

7. Service Specification

Route: 328

Contract Reference: QC51802

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	328
Terminus Points	Golders Green Station Forecourt to Chelsea, Limerston Street/Chelsea, King's Road
Contract Basis	Incentivised
Commencement Date	30 th April 2016
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	10.6 metres long and 2.44 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Average Excess Wait Time - No more than 1.30 minutes
Extension Threshold	Average Excess Wait Time Threshold - 1.20 minutes
Minimum Operated Mileage Standard	No less than 99.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 22nd June 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 No. 328.

- From 16th May 2015, buses will resume setting down and picking up in Golders Green Bus Station as repair works will be completed.

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:

- Mondays to Saturdays Daytime frequencies are reduced from every 6-7 minutes (9 buses per hour) to every 8 minutes.
- Tenderers should refer to the schedules dated 6th May 2014 rather than the current temporary schedules.

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.

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.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

Ex Golders Green Station Forecourt, Stop GC, buses are diverted from Edith Grove via Cremorne Road, Cheyne Walk and Beaufort Street to King's Road for arrivals at Chelsea, King's Road from first bus until 0630 AND from 2300 until last bus daily. Buses will stand at King's Road stand.

Towards Golders Green Station Forecourt, Stop GA, buses will depart from Chelsea, King's Road from first bus until 0630 AND from 2300 until last bus daily.

Between the hours of 0630 and 2300 daily, buses will operate via normal line of routing and stand at Chelsea, Limerston Street stand.

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Golders Green Station Forecourt, Stop GC to Chelsea, Limerston Street/Chelsea, King's Road			Chelsea, Limerston Street/Chelsea, King's Road to Golders Green Station Forecourt, Stop GA		
First departure no later than 0450.			First departure no later than 0450.		
0445 - 0535	Every 15 minutes		0445 - 0550	Every 15 minutes	
0536 - 0555	Every 10 minutes		0551 - 0620	Every 10 minutes	
0556 - 1940	Every 8 minutes		0621 - 1935	Every 8 minutes	
1941 - 0040	Every 10 minutes		1936 - 0040	Every 10 minutes	
Last departure no earlier than 0035.			Last departure no earlier than 0035.		
Pinchpoints					
High Street Kensington Station	0705 - 0905	8 minutes	West Hampstead Station	0715 - 0915	8 minutes
	1500 - 1630	8 minutes		1500 - 1630	8 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Golders Green Station Forecourt, Stop GC to Chelsea, Limerston Street/Chelsea, King's Road			Chelsea, Limerston Street/Chelsea, King's Road to Golders Green Station Forecourt, Stop GA		
First departure no later than 0450.			First departure no later than 0450.		
0445 - 0535	Every 15 minutes		0445 - 0550	Every 15 minutes	
0536 - 0725	Every 10 minutes		0551 - 0730	Every 10 minutes	
0726 - 1905	Every 8 minutes		0731 - 1905	Every 8 minutes	
1906 - 0040	Every 10 minutes		1906 - 0040	Every 10 minutes	
Last departure no earlier than 0035.			Last departure no earlier than 0035.		
Pinchpoints					
High Street Kensington Station	0900 - 1100	8 minutes	West Hampstead Station	0900 - 1100	8 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

Golders Green Station Forecourt, Stop GC to Chelsea, Limerston Street/Chelsea, King's Road			Chelsea, Limerston Street/Chelsea, King's Road to Golders Green Station Forecourt, Stop GA		
First departure no later than 0450.			First departure no later than 0450.		
0445 - 0805	Every 15 minutes		0445 - 0820	Every 15 minutes	
0806 - 0905	Every 12 minutes		0821 - 0905	Every 12 minutes	
0906 - 0040	Every 10 minutes		0906 - 0040	Every 10 minutes	
Last departure no earlier than 0035.			Last departure no earlier than 0035.		
Pinchpoints					
High Street Kensington Station	0945 - 1135	10 minutes	West Hampstead Station	0950 - 1140	10 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 328 should interwork with Route No. 31 between Kilburn High Road Station and Maida Hill, The Chippenham on all evenings and be separated during all other periods.
- 4.2) Route No. 328 can suffer from unpredictable traffic delays in the Golders Green, Kilburn, Harrow Road, Notting Hill and Earls Court areas.
- 4.3) A high level of trading takes place on Sundays in the Golders Green area.
- 4.4) Home matches at Chelsea Football Club can cause traffic congestion in Fulham Broadway, West Brompton and the surrounding areas.
- 4.5) Events and shows at Earls Court Exhibition Centre can cause traffic congestion in the Warwick Road and Cromwell Road area.
- 4.6) The Notting Hill Carnival is an annual event held in the Notting Hill area over the late Summer Bank Holiday period and affects several LBSL contracted bus services. The arrangements for serving the area are flexible and depend on what advance information is provided by bodies such as the Metropolitan Police. Prior to the event, London Buses Officials will discuss service provision with those Operators who are involved.
- 4.7) 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 in the Westbourne Park area could affect Route No. 328.
- 4.8) Two continuous largely segregated cycle routes through central London are proposed. Route No. 328 will be affected by the East-West Cycle Superhighway which will be between Tower Hill and Acton. Route No. 328 will also be affected by the construction of the East-West Cycle Superhighway during 2015/2016.

