

## 7. Service Specification

Route: R11

Contract Reference: QC54507

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>Route Number</b>	R11
<b>Terminus Points</b>	Sidcup, Queen Mary's Hospital and Green Street Green, High Street/Queens Head
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	3 <sup>rd</sup> December 2016
<b>Vehicle Type</b>	<b>Option 1:</b> 45 capacity, single door, single deck, minimum 8.9m long <b>Option 2:</b> 60 capacity, single door, single deck, minimum 10.8m long, subject to a satisfactory route test.
<b>Current Maximum Approved Dimensions</b>	8.9 metres long and 2.44 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 - Option 1</b>	Departing on Time - No less than 82.00%
<b>Minimum Performance Standard - Option 2</b>	Average Excess Wait Time - No more than 0.80 minutes
<b>Extension Threshold - Option 1</b>	Departing on Time Threshold - 85.00%
<b>Extension Threshold - Option 2</b>	Average Excess Wait Time Threshold - 0.75 minutes
<b>Minimum Operated Mileage Standard</b>	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on Tuesday 29<sup>th</sup> March 2016.

*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. R11.

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

Two options are proposed:

#### **Option 1**

- No changes are proposed.

#### **Option 2**

- Mondays to Saturdays daytime frequencies on Route No. R11 are increased from every 15 minutes to every 12 minutes.
- Change in categorisation of Route No. R11 from low frequency to high frequency.
- The section of routeing from Sevenoaks Road via Orpington Hospital returning to Sevenoaks Road **AND**; between Sevenoaks Way and Cray Road is withdrawn.
- Route No. R11 is re-routed to run directly via Sevenoaks Road and Sevenoaks Way.
- 60 capacity, dual door, single deck buses of a minimum of 10.8 metres long buses will be specified, subject to a satisfactory route test.
- **Please see Section 5 for a full list of streets traversed and standing arrangements.**

**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.

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

#### 3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

##### OPTION 1

Sidcup, Queen Mary's Hospital to Green Street Green, High Street			Green Street Green, Queens Head to Sidcup, Queen Mary's Hospital		
First departure no later than 0540.			First departure no later than 0520.		
0535 - 2040	Every 15 minutes		0515 - 2120	Every 15 minutes	
2041 - 2120	Every 20 minutes		2121 - 2200	Every 20 minutes	
2121 - 0020	Every 30 minutes		2201 - 0040	Every 30 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0035.		
<b>Pinchpoints</b>					
Orpington, Carlton Parade	0710 - 0910	15 minutes	St Paul's Cray, Midfield Way	0710 - 0910	15 minutes
	1510 - 1640	15 minutes		1500 - 1630	15 minutes

##### OPTION 2

Sidcup, Queen Mary's Hospital to Green Street Green, High Street			Green Street Green, Queens Head to Sidcup, Queen Mary's Hospital		
First departure no later than 0540.			First departure no later than 0520.		
0535 - 0640	Every 15 minutes		0515 - 0600	Every 15 minutes	
0641 - 1940	Every 12 minutes		0601 - 1950	Every 12 minutes	
1941 - 2040	Every 15 minutes		1951 - 2120	Every 15 minutes	
2041 - 0020	Every 20 minutes		2121 - 0040	Every 20 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0035.		
Pinchpoints					
Orpington, Carlton Parade	0705 - 0905	12 minutes	St Paul's Cray, Midfield Way	0710 - 0910	12 minutes
	1500 - 1635	12 minutes		1500 - 1635	12 minutes

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS - Continued

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

##### OPTION 1

Sidcup, Queen Mary's Hospital to Green Street Green, High Street			Green Street Green, Queens Head to Sidcup, Queen Mary's Hospital		
First departure no later than 0540.			First departure no later than 0520.		
0535 - 2005	Every 15 minutes		0515 - 2005	Every 15 minutes	
2006 - 2045	Every 20 minutes		2006 - 2105	Every 20 minutes	
2046 - 0020	Every 30 minutes		2106 - 0040	Every 30 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0035.		
<b>Pinchpoints</b>					
Orpington, Carlton Parade	0940 - 1110	15 minutes	St Paul's Cray, Midfield Way	0930 - 1100	15 minutes

