

7. Service Specification

Route: 102/N102

QC45902

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	Edmonton Green, Bus Station and Brent Cross Shopping Centre, Bus Station
Contract Basis	Incentivised
Commencement Date	8 th November 2014
Vehicle Type	87 capacity, dual door, double deck buses
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 - Route No. 102	Average Excess Wait Time - No more than 1.10 minutes
Extension Threshold - Route No. 102	Average Excess Wait Time Threshold - 0.95 minutes
Minimum Operated Mileage Standard - Route No. 102	No less than 98.00%
Departing On Time - Route No. N102	Departing on Time - No less than 90.00%
Minimum Operated Mileage Standard - Route No. N102	No less than 99.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 13th January 2014

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

SERVICE SPECIFICATION

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

2) NOTES

Proposed Changes:

At this time, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route Nos. 102 & N102.

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 Mondays to Fridays Schooldays options are specified:

Option 1

- No changes are proposed.

Option 2

- Ex Brent Cross Shopping Centre, Bus Station, one additional peak flow journey is specified on Mondays to Fridays Schooldays to provide a frequency of every 6-7 minutes (9 buses per hour) between 1405 and 1450.

Options 1 & 2

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

Operators should provide the following prices:

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

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

It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract. Tenderers are required to identify and submit the level of saving that could be achieved if the scheme is introduced.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1

Edmonton Green, Bus Station, Stop G to Brent Cross Shopping Centre, Bus Station			Brent Cross Shopping Centre, Bus Station to Edmonton Green, Bus Station, Stop A		
First departure no later than 0510.			First departure no later than 0525.		
0505 - 0525	Every 15 minutes		0520 - 0540	Every 15 minutes	
0526 - 0550	Every 12 minutes		0541 - 0625	Every 12 minutes	
0551 - 1900	Every 8 minutes		0626 - 1855	Every 8 minutes	
1901 - 2020	Every 10 minutes		1856 - 2035	Every 10 minutes	
2021 - 2400	Every 12 minutes		2036 - 0030	Every 12 minutes	
Last departure no earlier than 2355.			Last departure no earlier than 0025.		
Pinchpoints					
Golders Green Station, Finchley Road, Refectory	0700 - 0900	8 minutes	Palmers Green, Bowes Road/Green Lanes	0710 - 0910	8 minutes
	1505 - 1630	8 minutes		1510 - 1635	8 minutes

3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 2

Edmonton Green, Bus Station, Stop G to Brent Cross Shopping Centre, Bus Station			Brent Cross Shopping Centre, Bus Station to Edmonton Green, Bus Station, Stop A		
First departure no later than 0510.			First departure no later than 0525.		
0505 - 0525	Every 15 minutes		0520 - 0540	Every 15 minutes	
0526 - 0550	Every 12 minutes		0541 - 0625	Every 12 minutes	
0551 - 1900	Every 8 minutes		0626 - 1405	Every 8 minutes	
1901 - 2020	Every 10 minutes		1406 - 1450	Every 6-7 minutes (9 buses per hour)	
2021 - 2400	Every 12 minutes		1451 - 1855	Every 8 minutes	
			1856 - 2035	Every 10 minutes	
			2036 - 0030	Every 12 minutes	
Last departure no earlier than 2355.			Last departure no earlier than 0025.		
Pinchpoints					
Golders Green Station, Finchley Road, Refectory	0700 - 0900	8 minutes	Palmers Green, Bowes Road/Green Lanes	0710 - 0910	8 minutes
	1505 - 1630	8 minutes		1510 - 1555	7 minutes
				1556 - 1635	8 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.3) MONDAY TO FRIDAY NON SCHOOLDAYS SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 2

Edmonton Green, Bus Station, Stop G to Brent Cross Shopping Centre, Bus Station		Brent Cross Shopping Centre, Bus Station to Edmonton Green, Bus Station, Stop A			
First departure no later than 0510.		First departure no later than 0525.			
0505 - 0525	Every 15 minutes	0520 - 0540	Every 15 minutes		
0526 - 0550	Every 12 minutes	0541 - 0625	Every 12 minutes		
0551 - 1900	Every 8 minutes	0626 - 1855	Every 8 minutes		
1901 - 2020	Every 10 minutes	1856 - 2035	Every 10 minutes		
2021 - 2400	Every 12 minutes	2036 - 0030	Every 12 minutes		
Last departure no earlier than 2355.		Last departure no earlier than 0025.			
Pinchpoints					
Golders Green Station, Finchley Road, Refectory	0700 - 0900	8 minutes	Palmers Green, Bowes Road/Green Lanes	0710 - 0910	8 minutes
	1505 - 1630	8 minutes		1510 - 1630	8 minutes

3.4) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Edmonton Green, Bus Station, Stop G to Brent Cross Shopping Centre, Bus Station		Brent Cross Shopping Centre, Bus Station to Edmonton Green, Bus Station, Stop A			
First departure no later than 0510.		First departure no later than 0525.			
0505 - 0710	Every 15 minutes	0520 - 0710	Every 15 minutes		
0711 - 0800	Every 12 minutes	0711 - 0810	Every 12 minutes		
0801 - 0840	Every 10 minutes	0811 - 0850	Every 10 minutes		
0841 - 1810	Every 8 minutes	0851 - 1835	Every 8 minutes		
1811 - 1930	Every 10 minutes	1836 - 1935	Every 10 minutes		
1931 - 2400	Every 12 minutes	1936 - 0030	Every 12 minutes		
Last departure no earlier than 2355.		Last departure no earlier than 0025.			
Pinchpoints					
Golders Green Station, Finchley Road, Refectory	0925 - 1105	8 minutes	Palmers Green, Bowes Road/Green Lanes	0935 - 1115	8 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

Edmonton Green, Bus Station, Stop G to Brent Cross Shopping Centre, Bus Station		Brent Cross Shopping Centre, Bus Station to Edmonton Green, Bus Station, Stop A			
First departure no later than 0510.		First departure no later than 0525.			
0505 - 0855	Every 15 minutes	0520 - 0840	Every 15 minutes		
0856 - 2400	Every 12 minutes	0841 - 0030	Every 12 minutes		
Last departure no earlier than 2355.		Last departure no earlier than 0025.			
Pinchpoints					
Golders Green Station, Finchley Road, Refectory	1030 - 1130	12 minutes	Palmers Green, Bowes Road/Green Lanes	1030 - 1130	12 minutes

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

3.6) NIGHTLY

Edmonton Green, Bus Station, Stop G to Golders Green Station, Finchley Road, Refectory		Golders Green Station, Finchley Road, Refectory to Edmonton Green, Bus Station, Stop A			
First departure no later than 0010.		First departure no later than 0055.			
0005 - 0445	Every 30 minutes	0050 - 0530	Every 30 minutes		
Last departure no earlier than 0440.		Last departure no earlier than 0525.			

