7. Service Specification

Route: 381 & N381 Contract Reference: QC53304

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	381 & N381
Terminus Points	Route No. 381: Peckham Bus Station and Waterloo Station, County Hall. Route No. N381: Peckham Bus Station and Trafalgar Square.
Contract Basis	Incentivised
Commencement Date	08th October 2016
Vehicle Type	87 capacity, dual door, double deck
Current Maximum Approved Dimensions	10.6 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. 381	Average Excess Wait Time - No more than 1.20 minutes
Extension Threshold - Route No. 381	Average Excess Wait Time Threshold - 1.10 minutes
Minimum Operated Mileage Standard - Route No. 381	No less than 98.00%
Departing On Time - Route No. N381	Departing on Time - No less than 86.00%
Minimum Operated Mileage Standard - Route No. N381	No less than 99.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 28th September 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. 381 & N381.

- Route No. N381 is restructured to follow Route No. 381 and operate via Canada Water in both directions.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 381 & N381.

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.**

Full iBus Monitoring was introduced on all night routes with effect from 1 April 2014.
Tenderers are therefore advised that on contracts where there is a night service both the day and night elements will be incentivised from the commencement of the Route Agreement in accordance with clause 46 of Annex B Terms and Conditions, using the Minimum Performance Standard(s) specified in Part 1 of the ITT.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Peckham Bus Station to Waterloo Station, County Hall			Waterloo Station, County Hall to Peckham Bus Station		
First departure no later than 0445.			First departure no later than 0515.		
0440 - 0600	Every 15 minutes		0510 - 0635	Every 15 minutes	
0601 - 0715	Every 10 minutes		0636 - 1745	Every 10 minutes	
0716 - 0815	Every 8-9 minutes (7 buses per hour)		1746 - 1845	Every 8-9 minutes (7 buses per hour)	
0816 - 1930	Every 10 minutes		1846 - 1940	Every 10 minutes	
1931 - 2400	Every 12 minutes		1941 - 0030	Every 12 minutes	
Last departure no earlier than 2355.			Last departure no earlier than 0025.		
Pinchpoints					
London Bridge, Duke Street Hill	0705 - 0805	10 minutes	Surrey Quays, Shopping Centre	0730 - 0930	10 minutes
	0806 - 0905	9 minutes		1500 - 1630	10 minutes
	1550 - 1700	10 minutes		1840 - 1940	9 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Peckham Bus Station to Waterloo Station, County Hall			Waterloo Station, County Hall to Peckham Bus Station		
First departure no later than 0445.			First departure no later than 0515.		
0440 - 0800	Every 15 minutes		0510 - 0830	Every 15 minutes	
0801 - 1830	Every 10 minutes		0831 - 1910	Every 10 minutes	
1831 - 2400	Every 12 minutes		1911 - 0030	Every 12 minutes	
Last departure no earlier than 2355.			Last departure no earlier than 0025.		
Pinchpoints					
London Bridge, Duke Street Hill	0840 - 1040	10 minutes	Surrey Quays, Shopping Centre	1000 - 1100	10 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

Peckham Bus Station to Waterloo Station, County Hall			Waterloo Station, County Hall to Peckham Bus Station		
First departure no later than 0445.			First departure no later than 0515.		
0440 - 0825	Every 20 minutes		0510 - 0855	Every 20 minutes	
0826 - 0910	Every 15 minutes		0856 - 0910	Every 15 minutes	
0911 - 2400	Every 12 minutes		0911 - 0030	Every 12 minutes	
Last departure no earlier than 2355.			Last departure no earlier than 0025.		
Pinchpoints					
London Bridge, Duke Street Hill	1100 - 1200	12 minutes	Surrey Quays, Shopping Centre	1000 - 1200	12 minutes

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

3.4) NIGHTLY

Peckham Bus Station to Trafalgar Square		Trafalgar Square to Peckham Bus Station	
First departure no later than 0025.		First departure no later than 0050.	
0020 - 0430	Every 30 minutes	0045 - 0450	Every 30 minutes
Last departure no earlier than 0425.		Last departure no earlier than 0445.	

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

4) OPERATIONAL CONSIDERATIONS

4.1) Route No.381 should interwork with Route No. N381 between Waterloo and Peckham Bus Station to form a seamless 24 hour service.

4.2) Route No. 381 can suffer from unpredictable traffic delays in the Peckham, Old Kent Road, Canada Water, London Bridge and Waterloo areas.

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 381: Peckham Bus Station - Waterloo, Addington Street

Date of Structural Change: 8 October 2016.

Date of Service Change: 8 October 2016.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Waterloo, Addington Street: Peckham Bus Station, Peckham High Street, Peckham Hill Street, Buller Close, Peckham Park Road, Old Kent Road, St James's Road, Rotherhithe New Road, Catlin Street, St James's Road, Southwark Park Road, Galleywall Road, Rotherhithe New Road, Rotherhithe Old Road, Lower Road, Surrey Quays Road, Canada Water Bus Station, Surrey Quays Road, Redriff Road, Salter Road, Brunel Road, St Olav's Square, Jamaica Road, Tooley Street, Duke Street Hill, Borough High Street, Southwark Street, Stamford Street, Waterloo Road, Tenison Way, York Road.

Towards Peckham Bus Station: York Road, Tenison Way, Waterloo Road, Stamford Street, Southwark Street, Borough High Street, Duke Street Hill, Tooley Street, Jamaica Road, St Olav's Square, Brunel Road, Salter Road, Redriff Road, Surrey Quays Road, Canada Water Bus Station, Surrey Quays Road, Lower Road, Surrey Quays Shopping Centre Access Road, Deal Porters Wa, Redriff Road, Lower Road, Rotherhithe New Road, Galleywall Road, Southwark Park Road, St James's Road, Catlin Street, Rotherhithe New Road, St James's Road, Old Kent Road, Peckham Park Road, Buller Close, Peckham Hill Street, Peckham High Street, Peckham 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.

PECKHAM BUS STATION

Private stand for up to 12 buses in Peckham Bus Station. Buses to stand abreast in 2 portions - 4 buses to stand facing east and 8 buses to stand facing south.
All buses must be fitted with an audible-reversing device.
Buses proceed from Peckham Bus Station direct to stand, departing to Peckham Bus Station. Set down in Peckham Bus Station, at Alighting Point (BP1344 - Peckham Bus Station, Last Stop on LOR: BP1344 - Peckham Bus Station) and pick up in Peckham Bus Station, at Stop H (37419 - Peckham Bus Station, First Stop on LOR: 37419 - Peckham Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 381 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:	Peckham.

SURREY QUAYS STATION

Public stand for one bus on the west side of Rotherhithe Old Road, commencing at telegraph pole DP579 opposite the northern building line of No 3 and extending 39 metres south to a point opposite the northern line of No 17.

