

7. Service Specification

Route: 47 & N47

Contract Reference: QC50601

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

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

Route Number	47 & N47
Terminus Points	Catford, Rushey Green, Ringstead Road and Shoreditch Church, High Street
Contract Basis	Incentivised
Commencement Date	23 rd January 2016
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	10.5 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard - Route No. 47	Average Excess Wait Time - No more than 1.30 minutes
Extension Threshold - Route No. 47	Average Excess Wait Time Threshold - 1.15 minutes
Minimum Operated Mileage Standard - Route No. 47	No less than 98.00%
Departing On Time - Route No. N47	Departing on Time - No less than 86.00%
Minimum Operated Mileage Standard - Route No. N47	No less than 99.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 2nd March 2015

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

SERVICE SPECIFICATION

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

2) NOTES

Proposed Changes:

At this time, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route Nos. 47 & N47.

In conjunction with the proposed night tube project and the proposed introduction of new Route No. N199, the following changes (subject to consultation) are proposed:

- Route No. N47 is re-structured to match day Route No. 47 routeing. Thus Route No. 47 will be a 24 hour route.
- Route No. N47 and also the first three journeys on Mondays to Saturdays ex Catford Bus Garage on Route No. 47 are re-routed to serve Canada Water Bus Station.
- On Route No. N47, weekend night frequencies are reduced from every 20 minutes to every 30 minutes.
- On Route No. 47, first and last departures are re-timed to provide a better interface with Route No. N47.
- On Route No. 47, first and last departures on Saturdays and Sundays are standardised with Mondays to Fridays.
- The designation Route No. N47 is used for contractual purposes only. This service will be marketed as Route No. 47. This includes all publicity, including destination blind displays.

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

- Route Nos. 47 & N47 are specified to stand at Catford, Plassy Road not Catford Bus Garage.
- Therefore, Route Nos. 47 & N47 are re-structured to operate between Catford, Rushey Green, Ringstead Road and Shoreditch Church, High Street.
- Ex Catford, Rushey Green, Ringstead Road, Route Nos. 47 & N47 will operate from Rushey Green, bus stop A (bus stop number R0567).
- Ex Shoreditch Church, High Street, Route Nos. 47 & N47 are re-routed from Rushey Green to Brownhill Road, bus stop E (bus stop number 34080).
- Ex Catford, Rushey Green, Ringstead Road, the section between Bromley Road and Rushey Green (neat the junction of Ringstead Road) is withdrawn
- Ex Shoreditch Church, High Street, the section between Rushey Green (at junction with Brownhill Road) and Bromley Road is withdrawn.
- **Please see Section 5 for a full list of streets traversed and standing arrangements.**
- **Tenderers must identify the cost of the Nightly element of this service separately.**

2) NOTES - continued

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

Tenderers should note that if they are supplying an alternative price based on using existing vehicles, these must be refurbished in line with the revised specification dated 1st March 2014. This applies to all contracts awarded from Tranche 471 onwards.

Operators should provide the following prices:

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

Full iBus Monitoring was introduced on all night routes with effect from 1 April 2014.

Tenderers are therefore advised that on contracts where there is a night service both the day and night elements will be incentivised from the commencement of the Route Agreement in accordance with clause 46 of Annex B Terms and Conditions, using the Minimum Performance Standard(s) specified in Part 1 of the ITT.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Catford, Rushey Green, Ringstead Road to Shoreditch Church, High Street			Shoreditch Church, High Street to Catford, Rushey Green, Ringstead Road		
First departure no later than 0345.			First departure no later than 0440.		
0340 - 0445	Every 20 minutes		0435 - 0540	Every 20 minutes	
0446 - 0515	Every 15 minutes		0541 - 0610	Every 15 minutes	
0516 - 0550	Every 12 minutes		0611 - 0635	Every 12 minutes	
0551 - 1850	Every 10 minutes		0636 - 2035	Every 10 minutes	
1851 - 2005	Every 12 minutes		2036 - 2210	Every 12 minutes	
2006 - 2335	Every 15 minutes		2211 - 0045	Every 15 minutes	
2336 - 0020	Every 20 minutes				
Last departure no earlier than 0015.			Last departure no earlier than 0040.		
Pinchpoints					
London Bridge Station, Southwark Cathedral	0705 - 0905	10 minutes	Lewisham, Loampit Vale	0720 - 0920	10 minutes
	1505 - 1635	10 minutes		1500 - 1630	10 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Catford, Rushey Green, Ringstead Road to Shoreditch Church, High Street			Shoreditch Church, High Street to Catford, Rushey Green, Ringstead Road		
First departure no later than 0345.			First departure no later than 0440.		
0340 - 0525	Every 20 minutes		0435 - 0700	Every 20 minutes	
0526 - 0710	Every 15 minutes		0701 - 0815	Every 15 minutes	
0711 - 0745	Every 12 minutes		0816 - 0855	Every 12 minutes	
0746 - 1745	Every 10 minutes		0856 - 1955	Every 10 minutes	
1746 - 1920	Every 12 minutes		1956 - 2055	Every 12 minutes	
1921 - 2335	Every 15 minutes		2056 - 0045	Every 15 minutes	
2336 - 0020	Every 20 minutes				
Last departure no earlier than 0015.			Last departure no earlier than 0040.		
Pinchpoints					
London Bridge Station, Southwark Cathedral	0900 - 1100	10 minutes	Lewisham, Loampit Vale	0935 - 1105	10 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

Catford, Rushey Green, Ringstead Road to Shoreditch Church, High Street		Shoreditch Church, High Street to Catford, Rushey Green, Ringstead Road			
First departure no later than 0345.		First departure no later than 0440.			
0340 - 0545	Every 30 minutes	0435 - 0510	Every 30 minutes		
0546 - 0705	Every 20 minutes	0511 - 0750	Every 20 minutes		
0706 - 2335	Every 15 minutes	0751 - 0045	Every 15 minutes		
2336 - 0020	Every 20 minutes				
Last departure no earlier than 0015.		Last departure no earlier than 0040.			
Pinchpoints					
London Bridge Station, Southwark Cathedral	1005 - 1135	15 minutes	Lewisham, Loampit Vale	1005 - 1135	15 minutes

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

3.4) NIGHTLY

Catford, Rushey Green, Ringstead Road to Shoreditch Church, High Street		Shoreditch Church, High Street to Catford, Rushey Green, Ringstead Road			
First departure no later than 0045.		First departure no later than 0110.			
0040 - 0320	Every 30 minutes	0105 - 0415	Every 30 minutes		
Last departure no earlier than 0315.		Last departure no earlier than 0410.			