##### OPTION 2

OF 10/12

Sidcup, Queen Mary's Hospital to Green Street Green, High Street		Green Street Green, Queens Head to Sidcup, Queen Mary's Hospital			
First departure no later than 0540.		First departure no later than 0520.			
0535 - 0740	Every 15 minutes	0515 - 0705	Every 15 minutes		
0741 - 1915	Every 12 minutes	0706 - 1850	Every 12 minutes		
1916 - 2005	Every 15 minutes	1851 - 2005	Every 15 minutes		
2006 - 0020	Every 20 minutes	2006 - 0040	Every 20 minutes		
Last departure no earlier than 0015.		Last departure no earlier than 0035.			
<b>Pinchpoints</b>					
Orpington, Carlton Parade	0940 - 1115	12 minutes	St Paul's Cray, Midfield Way	0930 - 1105	12 minutes

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

##### OPTION 1 & 2

Sidcup, Queen Mary's Hospital to Green Street Green, High Street			Green Street Green, Queens Head to Sidcup, Queen Mary's Hospital		
First departure no later than 0615.			First departure no later than 0625.		
0610 - 0020	Every 30 minutes		0620 - 0040	Every 30 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0035.		
<b>Pinchpoints</b>					
Orpington, Carlton Parade	1010 - 1140	30 minutes	St Paul's Cray, Midfield Way	1000 - 1130	30 minutes

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

**4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. R11 can suffer from unpredictable traffic delays in the Sidcup and Orpington areas.

**5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS**

- 5.1) ROUTE RECORD  
As per Busnet printout.

- 5.2) CURRENT PERFORMANCE  
As per current print out.

- 5.3) QSI BY TIME OF DAY  
As per current print out.

- 5.4) IBUS MILEAGE & QSI POINTS  
As per current print out.

## **LONDON BUSES - ROUTE DESCRIPTION**

### **ROUTE R11: Sidcup, Queen Marys Hospital - Green Street Green, High Street**

**Date of Structural Change:** 3 December 2016.

**Date of Service Change:** 3 December 2016.

**Reason for Issue:** New Tender.

### **STREETS TRAVERSED**

**Towards Green Street Green, High Street:** Frognal Avenue, Chislehurst Road, Elm Road, Sidcup High Street, Sidcup Hill, Cray Road, Crittalls Corner, Edgington Way, Foots Cray Tesco, Edgington Way, Sidcup By-Pass Slip Road, Crittalls Corner, Sevenoaks Way, Midfield Way, St Paul's Wood Hill, Mickleham Road, Chipperfield Road, Leeson's Hill, Chipperfield Road, Station Approach, Cray Avenue, Orpington High Street, Orpington War Memorial, Sevenoaks Road, Cardinham Road, Private Road In Orpington Hospital Grounds, Cardinham Road, Sevenoaks Road, Green Street Green High Street.

**Towards Sidcup, Queen Marys Hospital:** Green Street Green High Street, Sevenoaks Road, Cardinham Road, Private Road In Orpington Hospital Grounds, Cardinham Road, Sevenoaks Road, Orpington War Memorial, Orpington High Street, Chislehurst Road, Goodmead Road, Perry Hall Road, Orpington High Street, Cray Avenue, Station Approach, Chipperfield Road, Leeson's Hill, Chipperfield Road, Mickleham Road, St Paul's Wood Hill, Midfield Way, Sevenoaks Way, Crittalls Corner, Edgington Way, Foots Cray Tesco, Edgington Way, Sidcup By-Pass Slip Road, Crittalls Corner, Cray Road, Sidcup Hill, Sidcup High Street, Elm Road, Chislehurst Road, Frognal Avenue.

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

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

### **SIDCUP, QUEEN MARY'S HOSPITAL, REAR STAND**

Public stand for one bus on route R11 at rear of bus bay on east side of west arm of Frognal Avenue immediately north of exit road into Chislehurst Road from hospital grounds and extending 19 metres north.

Buses proceed from Frognal Avenue direct to stand, departing to Frognal Avenue. Set down in Frognal Avenue, at Stop HE (35713 - Sidcup / Queen Mary's Hospital, Last Stop on LOR: 35713 - Sidcup / Queen Mary's Hospital) and pick up in Frognal Avenue, at Stop HE (35713 - Sidcup / Queen Mary's Hospital, First Stop on LOR: 35713 - Sidcup / Queen Mary's Hospital).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route R11 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:	Queen Mary's Hospital.

### **FOOTS CRAY, TESCO (from GREEN STREET GREEN, HIGH STREET)**

Private stand for 2 buses on west side of service road between petrol station and turning circle commencing opposite wooden-gated entrance to Tesco private vehicle parking area and extending 30 metres south.

