

7. Service Specification

Route: 109/N109

Contract Reference: QC46801

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	Route No. 109: Croydon, Park Street and Brixton Station Route No. N109: Croydon, Park Street and Oxford Circus
Contract Basis	Incentivised
Commencement Date	31 st January 2015
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	10.2 metres long and 2.5 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard - Route No. 109	Average Excess Wait Time - No more than 1.10 minutes
Extension Threshold - Route No. 109	Average Excess Wait Time Threshold - 0.95 minutes
Minimum Operated Mileage Standard - Route No. 109	No less than 98.00%
Departing On Time - Route No. N109	Departing on Time - No less than 82.00%
Minimum Operated Mileage Standard - Route No. N109	No less than 99.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 31st March 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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 109.

- From 1st March 2014, one additional early morning journey is specified on Route No. 109 to depart Croydon, Katharine Street at 0420 on Mondays to Fridays only.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route Nos. 109 & N109.

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

Croydon, Katharine Street to Brixton Station			Brixton, Police Station to Croydon, Park Street		
First departure no later than 0420.			First departure no later than 0500.		
0415 - 0440	Every 20 minutes		0455 - 0600	Every 15 minutes	
0441 - 0510	Every 15 minutes		0601 - 0640	Every 10 minutes	
0511 - 0550	Every 10 minutes		0641 - 0655	Every 8 minutes	
0551 - 0615	Every 8 minutes		0656 - 0740	Every 6 minutes	
0616 - 0715	Every 6 minutes		0741 - 0840	Every 5-6 minutes (11 buses per hour)	
0716 - 0815	Every 5-6 minutes (11 buses per hour)		0841 - 1945	Every 6 minutes	
0816 - 1920	Every 6 minutes		1946 - 2005	Every 8 minutes	
1921 - 1935	Every 8 minutes		2006 - 0005	Every 10 minutes	
1936 - 2315	Every 10 minutes		0006 - 0020	Every 12 minutes	
2316 - 2340	Every 12 minutes		0021 - 0055	Every 15 minutes	
2341 - 0045	Every 15 minutes				
Last departure no earlier than 0040.			Last departure no earlier than 0050.		
Pinchpoints					
Streatham, St Leonards Church	0740 - 0910	6 minutes	Thornton Heath Bus Garage, London Road	0740 - 0910	6 minutes
	1535 - 1705	6 minutes		1505 - 1635	6 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Croydon, Katharine Street to Brixton Station			Brixton, Police Station to Croydon, Park Street		
First departure no later than 0440.			First departure no later than 0500.		
0435 - 0630	Every 15 minutes		0455 - 0645	Every 15 minutes	
0631 - 0720	Every 12 minutes		0646 - 0730	Every 12 minutes	
0721 - 0750	Every 10 minutes		0731 - 0855	Every 10 minutes	
0751 - 0815	Every 8 minutes		0856 - 0910	Every 8 minutes	
0816 - 1805	Every 6 minutes		0911 - 1905	Every 6 minutes	
1806 - 1825	Every 8 minutes		1906 - 1935	Every 8 minutes	
1826 - 2315	Every 10 minutes		1936 - 0005	Every 10 minutes	
2316 - 2340	Every 12 minutes		0006 - 0020	Every 12 minutes	
2341 - 0045	Every 15 minutes		0021 - 0055	Every 15 minutes	
Last departure no earlier than 0040.			Last departure no earlier than 0050.		
Pinchpoints					
Streatham, St Leonards Church	0920 - 1120	6 minutes	Thornton Heath Bus Garage, London Road	0950 - 1150	6 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Croydon, Katharine Street to Brixton Station			Brixton, Police Station to Croydon, Park Street		
First departure no later than 0440.			First departure no later than 0500.		
0435 - 0730	Every 15 minutes		0455 - 0830	Every 15 minutes	
0731 - 0820	Every 12 minutes		0831 - 0915	Every 12 minutes	
0821 - 2250	Every 10 minutes		0916 - 0005	Every 10 minutes	
2251 - 2340	Every 12 minutes		0006 - 0020	Every 12 minutes	
2341 - 0045	Every 15 minutes		0021 - 0055	Every 15 minutes	
Last departure no earlier than 0040.			Last departure no earlier than 0050.		
Pinchpoints					
Streatham, St Leonards Church	1050 - 1150	10 minutes	Thornton Heath Bus Garage, London Road	1040 - 1140	10 minutes

3.4) NIGHTLY

Croydon, Katharine Street to Oxford Circus, Harewood Place			Oxford Circus, Harewood Place to Croydon, Park Street		
First departure no later than 0045.			First departure no later than 0040.		
0040 - 0430	Every 20 minutes		0035 - 0425	Every 20 minutes	
Last departure no earlier than 0425.			Last departure no earlier than 0420.		

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 109 should be separated from Route No. 60 between West Croydon Station, London Road and Thornton Heath, Galpins Road during all periods, where possible.
- 4.2) Route No. 109 should be separated from Route No. 250 between Streatham High Road, Green Lane and Brixton Station during all periods, where possible.
- 4.3) Route No. N109 should interwork with Route No. N159 between Streatham, St Leonards Church and Oxford Circus, Regent Street during all nights, where possible.
- 4.4) Route No. 109 should interwork with Route No. N109 to form a seamless 24 hour service between Croydon, Park Street and Brixton Station.
- 4.5) Route Nos. 109 & N109 can suffer from unpredictable traffic delays in the Streatham and Brixton areas.
- 4.6) A proposal exists in the Croydon area to reorganise standing arrangements. This may affect the standing arrangements of Route Nos. 109 & N109 in the near future.

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

- 5.1) ROUTE RECORD
As per Busnet print out.
- 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 109: Croydon, Park Street - Brixton Station

Date of Structural Change: 31 January 2015.

Date of Service Change: 31 January 2015.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Brixton Station: Katharine Street, St George's Walk, Park Street, Park Lane, Wellesley Road, Station Road, London Road, Thornton Heath Pond, London Road, Streatham High Road, Streatham Hill, Brixton Hill, Brixton Road.

Towards Croydon, Park Street: Brixton Road, Brixton Hill, Streatham Hill, Streatham High Road, London Road, Streatham High Road, London Road, Thornton Heath Pond, London Road, North End, Poplar Walk, Wellesley Road, Croydon Bus Bridge, Park 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.

CROYDON, PARK STREET

Public stand for four buses on south side of Park Street, commencing 8 metres east of the boundary wall of 36/38 and extending 45 metres east.

Buses proceed from Park Street direct to stand, departing via Park Street and Croydon High Street to Katharine Street. Set down in Park Street, at Stop Z4 (BP2081 - Park Street, Last Stop on LOR: BP2081 - Park Street) and pick up in Katharine Street, at Stop KL (BP1549 - Croydon Library, First Stop on LOR: BP1549 - Croydon Library).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 109 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:	Croydon Town Centre.
OTHER INFORMATION:	Toilet facilities are to be confirmed..