**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 328: Golders Green Station - Chelsea, Worlds End, Limerston Street

Date of Structural Change: 30 April 2016.

Date of Service Change: 30 April 2016.

Reason for Issue: New tender.

STREETS TRAVERSED

Towards Chelsea, Worlds End, Limerston Street: Golders Green Bus Station Forecourt, North End Road, Finchley Road, Fortune Green Road, West End Lane, Quex Road, Kilburn High Road, Cambridge Avenue, Cambridge Gardens (East Arm), Rudolph Road, Kilburn Park Road, Shirland Road, Chippenham Road, Elgin Avenue, Great Western Road, Westbourne Park Road, Chepstow Road, Pembridge Villas, Pembridge Road, Notting Hill Gate, Palace Gardens Terrace, Kensington Mall, Kensington Church Street, Kensington High Street, Earl's Court Road, Redcliffe Gardens, Fulham Road, Edith Grove, King's Road, Hobury Street, Lamont Road, Limerston Street.

Special Journey towards Chelsea, King's Road:

After 2300 buses operate from Edith Grove, then via Cremorne Road, Cheyne Walk, Beaufort Street, King's Road to King's Road Stand.

Towards Golders Green Station: Limerston Street, King's Road, Gunter Grove, Finborough Road, Warwick Road, Pembroke Road, Earl's Court Road, Kensington High Street, Kensington Church Street, Notting Hill Gate, Pembridge Road, Pembridge Villas, Chepstow Road, Westbourne Park Road, Great Western Road, Elgin Avenue, Chippenham Road, Shirland Road, Kilburn Park Road, Rudolph Road, Cambridge Gardens (East Arm), Cambridge Avenue, Kilburn High Road, Quex Road, West End Lane, Fortune Green Road, Finchley Road, Golders Green Bus Station Forecourt.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

GOLDERS GREEN STATION FORECOURT, STAND G C

Private stand for 2 buses prior to Stop GC in Golders Green Bus Station on north side of North End Road. When stand is full buses should use overflow stand opposite Stops GI and GH.

Buses proceed from Golders Green Bus Station Forecourt direct to stand, departing to Golders Green Bus Station Forecourt. Set down in Golders Green Bus Station Forecourt, at Stop B (BP269 - Golders Green Station <>, Last Stop on LOR: BP269 - Golders Green Station <>) and pick up in Golders Green Bus Station Forecourt, at Stop GC (R0803 - Golders Green Station <>, First Stop on LOR: R0803 - Golders Green Station <>).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: None.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Golders Green.

CHILDS HILL (from CHELSEA, WORLDS END, LIMERSTON STREET)

Buses proceed from Finchley Road via Cricklewood Lane, Lyndale Avenue and Cricklewood Lane departing to Finchley Road. Set down in Finchley Road, at Stop L (4705 - Childs Hill / Cricklewood Lane, Last Stop on LOR: 4705 - Childs Hill / Cricklewood Lane) and pick up in Finchley Road, at Stop F (33180 - Hendon Way, First Stop on LOR: 33180 - Hendon Way).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Finchley Road, Hendon Way.

WEST HAMPSTEAD, WEST END GREEN (from CHELSEA, WORLDS END, LIMERSTON STREET)

Buses proceed from West End Lane via West End Lane (East Side) departing to West End Lane. Set down in West End Lane, at Stop R (12043 - West End Green, Last Stop on LOR: 12043 - West End Green) and pick up in West End Lane, at Stop T (12044 - West End Green, First Stop on LOR: 12044 - West End Green).

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

KILBURN, QUEX ROAD (from CHELSEA, WORLDS END, LIMERSTON STREET)

Public stand for one bus on north side of Quex Road, commencing 25 metres east of junction with Kingsgate Road and extending 17 metres west.

Buses proceed from Quex Road direct to stand, departing via Quex Road, Abbey Road, Belsize Road and Kilburn High Road to Cambridge Avenue. Set down in Quex Road, at Stop K (1638 - Quex Road, Last Stop on LOR: 1638 - Quex Road) and pick up in Cambridge Avenue, at Stop Y (1622 - Kilburn High Rd Stn # / Cambridge Avenue, First Stop on LOR: 1622 - Kilburn High Rd Stn # / Cambridge 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:	Kilburn, Quex Road.
OTHER INFORMATION:	-Buses which are curtailed should be limited to a maximum of 5 minutes stand time.

KILBURN HIGH ROAD

From Chelsea, Worlds End, Limerston Street.

Buses proceed from Quex Road via Abbey Road, Belsize Road and Kilburn High Road departing to Cambridge Avenue. Set down in Quex Road, at stop K (1638 - Quex Road, Last Stop on LOR: 1638 - Quex Road) and pick up in Cambridge Avenue, at stop Y (1622 - Kilburn High Rd Stn # / Cambridge Avenue, First Stop on LOR: 1622 - Kilburn High Rd Stn # / Cambridge Avenue).

