Benchmark | 2.4 | 2.4 | 2.4 | 2.4 | 2.4 | 2.4 | 2.4 | 2.4 | 2.4 | 2.4 | 2.4 | 2.4 | 2.4 |

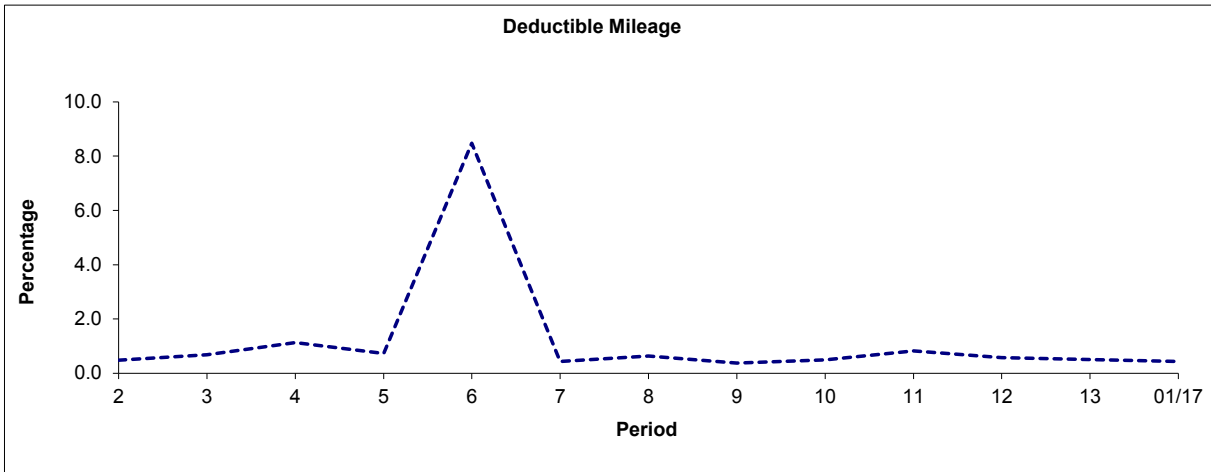
Note : Reliability is actual performance under full iBus (4 weeks data).
Minimum Standards and Benchmarks are those applicable under the new contract.