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 47 should interwork with Route No. N47 to form a seamless 24 hour service.
- 4.2) Route Nos. 47 & N47 should be best separated from Route Nos. 188 & N188 between Creek Road, Deptford and Jamaica Road, London Bridge during all periods.
- 4.3) Route Nos. 47 & N47 can suffer from unpredictable traffic delays in the Catford, Lewisham, London Bridge and Liverpool Street areas.
- 4.4) Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. Major construction of the railway began in 2010, with services expected to commence in 2018. The construction impacts of Crossrail could affect Route Nos. 47 & N47 and it is anticipated that some passenger demand for Route Nos. 47 & N47 may shift to this line when it opens. Route Nos. 47 & N47 will be reviewed closer to the opening date.
- 4.5) Route Nos. 47 & N47 are likely to be affected by the ongoing Lewisham Gateway development during the lifetime of the contract. It is expected that a number of different mitigation schemes will be introduced until the Lewisham Gateway project is complete in approximately 2020.
- 4.6) London Underground (LU) propose to introduce the continuous operation of LU services from first train on Friday morning to last train on Sunday night i.e. for 67 hours over the weekend. This will be on the full length of the Victoria and Jubilee lines and parts of the Central, Northern and Piccadilly lines. Trains will operate every 10 minutes. The proposal is scheduled to start on Friday 18th September 2015.

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 47: Catford, Plassy Road Stand - Shoreditch High Street

Date of Structural Change: 23 January 2016.

Date of Service Change: 23 January 2016.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Shoreditch High Street: Rushey Green, Lewisham High Street, Lewis Grove, Lee Bridge, Lewisham High Street, Loampit Vale, Jerrard Street, Thurston Road, Brookmill Road, Deptford Church Street, Creek Road, Evelyn Street, Bestwood Street, Bush Road, Rotherhithe New Road, Rotherhithe Old Road, Lower Road, Surrey Quays Shopping Centre Access Road, Deal Porters Wa, Redriff Road, Surrey Quays Road, Canada Water Bus Station, Surrey Quays Road, Lower Road, St Olav's Square, Jamaica Road, Tooley Street, Duke Street Hill, London Bridge, King William Street, Gracechurch Street, Bishopsgate, Norton Folgate, Shoreditch High Street, Great Eastern Street, Holywell Lane, Curtain Road, Old Street, Shoreditch High Street.

Towards Catford, Plassy Road Stand: Shoreditch High Street, Norton Folgate, Bishopsgate, Gracechurch Street, King William Street, London Bridge, Duke Street Hill, Tooley Street, Jamaica Road, St Olav's Square, Lower Road, Surrey Quays Road, Canada Water Bus Station, Surrey Quays Road, Redriff Road, Lower Road, Evelyn Street, Creek Road, Deptford Church Street, Brookmill Road, Thurston Road, Loampit Vale, Lewisham High Street, Lee Bridge, Lewis Grove, Lewisham High Street, Rushey Green, Brownhill 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.

CATFORD, PLASSY ROAD STAND

Proposed private stand on land at corner of Plassy Road and Brownhill Road. Buses proceed from Brownhill Road via Proposed Routeing To Plassy Road Bus Stand and Plassy Road Bus Stand to stand, departing via Proposed Routeing To Plassy Road Bus Stand, Plassy Road Bus Stand, Proposed Routeing From Plassy Road Bus Stand, Plassy Road and Sangley Road to Rushey Green. Set down in Brownhill Road, at Stop G (34080 - Brownhill Road / The Catford Centre, Last Stop on LOR: 26279 - Rosenthal Road) and pick up in Rushey Green, at Stop A (R0567 - The Catford Centre, First Stop on LOR: R0567 - The Catford Centre).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 3 buses on Route 47 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:	Catford, Town Centre.

LEWISHAM, MOLESWORTH STREET [NORTH] (from SHOREDITCH HIGH STREET)

Public stand for 10 buses on east side of Molesworth Street commencing at lamp standard no.22 in line with a point opposite the southern kerb line of exit road from office block, and extending 118 metres north.

Buses proceed from Loampit Vale Roundabout via Molesworth Street to stand, departing via Molesworth Street to Lewisham High Street. Set down in Molesworth Street, at Alighting Point (BP393 - Molesworth Street, Last Stop on LOR: BP190 - Lewisham Station # [dlr]) and pick up in Lewisham High Street, at Stop U (BP1113 - Lewisham Centre, First Stop on LOR: BP1113 - Lewisham Centre).

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

DEPTFORD CHURCH STREET

From Catford, Plassy Road Stand.

Buses proceed from Deptford Church Street departing to Deptford Church Street. Set down in Deptford Church Street, at Stop P (35189 - Deptford Bridge, Last Stop on LOR: 35189 - Deptford Bridge) and pick up in Deptford Church Street, at Stop N (35188 - Deptford Bridge, First Stop on LOR: 35188 - Deptford Bridge).

From Shoreditch High Street.

Buses proceed from Deptford Church Street departing to Deptford Church Street. Set down in Deptford Church Street, at Stop L (35186 - Wavelengths, Last Stop on LOR: 35186 - Wavelengths) and pick up in Deptford Church Street, at Stop M (35187 - Wavelengths, First Stop on LOR: 35187 - Wavelengths).

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

DEPTFORD BRIDGE (from SHOREDITCH HIGH STREET)

Buses proceed from Deptford Church Street via Deptford Bridge departing to Deptford Church Street. Set down in Deptford Church Street, at stop N (35188 - Deptford Bridge, Last Stop on LOR: 35188 - Deptford Bridge) and pick up in Deptford Church Street, at stop P (35189 - Deptford Bridge, First Stop on LOR: 35189 - Deptford Bridge).

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

SURREY QUAYS STATION

From Catford, Plassy Road Stand.

Buses proceed from Rotherhithe Old Road departing to Lower Road. Set down in Rotherhithe Old Road, at Stop S (33453 - Surrey Quays Station #, Last Stop on LOR: 33453 - Surrey Quays Station #) and pick up in Lower Road, at Stop M (25994 - Lower Road / Surrey Quays Station <>, First Stop on LOR: 25994 - Lower Road / Surrey Quays Station <>).

From Shoreditch High Street.

Buses proceed from Lower Road via Rotherhithe New Road departing to Rotherhithe Old Road. Set down in Lower Road, at Stop S (25994 - Lower Road / Surrey Quays Station <>, Last Stop on LOR: 25994 - Lower Road / Surrey Quays Station <>) and pick up in Rotherhithe Old Road, at Stop M (33453 - Surrey Quays Station #, First Stop on LOR: 33453 - Surrey Quays Station #).

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

CANADA WATER BUS STATION

From Catford, Plassy Road Stand.

Buses proceed from Canada Water Bus Station departing to Canada Water Bus Station. Set down in Canada Water Bus Station, at Stop B1 (BP2393 - Canada Water Bus Station, Last Stop on LOR: BP2393 - Canada Water Bus Station) and pick up in Canada Water Bus Station, at stop B2 (BP4336 - Canada Water Bus Station, First Stop on LOR: BP4336 - Canada Water Bus Station).