WEST CROYDON BUS STATION (from BRIXTON STATION)

Private stand for 14 buses in West Croydon Bus Station on east side of Station Road. Buses proceed from Poplar Walk via Wellesley Road, Station Road and West Croydon Bus Station to stand, departing via West Croydon Bus Station to Station Road. Set down in Poplar Walk, at Stop WE (BP1916 - Poplar Walk, Last Stop on LOR: BP1916 - Poplar Walk) and pick up in Station Road, at Stop B4 (R0852 - West Croydon Bus Station, First Stop on LOR: R0852 - West Croydon Bus 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: West Croydon.

NORBURY STATION (from BRIXTON STATION)

Buses proceed from London Road via Norbury Crescent and St Helen's Road departing to London Road. Set down {Not Specified}, at stop A (24404 - Norbury Station #, Last Stop on LOR: 24404 - Norbury Station #) and pick up {Not Specified}, at stop B (4425 - Norbury Station #, First Stop on LOR: 4425 - Norbury Station #).

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

STREATHAM HIGH ROAD, GREEN LANE (from Croydon, Park Street)

Public stand for three buses on south side of Hermitage Lane, commencing at the party wall of Nos. 1/3 and extending 33 metres north-east.

Buses proceed from Streatham High Road via Streatham Common South, Voss Court, Streatham High Road, Green Lane and Hermitage Lane to stand, departing via Hermitage Lane and Streatham High Road to London Road. Set down in Streatham High Road, at stop CL (15100 - Kempshott Road, Last Stop on LOR: 15100 - Kempshott Road) and pick up {Not Specified}, at stop A (24404 - Norbury Station #, First Stop on LOR: 24404 - Norbury 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: Streatham, Green Lane.

STREATHAM STATION (from Croydon, Park Street)

Buses proceed from Streatham High Road via Streatham Station Bus Stand departing to Streatham High Road. Set down in Streatham High Road, at stop SJ (25860 - Streatham Station #, Last Stop on LOR: 25860 - Streatham Station #) and pick up in Streatham High Road, at stop SC (716 - Streatham Station #, First Stop on LOR: 716 - Streatham Station #).

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

STREATHAM HILL, TELFORD AVENUE (from Croydon, Park Street)

Private stand in Arriva's Brixton Bus Garage on east side of Streatham Hill opposite Telford Avenue.

Buses proceed from Streatham Hill via Brixton Garage to stand, departing via Brixton Garage to Streatham Hill. Set down in Streatham Hill, at Stop S (1764 - Barrhill Road, Last Stop on LOR: 1764 - Barrhill Road) and pick up in Streatham Hill, at Stop W (27495 - Telford Avenue, First Stop on LOR: 27495 - Telford Avenue).

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: Streatham Hill, Telford Avenue.

STREATHAM HILL STATION (from Croydon, Park Street)

Buses proceed from Streatham High Road via Drewstead Road, Bridge To Sternhold Avenue, Sternhold Avenue and Streatham Hill departing to Streatham High Road. Set down in Streatham High Road, at Stop K (36915 - Mount Ephraim Road, Last Stop on LOR: 36915 - Mount Ephraim Road) and pick up in Streatham High Road, at Stop F (464 - Leigham Court Road, First Stop on LOR: 464 - Leigham Court Road).

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

BRIXTON, STOCKWELL PARK WALK

Public stand for ten buses on the north side of Stockwell Park Walk commencing 15 metres east of a point opposite Astoria Walk and extending 123 metres west.

Buses proceed from Brixton Road via Stockwell Road and Stockwell Park Walk to stand, departing via Stockwell Park Walk to Brixton Road. Set down in Brixton Road, at Stop R (14622 - Brixton Station <> #, Last Stop on LOR: 14622 - Brixton Station <> #) and pick up in Brixton Road, at Stop G (26408 - Brixton Road / Brixton Police Station, First Stop on LOR: 26408 - Brixton Road / Brixton Police Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 3 buses on Route 109 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:	Brixton.
OTHER INFORMATION:	Toilet facilities available 24 hours a day.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE N109: Croydon, Park Street - Oxford Circus

Date of Structural Change: 31 January 2015.

Date of Service Change: 31 January 2015.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Oxford Circus: Katharine Street, St George's Walk, Park Street, Park Lane, Wellesley Road, Station Road, London Road, Thornton Heath Pond, London Road, Streatham High Road, Streatham Hill, Brixton Hill, Brixton Road, Kennington Park Road, Kennington Road, Westminster Bridge Road, Westminster Bridge, Bridge Street, Bus-Only Right Turn, Parliament Street, Whitehall, Charing Cross, Trafalgar Square (South Side), Cockspur Street, Pall Mall, Waterloo Place, Regent Street, Piccadilly Circus, Regent Street, Hanover Street, Hanover Square, Harewood Place.

Towards Croydon, Park Street: Regent Street, Piccadilly Circus, Haymarket, Cockspur Street, Trafalgar Square (South Side), Charing Cross, Whitehall, Parliament Street, Bridge Street, Westminster Bridge, Westminster Bridge Road, Kennington Road, Kennington Park Road, Brixton Road, Camberwell New Road, Brixton Road, Effra Road, St Matthew's Road, Brixton Hill, Streatham Hill, Streatham High Road, London Road, Streatham High Road, London Road, Thornton Heath Pond, London Road, North End, Poplar Walk, Wellesley Road, Croydon Bus Bridge, Park 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.

CROYDON, PARK STREET

Public stand for four buses on south side of Park Street, commencing 8 metres east of the boundary wall of 36/38 and extending 45 metres east.

Buses proceed from Park Street direct to stand, departing via Park Street and Croydon High Street to Katharine Street. Set down in Park Street, at Stop Z4 (BP2081 - Park Street) and pick up in Katharine Street, at Stop KL (BP1549 - Croydon Library).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 109 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:	Croydon Town Centre.

WEST CROYDON BUS STATION (from OXFORD CIRCUS)

Private stand for 14 buses in West Croydon Bus Station on east side of Station Road. Buses proceed from Poplar Walk via Wellesley Road, Station Road and West Croydon Bus Station to stand, departing via West Croydon Bus Station to Station Road. Set down in Poplar Walk, at Stop WE (BP1916 - Poplar Walk, Last Stop on LOR: BP1916 - Poplar Walk) and pick up in Station Road, at Stop B4 (R0852 - West Croydon Bus Station, First Stop on LOR: R0852 - West Croydon Bus 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:	West Croydon.

THORNTON HEATH BUS GARAGE

Private stand on forecourt of Arriva's Thornton Heath Bus Garage in Whitehall Road.

From Croydon, Park Street.

Buses proceed from London Road via Whitehall Road and Thornton Heath Bus Garage to stand, departing via Thornton Heath Bus Garage and Whitehall Road to London Road. Set down in London Road, at Stop D (15108 - Croydon University Hospital, Last Stop on LOR: 15108 - Croydon University Hospital) and pick up in London Road, at Stop G (37002 - Thornton Heath Pond, First Stop on LOR: 37002 - Thornton Heath Pond).

From Oxford Circus.