Buses proceed from Foots Cray Tesco direct to stand, departing to Foots Cray Tesco. Set down in Foots Cray Tesco, at Stop FY (OC579 - Foots Cray Tesco, Last Stop on LOR: OC579 - Foots Cray Tesco) and pick up in Foots Cray Tesco, at Stop FY (OC579 - Foots Cray Tesco, First Stop on LOR: OC579 - Foots Cray Tesco).

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:	Foots Cray, Tesco.



## **ST MARY CRAY STATION**

### From Green Street Green, High Street.

Buses proceed from Cray Avenue via Sevenoaks Way and Leeson's Hill departing to Chipperfield Road. Set down in Chipperfield Road, SD (26142 - St Mary Cray Station # and pick up in Chipperfield Road, SD (26142 - St Mary Cray Station #, First Stop on LOR: 26142 - St Mary Cray Station #).

### From Sidcup, Queen Mary's Hospital.

Buses proceed from Leeson's Hill via Sevenoaks Way departing to Station Approach. Set down in Station Approach, at stop SD (26143 - St Mary Cray / Station Approach, Last Stop on LOR: 26140 - Longbury Drive) and pick up in Station Approach, at stop SD (26143 - St Mary Cray / Station Approach, First Stop on LOR: 26143 - St Mary Cray / Station Approach).

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

## **ORPINGTON, GRAVEL PIT WAY**

Public stand for two buses in bay on east side of Gravel Pit Way at Stop Q.

### From Green Street Green, High Street.

Buses proceed from Orpington High Street via Homefield Rise and Gravel Pit Way to stand, departing via Gravel Pit Way, Spur Road and Orpington War Memorial to Sevenoaks Road. Set down in Orpington High Street, at Stop R (12239 - High Street / Orpington War Memorial, Last Stop on LOR: 12239 - High Street / Orpington War Memorial) and pick up in Sevenoaks Road, at Stop M (31173 - Hillcrest Road, First Stop on LOR: 31173 - Hillcrest Road).

### From Sidcup, Queen Mary's Hospital.

Buses proceed from Orpington High Street via Homefield Rise and Gravel Pit Way to stand, departing via Gravel Pit Way, Spur Road and Orpington War Memorial to Orpington High Street. Set down in Orpington High Street, at Stop U (12442 - Walnuts Centre, Last Stop on LOR: 12442 - Walnuts Centre) and pick up in Orpington High Street, at Stop R (12239 - High Street / Orpington War Memorial, First Stop on LOR: 12239 - High Street / Orpington War Memorial).

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:	Orpington, Walnuts Centre.
OTHER INFORMATION:	-To be used for unscheduled curtailments only.

## **GREEN STREET GREEN HIGH STREET**

Public stand for 4 buses in Green Street Green High Street in two sections:

1 - for 3 buses commencing 1.5 metres north of speed restriction sign post No. P676 and extending 33 metres north.

2 - overflow stand prior to main stand for 1 bus outside petrol station opposite Nos. 54/56 and extending 11 metres north.

Buses proceed from Green Street Green High Street direct to stand, departing via Green Street Green High Street and Rose & Crown Roundabout to Green Street Green High Street. Set down in Green Street Green High Street, at Stop H (31250 - High Street / Worlds End Lane, Last Stop on LOR: 31250 - High Street / Worlds End Lane) and pick up in Green Street Green High Street, at Stop B (8239 - High Street / Green Street Green, First Stop on LOR: 8239 - High Street / Green Street Green).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route R11 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:	Green Street Green.
OTHER INFORMATION:	When this stand is full use the overflow stand outside 'Total Petrol Station'.

## **LONDON BUSES - ROUTE DESCRIPTION**

### **ROUTE R11: Sidcup, Queen Marys Hospital - Green Street Green, High Street**

**Date of Structural Change:** 4 December 2016.

**Date of Service Change:** 4 December 2016.

**Reason for Issue:** New Tender.

#### **STREETS TRAVERSED**

**Towards Green Street Green, High Street:** Frognal Avenue, Chislehurst Road, Elm Road, Sidcup High Street, Sidcup Hill, Cray Road, Crittalls Corner, Sevenoaks Way, Midfield Way, St Paul's Wood Hill, Mickleham Road, Chipperfield Road, Leeson's Hill, Chipperfield Road, Station Approach, Cray Avenue, Orpington High Street, Orpington War Memorial, Sevenoaks Road, Green Street Green High Street.