From Peckham Bus Station.
Buses proceed from Rotherhithe Old Road direct to stand, departing via Rotherhithe Old Road, Lower Road, Surrey Quays Shopping Centre Access Road and Deal Porters Way to Redriff Road. Set down in Rotherhithe Old Road, at Stop S (33453 - Surrey Quays Station #, Last Stop on LOR: 33453 - Surrey Quays Station #) and pick up in Redriff Road, at Stop L (13668 - Surrey Quays Station #, First Stop on LOR: 13668 - Surrey Quays Station #).

From Waterloo, Addington Street.
Buses proceed from Redriff Road via Lower Road, Rotherhithe New Road and Rotherhithe Old Road to stand, departing to Rotherhithe Old Road. Set down in Redriff Road, at Stop L (13668 - Surrey Quays Station #, Last Stop on LOR: 13668 - Surrey Quays Station #) and pick up in Rotherhithe Old Road, at Stop S (33453 - Surrey Quays Station #, First Stop on LOR: 33453 - Surrey Quays 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:	Surrey Quays.

CANADA WATER BUS STATION

From Peckham Bus Station.
Buses proceed from Canada Water Bus Station departing to Canada Water Bus Station. Set down in Canada Water Bus Station, at alighting point D (BP2390 - Canada Water Bus Station <> #, Last Stop on LOR: 2216 - Rotherhithe Police Station) and pick up in Canada Water Bus Station, at stop C (BP2391 - Canada Water Bus Station <>, First Stop on LOR: BP2391 - Canada Water Bus Station <>).

From Waterloo, Addington Street.
Buses proceed from Canada Water Bus Station departing to Canada Water Bus Station. Set down in Canada Water Bus Station, at alighting point D (BP2390 - Canada Water Bus Station <> #, Last Stop on LOR: BP3308 - Canada Street) and pick up in Canada Water Bus Station, at stop B1 (BP2393 - Canada Water Bus Station <>, First Stop on LOR: BP2393 - Canada Water Bus Station <>).

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

ROTHERHITHE TUNNEL, BRUNEL ROAD (from Peckham Bus Station)

Buses proceed from Brunel Road via St Olav's Square departing to Brunel Road. Set down in Brunel Road, at Stop X (35900 - Rotherhithe Tunnel, Last Stop on LOR: 35900 - Rotherhithe Tunnel) and pick up in Brunel Road, at Stop U (36732 - Rotherhithe Tunnel, First Stop on LOR: 36732 - Rotherhithe Tunnel).

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

ROTHERHITHE, SOUTHWARK PARK (from WATERLOO, ADDINGTON STREET)

Buses proceed from Jamaica Road via St Olav's Square departing to Jamaica Road. Set down in Jamaica Road, at stop F (25926 - Southwark Park, Last Stop on LOR: 25926 - Southwark Park) and pick up in Jamaica Road, at stop C (25927 - Southwark Park, First Stop on LOR: 25927 - Southwark Park).

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

TOWER BRIDGE ROAD (from Peckham Bus Station)

Buses proceed from Crucifix Lane via Bermondsey Street departing to Tooley Street. Set down in Crucifix Lane, at Stop F (33601 - Crucifix Lane and pick up in Tooley Street, at Stop J (R0049 - Abbots Lane, First Stop on LOR: R0049 - Abbots Lane).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	**Turning Point Only - Buses must not stand**
BLIND DISPLAY:	Tower Bridge Road, Druid Street.

SOUTHWARK BRIDGE ROAD (from Peckham Bus Station)

Buses proceed from Southwark Street via Southwark Bridge Road, Marshalsea Road and Borough High Street departing to Duke Street Hill. Set down in Southwark Street, at stop BL (1518 - Southwark Bridge Road, Last Stop on LOR: 1518 - Southwark Bridge Road) and pick up in Duke Street Hill, at stop R (2198 - London Bridge Station # <>, First Stop on LOR: 2198 - London Bridge Station # <>).

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

WATERLOO, ADDINGTON STREET

Public stand in Addington Street, commencing at a point 3 metres east of bus stop no. 26104 and extending 20 metres east.
Buses proceed from York Road via Addington Street to stand, departing via Addington Street, Westminster Bridge Road and Bus-Only Slip Road to York Road. Set down in York Road, at Stop G (4744 - County Hall, Last Stop on LOR: 4744 - County Hall) and pick up in York Road, at Stop F (4745 - County Hall, First Stop on LOR: 4745 - County Hall).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 381 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:	Waterloo.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE N381: Peckham Bus Station - Trafalgar Square

Date of Structural Change: 4 April 2015.

Date of Service Change: 8 October 2016.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Trafalgar Square: Peckham Bus Station, Peckham High Street, Peckham Hill Street, Buller Close, Peckham Park Road, Old Kent Road, St James's Road, Rotherhithe New Road, Catlin Street, St James's Road, Southwark Park Road, Galleywall Road, Rotherhithe New Road, Rotherhithe Old Road, Lower Road, Surrey Quays Road, Canada Water Bus Station, Surrey Quays Road, Redriff Road, Salter Road, Brunel Road, St Olav's Square, Jamaica Road, Tooley Street, Duke Street Hill, Borough High Street, Southwark Street, Stamford Street, Waterloo Road, Tenison Way, York Road, Addington Street, Westminster Bridge Road, Westminster Bridge, Bridge Street, Bus-Only Right Turn, Parliament Street, Whitehall.

Towards Peckham Bus Station: Whitehall, Parliament Street, Bridge Street, Westminster Bridge, Bus-Only Slip Road, York Road, Tenison Way, Waterloo Road, Stamford Street, Southwark Street, Borough High Street, Duke Street Hill, Tooley Street, Jamaica Road, St Olav's Square, Brunel Road, Salter Road, Redriff Road, Surrey Quays Road, Canada Water Bus Station, Surrey Quays Road, Lower Road, Surrey Quays Shopping Centre Access Road, Deal Porters Wa, Redriff Road, Lower Road, Rotherhithe New Road, Galleywall Road, Southwark Park Road, St James's Road, Catlin Street, Rotherhithe New Road, St James's Road, Old Kent Road, Peckham Park Road, Buller Close, Peckham Hill Street, Peckham High Street, Peckham 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.

PECKHAM BUS STATION

Private stand for up to 12 buses in Peckham Bus Station. Buses to stand abreast in 2 portions - 4 buses to stand facing east and 8 buses to stand facing south.
All buses must be fitted with an audible-reversing device.
Buses proceed from Peckham Bus Station direct to stand, departing to Peckham Bus Station. Set down in Peckham Bus Station, at Alighting Point (BP1344 - Peckham Bus Station and pick up in Peckham Bus Station, at stop H (37419 - Peckham Bus Station.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route N381 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:	Peckham.

ROTHERHITHE TUNNEL, BRUNEL ROAD (from Peckham Bus Station)

Buses proceed from Brunel Road via St Olav's Square departing to Brunel Road. Set down in Brunel Road, at stop X (35900 - Rotherhithe Tunnel, Last Stop on LOR: 35900 - Rotherhithe Tunnel) and pick up in Brunel Road, at stop U (36732 - Rotherhithe Tunnel, First Stop on LOR: 36732 - Rotherhithe Tunnel).

