

7. Service Specification

Route: 28 & N28

Contract Reference: QC72801

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	28 & N28
Terminus Points	Route No. 28: Kensal Rise Station and Wandsworth Route No. N28: Camden Town Station, Bayham Street and Wandsworth
Contract Basis	Incentivised
Commencement Date	1 st May 2021
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	10.4 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. 28	Average Excess Wait Time - No more than 1.30 minutes
Extension Threshold - Route No. 28	Average Excess Wait Time Threshold - 1.20 minutes
Minimum Operated Mileage Standard - Route No. 28	No less than 98.00%
Departing On Time - Route No. N28	Departing on Time - No less than 90.00%
Minimum Operated Mileage Standard - Route No. N28	No less than 99.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 13th April 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. 28 & N28.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route Nos. 28 & N28.

- The Minimum Performance Standard for Route No. N28 is revised.

The Mayor and Transport for London (TfL) have developed a series of clean bus corridors which are 'Low Emission Bus Zones' (LEBZ) in London. The corridors 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 apply 24 hours a day, 7 days a week, and require all buses operating for TfL within the zones to meet Euro VI emission standards.

- **Route Nos. 28 & N28 serves LEBZ Chiswick High Road to Kensington which commenced on 31st June 2019.**

Operators should provide the following prices:

- 1. 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. Vehicles that offer genuine increased capacity and are certified as such.**
- 2. Modifications to reduce emissions and fuel consumption (including energy storage, engine stop/start, extended zero-emission range and/or energy efficient components)**
- 3. Existing vehicles. Separate costs must be provided both excluding and including the cost of upgrading to Euro VI standards. The inclusive costs should be on a per bus per annum basis. Please note that existing diesel vehicles will NOT be considered for routes which are already operated by hybrids.**

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

Kensal Rise Station to Wandsworth, Mapleton Crescent			Wandsworth, Garratt Lane/Mapleton Road to Kensal Rise Station		
First departure no later than 0500.			First departure no later than 0450.		
0455 - 0600	Every 12 minutes		0445 - 0600	Every 12 minutes	
0601 - 2045	Every 10 minutes		0601 - 2040	Every 10 minutes	
2046 - 0050	Every 12 minutes		2041 - 0035	Every 12 minutes	
Last departure no earlier than 0045.			Last departure no earlier than 0030.		
Pinchpoints					
Fulham Broadway Station	0700 - 0900	10 minutes	Notting Hill Gate, Kensington Church street	0700 - 0900	10 minutes
	1500 - 1630	10 minutes		1500 - 1630	10 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Kensal Rise Station to Wandsworth, Mapleton Crescent			Wandsworth, Garratt Lane/Mapleton Road to Kensal Rise Station		
First departure no later than 0500.			First departure no later than 0450.		
0455 - 0600	Every 12 minutes		0445 - 0600	Every 12 minutes	
0601 - 1955	Every 10 minutes		0601 - 1950	Every 10 minutes	
1956 - 0050	Every 12 minutes		1951 - 0035	Every 12 minutes	
Last departure no earlier than 0045.			Last departure no earlier than 0030.		
Pinchpoints					
Fulham Broadway Station	0930 - 1100	10 minutes	Notting Hill Gate, Kensington Church street	0930 - 1100	10 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

Kensal Rise Station to Wandsworth, Mapleton Crescent		Wandsworth, Garratt Lane/Mapleton Road to Kensal Rise Station			
First departure no later than 0500.		First departure no later than 0450.			
0455 - 0600	Every 15 minutes	0445 - 0605	Every 15 minutes		
0601 - 0050	Every 12 minutes	0606 - 0035	Every 12 minutes		
Last departure no earlier than 0045.		Last departure no earlier than 0030.			
Pinchpoints					
Fulham Broadway Station	1000 - 1140	12 minutes	Notting Hill Gate, Kensington Church street	1000 - 1140	12 minutes

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

3.4) NIGHTLY

Camden Town Station, Bayham Street to Wandsworth, Mapleton Crescent		Wandsworth, Garratt Lane/Mapleton Road to Camden Town Station, Bayham Street			
First departure no later than 0050.		First departure no later than 0050.			
0045 - 0425	Every 30 minutes	0045 - 0425	Every 30 minutes		
Last departure no earlier than 0420.		Last departure no earlier than 0420.			

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 28 should interwork with Route No. N28 to form a seamless 24 hour service between Westbourne Park Station and Wandsworth on all nights.
- 4.2) Route No. N28 should interwork with Route No. N31 between Kensington and Camden to provide a combined service of every 15 minutes.
- 4.3) Route Nos. 28 & N28 are likely to suffer from unpredictable traffic delays in the Harrow Road, Kensington High Street, Fulham and Wandsworth areas.
- 4.4) Football matches at Chelsea Football Club in Fulham Road can cause severe traffic congestion in the Fulham Broadway area.
- 4.5) The Notting Hill Carnival is an annual event held in the Notting Hill area over the late Summer Bank Holiday period and affects several LBSL contracted bus services. The arrangements for serving the area are flexible and depend on what advance information is provided by bodies such as the Metropolitan Police. Prior to the event, London Buses Officials will discuss service provision with those Operators who are involved.
- 4.6) The London Borough of Wandsworth are investigating the removal of the Wandsworth Gyratory. This will provide a two-way operation along Fairfield Street for Route Nos. 28 & N28. Works are expected to start in 2021.
- 4.7) The central section of the Elizabeth line between Paddington and Abbey Wood is expected to open in summer 2021 and the railway will operate as follows:
 - Paddington (Elizabeth line station) to Abbey Wood via central London
 - Liverpool Street (main line station) to Shenfield
 - Paddington (main line station) to Heathrow and Reading

Following the opening of the central section, full services across the Elizabeth line from Reading and Heathrow in the west to Abbey Wood and Shenfield in the east will commence by mid 2022. This will connect the eastern and western sections straight through central London. There is potential for a change in passenger demand on Route Nos. 28 & N28 once the Elizabeth line becomes fully operational. A review, post opening of the Elizabeth line, will be undertaken if required.

**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 28: Kensal Rise, Station Terrace - Wandsworth, Southside Shopping Centre

Date of Structural Change: 1 May 2021.

Date of Service Change: 1 May 2021.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Wandsworth, Southside Shopping Centre: Chamberlayne Road, Kilburn Lane, Harrow Road, Great Western Road, Westbourne Park Road, Chepstow Road, Pembridge Villas, Pembridge Road, Notting Hill Gate, Palace Gardens Terrace, Kensington Mall, Kensington Church Street, Kensington High Street, Hammersmith Road, North End Road, Fulham Road, Fulham Broadway, Harwood Road, New Kings Road, Wandsworth Bridge Road, Wandsworth Bridge, Bridgend Road, Swandon Way, Old York Road (Or, If Closed, Swandon Way), Fairfield Street, Wandsworth High Street, Garratt Lane, Mapleton Crescent.

Towards Kensal Rise, Station Terrace: Garratt Lane, Ram Street, Armoury Way, Old York Road, Swandon Way, Bridgend Road, Wandsworth Bridge, Wandsworth Bridge Road, New Kings Road, Harwood Road, Fulham Broadway, Fulham Road, North End Road, Hammersmith Road, Kensington High Street, Kensington Church Street, Notting Hill Gate, Pembridge Road, Pembridge Villas, Chepstow Road, Westbourne Park Road, Great Western Road, Harrow Road, Kilburn Lane, Chamberlayne Road, Station Terrace.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

KENSAL RISE STATION

Public stand in Station Terrace in two parts:

1. On east side, for 4 buses, commencing opposite No. 20 and extending 45 metres north to a point 10 metres south of northern steps leading to Chamberlayne Road.
2. On north side, for 2 buses, commencing opposite No. 11 and extending 20 metres westwards.

Buses proceed from Station Terrace via Dagmar Gardens, Linden Avenue and Station Terrace to stand, departing via Station Terrace to Chamberlayne Road. Set down in Station Terrace, at Stop KR (34114 - Kensal Rise Station #, Last Stop on LOR: 34114 - Kensal Rise Station #) and pick up in Chamberlayne Road, at Stop KJ (11615 - Station Terrace, First Stop on LOR: 11615 - Station Terrace).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 28 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:	Kensal Rise.

HARROW ROAD, PRINCE OF WALES, ELGIN AVENUE, SOUTH SIDE (from WANDSWORTH, SOUTHSIDE SHOPPING CENTRE)

Public stand for three buses on south side of Elgin Avenue in 2 parts:

1 - For two buses commencing at a point 99 metres west of the centre-line of Chippenham Road, and extending 22 metres east.

2 - For one bus commencing at a point 124 metres west of the centre line of Chippenham Road and extending 12 metres east.

Buses proceed from Great Western Road via Elgin Avenue, Shirland Road, Chippenham Road, Elgin Avenue and Great Western Road to stand, departing via Elgin Avenue to Great Western Road. Set down in Great Western Road, at Stop C (55 - Harrow Road, Last Stop on LOR: 55 - Harrow Road) and pick up in Great Western Road, at Stop K (334 - Great Western Road / Harrow Road, First Stop on LOR: 334 - Great Western Road / Harrow 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:	Harrow Road, Elgin Avenue.