PART B - PERFORMANCE STATISTICS

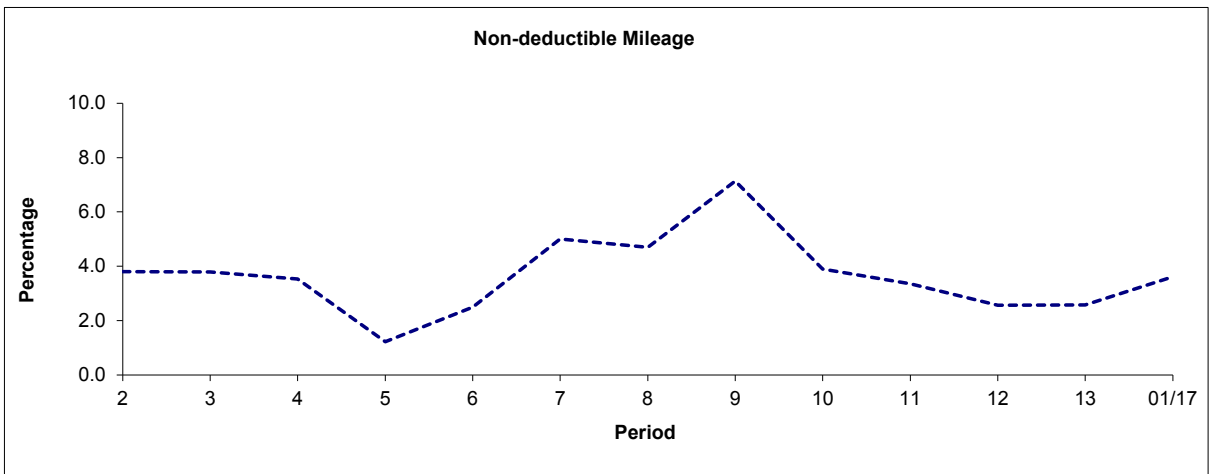
Route 30



| Period | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 01/17 |
|----------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| P02 1617 to P01 1718 | 95.72 | 95.53 | 95.34 | 98.04 | 89.03 | 94.57 | 94.67 | 92.50 | 95.61 | 95.82 | 96.86 | 96.91 | 95.95 |
| 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 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 01/17 |
|----------------------|------|------|------|------|------|------|------|------|------|------|------|------|-------|
| P02 1617 to P01 1718 | 0.48 | 0.68 | 1.13 | 0.73 | 8.48 | 0.43 | 0.63 | 0.37 | 0.49 | 0.82 | 0.57 | 0.50 | 0.43 |



| Period | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 01/17 |
|----------------------|------|------|------|------|------|------|------|------|------|------|------|------|-------|
| P02 1617 to P01 1718 | 3.80 | 3.79 | 3.53 | 1.23 | 2.50 | 5.00 | 4.70 | 7.13 | 3.90 | 3.35 | 2.57 | 2.58 | 3.62 |

Note: Mileage is based on 4 weeks data
 Results were adversely affected by industrial action in period 6.

**ROUTE 30 - FULL iBUS RESULTS BY TIME OF DAY
 QUARTERS 1 TO 4 2016/17 (01/04/16 - 31/03/17)**

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 | 29,973 | 28,763 | 96.0 | 5.25 | 0.94 | 6.19 | 81.6 | 17.5 | 0.8 | 0.1 | 0.9 | 46 |
| 07:00 - 10:00 | 77,469 | 71,115 | 91.8 | 3.99 | 1.87 | 5.87 | 81.5 | 16.7 | 1.6 | 0.2 | 5.0 | 81 |
| 10:00 - 13:00 | 63,741 | 60,169 | 94.4 | 4.81 | 1.91 | 6.71 | 75.6 | 21.3 | 2.7 | 0.4 | 3.7 | 63 |
| 13:00 - 16:00 | 69,973 | 65,016 | 92.9 | 4.48 | 1.96 | 6.44 | 78.7 | 18.6 | 2.3 | 0.3 | 4.0 | 70 |
| 16:00 - 19:00 | 75,589 | 72,263 | 95.6 | 4.01 | 1.85 | 5.86 | 81.9 | 16.2 | 1.8 | 0.2 | 4.8 | 60 |
| 19:00 - 22:00 | 61,404 | 59,617 | 97.1 | 4.96 | 1.61 | 6.57 | 76.8 | 20.3 | 2.4 | 0.4 | 3.2 | 77 |
| 22:00 - 24:00 | 34,987 | 34,504 | 98.6 | 5.85 | 1.22 | 7.07 | 74.0 | 23.5 | 2.3 | 0.2 | 1.2 | 50 |
| All Locations Summary | 413,136 | 391,447 | 94.8 | 4.46 | 1.80 | 6.25 | 79.3 | 18.4 | 2.1 | 0.3 | 4.0 | 81 |