Buses proceed from London Road via Thornton Heath Pond, London Road, Whitehall Road and Thornton Heath Bus Garage to stand, departing via Thornton Heath Bus Garage and Whitehall Road to London Road. Set down in London Road, at Stop T (807 - Colliers Water Lane, Last Stop on LOR: 807 - Colliers Water Lane) and pick up in London Road, at Stop J (26981 - Thornton Heath Pond, First Stop on LOR: 26981 - Thornton Heath Pond).

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:	Thornton Heath Pond.

STREATHAM HIGH ROAD, GREEN LANE (from OXFORD CIRCUS)

Public stand for three buses on south side of Hermitage Lane, commencing at the party wall of Nos. 1/3 and extending 33 metres north-east.

Buses proceed from Streatham High Road via Green Lane and Hermitage Lane to stand, departing via Hermitage Lane to Streatham High Road. Set down in Streatham High Road, at Stop CJ (1832 - Arragon Gardens, Last Stop on LOR: 1832 - Arragon Gardens) and pick up in Streatham High Road, at Stop CK (1833 - Arragon Gardens, First Stop on LOR: 1833 - Arragon Gardens).

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:	Streatham, Green Lane.

STREATHAM STATION (from Croydon, Park Street)

Buses proceed from Streatham High Road via Streatham Station Bus Stand departing to Streatham High Road. Set down in Streatham High Road, at stop SJ (25860 - Streatham Station #, Last Stop on LOR: 25860 - Streatham Station #) and pick up in Streatham High Road, at stop SC (716 - Streatham Station #, First Stop on LOR: 716 - Streatham Station #).

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

STREATHAM HILL, TELFORD AVENUE (from Croydon, Park Street)

Buses proceed from Streatham Hill via Brixton Garage to stand, departing via Brixton Garage to Streatham Hill. Set down in Streatham Hill, at stop TA (R0420 - Telford Avenue, Last Stop on LOR: 1764 - Barrhill Road) and pick up in Streatham Hill, at stop W (27495 - Telford Avenue, First Stop on LOR: 27495 - Telford Avenue).

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: Streatham Hill, Telford Avenue.

KENNINGTON, VASSALL ROAD (from Croydon, Park Street)

Public stand for two buses on north side of Vassall Road, outside Holland Town Community Hall.

Buses proceed from Brixton Road via Camberwell New Road, Kennington Park Road, Clapham Road, Caldwell Street and Vassall Road to stand, departing via Vassall Road, Foxley Road and Camberwell New Road to Brixton Road. Set down in Brixton Road, at Stop H (517 - Kennington Church, Last Stop on LOR: 517 - Kennington Church) and pick up in Brixton Road, at Stop J (4730 - Kennington Church, First Stop on LOR: 4730 - Kennington 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: Kennington Church.

KENNINGTON, KENNINGTON LANE (from Croydon, Park Street)

Public stand for one bus on south side of Kennington Lane, commencing 45 metres east of White Hart Street and extending 12 metres east.

Buses proceed from Kennington Road via Chester Way and Kennington Lane to stand, departing via Kennington Lane to Kennington Road. Set down in Kennington Road, at Stop KH (2650 - Kennington Lane, Last Stop on LOR: 2650 - Kennington Lane) and pick up in Kennington Road, at Stop KQ (26763 - Windmill Row, First Stop on LOR: 26763 - Windmill Row).

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:	Kennington Lane.

TRAFALGAR SQUARE, NORTHUMBERLAND AVENUE, SOUTH SIDE (from Croydon, Park Street)

Public stand for four buses on south side of Northumberland Avenue in 2 parts:

1. For two buses commencing at a point 16 metres east of the centre-line of Great Scotland Yard, extending 25 metres east;
2. For two buses commencing at a point 55 metres west of centre-line of Whitehall Place, extending 25 metres east.

Buses proceed from Whitehall via Horse Guards Avenue, Victoria Embankment and Northumberland Avenue to stand, departing via Northumberland Avenue and Charing Cross to Whitehall. Set down in Whitehall (7867 - Horse Guards Parade, Last Stop on LOR: 7867 - Horse Guards Parade) and pick up in Whitehall, at Stop M (17681 - Whitehall / Trafalgar Square, First Stop on LOR: 17681 - Whitehall / Trafalgar Square).

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:	Trafalgar Square.

OXFORD CIRCUS, HAREWOOD PLACE

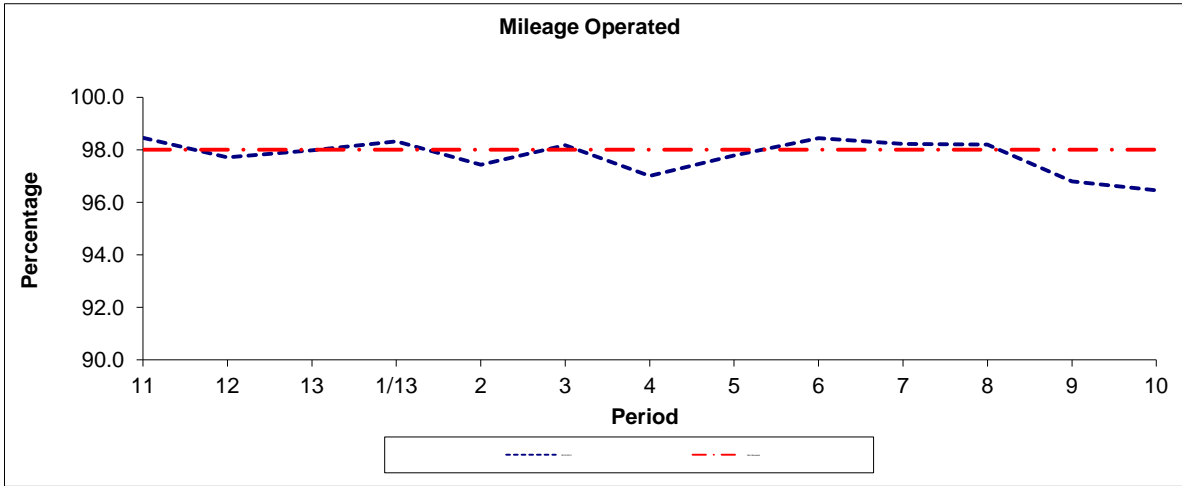
Public stand for two buses on west side of Harewood Place, commencing 40 metres north of Hanover Square (northern arm) and extending 21 metres south.

Buses proceed from Harewood Place direct to stand, departing via Holles Street, Cavendish Square and Cavendish Place to Regent Street. Set down in Harewood Place, at alighting point AP (34848 - Oxford Circus, Last Stop on LOR: 34848 - Oxford Circus) and pick up in Regent Street, at Stop RF (33062 - Oxford Circus Station <> / Margaret Street).