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

COUNTY HALL, YORK ROAD (from Peckham Bus Station)

Unmarked public stand for two Route 381 buses on west side of York Road ouside County Hall North Block commencing prior to Bus Stop 4745 (F) and extending approximately 20 metres south towards Forum Magnum Square.
Buses proceed from York Road via Addington Street, Westminster Bridge Road, Bus-Only Slip Road and York Road to stand, departing to York Road. Set down in York Road, at stop G (4744 - County Hall, Last Stop on LOR: 4744 - County Hall) and pick up in York Road, at stop F (4745 - County Hall, First Stop on LOR: 4745 - County Hall).

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:	Waterloo.

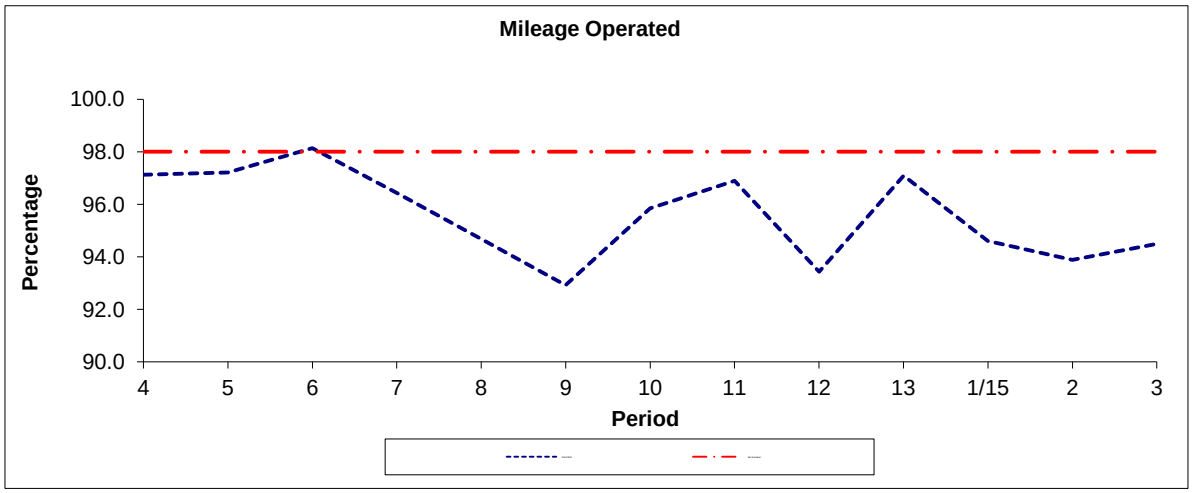
TRAFALGAR SQUARE, NORTHUMBERLAND AVENUE, SOUTH SIDE

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 P (14756 - Whitehall / Horseguards Avenue, First Stop on LOR: 14756 - Whitehall / Horseguards Avenue).

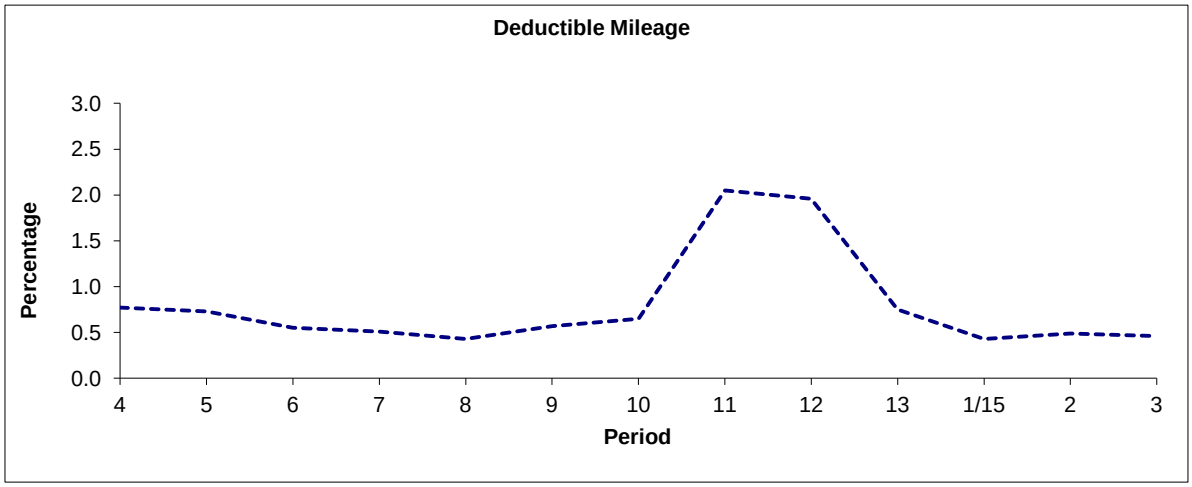
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route N381 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Whitehall, Horse Guards.

PART B - PERFORMANCE STATISTICS

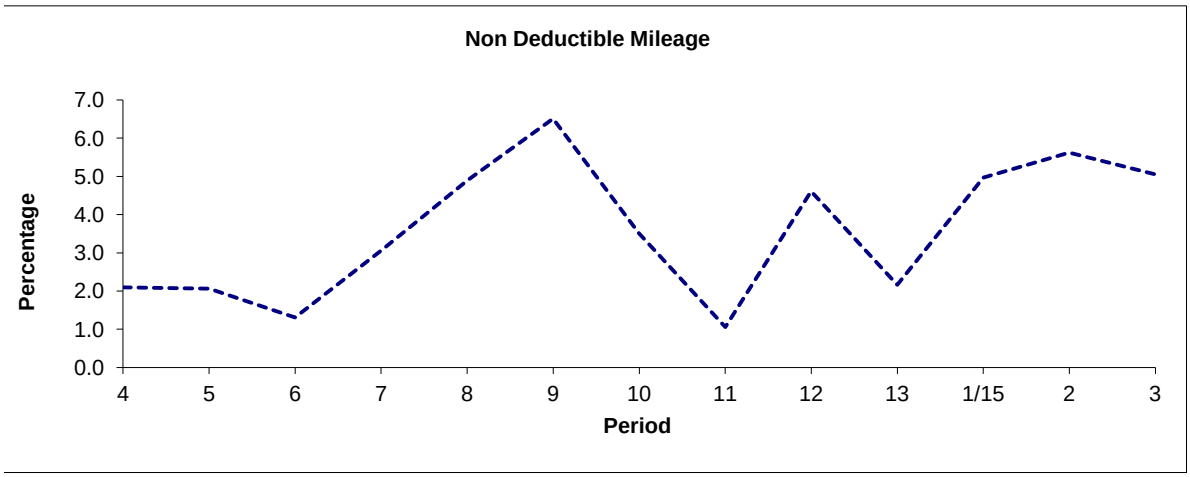
Route 381



Period	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014/2015	97.13	97.21	98.14	96.43	94.68	92.92	95.85	96.89	93.43	97.09	94.60	93.89	94.49
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	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014/2015	0.77	0.73	0.55	0.51	0.43	0.57	0.65	2.05	1.96	0.75	0.43	0.49	0.46