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 102 should interwork with Route No. N102 to form a seamless 24 hour service between Edmonton Green Bus Station and Golders Green Station, Finchley Road, Refectory.
- 4.2) Route No. 102 should interwork with Route No. 34 between Palmers Green, North Circular Road/Green Lanes and Upper Edmonton, Angel Corner, Stirling Way during all periods.
- 4.3) Route No. 102 should interwork with Route No. 144 between Edmonton Green Bus Station and Edmonton, Cambridge (East Side) during all evenings and Saturdays and Sundays early mornings and should be separated during all other periods, where possible.
- 4.4) Route No. 102 should be separated from Route No. 299 between Bounds Green Station and Muswell Hill Broadway, North Side during all periods, where possible.
- 4.5) Route No. 102 can suffer from unpredictable traffic delays on North Circular Road.
- 4.6) A high level of trading takes place on Sundays in the Golders Green area. This may cause disruptions to this route.
- 4.7) Route No. 102 suffers from major disruption in the Edmonton area during home matches of Tottenham football club.

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 102: Edmonton Green Station - Brent Cross, Shopping Centre (24 hour service)

Date of Structural Change: 8 November 2014.

Date of Service Change: 8 November 2014.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Brent Cross, Shopping Centre: The Green, The Broadway, Fore Street, Sterling Way, Sterling Way (North Circular Road), Silver Street, Westway, Sterling Way (North Circular Road), Cambridge Roundabout, North Circular Road Slip Road, North Circular Road, Bowes Road, Brownlow Road, Durnsford Road, Albert Road, Alexandra Park Road, Colney Hatch Lane, Muswell Hill Broadway, Fortis Green Road, Fortis Green, East Finchley High Road, The Bishops Avenue, Lyttelton Road, Market Place, Falloden Way, North Circular Road, Finchley Road, North End Road, Golders Green Bus Station Forecourt, North End Road, Finchley Road, Golders Green Road, Hodford Road, The Vale, Hendon Way, Pennine Drive, Claremont Road, Tilling Road, Tempelhof Avenue, Prince Charles Drive, Brent Cross Bus Station.

Towards Edmonton Green Station: Brent Cross Bus Station, Prince Charles Drive, Tempelhof Avenue, Tilling Road, Claremont Road, Pennine Drive, Hendon Way, The Vale, Rodborough Road, Finchley Road, North Circular Road, Falloden Way, Market Place, Lyttelton Road, The Bishops Avenue, High Road East Finchley, East Finchley High Road, Fortis Green, Fortis Green Road, Muswell Hill Broadway, Colney Hatch Lane, Alexandra Park Road, Albert Road, Durnsford Road, Brownlow Road, Bowes Road, North Circular Road, North Circular Road Slip Road, Cambridge Roundabout, North Circular Road Slip Road, Silver Street, Sterling Way (North Circular Road), Sterling Way, Fore Street, The Broadway, The Green, Edmonton Green Bus Station.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

EDMONTON GREEN BUS STATION, SOUTH SIDE

Private stand for up to 7 buses in marked bays on south side of Edmonton Green Bus Station on south side of Hertford Road. Overflow stand for 2 buses in separate marked bays prior to and west of main stand area.

Buses proceed from Edmonton Green Bus Station direct to stand, departing via Edmonton Green Bus Station to The Green. Set down in Edmonton Green Bus Station, at Stop A (BP4951 - Edmonton Green Bus Station, Last Stop on LOR: BP4951 - Edmonton Green Bus Station) and pick up in The Green, at Stop G (BP4957 - Edmonton Green Bus Station, First Stop on LOR: BP4957 - Edmonton Green Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 102 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:	Edmonton Green.

EDMONTON, STERLING WAY (from BRENT CROSS, SHOPPING CENTRE)

Public stand in bay on south side of Sterling Way, commencing 108 metres west of Bull Lane, extending 33 metres west.

Buses proceed from Silver Street via Sterling Way (North Circular Road), Sterling Way and Sterling Way (North Circular Road) to stand, departing to Sterling Way (North Circular Road). Set down in Silver Street, at Stop M (922 - Pymmes Park, Last Stop on LOR: 922 - Pymmes Park) and pick up in Sterling Way (north Circular Road), at Stop WT (14129 - Great Cambridge Road, First Stop on LOR: 14129 - Great Cambridge Road).

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

EDMONTON, CAMBRIDGE

Public stand for two buses in bay on north side of Silver Street between Cambridge roundabout and Westway slip road, commencing 5 metres west of the western flank wall of No 285 Silver Street and extending 25 metres west.

From Brent Cross, Shopping Centre.

Buses proceed from Silver Street direct to stand, departing via Silver Street and Westway to Sterling Way (North Circular Road). Set down in Silver Street, at Stop EC (14128 - Cambridge Roundabout / Kendal Gardens, Last Stop on LOR: 14128 - Cambridge Roundabout / Kendal Gardens) and pick up in Sterling Way (north Circular Road), at Stop WT (14129 - Great Cambridge Road, First Stop on LOR: 14129 - Great Cambridge Road).

From Edmonton Green Station.

Buses proceed from Sterling Way (North Circular Road) via Cambridge Roundabout, North Circular Road Slip Road and Silver Street to stand, departing to Silver Street. Set down in Sterling Way (north Circular Road), at Stop WT (14129 - Great Cambridge Road, Last Stop on LOR: 14129 - Great Cambridge Road) and pick up in Silver Street, at Stop ED (14109 - North Middlesex Hospital, First Stop on LOR: 14109 - North Middlesex Hospital).

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:	Edmonton, Cambridge Roundabout.

EDMONTON, CAMBRIDGE (from BRENT CROSS, SHOPPING CENTRE)

Buses proceed from North Circular Road Slip Road via Cambridge Roundabout departing to North Circular Road Slip Road. Set down in North Circular Road Slip Road, at Stop EB (12934 - Franlaw Crescent, Last Stop on LOR: 12934 - Franlaw Crescent) and pick up in North Circular Road Slip Road, at Stop WU (12935 - Ostliffe Road, First Stop on LOR: 12935 - Ostliffe Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Edmonton, Cambridge Roundabout.

PALMERS GREEN, GREEN LANES

From Brent Cross, Shopping Centre.