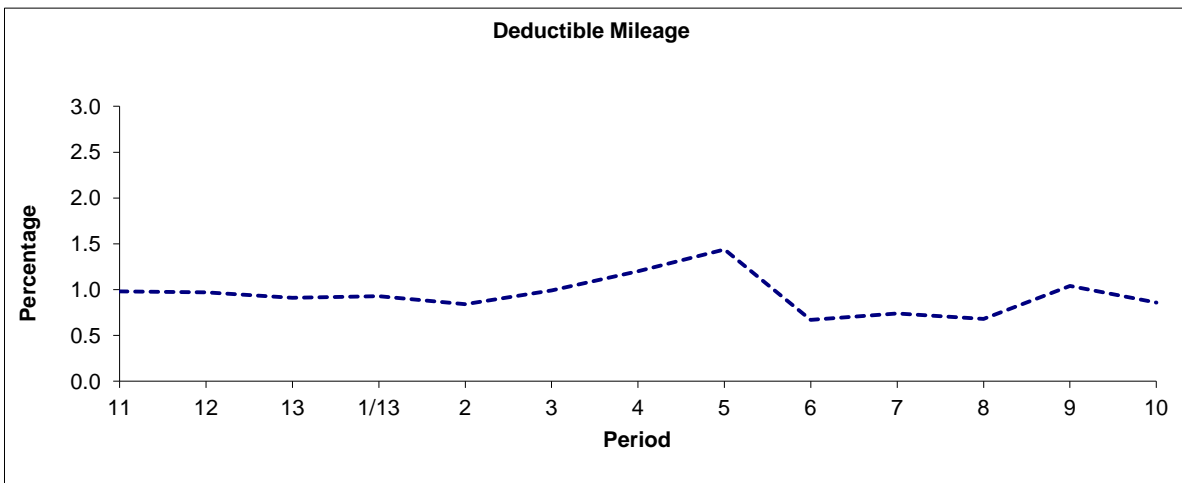
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route N109 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Oxford Circus.

PART B - PERFORMANCE STATISTICS

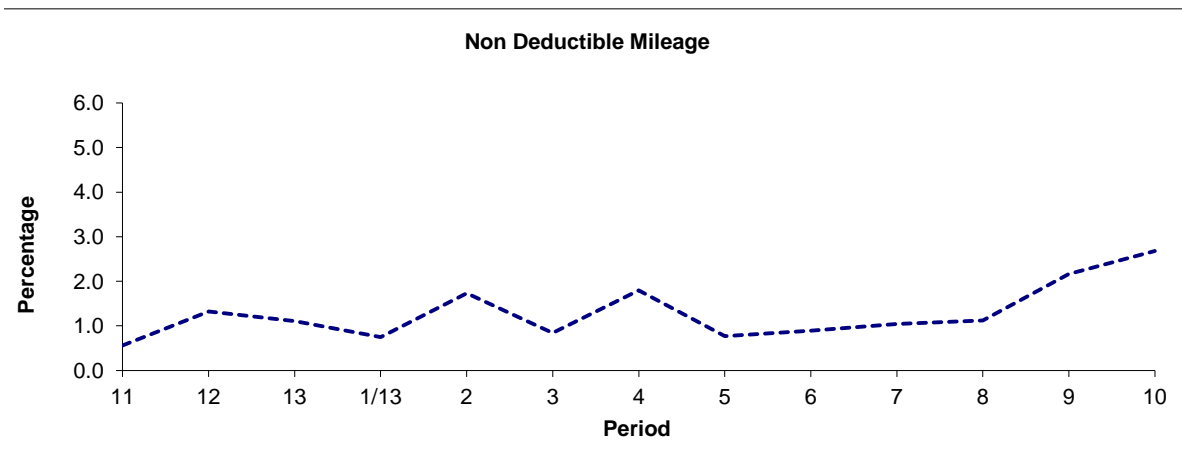
Route 109



Period	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2012/2013	98.46	97.71	97.98	98.32	97.43	98.17	97.00	97.79	98.44	98.22	98.20	96.80	96.46
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	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2012/2013	0.98	0.97	0.91	0.93	0.84	0.99	1.20	1.44	0.67	0.74	0.68	1.04	0.86

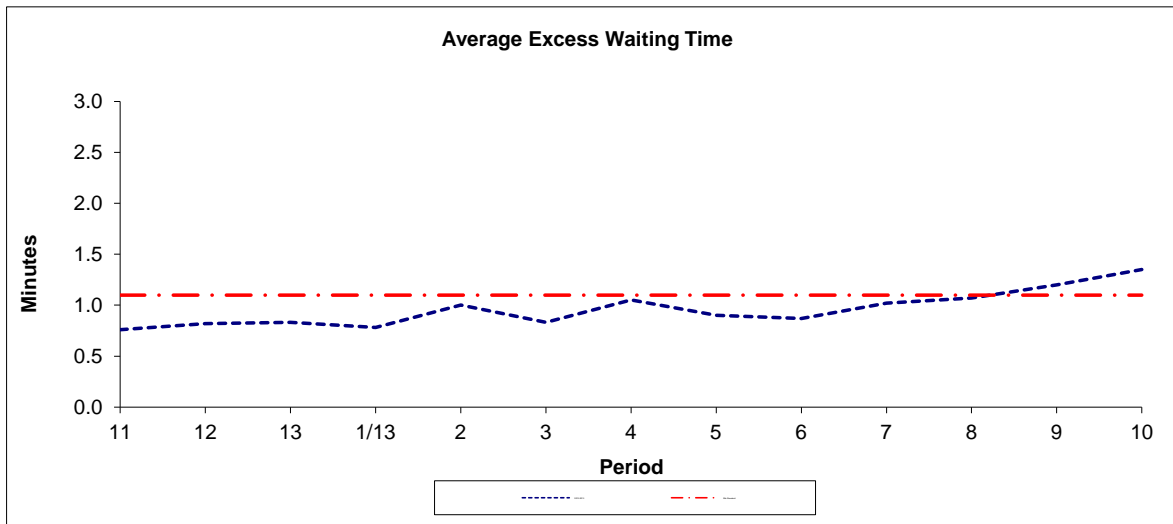


Period	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2012/2013	0.56	1.32	1.11	0.75	1.73	0.84	1.80	0.77	0.89	1.04	1.12	2.16	2.68