From Golders Green Station.

Buses proceed from West End Lane via Abbey Road and Belsize Road departing to Kilburn High Road. Set down in West End Lane, at stop D (33332 - Woodchurch Road, Last Stop on LOR: 33332 - Woodchurch Road) and pick up in Kilburn High Road, at stop P (14341 - Kilburn High Road, First Stop on LOR: 14341 - Kilburn High Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Kilburn High Road Station.
OTHER INFORMATION:	Daily after 1200 hrs.

KILBURN PARK STATION, CAMBRIDGE GARDENS

Public stand for five buses in 2 portions:

1- For three buses in east arm of Cambridge Gardens, alongside garden enclosure, commencing at party wall of Nos. 15/16 and extending 35 metres south.

2- For two buses in south arm of Cambridge Gardens, alongside garden enclosure, commencing 17 metres west of centre of Cambridge Gardens (east arm) and extending 21 metres west.

From Chelsea, Worlds End, Limerston Street.

Buses proceed from Rudolph Road via Cambridge Gardens (East Arm), Cambridge Gardens (West Arm) and Cambridge Gardens (South Arm) to stand, departing via Cambridge Gardens (East Arm), Cambridge Gardens (West Arm), Cambridge Gardens (South Arm) and Rudolph Road to Kilburn Park Road. Set down in Rudolph Road, at Stop KC (34385 - Rudolph Road, Last Stop on LOR: 34385 - Rudolph Road) and pick up in Kilburn Park Road, at Stop MB (34384 - Carlton Vale, First Stop on LOR: 34384 - Carlton Vale).

From Golders Green Station.

Buses proceed from Cambridge Avenue via Cambridge Gardens (West Arm) and Cambridge Gardens (South Arm) to stand, departing via Cambridge Gardens (South Arm) and Cambridge Gardens (East Arm) to Cambridge Avenue. Set down in Cambridge Avenue, at Stop KB (10241 - Kilburn Park Station <>, Last Stop on LOR: 10241 - Kilburn Park Station <>) and pick up in Cambridge Avenue, at Stop KA (10240 - Kilburn Park Station <>, First Stop on LOR: 10240 - Kilburn Park 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:	Kilburn Park.

MAIDA HILL, CHIPPENHAM GARDENS

Public stand for two buses at bus stop on north side of Chippenham Gardens, commencing 15 metres west of Kilburn Park Road and extending 25 metres west.

From Chelsea, Worlds End, Limerston Street.

Buses proceed from Chippenham Road via Shirland Road, Malvern Road and Chippenham Gardens to stand, departing via Chippenham Gardens to Kilburn Park Road. Set down in Chippenham Road, at Stop MR (34991 - Chippenham Road / Shirland Road, Last Stop on LOR: 34991 - Chippenham Road / Shirland Road) and pick up in Kilburn Park Road, at Stop MD (48 - Shirland Road, First Stop on LOR: 48 - Shirland Road).

From Golders Green Station.

Buses proceed from Kilburn Park Road via Shirland Road, Malvern Road and Chippenham Gardens to stand, departing via Chippenham Gardens to Kilburn Park Road. Set down in Kilburn Park Road, at Stop MD (48 - Shirland Road, Last Stop on LOR: 48 - Shirland Road) and pick up in Kilburn Park Road, at Stop MU (34797 - Chippenham Gardens, First Stop on LOR: 34797 - Chippenham 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:	Maida Hill, The Chippenham.

WESTBOURNE PARK STATION (from Golders Green Station)

Buses proceed from Great Western Road (Southbound) via Westbourne Park Road, Chepstow Road, Talbot Road, Shrewsbury Road and Westbourne Park Road departing to Great Western Road. Set down in Great Western Road, at Stop B (11701 - Westbourne Park Station <>, Last Stop on LOR: 11701 - Westbourne Park Station <>) and pick up in Great Western Road, at Stop P (11698 - Brunel Estate, First Stop on LOR: 11698 - Brunel Estate).

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

NOTTING HILL GATE, KENSINGTON CHURCH STREET, WEST SIDE

Public stand for two bus on west side of Kensington Church Street adjacent to No 223, commencing 47 metres south of the southern kerbline of Notting Hill Gate and extending 22 metres south.

From Chelsea, Worlds End, Limerston Street.

Buses proceed from Kensington Church Street direct to stand, departing via Kensington Church Street and Notting Hill Gate to Palace Gardens Terrace. Set down in Kensington Church Street, at Stop G (25053 - Notting Hill Gate Station <>, Last Stop on LOR: 25053 - Notting Hill Gate Station <>) and pick up in Palace Gardens Terrace, at Stop K (1266 - Palace Gardens Terr / Notting Hill Gte, First Stop on LOR: 1266 - Palace Gardens Terr / Notting Hill Gte).

From Golders Green Station.

