

7. Service Specification

Route: 343 & N343

Contract Reference: QC59603

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	343 & N343
Terminus Points - Route No. 343	Tower Bridge Road, City Hall and New Cross, Jerningham Road
Terminus Points - Route No. N343	Trafalgar Square, Duncannon Street/Whitehall and New Cross, Jerningham Road
Contract Basis	Incentivised
Commencement Date	3 rd February 2018
Vehicle Type	87 capacity, dual door, double deck vehicles
Current Maximum Approved Dimensions	10.6 metres long and 2.5 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard - Route No. 343	Average Excess Wait Time - No more than 1.20 minutes
Extension Threshold - Route No. 343	Average Excess Wait Time Threshold - 1.10 minutes
Minimum Operated Mileage Standard - Route No. 343	No less than 98%
Departing On Time - Route No. N343	Departing on Time - No less than 82%
Minimum Operated Mileage Standard - Route No. N343	No less than 99%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 10th April 2017.

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 (subject to consultation) to the existing service prior to the commencement of the new Route Agreement for Route Nos. 343 & N343.

- The one additional PVR introduced during all periods on Route No. 343 on 18th April 2015 and the widening during Mondays to Saturdays daytimes introduced on 31st October 2015 to mitigate the Road Modernisation Plan works on Cycle Superhighway North South, Cycle Superhighway 5 and Oval Triangle is retained until 2nd February 2018.
- The further widening during the Mondays to Sundays daytimes introduced on 3rd May 2016 to mitigate for the diversion via Great Dover Street (See bullet point 7 for further information) is retained until 2nd February 2018.

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 Fridays AM and PM peak frequencies are reduced from every 6 minutes to every 7-8 minutes (8 buses per hour).
- The Mondays to Fridays AM peak flow journey ex New Cross, Jerningham Road between 0726 and 0758 is withdrawn.
- The Mondays to Fridays afternoon schooldays journey between Telegraph Hill, St. Catherine's Church (New Cross) and Peckham, Aylesham Centre at 1458 is withdrawn.
- Mondays to Fridays interpeak and Saturdays shopping period frequencies are reduced from every 6-7 minutes (9 buses per hour) to every 7-8 minutes (8 buses per hour).
- Ex, New Cross, Jerningham Road, the current diversion on Route No. 343 via Great Dover Street which is as a result of the closure of Tooley Street due to the re-building of London Bridge Station will operate until May 2018.
- **Tenderers must identify the cost of the Nightly element of this service separately.**

Proposed Changes (Continued):

The Mayor and Transport for London (TfL) have developed a series of clean bus corridors which will be 'Low Emission Bus Zones' (LEBZ) in London. The corridors will prioritise the greenest buses on the worst polluted routes, as part of the Mayor's plans to improve air quality across London.

The Low Emission Bus Zones will begin to be introduced from early 2017 and will apply 24 hours a day, 7 days a week, and will require all buses operating for TfL within the zones to meet Euro VI emission standards.

- Route Nos. 343 & N343 serves LEBZ 7 (Camberwell to New Cross) which is scheduled to commence in May 2018.
- Any existing vehicles will need to be upgraded to reduce NOx and PM emissions to meet the equivalent of Euro VI emission standards. The costs to achieve this upgrade should be included in the overall tender price. For LBSL budgeting purposes, the cost (per vehicle) to the operator of the upgrade should also be identified separately.

Operators should provide the following prices:

1. Annual diesel price - based on minimum 5 year contract.
2. Annual diesel-electric hybrid price - based on minimum 5 year contract.

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

1. New two door, single staircase vehicles inspired by the New Routemaster in respect of both their external and internal design, to the appropriate specification agreed between TfL and the manufacturers.
2. Vehicles that offer genuine increased capacity on two axles and are certified as such.
3. Modifications to reduce emissions and fuel consumption (including energy storage, engine stop/start, extended zero-emission range and/or energy efficient components)
4. Existing vehicles.

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

Tower Bridge Road, City Hall to New Cross, Jerningham Road			New Cross, Jerningham Road to Tower Bridge Road, City Hall		
First departure no later than 0520.			First departure no later than 0510.		
0515 - 0600	Every 20 minutes		0505 - 0530	Every 20 minutes	
0601 - 0630	Every 15 minutes		0531 - 0615	Every 15 minutes	
0631 - 0655	Every 12 minutes		0616 - 0640	Every 12 minutes	
0656 - 0715	Every 10 minutes		0641 - 0700	Every 10 minutes	
0716 - 1910	Every 7-8 minutes (8 buses per hour)		0701 - 1850	Every 7-8 minutes (8 buses per hour)	
1911 - 2310	Every 10 minutes		1851 - 2300	Every 10 minutes	
2311 - 0015	Every 12 minutes		2301 - 0005	Every 12 minutes	
Last departure no earlier than 0010.			Last departure no earlier than 2400.		
Pinchpoints					
Peckham Rye (East Side), Nunhead Lane	0715 - 0740	12 minutes	Elephant & Castle, Tabernacle	0705 - 0730	12 minutes
	0741 - 0800	10 minutes		0731 - 0750	10 minutes
	0801 - 0900	8 minutes		0751 - 0905	8 minutes
	1505 - 1635	8 minutes		1505 - 1635	8 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Tower Bridge Road, City Hall to New Cross, Jerningham Road			New Cross, Jerningham Road to Tower Bridge Road, City Hall		
First departure no later than 0520.			First departure no later than 0510.		
0515 - 0620	Every 20 minutes		0505 - 0610	Every 20 minutes	
0621 - 0705	Every 15 minutes		0611 - 0640	Every 15 minutes	
0706 - 0840	Every 12 minutes		0641 - 0840	Every 12 minutes	
0841 - 0900	Every 10 minutes		0841 - 0900	Every 10 minutes	
0901 - 1820	Every 7-8 minutes (8 buses per hour)		0901 - 1800	Every 7-8 minutes (8 buses per hour)	
1821 - 2310	Every 10 minutes		1801 - 2300	Every 10 minutes	
2311 - 0015	Every 12 minutes		2301 - 0005	Every 12 minutes	
Last departure no earlier than 0010.			Last departure no earlier than 2400.		
Pinchpoints					
Peckham Rye (East Side), Nunhead Lane	0930 - 1100	8 minutes	Elephant & Castle, Tabernacle	0935 - 1105	8 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - Continued

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

Tower Bridge Road, City Hall to New Cross, Jerningham Road			New Cross, Jerningham Road to Tower Bridge Road, City Hall		
First departure no later than 0520.			First departure no later than 0510.		
0515 - 0720	Every 20 minutes		0505 - 0610	Every 20 minutes	
0721 - 0850	Every 15 minutes		0611 - 0840	Every 15 minutes	
0851 - 0915	Every 12 minutes		0841 - 0905	Every 12 minutes	
0916 - 2310	Every 10 minutes		0906 - 2300	Every 10 minutes	
2311 - 0015	Every 12 minutes		2301 - 0005	Every 12 minutes	
Last departure no earlier than 0010.			Last departure no earlier than 2400.		
Pinchpoints					
Peckham Rye (East Side), Nunhead Lane	0950 - 1130	10 minutes	Elephant & Castle, Tabernacle	1000 - 1130	10 minutes

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

3.4) NIGHTLY

Trafalgar Square, Duncannon Street to New Cross, Jerningham Road		New Cross, Jerningham Road to Trafalgar Square, Whitehall	
First departure no later than 0020.		First departure no later than 0030.	
0015 - 0455	Every 30 minutes	0025 - 0505	Every 30 minutes
Last departure no earlier than 0450.		Last departure no earlier than 0500.	

