

## 7. Service Specification

Route: C10

Contract Reference: QC50501

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.

<b>Terminus Points</b>	Canada Water Bus Station and Victoria Station, Buckingham Palace Road
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	19 <sup>th</sup> March 2016
<b>Vehicle Type</b>	60 capacity, dual door, single deck, minimum 10.8m long - subject to a satisfactory route test.
<b>Current Maximum Approved Dimensions</b>	10.2 metres long and 2.55 metres wide
<b>New Vehicles Mandatory</b>	Yes
<b>Hybrid Price Required</b>	Yes
<b>Sponsored Route</b>	No
<b>Advertising Rights</b>	Operator
<b>Minimum Performance Standard</b>	Average Excess Wait Time - No more than 1.20 minutes
<b>Extension Threshold</b>	Average Excess Wait Time Threshold - 1.05 minutes
<b>Minimum Operated Mileage</b>	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 16<sup>th</sup> February 2015

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

## **SERVICE SPECIFICATION**

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

## 2) NOTES

### **Proposed Changes:**

At this time, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. C10. **However, the changes proposed as part of this Service Specification (see below) are being discussed with the current Operator, with a view to implementation prior to commencement of the new Route Agreement.**

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 peak frequencies are increased from every 10 minutes to every 7-8 minutes (8 buses per hour).
- Mondays to Fridays PM peak frequencies are increased from every 10 minutes to every 8 minutes.
- Mondays to Fridays interpeak frequencies are increased from every 12 minutes to every 8 minutes.
- Mondays to Fridays early morning frequencies are increased from every 20 minutes to every 12 minutes.
- The Mondays to Fridays additional AM peak flow journey is withdrawn.
  
- Saturdays AM & PM shopping frequencies are increased from every 12 minutes to every 8 minutes.
- Saturdays early morning frequencies are increased from every 20 minutes to every 15 minutes.
  
- Sundays PM shopping frequencies are increased from every 20 minutes to every 12 minutes.
- Sundays early morning frequencies are increased from every 30 minutes to every 20 minutes.
- All evening frequencies are increased from every 20 minutes to every 12 minutes.
  
- 60-capacity single deck buses will be specified subject to a satisfactory route test.
- **Route No. C10 enters the Ultra Low Emission Zone (ULEZ). Compliance with ULEZ requires conversion to hybrid double deck or electric single deck by 2020. The following road conditions currently preclude double deck hybrid bus operation:**
  - **Ebury Road, Victoria: this has a 7.5 tonne weight limit but buses are permitted. This is believed to be for environmental rather than physical restrictions.**
  - **Abbey Street railway bridge: this has 15'0" height allowance but only in the middle of the road on the central arch section. Surveys are being conducted to confirm clearance and the suitability for double deck operation.**

**Tenderers should note that if they are supplying an alternative price based on using existing vehicles, these must be refurbished in line with the revised specification dated 1st March 2014. This applies to all contracts awarded from Tranche 471 onwards.**

**Operators should provide the following prices:**

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

**Cash Free Boarding was extended throughout London from 6th July 2014. Submitted tender prices should fully reflect the cost saving accrued from this change. Tenderers should also indicate the approximate additional cost if cash fares were still to be accepted.**

**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

Canada Water Bus Station to Victoria Station, Buckingham Palace Road			Victoria Station, Buckingham Palace Road to Canada Water Bus Station		
First departure no later than 0510.			First departure no later than 0450.		
0505 - 0525	Every 15 minutes		0445 - 0520	Every 15 minutes	
0526 - 0610	Every 12 minutes		0521 - 0620	Every 12 minutes	
0611 - 0915	Every 7-8 minutes (8 buses per hour)		0621 - 0850	Every 7-8 minutes (8 buses per hour)	
0916 - 2005	Every 8 minutes		0851 - 2000	Every 8 minutes	
2006 - 0100	Every 12 minutes		2001 - 0050	Every 12 minutes	
Last departure no earlier than 0055.			Last departure no earlier than 0045.		
<b>Pinchpoints</b>					
Millbank, Thames House	0705 - 0905	8 minutes	Bermondsey Station	0700 - 0900	8 minutes
	1510 - 1630	8 minutes		1505 - 1635	8 minutes