Buses proceed from Palace Gardens Terrace via Kensington Mall and Kensington Church Street to stand, departing to Kensington Church Street. Set down in Palace Gardens Terrace, at Stop K (1266 - Palace Gardens Terr / Notting Hill Gte, Last Stop on LOR: 1266 - Palace Gardens Terr / Notting Hill Gte) and pick up in Kensington Church Street, at Stop G (25053 - Notting Hill Gate Station <>, First Stop on LOR: 25053 - Notting Hill Gate 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:	Notting Hill Gate.

HIGH STREET KENSINGTON STATION

From Chelsea, Worlds End, Limerston Street.

Buses proceed from Kensington High Street via Argyll Road, Phillimore Walk and Campden Hill Road departing to Kensington High Street. Set down in Kensington High Street, at stop U (27496 - Phillimore Gardens, Last Stop on LOR: 27496 - Phillimore Gardens) and pick up in Kensington High Street, at stop T (27497 - Phillimore Gardens, First Stop on LOR: 27497 - Phillimore Gardens).

From Golders Green Station.

Buses proceed from Kensington High Street via Argyll Road, Phillimore Walk and Phillimore Gardens departing to Kensington High Street. Set down in Kensington High Street, at stop E (82 - High Street Kensington Station <>, Last Stop on LOR: 82 - High Street Kensington Station <>) and pick up in Kensington High Street, at stop U (27496 - Phillimore Gardens, First Stop on LOR: 27496 - Phillimore Gardens).

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

KENSINGTON, POLICE STATION (from Golders Green Station)

Buses proceed from Earl's Court Road via West Cromwell Road, Warwick Road and Pembroke Road departing to Earl's Court Road. Set down in Earl's Court Road, at Stop H (1566 - Cromwell Road, Last Stop on LOR: 1566 - Cromwell Road) and pick up in Earl's Court Road, at Stop P (11165 - Scarsdale Villas, First Stop on LOR: 11165 - Scarsdale Villas).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Kensington, Commonwealth Institute.

EARL'S COURT STATION (from Golders Green Station)

Buses proceed from Earl's Court Road via Old Brompton Road departing to Warwick Road. Set down in Earl's Court Road, at Stop L (11162 - Earls Court Road / Old Brompton Road, Last Stop on LOR: 11162 - Earls Court Road / Old Brompton Road) and pick up in Warwick Road, at Stop B (29940 - Earls Court Square, First Stop on LOR: 29940 - Earls Court Square).

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

FULHAM ROAD, ST STEPHENS HOSPITAL (from Golders Green Station)

Buses proceed from Redcliffe Gardens via Fulham Road departing to Finborough Road. Set down in Redcliffe Gardens, at Stop HK (1064 - Fulham Road / Chelsea & Westminster Hosp, Last Stop on LOR: 1064 - Fulham Road / Chelsea & Westminster Hosp) and pick up in Finborough Road, at Stop HL (29937 - Fulham Road, First Stop on LOR: 29937 - Fulham Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Chelsea, Redcliffe Gardens.

CHELSEA, LIMERSTON STREET

Public stand for three buses on east side of Limerston Street, commencing 9 metres north of the northern kerbline of King's Road and extending 32 metres north.

Buses proceed from Limerston Street direct to stand, departing to Limerston Street. Set down in Limerston Street, at Stop QX (36575 - Limerston Street, Last Stop on LOR: 36575 - Limerston Street) and pick up in Limerston Street, at Stop QX (36575 - Limerston Street, First Stop on LOR: 36575 - Limerston Street).

AVAILABILITY:	Available from 06:30 until 23:00 only. Buses on Route 328 must not use this stand outside these times.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 328 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:	Chelsea, World's End.

CHELSEA, KINGS ROAD

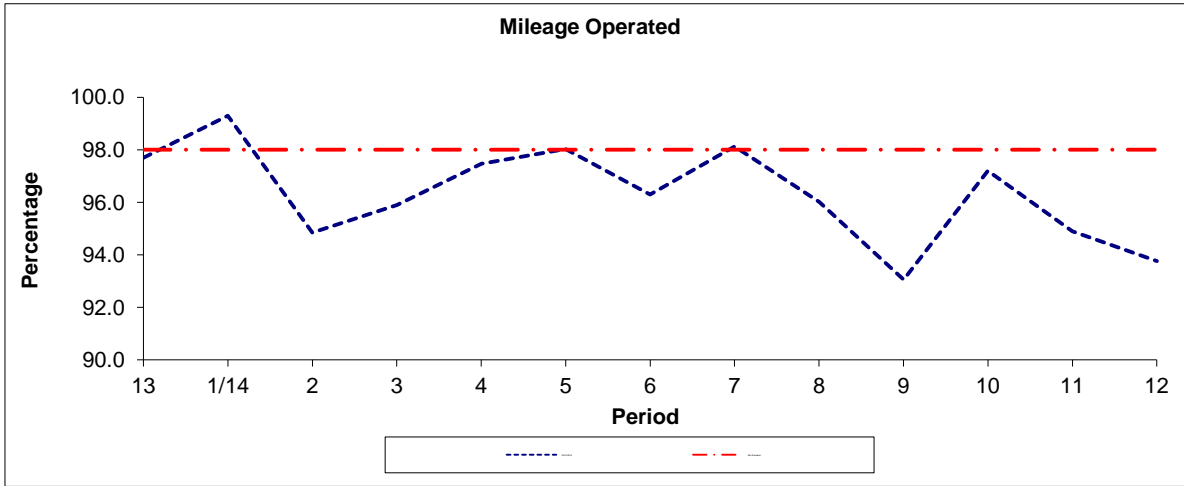
Public stand for two buses on south side of Kings Road, commencing outside No.421 and extending 20 metres east.