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 | 3,757 | 3,759 | 100.1 | 9.43 | 0.36 | 9.79 | 58.1 | 36.6 | 4.8 | 0.4 | 0.8 | 43 |
| 07:00 - 10:00 | 11,805 | 11,770 | 99.7 | 5.51 | 0.80 | 6.32 | 81.1 | 18.2 | 0.7 | 0.0 | 0.4 | 41 |
| 10:00 - 13:00 | 12,893 | 12,877 | 99.9 | 5.03 | 0.90 | 5.93 | 82.9 | 16.2 | 0.8 | 0.1 | 0.8 | 38 |
| 13:00 - 16:00 | 12,846 | 12,600 | 98.1 | 5.00 | 1.37 | 6.37 | 79.2 | 18.8 | 1.7 | 0.3 | 2.0 | 56 |
| 16:00 - 19:00 | 13,064 | 12,418 | 95.1 | 5.00 | 1.72 | 6.71 | 76.2 | 20.7 | 2.6 | 0.5 | 3.0 | 63 |
| 19:00 - 22:00 | 12,344 | 11,906 | 96.5 | 5.24 | 1.82 | 7.06 | 74.0 | 22.4 | 3.1 | 0.4 | 2.9 | 47 |
| 22:00 - 24:00 | 7,306 | 6,993 | 95.7 | 5.97 | 2.25 | 8.22 | 66.0 | 27.1 | 5.9 | 1.0 | 3.3 | 53 |
| All Locations Summary | 74,015 | 72,323 | 97.7 | 5.27 | 1.37 | 6.64 | 77.5 | 20.1 | 2.1 | 0.3 | 2.0 | 63 |

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 | 2,725 | 2,735 | 100.4 | 14.13 | 0.28 | 14.40 | 45.2 | 29.0 | 21.0 | 4.8 | 1.9 | 64 |
| 07:00 - 10:00 | 9,444 | 9,402 | 99.6 | 7.47 | 0.60 | 8.07 | 68.8 | 28.9 | 2.1 | 0.3 | 0.2 | 62 |
| 10:00 - 13:00 | 11,266 | 11,294 | 100.2 | 6.10 | 0.90 | 7.00 | 75.0 | 23.1 | 1.6 | 0.4 | 0.9 | 53 |
| 13:00 - 16:00 | 11,360 | 11,071 | 97.5 | 6.02 | 1.27 | 7.29 | 72.2 | 24.7 | 2.6 | 0.5 | 1.4 | 51 |
| 16:00 - 19:00 | 11,216 | 10,883 | 97.0 | 6.01 | 1.59 | 7.59 | 70.6 | 25.7 | 3.3 | 0.5 | 1.6 | 59 |
| 19:00 - 22:00 | 11,397 | 11,300 | 99.1 | 5.90 | 1.54 | 7.44 | 71.9 | 24.4 | 3.2 | 0.5 | 1.7 | 55 |
| 22:00 - 24:00 | 7,638 | 7,687 | 100.6 | 5.95 | 0.85 | 6.80 | 76.2 | 22.5 | 1.3 | 0.0 | 0.4 | 33 |
| All Locations Summary | 65,046 | 64,372 | 99.0 | 6.37 | 1.18 | 7.56 | 71.5 | 24.9 | 3.0 | 0.5 | 1.2 | 64 |

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 | 36,455 | 35,257 | 96.7 | 6.26 | 0.84 | 7.10 | 76.9 | 20.1 | 2.6 | 0.4 | 0.9 | 64 |
| 07:00 - 10:00 | 98,718 | 92,287 | 93.5 | 4.28 | 1.73 | 6.01 | 80.8 | 17.4 | 1.6 | 0.2 | 4.4 | 81 |
| 10:00 - 13:00 | 87,900 | 84,340 | 95.9 | 5.00 | 1.63 | 6.62 | 76.7 | 20.7 | 2.3 | 0.3 | 2.9 | 63 |
| 13:00 - 16:00 | 94,179 | 88,687 | 94.2 | 4.72 | 1.80 | 6.52 | 78.0 | 19.3 | 2.3 | 0.4 | 3.4 | 70 |
| 16:00 - 19:00 | 99,869 | 95,564 | 95.7 | 4.32 | 1.81 | 6.12 | 80.1 | 17.6 | 2.0 | 0.3 | 4.3 | 63 |
| 19:00 - 22:00 | 85,145 | 82,823 | 97.3 | 5.10 | 1.63 | 6.74 | 75.9 | 21.1 | 2.6 | 0.4 | 3.0 | 77 |
| 22:00 - 24:00 | 49,931 | 49,184 | 98.5 | 5.88 | 1.35 | 7.24 | 72.9 | 24.0 | 2.8 | 0.3 | 1.4 | 53 |
| All Locations Summary | 552,197 | 528,142 | 95.6 | 4.74 | 1.68 | 6.43 | 78.3 | 19.2 | 2.2 | 0.3 | 3.5 | 81 |