#### 3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Canada Water Bus Station to Victoria Station, Buckingham Palace Road			Victoria Station, Buckingham Palace Road to Canada Water Bus Station		
First departure no later than 0510.			First departure no later than 0450.		
0505 - 0640	Every 15 minutes		0445 - 0620	Every 15 minutes	
0641 - 0915	Every 12 minutes		0621 - 0855	Every 12 minutes	
0916 - 1855	Every 8 minutes		0856 - 1845	Every 8 minutes	
1856 - 0100	Every 12 minutes		1846 - 0050	Every 12 minutes	
Last departure no earlier than 0055.			Last departure no earlier than 0045.		
<b>Pinchpoints</b>					
Millbank, Thames House	0955 - 1155	8 minutes	Bermondsey Station	0930 - 1130	8 minutes

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

Canada Water Bus Station to Victoria Station, Buckingham Palace Road			Victoria Station, Buckingham Palace Road to Canada Water Bus Station		
First departure no later than 0625.			First departure no later than 0610.		
0620 - 0905	Every 20 minutes		0605 - 0830	Every 20 minutes	
0906 - 1120	Every 15 minutes		0831 - 1045	Every 15 minutes	
1121 - 0100	Every 12 minutes		1046 - 0050	Every 12 minutes	
Last departure no earlier than 0055.			Last departure no earlier than 0045.		
Pinchpoints					
Millbank, Thames House	1055 - 1155	15 minutes	Bermondsey Station	1015 - 1115	15 minutes
	1156 - 1230	12 minutes		1116 - 1215	12 minutes

#### **4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. C10 can suffer from unpredictable traffic delays in the Elephant & Castle and Borough areas.
- 4.2) Discussions are taking place in place with City of Westminster to determine whether the Traffic Order applying to the junction of Ebury Bridge and Buckingham Palace Road can be modified.
- 4.3) A major rebuilding of the Victoria Line Station at Victoria is planned, subject to Transport and Works Act approval. Works are likely last until the end of 2015. During this period routeings and stopping and standing arrangements in the area may be subject to change. Any such changes will be discussed with the successful tenderer as appropriate.
- 4.4) **Route No. C10 enters the Ultra Low Emission Zone (ULEZ). Compliance with ULEZ requires conversion to hybrid double deck or electric single deck by 2020. The following road conditions currently preclude double deck hybrid bus operation:**
  - **Ebury Road, Victoria: this has a 7.5 tonne weight limit but buses are permitted. This is believed to be for environmental rather than physical restrictions.**
  - **Abbey Street railway bridge: this has 15'0" height allowance but only in the middle of the road on the central arch section. Surveys are being conducted to confirm clearance and the suitability for double deck operation.**
- 4.6) **The proposed night tube project may impact on the night bus network. A review is currently being undertaken and the successful Tenderer will be kept up to date about the potential implications of the night tube project on this route.**

#### **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 C10: Canada Water Bus Station - Victoria Station**

**Date of Structural Change:** 19 March 2016.

**Date of Service Change:** 19 March 2016.

**Reason for Issue:** New Tender.

### **STREETS TRAVERSED**

**Towards Victoria Station:** Canada Water Bus Station, Surrey Quays Road, Redriff Road, Salter Road, Rotherhithe Street, Salter Road, Brunel Road, St Olav's Square, Jamaica Road, Abbey Street, Long Lane, Great Dover Street, Borough High Street, Newington Causeway, Elephant And Castle, St George's Road, Westminster Bridge Road, Lambeth Palace Road, Lambeth Palace Roundabout, Lambeth Bridge, Millbank Roundabout, Horseferry Road, Marsham Street, John Islip Street, Vauxhall Bridge Road, Drummond Gate, Bessborough Street, Lupus Street, Sutherland Street, Ebury Bridge, Buckingham Palace Road, Terminus Place.