Buses proceed from Bowes Road via Bowes Road (North Circular Road), Green Lanes, Regents Avenue, Palmers Green Bus Garage, Regents Avenue and Green Lanes departing to Bowes Road. Set down in Bowes Road, at Stop O (973 - North Circular Road, Last Stop on LOR: BP5587 - Palmerston Road) and pick up in Bowes Road, at Stop S (10841 - North Circular Road, First Stop on LOR: BP5649 - Palmerston Road).

From Edmonton Green Station.

Buses proceed from North Circular Road via Green Lanes, Regents Avenue, Palmers Green Bus Garage, Regents Avenue and Green Lanes departing to North Circular Road. Set down in North Circular Road, at Stop V (972 - Green Lanes, Last Stop on LOR: 972 - Green Lanes) and pick up in North Circular Road, at Stop P (26230 - Green Lanes, First Stop on LOR: 26230 - Green Lanes).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Palmers Green, North Circular Road.

MUSWELL HILL BROADWAY

From Brent Cross, Shopping Centre.

Buses proceed from Muswell Hill Broadway departing to Muswell Hill Broadway. Set down in Muswell Hill Broadway, at Stop F (1147 - Muswell Hill, Last Stop on LOR: 1147 - Muswell Hill) and pick up in Muswell Hill Broadway, at Stop H (25366 - Princes Avenue, First Stop on LOR: 25366 - Princes Avenue).

From Edmonton Green Station.

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

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

EAST FINCHLEY STATION, GREAT NORTH ROAD (from Edmonton Green Station)

Public stand on west side of Great North Road, commencing at a point 7 metres north of the southern flank wall of No. 6 Wellington Place and extending 18 metres south.

Buses proceed from East Finchley High Road via The Bishops Avenue, Aylmer Road and Great North Road to stand, departing via Great North Road to East Finchley High Road.

Set down in East Finchley High Road, at Stop H (27476 - East Finchley Station <>, Last Stop on LOR: 27476 - East Finchley Station <>) and pick up in East Finchley High Road, at Stop E (14632 - East Finchley Station <>, First Stop on LOR: 14632 - East Finchley 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: East Finchley.

FINCHLEY, HENLEY'S CORNER (from Edmonton Green Station)

Buses proceed from North Circular Road via Finchley Road, Regent's Park Road, Chessington Avenue and Charter Way departing to North Circular Road. Set down in North Circular Road, at Stop TZ (16533 - Henlys Corner, Last Stop on LOR: 16533 - Henlys Corner) and pick up in North Circular Road, at Stop TQ (BP615 - Henlys Corner, First Stop on LOR: BP615 - Henlys Corner).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Henley's Corner.

GOLDERS GREEN STATION FORECOURT, STAND G Z (from Edmonton Green Station)

Private (unlettered) stand for 4 buses opposite Stops GH and GI in Golders Green Bus Station on north side of North End Road.

Buses proceed from Finchley Road via North End Road and Golders Green Bus Station Forecourt to stand, departing via Golders Green Bus Station Forecourt and North End Road to Finchley Road. Set down {Not Specified}, at Stop GV (2768 - Golders Green Station <>, Last Stop on LOR: 2768 - Golders Green Station <>) and pick up in Finchley Road, at Stop GU (2770 - Golders Green Station <>, First Stop on LOR: 2770 - Golders Green 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: Golders Green.

Cricklewood, Pennine Drive (from Edmonton Green Station)

Buses proceed from Pennine Drive departing to Pennine Drive. Set down in Pennine Drive, at Stop P (16069 - Cleveland Gardens, Last Stop on LOR: 16069 - Cleveland Gardens) and pick up in Pennine Drive, at Stop L (16068 - Cleveland Gardens, First Stop on LOR: 16068 - Cleveland Gardens).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Cricklewood, Pennine Drive.

BRENT CROSS SHOPPING CENTRE, BUS STATION

Private stand for up to 19 buses in Brent Cross Bus Station on north side of Prince Charles Drive.

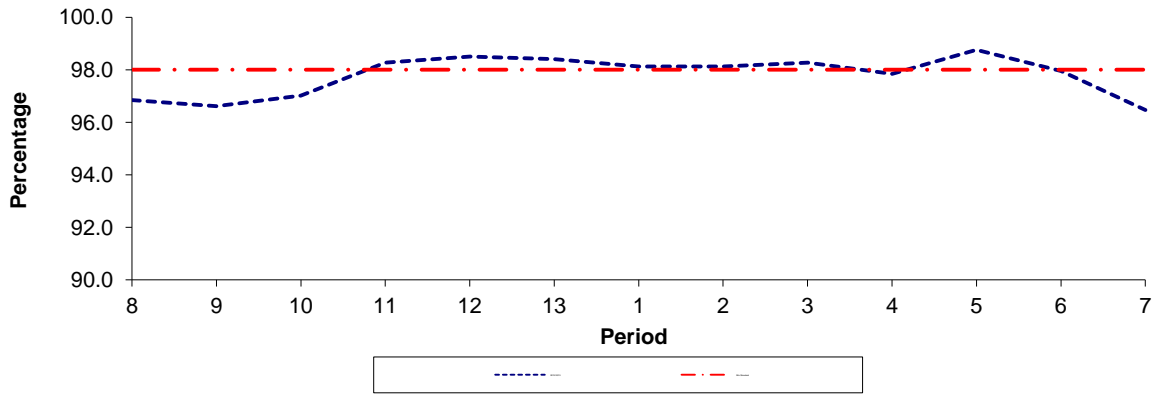
Buses proceed from Brent Cross Bus Station direct to stand, departing to Brent Cross Bus Station. Set down in Brent Cross Bus Station, at Stop A (35211 - Brent Cross Shopping Centre, Last Stop on LOR: 35211 - Brent Cross Shopping Centre) and pick up in Brent Cross Bus Station, at Stop D (35214 - Brent Cross Shopping Centre, First Stop on LOR: 35214 - Brent Cross Shopping Centre).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 102 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: Brent Cross.