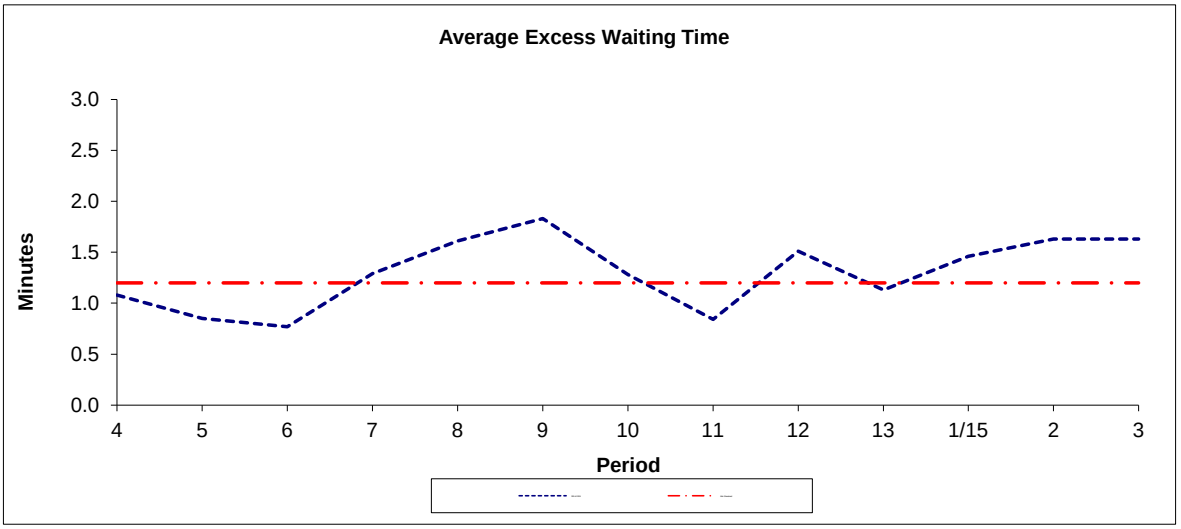


Period	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014/2015	2.10	2.06	1.31	3.06	4.89	6.51	3.50	1.06	4.61	2.16	4.97	5.62	5.05

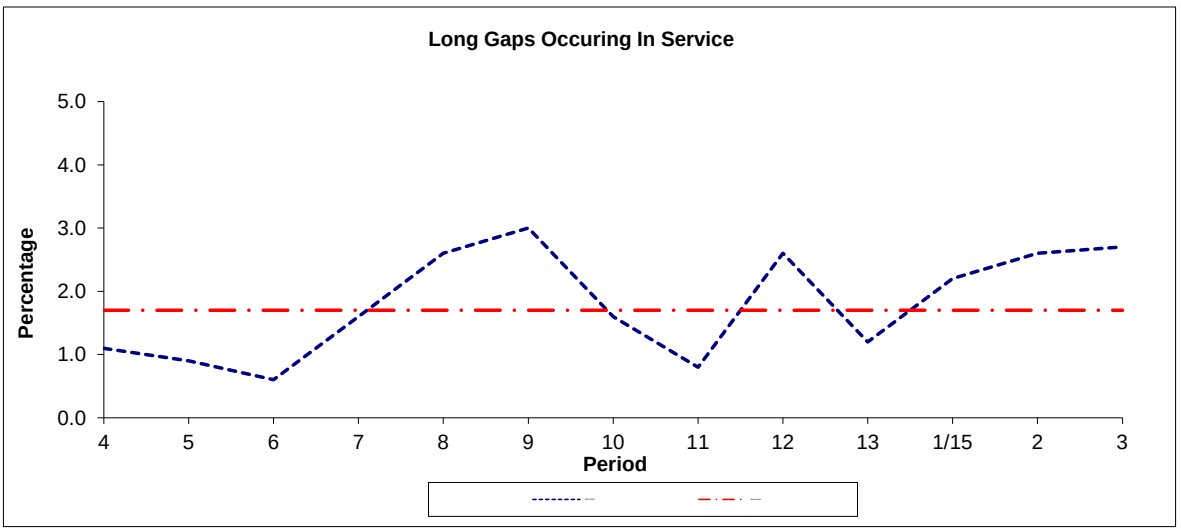
Note : **Mileage is based on 4 weeks data**
Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

PART B - PERFORMANCE STATISTICS

Route 381



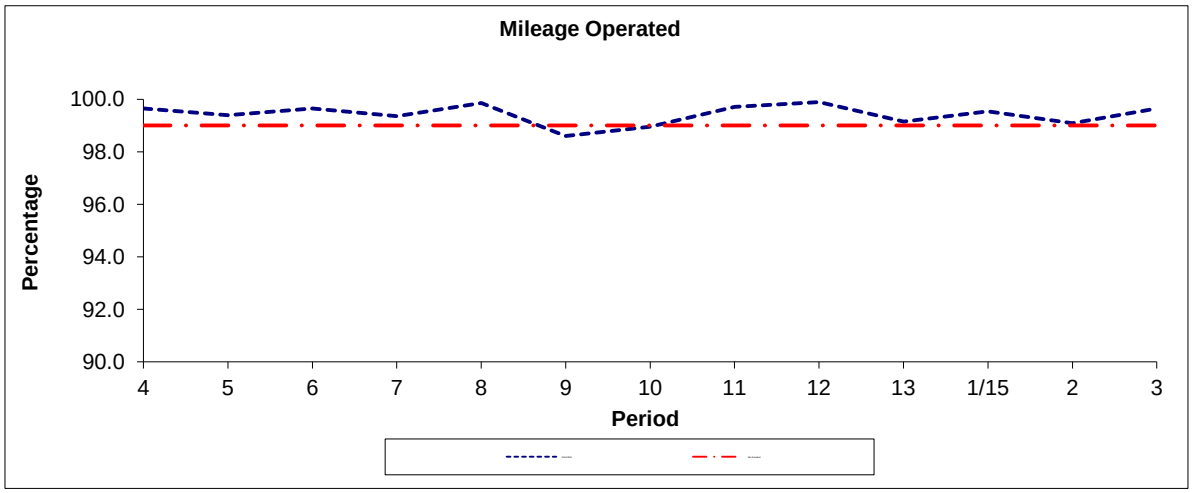
Period	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014-2015	1.08	0.85	0.77	1.29	1.61	1.83	1.28	0.84	1.51	1.13	1.46	1.63	1.63
Min Standard	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20