**Towards Canada Water Bus Station:** Victoria Street, Buckingham Palace Road, Ebury Bridge, Sutherland Street, Lupus Street, Bessborough Street, Drummond Gate, Vauxhall Bridge Road, John Islip Street, Bulging Street, Herrick Street, Marsham Street, Horseferry Road, Millbank Roundabout, Lambeth Bridge, Lambeth Palace Road, Westminster Bridge Road, St George's Circus, London Road, Elephant And Castle, Newington Causeway, Borough High Street, Great Dover Street, Long Lane, Abbey Street, Jamaica Road, St Olav's Square, Brunel Road, Salter Road, Rotherhithe Street, Salter Road, Redriff Road, Surrey Quays Road, Canada Water Bus Station.

## **AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS**

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

### **CANADA WATER BUS STATION, EAST SIDE**

Private stand for 2 buses on route C10 on east side of Canada Water Bus Station, on offside, commencing opposite BP2392 (Stop A) and extending 23 metres south. Buses proceed from Canada Water Bus Station direct to stand, departing to Canada Water Bus Station. Set down in Canada Water Bus Station, at Alighting Point Stop D (BP2390 - Canada Water Bus Station <> #, Last Stop on LOR: BP2390 - Canada Water Bus Station <> #) and pick up in Canada Water Bus Station, Stop B1 (BP2393 - Canada Water Bus Station, First Stop on LOR: BP2393 - Canada Water Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route C10 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:	Canada Water.

### **ROTHERHITHE, ST OLAF'S SQUARE (from VICTORIA STATION)**

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

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
BLIND DISPLAY:	Rotherhithe.

### **ELEPHANT & CASTLE, SOUTHWARK BRIDGE ROAD (from VICTORIA STATION)**

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:	<b>Turning Point Only - Buses must not stand</b>
BLIND DISPLAY:	Elephant & Castle.

### **ELEPHANT & CASTLE, LAMBETH ROAD (from Canada Water Bus Station)**

Public stand for 7 buses on south side of Lambeth Road commencing 1.5 metres east of lamp standard No. 1357/06 and extending 83 metres east.

Buses proceed from Newington Causeway via Elephant And Castle, London Road and Lambeth Road to stand, departing via Lambeth Road and St George's Road to Westminster Bridge Road. Set down in Newington Causeway, at Stop G (33625 - Elephant & Castle / Newington Causeway and pick up in Westminster Bridge Road, at Stop D (29808 - St George's Circus.

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:	Elephant & Castle.

### **ST GEORGE'S CIRCUS (from Canada Water Bus Station)**

Buses proceed from Westminster Bridge Road via St George's Circus, London Road and Garden Row departing to St George's Road. Set down in Westminster Bridge Road, at Stop D (29808 - St George's Circus and pick up in St George's Road, at Stop N (2569 - St George's Road / Imperial War Museum.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
BLIND DISPLAY:	St George's Circus.

### **HORSEFERRY ROAD (from VICTORIA STATION)**

Buses proceed from Horseferry Road via Millbank Roundabout departing to Horseferry Road. Set down in Horseferry Road, at Stop NH (2420 - Millbank, Last Stop on LOR: 14670 - Lambeth Palace) and pick up in Horseferry Road, at Stop NE (2421 - Millbank, First Stop on LOR: 2420 - Millbank).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
BLIND DISPLAY:	Millbank.

### **JOHN ISLIP STREET (from Canada Water Bus Station)**

Buses proceed from John Islip Street via Bulinga Street and Herrick Street departing to Marsham Street. Set down in John Islip Street, at Stop M (36595 - Tate Britain, Last Stop on LOR: 36595 - Tate Britain) and pick up in Marsham Street, at Stop NP (7840 - Page Street, First Stop on LOR: 7840 - Page Street).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
BLIND DISPLAY:	Tate Britain.

### **PIMLICO STATION (from Canada Water Bus Station)**

Buses proceed from Bessborough Street via Rampayne Street and Vauxhall Bridge Road departing to John Islip Street. Set down in Bessborough Street, at Stop J (37221 - Pimlico Station <>, Last Stop on LOR: 37221 - Pimlico Station <>) and pick up in John Islip Street, at Stop S (37302 - Ponsonby Terrace, First Stop on LOR: 37302 - Ponsonby Terrace).

