7. Service Specification

Route: 132 & N132 Contract Reference: QC74801

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	North Greenwich Station, Bus Station and Bexleyheath, Shopping Centre
Contract Basis	Incentivised
Commencement Date	2nd October 2021
Vehicle Type	87 capacity, dual door, double deck
Current Maximum Approved Dimensions	10.4 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Electric Price Required (for double deck vehicles)	**Yes - Please note**
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard - Route No. 132 (Both Options)	Average Excess Wait Time - No more than 1.10 minutes
Extension Threshold - Route No. 132 (Both Options)	Average Excess Wait Time Threshold - 1.00 minutes
Minimum Operated Mileage Standard - Route No. 132 (Both Options)	No less than 98.00%
Departing On Time - Route No. N132	Departing on Time - No less than 90.00%
Minimum Operated Mileage Standard - Route No. N132	No less than 99.00%

The Date of Tender for this ITT is:
No later than 12 Noon on Tuesday 8th September 2020

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

SERVICE SPECIFICATION

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

2) NOTES

Proposed Changes:
At this time, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route Nos. 132 & N132.

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

Two Options are specified:

Option 1
- No changes are proposed.

Option 2
- Mondays to Saturdays daytime frequencies are increased from every 10 minutes to every 8 minutes.
- All evenings and Sundays daytime frequencies are increased from every 15 minutes to every 12 minutes.
- **No changes proposed for Route No. N132**
- **No other changes proposed.**

Options 1 & 2
- The designation Route No. N132 is used for contractual purposes only. This service will be marketed as Route No. 132. This includes all publicity, including destination blind displays.
- **Tenderers must identify the cost of the Nightly element of this service separately.**

Operators should provide the following prices:

1. **Annual diesel-electric hybrid price - based on minimum 5 year contract.**
2. **Annual electric price - based on a minimum 5 year contract. Tenderers should outline the strategy they would adopt for recharging these vehicles, together with any other operational and infrastructure assumptions, within the tender submission.**

Tenderers are encouraged to offer alternative vehicle options in accordance with Part 9 of their tender, including but not limited to:

1. **Alternative Zero Emission vehicles (e.g. hydrogen).**
2. **Vehicles that offer genuine increased capacity and are certified as such.**
3. **Existing vehicles. Costs must include upgrading to EURO VI Emissions Standards where required. Please note that existing diesel vehicles will <u>NOT</u> be considered for routes which are already operated by hybrids. For routes already operated by Zero Emission vehicles, no other type will be considered.**

2) NOTES - continued

If submitting bids based on electric vehicles, Tenderers are reminded of the revised charging equipment specification requirements applicable from Tranche 726.

The welfare of bus drivers during their working day is essential, and appropriate locations for sign-on and sign-off as well as meal reliefs should be identified within the bid. These locations should have appropriate facilities available for drivers at the beginning and end of shifts to carry out their duties (including fitness for duty). For breaks and periods of rest between work there should be appropriate toilet provision (including the availability, condition and cleanliness of the facilities) and suitable locations to take a break. Whilst the obligation to provide suitable facilities remains with the bus operator, if there are any risks in not being able to supply these, the bus operator must make TfL aware in their tender or at any later stage when this becomes apparent.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1

North Greenwich Station, Bus Station to Bexleyheath, Shopping Centre			Bexleyheath, Shopping Centre to North Greenwich Station, Bus Station		
First departure no later than 0520.			First departure no later than 0425.		
0515 - 0600	Every 20 minutes		0420 - 0525	Every 30 minutes	
0601 - 0645	Every 15 minutes		0526 - 0605	Every 20 minutes	
0646 - 1825	Every 10 minutes		0606 - 0620	Every 15 minutes	
1826 - 1935	Every 12 minutes		0621 - 1840	Every 10 minutes	
1936 - 0120	Every 15 minutes		1841 - 2025	Every 12 minutes	
			2026 - 0030	Every 15 minutes	
Last departure no earlier than 0115.			Last departure no earlier than 0025.		
Pinchpoints					
Eltham High Street, Boots	0720 - 0900	10 minutes	Rochester Way, Dover Patrol	0700 - 0900	10 minutes
	1500 - 1630	10 minutes		1500 - 1640	10 minutes

OPTION 2

North Greenwich Station, Bus Station to Bexleyheath, Shopping Centre			Bexleyheath, Shopping Centre to North Greenwich Station, Bus Station		
First departure no later than 0520.			First departure no later than 0425.		
0515 - 0600	Every 20 minutes		0420 - 0525	Every 30 minutes	
0601 - 0645	Every 15 minutes		0526 - 0605	Every 20 minutes	
0646 - 0655	Every 10 minutes		0606 - 0620	Every 15 minutes	
0656 - 1825	Every 8 minutes		0621 - 0630	Every 10 minutes	
1826 - 0120	Every 12 minutes		0631 - 1825	Every 8 minutes	
			1826 - 0030	Every 12 minutes	
Last departure no earlier than 0115.			Last departure no earlier than 0025.		
Pinchpoints					
Eltham High Street, Boots	0720 - 0900	8 minutes	Rochester Way, Dover Patrol	0705 - 0900	8 minutes
	1500 - 1630	8 minutes		1505 - 1640	8 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - Continued

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1

North Greenwich Station, Bus Station to Bexleyheath, Shopping Centre			Bexleyheath, Shopping Centre to North Greenwich Station, Bus Station		
First departure no later than 0520.			First departure no later than 0425.		
0515 - 0720	Every 20 minutes		0420 - 0550	Every 30 minutes	
0721 - 0850	Every 15 minutes		0551 - 0730	Every 20 minutes	
0851 - 1640	Every 10 minutes		0731 - 0800	Every 15 minutes	
1641 - 1900	Every 12 minutes		0801 - 1700	Every 10 minutes	
1901 - 0120	Every 15 minutes		1701 - 1940	Every 12 minutes	
			1941 - 0030	Every 15 minutes	
Last departure no earlier than 0115.			Last departure no earlier than 0025.		
Pinchpoints					
Eltham High Street, Boots	0925 - 1105	10 minutes	Rochester Way, Dover Patrol	0855 - 1105	10 minutes

OPTION 2

North Greenwich Station, Bus Station to Bexleyheath, Shopping Centre			Bexleyheath, Shopping Centre to North Greenwich Station, Bus Station		
First departure no later than 0520.			First departure no later than 0425.		
0515 - 0720	Every 20 minutes		0420 - 0550	Every 30 minutes	
0721 - 0835	Every 15 minutes		0551 - 0730	Every 20 minutes	
0836 - 0845	Every 10 minutes		0731 - 0745	Every 15 minutes	
0846 - 1640	Every 8 minutes		0746 - 0755	Every 10 minutes	
1641 - 0120	Every 12 minutes		0756 - 1700	Every 8 minutes	
			1701 - 0030	Every 12 minutes	
Last departure no earlier than 0115.			Last departure no earlier than 0025.		
Pinchpoints					
Eltham High Street, Boots	0925 - 1105	8 minutes	Rochester Way, Dover Patrol	0855 - 1105	8 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - Continued

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

OPTION 1

North Greenwich Station, Bus Station to Bexleyheath, Shopping Centre			Bexleyheath, Shopping Centre to North Greenwich Station, Bus Station		
First departure no later than 0520.			First departure no later than 0425.		
0515 - 0820	Every 30 minutes		0420 - 0755	Every 30 minutes	
0821 - 0900	Every 20 minutes		0756 - 0855	Every 20 minutes	
0901 - 0120	Every 15 minutes		0856 - 0030	Every 15 minutes	
Last departure no earlier than 0115.			Last departure no earlier than 0025.		
Pinchpoints					
Eltham High Street, Boots	0950 - 1150	15 minutes	Rochester Way, Dover Patrol	0950 - 1135	15 minutes