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 343 should interwork with Route No. N343 to form a seamless 24 hour service between Borough High Street, Southwark Street and New Cross, Jerningham Road.
- 4.2) Route Nos. 343 & N343 can suffer from unpredictable traffic delays in the London Bridge, Elephant & Castle, Peckham and New Cross areas.
- 4.3) Heygate Estate has been demolished and the site now known as Elephant Park is being re-developed. There will be 3,000 new homes, a new park which will be Central London's largest in more than 70 years and retail space and community facilities. This may have an impact on demand on Route Nos. 343 & N343.
- 4.4) Aylesbury Estate will be regenerated over the next 20 years across four phases. This will include nearly 4,000 new homes as well as new streets, squares and community and retail facilities. This may have an impact on demand on Route Nos. 343 & N343.
- 4.5) The Northern line (Charing Cross branch) will be extended from Kennington to Battersea Power Station. Proposals exist for two new tube stations at Nine Elms and Battersea allowing easy access to the tube network. Completion is expected in 2020 and some passenger demand for Route Nos. 343 & N343 may shift to this line when it opens.
- 4.6) London Bridge Station is being re-built and improvements include a new concourse, new platforms for more trains and a better connected and accessible station. Completion is expected in spring 2018. This may have an impact on demand on Route Nos. 343 & N343.

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 343: London Bridge, City Hall - New Cross, Jerningham Road

Date of Structural Change: 3 February 2018.

Date of Service Change: 3 February 2018.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards New Cross, Jerningham Road: Queen Elizabeth Street, Tooley Street, Duke Street Hill, Borough High Street, Newington Causeway, Elephant And Castle, Walworth Road, Heygate Street, Rodney Road, Flint Street, East Street, Thurlow Street, Albany Road, Wells Way, Southampton Way, Peckham Road, Peckham High Street, Clayton Road, Hanover Park, Rye Lane, Peckham Rye, Peckham Rye (East Side), Cheltenham Road, Ivydale Road, Merttins Road, St Norbert Road, Friendsbury Road, Avignon Road, Pepys Road, Jerningham Road.

Towards London Bridge, City Hall: Jerningham Road, New Cross Road, Pepys Road, Avignon Road, Friendsbury Road, St Norbert Road, Merttins Road, Ivydale Road, Cheltenham Road, Peckham Rye, Peckham Rye (East Side), East Dulwich Road, Peckham Rye, Rye Lane, Peckham High Street, Peckham Road, Southampton Way, Cottage Green, Wells Way, Albany Road, Thurlow Street, East Street, Flint Street, Rodney Road, Heygate Street, Walworth Road, Elephant And Castle, Newington Causeway, Borough High Street, Great Dover Street, Bricklayer's Arms Roundabout, Tower Bridge Road, Queen Elizabeth Street.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

TOWER BRIDGE ROAD, QUEEN ELIZABETH STREET

Public stand for two buses on the south side of Queen Elizabeth Street commencing at a point 15 metres east of Tooley Street and extending 24 metres east.

Buses proceed from Queen Elizabeth Street direct to stand, departing to Queen Elizabeth Street. Set down in Queen Elizabeth Street, at Stop R (BP4910 - City Hall, Last Stop on LOR: BP4910 - City Hall) and pick up in Queen Elizabeth Street, at Stop R (BP4910 - City Hall, First Stop on LOR: BP4910 - City Hall).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 343 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:	City Hall.

ELEPHANT & CASTLE, SOUTHWARK BRIDGE ROAD (from NEW CROSS, JERNINGHAM ROAD)

Buses proceed from Newington Causeway via Southwark Bridge Road and Gaunt Street departing to Newington Causeway. Set down in Newington Causeway, at stop F (33624 - Elephant & Castle / Newington Causeway, Last Stop on LOR: 33624 - Elephant & Castle / Newington Causeway) and pick up in Newington Causeway, at stop G (33625 - Elephant & Castle / Newington Causeway, First Stop on LOR: 33625 - Elephant & Castle / Newington Causeway).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Elephant & Castle.

PECKHAM BUS STATION

From London Bridge, City Hall.

Buses proceed from Peckham High Street via Peckham Bus Station and Peckham High Street departing to Peckham Road. Set down in Peckham High Street, at stop B (280 - Peckham Library, Last Stop on LOR: 280 - Peckham Library) and pick up in Peckham Road, at stop S (1962 - Harris Academy, First Stop on LOR: 1962 - Harris Academy).

From New Cross, Jerningham Road.

Buses proceed from Rye Lane via Hanover Park, Clayton Road, Peckham High Street, Peckham Bus Station and Peckham High Street departing to Clayton Road. Set down in Rye Lane, at stop U (13780 - Peckham Rye Station #, Last Stop on LOR: 13780 - Peckham Rye Station #) and pick up in Clayton Road, at stop K (33439 - Clayton Road, First Stop on LOR: 33439 - Clayton Road).

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

PECKHAM RYE, WEST SIDE (from London Bridge, City Hall)

Public offside stand on west side of Peckham Rye East, commencing 29 metres south of a point opposite Phillip Walk and extending 20 metres North.

Buses proceed from Rye Lane via Peckham Rye to stand, departing via Peckham Rye, Peckham Rye (East Side) and East Dulwich Road to Peckham Rye. Set down in Rye Lane, at Stop EA (1726 - Nigel Road, Last Stop on LOR: 1726 - Nigel Road) and pick up in Peckham Rye, at Stop WL (17141 - Peckham Rye / East Dulwich Road, First Stop on LOR: 17141 - Peckham Rye / East Dulwich Road).

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

NEW CROSS GATE, JERNINGHAM ROAD

Public stand for three buses on west side of Jerningham Road, commencing 2 metres north of lamp standard 2 extending 31 metres south.

Buses proceed from Jerningham Road direct to stand, departing to Jerningham Road. Set down in Jerningham Road, at Stop N (37059 - New Cross / Jerningham Road, Last Stop on LOR: 37059 - New Cross / Jerningham Road) and pick up in Jerningham Road, at Stop N (37059 - New Cross / Jerningham Road, First Stop on LOR: 37059 - New Cross / Jerningham Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 343 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:	New Cross Gate.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE N343: Trafalgar Square - New Cross, Jerningham Road

Date of Structural Change: 3 February 2018.