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 608

Baker Street two-way scheme

(Gloucester Pl n/bnd; Baker St/Portman Sq s.side s/bnd)

Route 30

Service change 35963

21/06/2014

Reason for Issue

End of Dalston Lane closure

QSI Points are highlighted

| OUT DIRECTION | | | | | |
|-------------------|-------------------------------------|---|---|--------|-------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles | |
| PTMSOS | 450 | Portman Street / Selfridges | | | |
| | 29796 | George Street | 286 | 0.18 | |
| | 29797 | Dorset Street | 224 | 0.14 | |
| | 721 | Baker Street | 424 | 0.26 | |
| BKSTMR | 723 | Baker Street Station | 180 | 0.11 | |
| | 1583 | Harley Street | 492 | 0.31 | |
| | 8279 | Regent's Park Station | 173 | 0.11 | |
| | 8329 | Great Portland Street Stn / Euston Road | 323 | 0.20 | |
| | 33548 | Warren Street Station | 234 | 0.15 | |
| | 673 | Euston Square Station | 199 | 0.12 | |
| EUSTSN | 36513 | Euston Station | 474 | 0.29 | |
| KGSXER | 8330 | British Library | 472 | 0.29 | |
| | R0058 | King's Cross Station | 333 | 0.21 | |
| | 185 | King's Cross Road | 311 | 0.19 | |
| | 8363 | Penton Rise | 204 | 0.13 | |
| | 1073 | Penton Street | 273 | 0.17 | |
| | 9487 | Baron Street / Chapel Market | 232 | 0.14 | |
| | 9488 | White Lion Street | 201 | 0.12 | |
| ISLNHS | 25146 | Angel Station | 247 | 0.15 | |
| | 9996 | Theberton Street | 341 | 0.21 | |
| | 29792 | St Mary's Church | 249 | 0.15 | |
| | 26500 | Islington Town Hall | 318 | 0.20 | |
| | 10002 | Highbury Corner | 341 | 0.21 | |
| | HYISSN | 11469 | St Paul's Road / Highbury Corner | 286 | 0.18 |
| | 17293 | Highbury Grove | 226 | 0.14 | |
| | 17295 | Clephane Road | 533 | 0.33 | |
| | 908 | Newington Green Road / Essex Road | 176 | 0.11 | |
| | 2638 | Mildmay Park / Southgate Road | 239 | 0.15 | |
| | 2639 | Culford Road | 228 | 0.14 | |
| | 13506 | Kingsland High Street | 346 | 0.21 | |
| | DALSJC | 14219 | Dalston Lane / Dalston Junction Station | 176 | 0.11 |
| | 780 | Graham Road | 339 | 0.21 | |
| | 2724 | Cecilia Road / Greenacre Court | 306 | 0.19 | |
| | 17897 | Hackney Downs Station | 373 | 0.23 | |
| | HCKCAR | BP4921 | Hackney Central Station | 490 | 0.30 |
| | 34090 | Morning Lane / Trelawney Estate | 369 | 0.23 | |
| | 17297 | Homerton Terrace | 294 | 0.18 | |
| | 35953 | Ponsford Street | 155 | 0.10 | |
| | 29781 | Valentine Road | 305 | 0.19 | |
| | 18071 | Gascoyne Road | 250 | 0.16 | |
| | 18073 | Christie Road | 189 | 0.12 | |
| | 14134 | Wick Road | 202 | 0.13 | |
| | HACWCR | BP965 | Hackney Wick / Trowbridge Road | 543 | 0.34 |
| | Total Route Mileage - Out Direction | | | 12556 | 7.80 |
| | | | | Metres | Miles |