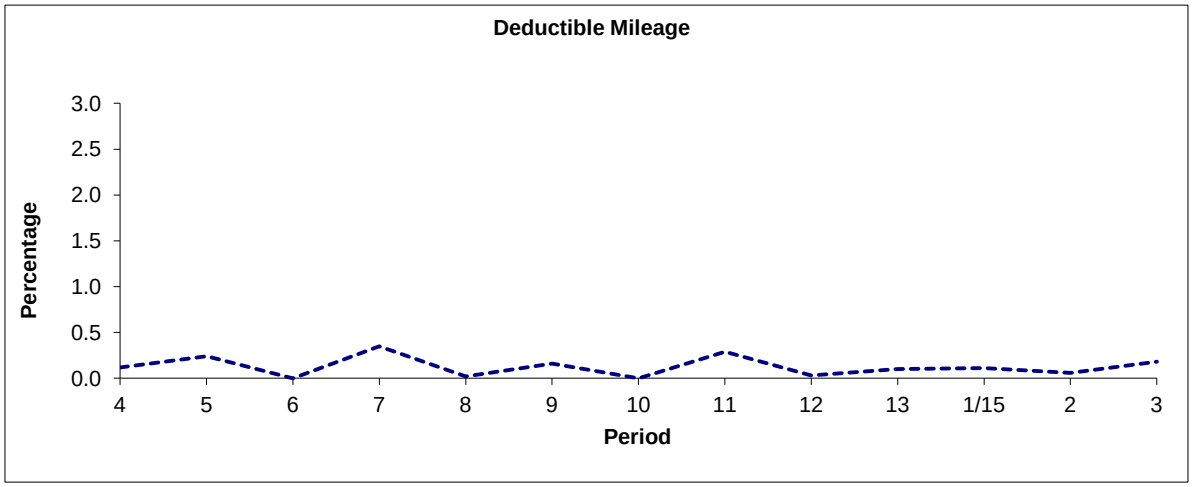
Period	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014-2015	1.1	0.9	0.6	1.6	2.6	3.0	1.6	0.8	2.6	1.2	2.2	2.6	2.7
Benchmark	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7

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

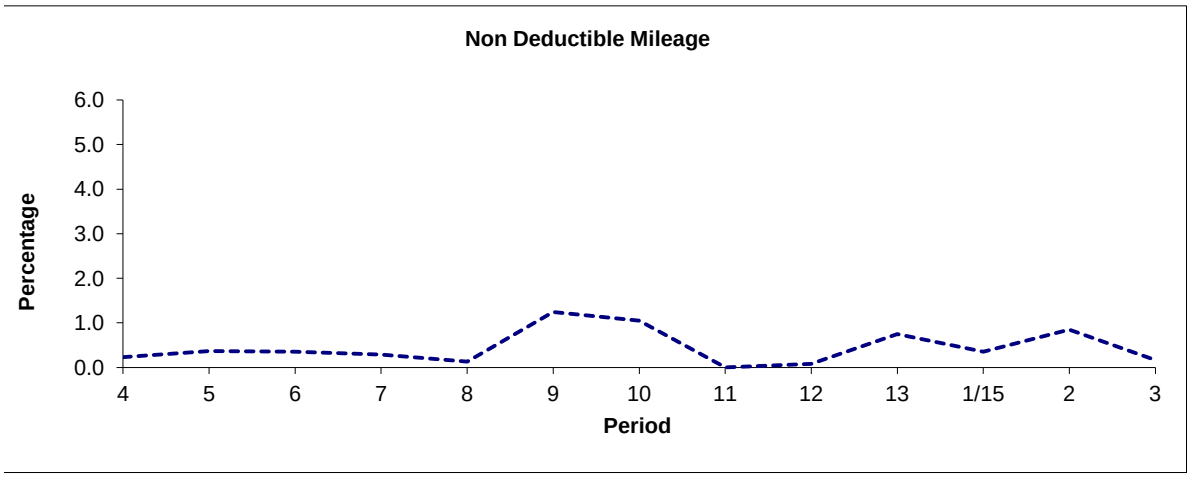
PART B - PERFORMANCE STATISTICS
Route N381



Period	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014/2015	99.65	99.39	99.65	99.36	99.85	98.60	98.95	99.71	99.89	99.15	99.54	99.09	99.65
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	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014/2015	0.12	0.24	0.00	0.35	0.02	0.16	0.00	0.29	0.03	0.10	0.11	0.06	0.18

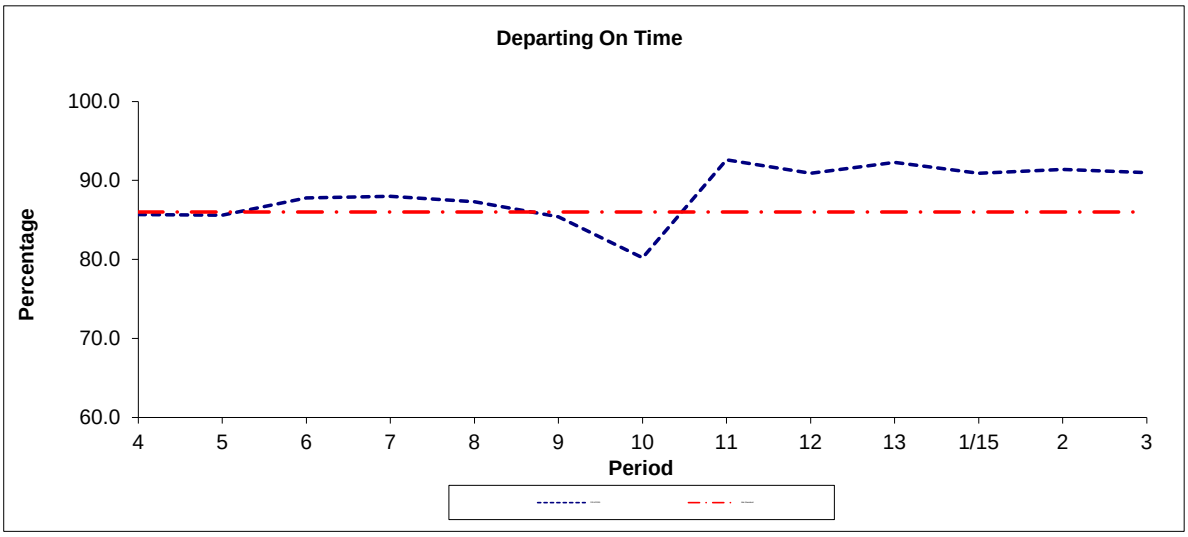


Period	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014/2015	0.23	0.37	0.35	0.29	0.13	1.24	1.05	0.00	0.08	0.75	0.35	0.85	0.17