From Shoreditch High Street.

Buses proceed from Canada Water Bus Station departing to Canada Water Bus Station. Set down in Canada Water Bus Station, at alighting point (BP2390 - Canada Water Bus Station <> #, Last Stop on LOR: 25924 - Surrey Quays Road) and pick up in Canada Water Bus Station, at stop B1 (BP2393 - Canada Water Bus Station, First Stop on LOR: BP2393 - Canada Water Bus Station).

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

LONDON BRIDGE STATION (from Catford, Plassy Road Stand)

Buses proceed from Tooley Street via Duke Street Hill, Borough High Street, St Thomas Street and Stainer Street departing to Tooley Street. Set down in Tooley Street, at Stop S (2197 - London Bridge Station # <>, Last Stop on LOR: 2197 - London Bridge Station # <>) and pick up in Tooley Street, at Stop H (33599 - Hay's Galleria, First Stop on LOR: 33599 - Hay's Galleria).

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

MONUMENT STATION (from Catford, Plassy Road Stand)

Buses proceed from King William Street via Arthur Street, Lower Thames Street, Fish Street Hill, Monument Street and King William Street departing to London Bridge. Set down in King William Street, at Stop Q (2123 - Monument Station, Last Stop on LOR: 2123 - Monument Station) and pick up in London Bridge, at Stop P (BP140 - Monument Station <>, First Stop on LOR: BP140 - Monument Station <>).

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

LIVERPOOL STREET STATION, WORSHIP STREET SOUTH SIDE (from Catford, Plassy Road Stand)

Public off side stand for two buses on route 344 on the south side of Worship Street commencing 27 metres east of lamp standard 15 and extending 20 metres west. Buses proceed from Bishopsgate via Primrose Street, Appold Street and Worship Street to stand, departing via Worship Street and Norton Folgate to Bishopsgate. Set down in Bishopsgate, at Stop H (2114 - Primrose Street, Last Stop on LOR: 2114 - Primrose Street) and pick up in Bishopsgate, at Stop J (2113 - Primrose Street, First Stop on LOR: 2113 - Primrose Street).

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

SHOREDITCH CHURCH, HIGH STREET

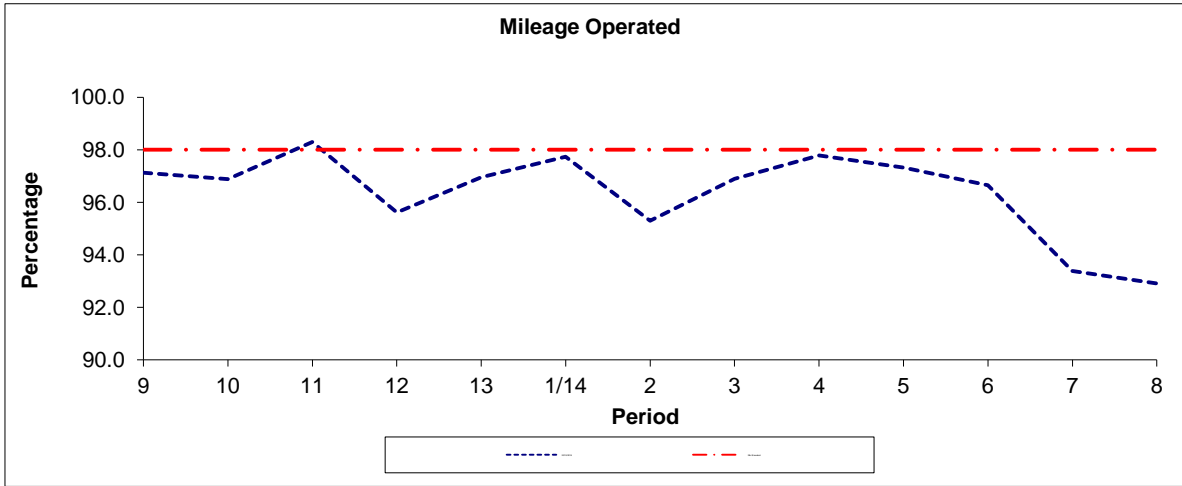
Public stand on east side of Shoreditch High Street, commencing 14 metres north of a point opposite centre of Batemans Row and extending 33 metres north.

Buses proceed from Shoreditch High Street direct to stand, departing to Shoreditch High Street. Set down in Shoreditch High Street, at Alighting Point (36948 - Shoreditch, Last Stop on LOR: 36948 - Shoreditch) and pick up in Shoreditch High Street, at Stop N (33346 - Shoreditch High Street Station #, First Stop on LOR: 33346 - Shoreditch High Street Station #).

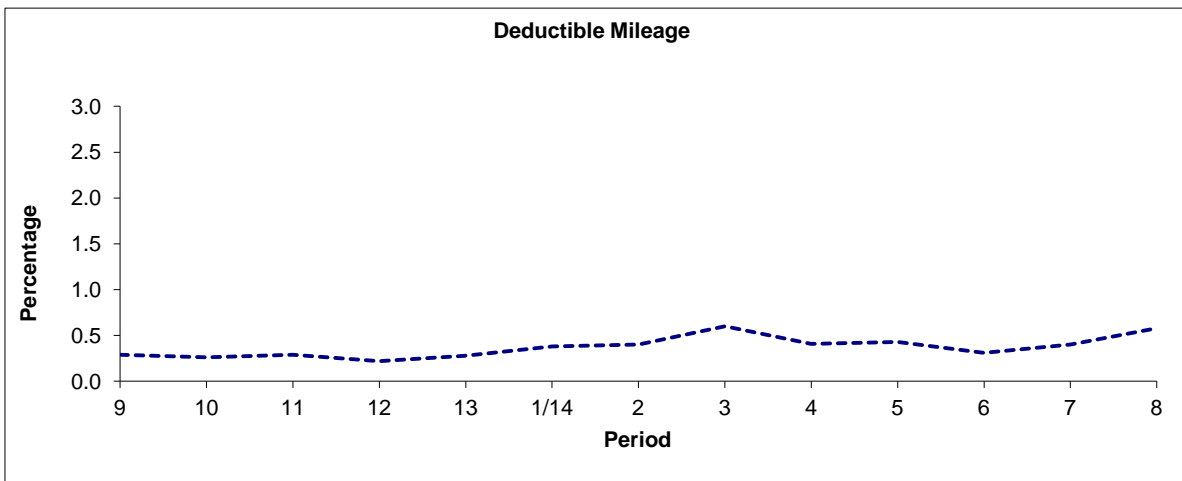
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 47 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Shoreditch.
OTHER INFORMATION:	Toilet facilities available 24 hours a day.