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

OPTION 2

North Greenwich Station, Bus Station to Bexleyheath, Shopping Centre			Bexleyheath, Shopping Centre to North Greenwich Station, Bus Station		
First departure no later than 0520.			First departure no later than 0425.		
0515 - 0820	Every 30 minutes		0420 - 0755	Every 30 minutes	
0821 - 0900	Every 20 minutes		0756 - 0855	Every 20 minutes	
0901 - 0120	Every 12 minutes		0856 - 0030	Every 12 minutes	
Last departure no earlier than 0115.			Last departure no earlier than 0025.		
Pinchpoints					
Eltham High Street, Boots	0950 - 1150	12 minutes	Rochester Way, Dover Patrol	0950 - 1135	12 minutes

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

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - Continued

3.4) FRIDAY NIGHT/SATURDAY MORNING TO SATURDAY NIGHT/SUNDAY MORNING

OPTIONS 1 & 2

North Greenwich Station, Bus Station to Bexleyheath, Shopping Centre		Bexleyheath, Shopping Centre to North Greenwich Station, Bus Station	
First departure no later than 0130.		First departure no later than 0055.	
0125 - 0505	Every 30 minutes	0050 - 0400	Every 30 minutes
Last departure no earlier than 0500.		Last departure no earlier than 0355.	

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

4) OPERATIONAL CONSIDERATIONS

4.1) Route No. 132 should interwork with Route No. N132 to form a seamless 24 hour service.

4.2) North Greenwich Millennium Village will continue to grow and there will also be a 10,000 unit development north of the tube station. This is currently going through a master planning process which will lead to an increase in demand, especially for passengers travelling southbound in the morning on Route No. 132.

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 132: North Greenwich Bus Station - Bexleyheath, Market Place (24 hour service)

Date of Structural Change: 2 October 2021.

Date of Service Change: 2 October 2021.

Reason for Issue: New Tender - Options 1 & 2.

STREETS TRAVERSED

Towards Bexleyheath, Market Place: North Greenwich Bus Station, Edmund Halley Way, Pilot Busway, Southern Way, Commercial Way, Peartree Way, Horn Lane Roundabout, A102, Sun-In-The-Sands Roundabout, Shooters Hill Road, Kidbrooke Park Road, Kidbrooke Way, Rochester Way, Well Hall Roundabout, Well Hall Road, Eltham High Street, Bexley Road, Blackfen Road, Penhill Roundabout, Blendon Road, Bridgen Road, Parkhill Road, Bexley High Street, Bourne Road, Gravel Hill, Bexleyheath Broadway, Arnsberg Way, Geddes Place South Bay.

Towards North Greenwich Bus Station: Market Place, Friswell Place, Arnsberg Way, Bexleyheath Broadway, Gravel Hill, Bourne Road, Bexley High Street, Parkhill Road, Bridgen Road, Blendon Road, Penhill Roundabout, Blackfen Road, Bexley Road, Eltham High Street, Well Hall Road, Well Hall Roundabout, Rochester Way, Rochester Way Slip Road, Sun-In-The-Sands Roundabout, A102, A102 Slip Road, Horn Lane Roundabout, Peartree Way, Commercial Way, Southern Way, Pilot Busway, Edmund Halley Way, North Greenwich 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.

NORTH GREENWICH STATION

Private stand in three sections for 21 buses in Bus Parking Areas within North Greenwich Bus Station complex:
1 - offside facing south commencing 6.7 metres south of lamp standard No. NG18 and extending 51.8 metres north.
2 - facing north commencing 11.5 metres north of lamp standard No. NG07 and extending 95.8 metres south.
3 - offside facing north opposite Section 2 stand and extending 87.3 metres south.
Buses proceed from North Greenwich Bus Station direct to stand, departing to North Greenwich Bus Station. Set down in North Greenwich Bus Station, at Stop F (BP2277 - North Greenwich Station <>, Last Stop on LOR: BP2277 - North Greenwich Station <>) and pick up in North Greenwich Bus Station, at Stop D (BP2276 - North Greenwich Station <>, First Stop on LOR: BP2463 - Millennium Village / Oval Square).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 132 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:	North Greenwich.

EAST GREENWICH, LIBRARY (from BEXLEYHEATH, MARKET PLACE)

Public stand for two buses on north east side of Tunnel Avenue, commencing 2 metres from north west flank wall of the Fire Station and extending 19 metres north west.
Buses proceed from A102 Slip Road via Woolwich Road, Denham Street and Tunnel Avenue to stand, departing via Tunnel Avenue, Woolwich Road, Horn Lane Roundabout, Peartree Way, Bugsby's Way and Sainsburys Access Road to Commercial Way. Set down in Woolwich Road, at stop D (34401 - Kemsing Road, Last Stop on LOR: 20332 - Wricklemarsh Road) and pick up in Commercial Way, at stand ME (BP2782 - Millennium Leisure Park West, First Stop on LOR: BP2782 - Millennium Leisure Park West).

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

SHOOTERS HILL ROAD, SUN-IN-THE-SANDS (from BEXLEYHEATH, MARKET PLACE)

Buses proceed from Rochester Way via Rochester Way Slip Road and Sun-In-The-Sands Roundabout departing to Shooters Hill Road. Set down in Rochester Way, at Stop Y (20332 - Wricklemarsh Road, Last Stop on LOR: 20332 - Wricklemarsh Road) and pick up in Shooters Hill Road, at Stop D (19692 - Shooters Hill Road / Kidbrooke Park Road, First Stop on LOR: 19692 - Shooters Hill Road / Kidbrooke Park Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	**Turning Point Only - Buses must not stand**
BLIND DISPLAY:	Shooters Hill Road, Sun-in-the-Sands.

ELTHAM STATION

Private stand for up to 9 buses in bus station adjacent to Eltham Station on east side of Well Hall Road, facing west in centre parking area.

From Bexleyheath, Market Place.
Buses proceed from Well Hall Road via Eltham Bus Station to stand, departing via Eltham Bus Station to Well Hall Road. Set down in Eltham Bus Station, at Alighting Point (40082 - Eltham Bus Station #, Last Stop on LOR: 26665 - Eltham Church / Well Hall Road) and pick up in Well Hall Road, at Stop E (25751 - Eltham Station # / Lassa Road, First Stop on LOR: 25751 - Eltham Station # / Lassa Road).

From North Greenwich Bus Station.
Buses proceed from Well Hall Road via Eltham Bus Station to stand, departing via Eltham Bus Station to Well Hall Road. Set down in Eltham Bus Station, at Alighting Point (40082 - Eltham Bus Station #, Last Stop on LOR: 25749 - Eltham Station # / Sherard Road) and pick up in Well Hall Road, at Stop C (37421 - Eltham Station # / Sherard Road, First Stop on LOR: 37421 - Eltham Station # / Sherard Road).

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:	Eltham Station.

ELTHAM, SOUTHEND CRESCENT

Public stand for 2 buses on east side of Southend Crescent north of Southend Close commencing 8 metres north of lamp standard No. 09V1312 and extending 17 metres north.