PART B - PERFORMANCE STATISTICS

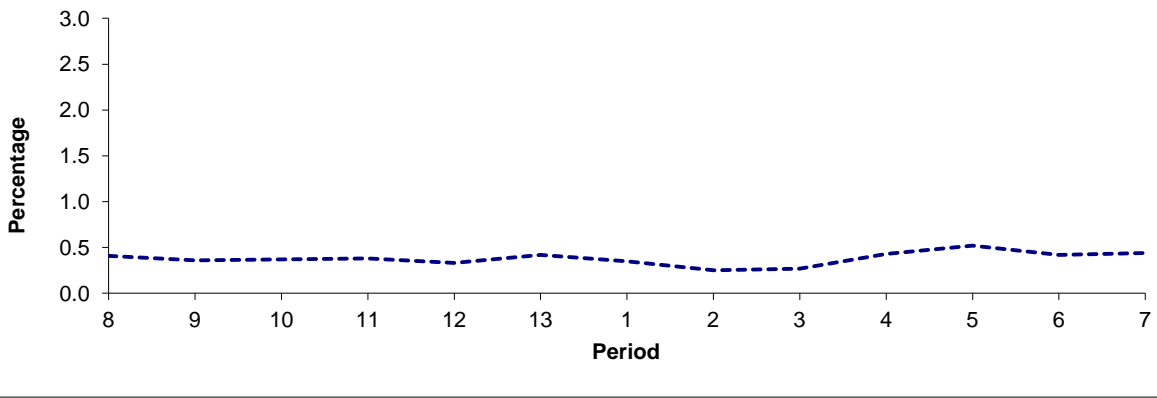
Route 102

Mileage Operated



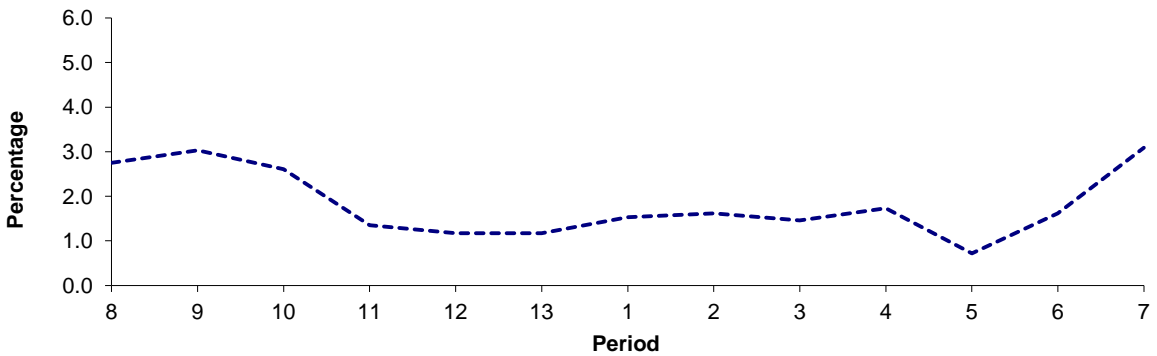
Period	8	9	10	11	12	13	1	2	3	4	5	6	7
2012/2013	96.84	96.61	97.02	98.27	98.50	98.41	98.12	98.13	98.27	97.84	98.76	97.96	96.47
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	8	9	10	11	12	13	1	2	3	4	5	6	7
2012/2013	0.41	0.36	0.37	0.38	0.33	0.42	0.35	0.25	0.27	0.43	0.52	0.42	0.44

Non Deductible Mileage

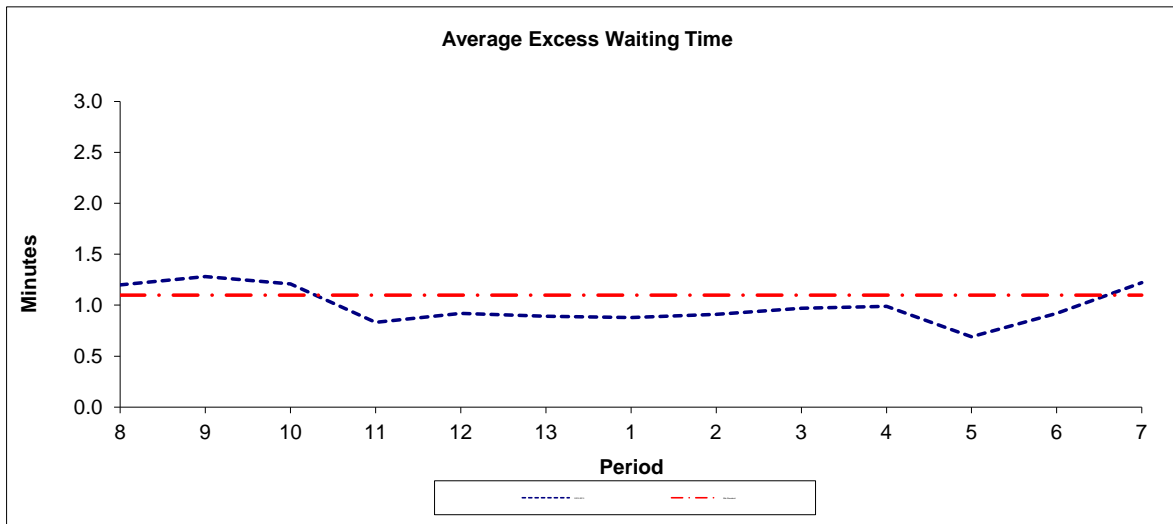


Period	8	9	10	11	12	13	1	2	3	4	5	6	7
2012/2013	2.75	3.03	2.61	1.35	1.17	1.17	1.53	1.62	1.46	1.73	0.72	1.62	3.09

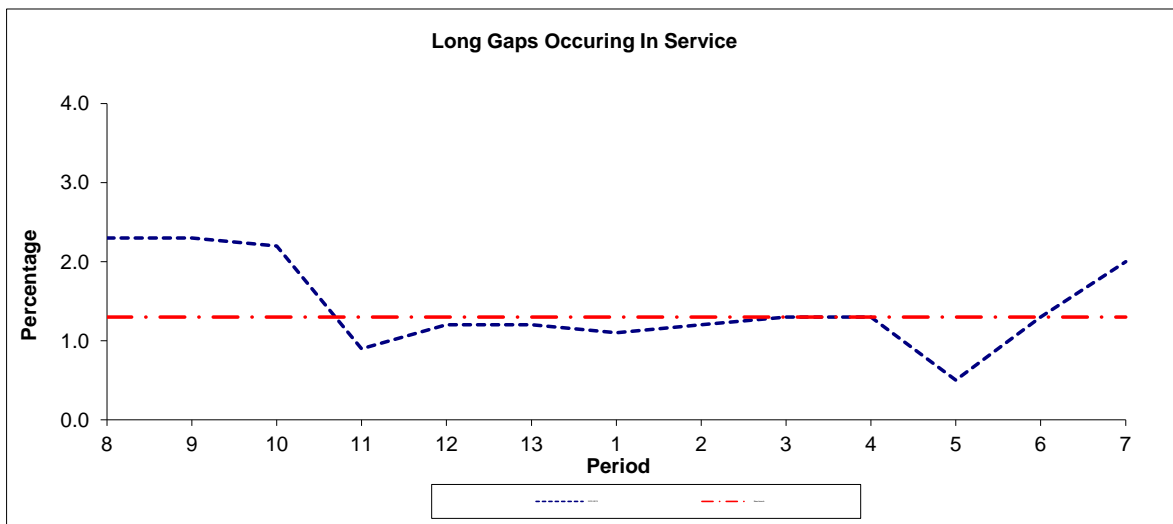
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 102