Date of Service Change: 3 February 2018.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards New Cross, Jerningham Road: Duncannon Street, Strand, Aldwych, Strand, Lancaster Place, Waterloo Bridge, Waterloo Road, Stamford Street, Southwark Street, Borough High Street, Station Approach, Railway Approach, Bay C, London Bridge Bus Station, London Bridge Street, Borough High Street, Newington Causeway, Elephant And Castle, Walworth Road, Heygate Street, Rodney Road, Flint Street, East Street, Thurlow Street, Albany Road, Wells Way, Southampton Way, Peckham Road, Peckham High Street, Clayton Road, Hanover Park, Rye Lane, Peckham Rye, Peckham Rye (East Side), Cheltenham Road, Ivydale Road, Merttins Road, St Norbert Road, Friendsbury Road, Avignon Road, Pepys Road, Jerningham Road.

Towards Trafalgar Square: New Cross Road, Pepys Road, Avignon Road, Friendsbury Road, St Norbert Road, Merttins Road, Ivydale Road, Cheltenham Road, Peckham Rye, East Dulwich Road, Peckham Rye, Rye Lane, Peckham High Street, Peckham Road, Southampton Way, Cottage Green, Wells Way, Albany Road, Thurlow Street, East Street, Flint Street, Rodney Road, Heygate Street, Walworth Road, Elephant And Castle, Newington Causeway, Borough High Street, Station Approach, Railway Approach, Bay B, London Bridge Bus Station, London Bridge Street, Borough High Street, Southwark Street, Stamford Street, Waterloo Road, Tenison Way, Waterloo Road, Waterloo Bridge, Lancaster Place, Strand, Charing Cross, Whitehall.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

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 Whitehall Place and Northumberland Avenue to stand, departing via Northumberland Avenue, Charing Cross, Trafalgar Square (South Side) and Trafalgar Square (East Side) to Duncannon Street. Set down in Whitehall, at Stop N (152 - Whitehall / Trafalgar Square, Last Stop on LOR: 152 - Whitehall / Trafalgar Square) and pick up in Duncannon Street, at Stop G (148 - Trafalgar Square / Charing Cross Stn <>#, First Stop on LOR: 148 - Trafalgar Square / Charing Cross Stn <>#).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route N343 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:	Trafalgar Square.

ALDWYCH, EAST ARM (from NEW CROSS, JERNINGHAM ROAD)

Public offside stand for 6 buses on south side of Aldwych (east arm) commencing 10 metres west of Melbourne Place and extending 67 metres west. Overflow public stand for 3 buses on south side of Strand commencing 10 metres east of Surrey Street and extending 36 metres east.

Buses proceed from Lancaster Place via Aldwych to stand, departing via Aldwych to Strand. Set down in Lancaster Place, at Stop T (36886 - Lancaster Place, Last Stop on LOR: 36886 - Lancaster Place) and pick up in Strand, at Stop S (29985 - Aldwych / Somerset House, First Stop on LOR: 29985 - Aldwych / Somerset House).

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:	Aldwych.

LONDON BRIDGE STATION (from NEW CROSS, JERNINGHAM ROAD)

Buses proceed from Bay B via London Bridge Bus Station departing to London Bridge Street. Set down in Bay B, at Stop B (BP5680 - London Bridge Station # <>, Last Stop on LOR: BP5680 - London Bridge Station # <>) and pick up in London Bridge Street, at Stop D (BP4228 - London Bridge Station <> #, First Stop on LOR: BP4228 - London Bridge Station <> #).

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

ELEPHANT & CASTLE, SOUTHWARK BRIDGE ROAD (from NEW CROSS, JERNINGHAM ROAD)

Buses proceed from Newington Causeway via Southwark Bridge Road and Gaunt Street departing to Newington Causeway. Set down in Newington Causeway, at Stop F (33624 - Elephant & Castle / Newington Causeway, Last Stop on LOR: 33624 - Elephant & Castle / Newington Causeway) and pick up in Newington Causeway, at Stop G (33625 - Elephant & Castle / Newington Causeway, First Stop on LOR: 33625 - Elephant & Castle / Newington Causeway).

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

NEW CROSS, NEW CROSS ROAD

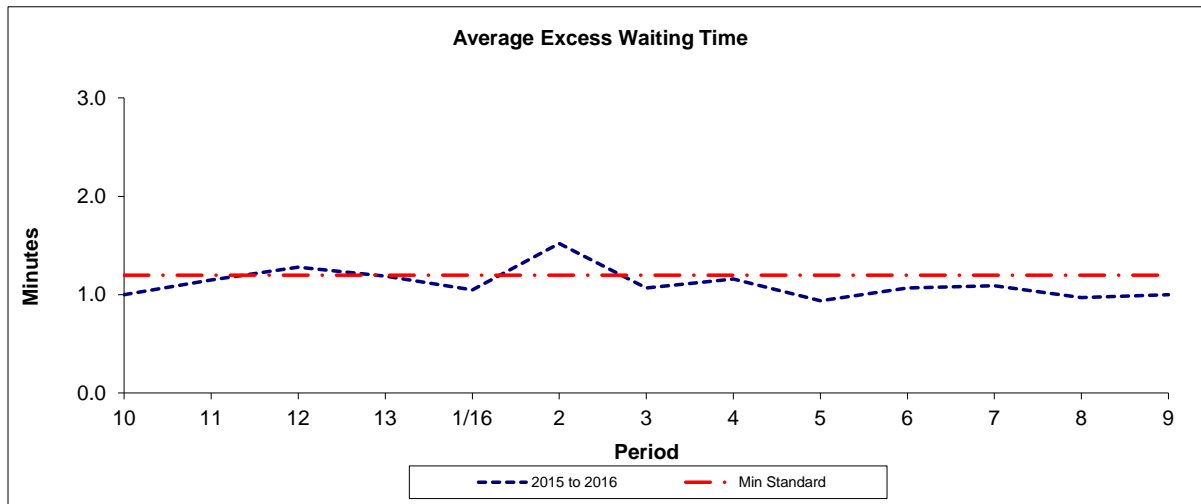
Public stand for one bus at rear of bay in New Cross Road, west of junction with entrance to New Cross Bus Garage.

Buses proceed from Jerningham Road via New Cross Road to stand, departing to New Cross Road. Set down in Jerningham Road, at Stop N (37059 - New Cross / Jerningham Road, Last Stop on LOR: 37059 - New Cross / Jerningham Road) and pick up in New Cross Road, at Stop K (24648 - New Cross Bus Garage, First Stop on LOR: 24648 - New Cross Bus Garage).