From Bexleyheath, Market Place.
Buses proceed from Bexley Road via Southend Crescent to stand, departing via Southend Crescent and Footscray Road to Eltham High Street. Set down in Bexley Road, at Stop AF (16669 - Bexley Road / Glenesk Road, Last Stop on LOR: 16669 - Bexley Road / Glenesk Road) and pick up in Eltham High Street, V (16666 - Eltham High Street / Westmount Road, First Stop on LOR: 16666 - Eltham High Street / Westmount Road).

From North Greenwich Bus Station.
Buses proceed from Eltham High Street via Southend Crescent to stand, departing via Southend Crescent and Footscray Road to Eltham High Street. Set down in Eltham High Street, V (16666 - Eltham High Street / Westmount Road, Last Stop on LOR: 16666 - Eltham High Street / Westmount Road) and pick up in Eltham High Street, at Stop R (12925 - Eltham High Street / Pound Place, First Stop on LOR: 12925 - Eltham High Street / Pound Place).

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:	Eltham.

BLENDON, PENHILL ROAD

From Bexleyheath, Market Place.
Buses proceed from Blendon Road via A221 departing to Blendon Road. Set down in Blendon Road, M (16686 - Beechway, Last Stop on LOR: 16686 - Beechway) and pick up in Blendon Road, C (16685 - Beechway, First Stop on LOR: 16685 - Beechway).

From North Greenwich Bus Station.
Buses proceed from Blackfen Road via Penhill Roundabout departing to Blackfen Road. Set down in Blackfen Road, B (35529 - Blackfen Road / Penhill Road, Last Stop on LOR: 35529 - Blackfen Road / Penhill Road) and pick up in Blackfen Road, N (12080 - Blendon / Penhill Road, First Stop on LOR: 12080 - Blendon / Penhill Road).

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

BEXLEY VILLAGE (from North Greenwich Bus Station)

Buses proceed from Bourne Road departing to Bourne Road. Set down in Bourne Road, at Stop H (14378 - Hartford Road, Last Stop on LOR: 14378 - Hartford Road) and pick up in Bourne Road, at Stop J (14379 - Hartford Road, First Stop on LOR: 14379 - Hartford Road).

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

BEXLEYHEATH SHOPPING CENTRE, GEDDES PLACE

Private stand for three buses in marked bays in parking area between Geddes Place and Arnsberg Way, commencing at east kerb line of Geddes Place.
Buses proceed from Geddes Place South Bay direct to stand, departing via Geddes Place South Bay and Geddes Place to Market Place. Set down in Geddes Place South Bay, at Alighting Point (40020 - Geddes Place, Last Stop on LOR: 40020 - Geddes Place) and pick up in Market Place, at Stop L (11121 - Bexleyheath Clock Tower, First Stop on LOR: 11121 - Bexleyheath Clock Tower).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 132 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:	Bexleyheath, Shopping Centre.
OTHER INFORMATION:	A maximum scheduled stand time of 10 minutes is permitted.

EAST GREENWICH, LIBRARY (from BEXLEYHEATH, MARKET PLACE)

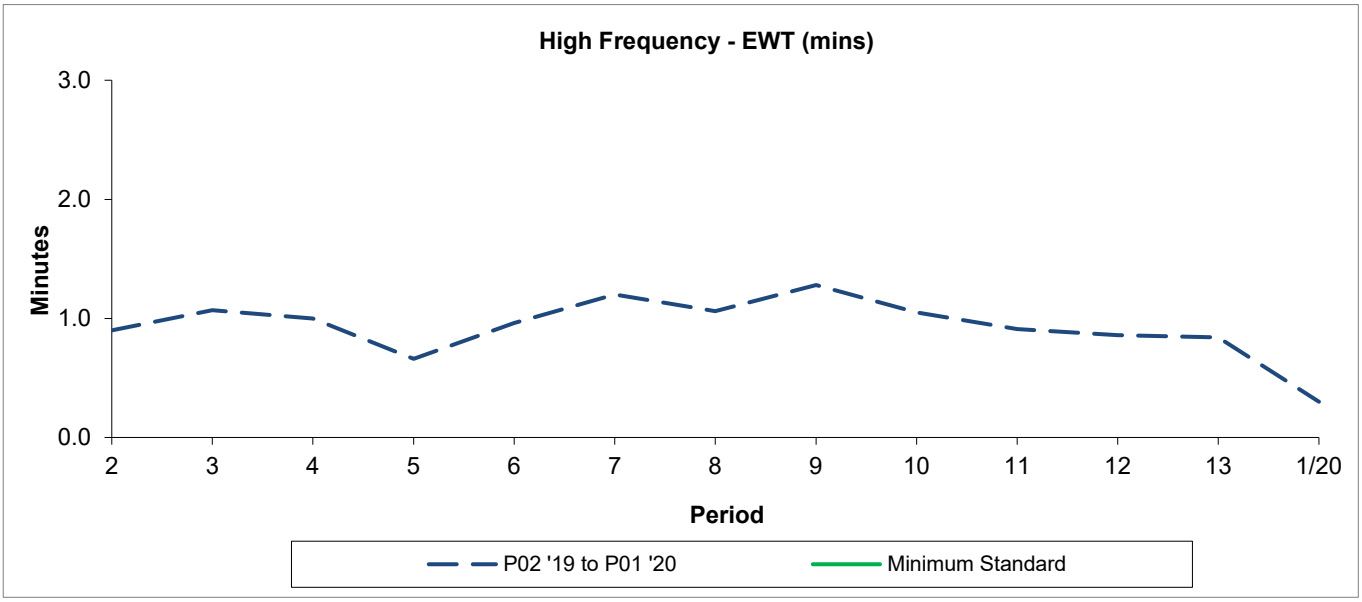
Public stand for two buses on north east side of Tunnel Avenue, commencing 2 metres from north west flank wall of the Fire Station and extending 19 metres north west.
Buses proceed from A102 Slip Road via Woolwich Road, Denham Street and Tunnel Avenue to stand, departing to . Set down {Not Specified}, D (34401 - Kemsing Road, Last Stop on LOR: 20332 - Wricklemarsh Road) and pick up {Not Specified}.

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:	/.