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

### **VICTORIA COACH STATION (from Canada Water Bus Station)**

Buses proceed from Buckingham Palace Road via Elizabeth Street, Elizabeth Bridge, Bulleid Way and Eccleston Bridge departing to Buckingham Palace Road. Set down in Buckingham Palace Road, at Stop W (7820 - Victoria Coach Station, Last Stop on LOR: 7820 - Victoria Coach Station) and pick up in Buckingham Palace Road, at Stop V (7819 - Victoria Coach Station, First Stop on LOR: 7819 - Victoria Coach Station).

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

### **VICTORIA, TERMINUS PLACE**

Public stand for two buses on the south side of Terminus Place commencing 5 metres west of the junction with Wilton Road and extending 27 metres west.

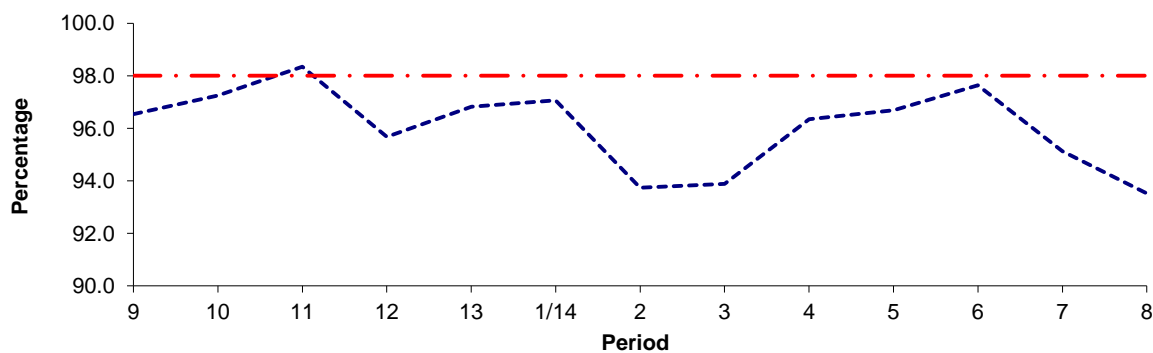
Buses proceed from Terminus Place direct to stand, departing via Terminus Place and Wilton Road to Victoria Street. Set down in Victoria Bus Station, Bay A, AP (BP4489 - Victoria Station # <>, Last Stop on LOR: 35312 - Eccleston Bridge) and pick up in Victoria Street, at Stop G (37303 - Victoria Station <>#, First Stop on LOR: 7817 - Grosvenor Gardens / Victoria).

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: Victoria.