Period	8	9	10	11	12	13	1	2	3	4	5	6	7
2012-2013	1.20	1.28	1.21	0.83	0.92	0.89	0.88	0.91	0.97	0.99	0.69	0.92	1.22
Min Standard	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10



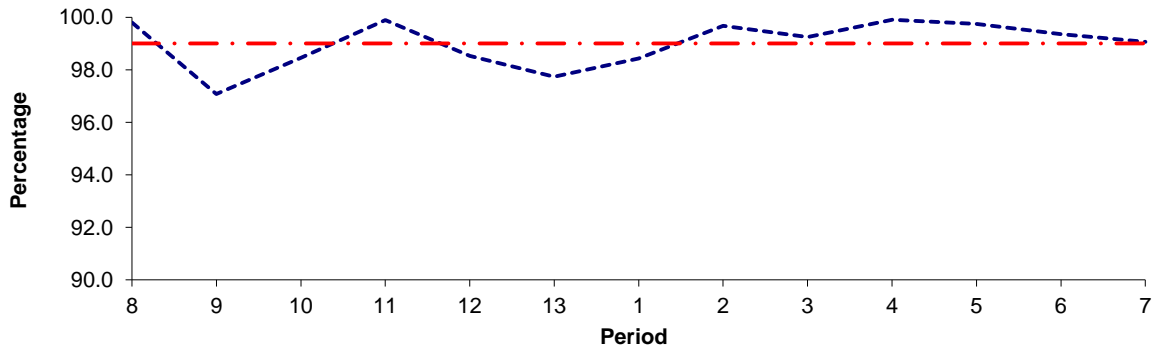
Period	8	9	10	11	12	13	1	2	3	4	5	6	7
2012-2013	2.30	2.30	2.20	0.90	1.20	1.20	1.10	1.20	1.30	1.30	0.50	1.30	2.00
Benchmark	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30

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

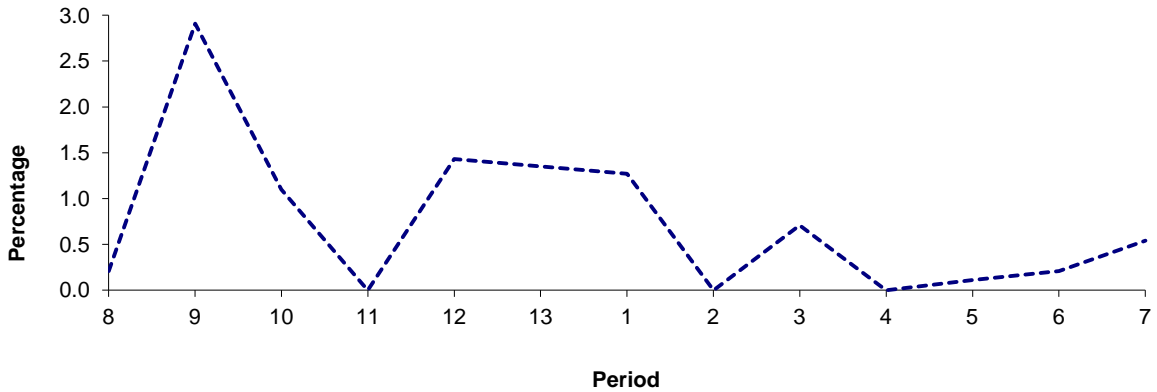
Route N102

Mileage Operated



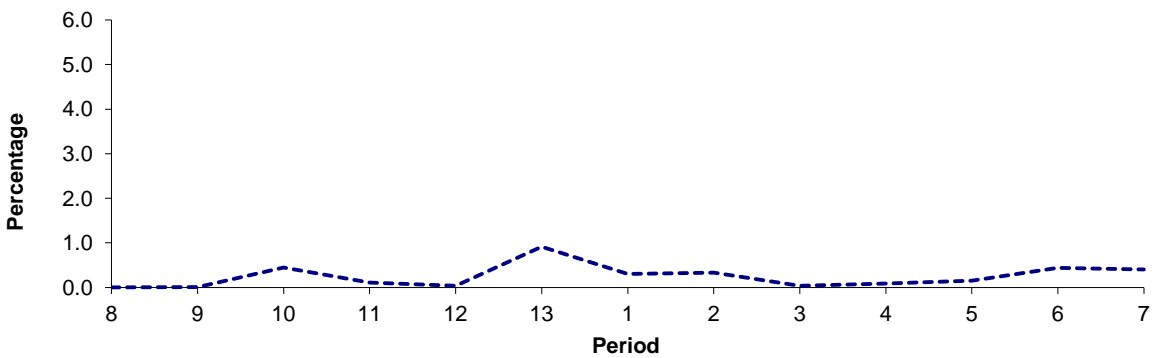
Period	8	9	10	11	12	13	1	2	3	4	5	6	7
2012/2013	99.79	97.08	98.45	99.89	98.53	97.74	98.43	99.67	99.25	99.91	99.74	99.35	99.06
Min Standard	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00

Deductible Mileage



Period	8	9	10	11	12	13	1	2	3	4	5	6	7
2012/2013	0.21	2.91	1.10	0.00	1.43	1.35	1.27	0.00	0.71	0.00	0.11	0.21	0.54