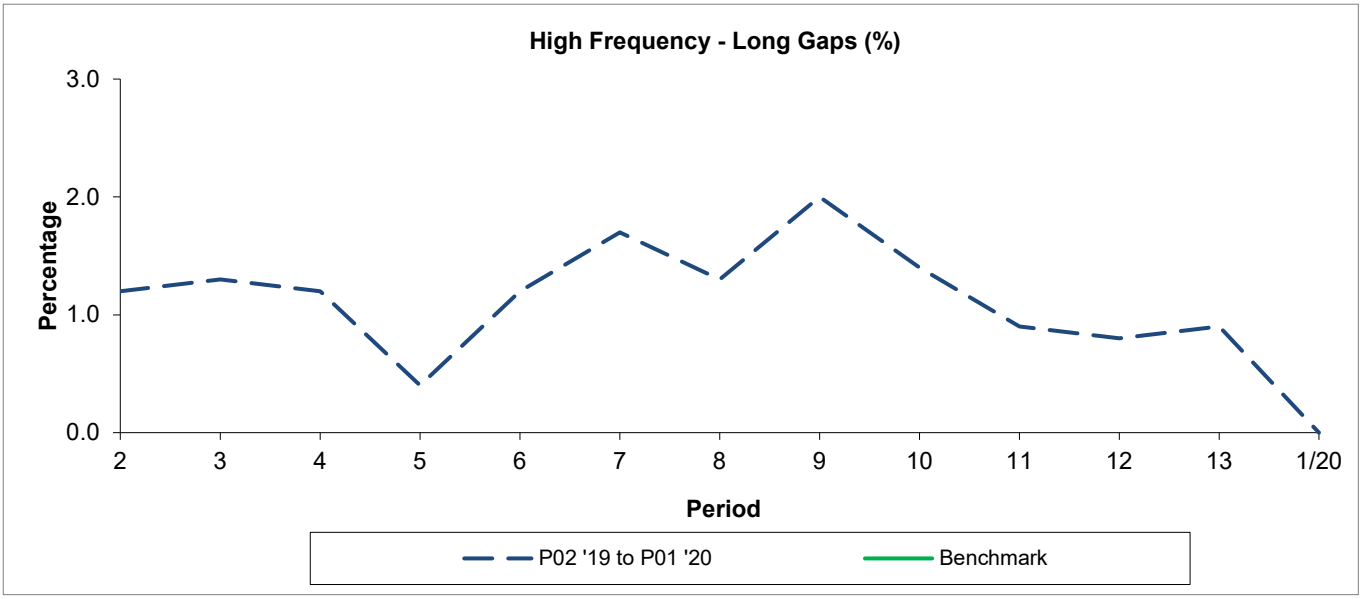
Period Trend Performance Graphs

Route 132

Reliability Performance



Period	2	3	4	5	6	7	8	9	10	11	12	13	1/20
P02 '19 to P01 '20	0.90	1.07	1.00	0.66	0.96	1.20	1.06	1.28	1.05	0.91	0.86	0.84	0.30
Minimum Standard													



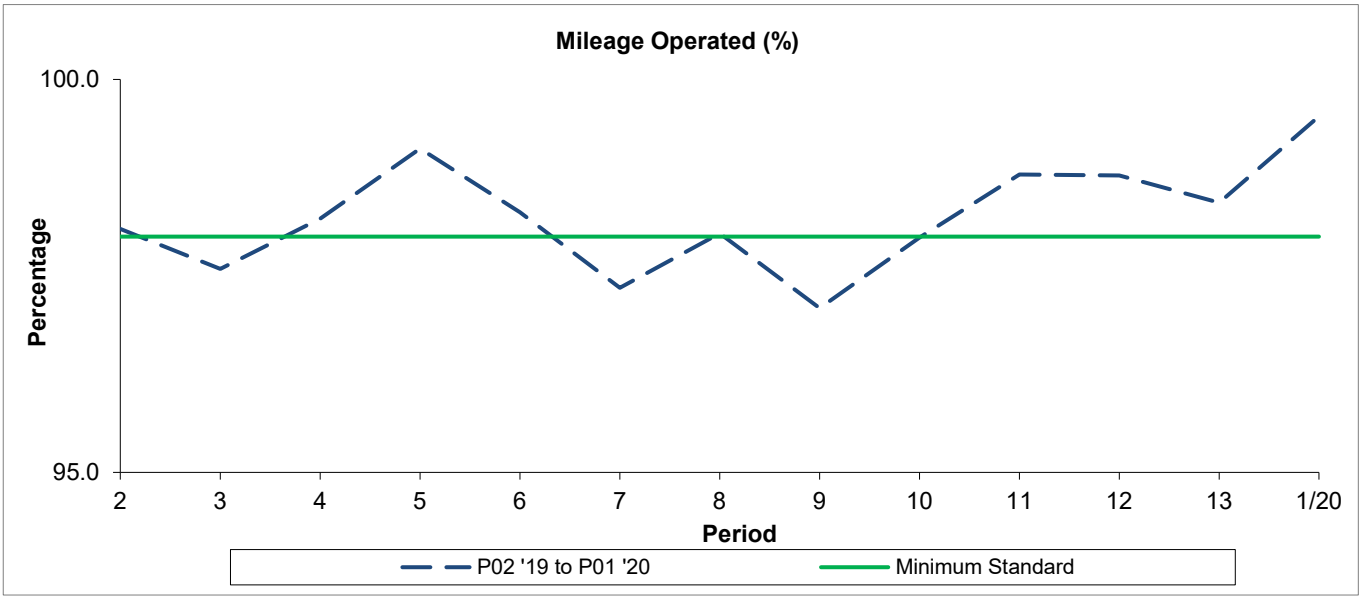
Period	2	3	4	5	6	7	8	9	10	11	12	13	1/20
P02 '19 to P01 '20	1.20	1.30	1.20	0.40	1.20	1.70	1.30	2.00	1.40	0.90	0.80	0.90	0.00
Benchmark													

Minimum Standards and Benchmarks are those applicable under the new contract.

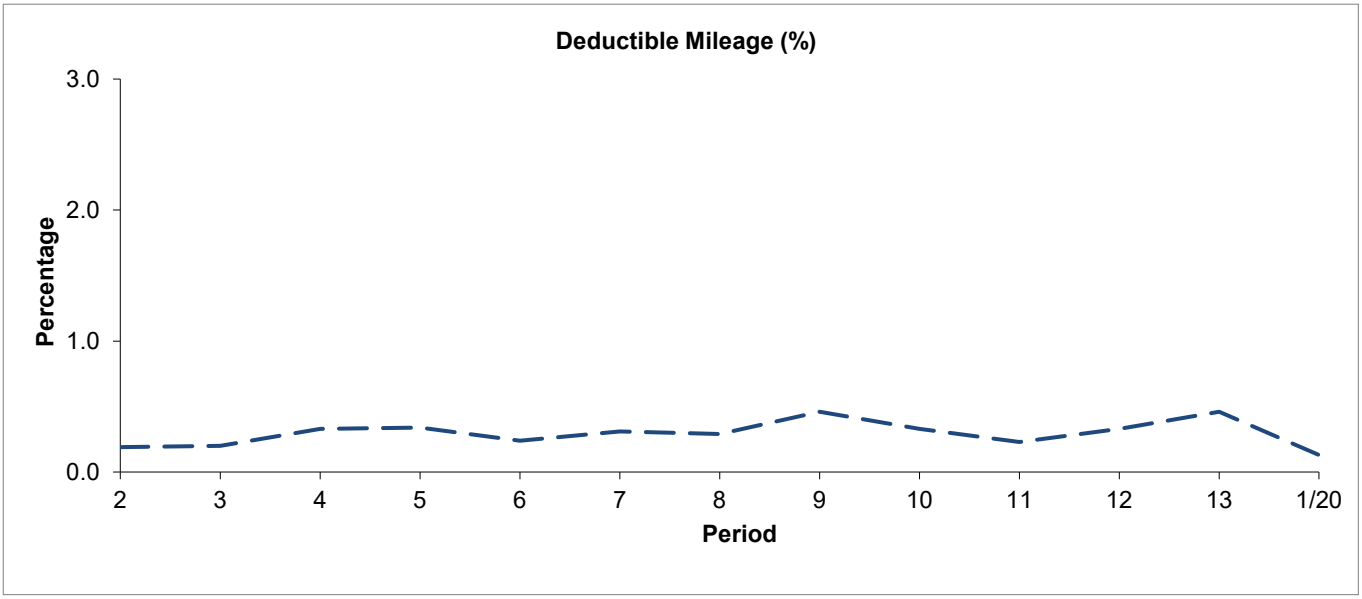
Period Trend Performance Graphs

Route 132

Mileage Performance



Period	2	3	4	5	6	7	8	9	10	11	12	13	1/20
P02 '19 to P01 '20	98.10	97.59	98.23	99.12	98.31	97.35	98.04	97.09	97.99	98.79	98.78	98.43	99.53
Minimum 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