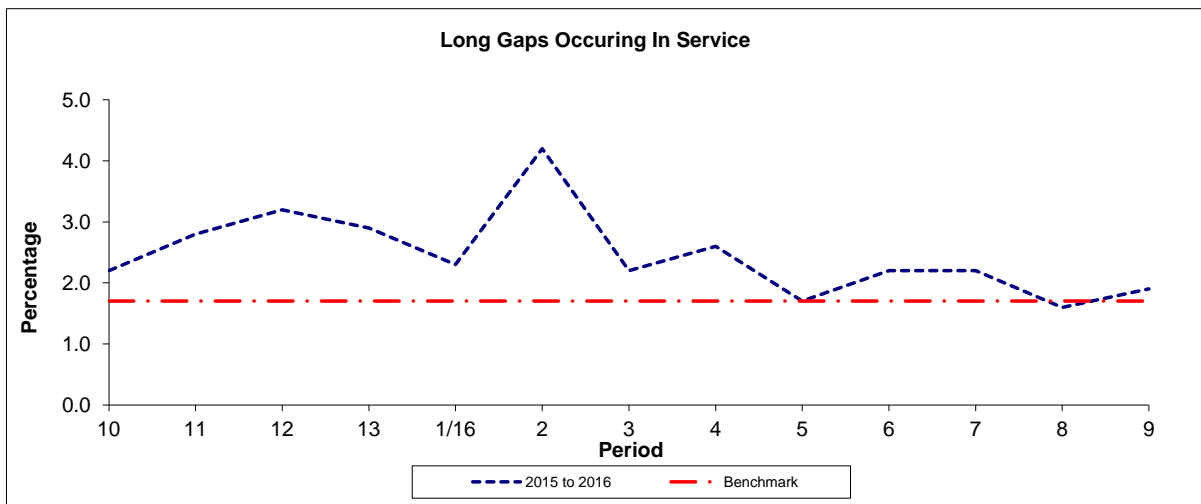
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: Unscheduled curtailments only
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: New Cross Gate.

PART B - PERFORMANCE STATISTICS

Route 343



Period	10	11	12	13	1/16	2	3	4	5	6	7	8	9
2015 to 2016	1.00	1.15	1.28	1.19	1.05	1.52	1.07	1.16	0.94	1.07	1.09	0.97	1.00
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

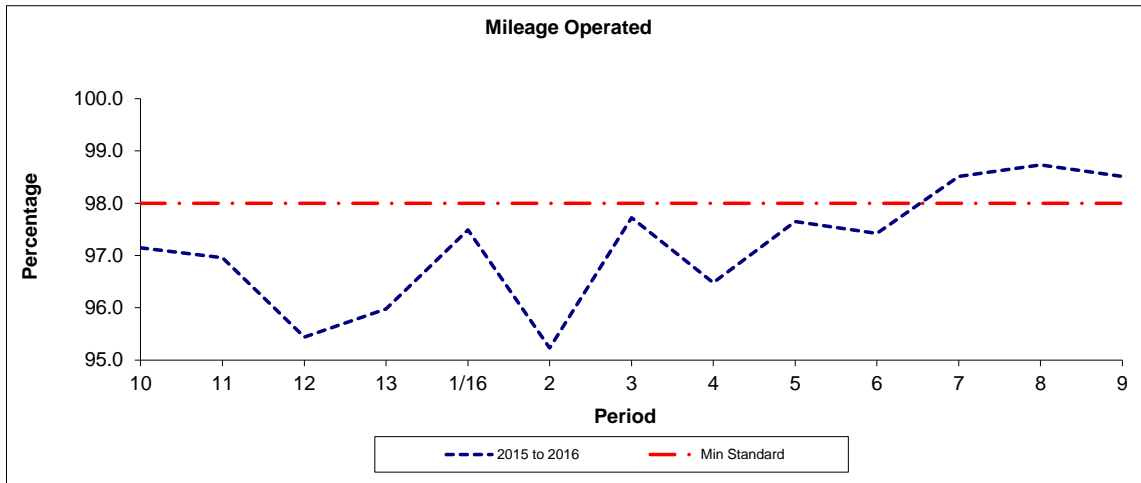


Period	10	11	12	13	1/16	2	3	4	5	6	7	8	9
2015 to 2016	2.2	2.8	3.2	2.9	2.3	4.2	2.2	2.6	1.7	2.2	2.2	1.6	1.9
Benchmark	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7

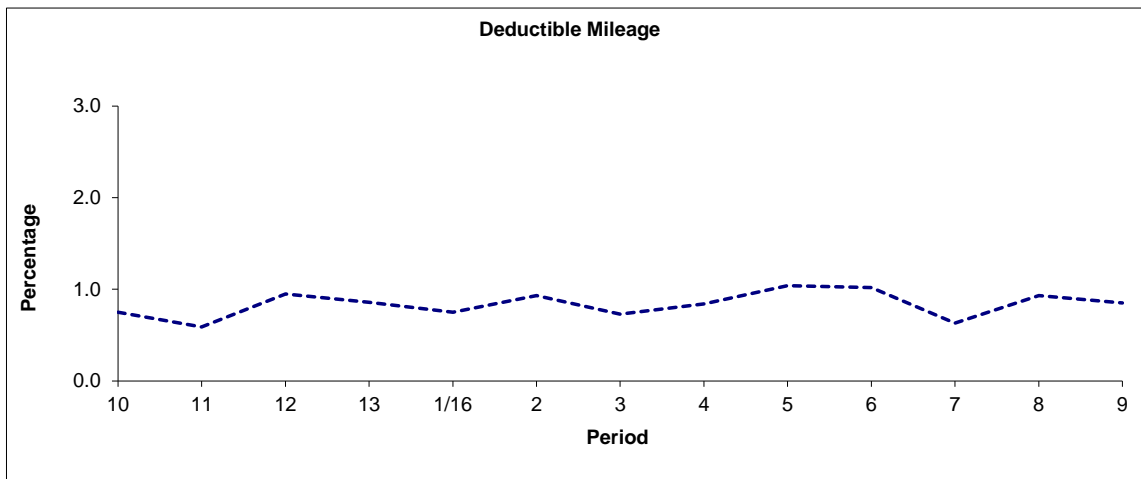
Note : Reliability is actual performance under full iBus (4 weeks data).
Minimum Standards and Benchmarks are those applicable under the new contract.