**Towards Sidcup, Queen Marys Hospital:** Green Street Green High Street, Sevenoaks Road, Orpington War Memorial, Orpington High Street, Chislehurst Road, Goodmead Road, Perry Hall Road, Orpington High Street, Cray Avenue, Station Approach, Chipperfield Road, Leeson's Hill, Chipperfield Road, Mickleham Road, St Paul's Wood Hill, Midfield Way, Sevenoaks Way, Crittalls Corner, Cray Road, Sidcup Hill, Sidcup High Street, Elm Road, Chislehurst Road, Frognal Avenue.

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

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

### **SIDCUP, QUEEN MARY'S HOSPITAL, REAR STAND**

Public stand for one bus on route R11 at rear of bus bay on east side of west arm of Frognal Avenue immediately north of exit road into Chislehurst Road from hospital grounds and extending 19 metres north.

Buses proceed from Frognal Avenue direct to stand, departing to Frognal Avenue. Set down in Frognal Avenue, at Stop HE (35713 - Sidcup / Queen Mary's Hospital, Last Stop on LOR: 35713 - Sidcup / Queen Mary's Hospital) and pick up in Frognal Avenue, at Stop HE (35713 - Sidcup / Queen Mary's Hospital, First Stop on LOR: 35713 - Sidcup / Queen Mary's Hospital).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route R11 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:	Queen Mary's Hospital.

### **ST MARY CRAY STATION**

From Green Street Green, High Street.

Buses proceed from Cray Avenue via Sevenoaks Way and Leeson's Hill departing to Chipperfield Road. Set down in Chipperfield Road, SD (26142 - St Mary Cray Station # and pick up in Chipperfield Road, SD (26142 - St Mary Cray Station #, First Stop on LOR: 26142 - St Mary Cray Station #).

From Sidcup, Queen Mary's Hospital.

Buses proceed from Leeson's Hill via Sevenoaks Way departing to Station Approach. Set down in Station Approach, at stop SD (26143 - St Mary Cray / Station Approach, Last Stop on LOR: 26140 - Longbury Drive) and pick up in Station Approach, at stop SD (26143 - St Mary Cray / Station Approach, First Stop on LOR: 26143 - St Mary Cray / Station Approach).

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

## **ORPINGTON, GRAVEL PIT WAY**

Public stand for two buses in bay on east side of Gravel Pit Way at Stop Q.

### **From Green Street Green, High Street.**

Buses proceed from Orpington High Street via Homefield Rise and Gravel Pit Way to stand, departing via Gravel Pit Way, Spur Road and Orpington War Memorial to Sevenoaks Road. Set down in Orpington High Street, at Stop R (12239 - High Street / Orpington War Memorial, Last Stop on LOR: 12239 - High Street / Orpington War Memorial) and pick up in Sevenoaks Road, at Stop M (31173 - Hillcrest Road, First Stop on LOR: 31173 - Hillcrest Road).

### **From Sidcup, Queen Marys Hospital.**

Buses proceed from Orpington High Street via Homefield Rise and Gravel Pit Way to stand, departing via Gravel Pit Way, Spur Road and Orpington War Memorial to Orpington High Street. Set down in Orpington High Street, at Stop U (12442 - Walnuts Centre, Last Stop on LOR: 12442 - Walnuts Centre) and pick up in Orpington High Street, at Stop R (12239 - High Street / Orpington War Memorial, First Stop on LOR: 12239 - High Street / Orpington War Memorial).

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:	Orpington, Walnuts Centre.
OTHER INFORMATION:	-To be used for unscheduled curtailments only.

## **GREEN STREET GREEN HIGH STREET**

Public stand for 4 buses in Green Street Green High Street in two sections:

1 - for 3 buses commencing 1.5 metres north of speed restriction sign post No. P676 and extending 33 metres north.

2 - overflow stand prior to main stand for 1 bus outside petrol station opposite Nos. 54/56 and extending 11 metres north.