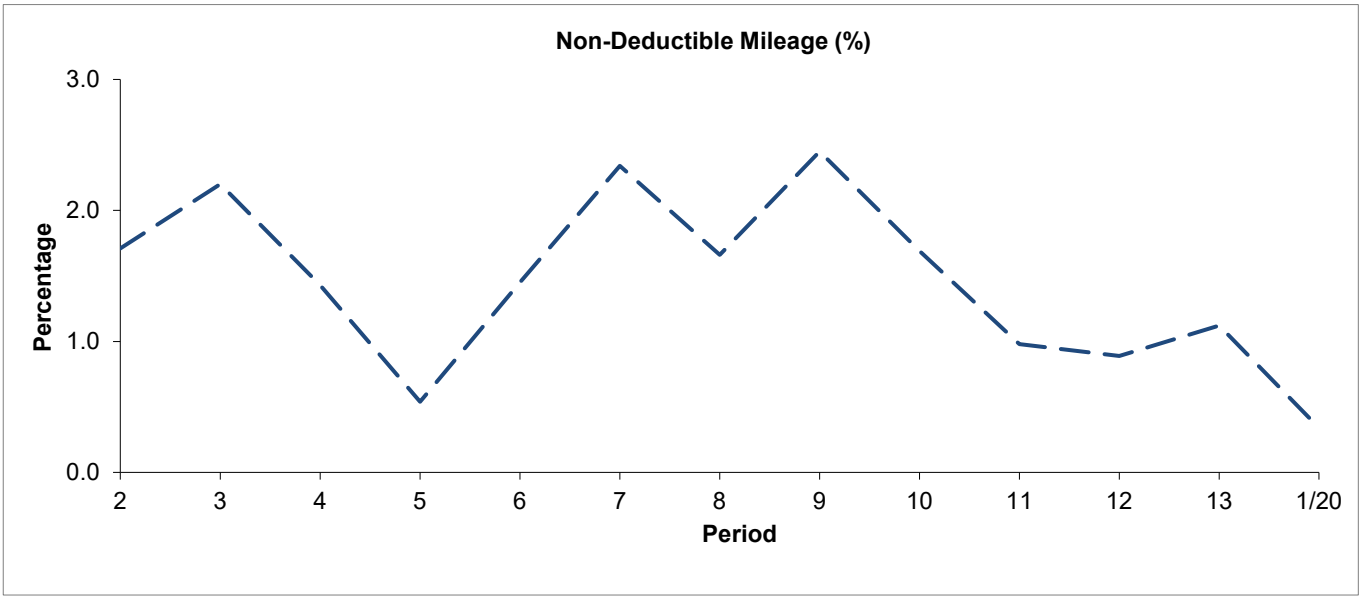


Period	2	3	4	5	6	7	8	9	10	11	12	13	1/20
P02 '19 to P01 '20	0.19	0.20	0.33	0.34	0.24	0.31	0.29	0.46	0.33	0.23	0.33	0.46	0.13

Period Trend Performance Graphs

Route 132

Mileage Performance



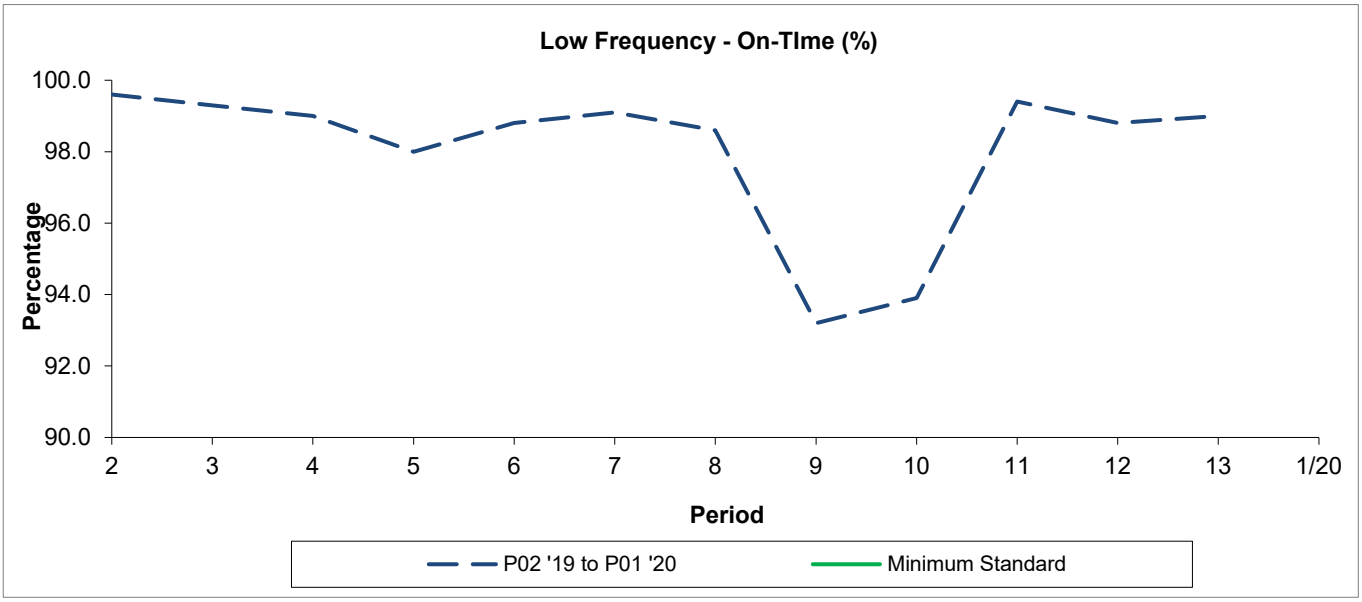
Period	2	3	4	5	6	7	8	9	10	11	12	13	1/20
P02 '19 to P01 '20	1.71	2.20	1.43	0.54	1.45	2.34	1.66	2.45	1.69	0.98	0.89	1.12	0.34