WESTBOURNE PARK BUS GARAGE

Private stand in Tower Transit's Westbourne Park Bus Garage.

From Kensal Rise, Station Terrace.

Buses proceed from Great Western Road via Westbourne Park Garage and Great Western Road to stand, departing to Great Western Road. Set down in Great Western Road, At stop K (334 - Great Western Road / Harrow Road, Last Stop on LOR: 334 - Great Western Road / Harrow Road) and pick up {Not Specified}, C (55 - Harrow Road, First Stop on LOR: 55 - Harrow Road).

From Wandsworth, Southside Shopping Centre.

Buses proceed from Great Western Road direct to stand, departing to Great Western Road. Set down in Great Western Road, at stop A (11700 - Westbourne Park Station <>, Last Stop on LOR: 11700 - Westbourne Park Station <>) and pick up in Great Western Road, at stop B (11701 - Westbourne Park Station <>, First Stop on LOR: 11701 - Westbourne Park Station <>).

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

NOTTING HILL GATE, KENSINGTON CHURCH STREET, WEST SIDE

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

From Kensal Rise, Station Terrace.

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

From Wandsworth, Southside Shopping Centre.

Buses proceed from Kensington Church Street direct to stand, departing via Kensington Church Street and Notting Hill Gate to Palace Gardens Terrace. Set down in Kensington Church Street, at Stop X (11145 - Sheffield Terrace, Last Stop on LOR: 11145 - Sheffield Terrace) and pick up in Palace Gardens Terrace, at Stop K (1266 - Palace Gardens Terr / Notting Hill Gte, First Stop on LOR: 1266 - Palace Gardens Terr / Notting Hill Gte).

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

OLYMPIA, HOLLAND ROAD

From Kensal Rise, Station Terrace.

Buses proceed from Kensington High Street via Holland Road, Addison Crescent and Addison Road departing to Kensington High Street. Set down in Kensington High Street, at Stop Z (11195 - Warwick Gardens, Last Stop on LOR: 11195 - Warwick Gardens) and pick up in Kensington High Street, at Stop W (35202 - Warwick Gardens, First Stop on LOR: 35202 - Warwick Gardens).

From Wandsworth, Southside Shopping Centre.

Buses proceed from Hammersmith Road via Kensington High Street, Holland Road, Addison Crescent and Addison Road departing to Kensington High Street. Set down in Hammersmith Road, at Stop K (1490 - Kensington Olympia Station <> #, Last Stop on LOR: 1490 - Kensington Olympia Station <> #) and pick up in Kensington High Street, at Stop C (27791 - Kensington Olympia Station <> #, First Stop on LOR: 27791 - Kensington Olympia Station <> #).

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

WEST BROMPTON, EMPRESS STATE BUILDING

Private stand for four buses in two marked bays on east side of forecourt of Empress State Building.

From Kensal Rise, Station Terrace.

Buses proceed from North End Road via Lillie Road and Empress State Building Forecourt to stand, departing via Empress State Building Forecourt and Lillie Road to North End Road. Set down in North End Road, at Stop BR (11252 - Lillie Road, Last Stop on LOR: 11252 - Lillie Road) and pick up in North End Road, at Stop BT (11253 - West Kensington Estate, First Stop on LOR: 11253 - West Kensington Estate).

From Wandsworth, Southside Shopping Centre.

Buses proceed from North End Road via Lillie Road and Empress State Building Forecourt to stand, departing via Empress State Building Forecourt and Lillie Road to North End Road. Set down in North End Road, at Stop BK (11251 - Lillie Road, Last Stop on LOR: 11251 - Lillie Road) and pick up in North End Road, at Stop BH (37426 - North End Road Market, First Stop on LOR: 37426 - North End Road Market).

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: North End Road, Lillie Road.

VANSTON PLACE, FULHAM BROADWAY (from Kensal Rise, Station Terrace)

Buses proceed from Fulham Broadway via Jerdan Place and Vanston Place departing to Fulham Broadway. Set down in Fulham Broadway, at Stop E (9327 - Fulham Broadway, Last Stop on LOR: 9327 - Fulham Broadway) and pick up in Fulham Broadway, at Stop F (9328 - Fulham Broadway, First Stop on LOR: 9328 - Fulham Broadway).

AVAILABILITY: Available from 07:00 until 20:00 only. Buses on Route 28 must not use this stand outside these times.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Fulham Broadway.

NEW KINGS ROAD (from Kensal Rise, Station Terrace)

Buses proceed from Harwood Road via New Kings Road, Waterford Road, Michael Road, Unnamed Road, Waterford Road and New Kings Road departing to Harwood Road. Set down in Harwood Road, at Stop GE (1462 - Tyrawley Road, Last Stop on LOR: 1462 - Tyrawley Road) and pick up in Harwood Road, at Stop GK (1461 - Tyrawley Road, First Stop on LOR: 1461 - Tyrawley Road).

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

WANDSWORTH BRIDGE, SOUTH SIDE (from Kensal Rise, Station Terrace)

Buses proceed from Bridgend Road via Swandon Way departing to Bridgend Road. Set down in Bridgend Road, at Stop TM (29147 - Bridgend Road, Last Stop on LOR: 29147 - Bridgend Road) and pick up in Bridgend Road, at Stop TD (18732 - Bridgend Road, First Stop on LOR: 18732 - Bridgend Road).

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

WANDSWORTH, FAIRFIELD STREET (from Kensal Rise, Station Terrace)

Buses proceed from Fairfield Street via Wandsworth High Street, Wandsworth Plain and Armoury Way departing to Old York Road. Set down in Fairfield Street, Bus stop M (33273 - Wandsworth Town Hall, Last Stop on LOR: 33273 - Wandsworth Town Hall) and pick up in Old York Road, Bus stop K (17944 - Tonsley Street, First Stop on LOR: 17944 - Tonsley Street).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Wandsworth, Town Hall.

WANDSWORTH, MAPLETON ROAD

Public stand for six buses on north side of Mapleton Road, commencing 43 metres west of the western kerblines of Garratt Lane and extending 62 metres west.

Buses proceed from Mapleton Crescent via Mapleton Road to stand, departing via Mapleton Road to Garratt Lane. Set down in Mapleton Crescent, at Stop S (R0418 - Mapleton Crescent, Last Stop on LOR: R0418 - Mapleton Crescent) and pick up in Garratt Lane, at Stop T (8852 - Mapleton Road, First Stop on LOR: 8852 - Mapleton Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 28 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:	Wandsworth.
OTHER INFORMATION:	Toilet facilities provided by TfL available 24 hours a day.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE N28: Camden Town, Bayham Street - Wandsworth, Mapleton Road

Date of Structural Change: 1 May 2021.

Date of Service Change: 1 May 2021.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Wandsworth, Mapleton Road: Bayham Street, Crowndale Road, Camden High Street, Chalk Farm Road, Adelaide Road, Finchley Road, Fairfax Road, Belsize Road, Kilburn High Road, Cambridge Avenue, Cambridge Gardens (East Arm), Rudolph Road, Kilburn Park Road, Shirland Road, Chippenham Road, Elgin Avenue, Great Western Road, Westbourne Park Road, Chepstow Road, Pembridge Villas, Pembridge Road, Notting Hill Gate, Palace Gardens Terrace, Kensington Mall, Kensington Church Street, Kensington High Street, Hammersmith Road, North End Road, Fulham Road, Fulham Broadway, Harwood Road, New Kings Road, Wandsworth Bridge Road, Wandsworth Bridge, Bridgend Road, Swandon Way, Old York Road, Fairfield Street, Wandsworth High Street, Garratt Lane, Mapleton Crescent.

Towards Camden Town, Bayham Street: Garratt Lane, Ram Street, Armoury Way, Old York Road, Swandon Way, Bridgend Road, Wandsworth Bridge, Wandsworth Bridge Road, New Kings Road, Harwood Road, Fulham Broadway, Fulham Road, North End Road, Hammersmith Road, Kensington High Street, Kensington Church Street, Notting Hill Gate, Pembridge Road, Pembridge Villas, Chepstow Road, Westbourne Park Road, Great Western Road, Elgin Avenue, Chippenham Road, Shirland Road, Kilburn Park Road, Rudolph Road, Cambridge Gardens (East Arm), Cambridge Avenue, Kilburn High Road, Belsize Road, Hilgrove Road, Finchley Road, Avenue Road, Adelaide Road, Chalk Farm Road, Castlehaven Road, Hawley Road, Camden Street, Camden Road, Bayham 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.

CAMDEN TOWN, BAYHAM STREET

Public stand on east side of Bayham Street, commencing opposite the party wall of "The Laurel Tree"/AFCO 95-111 and extending 26 metres south.

Buses proceed from Bayham Street direct to stand, departing to Bayham Street. Set down in Bayham Street, at Stop Z1 (29666 - Camden Town Station <>, Last Stop on LOR: 29666 - Camden Town Station <>) and pick up in Bayham Street, at Stop Z1 (29666 - Camden Town Station <>, First Stop on LOR: BP1264 - Bayham Street).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route N28 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: Camden Town.