## PART B - PERFORMANCE STATISTICS

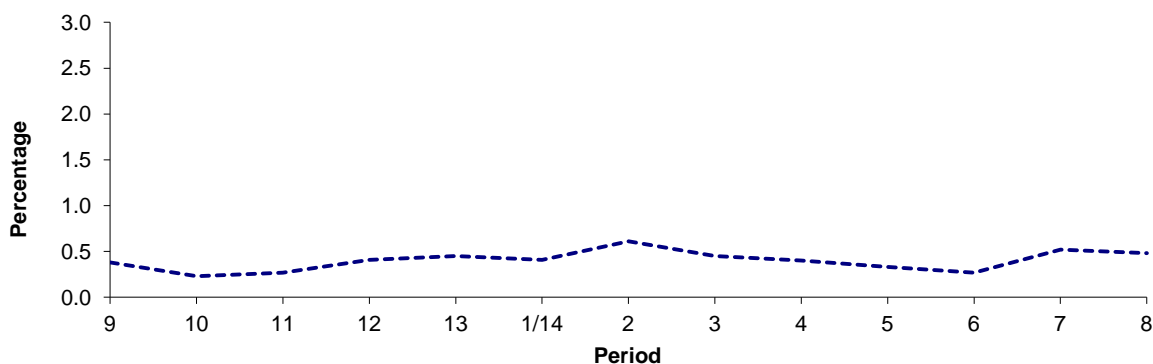
### Route C10

**Mileage Operated**



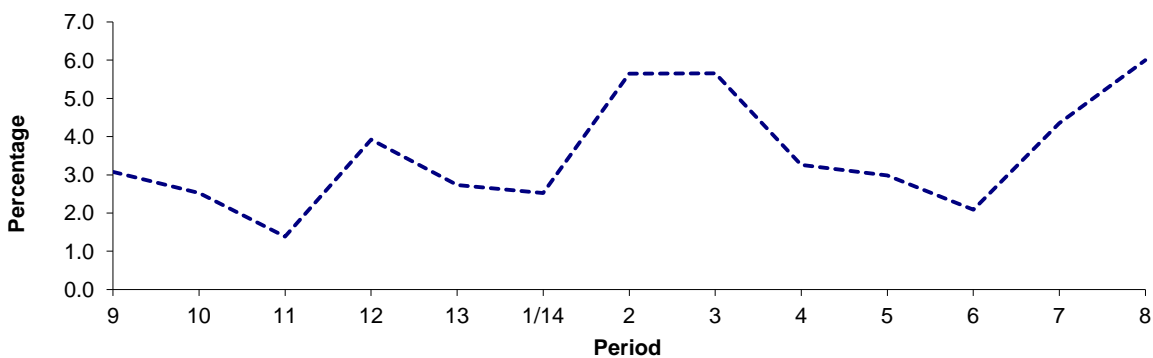
Period	9	10	11	12	13	1/14	2	3	4	5	6	7	8
2013/2014	96.54	97.25	98.35	95.67	96.82	97.07	93.74	93.89	96.34	96.69	97.64	95.13	93.52
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

**Deductible Mileage**



Period	9	10	11	12	13	1/14	2	3	4	5	6	7	8
2013/2014	0.38	0.23	0.27	0.41	0.45	0.41	0.61	0.45	0.40	0.33	0.27	0.52	0.48

**Non Deductible Mileage**

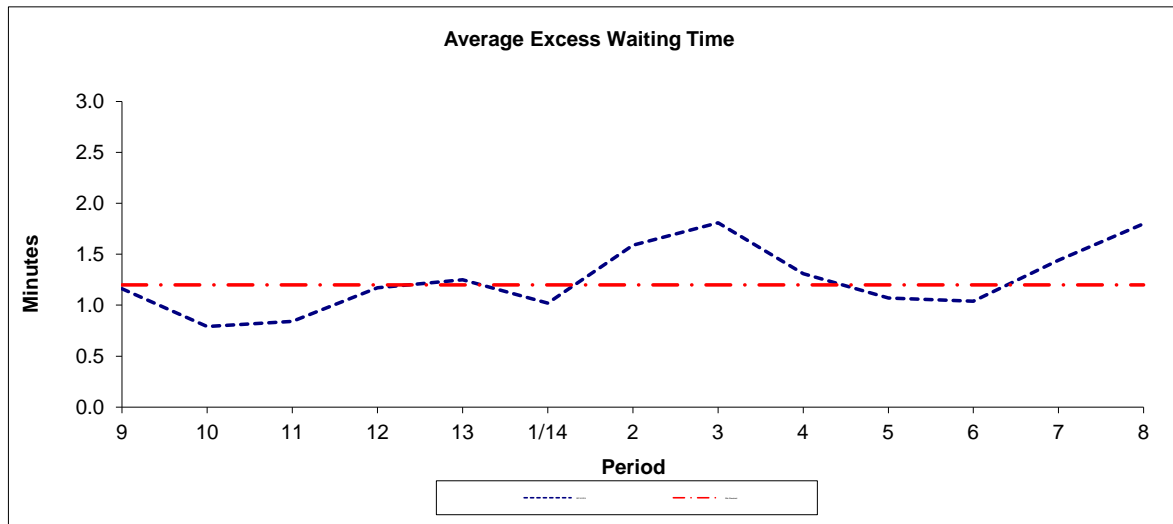


Period	9	10	11	12	13	1/14	2	3	4	5	6	7	8
2013/2014	3.08	2.52	1.38	3.92	2.73	2.52	5.65	5.66	3.26	2.98	2.09	4.35	6.00