Mileage Performance figures are based on four weeks data

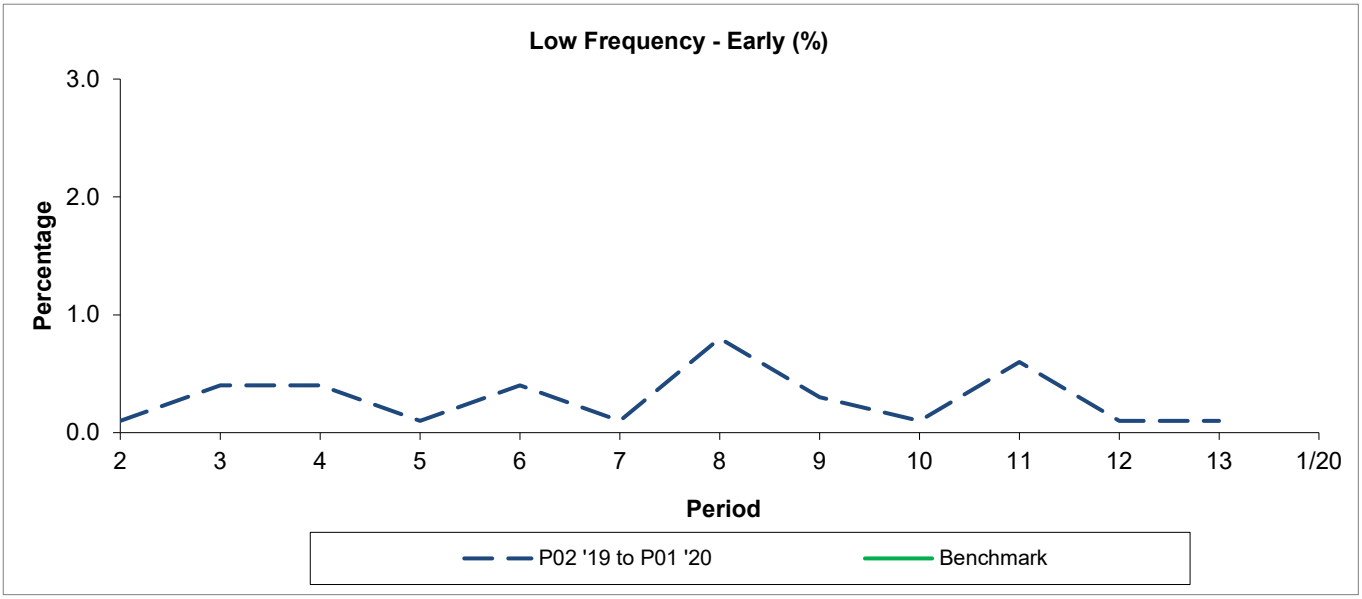
Period Trend Performance Graphs

Route N132

Reliability Performance



Period	2	3	4	5	6	7	8	9	10	11	12	13	1/20
P02 '19 to P01 '20	99.60	99.30	99.00	98.00	98.80	99.10	98.60	93.20	93.90	99.40	98.80	99.00	
Minimum Standard													



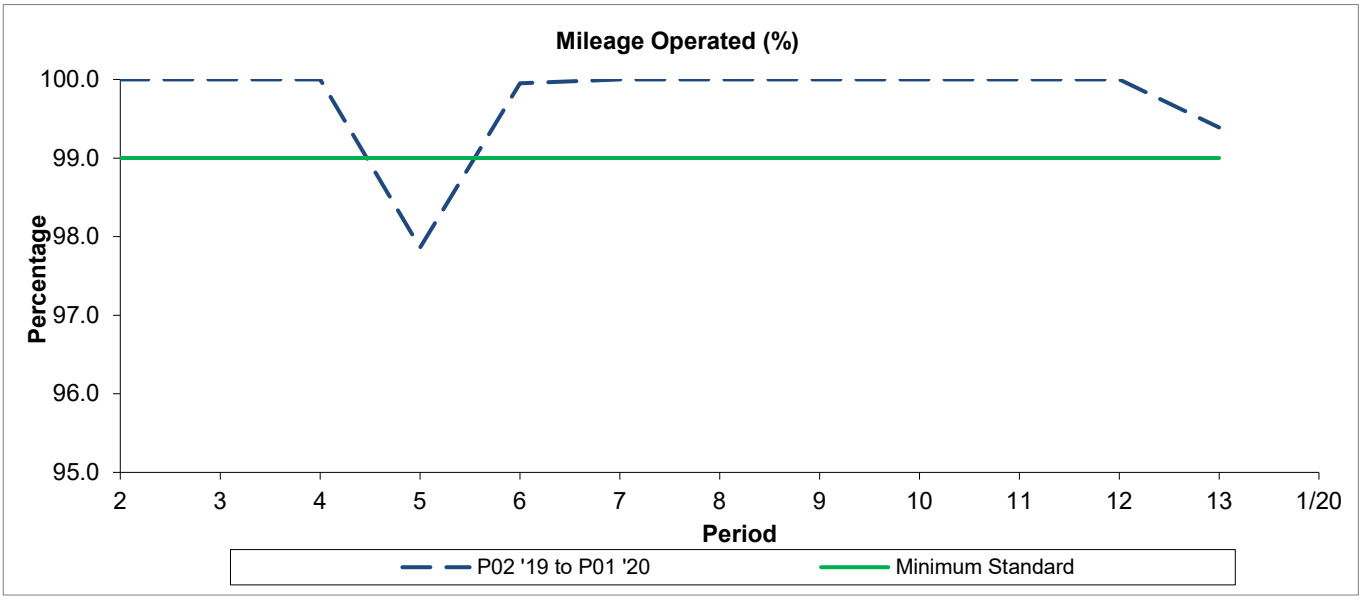
Period	2	3	4	5	6	7	8	9	10	11	12	13	1/20
P02 '19 to P01 '20	0.10	0.40	0.40	0.10	0.40	0.10	0.80	0.30	0.10	0.60	0.10	0.10	
Benchmark													

Minimum Standards and Benchmarks are those applicable under the new contract.

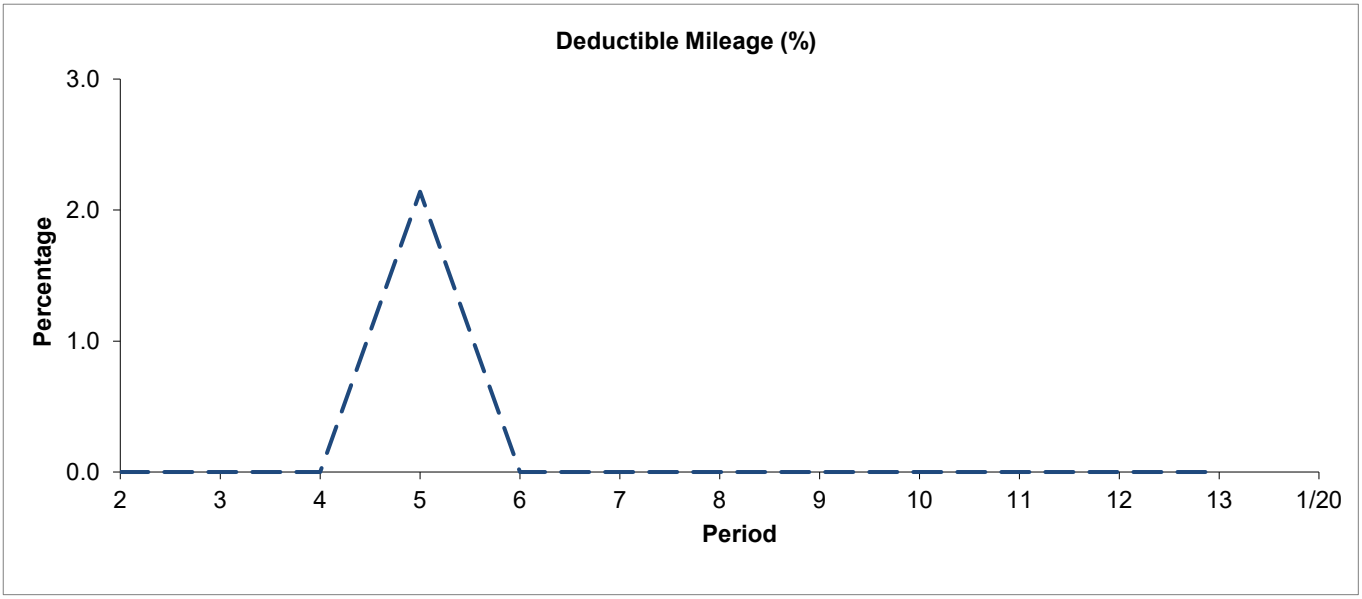
Period Trend Performance Graphs

Route N132

Mileage Performance



Period	2	3	4	5	6	7	8	9	10	11	12	13	1/20
P02 '19 to P01 '20	100.00	100.00	100.00	97.86	99.95	100.00	100.00	100.00	100.00	100.00	100.00	99.39	
Minimum 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	