Buses proceed from King's Road Stand direct to stand, departing via King's Road Stand to King's Road. Set down in King's Road Stand, at stop QZ (29615 - Chelsea Worlds End, Last Stop on LOR: 29615 - Chelsea Worlds End) and pick up in King's Road, at Stop QR (11297 - Edith Grove / Worlds End, First Stop on LOR: 11297 - Edith Grove / Worlds End).

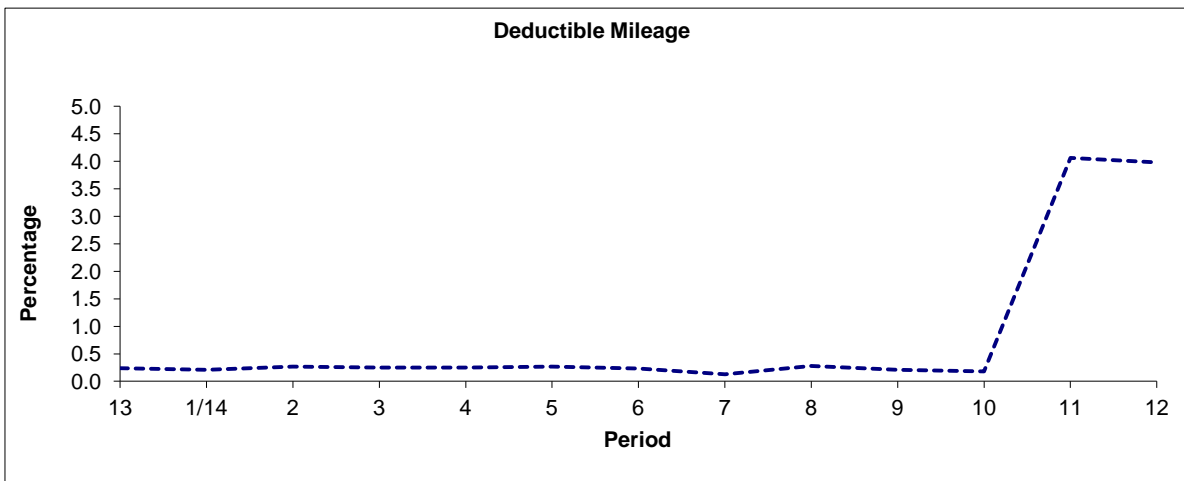
AVAILABILITY:	Available from 23:00 until 06:30 only. Buses on Route 328 must not use this stand outside these times.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 328 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Chelsea, World's End.

PART B - PERFORMANCE STATISTICS

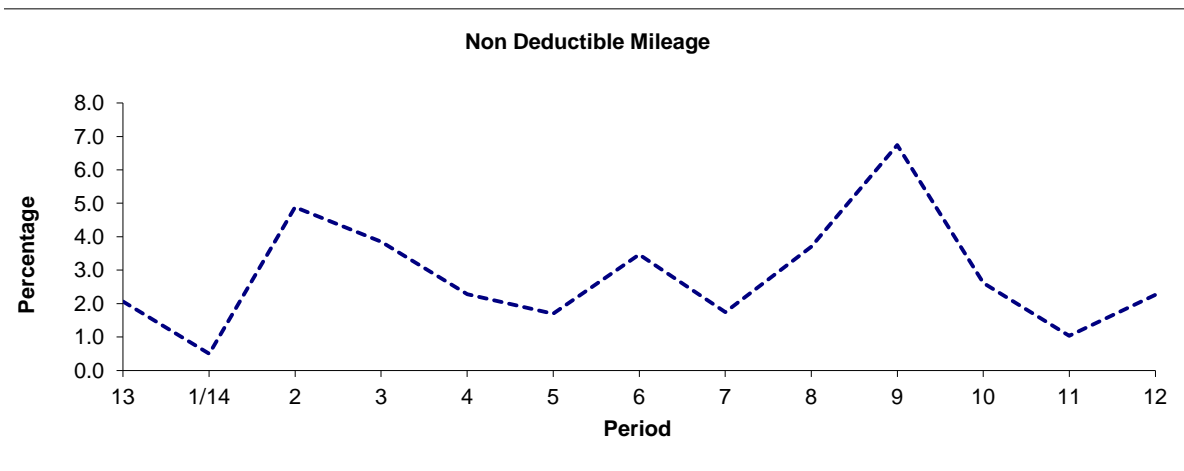
Route 328



Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	97.70	99.29	94.85	95.90	97.47	98.03	96.30	98.13	96.02	93.05	97.20	94.90	93.76
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	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	0.24	0.21	0.27	0.25	0.25	0.27	0.23	0.13	0.28	0.21	0.18	4.06	3.98