PART B - PERFORMANCE STATISTICS

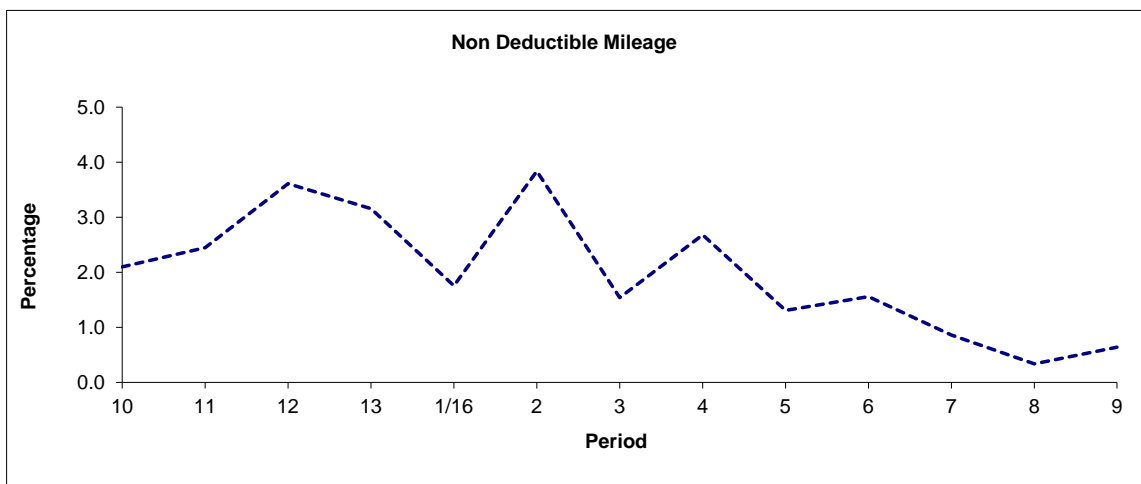
Route 343



Period	10	11	12	13	1/16	2	3	4	5	6	7	8	9
2015 to 2016	97.15	96.96	95.44	95.98	97.49	95.23	97.72	96.48	97.65	97.42	98.51	98.73	98.51
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	10	11	12	13	1/16	2	3	4	5	6	7	8	9
2015 to 2016	0.75	0.59	0.95	0.86	0.75	0.93	0.73	0.84	1.04	1.02	0.63	0.93	0.85

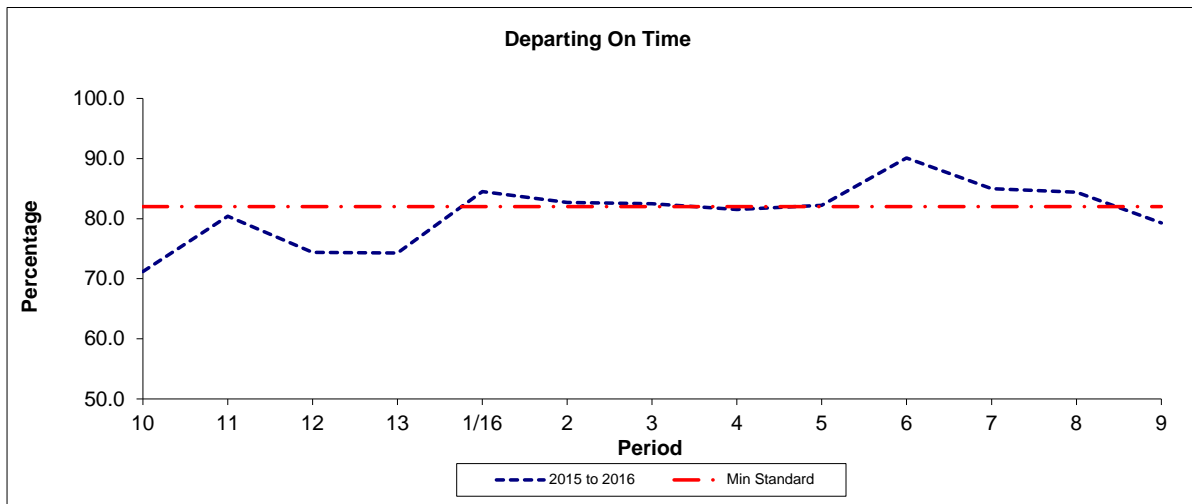


Period	10	11	12	13	1/16	2	3	4	5	6	7	8	9
2015 to 2016	2.10	2.45	3.61	3.16	1.76	3.84	1.54	2.68	1.31	1.56	0.86	0.34	0.64

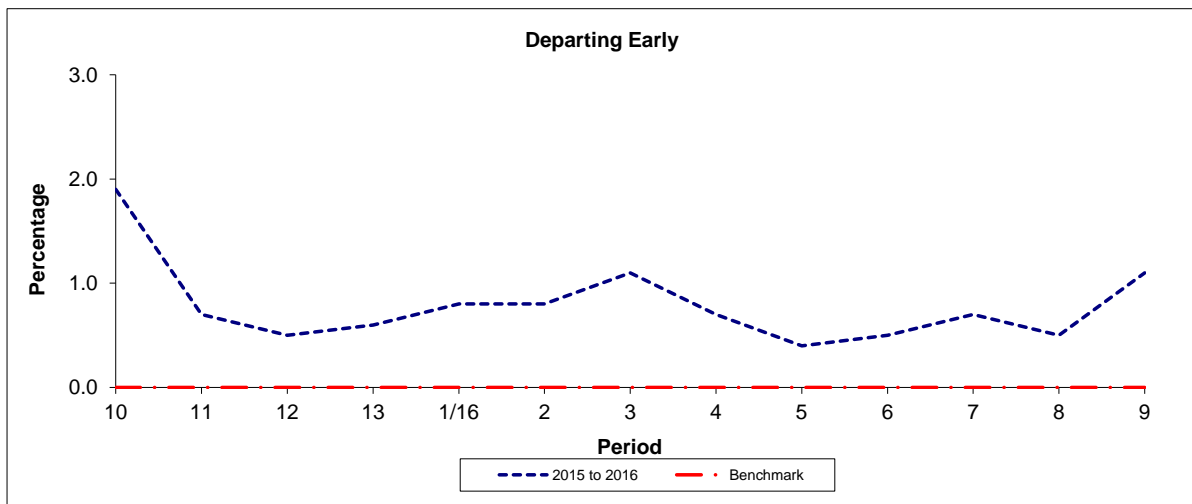
Note: Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route N343



Period	10	11	12	13	1/16	2	3	4	5	6	7	8	9
2015 to 2016	71.2	80.4	74.4	74.3	84.5	82.7	82.5	81.5	82.2	90.1	85.0	84.4	79.3
Min Standard	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0

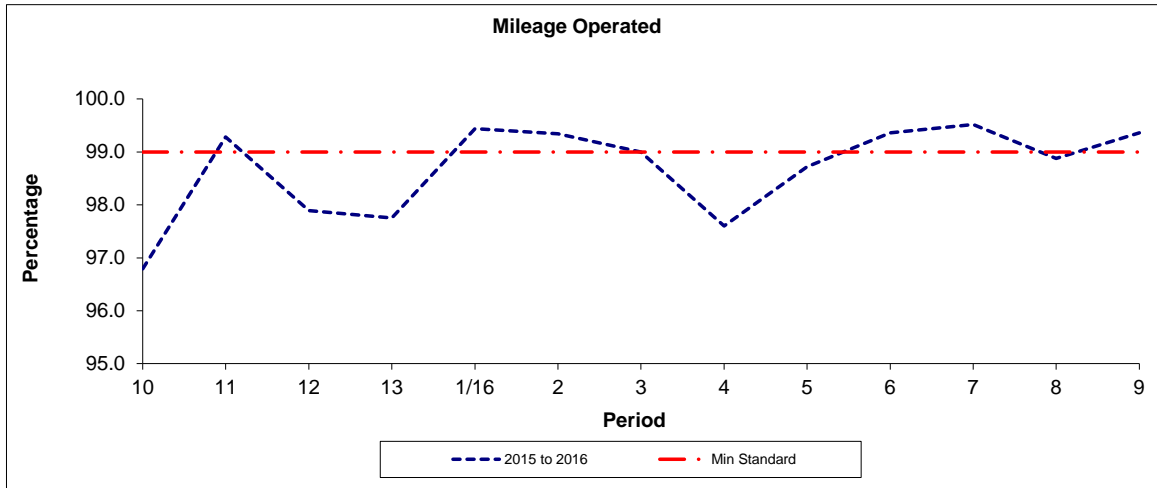


Period	10	11	12	13	1/16	2	3	4	5	6	7	8	9
2015 to 2016	1.9	0.7	0.5	0.6	0.8	0.8	1.1	0.7	0.4	0.5	0.7	0.5	1.1
Benchmark	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