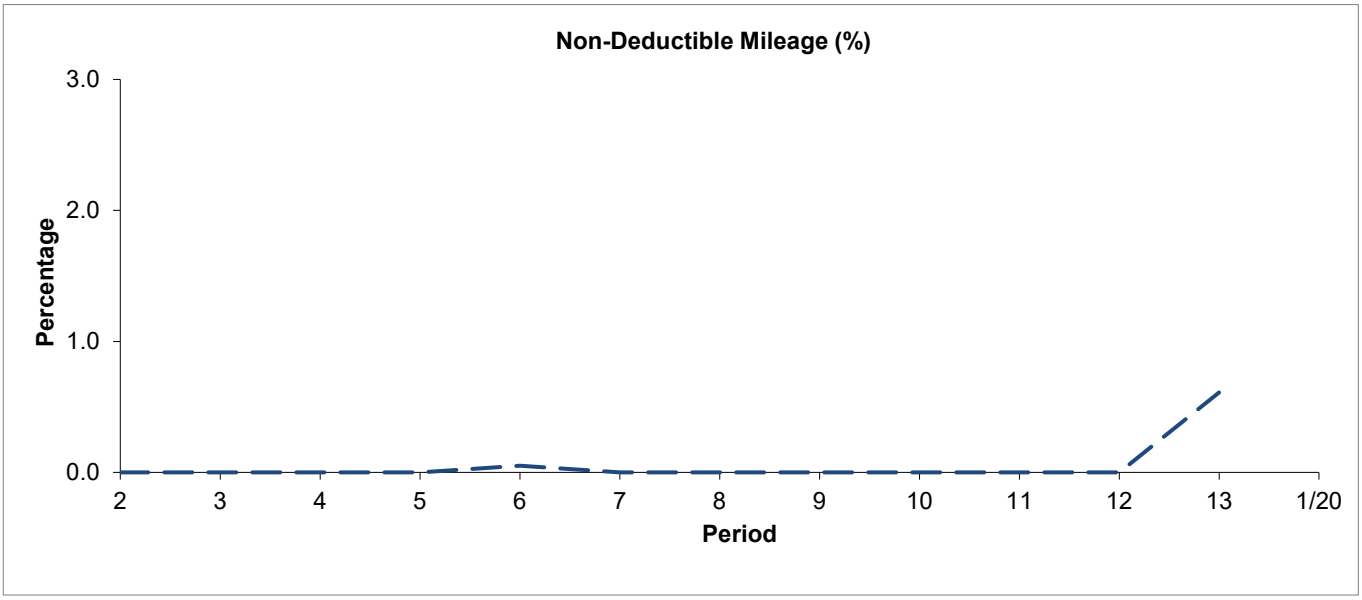


Period	2	3	4	5	6	7	8	9	10	11	12	13	1/20
P02 '19 to P01 '20	0.00	0.00	0.00	2.14	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	

Period Trend Performance Graphs

Route N132

Mileage Performance



Period	2	3	4	5	6	7	8	9	10	11	12	13	1/20
P02 '19 to P01 '20	0.00	0.00	0.00	0.00	0.05	0.00	0.00	0.00	0.00	0.00	0.00	0.61	

Mileage Performance figures are based on four weeks data

ROUTE 132 - FULL iBUS RESULTS BY TIME OF DAY
QUARTERS 01/19 to 04/19 (01/04/2019 to 31/03/2020)

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	20,740	20,405	98.4	9.60	**0.62**	10.22	64.1	30.0	5.4	0.5	0.6	61.1
07:00 - 10:00	62,753	61,704	98.3	5.17	**0.97**	6.14	82.5	15.9	1.4	0.2	1.4	99.9
10:00 - 13:00	63,767	63,191	99.1	4.97	**0.72**	5.69	86.0	13.5	0.4	0.0	0.5	51.9
13:00 - 16:00	64,091	63,667	99.3	4.95	**0.91**	5.86	83.4	15.4	1.1	0.1	1.2	42.7
16:00 - 19:00	62,942	60,302	95.8	5.03	**1.39**	6.42	79.1	18.7	1.9	0.3	2.2	54.0
19:00 - 22:00	48,452	47,367	97.8	6.29	**1.00**	7.29	71.5	26.3	1.9	0.3	0.9	63.6
22:00 - 24:00	27,409	27,616	100.8	7.47	**0.54**	8.01	65.7	32.3	1.8	0.2	0.3	49.9
All Locations Summary	**350,154**	**344,252**	**98.3**	**5.45**	**0.99**	**6.44**	**79.9**	**18.4**	**1.5**	**0.2**	**1.3**	**99.9**

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	3,352	3,307	98.7	11.74	**0.38**	12.12	48.8	39.2	10.5	1.5	0.7	67.3
07:00 - 10:00	9,932	9,881	99.5	6.95	**0.40**	7.35	75.1	23.4	1.4	0.1	0.1	45.1
10:00 - 13:00	13,104	12,723	97.1	5.03	**0.78**	5.81	84.2	15.0	0.7	0.1	0.8	42.3
13:00 - 16:00	13,109	12,463	95.1	4.99	**1.53**	6.52	78.8	18.7	2.1	0.3	2.5	59.3
16:00 - 19:00	11,736	11,486	97.9	5.55	**1.17**	6.72	76.8	21.0	2.0	0.2	1.3	42.3
19:00 - 22:00	9,106	9,007	98.9	6.98	**0.82**	7.79	67.1	30.3	2.2	0.4	0.7	67.1
22:00 - 24:00	5,763	5,661	98.2	7.43	**0.67**	8.10	64.6	32.8	2.3	0.3	0.3	43.2
All Locations Summary	**66,102**	**64,528**	**97.6**	**5.93**	**0.99**	**6.92**	**75.9**	**21.9**	**2.0**	**0.2**	**1.2**	**67.3**

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	2,830	2,800	98.9	14.92	**0.44**	15.36	37.9	29.7	27.7	4.7	2.2	64.6
07:00 - 10:00	6,619	6,568	99.2	11.37	**0.26**	11.63	51.2	36.1	11.2	1.5	0.0	60.6
10:00 - 13:00	9,853	9,681	98.3	7.29	**0.68**	7.97	65.6	31.7	2.2	0.5	0.5	57.0
13:00 - 16:00	9,505	9,246	97.3	7.44	**1.09**	8.53	63.0	32.4	4.0	0.6	0.6	55.1
16:00 - 19:00	9,626	9,469	98.4	7.40	**0.82**	8.22	64.8	32.2	2.7	0.3	0.3	51.1
19:00 - 22:00	9,546	9,412	98.6	7.45	**0.60**	8.04	65.2	32.8	1.8	0.1	0.2	46.0
22:00 - 24:00	6,265	6,373	101.7	7.48	**0.32**	7.80	66.4	32.6	1.0	0.0	0.0	34.7
All Locations Summary	**54,244**	**53,549**	**98.7**	**7.99**	**0.74**	**8.73**	**62.6**	**32.6**	**4.2**	**0.6**	**0.4**	**64.6**