PART B - PERFORMANCE STATISTICS

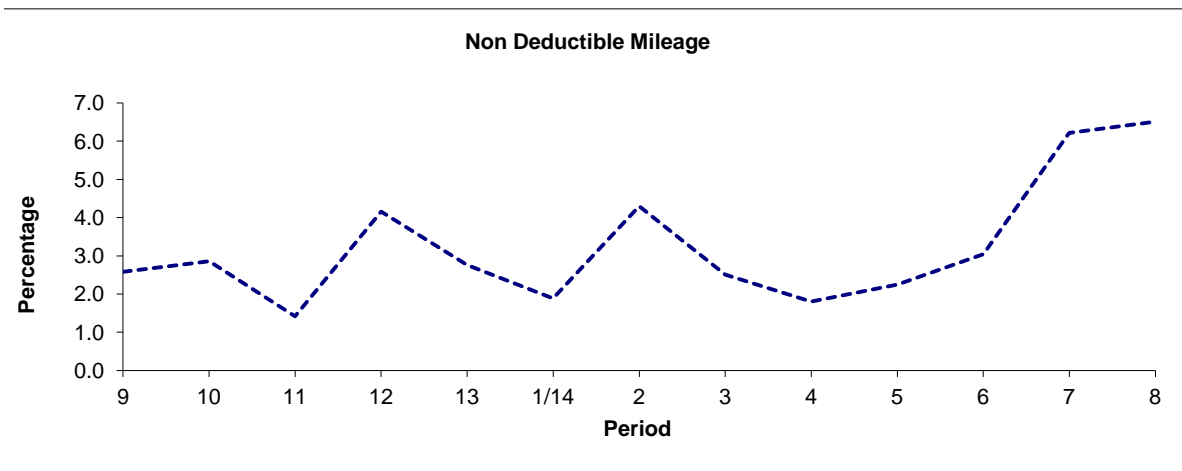
Route 47



Period	9	10	11	12	13	1/14	2	3	4	5	6	7	8
2013/2014	97.13	96.88	98.29	95.62	96.96	97.73	95.30	96.89	97.79	97.32	96.65	93.38	92.91
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	9	10	11	12	13	1/14	2	3	4	5	6	7	8
2013/2014	0.29	0.26	0.29	0.22	0.28	0.38	0.40	0.60	0.41	0.43	0.31	0.40	0.58

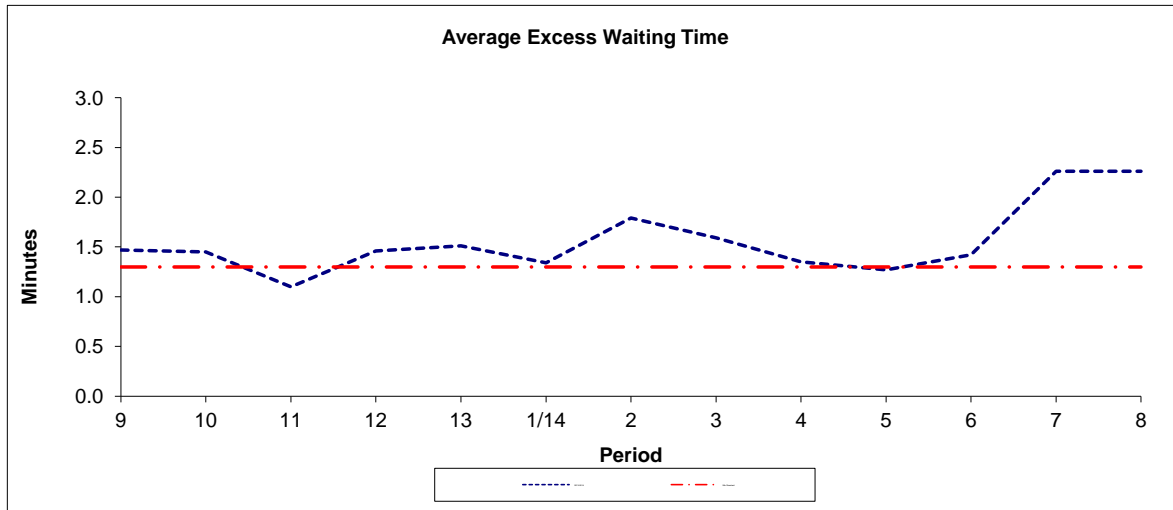


Period	9	10	11	12	13	1/14	2	3	4	5	6	7	8
2013/2014	2.58	2.86	1.42	4.16	2.76	1.89	4.30	2.51	1.80	2.25	3.04	6.22	6.51

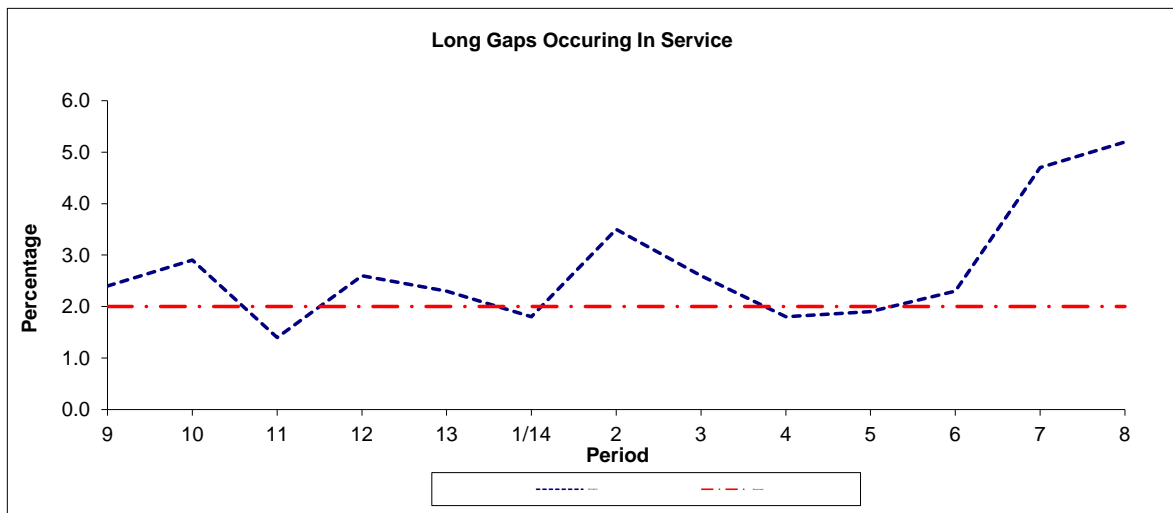
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 47



Period	9	10	11	12	13	1/14	2	3	4	5	6	7	8
2013-2014	1.47	1.45	1.10	1.46	1.51	1.34	1.79	1.59	1.35	1.27	1.42	2.26	2.26
Min Standard	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30