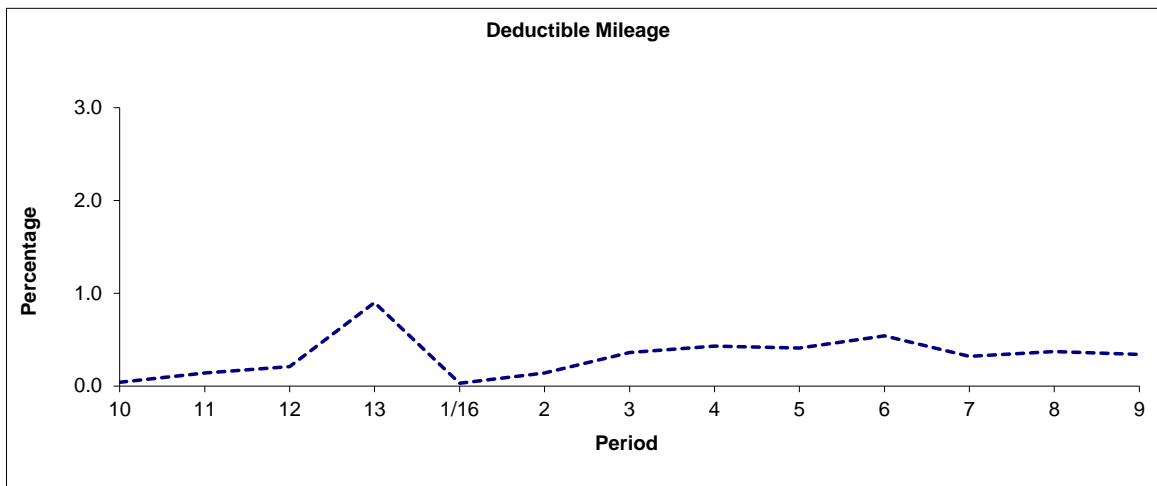
Note : Reliability is actual performance under full iBus (4 weeks data).
Minimum Standards and Benchmarks are those applicable under the new contract.

PART B - PERFORMANCE STATISTICS

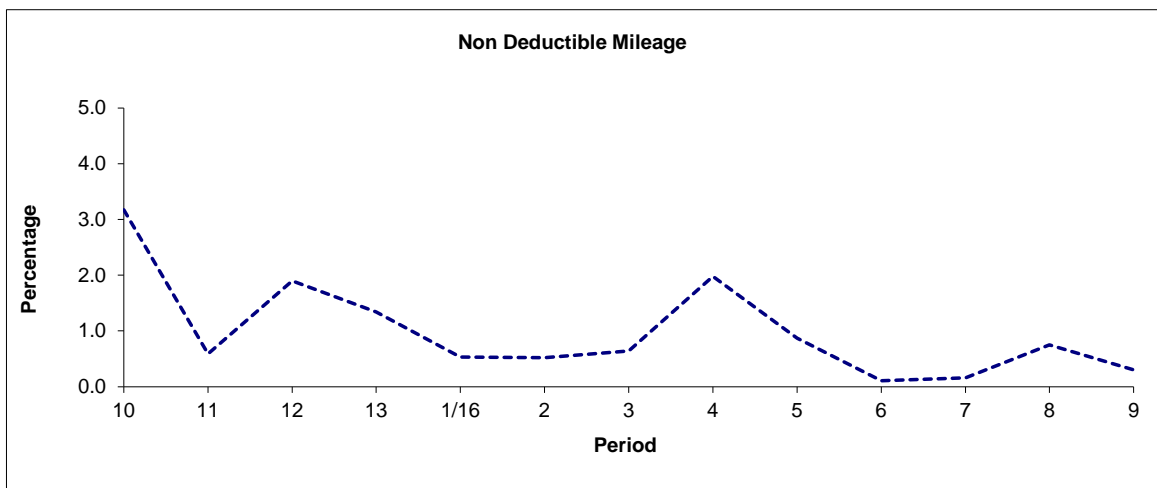
Route N343



Period	10	11	12	13	1/16	2	3	4	5	6	7	8	9
2015 to 2016	96.79	99.28	97.89	97.75	99.44	99.34	99.00	97.60	98.72	99.36	99.52	98.88	99.36
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	10	11	12	13	1/16	2	3	4	5	6	7	8	9
2015 to 2016	0.04	0.14	0.21	0.90	0.03	0.14	0.36	0.43	0.41	0.54	0.32	0.37	0.34



Period	10	11	12	13	1/16	2	3	4	5	6	7	8	9
2015 to 2016	3.17	0.59	1.90	1.34	0.53	0.52	0.64	1.98	0.87	0.11	0.16	0.75	0.30

Note: Mileage is based on 4 weeks data

ROUTE 343 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 3 2015/16 TO QUARTER 2 2016/17 (19/09/2015 - 16/09/2016)

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	27,360	26,173	95.7	7.40	0.64	8.04	74.6	22.9	2.3	0.2	0.6	52
07:00 - 10:00	103,455	99,512	96.2	3.44	1.04	4.48	92.6	7.1	0.3	0.0	2.3	50
10:00 - 13:00	102,224	98,266	96.1	3.39	1.06	4.45	92.4	7.1	0.4	0.0	2.4	46
13:00 - 16:00	100,065	95,787	95.7	3.44	1.22	4.66	90.5	8.9	0.5	0.1	3.2	73
16:00 - 19:00	104,303	97,989	93.9	3.29	1.52	4.81	89.2	9.6	0.9	0.2	4.9	77
19:00 - 22:00	74,503	73,062	98.1	4.51	1.38	5.89	81.6	16.3	1.7	0.4	3.4	67
22:00 - 24:00	43,962	42,662	97.0	5.13	1.57	6.70	76.4	20.2	2.7	0.7	3.1	66
All Locations Summary	555,872	533,451	96.0	3.74	1.24	4.97	88.8	10.2	0.8	0.2	3.2	77