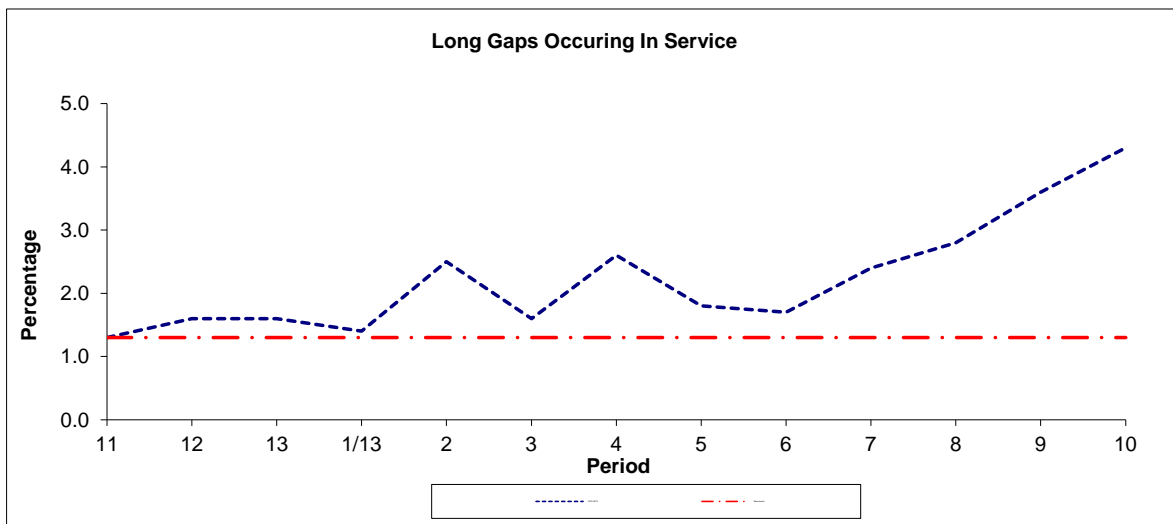
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 109



Period	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2012-2013	0.76	0.82	0.83	0.78	1.00	0.83	1.05	0.90	0.87	1.02	1.07	1.20	1.35
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

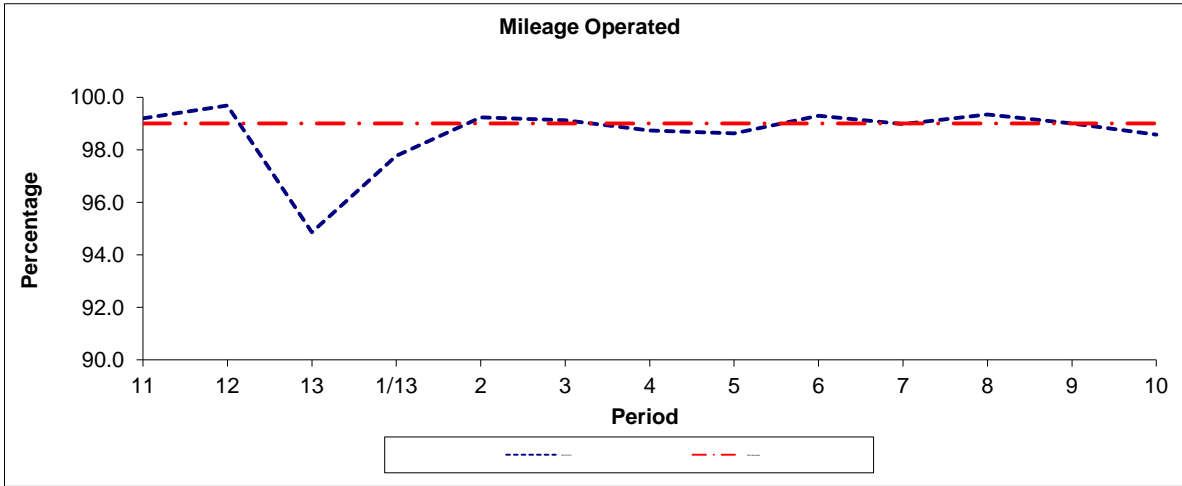


Period	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2012-2013	1.3	1.6	1.6	1.4	2.5	1.6	2.6	1.8	1.7	2.4	2.8	3.6	4.3
Benchmark	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3

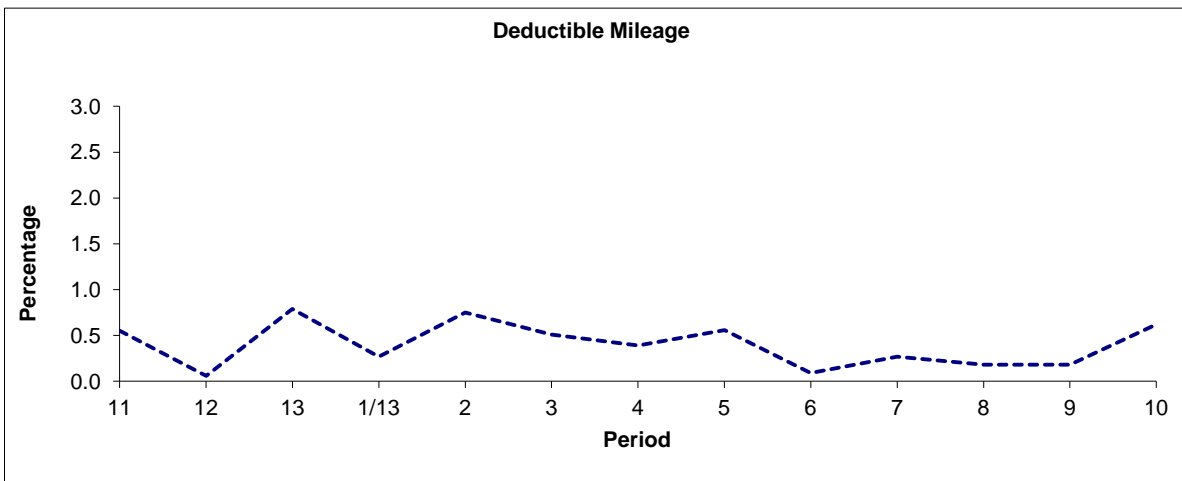
Note : Reliability is actual performance under full iBus (4 weeks data).
 Minimum Standards and Benchmarks are those applicable under the new contract.

PART B - PERFORMANCE STATISTICS

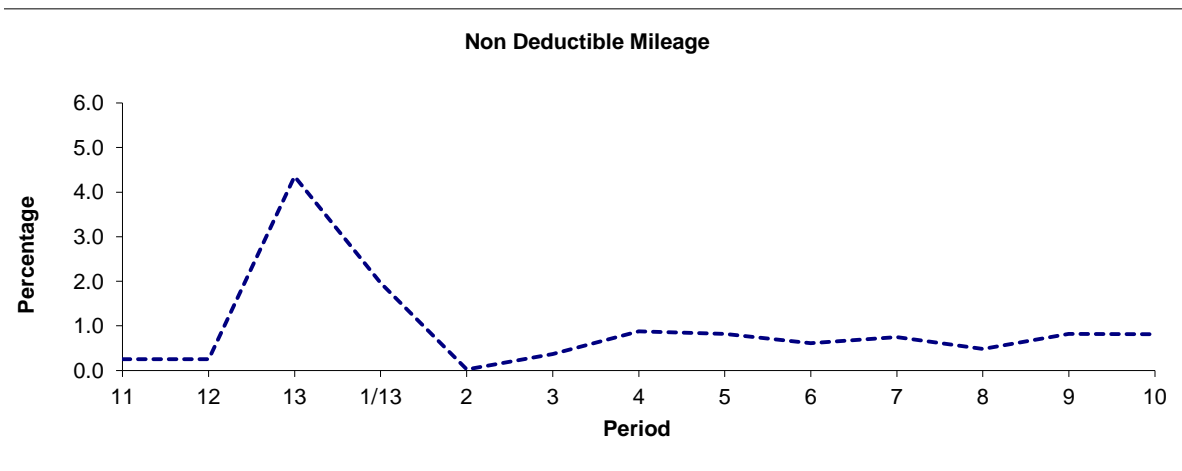
Route N109



Period	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2012/2013	99.20	99.69	94.86	97.77	99.23	99.12	98.73	98.62	99.30	98.98	99.34	99.00	98.57
Min Standard	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00