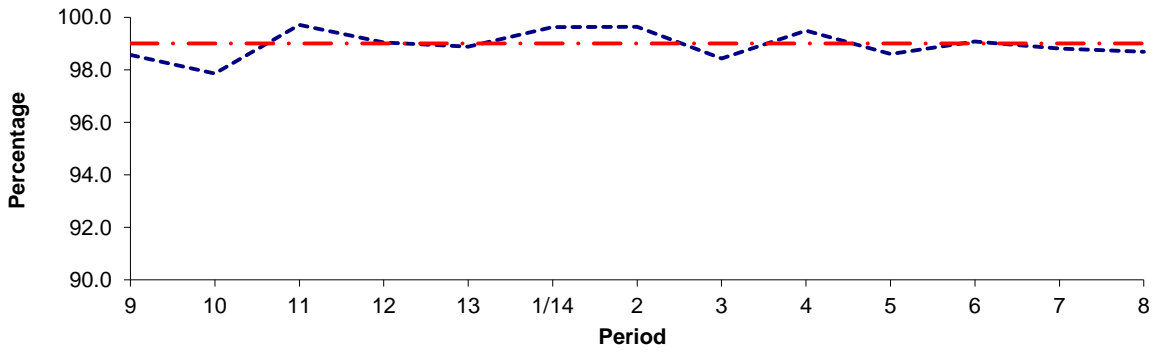
Period	9	10	11	12	13	1/14	2	3	4	5	6	7	8
2013-2014	2.4	2.9	1.4	2.6	2.3	1.8	3.5	2.6	1.8	1.9	2.3	4.7	5.2
Benchmark	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

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

PART B - PERFORMANCE STATISTICS

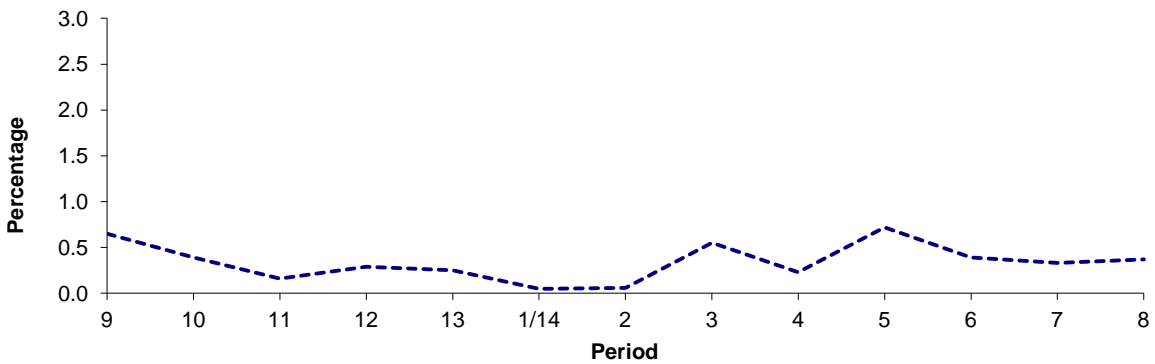
Route N47

Mileage Operated



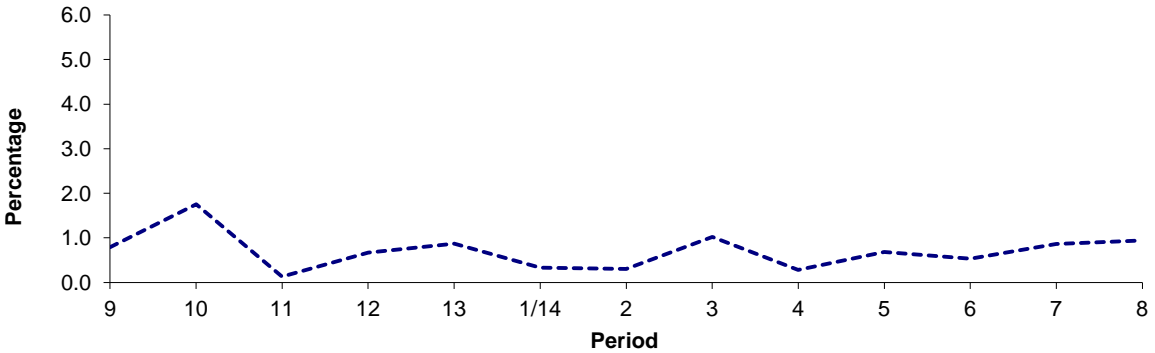
Period	9	10	11	12	13	1/14	2	3	4	5	6	7	8
2013/2014	98.56	97.86	99.71	99.04	98.88	99.62	99.64	98.43	99.49	98.60	99.08	98.81	98.69
Min Standard	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00

Deductible Mileage



Period	9	10	11	12	13	1/14	2	3	4	5	6	7	8
2013/2014	0.65	0.39	0.16	0.29	0.25	0.05	0.06	0.55	0.23	0.72	0.39	0.33	0.37