CHALK FARM, MORRISONS, PETROL STATION (from WANDSWORTH, MAPLETON ROAD)

Public stand for two buses in slip road, commencing 30 metres south west of Chalk Farm Road and 55 metres north west of junction with Morrisons superstore access road opposite petrol station entrance, extending for 25 metres south east, at bus stop BP1806 point CH. Buses proceed from Adelaide Road via Chalk Farm Road and Morrisons Access Road to stand, departing via Safeway Access Road to Chalk Farm Road. Set down in Adelaide Road, at Stop CA (12024 - Chalk Farm Station <>, Last Stop on LOR: 12024 - Chalk Farm Station <>) and pick up in Chalk Farm Road, at Stop CF (37171 - The Roundhouse, First Stop on LOR: 37171 - The Roundhouse).

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: Chalk Farm.

SWISS COTTAGE (from Camden Town, Bayham Street)

Buses proceed from Adelaide Road (Westbound) via Finchley Road departing to Avenue Road (Eastbound). Set down in Adelaide Road, at Stop H (1733 - Avenue Road / Swiss Cottage Library, Last Stop on LOR: 1733 - Avenue Road / Swiss Cottage Library) and pick up in Avenue Road, at Stop E (33775 - Swiss Cottage Station <>, First Stop on LOR: 33775 - Swiss Cottage Station <>).

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

SWISS COTTAGE STATION, FINCHLEY ROAD (NORTH) (from WANDSWORTH, MAPLETON ROAD)

Public stand for one bus on the west side of Finchley Road, commencing 8 metres north of flank wall of Castleton House and extending 16 metres south.
Buses proceed from Hilgrove Road via Finchley Road to stand, departing via Finchley Road to Fairfax Road. Set down in Hilgrove Road, at Stop K (33776 - Finchley Road, Last Stop on LOR: 33776 - Finchley Road) and pick up in Fairfax Road, at Stop P (33819 - Fairfax Road, First Stop on LOR: 33819 - Fairfax 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: Swiss Cottage.

SOUTH HAMPSTEAD STATION

From Camden Town, Bayham Street.

Buses proceed from Fairfax Road via Belsize Road departing to Hilgrove Road. Set down in Fairfax Road, at stop P (33819 - Fairfax Road, Last Stop on LOR: 33819 - Fairfax Road) and pick up in Hilgrove Road, at stop K (33776 - Finchley Road, First Stop on LOR: 33776 - Finchley Road).

From Wandsworth, Mapleton Road.

Buses proceed from Belsize Road departing to Belsize Road. Set down in Belsize Road, at stop Y (12009 - South Hampstead Station # / Loudoun Road, Last Stop on LOR: 12009 - South Hampstead Station # / Loudoun Road) and pick up in Belsize Road, at stop L (12010 - South Hampstead Station # / Loudoun Road, First Stop on LOR: 12010 - South Hampstead Station # / Loudoun Road).

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

KILBURN PARK STATION, CAMBRIDGE GARDENS

Public stand for five buses in 2 portions:

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

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

From Camden Town, Bayham Street.

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

From Wandsworth, Mapleton Road.

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

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

MAIDA HILL, CHIPPENHAM GARDENS

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

From Camden Town, Bayham Street.

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

From Wandsworth, Mapleton Road.

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

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Maida Hill, The Chippenham.

WESTBOURNE PARK STATION (from Camden Town, Bayham Street)

Buses proceed from Chepstow Road via Talbot Road, Shrewsbury Road and Westbourne Park Road departing to Great Western Road. Set down in Chepstow Road (11693 - St Stephens Gardens, Last Stop on LOR: 11693 - St Stephens Gardens) and pick up in Great Western Road, at Stop P (11698 - Brunel Estate, First Stop on LOR: 11698 - Brunel Estate).

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

NOTTING HILL GATE, KENSINGTON CHURCH STREET, WEST SIDE

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

From Camden Town, Bayham Street.

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

From Wandsworth, Mapleton Road.

Buses proceed from Kensington Church Street direct to stand, departing via Kensington Church Street and Notting Hill Gate to Palace Gardens Terrace. Set down in Kensington Church Street, at alighting point (BP1732 - Notting Hill Gate, Last Stop on LOR: 25053 - Notting Hill Gate Station <>) and pick up in Palace Gardens Terrace, at stop K (1266 - Palace Gardens Terr / Notting Hill Gte, First Stop on LOR: 1266 - Palace Gardens Terr / Notting Hill Gte).

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

OLYMPIA, HOLLAND ROAD (from Camden Town, Bayham Street)

Buses proceed from Kensington High Street via Holland Road, Addison Crescent and Addison Road departing to Kensington High Street. Set down in Kensington High Street, at Stop Z (11195 - Warwick Gardens, Last Stop on LOR: 11195 - Warwick Gardens) and pick up in Kensington High Street, at Stop W (35202 - Warwick Gardens, First Stop on LOR: 35202 - Warwick Gardens).

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

WEST BROMPTON, EMPRESS STATE BUILDING

Private stand for four buses in two marked bays on east side of forecourt of Empress State Building.

From Camden Town, Bayham Street.

Buses proceed from North End Road via Lillie Road and Empress State Building Forecourt to stand, departing via Empress State Building Forecourt and Lillie Road to North End Road. Set down in North End Road, at Stop BR (11252 - Lillie Road, Last Stop on LOR: 11252 - Lillie Road) and pick up in North End Road, at Stop BT (11253 - West Kensington Estate, First Stop on LOR: 11253 - West Kensington Estate).

From Wandsworth, Mapleton Road.

Buses proceed from North End Road via Lillie Road and Empress State Building Forecourt to stand, departing via Empress State Building Forecourt and Lillie Road to North End Road. Set down in North End Road, at Stop BK (11251 - Lillie Road, Last Stop on LOR: 11251 - Lillie Road) and pick up in North End Road, at Stop BH (37426 - North End Road Market, First Stop on LOR: 37426 - North End Road Market).

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

NEW KINGS ROAD, HARWOOD ROAD (from Camden Town, Bayham Street)

Public stand for one bus on west side of Harwood Road, outside No. 38 at Stop T. Buses proceed from Harwood Road direct to stand, departing via Harwood Road, Moore Park Road, Waterford Road and New Kings Road to Harwood Road. Set down in Harwood Road, at Stop A (25627 - Fulham Town Hall, Last Stop on LOR: 25627 - Fulham Town Hall) and pick up in Harwood Road, at Stop GK (1461 - Tyrawley Road, First Stop on LOR: 1461 - Tyrawley 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:	Fulham Broadway.

WANDSWORTH BRIDGE, SOUTH SIDE (from Camden Town, Bayham Street)

Buses proceed from Bridgend Road via Wandsworth Bridge Roundabout departing to Bridgend Road. Set down in Bridgend Road, at Stop TM (29147 - Bridgend Road, Last Stop on LOR: 29147 - Bridgend Road) and pick up in Bridgend Road, at Stop TD (18732 - Bridgend Road, First Stop on LOR: 18732 - Bridgend Road).

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

WANDSWORTH, MAPLETON ROAD

Public stand for six buses on north side of Mapleton Road, commencing 43 metres west of the western kerbline of Garratt Lane and extending 62 metres west.

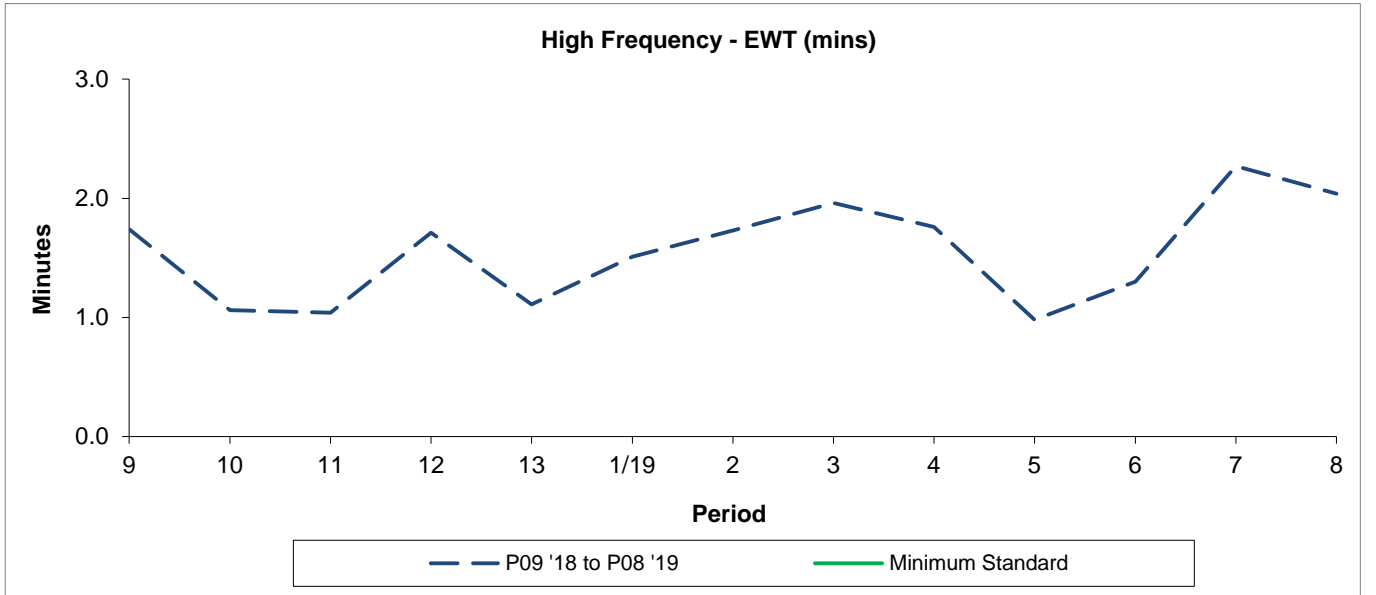
Buses proceed from Mapleton Crescent via Mapleton Road to stand, departing via Mapleton Road to Garratt Lane. Set down in Mapleton Crescent (R0418 - Mapleton Crescent, Last Stop on LOR: R0418 - Mapleton Crescent) and pick up in Garratt Lane (8852 - Mapleton Road, First Stop on LOR: 8852 - Mapleton Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route N28 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: Wandsworth.