Period	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2012/2013	0.55	0.06	0.79	0.27	0.75	0.51	0.39	0.56	0.09	0.27	0.18	0.18	0.62

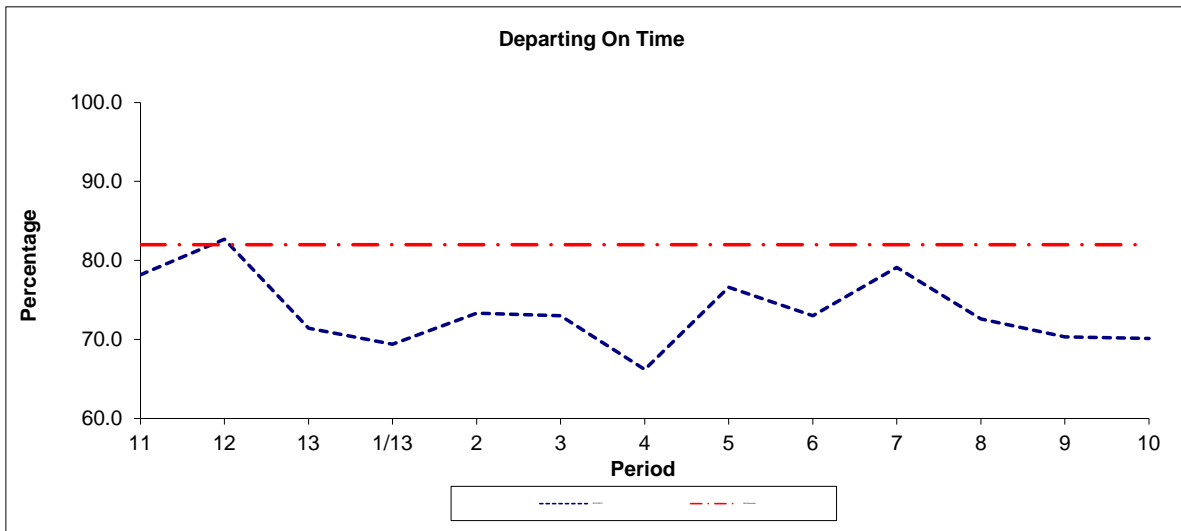


Period	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2012/2013	0.25	0.25	4.35	1.96	0.02	0.37	0.88	0.82	0.61	0.75	0.48	0.82	0.81

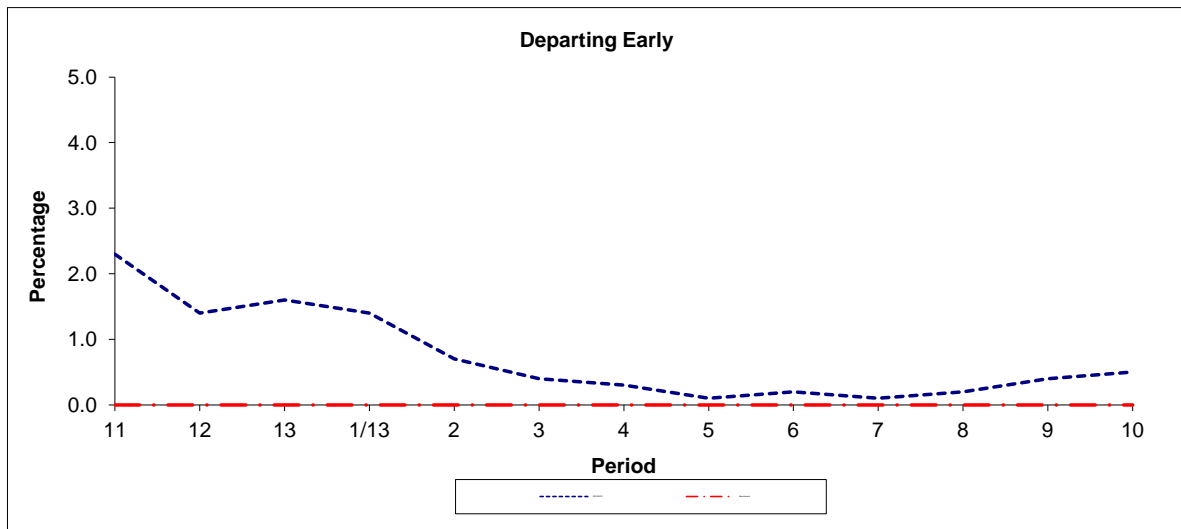
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route N109



Period	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2012/2013	78.2	82.7	71.4	69.4	73.3	73.0	66.2	76.6	73.0	79.1	72.6	70.3	70.1
Min Standard	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0



Period	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2012/2013	2.3	1.4	1.6	1.4	0.7	0.4	0.3	0.1	0.2	0.1	0.2	0.4	0.5
Benchmark	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

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

**ROUTE 109 - FULL iBUS RESULTS BY TIME OF DAY
 QUARTER 4 12/13 TO QUARTER 3 13/14 (05/01/13 - 03/01/14)**

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	33,625.	97.1	5.06	0.46	5.51	88.2	11.5	0.3	0.0	0.2	38
0700 - 1000	93,886.	97.4	2.88	0.93	3.81	95.5	4.3	0.1	0.0	2.4	41
1000 - 1300	89,160.	97.2	3.00	0.83	3.83	96.0	3.9	0.1	0.0	1.7	54
1300 - 1600	88,791.	97.0	3.00	1.02	4.03	94.4	5.4	0.2	0.0	2.8	48
1600 - 1900	88,476.	98.1	2.99	1.04	4.03	94.5	5.3	0.2	0.0	2.8	49
1900 - 2200	66,221.	99.5	4.02	0.79	4.81	90.1	9.5	0.3	0.0	1.5	41
2200 - 2400	35,881.	98.4	4.96	0.66	5.62	85.4	14.1	0.4	0.0	0.5	37
Summary	496,040.	97.8	3.24	0.92	4.16	93.8	5.9	0.2	0.0	2.2	54

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	4,905.	96.9	7.34	0.44	7.78	68.8	30.0	1.0	0.1	0.1	51
0700 - 1000	13,696.	98.4	4.14	0.63	4.76	91.8	8.0	0.2	0.0	0.4	33
1000 - 1300	18,071.	97.6	3.01	0.79	3.80	96.0	3.4	0.2	0.3	1.9	44
1300 - 1600	17,840.	95.6	3.00	1.32	4.32	92.3	7.4	0.3	0.0	4.2	37
1600 - 1900	17,630.	97.5	3.04	1.21	4.25	93.1	6.5	0.3	0.1	3.5	49
1900 - 2200	11,864.	99.4	4.60	1.39	5.99	80.7	17.8	1.4	0.1	3.1	51
2200 - 2400	7,459.	97.0	4.97	0.93	5.90	82.7	16.8	0.5	0.0	0.6	38
Summary	91,465.	97.5	3.55	1.06	4.61	90.8	8.7	0.4	0.1	2.7	51