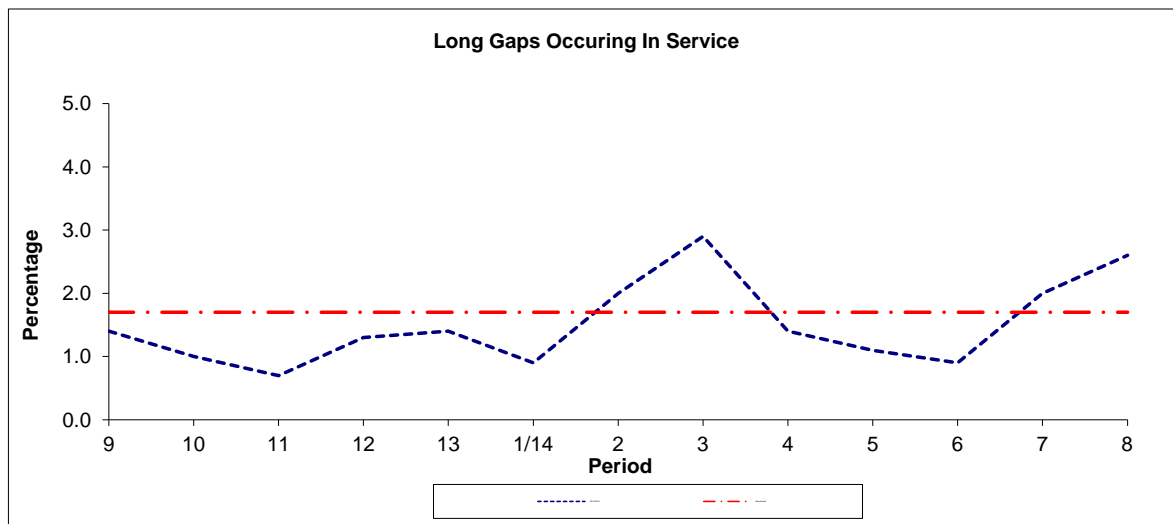
**Note :** Mileage is based on 4 weeks data

## PART B - PERFORMANCE STATISTICS

### Route C10



Period	9	10	11	12	13	1/14	2	3	4	5	6	7	8
2013-2014	1.16	0.79	0.84	1.17	1.25	1.02	1.59	1.81	1.31	1.07	1.04	1.44	1.80
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	9	10	11	12	13	1/14	2	3	4	5	6	7	8
2013-2014	1.40	1.00	0.70	1.30	1.40	0.90	2.00	2.90	1.40	1.10	0.90	2.00	2.60
Benchmark	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70

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

## ROUTE C10 - FULL IBUS RESULTS BY TIME OF DAY

### QUARTER 3 13/14 TO QUARTER 2 14/15 (14/09/13 - 12/09/14)

#### MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	22,441.	94.1	10.44	0.55	10.99	60.3	32.2	6.9	0.6	0.8	52
0700 - 1000	70,058.	96.4	5.02	1.04	6.07	81.9	16.9	1.1	0.1	1.1	56
1000 - 1300	58,100.	97.6	6.00	1.19	7.19	73.1	24.0	2.5	0.4	1.2	54
1300 - 1600	57,943.	95.7	6.02	1.27	7.29	71.9	24.7	2.8	0.6	1.6	74
1600 - 1900	65,595.	92.9	5.38	1.87	7.24	74.2	22.2	3.1	0.5	2.6	97
1900 - 2200	44,619.	102.9	7.71	0.86	8.57	61.4	30.8	6.7	1.2	1.3	102
2200 - 2400	22,899.	104.2	10.00	0.84	10.84	50.4	37.8	10.4	1.4	0.2	66
Summary	341,655.	97.0	6.16	1.27	7.42	72.2	23.9	3.4	0.5	1.6	102

#### SATURDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	3,824.	97.9	12.48	0.40	12.88	48.3	38.1	12.1	1.5	1.1	71
0700 - 1000	8,474.	94.6	9.00	0.81	9.80	57.1	36.3	6.0	0.6	0.1	54
1000 - 1300	12,205.	96.8	6.05	1.08	7.13	73.6	24.1	2.0	0.3	0.8	48
1300 - 1600	12,285.	99.7	6.00	0.93	6.93	75.5	22.4	1.8	0.3	0.9	49
1600 - 1900	12,295.	100.2	5.99	0.78	6.77	76.9	21.5	1.4	0.2	0.7	48
1900 - 2200	9,586.	101.6	7.49	0.58	8.07	65.0	29.3	5.1	0.6	0.8	65
2200 - 2400	4,872.	98.5	10.00	0.99	10.99	48.6	38.3	11.6	1.5	0.1	57
Summary	63,541.	98.7	6.91	0.87	7.77	69.9	26.3	3.4	0.4	0.7	71

#### SUNDAY AND BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	1,135.	100.3	14.81	-0.01	14.79	61.9	16.9	18.5	2.8	12.7	56
0700 - 1000	7,483.	98.7	10.66	0.46	11.12	48.5	42.4	8.4	0.7	0.1	101
1000 - 1300	7,868.	99.1	9.93	0.75	10.67	49.4	39.5	9.4	1.7	0.4	71
1300 - 1600	8,085.	99.9	9.89	1.06	10.95	49.7	37.0	11.1	2.1	0.4	74
1600 - 1900	8,124.	100.4	9.92	1.05	10.97	49.8	37.0	10.9	2.4	0.6	74
1900 - 2200	8,176.	101.8	9.98	0.89	10.87	50.0	37.7	10.3	1.9	0.4	68
2200 - 2400	5,394.	105.7	10.00	0.57	10.57	51.7	38.8	8.2	1.3	0.3	81
Summary	46,265.	100.7	10.05	0.87	10.92	49.9	38.0	10.3	1.9	0.6	101

#### ALL DAYS

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	27,400.	94.9	10.84	0.52	11.36	59.0	32.3	7.9	0.8	1.3	71
0700 - 1000	86,015.	96.4	5.64	1.00	6.63	78.1	19.8	1.9	0.2	1.0	101
1000 - 1300	78,173.	97.6	6.44	1.12	7.57	70.6	25.7	3.2	0.5	1.1	71
1300 - 1600	78,313.	96.8	6.42	1.19	7.61	70.2	25.6	3.5	0.7	1.3	74
1600 - 1900	86,014.	94.7	5.87	1.67	7.54	72.1	23.5	3.7	0.7	2.2	97
1900 - 2200	62,381.	102.6	7.93	0.83	8.76	60.5	31.4	6.9	1.2	1.2	102
2200 - 2400	33,165.	103.6	10.00	0.82	10.82	50.4	38.0	10.3	1.4	0.2	81
Summary	451,461.	97.6	6.61	1.18	7.79	69.8	25.5	4.0	0.7	1.4	102

## Transport for London - QSI Points and Live Mileage List

### Route C10

Service change 39136

Date 13/12/2014

QSI Points are highlighted.