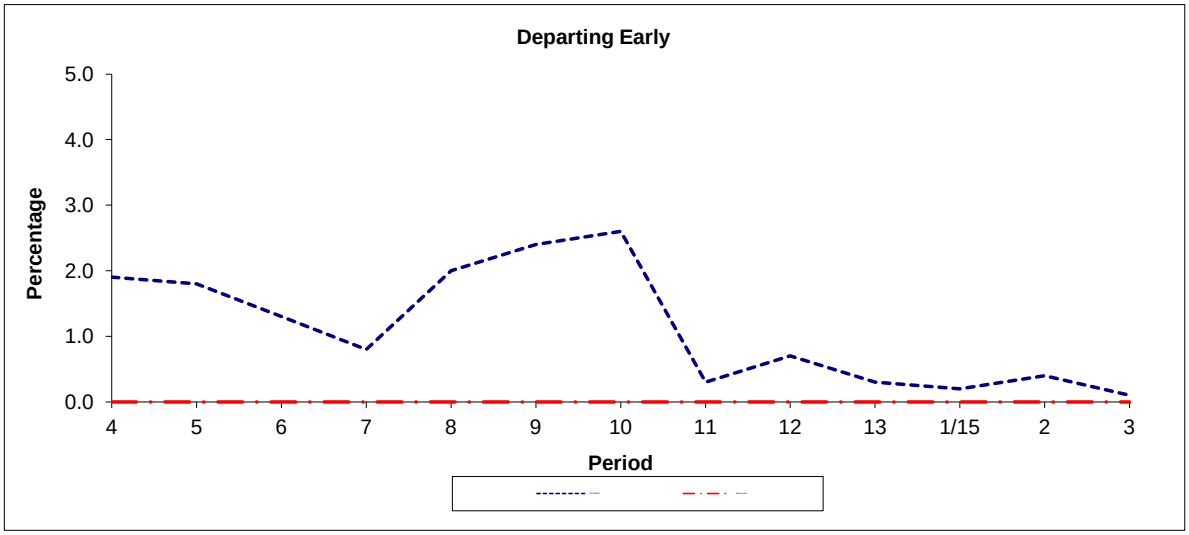
Note : **Mileage is based on 4 weeks data**
Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

PART B - PERFORMANCE STATISTICS

Route N381



Period	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014/2015	85.7	85.6	87.8	88.0	87.3	85.4	80.2	92.6	90.9	92.3	90.9	91.4	91.0
Min Standard	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0



Period	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014/2015	1.9	1.8	1.3	0.8	2.0	2.4	2.6	0.3	0.7	0.3	0.2	0.4	0.1
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 381 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 2 14/15 TO QUARTER 1 2015/16 (21/06/14 - 26/0615)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	**EWT (mins)**	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	37,482.	35,272.	94.1	7.01	**0.82**	7.82	71.3	26.9	1.8	0.1	0.2	42
07:00 - 10:00	88,761.	84,226.	94.9	5.10	**1.23**	6.33	80.0	18.3	1.5	0.2	1.7	53
10:00 - 13:00	87,650.	84,283.	96.2	5.12	**1.18**	6.29	80.5	17.9	1.4	0.2	1.5	65
13:00 - 16:00	86,029.	82,108.	95.4	5.18	**1.28**	6.46	78.4	19.4	1.9	0.3	1.9	80
16:00 - 19:00	86,797.	79,018.	91.0	5.14	**1.88**	7.02	75.1	21.2	3.1	0.7	3.4	79
19:00 - 22:00	82,506.	81,649.	99.0	5.33	**1.21**	6.54	78.4	19.6	1.8	0.2	1.6	57
22:00 - 24:00	50,702.	51,869.	102.3	5.88	**0.83**	6.72	76.6	21.2	1.9	0.3	1.0	63
All Locations Summary	**519,927.**	**498,425.**	**95.9**	5.25	**1.35**	**6.60**	**78.0**	**19.7**	**2.0**	**0.3**	**2.0**	**80**

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	**EWT (mins)**	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	7,141.	6,911.	96.8	7.54	**0.71**	8.24	65.5	31.9	2.4	0.1	0.2	42
07:00 - 10:00	14,966.	14,348.	95.9	6.37	**0.85**	7.22	73.9	24.2	1.7	0.1	0.5	48
10:00 - 13:00	18,192.	17,320.	95.2	5.20	**1.14**	6.34	79.8	18.7	1.4	0.1	1.3	49
13:00 - 16:00	18,229.	17,001.	93.3	5.14	**1.51**	6.66	77.3	20.0	2.2	0.5	2.4	52
16:00 - 19:00	18,360.	17,374.	94.6	5.13	**1.43**	6.55	77.8	19.9	2.0	0.3	2.0	65
19:00 - 22:00	16,220.	15,936.	98.2	5.74	**1.41**	7.15	73.5	23.4	2.8	0.4	1.7	59
22:00 - 24:00	10,676.	10,574.	99.0	5.85	**1.15**	7.00	74.3	22.7	2.6	0.4	1.4	53
All Locations Summary	**103,784.**	**99,464.**	**95.8**	5.47	**1.28**	**6.75**	**76.7**	**21.0**	**2.0**	**0.3**	**1.6**	**65**

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	**EWT (mins)**	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	5,696.	5,467.	96.0	10.01	**0.70**	10.71	52.1	37.5	8.9	1.4	0.9	59
07:00 - 10:00	11,881.	11,491.	96.7	8.69	**0.86**	9.54	59.4	34.2	5.7	0.7	0.2	59
10:00 - 13:00	17,044.	16,666.	97.8	5.97	**1.03**	7.01	74.5	23.5	1.8	0.2	0.8	58
13:00 - 16:00	17,133.	16,673.	97.3	5.97	**1.07**	7.05	74.3	23.3	2.2	0.2	0.9	56
16:00 - 19:00	17,430.	17,273.	99.1	5.93	**1.00**	6.93	75.2	22.4	2.1	0.3	1.0	88
19:00 - 22:00	17,474.	17,263.	98.8	5.93	**1.09**	7.03	74.4	23.2	2.2	0.2	0.9	56
22:00 - 24:00	11,567.	11,720.	101.3	5.90	**1.05**	6.95	75.2	22.5	2.2	0.1	0.8	41
All Locations Summary	**98,225.**	**96,553.**	**98.3**	6.29	**1.02**	**7.32**	**72.8**	**24.4**	**2.6**	**0.3**	**0.8**	**88**

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	**EWT (mins)**	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	50,319.	47,650.	94.7	7.25	**0.80**	8.05	69.5	28.1	2.3	0.2	0.2	59
07:00 - 10:00	115,608.	110,065.	95.2	5.38	**1.18**	6.56	78.5	19.6	1.7	0.2	1.5	59
10:00 - 13:00	122,886.	118,269.	96.2	5.23	**1.15**	6.38	79.7	18.7	1.4	0.2	1.3	65
13:00 - 16:00	121,391.	115,782.	95.4	5.26	**1.29**	6.55	77.8	19.9	2.0	0.3	1.8	80
16:00 - 19:00	122,587.	113,665.	92.7	5.21	**1.75**	6.96	75.4	21.1	2.9	0.6	3.0	88
19:00 - 22:00	116,200.	114,848.	98.8	5.45	**1.22**	6.67	77.3	20.5	2.0	0.2	1.5	59
22:00 - 24:00	72,945.	74,163.	101.7	5.88	**0.91**	6.79	76.1	21.6	2.0	0.3	1.0	63
All Locations Summary	**721,936.**	**694,442.**	**96.2**	5.38	**1.31**	**6.69**	**77.3**	**20.3**	**2.1**	**0.3**	**1.8**	**88**