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	5,328.	97.8	7.49	0.45	7.95	65.8	32.6	1.5	0.1	0.1	43
0700 - 1000	9,958.	99.6	6.19	0.43	6.62	79.5	19.9	0.6	0.0	0.1	37
1000 - 1300	12,840.	96.3	4.94	0.67	5.61	86.2	13.3	0.5	0.0	0.5	36
1300 - 1600	12,342.	95.1	4.94	1.41	6.35	79.6	18.3	1.8	0.3	2.1	52
1600 - 1900	12,108.	98.6	4.98	1.33	6.32	80.2	18.1	1.5	0.2	1.6	50
1900 - 2200	12,523.	98.2	4.96	1.25	6.21	81.1	17.4	1.4	0.1	1.6	44
2200 - 2400	8,071.	101.0	5.13	0.56	5.69	85.4	14.4	0.2	0.0	0.2	44
Summary	73,170.	97.9	5.13	1.05	6.18	81.5	17.2	1.2	0.1	1.2	52

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	43,858.	97.2	5.45	0.46	5.91	84.7	14.8	0.4	0.0	0.2	51
0700 - 1000	117,540.	97.7	3.15	0.88	4.03	94.4	5.4	0.2	0.0	2.1	41
1000 - 1300	120,071.	97.2	3.22	0.81	4.03	94.9	4.8	0.2	0.1	1.6	54
1300 - 1600	118,973.	96.6	3.20	1.11	4.31	92.5	7.0	0.4	0.1	2.9	52
1600 - 1900	118,214.	98.0	3.18	1.09	4.27	93.0	6.6	0.4	0.0	2.8	50
1900 - 2200	90,608.	99.3	4.20	0.91	5.11	88.0	11.4	0.6	0.0	1.7	51
2200 - 2400	51,411.	98.6	4.98	0.68	5.67	85.0	14.5	0.4	0.0	0.5	44
Summary	660,675.	97.7	3.45	0.95	4.40	92.3	7.3	0.3	0.0	2.2	54

ROUTE N109 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 4 12/13 TO QUARTER 3 13/14 (05/01/13 - 03/01/14)

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	56,422.	99.6	98.9	81.6	1.5	1.0	16.0
Summary	56,422.	99.6	98.9	81.6	1.5	1.0	16.0

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	12,236.	98.4	96.4	68.9	4.4	0.4	26.2
Summary	12,236.	98.4	96.4	68.9	4.4	0.4	26.2

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	12,963.	99.1	94.9	59.3	7.3	0.5	32.9
Summary	12,963.	99.1	94.9	59.3	7.3	0.5	32.9

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	81,621.	99.3	97.9	73.3	3.6	0.7	22.4
Summary	81,621.	99.3	97.9	73.3	3.6	0.7	22.4

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

Route 109
 Service change 30270
 Date 31/03/2012
 QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CROYKS	BP1549	Croydon Library		
	SL33	Park Street	214	0.13
	10813	Whitgift Centre	362	0.22
WCROBS	R0852	West Croydon Bus Station	507	0.32
	BP2000	West Croydon Station	252	0.16
	15112	Montague Road	239	0.15
	4417	Sumner Road	442	0.27
	15110	Broad Green Avenue	194	0.12
	25866	Canterbury Road	198	0.12
	15108	Croydon University Hospital	390	0.24
THGRLR	26981	Thornton Heath Pond	338	0.21
	15106	Colliers Water Lane	288	0.18
	15600	Langdale Road	290	0.18
	1164	Galpins Road	440	0.27
	15104	Ederline Avenue	294	0.18
	15102	Tylecroft Road	443	0.28
NBRYSN	4425	Norbury Station	380	0.24
	15602	Hermitage Lane	404	0.25
	1833	Arragon Gardens	308	0.19
	15100	Kempshott Road	288	0.18
	4868	Streatham Common / Greyhound Lane	251	0.16
	25860	Streatham Station	485	0.30
STRESL	SL37	St Leonard's Church	364	0.23
	4865	Becmead Avenue	517	0.32
	2403	Kingscourt Road	196	0.12
	36915	Mount Ephraim Road	161	0.10
	25856	Streatham Hill Stn / Streatham Hill	408	0.25
	1764	Barrhill Road	163	0.10
SMHLTA	25666	Telford Avenue	248	0.15
	43	Christchurch Road	194	0.12
	2397	Holmewood Road	267	0.17
	706	New Park Road	214	0.13
	707	Jebb Avenue / Brixton Prison	274	0.17
	710	Blenheim Gardens	390	0.24
	2395	Rush Common	333	0.21
	24458	Lambeth Town Hall	333	0.21
BRIXSN	14622	Brixton Station	295	0.18
Total Route Mileage - Out Direction			11364	7.06
			Metres	Miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
BRIXPS	26408	Brixton Road / Brixton Police Station		
	233	Brixton Station	442	0.27
	2396	Rush Common	373	0.23
	4725	Brixton Water Lane	279	0.17
	709	Blenheim Gardens	245	0.15
	708	Jebb Avenue / Brixton Prison	222	0.14
	705	New Park Road	415	0.26
	2398	Holmewood Road	205	0.13
	R0417	Streatham Hill / Christchurch Road	310	0.19
SMHLTA	27495	Telford Avenue	256	0.16
	29450	Streatham Hill Stn / Streatham Hill	312	0.19
	464	Leigham Court Road	266	0.17
	3019	Mount Ephraim Road	143	0.09
	2404	Kingscourt Road	138	0.09
	466	Becmead Avenue	273	0.17
STRESL	468	St Leonards Church	476	0.30
	716	Streatham Station	360	0.22
	35036	Streatham United Reformed Church	153	0.10
	474	Streatham Common / Greyhound Lane	339	0.21
	1832	Arragon Gardens	485	0.30
	15101	Hermitage Lane	297	0.18
NBRYSN	24404	Norbury Station	230	0.14
	25865	St Helen's Road	347	0.22
	R0543	Tylecroft Road	194	0.12
	15105	Ederline Avenue	430	0.27
	4419	London Road / Galpins Road	486	0.30
	15601	Heathview Road	227	0.14
	15107	Langdale Road	186	0.12
	807	Colliers Water Lane	188	0.12
THGRLR	37002	Thornton Heath Pond	357	0.22
	R0525	Dunheved Road North	135	0.08
	1441	Croydon University Hospital	301	0.19
	15111	Broad Green Avenue	374	0.23
	4418	Sumner Road	370	0.23
	15113	Montague Road	187	0.12
WCROSN	4420	West Croydon Station	316	0.20
	BP1916	Poplar Walk	292	0.18
	34317	Whitgift Centre	242	0.15
CROYPS	BP2081	Park Street	493	0.31
Total Route Mileage - Back Direction			11344	7.05
			Metres	Miles

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

Route N109
 Service change 32494
 Date 24/01/2013
 QSI Points are highlighted.