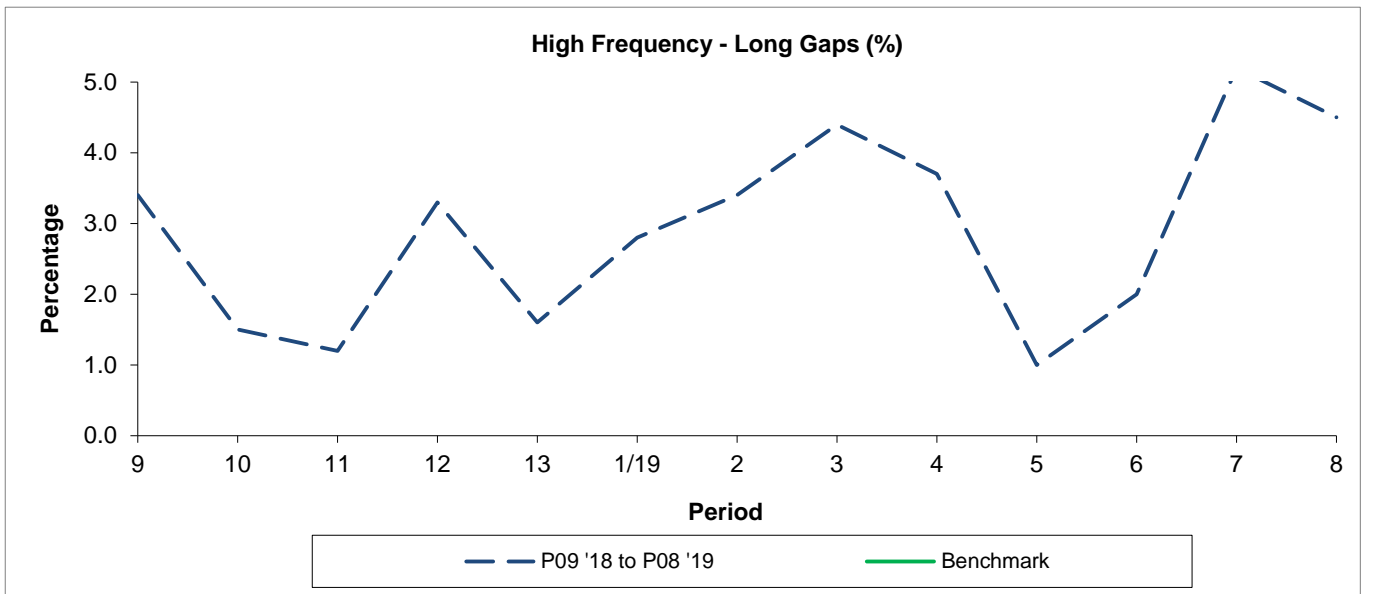
Period Trend Performance Graphs

Route 28

Reliability Performance



Period	9	10	11	12	13	1/19	2	3	4	5	6	7	8
P09 '18 to P08 '19	1.74	1.06	1.04	1.71	1.11	1.51	1.73	1.96	1.76	0.98	1.30	2.27	2.04
Minimum Standard													



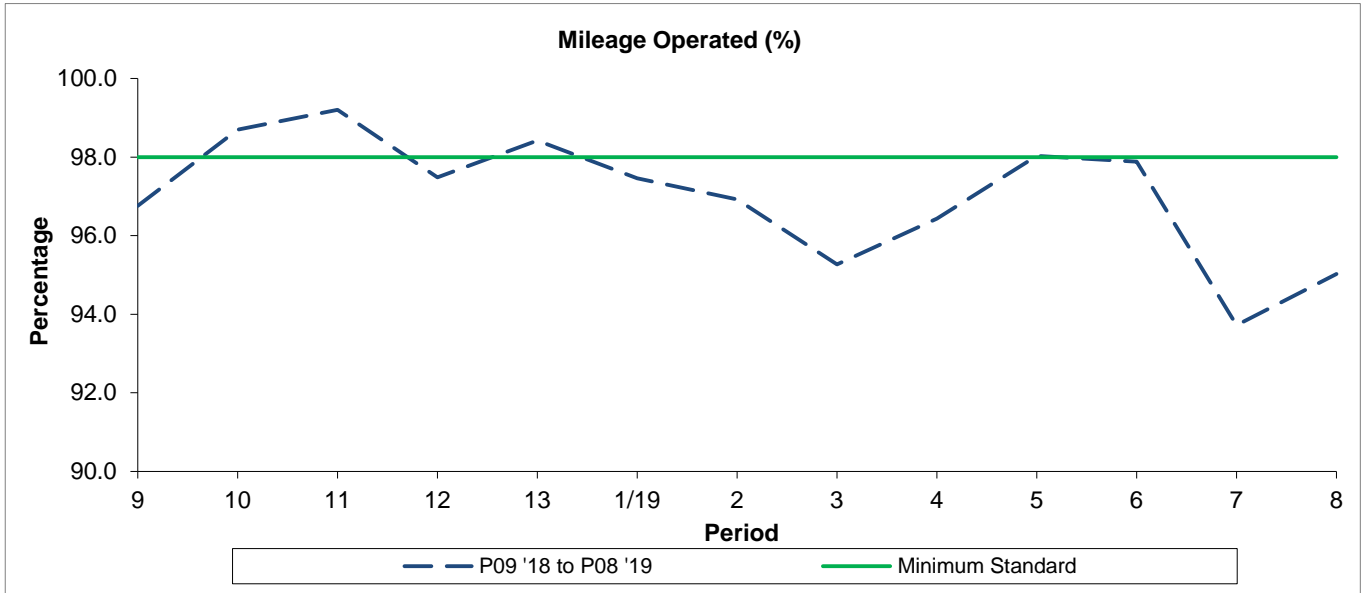
Period	9	10	11	12	13	1/19	2	3	4	5	6	7	8
P09 '18 to P08 '19	3.40	1.50	1.20	3.30	1.60	2.80	3.40	4.40	3.70	1.00	2.00	5.20	4.50
Benchmark													

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

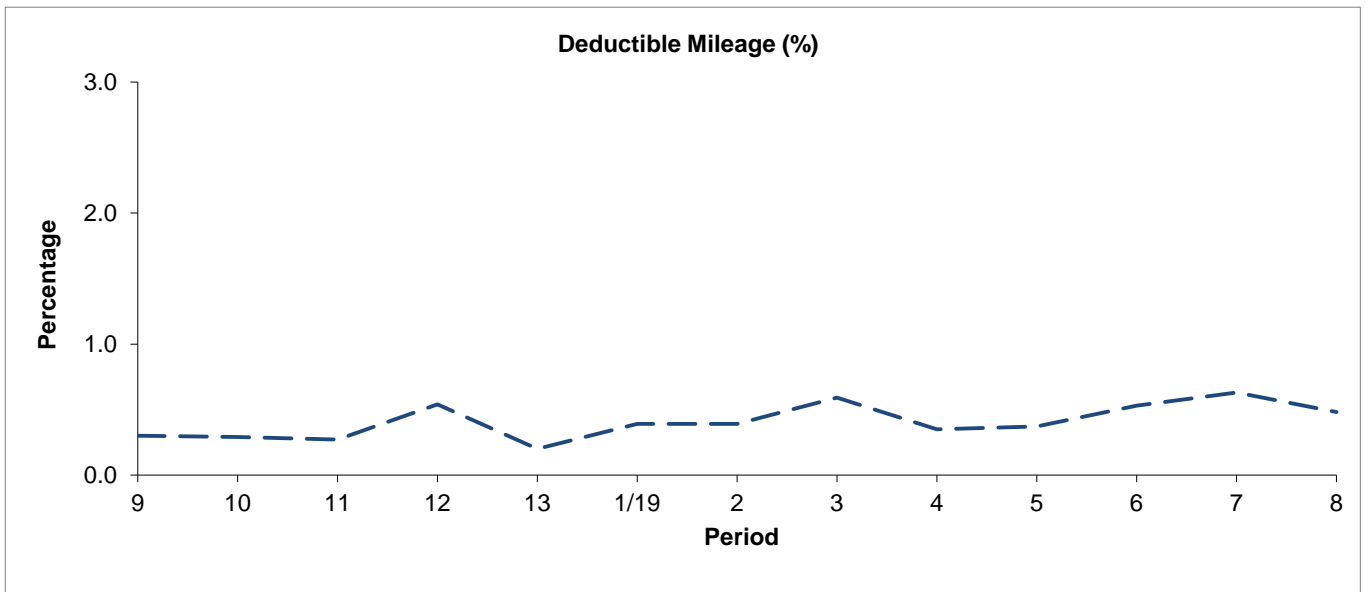
Period Trend Performance Graphs

Route 28

Mileage Performance



Period	9	10	11	12	13	1/19	2	3	4	5	6	7	8
P09 '18 to P08 '19	96.76	98.70	99.20	97.48	98.42	97.46	96.92	95.27	96.43	98.03	97.88	93.72	95.02
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