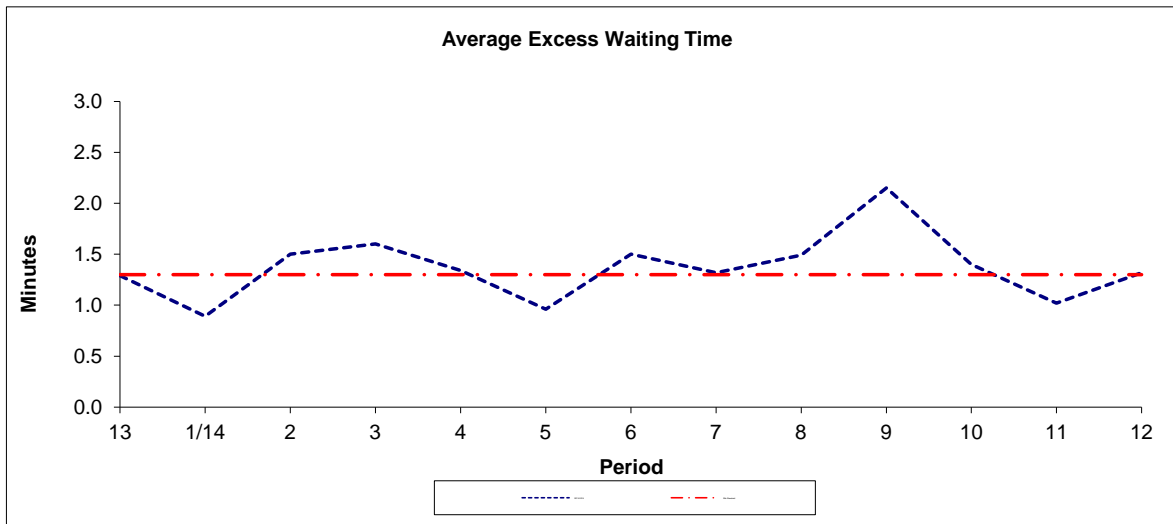


Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	2.06	0.50	4.88	3.85	2.28	1.70	3.47	1.74	3.70	6.74	2.62	1.04	2.26

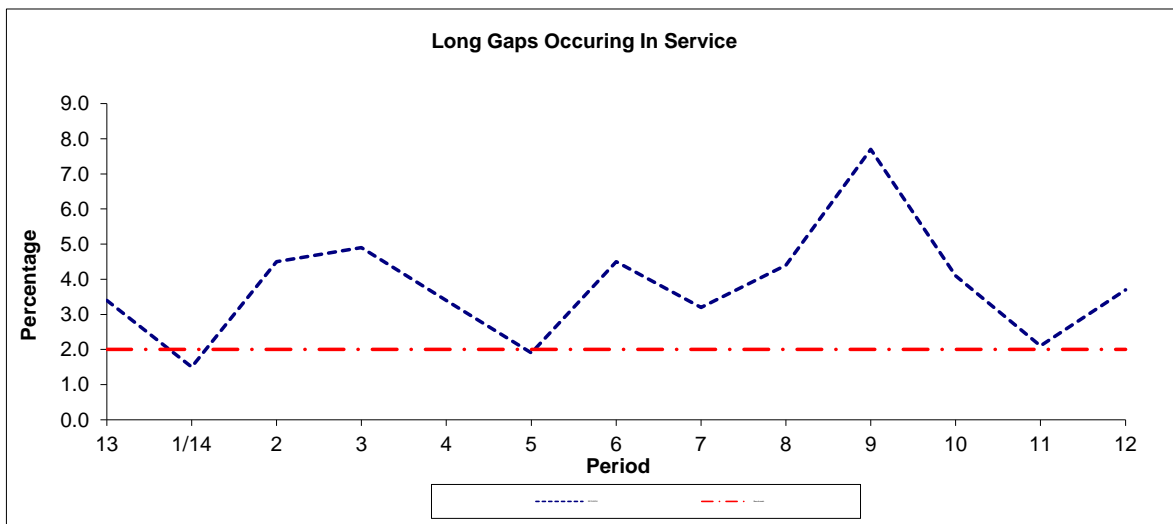
Note : Mileage is based on 4 weeks data
 Deductible mileage performance adversely affected by industrial action by drivers in periods 11 and 12.

PART B - PERFORMANCE STATISTICS

Route 328



Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013-2014	1.29	0.89	1.50	1.60	1.34	0.96	1.50	1.32	1.49	2.15	1.40	1.02	1.32
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	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013-2014	3.4	1.5	4.5	4.9	3.4	1.9	4.5	3.2	4.4	7.7	4.1	2.1	3.7
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.