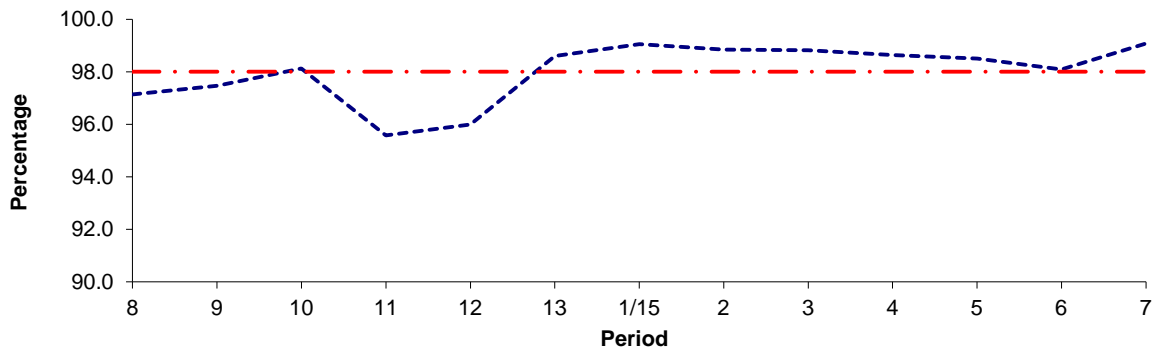
Buses proceed from Green Street Green High Street direct to stand, departing via Green Street Green High Street and Rose & Crown Roundabout to Green Street Green High Street. Set down in Green Street Green High Street, at Stop H (31250 - High Street / Worlds End Lane, Last Stop on LOR: 31250 - High Street / Worlds End Lane) and pick up in Green Street Green High Street, at Stop B (8239 - High Street / Green Street Green, First Stop on LOR: 8239 - High Street / Green Street Green).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route R11 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:	Green Street Green.
OTHER INFORMATION:	When this stand is full use the overflow stand outside 'Total Petrol Station'.

## PART B - PERFORMANCE STATISTICS

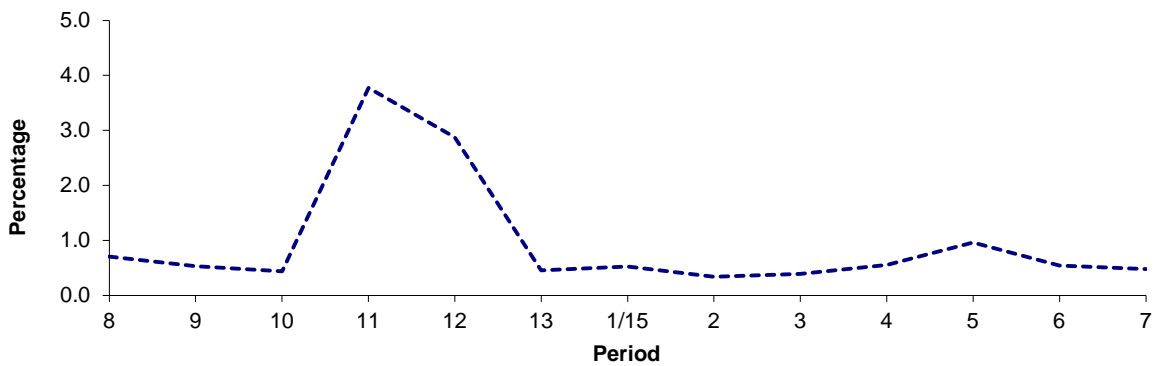
### Route R11

#### Mileage Operated



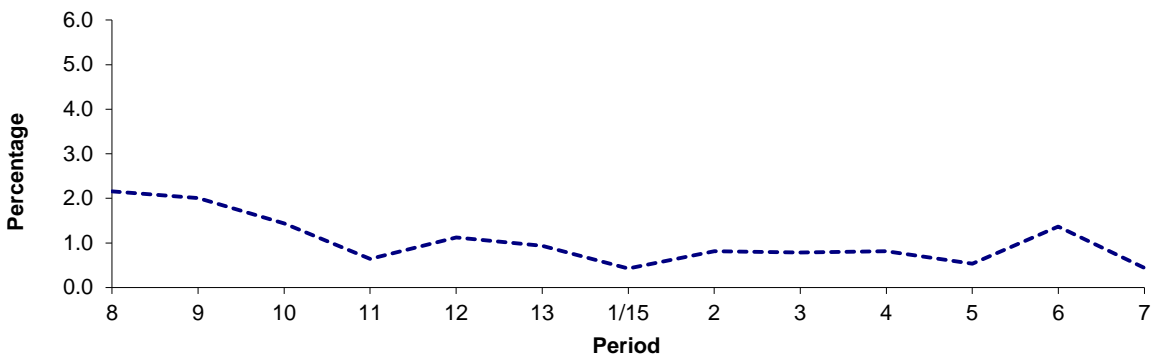
Period	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	97.14	97.46	98.13	95.58	96.00	98.61	99.05	98.85	98.83	98.63	98.51	98.09	99.08
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