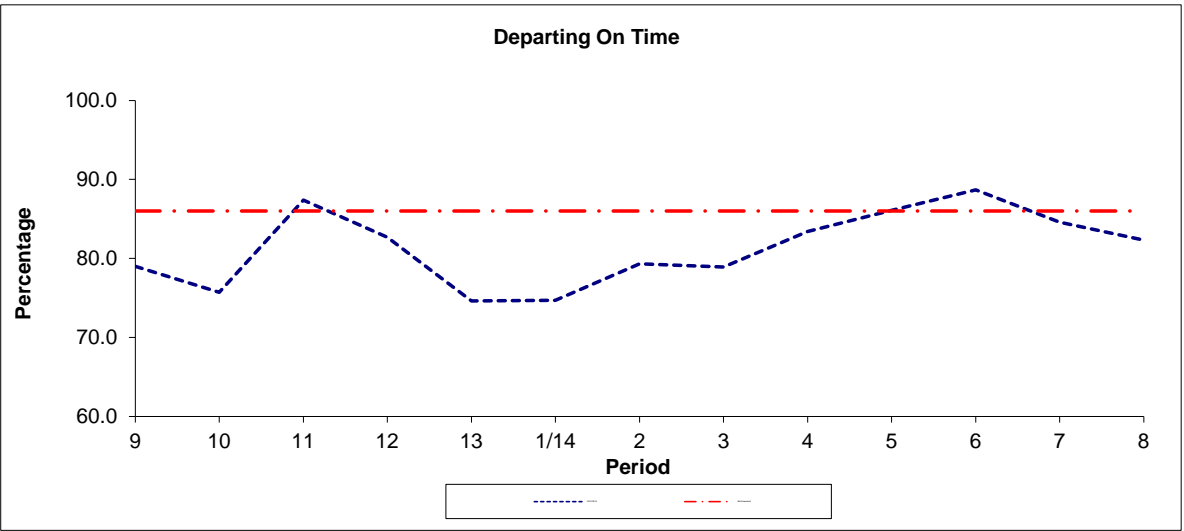
Non Deductible Mileage



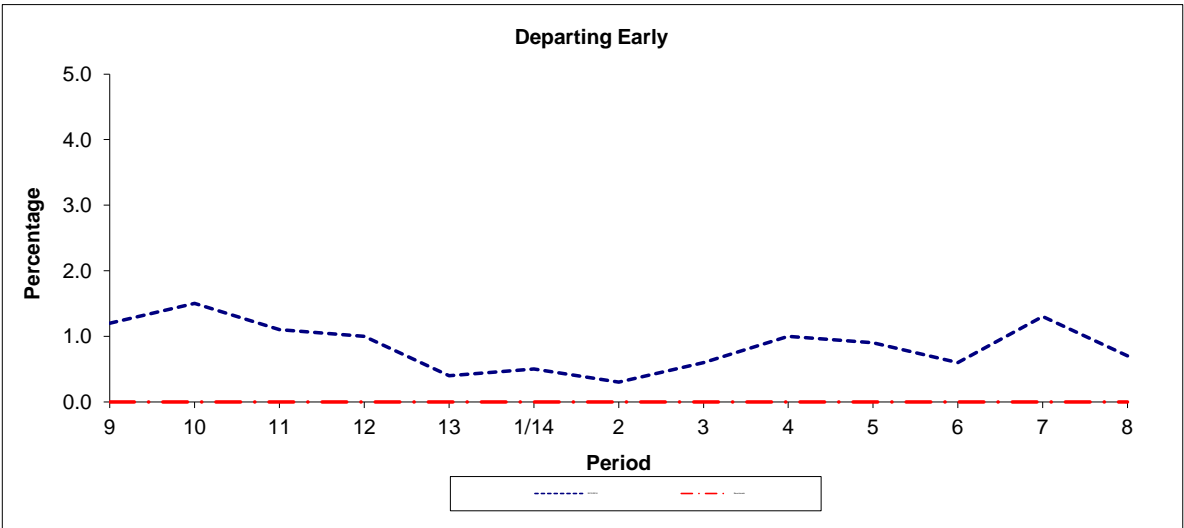
Period	9	10	11	12	13	1/14	2	3	4	5	6	7	8
2013/2014	0.79	1.75	0.13	0.67	0.87	0.33	0.30	1.02	0.28	0.68	0.53	0.86	0.94

Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS
Route N47 #



Period	9	10	11	12	13	1/14	2	3	4	5	6	7	8
2013/2014	79.0	75.7	87.4	82.7	74.6	74.7	79.3	78.9	83.4	86.1	88.7	84.6	82.3
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	9	10	11	12	13	1/14	2	3	4	5	6	7	8
2013/2014	1.2	1.5	1.1	1.0	0.4	0.5	0.3	0.6	1.0	0.9	0.6	1.3	0.7
Benchmark	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Note : Reliability is actual performance under full iBus (4 weeks data).
 # The Departing On Time Minimum Standard shown is that applicable under OPTION A of the new contract - the Minimum Standard under OPTION B is 82% On Time.

ROUTE 47 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 3 13/14 TO QUARTER 2 14/14 (14/09/13 - 12/09/14)

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (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)
0500 - 0700	40,361.	97.5	6.40	0.57	6.97	78.5	20.3	1.1	0.0	0.1	48
0700 - 1000	79,219.	97.0	4.93	1.16	6.08	81.7	16.6	1.4	0.2	1.8	88
1000 - 1300	79,709.	97.3	4.89	1.25	6.14	81.7	16.7	1.3	0.2	1.8	67
1300 - 1600	81,215.	97.4	4.80	1.29	6.10	81.6	16.5	1.5	0.3	2.1	69
1600 - 1900	77,617.	93.1	5.00	2.03	7.03	74.9	20.9	3.4	0.8	4.2	99
1900 - 2200	63,308.	96.9	5.84	1.67	7.51	70.7	25.0	3.5	0.8	2.9	89
2200 - 2400	34,291.	98.3	7.44	1.13	8.57	62.9	31.9	4.4	0.8	0.9	56
Summary	455,720.	96.6	5.17	1.45	6.62	77.9	19.4	2.3	0.5	2.5	99

SATURDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (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)
0500 - 0700	5,760.	97.1	9.33	0.44	9.77	55.3	40.1	4.1	0.5	0.1	66
0700 - 1000	14,285.	96.7	5.89	0.60	6.50	80.4	18.7	0.8	0.1	0.3	60
1000 - 1300	16,309.	97.2	5.02	1.05	6.07	82.3	16.0	1.3	0.4	1.6	60
1300 - 1600	16,446.	93.4	5.00	1.99	6.99	74.9	21.1	3.4	0.6	4.0	55
1600 - 1900	16,390.	94.0	5.00	1.85	6.86	75.8	20.6	2.9	0.7	3.7	62
1900 - 2200	12,345.	95.6	6.49	2.16	8.65	62.9	29.1	6.6	1.4	3.2	78
2200 - 2400	7,253.	95.1	7.44	1.66	9.10	60.2	31.3	6.4	2.1	2.1	68
Summary	88,788.	95.4	5.52	1.54	7.06	74.9	21.4	3.0	0.7	2.7	78

SUNDAY AND BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (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)
0500 - 0700	3,790.	96.0	9.98	0.31	10.29	60.7	33.9	5.0	0.4	1.7	45
0700 - 1000	11,334.	100.5	7.94	0.39	8.33	63.6	34.8	1.6	0.0	0.0	64
1000 - 1300	12,104.	97.9	7.29	0.90	8.19	64.5	31.6	3.3	0.6	0.6	55
1300 - 1600	12,010.	96.1	7.43	1.40	8.83	61.1	32.6	5.3	1.0	1.0	48
1600 - 1900	12,380.	95.8	7.37	1.54	8.91	61.7	31.8	5.6	0.8	0.9	62
1900 - 2200	12,490.	98.8	7.16	1.23	8.39	64.4	31.1	4.0	0.6	0.8	51
2200 - 2400	8,137.	99.3	7.44	0.61	8.05	65.5	32.1	2.2	0.2	0.2	42
Summary	72,245.	97.9	7.44	1.14	8.58	62.9	32.2	4.2	0.7	0.7	64