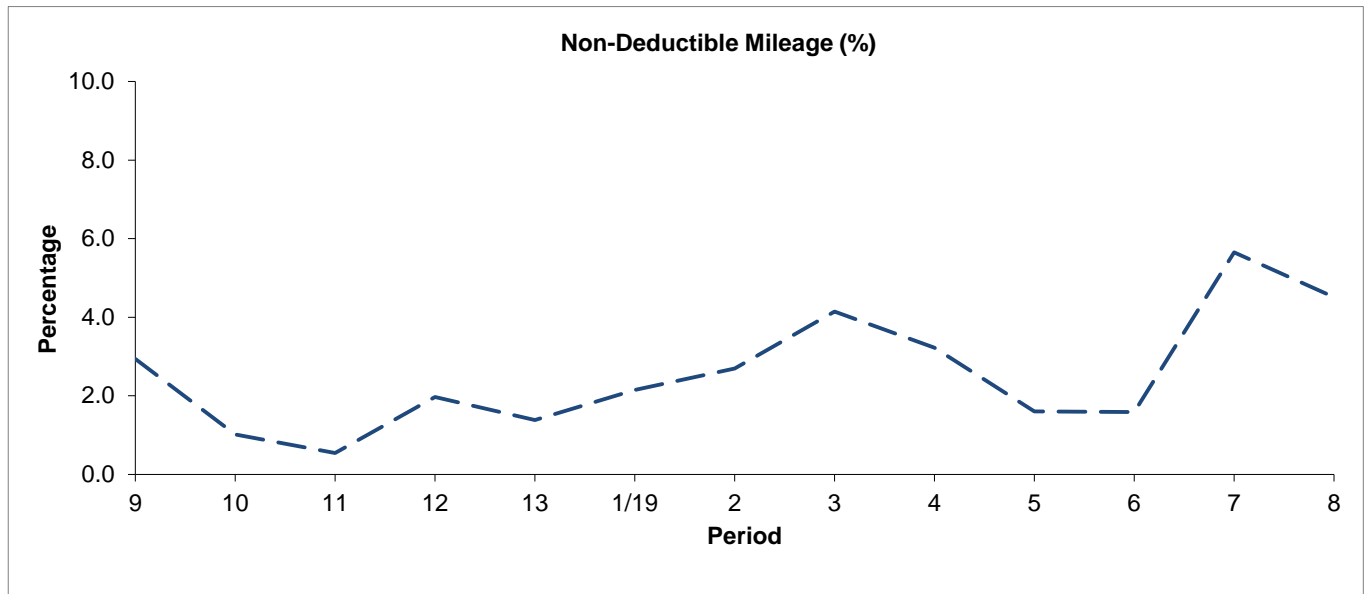


Period	9	10	11	12	13	1/19	2	3	4	5	6	7	8
P09 '18 to P08 '19	0.30	0.29	0.27	0.54	0.20	0.39	0.39	0.59	0.35	0.37	0.53	0.63	0.48

Period Trend Performance Graphs

Route 28

Mileage Performance



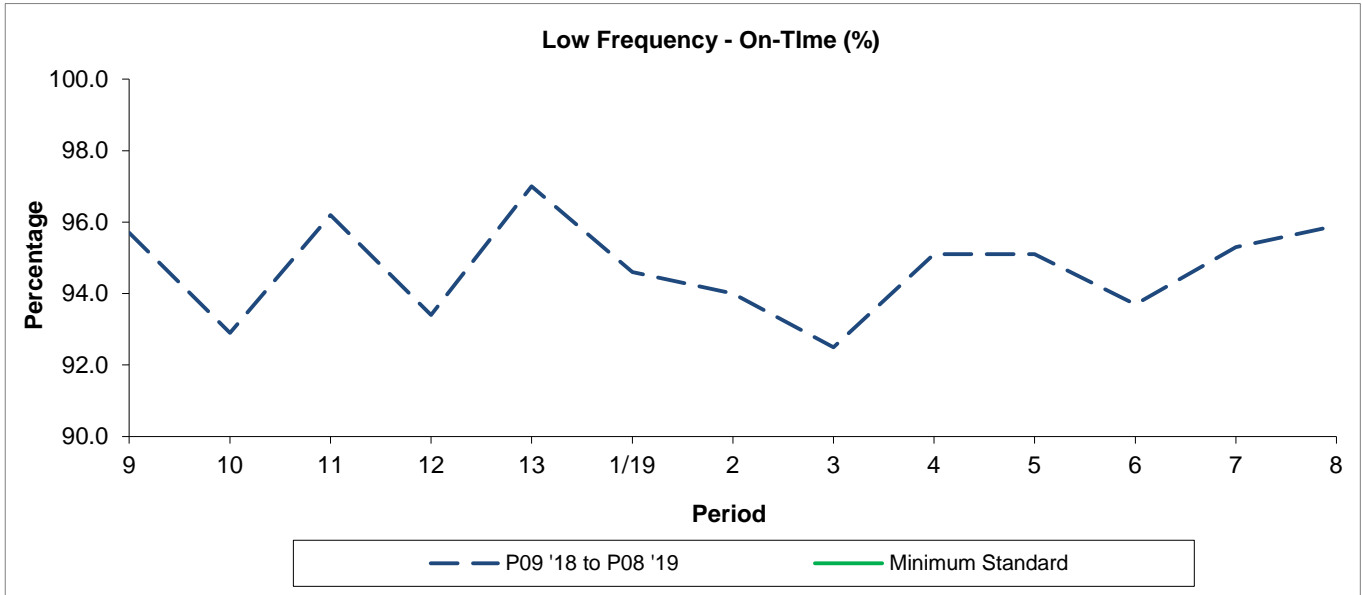
Period	9	10	11	12	13	1/19	2	3	4	5	6	7	8
P09 '18 to P08 '19	2.94	1.02	0.54	1.97	1.38	2.15	2.69	4.14	3.22	1.60	1.59	5.65	4.51

Mileage Performance figures are based on four weeks data

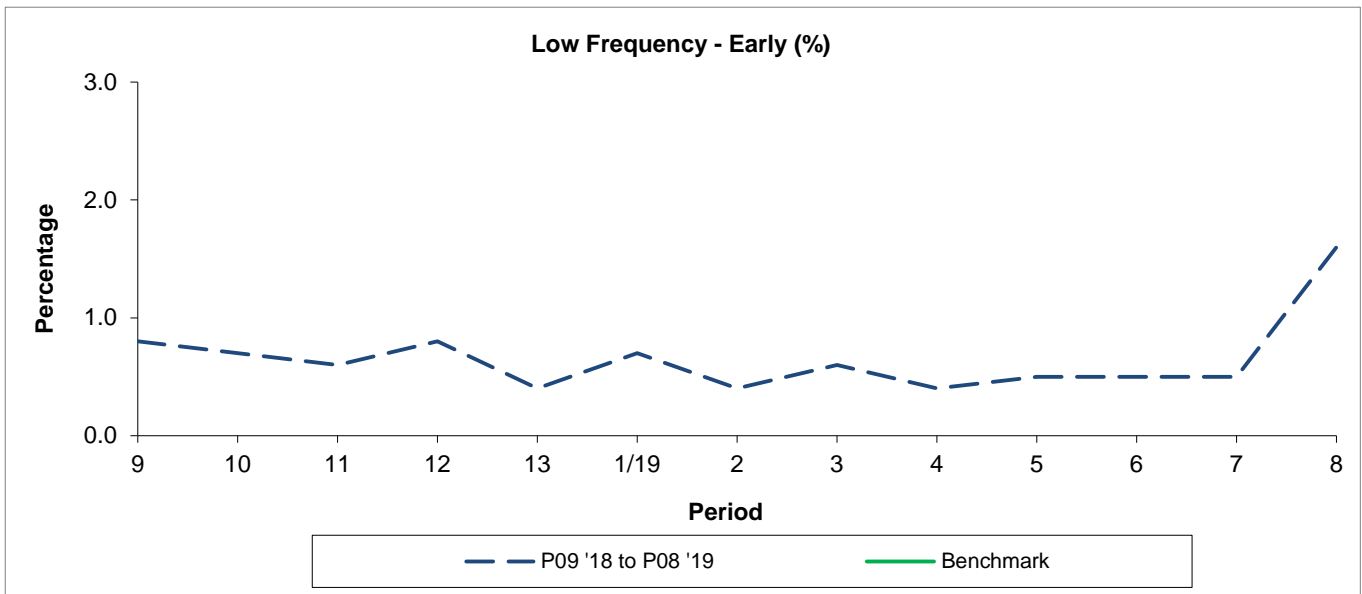
Period Trend Performance Graphs

Route N28

Reliability Performance



Period	9	10	11	12	13	1/19	2	3	4	5	6	7	8
P09 '18 to P08 '19	95.7	92.9	96.2	93.4	97.0	94.6	94.0	92.5	95.1	95.1	93.7	95.3	95.9
Minimum Standard													