**ROUTE 328 - FULL iBUS RESULTS BY TIME OF DAY
 QUARTER 4 13/14 TO QUARTER 3 14/15 (04/01/14 - 02/01/15)**

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	51,026.	96.2	5.05	0.74	5.79	86.2	13.3	0.4	0.1	0.3	58
0700 - 1000	120,126.	96.2	3.30	1.30	4.60	90.3	9.0	0.6	0.0	3.9	45
1000 - 1300	118,021.	95.3	3.34	1.43	4.77	89.5	9.7	0.7	0.1	4.2	56
1300 - 1600	120,714.	95.5	3.30	1.38	4.68	90.1	9.2	0.6	0.1	4.0	53
1600 - 1900	118,326.	94.4	3.33	1.70	5.03	87.6	10.9	1.2	0.3	5.8	58
1900 - 2200	98,808.	96.2	3.91	1.45	5.37	85.9	12.6	1.2	0.3	4.2	80
2200 - 2400	53,397.	98.9	4.83	1.14	5.97	84.0	14.8	1.0	0.2	1.4	72
Summary	680,418.	95.8	3.50	1.43	4.93	88.6	10.4	0.9	0.2	4.2	80

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	9,292.	98.0	5.94	0.58	6.51	81.7	17.9	0.4	0.1	0.2	51
0700 - 1000	22,585.	98.5	3.73	0.81	4.54	92.9	7.0	0.1	0.0	0.7	29
1000 - 1300	25,422.	97.1	3.31	1.26	4.57	90.8	8.7	0.4	0.1	3.2	40
1300 - 1600	25,333.	93.2	3.33	1.71	5.04	87.6	11.2	1.1	0.2	5.6	64
1600 - 1900	24,945.	95.7	3.35	1.52	4.87	88.8	10.1	0.9	0.1	4.6	48
1900 - 2200	18,665.	97.2	4.43	1.44	5.86	83.0	15.4	1.4	0.2	2.9	55
2200 - 2400	11,389.	97.3	4.88	1.40	6.28	80.6	17.2	1.8	0.5	2.5	50
Summary	137,631.	96.5	3.65	1.38	5.03	88.2	10.8	0.8	0.1	3.7	64

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	7,711.	99.7	7.27	0.36	7.63	68.7	30.4	0.8	0.1	0.1	46
0700 - 1000	14,511.	98.4	6.10	0.55	6.65	78.3	20.9	0.7	0.0	0.2	39
1000 - 1300	18,405.	99.1	4.79	0.88	5.68	85.1	14.2	0.6	0.0	0.8	35
1300 - 1600	17,765.	96.7	4.94	1.38	6.32	80.1	17.8	1.8	0.3	2.1	78
1600 - 1900	17,896.	96.7	4.92	1.38	6.30	81.0	16.7	1.8	0.5	2.4	69
1900 - 2200	18,621.	97.6	4.78	1.20	5.97	83.8	14.8	1.2	0.2	1.7	72
2200 - 2400	12,254.	98.3	4.82	1.16	5.98	83.8	14.8	1.1	0.3	1.7	57
Summary	107,163.	97.9	5.03	1.14	6.16	81.7	16.7	1.3	0.2	1.6	78

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	68,029.	96.9	5.28	0.70	5.98	84.7	14.8	0.4	0.1	0.3	58
0700 - 1000	157,222.	96.7	3.46	1.22	4.69	90.0	9.4	0.6	0.0	3.4	45
1000 - 1300	161,848.	96.0	3.49	1.34	4.83	89.3	10.0	0.7	0.1	3.7	56
1300 - 1600	163,812.	95.3	3.47	1.43	4.90	88.7	10.3	0.8	0.1	4.1	78
1600 - 1900	161,167.	94.9	3.48	1.65	5.13	87.1	11.3	1.3	0.3	5.3	69
1900 - 2200	136,094.	96.5	4.07	1.42	5.50	85.3	13.2	1.3	0.3	3.8	80
2200 - 2400	77,040.	98.6	4.84	1.18	6.01	83.5	15.1	1.1	0.2	1.6	72
Summary	925,212.	96.2	3.66	1.40	5.05	87.9	11.0	0.9	0.2	3.9	80