ROUTE N381 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 2 14/15 TO QUARTER 1 2015/16 (21/06/14 - 26/0615)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	31,515.	31,452.	99.8	99.3	91.9	1.5	1.0	5.6
All Locations Summary	**31,515.**	**31,452.**	**99.8**	**99.3**	**91.9**	**1.5**	**1.0**	**5.6**

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	6,417.	6,358.	99.1	98.2	86.1	4.3	1.1	8.4
All Locations Summary	**6,417.**	**6,358.**	**99.1**	**98.2**	**86.1**	**4.3**	**1.1**	**8.4**

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	6,911.	6,830.	98.8	97.8	83.2	4.3	1.2	11.3
All Locations Summary	**6,911.**	**6,830.**	**98.8**	**97.8**	**83.2**	**4.3**	**1.2**	**11.3**

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	44,843.	44,640.	99.5	98.9	88.5	2.8	1.1	7.6
All Locations Summary	**44,843.**	**44,640.**	**99.5**	**98.9**	**88.5**	**2.8**	**1.1**	**7.6**

Transport for London - QSI Points and Live Mileage List

Route 381

Service change 33993

Date 07/09/2013

QSI points are highlighted in blue.

Reason for Issue

OUT DIRECTION					
Timing Point Code	Stop Number	Stop Name	Metres	Miles	Timing Point Code
PECKBS	37419	Peckham Bus Station			CNTYYR
	445	Peckham Library	283	0.18	WLOOYR
	13772	Bonar Road	117	0.07	
	9474	Commercial Way	371	0.23	
	13777	Bird In Bush Road	252	0.16	
	13774	'eckham Park Road / Old Kent Roa	175	0.11	SWRKBF
OKRDSJ	27710	Verney Road	521	0.32	
	13622	Sherwood Gardens	219	0.14	
	35552	Catlin Street	239	0.15	
	33607	Esmeralda Road	381	0.24	LONBDH
	33610	James's Road / Southwark Park Rc	223	0.14	
SPKRSJ	26206	Anchor Street	325	0.20	
	26208	Lynton Road	220	0.14	
	1211	lleywall Road / South Bermondsey	210	0.13	TBGRDS
	1212	Beamish House	171	0.11	
	13626	Corbetts Lane / The Jolly Gardener:	272	0.17	
	33452	Warndon Street	219	0.14	
SRQYSN	33453	Surrey Quays Station	399	0.25	
	2216	Rotherhithe Police Station	386	0.24	BERMSN
CANWBS	BP2393	Canada Water Bus Station	528	0.33	
	BP3307	Canada Street	390	0.24	
	BP2415	Surrey Quays Leisure Park	335	0.21	ROTHSN
	36753	Brunswick Quay	321	0.20	
	36752	Onega Gate	227	0.14	
ROTHSY	36774	Lady Dock Path / The Ship York	331	0.21	
	36767	Downtown Road	167	0.10	
	36768	Russia Dock Road	315	0.20	
	36769	Bywater Place	192	0.12	ROTHSY
	36770	Peter Hills School	334	0.21	
	36887	Smith Close	402	0.25	
ROTHSN	26477	Rotherhithe Station	578	0.36	
	35900	Rotherhithe Tunnel	208	0.13	
	25927	Southwark Park	336	0.21	CANWBS
	25929	Drummond Road	303	0.19	
BERMSN	BP2447	Bermondsey Station	226	0.14	
	33850	St James's Road	193	0.12	SRQYSN
	33905	Jamaica Road / Abbey Street	243	0.15	
	33906	Dockhead	175	0.11	
	BP3963	Tanner Street	181	0.11	

	BP3964	Tower Bridge Magistrates Court	233	0.14	
TBGRDS	BP3965	Tooley Street / City Hall	270	0.17	
LONBDH	2197	London Bridge Station	467	0.29	SPKRSJ
	8317	The Hop Exchange	433	0.27	
	1518	Southwark Bridge Road	253	0.16	
	34347	Great Guildford Street	122	0.08	
	25939	Lavington Street	162	0.10	OKRDSJ
SWRKBF	25941	Blackfriars Road	399	0.25	
	227	Kings Reach Building	184	0.11	
	8303	Coin Street	241	0.15	
	1837	Waterloo Road	229	0.14	
WLOOYR	33432	Waterloo Station / York Road	305	0.19	
CNTYYR	4744	County Hall	184	0.11	PECKBS

		Total Route Mileage - Out Directior	14450	8.98	
			Metres	Miles	

v2.0 - Mileage directly imported from Caesar

TRANCHE 533

Permanently routed via Tooley Street

BACK DIRECTION			
Stop Number	Stop Name	Metres	Miles
4745	County Hall		
25900	Waterloo Station / York Road	235	0.15
1836	Waterloo Road	282	0.18
8302	Coin Street	224	0.14
226	Kings Reach Building	199	0.12
25940	Blackfriars Road	222	0.14
25938	Lavington Street	441	0.27
1520	Southwark Bridge Road	234	0.15
8316	The Hop Exchange	219	0.14
2198	London Bridge Station	386	0.24
33599	Hay's Galleria	229	0.14
R0049	Abbots Lane	205	0.13
BP4909			
25936	Tower Bridge Road / City Hall		
654	Tower Bridge Police Station	173	0.11
33841	Dockhead	386	0.24
25932	Jamaica Road / Abbey Street	223	0.14
1204	Bermondsey Station	281	0.17
25928	Drummond Road	213	0.13
25926	Southwark Park	380	0.24
36732	Rotherhithe Tunnel	221	0.14
26476	Rotherhithe Station	161	0.10
40046	Smith Close	571	0.35
36771	Peter Hills School	397	0.25
36772	Bywater Place	420	0.26
36773	Russia Dock Road	177	0.11
40057	Downtown Road	317	0.20
36686	Lady Dock Path / The Ship York	257	0.16
36775	Onega Gate	205	0.13
36751	Brunswick Quay	337	0.21
BP2416	Surrey Quays Leisure Park	248	0.15
BP3308	Canada Street	203	0.13
BP2391	Canada Water Bus Station	525	0.33
25923	Rotherhithe Police Station	467	0.29
40069	Surrey Quays Shopping Centre	412	0.26
13668	Surrey Quays Station	93	0.06
BP2413	Warndon Street	553	0.34
13627	Corbetts Lane / The Jolly Gardener	357	0.22
1213	herhithe New Rd / Sth Bermondsey	302	0.19

13660	Lynton Road	248	0.15
26207	Anchor Street	195	0.12
26205	uthwark Park Road / St James's Rc	289	0.18
33606	Esmeralda Road	291	0.18
35553	Catlin Street	292	0.18
13623	Sherwood Gardens	447	0.28
33611	Verney Road	158	0.10
395	'eckham Park Road / Old Kent Roa	426	0.26
13778	Bird In Bush Road	299	0.19
9475	Commercial Way	270	0.17
13773	Bonar Road	227	0.14
446	Peckham Library	215	0.13
BP1344	Peckham Bus Station	226	0.14

	˜otal Route Mileage - Back Directio	14622	9.09
		Metres	Miles

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 533

Route N381

Service change 32739

Date 29/03/2013

Reason for Issue Mileage Update

QSI points are highlighted in blue.