Non Deductible Mileage

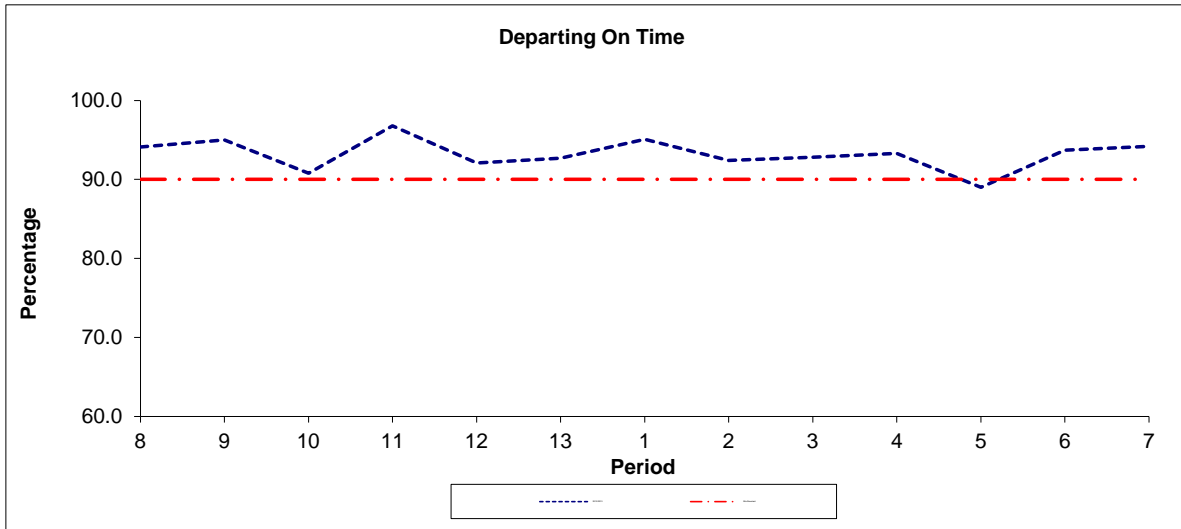


Period	8	9	10	11	12	13	1	2	3	4	5	6	7
2012/2013	0.00	0.01	0.45	0.11	0.04	0.91	0.30	0.33	0.04	0.09	0.15	0.44	0.40

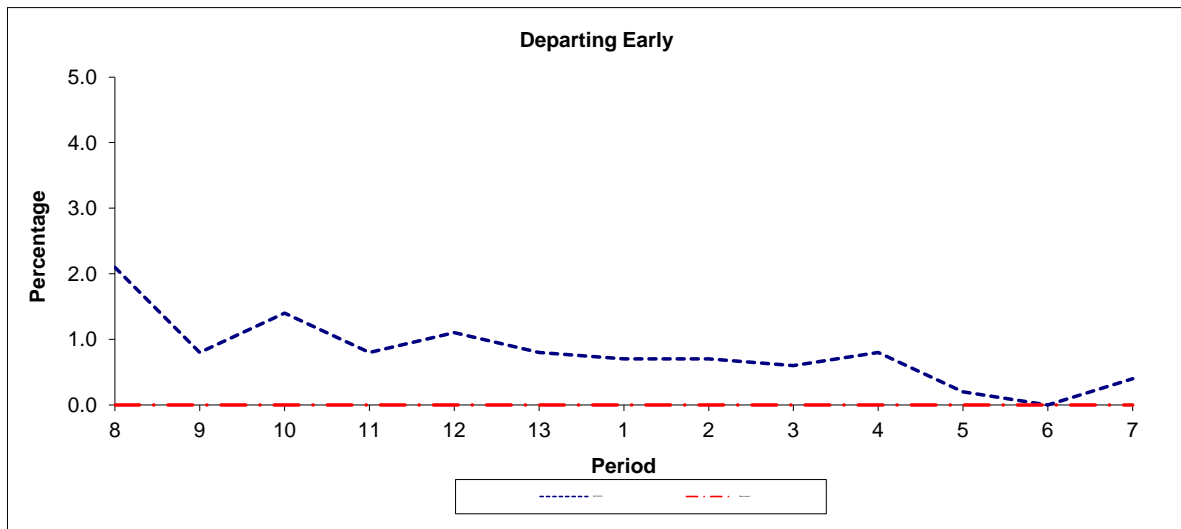
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route N102



Period	8	9	10	11	12	13	1	2	3	4	5	6	7
2012/2013	94.10	95.00	90.80	96.80	92.10	92.70	95.10	92.40	92.80	93.30	89.00	93.70	94.20
Min Standard	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00



Period	8	9	10	11	12	13	1	2	3	4	5	6	7
2012/2013	2.10	0.80	1.40	0.80	1.10	0.80	0.70	0.70	0.60	0.80	0.20	0.00	0.40
Benchmark	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

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

ROUTE 102 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 3 2012/13 TO QUARTER 2 13/14 (15/09/12 - 13/09/13)

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	41,555.	96.5	5.38	0.55	5.93	88.5	11.1	0.3	0.0	0.5	33
0700 - 1000	110,855.	98.4	3.98	0.81	4.79	91.7	8.0	0.2	0.0	0.8	47
1000 - 1300	109,355.	99.7	3.98	0.68	4.66	93.1	6.8	0.1	0.0	0.5	39
1300 - 1600	109,045.	97.4	4.02	0.89	4.91	90.6	9.1	0.3	0.0	1.1	53
1600 - 1900	107,760.	93.8	4.00	1.69	5.69	83.5	15.0	1.3	0.2	3.8	59
1900 - 2200	92,359.	99.4	4.64	1.04	5.68	84.7	14.5	0.7	0.1	1.5	63
2200 - 2400	49,578.	99.9	5.85	0.54	6.39	79.6	19.9	0.5	0.0	0.2	40
Summary	620,507.	97.8	4.19	1.02	5.21	88.3	11.1	0.5	0.1	1.6	63

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	5,334.	101.8	7.98	0.21	8.19	67.5	31.5	0.9	0.1	0.6	38
0700 - 1000	17,441.	98.2	5.37	0.60	5.96	84.1	15.7	0.2	0.0	0.2	44
1000 - 1300	23,364.	98.8	3.95	0.74	4.68	92.4	7.5	0.1	0.0	0.5	35
1300 - 1600	22,795.	97.9	4.01	0.99	5.00	90.2	9.3	0.5	0.0	1.5	35
1600 - 1900	23,058.	97.2	3.98	0.89	4.88	90.6	9.1	0.3	0.0	1.2	34
1900 - 2200	16,342.	100.0	5.39	1.15	6.54	77.2	21.2	1.5	0.1	1.2	48
2200 - 2400	10,136.	99.7	5.92	0.79	6.72	77.3	21.8	0.9	0.0	0.3	39
Summary	118,470.	98.6	4.51	0.86	5.37	87.3	12.2	0.5	0.0	1.0	48

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	6,252.	98.2	7.77	0.22	8.00	69.5	29.7	0.7	0.1	0.6	37
0700 - 1000	14,493.	98.3	7.05	0.41	7.46	70.7	28.6	0.6	0.0	0.0	37
1000 - 1300	17,395.	99.8	5.87	0.59	6.46	78.7	20.6	0.7	0.0	0.2	40
1300 - 1600	17,205.	99.0	5.94	0.85	6.80	76.1	22.4	1.4	0.2	0.6	48
1600 - 1900	17,236.	98.4	5.86	0.74	6.60	77.9	21.2	0.8	0.0	0.3	37
1900 - 2200	16,925.	100.2	5.94	0.79	6.73	76.8	22.2	1.0	0.1	0.3	42
2200 - 2400	10,980.	100.5	5.92	0.43	6.35	80.3	19.4	0.3	0.0	0.0	28
Summary	100,486.	99.2	6.04	0.68	6.73	76.8	22.2	0.9	0.1	0.3	48