ALL DAYS

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (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)
0500 - 0700	49,911.	97.3	6.94	0.54	7.48	74.9	23.4	1.7	0.1	0.2	66
0700 - 1000	104,838.	97.3	5.16	1.07	6.23	80.8	17.7	1.4	0.2	1.6	88
1000 - 1300	108,122.	97.3	5.18	1.18	6.36	79.9	18.3	1.5	0.3	1.6	67
1300 - 1600	109,671.	96.7	5.10	1.41	6.51	78.5	18.9	2.2	0.4	2.2	69
1600 - 1900	106,387.	93.5	5.22	1.97	7.19	73.8	21.9	3.5	0.8	3.9	99
1900 - 2200	88,143.	97.0	6.07	1.68	7.75	69.0	26.2	4.0	0.9	2.7	89
2200 - 2400	49,681.	98.0	7.44	1.13	8.57	62.9	31.8	4.3	0.9	0.9	68
Summary	616,753.	96.6	5.43	1.43	6.86	76.1	20.8	2.5	0.5	2.3	99

ROUTE N47 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 3 13/14 TO QUARTER 2 14/14 (14/09/13 - 12/09/14)

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 (%)
0000 - 0500	55,163.	99.9	99.2	85.7	0.8	0.7	12.8
Summary	55,163.	99.9	99.2	85.7	0.8	0.7	12.8

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 (%)
0000 - 0500	17,012.	98.8	97.1	76.6	3.4	1.0	18.9
Summary	17,012.	98.8	97.1	76.6	3.4	1.0	18.9

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 (%)
0000 - 0500	17,605.	98.4	96.2	74.1	3.4	1.2	21.3
Summary	17,605.	98.4	96.2	74.1	3.4	1.2	21.3

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 (%)
0000 - 0500	89,780.	99.4	98.2	80.8	2.0	0.9	16.2
Summary	89,780.	99.4	98.2	80.8	2.0	0.9	16.2

Transport for London - QSI Points and Live Mileage List

Route 47 via Canada Water Reason for
 Service change 31966 Re-issue
 Date 20 May 2013

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CATFPR S CATFORD PLASSY ROAD				
CATFRR	R0567	The Catford Centre	0	0.00
	26278	Rosenthal Road	263	0.16
	26280	George Lane	293	0.18
LEWSHP	R0401	Lewisham Hospital	164	0.10
	4752	Lewisham Park	175	0.11
	26284	Ladywell Leisure Centre	332	0.21
	BP1113	Lewisham Centre	464	0.29
LEWSLV	BP437	Lewisham Police Station	428	0.27
	34344	Jerrard Street	555	0.34
	13810	Elverson Road	451	0.28
	13720	Cranbrook Road	344	0.21
	13718	Friendly Street	263	0.16
DEPTBY	35189	Deptford Bridge	257	0.16
	35187	Wavelengths	339	0.21
	35185	Creek Road	187	0.12
	25915	Deptford High Street	418	0.26
	25917	Abinger Grove	342	0.21
	25918	Deptford Fire Station	268	0.17
	2224	Deptford Park School	433	0.27
	25920	Bestwood Street	303	0.19
	13638	Bush Road	305	0.19
SRQYSN	33453	Surrey Quays Station	337	0.21
	40071	Surrey Quays Shopping Centre	261	0.16
	BP2416	Surrey Quays Leisure Park	356	0.22
	BP3308	Canada Street	203	0.13
CANWBS	BP2393	Canada Water Bus Station	480	0.30
	622	Neptune Street / St Olaves Estate	499	0.31
	25927	Southwark Park	307	0.19
	25929	Drummond Road	303	0.19
BERMSN	BP2447	Bermondsey Station	226	0.14
	33850	St James's Road	193	0.12
	33905	Jamaica Road / Abbey Street	243	0.15
	33906	Dockhead	175	0.11
	BP3963	Tanner Street	181	0.11
	BP3964	Tower Bridge Magistrates Court	233	0.14
	BP3965	Tooley Street / City Hall	270	0.17
	2197	London Bridge Station	467	0.29
LONBSC	978	London Bridge	226	0.14
	2123	Monument Station	324	0.20
	BP3287	Fenchurch Street	372	0.23
	2120	Threadneedle Street	217	0.13
	BP1575	Wormwood Street	236	0.15
LVSTBG	768	Liverpool Street Station	212	0.13
	2114	Primrose Street	304	0.19
	19259	Shoreditch High Street Station	230	0.14
	37632	Curtain Road	469	0.29
	33347	Shoreditch Town Hall	309	0.19
SHORHS	36948	Shoreditch	286	0.18
SHORHS S	SHORHS S	SHOREDITCH CHURCH, HIGH STREET	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			14503 metres	9.01 miles

TRANCHE 506

Mileage Update

To Catford Plassy Road

BACK DIRECTION				
Timing Point				
Code	Stop Number	Stop Name	Metres	Miles
SHORHS S	SHORHS S	SHOREDITCH CHURCH, HIGH STREET		
SHORHS	33346	Shoreditch High Street Station	0	0.00
	20803	Commercial Street / Worship Street	349	0.22
	2113	Primrose Street	249	0.15
LVSTBG	13456	Liverpool Street Station	313	0.19
	BP1576	Wormwood Street	213	0.13
	2119	Threadneedle Street	233	0.14
	37676	Fenchurch Street	300	0.19
	BP140	Monument Station	268	0.17
LONBLBY	BP892	London Bridge	313	0.19
	2198	London Bridge Station	153	0.10
	33599	Hay's Galleria	229	0.14
	R0049	Abbots Lane	205	0.13
	25936	Tower Bridge Road / City Hall	284	0.18
	654	Tower Bridge Police Station	173	0.11
	33841	Dockhead	386	0.24
	25932	Jamaica Road / Abbey Street	223	0.14
	1204	Bermondsey Station	281	0.17
BERMSN	25928	Drummond Road	213	0.13
	25926	Southwark Park	380	0.24
	R0741	Neptune Street / St Olaves Estate	300	0.19
	25924	Surrey Quays Road	150	0.09
CANWBS	BP4336	Canada Water Bus Station	486	0.30
	BP3307	Canada Street	366	0.23
	BP2415	Surrey Quays Leisure Park	335	0.21
SRQYSN	13668	Surrey Quays Station	343	0.21
	25994	Lower Road / Surrey Quays Station	192	0.12
	25922	Lower Road / Plough Way	166	0.10
	25921	Bestwood Street	264	0.16
	2225	Deptford Park School	216	0.13
	2227	Evelyn Street / Grinstead Road	231	0.14
	915	Deptford Fire Station	280	0.17
	25916	Abinger Grove	246	0.15
	BP5455	Sayes Court Estate	265	0.16
	25913	Deptford High Street	250	0.16
	35184	Creek Road	220	0.14
	35186	Wavelengths	201	0.12
DEPTBY	35188	Deptford Bridge	354	0.22
	490	Friendly Street	260	0.16
	13721	Cranbrook Road	318	0.20
	13811	Elverson Road	349	0.22
	R0086	Jerrard Street	254	0.16
	R0463	Loampit Vale	194	0.12
LEWSLV	BP190	Lewisham Station	258	0.16
	BP1117	Lewisham Police Station	182	0.11
	BP1116	Lewisham Centre	337	0.21
	26285	Morley Road	285	0.18
	34265	Ladywell Leisure Centre	237	0.15
	26283	Lewisham Park	316	0.20
LEWSHP	26281	Lewisham Hospital	144	0.09
	925	George Lane	259	0.16
	26279	Rosenthal Road	298	0.19
CATFRR	34080	Catford, Brownhill Road	133	0.08
CATFPR S		CATFORD PLASSY ROAD	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			<i>13454</i>	<i>8.36</i>
			metres	miles