| BACK DIRECTION | | | | | |
|--------------------------------------|-------------|---|-------------------------|-------|------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles | |
| HACWCR | BP966 | Hackney Wick / Trowbridge Road | | | |
| | 14136 | Wick Road / Kenworthy Road | 473 | 0.29 | |
| | 17301 | Barnabas Road | 269 | 0.17 | |
| | 17299 | Kenton Road / Well Street | 322 | 0.20 | |
| | BP2635 | Morning Lane / Retreat Place | 195 | 0.12 | |
| | 17298 | Ponsford Street | 224 | 0.14 | |
| | 17296 | Morning Lane / Trelawney Estate | 401 | 0.25 | |
| | 306 | Hackney Town Hall | 312 | 0.19 | |
| | HCKCAR | 37257 | Hackney Central Station | 384 | 0.24 |
| | 129 | Amhurst Road / Hackney Downs Station | 115 | 0.07 | |
| | 17896 | Hackney Downs Station / Dalston Lane | 194 | 0.12 | |
| | 2725 | Cecilia Road / Greenacre Court | 459 | 0.29 | |
| | 779 | Graham Road | 267 | 0.17 | |
| DALSJC | 320 | Dalston Junction | 432 | 0.27 | |
| | 2640 | Balls Pond Road / Burder Road | 229 | 0.14 | |
| | 913 | Southgate Road | 363 | 0.23 | |
| | 905 | Essex Road / Newington Green Road | 220 | 0.14 | |
| | 909 | St Paul's Road / Ramsey Walk | 90 | 0.06 | |
| | 17294 | Clephane Road | 214 | 0.13 | |
| | 9242 | St Paul's Road / Highbury Grove | 634 | 0.39 | |
| HYISSN | 11470 | Highbury Corner | 157 | 0.10 | |
| | 80001 | Upper Street / Laycock Street | 310 | 0.19 | |
| | 33092 | Islington Town Hall | 232 | 0.14 | |
| | 29748 | St Mary's Church | 432 | 0.27 | |
| | 9995 | Islington Green | 264 | 0.16 | |
| | ISLNHS | 36602 | Angel Station | 315 | 0.20 |
| | 361 | Pentonville Road / Baron Street | 304 | 0.19 | |
| | 1074 | Penton Street / Chapel Market | 188 | 0.12 | |
| | BP134 | Penton Rise | 332 | 0.21 | |
| | 34940 | King's Cross / Caledonian Road | 377 | 0.23 | |
| | KGSXGI | 183 | King's Cross Station | 123 | 0.08 |
| | 14736 | St Pancras International Station | 285 | 0.18 | |
| | 27622 | British Library | 263 | 0.16 | |
| EUSTER | 20917 | Euston Station | 361 | 0.22 | |
| | 672 | Euston Square Station | 167 | 0.10 | |
| | BP5841 | University College Hosp / Warren Street | 147 | 0.09 | |
| | 544 | Warren Street Stn / Tottenham Court Rd | 191 | 0.12 | |
| | 36792 | Great Portland Street Station | 333 | 0.21 | |
| | 2870 | Regent's Park Station | 188 | 0.12 | |
| | 1582 | Harley Street | 219 | 0.14 | |
| BKSTMR | 724 | Baker Street Station | 479 | 0.30 | |
| | 725 | York Street | 176 | 0.11 | |
| | 26597 | Blandford Street | 314 | 0.20 | |
| Portman Square south side | | | | | |
| MARBOS | 180 | Marble Arch Station | | | |
| Total Route Mileage - Back Direction | | | 12771 | 7.94 | |
| | | | Metres | Miles | |

PLEASE NOTE: MILEAGE IN RED ARE A PLANNING ESTIMATE ONLY.