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	53,141.	97.2	5.81	0.49	6.30	85.1	14.5	0.4	0.0	0.5	38
0700 - 1000	142,789.	98.4	4.25	0.77	5.02	90.1	9.7	0.2	0.0	0.8	47
1000 - 1300	150,114.	99.6	4.19	0.68	4.86	91.4	8.4	0.2	0.0	0.5	40
1300 - 1600	149,045.	97.7	4.22	0.90	5.12	89.0	10.5	0.4	0.0	1.1	53
1600 - 1900	148,054.	94.9	4.17	1.51	5.68	83.7	14.9	1.1	0.2	3.2	59
1900 - 2200	125,626.	99.6	4.88	1.03	5.90	82.9	16.2	0.8	0.1	1.3	63
2200 - 2400	70,694.	100.0	5.87	0.55	6.42	79.4	20.1	0.5	0.0	0.2	40
Summary	839,463.	98.1	4.40	0.97	5.37	87.1	12.2	0.6	0.1	1.4	63

839,463.

**ROUTE N102 - FULL iBUS RESULTS BY TIME OF DAY
 QUARTER 3 2012/13 TO QUARTER 2 13/14 (15/09/12 - 13/09/13)**

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	34,950.	99.0	99.2	96.0	0.8	0.9	2.2
Summary	34,950.	99.0	99.2	96.0	0.8	0.9	2.2

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	7,326.	98.7	98.7	91.6	1.7	0.8	6.0
Summary	7,326.	98.7	98.7	91.6	1.7	0.8	6.0

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	7,904.	99.1	98.1	88.0	1.6	0.8	9.7
Summary	7,904.	99.1	98.1	88.0	1.6	0.8	9.7

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	50,180.	99.0	98.9	93.1	1.2	0.9	4.9
Summary	50,180.	99.0	98.9	93.1	1.2	0.9	4.9

50,180.

Transport for London - QSI Points and Live Mileage List

Route 102 (see separate sheet for N102)

Service change 28430

Date 10/11/2012

Reason for Issue

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
EDMGBSG	BP4957	Edmonton Green Bus Station		
	12308	Edmonton Green Police Station	392	0.24
	12312	Shrubbery Road	174	0.11
	12314	Brettenham Road	375	0.23
	28562	Angel Corner	218	0.14
UPEDAS	1698	Angel Corner / Silver Street Station	236	0.15
	923	Pymmes Park	521	0.32
	14110	North Middlesex Hospital	402	0.25
	BP3489	Millfield Theatre & Arts Centre	221	0.14
EDMTCME	14129	Great Cambridge Road	422	0.26
	12935	Ostliffe Road	193	0.12
	16014	Ulster Gardens	243	0.15
	12937	Chequers Way	212	0.13
	16015	Melville Gardens	618	0.38
PALMNC	972	Green Lanes	314	0.20
	BP5649	Palmerston Road	273	0.17
	16016	United Synagogue	825	0.51
	25370	York Road	301	0.19
BDGNSN	1101	Bounds Green Station	232	0.14
	25164	Woodfield Way	406	0.25
	16018	Albert Road	458	0.28
	33038	Victoria Road	296	0.18
	2012	Rosebery Road	313	0.19
	16020	St Andrew's Church	235	0.15
	1913	Colney Hatch Lane	301	0.19
	1145	Muswell Hill	515	0.32
MHILBYN	25366	Princes Avenue	297	0.18
	16022	Muswell Hill Road	159	0.10
	16024	Birchwood Avenue	223	0.14
	16026	Midhurst Avenue	383	0.24
	16028	Twyford Avenue	454	0.28
	10242	Fairlawn Avenue	343	0.21
EFLYSN	27476	East Finchley Station	227	0.14
	16029	Great North Road	157	0.10
	14888	Belvedere Court	456	0.28
	16474	Monarch Court	322	0.20
	18730	Blandford Close	355	0.22
	2072	Market Place	213	0.13
	16472	Eastholm	331	0.21
	16470	Brookland Rise	297	0.18
	20929	Beaufort Drive	353	0.22
FNCHHC	16533	Henlys Corner	265	0.16
	2799	Addison Way	308	0.19
	6092	Childs Way	369	0.23
	2299	Temple Fortune Lane	352	0.22
	6090	Clifton Gardens	169	0.11
	2800	Hoop Lane	389	0.24
GGSNFR	2768	Golders Green Station	424	0.26
	15912	Hodford Road	568	0.35
	16073	Dunstan Road	581	0.36
	16072	The Vale / Hendon Way	215	0.13
	16071	Hendon Way	420	0.26
	16069	Cleveland Gardens	235	0.15
CTRDPD	35838	Caney Mews	530	0.33
	35841	Clitterhouse Road South	297	0.18
	35843	Clitterhouse Road North	168	0.10
	35846	Claremont Way	313	0.19
	35847	Mapledown School	366	0.23
BRTXSC	35211	Brent Cross Shopping Centre	957	0.59
Total Route Mileage - Out Direction			20192	12.55
			Metres	Miles

TRANCHE 459**Mileage Update**

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
BRTXSC	35214	Brent Cross Shopping Centre		
	35845	Mapledown School	958	0.60
	35842	Claremont Way	273	0.17
	35844	Clitterhouse Road North	291	0.18
	35840	Clitterhouse Road South	187	0.12
CTRDPD	35839	Pennine Drive / Claremont Road	465	0.29
	16068	Cleveland Gardens	381	0.24
	16070	Hendon Way	294	0.18
	25072	The Vale	168	0.10
	16074	Dunstan Road	482	0.30
	2771	Golders Green / Finchley Road	572	0.36
GGSNFR	2770	Golders Green Station	196	0.12
	2801	Hoop Lane	256	0.16
	6091	Clifton Gardens	513	0.32
	2298	Temple Fortune Lane	403	0.25
	6095	Childs Way	261	0.16
	2767	Henlys Corner / Addison Way	378	0.23
FNCHHC	BP615	Henlys Corner	179	0.11
	20928	Beaufort Drive	358	0.22
	16469	Brookland Rise	267	0.17
	16471	Midholm	273	0.17
	2071	Market Place	375	0.23
	18729	Blandford Close	333	0.21
	16473	Belvedere Court	500	0.31
	16475	Aylmer Road	280	0.17
EFLYSN	14632	East Finchley Station	392	0.24
	12912	Fairlawn Avenue	375	0.23
	16027	Twyford Avenue	274	0.17
	16025	Midhurst Avenue	443	0.28
	16023	Fortismere Avenue	215	0.13
	16021	Muswell Hill Road	334	0.21
MHILBYN	1147	Muswell Hill	285	0.18
	1146	Queens Avenue	136	0.08
	80010	Meadow Drive	278	0.17
	1912	Colney Hatch Lane	277	0.17
	16019	St Andrew's Church	195	0.12
	201	Rosebery Road	314	0.20
	33037	Victoria Road	346	0.21
	16017	Albert Road	307	0.19
	25163	Woodfield Way	477	0.30
BDGNSN	1100	Bounds Green Station	354	0.22
	25369	York Road	263	0.16
	1605	Bowes Road	212	0.13
	34927	Pymmes Road	406	0.25
PALMBR	BP5587	Palmerston Road	385	0.24
	26230	Green Lanes	270	0.17
	7562	Melville Gardens	376	0.23
	12936	Chequers Way	397	0.25
	16013	Ulster Gardens	371	0.23
	12934	Franlaw Crescent	269	0.17
EDMTCME	14128	Cambridge Roundabout / Kendal Gardens	305	0.19
	14109	North Middlesex Hospital	398	0.25
	922	Pymmes Park	510	0.32
	BP2679	Victoria Road	212	0.13
UPEDAS	1697	Angel Corner / Silver Street Station	331	0.21
	12313	Angel Corner	203	0.13
	12311	Shrubbery Road	548	0.34
	12307	Edmonton Green Police Station	205	0.13
	BP4234	Edmonton Green Station	210	0.13
EDMGBSA	BP4951	Edmonton Green Bus Station	216	0.13
Total Route Mileage - Back Direction			19732	12.26
			Metres	Miles