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	4,109	3,972	96.7	9.39	0.56	9.95	61.5	33.9	4.4	0.2	0.9	42
07:00 - 10:00	13,921	13,468	96.7	5.21	0.85	6.06	83.0	16.3	0.7	0.0	0.5	38
10:00 - 13:00	20,091	19,921	99.2	3.53	0.78	4.31	93.7	6.1	0.2	0.0	1.2	34
13:00 - 16:00	20,366	19,986	98.1	3.46	0.91	4.37	93.2	6.6	0.2	0.0	1.7	43
16:00 - 19:00	19,253	18,995	98.7	3.62	0.95	4.57	91.4	8.2	0.4	0.1	2.1	46
19:00 - 22:00	14,269	13,573	95.1	4.90	1.43	6.34	79.4	18.5	1.9	0.2	2.4	52
22:00 - 24:00	8,931	8,450	94.6	5.17	1.92	7.09	73.7	21.7	3.7	1.0	4.2	46
All Locations Summary	100,940	98,365	97.4	4.16	1.01	5.17	87.9	11.1	0.9	0.1	1.8	52

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	4,200	4,153	98.9	9.66	0.47	10.12	59.5	35.0	5.2	0.4	0.9	45
07:00 - 10:00	11,400	11,233	98.5	6.97	0.49	7.45	72.3	26.5	1.2	0.0	0.1	38
10:00 - 13:00	15,172	15,261	100.6	5.24	0.52	5.76	85.5	14.1	0.3	0.0	0.3	32
13:00 - 16:00	15,332	15,208	99.2	5.14	0.69	5.84	84.6	14.8	0.6	0.0	0.5	42
16:00 - 19:00	15,513	15,550	100.2	5.11	0.69	5.80	84.6	14.9	0.5	0.0	0.4	40
19:00 - 22:00	16,047	15,616	97.3	4.91	1.08	5.98	82.2	16.5	1.2	0.1	1.5	40
22:00 - 24:00	10,114	9,858	97.5	5.18	1.55	6.73	76.8	20.4	2.4	0.4	2.5	66
All Locations Summary	87,778	86,879	99.0	5.42	0.73	6.15	82.2	16.9	0.9	0.1	0.6	66

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	35,669	34,298	96.2	7.74	0.62	8.36	72.3	24.8	2.7	0.2	0.7	52
07:00 - 10:00	128,776	124,213	96.5	3.76	1.00	4.75	90.8	8.8	0.4	0.0	2.0	50
10:00 - 13:00	137,487	133,448	97.1	3.64	0.95	4.59	91.8	7.8	0.3	0.0	2.0	46
13:00 - 16:00	135,763	130,981	96.5	3.64	1.12	4.76	90.1	9.3	0.5	0.1	2.6	73
16:00 - 19:00	139,069	132,534	95.3	3.51	1.37	4.88	89.0	10.0	0.8	0.2	4.1	77
19:00 - 22:00	104,819	102,251	97.6	4.61	1.36	5.96	81.4	16.6	1.7	0.3	3.0	67
22:00 - 24:00	63,007	60,970	96.8	5.14	1.63	6.77	76.0	20.5	2.8	0.7	3.2	66
All Locations Summary	744,590	718,695	96.5	3.96	1.16	5.12	88.0	11.0	0.8	0.2	2.7	77

ROUTE N343 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 3 2015/16 TO QUARTER 2 2016/17 (19/09/2015 - 16/09/2016)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	32,772	32,303	98.6	98.1	86.8	3.1	0.5	9.7
All Locations Summary	32,772	32,303	98.6	98.1	86.8	3.1	0.5	9.7

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	6,668	6,516	97.7	97.0	72.9	5.3	0.7	21.1
All Locations Summary	6,668	6,516	97.7	97.0	72.9	5.3	0.7	21.1

SUNDAYS & BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	7,224	7,040	97.5	96.9	64.0	4.9	0.9	30.2
All Locations Summary	7,224	7,040	97.5	96.9	64.0	4.9	0.9	30.2

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	46,664	45,859	98.3	97.8	78.3	4.0	0.7	17.1
All Locations Summary	46,664	45,859	98.3	97.8	78.3	4.0	0.7	17.1

Transport for London - QSI Points and Live Mileage List

Route: 343

Service change: 43080

Date: 03/05/2016

QSI Points are highlighted

Reason for Issue

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
TBGRQE	BP4910	City Hall		
	BP3965	Tooley Street / City Hall	191	0.12
LONBDH	2197	London Bridge Station	467	0.29
	BP4481	Southwark Street	458	0.28
	2135	Union Street	204	0.13
	26353	Borough Station	251	0.16
	91531	Inner London Crown Court	313	0.19
ELEFNC	33625	Elephant & Castle / Newington Causeway	233	0.14
ELEFTN	33614	Elephant & Castle Station	536	0.33
	36960	Hampton Street	115	0.07
	36972	Larcom Street	609	0.38
	36978	Balfour Street	152	0.09
	36971	East Street	192	0.12
	36970	Alsace Road	416	0.26
ABRDTS	8443	Albany Road / Wells Way	475	0.30
	36977	St George's Way / Burgess Park	395	0.25
PECKSW	36961	Sedgmoor Place	475	0.30
	36973	Southampton Way Estate	258	0.16
	36969	Southampton Way / Peckham Road	188	0.12
	1963	The Academy At Peckham	420	0.26
PECKHR	280	Peckham Library	233	0.14
	33439	Clayton Road	419	0.26
	33442	The Aylesham Centre	364	0.23
	13781	Peckham Rye Station	347	0.22
	1726	Nigel Road	393	0.24
PCKRNL	34022	Peckham Rye / Nunhead Lane	348	0.22
	26093	Solomon's Passage	374	0.23
	26070	Rye Hill Park	291	0.18
	13760	Stuart Road	320	0.20
	13762	Surrey Road	294	0.18
NUNHIR	26095	Merttins Road	345	0.21
	26097	St Norbert Road	323	0.20
BKLYFR	26098	Turnham Road	257	0.16
	36585	Brockill Crescent	145	0.09
	40007	St Asaph Road	294	0.18
	36537	Avignon Road / Drakefell Road	195	0.12
TGHLSC	37056	Kitto Road	213	0.13
	37057	Arbuthnot Road	296	0.18
	27058	Ommaney Road	289	0.18
NEWXJR	37059	New Cross / Jerningham Road	241	0.15
Total Route Mileage - Out Direction			12329	7.66
			Metres	Miles