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	26,922	26,512	98.5	10.18	**0.59**	10.77	60.8	30.8	7.5	0.9	0.7	67.3
07:00 - 10:00	79,304	78,153	98.5	5.62	**0.89**	6.51	80.3	17.5	1.9	0.3	1.2	99.9
10:00 - 13:00	86,724	85,595	98.7	5.26	**0.72**	5.99	83.2	16.0	0.7	0.1	0.5	57.0
13:00 - 16:00	86,705	85,376	98.5	5.24	**1.01**	6.26	80.4	17.8	1.6	0.2	1.3	59.3
16:00 - 19:00	84,304	81,257	96.4	5.32	**1.31**	6.63	77.5	20.3	2.0	0.3	1.9	54.0
19:00 - 22:00	67,104	65,786	98.0	6.52	**0.93**	7.45	70.1	27.6	1.9	0.3	0.8	67.1
22:00 - 24:00	39,437	39,650	100.5	7.47	**0.53**	8.00	65.6	32.4	1.8	0.2	0.2	49.9
All Locations Summary	**470,500**	**462,329**	**98.3**	**5.76**	**0.96**	**6.72**	**77.7**	**20.2**	**1.8**	**0.2**	**1.2**	**99.9**

ROUTE N132 - FULL iBUS RESULTS BY TIME OF DAY
QUARTERS 01/19 to 04/19 (01/04/2019 to 31/03/2020)

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	**On Time (%)**	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	4,839	4,823	99.7	99.4	**98.9**	0.4	0.3	0.4
All Locations Summary	**4,839**	**4,823**	**99.7**	**99.4**	**98.9**	**0.4**	**0.3**	**0.4**

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	4,713	4,720	100.1	99.8	**97.4**	0.2	0.2	2.2
All Locations Summary	**4,713**	**4,720**	**100.1**	**99.8**	**97.4**	**0.2**	**0.2**	**2.2**

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	**On Time (%)**	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	9,552	9,543	99.9	99.6	**98.1**	0.3	0.3	1.3
All Locations Summary	**9,552**	**9,543**	**99.9**	**99.6**	**98.1**	**0.3**	**0.3**	**1.3**

Transport for London - Live Mileage List

North Greenwich Place

Route: 132 / N132

Reason for Issu

Service Change: 51933
Date: 06/04/2019

QSI points are highlighted.

OUT DIRECTION				
Timing Point Code	**Stop Number**	**Stop Name**	**Metres**	**Miles**
NGNHSN	BP2276	North Greenwich Station		
	BP2463	Millennium Village / Oval Square	1155	0.72
	BP2461	Millennium Village South	301	0.19
	BP2782	Millennium Leisure Park West	297	0.18
GNCPSY	BP2401	Millennium Leisure Park East	248	0.15
	19692	Shooters Hill Road / Kidbrooke Park Road	2018	1.25
	36534	Annesley Road	306	0.19
	36552	Kidbrooke Park Close	211	0.13
RCHWDP	BP5633	Dover Patrol	602	0.37
	44020	Kidbrooke Way	271	0.17
	20328	Rochester Way / Broad Walk	187	0.12
	20326	Rochester Way / Wendover Road	524	0.33
	20324	Appleton Road	391	0.24
	20322	Westhorne Avenue / St Barnabas Church	144	0.09
	25746	Well Hall Road / Kidbrooke Lane	498	0.31
ELTMSN	25749	Eltham Station / Sherard Road	349	0.22
	25751	Eltham Station / Lassa Road	162	0.10
	26666	Eltham Church / Well Hall Road	268	0.17
ELTMHB	14710	Eltham High Street / Roper Street	305	0.19
	R0554	Eltham High Street / Pound Place	250	0.16
	16666	Eltham High Street / Westmount Road	188	0.12
	16668	Bexley Road / Glenesk Road	402	0.25
	16670	University Of Greenwich / Mansion Site	592	0.37
BXRDRR	16672	Riefield Road	265	0.16
	19721	Rennets Wood Road	365	0.23
	16675	Blackfen Road / Boundary Road	352	0.22
	16677	Queenswood Road	379	0.24
	16679	Blackfen Road / Days Lane	532	0.33
BFENWD	BP2259	Blackfen Road / Westwood Lane	179	0.11
	16681	Blackfen Road / Ramillies Road	205	0.13
	16683	Blackfen School For Girls	546	0.34
BLENPR	35529	Blackfen Road / Penhill Road	259	0.16
	16685	Beechway	493	0.31
	16687	Woodside Lane	349	0.22
	16689	The Anchor	349	0.22
	18918	Riverdale Road	218	0.14
	16691	Cross Lane	363	0.23
	17721	Parkhurst Road	176	0.11
BXLYSN	16693	Bexley Station	311	0.19
	16695	Bexley Library	330	0.21
	14378	Hartford Road	289	0.18
	34278	Gravel Hill Close	672	0.42
	14380	Broomfield Road	376	0.23
	13510	Halcot Avenue	179	0.11
	6323	Bexleyheath / Highland Road	446	0.28
BEXHSC	40020	Geddes Place	274	0.17

	Total Route Mileage - Out Direction	17576	10.92
		Metres	Miles

v2.0 - Mileage directly imported from Caesar

Bus Station - Bexleyheath, Market	Tranche 748

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New Contract

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
BEXHSC	11121	Bexleyheath Clock Tower		
	6324	Bexleyheath / Highland Road	514	0.32
	16697	Halcot Avenue	456	0.28
	14381	Broomfield Road	176	0.11
	34277	Gravel Hill Close	426	0.26
	14379	Hartford Road	604	0.38
	16696	Bexley Library	298	0.19
BXLYSN	16694	Bexley Station	284	0.18
	17722	Bexley War Memorial	208	0.13
	16692	Cross Lane	384	0.24
	18919	Riverdale Road	373	0.23
	16690	Bridgen / The Anchor	109	0.07
	16688	Woodside Lane	511	0.32
	16686	Beechway	333	0.21
BLENPR	12080	Blendon / Penhill Road	367	0.23
	16684	Blackfen School For Girls	341	0.21
	16682	Blackfen Road / Ramillies Road	306	0.19
BFENWD	R0555	Blackfen Road / Wellington Avenue	376	0.23
	29462	Sycamore Avenue	256	0.16
	16678	Queenswood Road	362	0.22
	16676	Blackfen Road / Boundary Road	511	0.32
	19722	Rennets Wood Road	378	0.23
BXRDRR	33520	Riefield Road	400	0.25
	16671	University Of Greenwich / Mansion Site	290	0.18
	16669	Bexley Road / Glenesk Road	520	0.32
	16667	Eltham High Street / Foots Cray Road	367	0.23
	12925	Eltham High Street / Pound Place	212	0.13
ELTMHB	20969	Eltham High Street / Passey Place	316	0.20
	26665	Eltham Church / Well Hall Road	180	0.11
ELTMSN	37421	Eltham Station / Sherard Road	437	0.27
	25748	Well Hall Road / Kidbrooke Lane	221	0.14
	25747	Well Hall Road / Well Hall Roundabout	265	0.16
	25745	Westhorne Avenue / St Barnabas Church	285	0.18
	20323	Appleton Road	189	0.12
	20325	Rochester Way / Wendover Road	390	0.24
	20327	Rochester Way / Broad Walk	405	0.25
	44021	Kidbrooke Way	296	0.18
RCHWDP	20329	Brook Lane	291	0.18
	20332	Wricklemarsh Road	277	0.17
GNCPSY	BP2402	Millennium Leisure Park East	2445	1.52
	BP2783	Millennium Leisure Park West	218	0.14
	BP2462	Millennium Village South	306	0.19
	BP2460	Millennium Village / Oval Square	304	0.19
NGNHSN	BP2277	North Greenwich Station	1305	0.81

Total Route Mileage - Back Direction	17492	10.87
	Metres	Miles