Transport for London - QSI Points and Live Mileage List

Route N102
 Service change 28430
 Date 10/11/2012

Reason for Issue

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
EDMGBSG	BP4957	Edmonton Green Bus Station		
	12308	Edmonton Green Police Station	392	0.24
	12312	Shrubbery Road	174	0.11
	12314	Brettenham Road	375	0.23
	28562	Angel Corner	218	0.14
UPEDAS	1698	Angel Corner / Silver Street Station	236	0.15
	923	Pymmes Park	521	0.32
	14110	North Middlesex Hospital	402	0.25
	BP3489	Millfield Theatre & Arts Centre	221	0.14
EDMTCME	14129	Great Cambridge Road	422	0.26
	12935	Ostliffe Road	193	0.12
	16014	Ulster Gardens	243	0.15
	12937	Chequers Way	212	0.13
	16015	Melville Gardens	618	0.38
PALMNC	972	Green Lanes	314	0.20
	BP5649	Palmerston Road	273	0.17
	16016	United Synagogue	825	0.51
	25370	York Road	301	0.19
BDGNSN	1101	Bounds Green Station	232	0.14
	25164	Woodfield Way	406	0.25
	16018	Albert Road	458	0.28
	33038	Victoria Road	296	0.18
	2012	Rosebery Road	313	0.19
	16020	St Andrew's Church	235	0.15
	1913	Colney Hatch Lane	301	0.19
	1145	Muswell Hill	515	0.32
MHILBYN	25366	Princes Avenue	297	0.18
	16022	Muswell Hill Road	159	0.10
	16024	Birchwood Avenue	223	0.14
	16026	Midhurst Avenue	383	0.24
	16028	Twyford Avenue	454	0.28
	10242	Fairlawn Avenue	343	0.21
EFLYSN	27476	East Finchley Station	227	0.14
	16029	Great North Road	157	0.10
	14888	Belvedere Court	456	0.28
	16474	Monarch Court	322	0.20
	18730	Blandford Close	355	0.22
	2072	Market Place	213	0.13
	16472	Eastholm	331	0.21
	16470	Brookland Rise	297	0.18
	20929	Beaufort Drive	353	0.22
FNCHHC	16533	Henlys Corner	265	0.16
	2799	Addison Way	308	0.19
	6092	Childs Way	369	0.23
	2299	Temple Fortune Lane	352	0.22
	6090	Clifton Gardens	169	0.11
	2800	Hoop Lane	389	0.24
GGSNFR	2768	Golders Green Station	424	0.26

Total Route Mileage - Out Direction	15542	9.66
	Metres	Miles

TRANCHE 459**Mileage Update**

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
GGSNFR	2770	Golders Green Station	0	0.00
	2801	Hoop Lane	256	0.16
	6091	Clifton Gardens	513	0.32
	2298	Temple Fortune Lane	403	0.25
	6095	Childs Way	261	0.16
	2767	Henlys Corner / Addison Way	378	0.23
FNCHHC	BP615	Henlys Corner	179	0.11
	20928	Beaufort Drive	358	0.22
	16469	Brookland Rise	267	0.17
	16471	Midholm	273	0.17
	2071	Market Place	375	0.23
	18729	Blandford Close	333	0.21
	16473	Belvedere Court	500	0.31
	16475	Aylmer Road	280	0.17
EFLYSN	14632	East Finchley Station	392	0.24
	12912	Fairlawn Avenue	375	0.23
	16027	Twyford Avenue	274	0.17
	16025	Midhurst Avenue	443	0.28
	16023	Fortismere Avenue	215	0.13
	16021	Muswell Hill Road	334	0.21
MHILBYN	1147	Muswell Hill	285	0.18
	1146	Queens Avenue	136	0.08
	80010	Meadow Drive	278	0.17
	1912	Colney Hatch Lane	277	0.17
	16019	St Andrew's Church	195	0.12
	201	Rosebery Road	314	0.20
	33037	Victoria Road	346	0.21
	16017	Albert Road	307	0.19
	25163	Woodfield Way	477	0.30
BDGNSN	1100	Bounds Green Station	354	0.22
	25369	York Road	263	0.16
	1605	Bowes Road	212	0.13
	34927	Pymmes Road	406	0.25
PALMBR	BP5587	Palmerston Road	385	0.24
	26230	Green Lanes	270	0.17
	7562	Melville Gardens	376	0.23
	12936	Chequers Way	397	0.25
	16013	Ulster Gardens	371	0.23
	12934	Franlaw Crescent	269	0.17
EDMTCME	14128	Cambridge Roundabout / Kendal Gardens	305	0.19
	14109	North Middlesex Hospital	398	0.25
	922	Pymmes Park	510	0.32
	BP2679	Victoria Road	212	0.13
UPEDAS	1697	Angel Corner / Silver Street Station	331	0.21
	12313	Angel Corner	203	0.13
	12311	Shrubbery Road	548	0.34
	12307	Edmonton Green Police Station	205	0.13
	BP4234	Edmonton Green Station	210	0.13
EDMGBSA	BP4951	Edmonton Green Bus Station	216	0.13
Total Route Mileage - Back Direction			15465	9.61
			Metres	Miles