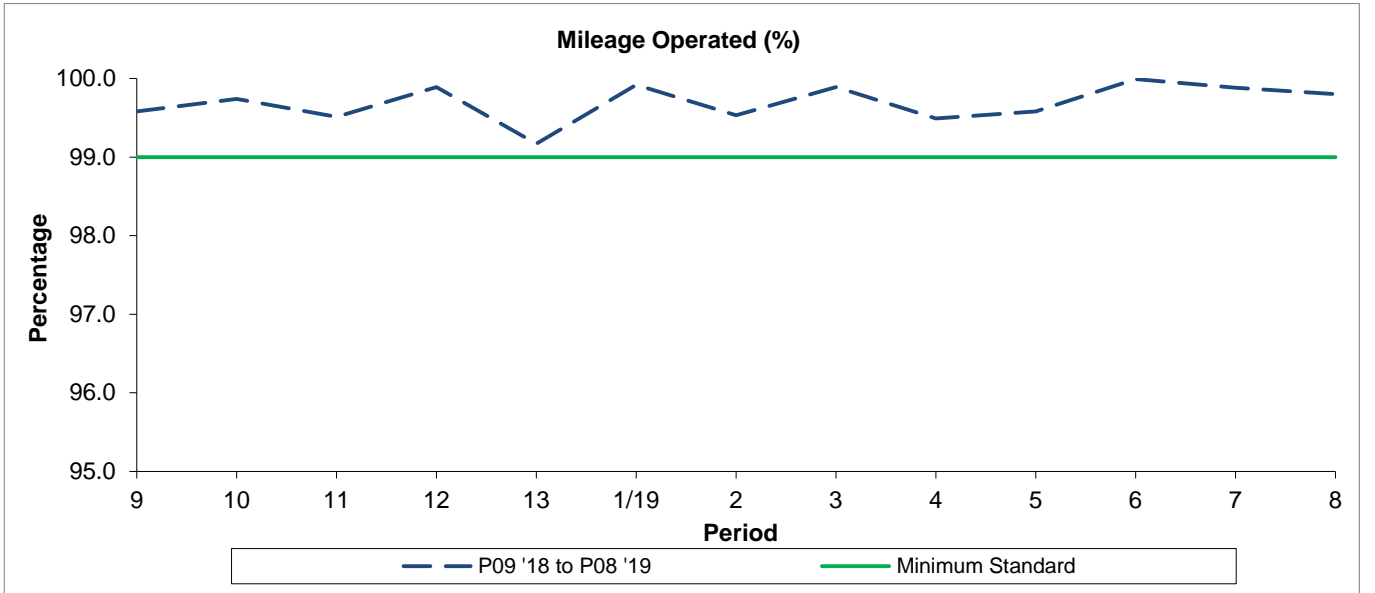
Period	9	10	11	12	13	1/19	2	3	4	5	6	7	8
P09 '18 to P08 '19	0.8	0.7	0.6	0.8	0.4	0.7	0.4	0.6	0.4	0.5	0.5	0.5	1.6
Benchmark													

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

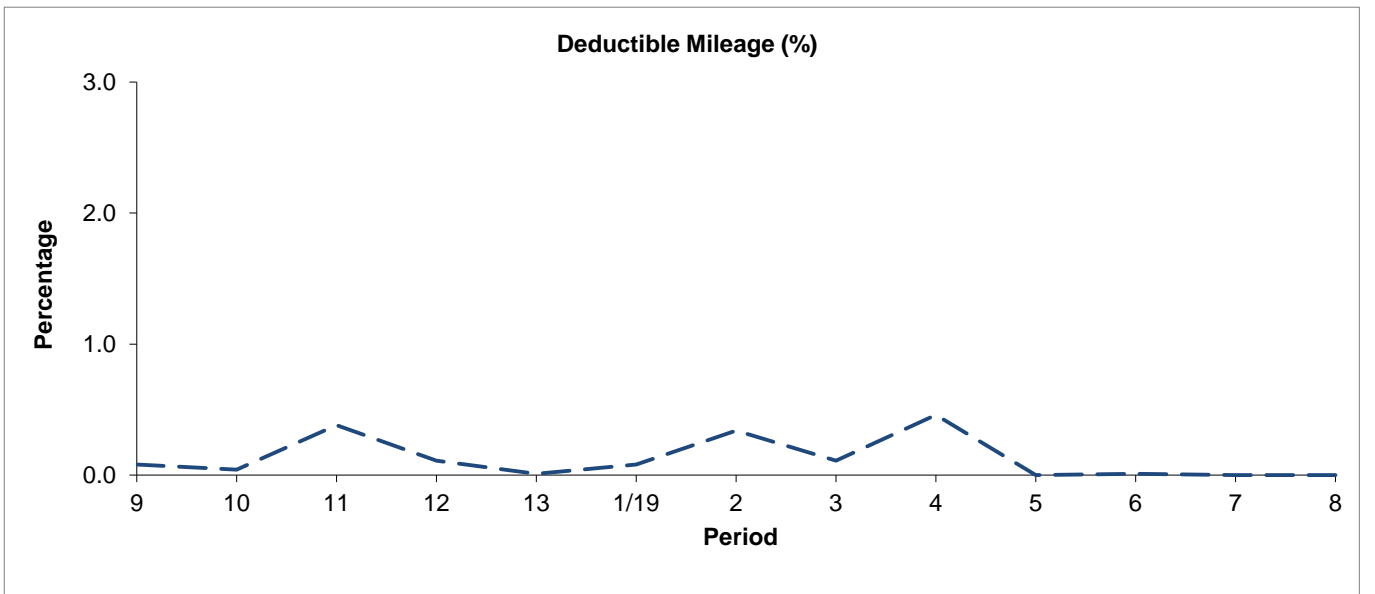
Period Trend Performance Graphs

Route N28

Mileage Performance



Period	9	10	11	12	13	1/19	2	3	4	5	6	7	8
P09 '18 to P08 '19	99.58	99.74	99.51	99.89	99.17	99.92	99.53	99.89	99.49	99.58	99.99	99.88	99.80
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	99.00

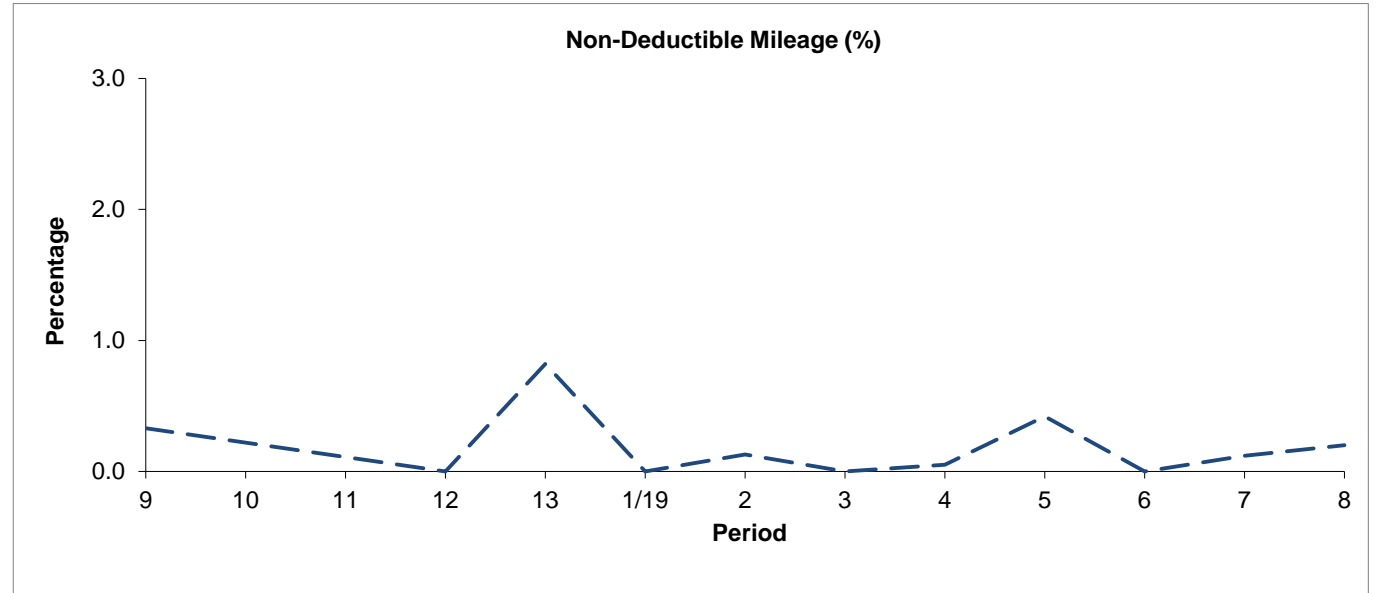


Period	9	10	11	12	13	1/19	2	3	4	5	6	7	8
P09 '18 to P08 '19	0.08	0.04	0.38	0.11	0.01	0.08	0.34	0.11	0.46	0.00	0.01	0.00	0.00