Transport for London - QSI Points and Live Mileage List

Route 328
 Service change 27872
 Date 25 June 2011

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
GGSNFGCS	GGSNFGCS	Golders Green Station Forecourt, Stand G C		
GGSNFGC	R0803	Golders Green Station	0	0.00
	6085	Golders Green / Finchley Road	169	0.11
	6083	Dunstan Road	332	0.21
	6081	Llanvanor Road	313	0.19
CHHLCA	766	Childs Hill / Cricklewood Lane	223	0.14
	9357	Lyndale Avenue	373	0.23
	33180	Hendon Way	143	0.09
	8399	Fortune Green Road	231	0.14
	BP1680	Fortune Green	270	0.17
	10465	West Hampstead Police Station	158	0.10
	12044	West End Green	349	0.22
	12046	Dennington Park Road	184	0.11
WHMPSN	BP4987	West Hampstead Station	306	0.19
	114	Broadhurst Gardens	201	0.12
	33332	Woodchurch Road	239	0.15
	2190	Quex Road	383	0.24
	25367	Kilburn High Road / Quex Road	216	0.13
KBHRSN	1622	Kilburn High Rd Stn / Cambridge Avenue	389	0.24
	10241	Kilburn Park Station	225	0.14
	34384	Carlton Vale	231	0.14
	11598	Cambridge Road	333	0.21
	48	Shirland Road	280	0.17
MDHLCH	34992	Chippenham Road / Shirland Road	129	0.08
	35519	Elgin Avenue / Chippenham Road	333	0.21
	34994	Harrow Road	131	0.08
	334	Great Western Road / Harrow Road	206	0.13
WBPKSN	11701	Westbourne Park Station	352	0.22
	11696	Shrewsbury Road / Brunel Estate	289	0.18
	11693	St Stephens Gardens	207	0.13
	37655	Westbourne Grove	282	0.18
	1259	Chepstow Villas	114	0.07
	11523	Chepstow Crescent	242	0.15
	1271	Notting Hill Gate Station	407	0.25
NTHGPG	1266	Palace Garden Terr / Notting Hill Gate	291	0.18
	11146	Sheffield Terrace	294	0.18
	84	York Hse Pl / High St Kensington Stn	439	0.27
HSKNSN	82	High Street Kensington Station	339	0.21
	27497	Phillimore Gardens	336	0.21
	1400	Pembroke Place	218	0.14
	11166	Pembroke Road	254	0.16
	1566	Cromwell Road	169	0.11
	11476	Nevern Place	227	0.14
ECRTEC	11164	Earls Court Station	199	0.12
	11162	Earls Court Road / Old Brompton Road	239	0.15
	11160	Redcliffe Square	373	0.23
	1064	Fulham Road / Chelsea & Westminster Hosp	401	0.25
CHELKR	29615	Chelsea Worlds End	0	0.00
CHELKR S	CHELKR S	CHELSEA, KINGS ROAD	0	0.00
	11311	Edith Grove	302	0.19
	11296	Hobury Street / Worlds End	275	0.17
CHELLS	36575	Limerston Street	201	0.12
	CHELLS S	CHELSEA, LIMERSTON STREET	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			12797	7.95
			metres	miles

End of refurb at Golders Green Station

TRANCHE 518

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
	CHELLS S	CHELSEA, LIMERSTON STREET		
	36575	Limerston Street	0	0.00
	CHELKR S	CHELSEA, KINGS ROAD	0	0.00
CHELKR	11297	Edith Grove / Worlds End	144	0.09
	29936	Gunter Grove	379	0.24
	29937	Fulham Road	263	0.16
	29938	Redcliffe Street	307	0.19
	29939	Old Brompton Road	333	0.21
	29940	Earls Court Square	211	0.13
ECRTWR	29941	Earls Court Station	220	0.14
	BP2068	West Cromwell Road	458	0.28
	34760	Pembroke Road	164	0.10
	11165	Scarsdale Villas	381	0.24
	1399	Pembroke Place	216	0.13
	27496	Phillimore Gardens	296	0.18
HSKNSN	81	High Street Kensington Station	216	0.13
	83	Holland Street / High St Kensington	377	0.23
	11145	Sheffield Terrace	415	0.26
NTHGKC	25053	Notting Hill Gate Station	306	0.19
	1270	Notting Hill Gate Stn / Pembridge Rd	231	0.14
	11522	Chepstow Crescent	399	0.25
	20883	Chepstow Villas	191	0.12
	1263	Artesian Road	183	0.11
	11692	St Stephens Gardens	311	0.19
	11698	Brunel Estate	264	0.16
WPBKS	11700	Westbourne Park Station	291	0.18
	55	Harrow Road	257	0.16
	R0743	Elgin Avenue / Harrow Road	148	0.09
	R0158	Elgin Avenue / Chippenham Road	200	0.12
MDHLCH	34991	Chippenham Road / Shirland Road	272	0.17
	34797	Chippenham Gardens	190	0.12
	34796	Cambridge Road	306	0.19
	34385	Rudolph Road	382	0.24
	10240	Kilburn Park Station	266	0.17
KBHRSN	1621	Kilburn High Road Station	97	0.06
	14341	Kilburn High Road	382	0.24
	1638	Quex Road	171	0.11
	2189	West End Lane	238	0.15
	12047	Woodchurch Road	145	0.09
	113	Broadhurst Gardens	380	0.24
WHMPSN	BP4986	West Hampstead Station	302	0.19
	12045	Dennington Park Road	129	0.08
	12043	West End Green	201	0.12
	12041	West Hampstead Police Station	280	0.17
	10464	Fortune Green	254	0.16
	8398	Finchley Road	254	0.16
	11992	Lyndale Avenue	399	0.25
CHHLCA	4705	Childs Hill / Cricklewood Lane	218	0.14
	6082	Llanvanor Road	326	0.20
	6084	Dunstan Road	281	0.17
	2771	Golders Green / Finchley Road	402	0.25
GGSNFGA	BP269	Golders Green Station	166	0.10
GGSNFGCS	GGSNFGCS	Golders Green Station Forecourt, Stand G C	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			13202	8.20
			metres	miles