TRANCHE 596

Re-routed due to eastbound closure of Tooley Street

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
NEWXJR	37059	New Cross / Jerningham Road		
TGHLS	24648	New Cross Bus Garage	348	0.22
	37060	Ommaney Road	408	0.25
	37062	Kitto Road	270	0.17
	37063	Drakefell Road	225	0.14
	36536	St Asaph Road	351	0.22
	37061	Brockill Crescent	303	0.19
BKLYFR	26099	Turnham Road	179	0.11
NUNHIR	26096	St Norbert Road	234	0.15
	13795	Inverton Road	368	0.23
	13761	Surrey Road	275	0.17
	13759	Stuart Road	296	0.18
	26094	Rye Hill Park	355	0.22
	26092	Solomon's Passage	309	0.19
PCKRNL	13753	Peckham Rye / Nunhead Lane	207	0.13
	17141	Peckham Rye / East Dulwich Road	312	0.19
	1727	Nigel Road	259	0.16
	13782	Heaton Road	203	0.13
	13780	Peckham Rye Station	360	0.22
PECKAC	33469	Hanover Park	257	0.16
PECKSW	1962	The Academy At Peckham	318	0.20
	542	Peckham Road / Southampton Way	242	0.15
	36962	Southampton Way Estate	430	0.27
	36963	Sedgmoor Place	167	0.10
	36964	Cottage Green	474	0.29
	36975	St George's Way / Burgess Park	307	0.19
ABRDTS	8442	Albany Road / Wells Way	253	0.16
	36966	Alsace Road	478	0.30
	36967	East Street	280	0.17
	36968	Balfour Street	350	0.22
	36976	Larcom Street	129	0.08
	2602	Hampton Street	546	0.34
ELEFTN	33619	Elephant & Castle Station	273	0.17
ELEFNC	33624	Elephant & Castle / Newington Causeway	354	0.22
BOROSN	2137	Inner London Crown Court	282	0.18
	26352	Borough Station	352	0.22
	2551	Trinity Street / The Roebuck	375	0.23
	2553	Blackhorse Court	318	0.20
	34291	Bartholomew Street	158	0.10
	34290	Bricklayer's Arms / Tower Bridge Road	340	0.21
	1209	Grange Road / Caledonian Market	219	0.14
	2584	Abbey Street	275	0.17
	655	Druid Street	332	0.21
TBGRQE	BP4910	City Hall	174	0.11
Total Route Mileage - Back Direction			12945	8.04
			Metres	Miles

Route N343
Service change 32846
Date 30/03/2013

Reason for Issue

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
TFSQDS	148	Trafalgar Square / Charing Cross Stn		
	7853	Southampton Street	356	0.22
	29984	Aldwych / The Royal Courts Of Justice	574	0.36
	29985	Aldwych / Somerset House	309	0.19
WLOOSS	1835	Waterloo Bridge / South Bank	678	0.42
	1836	Waterloo Road	361	0.22
	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
LONBSND	BP4228	London Bridge Station	561	0.35
	BP4481	Southwark Street	358	0.22
	2135	Union Street	204	0.13
	26353	Borough Station	251	0.16
	91531	Borough Police Station	313	0.19
ELEFNC	33625	Elephant & Castle / Newington Causeway	233	0.14
ELEFTN	33614	Elephant & Castle Station	385	0.24
	36960	Hampton Street	222	0.14
	36972	Larcom Street	609	0.38
	36978	Balfour Street	152	0.09
	36971	East Street	192	0.12
	36970	Alsace Road	416	0.26
ABRDTS	8443	Albany Road / Wells Way	470	0.29
	36977	St George's Way / Burgess Park	395	0.25
PECKSW	36961	Sedgmoor Place	475	0.30
	36973	Southampton Way Estate	258	0.16
	36969	Southampton Way / Peckham Road	188	0.12
	1963	The Academy At Peckham	420	0.26
PECKHR	280	Peckham Library	233	0.14
	33439	Clayton Road	419	0.26
	33442	The Aylesham Centre	364	0.23
	13781	Peckham Rye Station	347	0.22
	1726	Nigel Road	395	0.25
PCKRNL	34022	Peckham Rye / Nunhead Lane	348	0.22
	26093	Solomon's Passage	374	0.23
	26070	Rye Hill Park	291	0.18
	13760	Stuart Road	320	0.20
	13762	Surrey Road	294	0.18
NUNHIR	26095	Mertins Road	345	0.21
	26097	St Norbert Road	323	0.20
BKLYFR	26098	Turnham Road	257	0.16
	36585	Brockill Crescent	145	0.09
	40007	St Asaph Road	294	0.18
	36537	Avignon Road / Drakefell Road	195	0.12
TGHLSC	37056	Kitto Road	213	0.13
	37057	Arbuthnot Road	296	0.18
	27058	Ommaney Road	289	0.18
NEWXJR	37059	New Cross / Jerningham Road	241	0.15
Total Route Mileage - Out Direction			15902	9.88
			Metres	Miles

TRANCHE 596

End diversion - London Bridge collapsed sewer

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
NX GR	24648	New Cross Bus Garage		
TGHLS C	37060	Ommaney Road	408	0.25
	37062	Kitto Road	270	0.17
	37063	Drakefell Road	225	0.14
	36536	St Asaph Road	351	0.22
	37061	Brockill Crescent	303	0.19
BKLYFR	26099	Turnham Road	179	0.11
NUNHIR	26096	St Norbert Road	234	0.15
	13795	Inverton Road	368	0.23
	13761	Surrey Road	275	0.17
	13759	Stuart Road	296	0.18
	26094	Rye Hill Park	355	0.22
PCKRNL	26092	Solomon's Passage	309	0.19
	13753	Peckham Rye / Nunhead Lane	207	0.13
	17141	Peckham Rye / East Dulwich Road	312	0.19
	1727	Nigel Road	259	0.16
	13782	Heaton Road	205	0.13
	13780	Peckham Rye Station	359	0.22
PECKAC	33469	Hanover Park	257	0.16
PECKSW	1962	The Academy At Peckham	318	0.20
	542	Peckham Road / Southampton Way	242	0.15
	36962	Southampton Way Estate	430	0.27
	36963	Sedgmoor Place	167	0.10
	36964	Cottage Green	474	0.29
	36975	St George's Way / Burgess Park	307	0.19
ABRDT S	8442	Albany Road / Wells Way	253	0.16
	36966	Alsace Road	478	0.30
	36967	East Street	280	0.17
	36968	Balfour Street	350	0.22
	36976	Larcom Street	129	0.08
	2602	Hampton Street	546	0.34
ELEFTN	33619	Elephant & Castle Station	276	0.17
ELEFNC	33624	Elephant & Castle / Newington Causeway	351	0.22
	2137	Southwark Police Station	282	0.18
	26352	Borough Station	354	0.22
	BP851	Union Street	303	0.19
LONBSNB	BP5680	London Bridge Station	586	0.36
	8317	The Hop Exchange	453	0.28
	1518	Southwark Bridge Road	253	0.16
	34347	Great Guildford Street	122	0.08
	25939	Lavington Street	162	0.10
	25941	Blackfriars Road	399	0.25
	227	Kings Reach Building	184	0.11
	8303	Coin Street	241	0.15
WLOOSS	1837	Waterloo Road	229	0.14
	25893	Waterloo Bridge / South Bank	368	0.23
	36886	Lancaster Place	532	0.33
	14627	Savoy Street	190	0.12
	7852	Bedford Street	229	0.14
	35730	Charing Cross Station	207	0.13
TFSQWH	152	Whitehall / Trafalgar Square	306	0.19
Total Route Mileage - Back Direction			15173	9.43
			Metres	Miles