Period Trend Performance Graphs

Route N28

Mileage Performance



Period	9	10	11	12	13	1/19	2	3	4	5	6	7	8
P09 '18 to P08 '19	0.33	0.22	0.11	0.00	0.82	0.00	0.13	0.00	0.05	0.42	0.00	0.12	0.20

Mileage Performance figures are based on four weeks data

ROUTE 28 - FULL IBUS RESULTS BY TIME OF DAY
QUARTERS 03/18 to 02/19 (15/09/2018 to 13/09/2019)

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	36,741	36,464	99.2	5.27	0.48	5.75	86.1	13.6	0.3	0.0	0.2	35.0
07:00 - 10:00	65,032	62,961	96.8	4.81	1.25	6.07	81.4	16.9	1.5	0.2	1.9	62.7
10:00 - 13:00	62,470	60,638	97.1	4.96	1.39	6.34	80.0	18.0	1.7	0.3	2.1	61.1
13:00 - 16:00	62,374	60,699	97.3	4.95	1.45	6.39	79.5	18.1	1.9	0.4	2.4	87.1
16:00 - 19:00	61,534	57,158	92.9	4.96	2.03	6.99	74.9	20.2	3.7	1.2	5.0	70.6
19:00 - 22:00	62,257	59,374	95.4	4.93	1.83	6.77	77.4	19.4	2.7	0.6	3.6	73.6
22:00 - 24:00	34,977	34,480	98.6	5.96	1.00	6.96	76.3	21.6	1.8	0.3	0.9	57.2
All Locations Summary	385,385	371,774	96.5	4.97	1.52	6.49	78.8	18.4	2.2	0.5	2.8	87.1

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	7,252	7,147	98.6	5.60	0.43	6.04	84.4	15.4	0.2	0.0	0.1	28.7
07:00 - 10:00	12,910	12,743	98.7	5.02	0.77	5.79	84.4	15.1	0.6	0.0	0.5	34.5
10:00 - 13:00	12,975	12,653	97.5	4.97	1.42	6.39	79.0	18.6	2.0	0.4	2.3	71.3
13:00 - 16:00	13,050	12,434	95.3	4.96	1.74	6.71	77.7	19.2	2.5	0.6	3.2	81.8
16:00 - 19:00	12,900	12,669	98.2	4.97	1.48	6.44	79.3	18.2	2.1	0.4	2.5	56.6
19:00 - 22:00	12,377	11,853	95.8	5.19	1.39	6.59	77.9	19.5	2.0	0.6	2.4	65.6
22:00 - 24:00	7,145	7,052	98.7	6.02	1.06	7.07	75.7	22.2	1.9	0.2	0.8	49.0
All Locations Summary	78,609	76,551	97.4	5.08	1.39	6.47	79.2	18.5	1.9	0.4	2.2	81.8

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	6,343	6,244	98.4	6.96	0.42	7.38	72.8	26.4	0.7	0.1	0.1	37.0
07:00 - 10:00	11,526	11,322	98.2	5.99	0.62	6.61	77.9	21.2	0.9	0.1	0.3	44.1
10:00 - 13:00	11,731	11,600	98.9	5.84	1.02	6.86	75.6	22.3	1.9	0.2	0.9	48.1
13:00 - 16:00	11,546	11,356	98.4	6.01	1.32	7.33	72.7	24.0	3.0	0.4	1.4	55.3
16:00 - 19:00	11,645	11,363	97.6	5.94	1.32	7.27	73.5	23.1	2.5	0.9	1.8	69.0
19:00 - 22:00	11,954	11,625	97.2	5.76	1.32	7.07	75.6	21.6	2.1	0.7	1.8	80.8
22:00 - 24:00	7,872	7,737	98.3	5.94	0.77	6.72	77.9	20.7	1.1	0.4	0.8	53.5
All Locations Summary	72,617	71,247	98.1	5.94	1.14	7.08	74.7	22.7	2.2	0.5	1.3	80.8

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	50,336	49,855	99.0	5.42	0.48	5.89	85.0	14.7	0.3	0.0	0.2	37.0
07:00 - 10:00	89,468	87,026	97.3	4.89	1.18	6.07	81.4	17.0	1.4	0.2	1.7	62.7
10:00 - 13:00	87,176	84,891	97.4	5.06	1.35	6.41	79.3	18.6	1.8	0.3	2.0	71.3
13:00 - 16:00	86,970	84,489	97.1	5.07	1.47	6.54	78.5	18.9	2.1	0.4	2.4	87.1
16:00 - 19:00	86,079	81,190	94.3	5.06	1.90	6.95	75.3	20.3	3.4	1.1	4.4	70.6
19:00 - 22:00	86,598	82,852	95.7	5.06	1.71	6.78	77.3	19.6	2.5	0.6	3.2	80.8
22:00 - 24:00	49,994	49,269	98.5	5.97	0.98	6.95	76.4	21.6	1.7	0.3	0.9	57.2
All Locations Summary	536,611	519,572	96.8	5.08	1.47	6.55	78.5	18.9	2.2	0.5	2.6	87.1

ROUTE N28 - FULL iBUS RESULTS BY TIME OF DAY
QUARTERS 03/18 to 02/19 (15/09/2018 to 13/09/2019)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	40,491	40,489	100.0	99.3	94.8	1.3	0.6	3.3
All Locations Summary	40,491	40,489	100.0	99.3	94.8	1.3	0.6	3.3

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	8,443	8,432	99.9	99.0	96.0	1.2	0.5	2.3
All Locations Summary	8,443	8,432	99.9	99.0	96.0	1.2	0.5	2.3

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	8,908	8,864	99.5	98.5	93.4	2.4	0.5	3.7
All Locations Summary	8,908	8,864	99.5	98.5	93.4	2.4	0.5	3.7

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	57,842	57,785	99.9	99.1	94.7	1.5	0.6	3.2
All Locations Summary	57,842	57,785	99.9	99.1	94.7	1.5	0.6	3.2

Transport for London - Live Mileage List

Route: 28

Service Change: 52798

Date: 27/07/2019

Kensal Rise, S
S
Reason for Issue

QSI points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
KSLRSN	11615	Station Terrace		
	442	Banister Road	366	0.23
	1658	Harrow Road / Kilburn Lane	199	0.12
	3260	Fifth Avenue	300	0.19
	610	Third Avenue	274	0.17
	3256	Portnall Road	347	0.22
	332	Great Western Road / Elgin Avenue	171	0.11
GWRDPW	334	Great Western Road / Harrow Road	212	0.13
WBPKN	11701	Westbourne Park Station	342	0.21
	11696	Shrewsbury Road / Brunel Estate	289	0.18
	11693	St Stephens Gardens	207	0.13
	37655	Westbourne Grove	282	0.18
	1259	Pembridge Villas	114	0.07
	11523	Chepstow Crescent	242	0.15
	1271	Notting Hill Gate Station	407	0.25
NTHGPG	1266	Palace Gardens Terr / Notting Hill Gate	291	0.18
	11146	Sheffield Terrace	294	0.18
	84	York House Place / Kensington High St	439	0.27
HSKNSN	82	High Street Kensington Station	339	0.21
	27497	Phillimore Gardens	324	0.20
	126	The Design Museum	226	0.14
	11195	Warwick Gardens	306	0.19
	27791	Kensington Olympia Station	261	0.16
	11262	Kensington Olympia	486	0.30
	11258	Lytton Estate	274	0.17
WKNSN	11256	West Kensington Station	246	0.15
	11254	West Kensington Estate	363	0.23
	11252	Lillie Road	222	0.14
	37426	North End Road Market	263	0.16
FULHBY	9327	Fulham Broadway	550	0.34
	25627	Fulham Town Hall	317	0.20
	1462	Tyrawley Road	221	0.14
	11277	New King's Road	287	0.18
	BP4891	Bovingdon Road	184	0.11
	1675	Sands End / Hazlebury Road	243	0.15
	11279	Oakbury Road	197	0.12
	20389	Townmead Road	336	0.21
	29147	Bridgend Road	488	0.30
	17947	S wandon Way	353	0.22
WDTNSN	LG05	Wandsworth Town Station	239	0.15
	17945	Tonsley Street	140	0.09
	33273	Wandsworth Town Hall	225	0.14
WANDSS	13362	Southside Shopping Centre	424	0.26
WANDMC	R0418	Mapleton Crescent	223	0.14
Total Route Mileage - Out Direction			12513	7.78
			Metres	Miles