Reason for Issue

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CANWBS	BP2393	Canada Water Bus Station		
	BP3307	Canada Street	390	0.24
	BP2415	Surrey Quays Leisure Park	335	0.21
	36753	Brunswick Quay	328	0.20
	36752	Onega Gate	227	0.14
	36774	Lady Dock Path / The Ship York	331	0.21
	BP1270	Bryan Road / Surrey Docks Farm	216	0.13
ROTHHI	BP1273	Hilton Docklands Riverside Hotel	503	0.31
	BP1275	Pageant Steps	330	0.21
	BP1276	Essex House	287	0.18
	BP1278	Edinburgh Court	359	0.22
	36887	Smith Close	248	0.15
ROTHSN	26477	Rotherhithe Station	578	0.36
	35900	Rotherhithe Tunnel	208	0.13
SWRKP	25927	Southwark Park	336	0.21
	25929	Drummond Road	303	0.19
BERMSN	BP2447	Bermondsey Station	226	0.14
	33850	St James's Road	193	0.12
	BP4677	Old Jamaica Road	330	0.21
	BP4932	Maltby Street	229	0.14
ABSTTB	BP4678	The Grange	225	0.14
	BP4679	Bermondsey Street	288	0.18
	BP4680	Staple Street	428	0.27
	BP4681	Tennis Street	298	0.19
BOROSN	26353	Borough Station	268	0.17
	91531	Borough Police Station	313	0.19
ELEFNC	33625	Elephant & Castle / Newington Causeway	233	0.14
	33623	London College Of Communication	405	0.25
	2569	St George's Road / Imperial War Museum	330	0.21
	523	Lambeth North Station	453	0.28
	4741	Lower Marsh	199	0.12
	14672	St Thomas' Hospital	451	0.28
	14670	Lambeth Palace	440	0.27
MBNKTH	2421	Millbank	593	0.37
	7839	Page Street	250	0.16
	36595	Tate Britain	284	0.18
	36594	Ponsonby Place	238	0.15
PIMLSN	37221	Pimlico Station	315	0.20
	8395	Pimlico Academy & Library	298	0.19
	7838	Alderney Street	164	0.10
	BP4392	Winchester Street	189	0.12
SUTHSR	BP4393	Westmoreland Terrace	361	0.22
VCCSBP	7820	Victoria Coach Station	509	0.32
	35312	Eccleston Bridge	176	0.11
VCSNBP	BP5458	Victoria Station / Grosvenor Gardens	360	0.22
Total Route Mileage - Out Direction			14025	8.71
			Metres	Miles

<b>TRANCHE 505</b>
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Mileage Update
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BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
VCSNBP	7817	Grosvenor Gardens / Victoria		
VCCSBP	7819	Victoria Coach Station	451	0.28
	BP4390	Ebury Bridge	262	0.16
SUTHSR	BP4391	Sutherland Row	187	0.12
	BP3786	Winchester Street	418	0.26
	BP3185	Pimlico Academy & Library	293	0.18
PIMLSN	31498	Pimlico Station	331	0.21
	37302	Ponsonby Terrace	271	0.17
	7831	Tate Britain	260	0.16
	7840	Page Street	247	0.15
MBNKTH	2420	Millbank	321	0.20
	14669	Lambeth Palace	464	0.29
	14671	St Thomas' Hospital	547	0.34
	4742	Lower Marsh	330	0.21
	26768	Lambeth North Station	300	0.19
	29808	St George's Circus	237	0.15
	33138	Elephant & Castle / London Road	533	0.33
ELEFNC	33624	Elephant & Castle / Newington Causeway	292	0.18
	2137	Southwark Police Station	282	0.18
BOROSN	26352	Borough Station	354	0.22
	BP4682	Tennis Street	337	0.21
	BP4683	Staple Street	270	0.17
	BP4684	Bermondsey Street	477	0.30
ABSTTB	BP4685	The Grange	230	0.14
	BP4933	Maltby Street	201	0.12
	BP4686	Old Jamaica Road	246	0.15
	25932	Jamaica Road / Abbey Street	142	0.09
	1204	Bermondsey Station	281	0.17
BERMSN	25928	Drummond Road	213	0.13
	25926	Southwark Park	380	0.24
	36732	Rotherhithe Tunnel	221	0.14
ROTHSN	26476	Rotherhithe Station	161	0.10
	40046	Smith Close	571	0.35
	BP1277	King & Queen Wharf	427	0.27
	BP2085	Pumphouse Museum	456	0.28
	BP1274	Pageant Steps	176	0.11
ROTHHI	BP1272	Hilton Docklands Riverside Hotel	269	0.17
	BP1271	Bryan Road / Surrey Docks Farm	278	0.17
	36686	Lady Dock Path / The Ship York	496	0.31
	36775	Onega Gate	205	0.13
	36751	Brunswick Quay	337	0.21
	BP2416	Surrey Quays Leisure Park	255	0.16
	BP3308	Canada Street	203	0.13
CANWBS	BP2390	Canada Water Bus Station	413	0.26
Total Route Mileage - Back Direction			13625	8.47
			Metres	Miles