#### Deductible Mileage



Period	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	0.71	0.53	0.44	3.77	2.88	0.45	0.52	0.34	0.39	0.55	0.96	0.54	0.48

#### Non Deductible Mileage

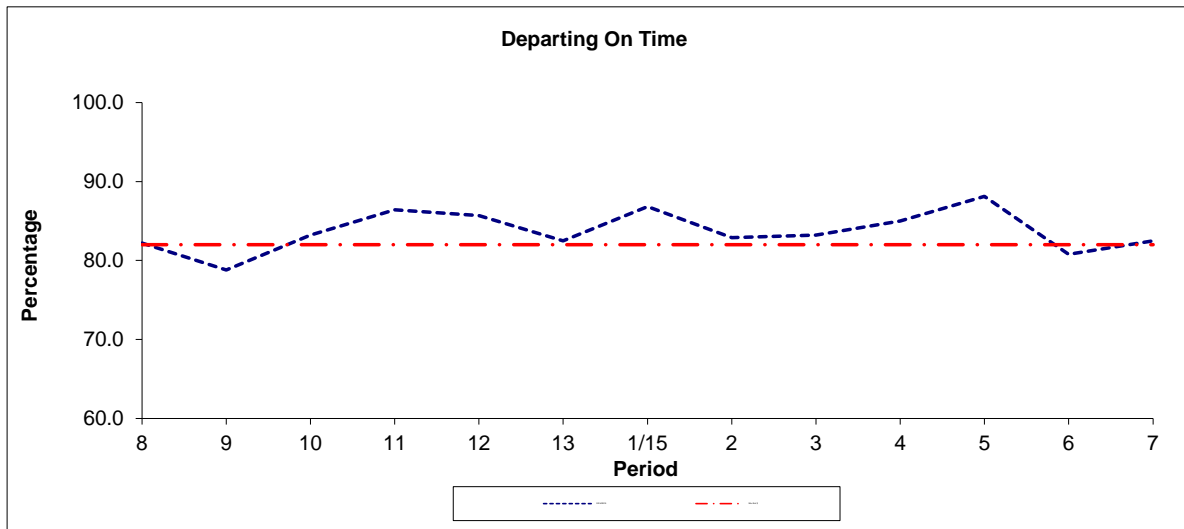


Period	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	2.16	2.01	1.44	0.64	1.13	0.94	0.43	0.81	0.78	0.81	0.53	1.37	0.44

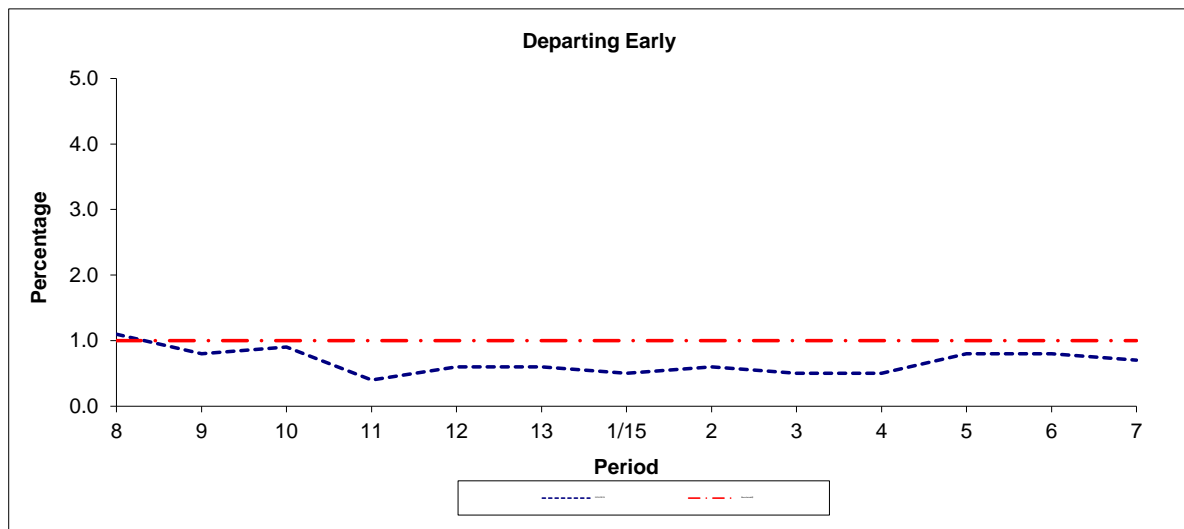
**Note :** Mileage is based on 4 weeks data  
Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