OUT DIRECTION

Timing Point Code	Stop Number	Stop Name	Metres	Miles
PECKBS	37419	Peckham Bus Station		
	445	Peckham Library	283	0.18
	13772	Bonar Road	117	0.07
	9474	Commercial Way	371	0.23
	13777	Bird In Bush Road	252	0.16
	13774	Peckham Park Road / Old Kent Road	175	0.11
OKRDSJ	27710	Verney Road	521	0.32
	13622	Sherwood Gardens	219	0.14
	35552	Catlin Street	239	0.15
	33607	Esmeralda Road	381	0.24
	33610	St James's Road / Southwark Park Roa	223	0.14
SPKRSJ	26206	Anchor Street	325	0.20
	26208	Lynton Road	220	0.14
	1211	Galleywall Road / South Bermondsey St	210	0.13
	1212	Beamish House	171	0.11
	13626	Corbetts Lane / The Jolly Gardeners	272	0.17
	33452	Warndon Street	219	0.14
SRQYSN	33453	Surrey Quays Station	399	0.25
	2216	Rotherhithe Police Station	386	0.24
CANWBS	**BP2393**	**Canada Water Bus Station**	**528**	**0.33**
	BP3307	Canada Street	390	0.24
	BP2415	Surrey Quays Leisure Park	335	0.21
	36753	Brunswick Quay	321	0.20
	36752	Onega Gate	227	0.14
ROTHSY	36774	Lady Dock Path / The Ship York	331	0.21
	36767	Downtown Road	167	0.10
	36768	Russia Dock Road	315	0.20
	36769	Bywater Place	192	0.12
	36770	Peter Hills School	334	0.21
	36887	Smith Close	402	0.25
ROTHSN	26477	Rotherhithe Station	578	0.36
	35900	Rotherhithe Tunnel	208	0.13
	25927	Southwark Park	336	0.21
	25929	Drummond Road	303	0.19
	BP2447	Bermondsey Station	226	0.14
	33850	St James's Road	193	0.12
	33905	Jamaica Road / Abbey Street	243	0.15
	33906	Dockhead	175	0.11
	BP3963	Tanner Street	181	0.11
	BP3964	Tower Bridge Magistrates Court	233	0.14
TBGRDS	BP3965	Tooley Street / City Hall	270	0.17
LONBDH	2197	London Bridge Station	467	0.29
	8317	The Hop Exchange	433	0.27
	1518	Southwark Bridge Road	253	0.16
	34347	Great Guildford Street	122	0.08
	25939	Lavington Street	162	0.10
SWRKBF	25941	Blackfriars Road	399	0.25
	227	Kings Reach Building	184	0.11
	8303	Coin Street	241	0.15
	1837	Waterloo Road	229	0.14
WLOOYR	33432	Waterloo Station / York Road	305	0.19
CNTYYR	4744	County Hall	184	0.11
	26487	Westminster Bridge / County Hall	466	0.29
WMINPS	996	Parliament Square	591	0.37
TFSQWH	7867	Horse Guards Parade	251	0.16

BACK DIRECTION

Timing Point Code	Stop Number	Stop Name	Metres	Miles
TFSQWH	14756	Whitehall / Horseguards Avenue		
	R0470	Horse Guards Parade	110	0.07
WMINPS	1000	Westminster Station / Parliament Square	308	0.19
	26826	Westminster Bridge / County Hall	636	0.40
CNTYYR	4745	County Hall	195	0.12
WLOOYR	25900	Waterloo Station / York Road	235	0.15
	1836	Waterloo Road	282	0.18
	8302	Coin Street	224	0.14
	226	Kings Reach Building	199	0.12
SWRKBF	25940	Blackfriars Road	222	0.14
	25938	Lavington Street	441	0.27
	1520	Southwark Bridge Road	234	0.15
	8316	The Hop Exchange	219	0.14
LONBDH	2198	London Bridge Station	389	0.24
	33599	Hay's Galleria	229	0.14
	R0049	Abbots Lane	205	0.13
	BP4909			
TBGRDS	25936	Tower Bridge Road / City Hall		
	654	Tower Bridge Police Station	173	0.11
	33841	Dockhead	386	0.24
	25932	Jamaica Road / Abbey Street	223	0.14
	1204	Bermondsey Station	281	0.17
	25928	Drummond Road	213	0.13
	25926	Southwark Park	380	0.24
	36732	Rotherhithe Tunnel	221	0.14
ROTHSN	26476	Rotherhithe Station	161	0.10
	40046	Smith Close	571	0.35
	36771	Peter Hills School	397	0.25
	36772	Bywater Place	420	0.26
	36773	Russia Dock Road	177	0.11
	40057	Downtown Road	317	0.20
ROTHSY	36686	Lady Dock Path / The Ship York	257	0.16
	36775	Onega Gate	205	0.13
	36751	Brunswick Quay	337	0.21
	BP2416	Surrey Quays Leisure Park	248	0.15
	BP3308	Canada Street	203	0.13
CANWBS	**BP2391**	**Canada Water Bus Station**	**525**	**0.33**
	25923	Rotherhithe Police Station	467	0.29
	40069	Surrey Quays Shopping Centre	412	0.26
SRQYSN	13668	Surrey Quays Station	93	0.06
	BP2413	Warndon Street	553	0.34
	13627	Corbetts Lane / The Jolly Gardeners	357	0.22
	1213	Rotherhithe New Rd / Sth Bermondsey Stn	302	0.19
	13660	Lynton Road	248	0.15
	26207	Anchor Street	195	0.12
SPKRSJ	26205	Southwark Park Road / St James's Road	289	0.18
	33606	Esmeralda Road	291	0.18
	35553	Catlin Street	292	0.18
	13623	Sherwood Gardens	447	0.28
OKRDSJ	33611	Verney Road	158	0.10
	395	Peckham Park Road / Old Kent Road	426	0.26
	13778	Bird In Bush Road	299	0.19
	9475	Commercial Way	270	0.17
	13773	Bonar Road	227	0.14
	446	Peckham Library	215	0.13
PECKBS	BP1344	Peckham Bus Station	226	0.14