OUT DIRECTION					
Timing Point Code	Stop Number	Stop Name	Metres	Miles	
CROYKS	BP1549	Croydon Library			
	SL33	Park Street	214	0.13	
	10813	Whitgift Centre	362	0.22	
WCROBS	R0852	West Croydon Bus Station	507	0.32	
	BP2000	West Croydon Station	252	0.16	
	15112	Montague Road	239	0.15	
	4417	Sumner Road	442	0.27	
	15110	Broad Green Avenue	194	0.12	
	25866	Canterbury Road	198	0.12	
	15108	Croydon University Hospital	390	0.24	
THGRLR	26981	Thornton Heath Pond	338	0.21	
	15106	Colliers Water Lane	288	0.18	
	15600	Langdale Road	290	0.18	
	1164	Galpins Road	440	0.27	
	15104	Ederline Avenue	294	0.18	
	15102	Tylecroft Road	443	0.28	
	NBRYSN	4425	Norbury Station	380	0.24
		15602	Hermitage Lane	404	0.25
		1833	Arragon Gardens	304	0.19
		15100	Kempshott Road	292	0.18
4868		reatham Common / Greyhound La	251	0.16	
91240		Streatham Station	379	0.24	
STRESL	SL37	St Leonard's Church	470	0.29	
	4865	Becmead Avenue	517	0.32	
	2403	Kingscourt Road	196	0.12	
	36915	Mount Ephraim Road	161	0.10	
	25856	Streatham Hill Stn / Streatham Hil	408	0.25	
	1764	Barrhill Road	163	0.10	
	SMHLTA	25666	Telford Avenue	248	0.15
		43	Christchurch Road	194	0.12
2397		Holmewood Road	267	0.17	
706		New Park Road	214	0.13	
707		Jebb Avenue / Brixton Prison	274	0.17	
710		Blenheim Gardens	390	0.24	
2395		Rush Common	333	0.21	
24458		Lambeth Town Hall	333	0.21	
BRIXSN		14622	Brixton Station	295	0.18
		236	rixton Road / Brixton Police Static	370	0.23
	2393	Villa Road	213	0.13	
	4726	Loughborough Road	244	0.15	
	2391	Groveyway	346	0.21	
	BP2394	Hillyard Street	225	0.14	
	451	Vassall Road	289	0.18	
	KENNCH	517	Kennington Church	390	0.24
25649		Kennington Park	361	0.22	
26761		Kennington Park Post Office	180	0.11	
384		Windmill Row	300	0.19	
2650		Kennington Lane	247	0.15	
26764		Fitzalan Street	321	0.20	
25654		nington Road / Imperial War Musi	325	0.20	
LMBNSN		25652	Lambeth North Station	277	0.17
		4741	Lower Marsh	232	0.14
		26487	Westminster Bridge / County Hall	430	0.27
WMINPS	996	Parliament Square	591	0.37	
	7867	Horse Guards Parade	251	0.16	
	TFSQCS	BP3503	Trafalgar Square	524	0.33
17683		Regent Street / Charles II Street	333	0.21	
PCIRRS		BP5840	Piccadilly Circus		
	16573	Conduit Street / Hamleys Toy Store			
	34848	Oxford Circus	517	0.32	
OXFCHP					
Total Route Mileage - Out Directio			19082	11.86	
			19082	11.86	

BACK DIRECTION					
Timing Point Code	Stop Number	Stop Name	Metres	Miles	
OXFCRM	33062	Oxford Circus Stn / Margaret Stree			
	16575	Oxford Circus Station	158	0.10	
	16574	Conduit Street / Hamleys Toy Store	296	0.18	
PCIRRS	150	Piccadilly Circus	410	0.25	
	157	Haymarket	373	0.23	
	BP3508	Trafalgar Sq / Charing Cross Stn	262	0.16	
	17681	Whitehall / Trafalgar Square	300	0.19	
TFSQWH	14756	Whitehall / Horseguards Avenue	142	0.09	
	R0470	Horse Guards Parade	110	0.07	
	1000	Westminster Stn / Parliament Squa	308	0.19	
	26826	Westminster Bridge / County Hall	636	0.40	
	4742	Lower Marsh	290	0.18	
LMBNSN	25653	Lambeth North Station	290	0.18	
	2382	nington Road / Imperial War Muse	387	0.24	
	26765	Fitzalan Street	301	0.19	
	386	Kennington Lane	261	0.16	
	26763	Windmill Row	235	0.15	
	4736	Kennington Park Post Office	317	0.20	
	KENNCH	4730	Kennington Church	552	0.34
452		Vassall Road	494	0.31	
2392		Groveyway	289	0.18	
4727		Loughborough Road	414	0.26	
2394		Villa Road	251	0.16	
BRIXPS	26408	Brixton Road / Brixton Police Statio	244	0.15	
BRIXSN	233	Brixton Station	442	0.27	
	2396	Rush Common	373	0.23	
	4725	Brixton Water Lane	279	0.17	
	709	Blenheim Gardens	245	0.15	
	708	Jebb Avenue / Brixton Prison	222	0.14	
	705	New Park Road	415	0.26	
	2398	Holmewood Road	205	0.13	
	R0417	Streatham Hill / Christchurch Roac	310	0.19	
	SMHLTA	27495	Telford Avenue	256	0.16
		29450	Streatham Hill Stn / Streatham Hil	312	0.19
464		Leigham Court Road	266	0.17	
3019		Mount Ephraim Road	143	0.09	
2404		Kingscourt Road	138	0.09	
466		Becmead Avenue	273	0.17	
STRESL		468	St Leonards Church	476	0.30
		716	Streatham Station	359	0.22
		35036	Streatham United Reformed Churcl	153	0.10
		474	reatham Common / Greyhound La	339	0.21
	1832	Arragon Gardens	485	0.30	
	15101	Hermitage Lane	297	0.18	
	NBRYSN	24404	Norbury Station	230	0.14
		25865	St Helen's Road	347	0.22
R0543		Tylecroft Road	194	0.12	
15105		Ederline Avenue	430	0.27	
4419		London Road / Galpins Road	486	0.30	
15601		Heathview Road	227	0.14	
15107		Langdale Road	186	0.12	
THGRLR	807	Colliers Water Lane	188	0.12	
	37002	Thornton Heath Pond	357	0.22	
	R0525	Dunheved Road North	135	0.08	
	1441	Croydon University Hospital	301	0.19	
	15111	Broad Green Avenue	374	0.23	
WCROSN	4418	Sumner Road	370	0.23	
	15113	Montague Road	187	0.12	
	4420	West Croydon Station	316	0.20	
	BP1916	Poplar Walk	292	0.18	
CROYPS	34317	Whitgift Centre	242	0.15	
	BP2081	Park Street	493	0.31	
Total Route Mileage - Back Directio			18663	11.60	
			18663	11.60	