## PART B - PERFORMANCE STATISTICS

### Route R11 \$



Period	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	82.2	78.8	83.2	86.4	85.7	82.5	86.8	82.9	83.2	85.0	88.1	80.8	82.5
Min Std \$	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	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	1.10	0.80	0.90	0.40	0.60	0.60	0.50	0.60	0.50	0.50	0.80	0.80	0.70
Benchmark\$	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

**Note :** Reliability is actual performance under full iBus (4 weeks data).  
 \$ Minimum Standards and Benchmarks shown are those applicable under Option 1 of the new contract. A High Frequency Minimum Standard of 0.80 minutes EWT applies under Option 2 (benchmark 0.6% long gaps).

**ROUTE R11 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 3 14/15 TO QUARTER 2 15/16 (13/09/14 - 18/0915)**

**MONDAY - FRIDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	22,464.	22,117.	98.5	98.5	95.1	1.5	0.5	2.9
07:00 - 10:00	49,090.	47,231.	96.2	95.4	80.2	4.8	0.6	14.4
10:00 - 13:00	50,157.	49,090.	97.9	97.4	83.6	2.6	0.6	13.2
13:00 - 16:00	50,206.	48,975.	97.5	96.7	81.0	3.3	0.7	15.0
16:00 - 19:00	51,043.	49,408.	96.8	94.8	77.5	5.5	1.0	16.0
19:00 - 22:00	46,551.	46,551.	100.0	99.0	90.5	1.0	0.2	8.3
22:00 - 24:00	17,064.	17,220.	100.9	99.5	94.3	0.5	1.1	4.1
<b>All Locations</b>	<b>286,575.</b>	<b>280,592.</b>	<b>97.9</b>	<b>96.9</b>	<b>82.5</b>	<b>3.6</b>	<b>0.7</b>	<b>13.2</b>

**SATURDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	4,967.	4,840.	97.4	99.0	96.0	1.1	0.4	2.5
07:00 - 10:00	10,250.	10,291.	100.4	99.4	94.5	0.7	0.5	4.3
10:00 - 13:00	10,588.	10,276.	97.1	97.5	83.1	2.5	0.7	13.7
13:00 - 16:00	10,596.	10,517.	99.3	97.0	86.0	3.1	1.0	9.9
16:00 - 19:00	10,778.	10,595.	98.3	99.0	94.3	1.0	1.5	3.3
19:00 - 22:00	8,848.	8,883.	100.4	99.3	89.5	0.8	0.3	9.5
22:00 - 24:00	3,536.	3,488.	98.6	98.6	93.0	1.4	1.2	4.5
<b>All Locations</b>	<b>59,563.</b>	<b>58,890.</b>	<b>98.9</b>	<b>98.5</b>	<b>89.2</b>	<b>1.8</b>	<b>0.9</b>	<b>8.1</b>

**SUNDAY AND BANK HOLIDAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	1,413.	1,371.	97.0	97.2	92.1	3.6	0.0	4.4
07:00 - 10:00	5,951.	5,924.	99.5	99.8	97.5	0.2	0.1	2.3
10:00 - 13:00	5,934.	5,774.	97.3	98.3	82.7	1.9	0.5	14.9
13:00 - 16:00	5,924.	5,944.	100.3	96.8	73.8	3.3	0.8	22.2
16:00 - 19:00	5,826.	5,821.	99.9	99.7	94.4	0.3	0.4	4.8
19:00 - 22:00	6,001.	6,016.	100.2	99.8	95.1	0.2	0.2	4.6
22:00 - 24:00	3,913.	3,935.	100.6	99.8	97.2	0.2	1.2	1.4
<b>All Locations</b>	<b>34,962.</b>	<b>34,785.</b>	<b>99.5</b>	<b>98.9</b>	<b>87.4</b>	<b>1.4</b>	<b>0.5</b>	<b>10.7</b>