Mileage in bold red font is a planning estimate & not ibus calculation.
FINAL MILEAGE TO BE CONFIRMED

Transport for London - QSI Points and Live Mileage List

Route N47 OPTION A via Canada Water Reason for
 Service change 31966 Re-issue
 Date 20 May 2013

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CATFPR S CATFORD PLASSY ROAD				
CATFRR	R0567	The Catford Centre	0	0.00
	26278	Rosenthal Road	263	0.16
	26280	George Lane	293	0.18
LEWSHP	R0401	Lewisham Hospital	164	0.10
	4752	Lewisham Park	175	0.11
	26284	Ladywell Leisure Centre	332	0.21
	BP1113	Lewisham Centre	464	0.29
LEWSLV	BP437	Lewisham Police Station	428	0.27
	34344	Jerrard Street	555	0.34
	13810	Elverson Road	451	0.28
	13720	Cranbrook Road	344	0.21
	13718	Friendly Street	263	0.16
DEPTBY	35189	Deptford Bridge	257	0.16
	35187	Wavelengths	339	0.21
	35185	Creek Road	187	0.12
	25915	Deptford High Street	418	0.26
	25917	Abinger Grove	342	0.21
	25918	Deptford Fire Station	268	0.17
	2224	Deptford Park School	433	0.27
	25920	Bestwood Street	303	0.19
	13638	Bush Road	305	0.19
SRQYSN	33453	Surrey Quays Station	337	0.21
	40071	Surrey Quays Shopping Centre	261	0.16
	BP2416	Surrey Quays Leisure Park	356	0.22
	BP3308	Canada Street	203	0.13
CANWBS	BP2393	Canada Water Bus Station	480	0.30
	622	Neptune Street / St Olaves Estate	499	0.31
	25927	Southwark Park	307	0.19
	25929	Drummond Road	303	0.19
BERMSN	BP2447	Bermondsey Station	226	0.14
	33850	St James's Road	193	0.12
	33905	Jamaica Road / Abbey Street	243	0.15
	33906	Dockhead	175	0.11
	BP3963	Tanner Street	181	0.11
	BP3964	Tower Bridge Magistrates Court	233	0.14
	BP3965	Tooley Street / City Hall	270	0.17
	2197	London Bridge Station	467	0.29
LONBSC	978	London Bridge	226	0.14
	2123	Monument Station	324	0.20
	BP3287	Fenchurch Street	372	0.23
	2120	Threadneedle Street	217	0.13
	BP1575	Wormwood Street	236	0.15
LVSTBG	768	Liverpool Street Station	212	0.13
	2114	Primrose Street	304	0.19
	19259	Shoreditch High Street Station	230	0.14
	37632	Curtain Road	469	0.29
	33347	Shoreditch Town Hall	309	0.19
SHORHS	36948	Shoreditch	286	0.18
SHORHS S	SHORHS S	SHOREDITCH CHURCH, HIGH STREET	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			14503 metres	9.01 miles

TRANCHE 506

Mileage Update

To Catford Plassy Road
24 Hour route

BACK DIRECTION					
Timing Point	Code	Stop Number	Stop Name	Metres	Miles
	SHORHS S	SHORHS S	SHOREDITCH CHURCH, HIGH STREET		
	SHORHS	33346	Shoreditch High Street Station	0	0.00
		20803	Commercial Street / Worship Street	349	0.22
		2113	Primrose Street	249	0.15
	LVSTBG	13456	Liverpool Street Station	313	0.19
		BP1576	Wormwood Street	213	0.13
		2119	Threadneedle Street	233	0.14
		37676	Fenchurch Street	300	0.19
		BP140	Monument Station	268	0.17
	LONBLBY	BP892	London Bridge	313	0.19
		2198	London Bridge Station	153	0.10
		33599	Hay's Galleria	229	0.14
		R0049	Abbots Lane	205	0.13
		25936	Tower Bridge Road / City Hall	284	0.18
		654	Tower Bridge Police Station	173	0.11
		33841	Dockhead	386	0.24
		25932	Jamaica Road / Abbey Street	223	0.14
		1204	Bermondsey Station	281	0.17
	BERMSN	25928	Drummond Road	213	0.13
		25926	Southwark Park	380	0.24
		R0741	Neptune Street / St Olaves Estate	300	0.19
		25924	Surrey Quays Road	150	0.09
	CANWBS	BP4336	Canada Water Bus Station	486	0.30
		BP3307	Canada Street	366	0.23
		BP2415	Surrey Quays Leisure Park	335	0.21
	SRQYSN	13668	Surrey Quays Station	343	0.21
		25994	Lower Road / Surrey Quays Station	192	0.12
		25922	Lower Road / Plough Way	166	0.10
		25921	Bestwood Street	264	0.16
		2225	Deptford Park School	216	0.13
		2227	Evelyn Street / Grinstead Road	231	0.14
		915	Deptford Fire Station	280	0.17
		25916	Abinger Grove	246	0.15
		BP5455	Sayes Court Estate	265	0.16
		25913	Deptford High Street	250	0.16
		35184	Creek Road	220	0.14
		35186	Wavelengths	201	0.12
	DEPTBY	35188	Deptford Bridge	354	0.22
		490	Friendly Street	260	0.16
		13721	Cranbrook Road	318	0.20
		13811	Elverson Road	349	0.22
		R0086	Jerrard Street	254	0.16
		R0463	Loampit Vale	194	0.12
	LEWSLV	BP190	Lewisham Station	258	0.16
		BP1117	Lewisham Police Station	182	0.11
		BP1116	Lewisham Centre	337	0.21
		26285	Morley Road	285	0.18
		34265	Ladywell Leisure Centre	237	0.15
		26283	Lewisham Park	316	0.20
	LEWSHP	26281	Lewisham Hospital	144	0.09
		925	George Lane	259	0.16
		26279	Rosenthal Road	298	0.19
	CATFRR	34080	Catford, Brownhill Road	133	0.08
	CATFPR S		CATFORD PLASSY ROAD	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION				<i>13454</i>	<i>8.36</i>
				metres	miles

Mileage in bold red font is a planning estimate & not ibus calculation.
FINAL MILEAGE TO BE CONFIRMED