Station - Wandsworth, Southside Shopping Centre	Tranche 728
New Contract	

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WANDGM	8852	Mapleton Road		
	8854	Southside Shopping Centre	259	0.16
	BP4164	Ram Street	155	0.10
	17944	Tonsley Street	325	0.20
WDTNSN	LG04	Wandsworth Town Station	259	0.16
	25511	Swandon Way	130	0.08
	18732	Bridgend Road	216	0.13
	3827	Townmead Road	527	0.33
	20655	Oakbury Road	320	0.20
	1674	Sands End / Hazlebury Road	219	0.14
	11276	New Kings Road	368	0.23
	1461	Tyrawley Road	259	0.16
	3649	Fulham Town Hall	298	0.19
FULHBY	9328	Fulham Broadway	251	0.16
	1457	Shorrolds Road	287	0.18
	11251	Lillie Road	385	0.24
	11253	West Kensington Estate	367	0.23
WKENSN	11255	West Kensington Station	291	0.18
	11259	Lyton Estate	431	0.27
	34350	Kensington Olympia / Hammersmith Road	202	0.13
	1490	Kensington Olympia Station	202	0.13
	BP1589	Holland Road	330	0.21
	35202	Warwick Gardens	169	0.11
	20591	The Design Museum	205	0.13
	27496	Phillimore Gardens	325	0.20
HSKNSN	81	High Street Kensington Station	216	0.13
	83	Kensington Church Street / Holland St	377	0.23
	11145	Sheffield Terrace	415	0.26
NTHGKC	25053	Notting Hill Gate Station	306	0.19
	1270	Notting Hill Gate Stn / Pembridge Rd	231	0.14
	11522	Chepstow Crescent	399	0.25
	20883	Pembridge Villas / Westbourne Grove	225	0.14
	1263	Artesian Road	149	0.09
	11692	St Stephens Gardens	311	0.19
	11698	Brunel Estate	264	0.16
WBPKSN	11700	Westbourne Park Station	149	0.09
GWRDPW	55	Harrow Road	399	0.25
	3257	Ashmore Road	231	0.14
	611	Second Avenue	297	0.18
	3259	Fifth Avenue / Queen's Park Library	330	0.21
	1655	Ladbroke Grove / Kilburn Lane	249	0.15
	1659	Kilburn Lane / Harrow Road	140	0.09
	3821	Banister Road	257	0.16
KSLRSN	34114	Kensal Rise Station	410	0.25
Total Route Mileage - Back Direction			12135	7.54
			Metres	Miles

Transport for London - Live Mileage List

Route: N28

Service Change: 53021

Date: 25/08/2019

Camden Town, Bay
Mapleton Road

Reason for Issue

QSI points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CDTNBM	BP1264	Bayham Street		
	36647	Plender Street	323	0.20
	1280	Camden High Street	455	0.28
	325	Camden Town Station	245	0.15
	33533	Hartland Road / Camden Market	546	0.34
	37171	The Roundhouse	340	0.21
CHFMSN	12025	Chalk Farm Station	208	0.13
	12023	Eton Road	356	0.22
	12020	Primrose Hill Road	268	0.17
	12019	Elsworthy Rise	153	0.10
	12017	Lower Merton Rise	246	0.15
	1733	Avenue Road / Swiss Cottage Library	262	0.16
SCOTSN	12034	Swiss Cottage Stn / Finchley Road	362	0.22
	33819	Fairfax Road	388	0.24
	12010	South Hampstead Station / Loudoun Road	517	0.32
	1633	Abbey Road	404	0.25
	1640	Kilburn High Road Station	446	0.28
KBHRSN	1622	Kilburn High Rd Stn / Cambridge Avenue	184	0.11
	10241	Kilburn Park Station	225	0.14
	34384	Carlton Vale	257	0.16
	11598	Cambridge Road	306	0.19
	48	Shirland Road	280	0.17
MDHLCH	34992	Chippenham Road / Shirland Road	129	0.08
	35519	Elgin Avenue / Chippenham Road	292	0.18
	34994	Harrow Road	173	0.11
	334	Great Western Road / Harrow Road	216	0.13
WBPKSN	11701	Westbourne Park Station	342	0.21
	11696	Shrewsbury Road / Brunel Estate	289	0.18
	11693	St Stephens Gardens	207	0.13
	37655	Westbourne Grove	282	0.18
	1259	Pembridge Villas	114	0.07
	11523	Chepstow Crescent	242	0.15
	1271	Notting Hill Gate Station	407	0.25
NTHGPG	1266	Palace Gardens Terr / Notting Hill Gte	291	0.18
	11146	Sheffield Terrace	294	0.18
	84	York House Place / Kensington High St	439	0.27
HSKNSN	82	High Street Kensington Station	339	0.21
	27497	Phillimore Gardens	324	0.20
	126	The Design Museum	226	0.14
	11195	Warwick Gardens	306	0.19
	27791	Kensington Olympia Station	261	0.16
	11262	Kensington Olympia	486	0.30
	11258	Lytton Estate	274	0.17
WKNSN	11256	West Kensington Station	246	0.15
	11254	West Kensington Estate	363	0.23
	11252	Lillie Road	222	0.14
	37426	North End Road Market	263	0.16
FULHBY	9327	Fulham Broadway	550	0.34
	25627	Fulham Town Hall	317	0.20
	1462	Tyrawley Road	221	0.14
	11277	New King's Road	287	0.18
	BP4891	Bovingdon Road	184	0.11
	1675	Sands End / Hazlebury Road	243	0.15
	11279	Oakbury Road	197	0.12
	20389	Townmead Road	336	0.21
	29147	Bridgend Road	488	0.30
	17947	Swandon Way	353	0.22
WDTNSN	LG05	Wandsworth Town Station	239	0.15
	17945	Tonsley Street	140	0.09
	33273	Wandsworth Town Hall	225	0.14
	13362	Southside Shopping Centre	424	0.26
WANDMC	R0418	Mapleton Crescent	223	0.14
Total Route Mileage - Out Direction			18225	11.32
			Metres	Miles

Ham Street - Wandsworth,	Tranche 728
New Contract	

BACK DIRECTION					
Timing Point Code	Stop Number	Stop Name	Metres	Miles	
WANDGM	8852	Mapleton Road			
	8854	Southside Shopping Centre	259	0.16	
	BP4164	Ram Street	155	0.10	
	17944	Tonsley Street	325	0.20	
WDTNSN	LG04	Wandsworth Town Station	259	0.16	
	25511	Swandon Way	130	0.08	
	18732	Bridgend Road	216	0.13	
	3827	Townmead Road	527	0.33	
	20655	Oakbury Road	320	0.20	
	1674	Sands End / Hazlebury Road	219	0.14	
	11276	New Kings Road	368	0.23	
	1461	Tyrawley Road	259	0.16	
	3649	Fulham Town Hall	298	0.19	
	FULHBY	9328	Fulham Broadway	251	0.16
1457		Shorrolds Road	287	0.18	
11251		Lillie Road	385	0.24	
11253		West Kensington Estate	367	0.23	
WKNSN	11255	West Kensington Station	291	0.18	
	11259	Lytton Estate	431	0.27	
	34350	Kensington Olympia / Hammersmith Road	202	0.13	
	1490	Kensington Olympia Station	202	0.13	
	BP1589	Holland Road	330	0.21	
	35202	Warwick Gardens	169	0.11	
	20591	The Design Museum	205	0.13	
	27496	Phillimore Gardens	325	0.20	
	HSKNSN	81	High Street Kensington Station	216	0.13
83		Kensington Church Street / Holland St	377	0.23	
11145		Sheffield Terrace	415	0.26	
NTHGKC	25053	Notting Hill Gate Station	306	0.19	
	1270	Notting Hill Gate Stn / Pembridge Rd	231	0.14	
	11522	Chepstow Crescent	399	0.25	
	20883	Pembridge Villas / Westbourne Grove	225	0.14	
	1263	Artesian Road	149	0.09	
	11692	St Stephens Gardens	311	0.19	
	11698	Brunel Estate	264	0.16	
WBPNSN	11700	Westbourne Park Station	149	0.09	
	55	Harrow Road	399	0.25	
	R0743	Elgin Avenue / Harrow Road	157	0.10	
	R0158	Elgin Avenue / Chippenham Road	199	0.12	
	MDHLCH	34991	Chippenham Road / Shirland Road	267	0.17
		34797	Chippenham Gardens	198	0.12
		34796	Hansel Road	285	0.18
		34385	Rudolph Road	333	0.21
	10240	Kilburn Park Station	265	0.16	
	KBHRSN	1621	Kilburn High Rd Stn / Cambridge Avenue	99	0.06
1639		Belsize Road	204	0.13	
1634		Abbey Road	315	0.20	
12009		South Hampstead Station / Loudoun Road	589	0.37	
33776		Finchley Road	417	0.26	
SCOTSN	33775	Swiss Cottage Station	339	0.21	
	12016	Winchester Road	315	0.20	
	12018	Elsworth Rise	319	0.20	
	12021	Primrose Hill Rd / Adelaide Medical Ctr	281	0.17	
	12022	Eton Road	222	0.14	
CHFMSN	12024	Chalk Farm Station	293	0.18	
	11994	Chalk Farm Road / Morrisons	423	0.26	
	33259	Hawley Road	437	0.27	
CDTNBM	33096	Camden Gardens	220	0.14	
	29666	Camden Town Station	395	0.25	
Total Route Mileage - Back Direction			16793	10.43	
			Metres	Miles	