**ALL DAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	28,844.	28,328.	98.2	98.5	95.0	1.5	0.5	3.0
07:00 - 10:00	65,291.	63,446.	97.2	96.4	82.2	4.2	0.6	13.0
10:00 - 13:00	66,679.	65,140.	97.7	97.5	83.4	2.5	0.6	13.5
13:00 - 16:00	66,726.	65,436.	98.1	96.8	80.9	3.3	0.8	15.1
16:00 - 19:00	67,647.	65,824.	97.3	95.9	81.1	4.4	1.0	13.5
19:00 - 22:00	61,400.	61,450.	100.1	99.1	90.9	0.9	0.2	8.0
22:00 - 24:00	24,513.	24,643.	100.5	99.5	94.5	0.6	1.2	3.8
<b>All Locations</b>	<b>381,100.</b>	<b>374,267.</b>	<b>98.2</b>	<b>97.4</b>	<b>83.8</b>	<b>3.1</b>	<b>0.7</b>	<b>12.3</b>



Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 545

Route R11 (Option 1)

Service change 35778

Date 18/10/2014

QSI Points are highlighted

Reason for Issue

End of diversion - Sidcup Star scheme

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
SIDCHP	35713	Sidcup / Queen Mary's Hospital		
	16648	Queen Mary's Hospital	71	0.04
	16650	The Green	364	0.23
SIDCPS	16653	Sidcup High Street / Station Road	428	0.27
	25480	Church Road	377	0.23
	3930	Knoll Road	470	0.29
	20320	Middleton Avenue	353	0.22
FOOTPO	35147	Cray Road / Footh Cray High Street	319	0.20
	26383	Mayfield Villas	259	0.16
	18986	Crittall's Corner	270	0.17
FOOTTS	OC579	Footh Cray Tesco	918	0.57
	BP4209	Kemnal Technology College	975	0.61
	26124	Midfield Way / Sevenoaks Way	301	0.19
SPCYMW	26126	Croxley Green	382	0.24
	26128	Midfield Way / Chipperfield Road	201	0.12
	26130	Breakspears Drive	327	0.20
	26132	Beddington Road	301	0.19
	26134	Chorleywood Crescent	330	0.21
	26136	Kings Church	391	0.24
	26138	Ravenscourt Road	384	0.24
	26140	Longbury Drive	285	0.18
SMCYSN	26142	St Mary Cray Station	348	0.22
	18997	Nugent Retail Park	572	0.36
	18999	Stanley Way	344	0.21
	19001	Kent Road	206	0.13
ORPNCP	35743	High Street / Carlton Parade	917	0.57
	12444	High Street / Church Hill	352	0.22
	12442	Walnuts Centre	287	0.18
ORPNWM	12240	High Street / Orpington War Memorial	360	0.22
	31173	Hillcrest Road	317	0.20
	19005	Sevenoaks Road / Tower Road	398	0.25
	19007	Sevenoaks Road / Orpington Hospital	397	0.25
ORPNHP	BP4964	Orpington Hospital	384	0.24
	BP4868	Sevenoaks Road / Cloonmore Avenue	480	0.30
	19009	Crescent Way	280	0.17
GSTGMB	19011	Glentrammon Road	507	0.32
	8204	High Street / Green Street Green	480	0.30
	31250	High Street / Worlds End Lane	183	0.11
Total Route Mileage - Out Direction			14518	9.02
			Metres	Miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
GSTGQH	8239	High Street / Green Street Green		
GSTGMB	19010	Glentrammon Road	470	0.29
	19008	Crescent Way	456	0.28
	19006	Sevenoaks Road / Cloonmore Avenue	328	0.20
ORPNHP	BP4964	Orpington Hospital	414	0.26
	40239	Sevenoaks Road / Orpington Hospital	509	0.32
	19004	Sevenoaks Road / Tower Road	295	0.18
	19002	Hillcrest Road	447	0.28
	10705	Sevenoaks Road / Orpington War Memorial	132	0.08
ORPNWM	12239	High Street / Orpington War Memorial	195	0.12
	R0520	Walnuts Centre	302	0.19
	R0514	High Street / Broomhill Road	228	0.14
	34274	Goodmead Road	467	0.29
ORPNCP	12445	Carlton Parade	382	0.24
	19000	Kent Road	607	0.38
	18998	Nugent Retail Park	524	0.33
	26143	St Mary Cray / Station Approach	441	0.27
SMCYSN	26141	St Mary Cray Station	332	0.21
	26139	Longbury Drive	388	0.24
	26137	Ravenscourt Road	321	0.20
	R0553	Goose Green Close	431	0.27
	26133	Chorleywood Crescent	334	0.21
	26131	Beddington Road	335	0.21
	26129	Breakspears Drive	278	0.17
	26127	Midfield Way / Chipperfield Road	348	0.22
SPCYMW	26125	Croxley Green	240	0.15
	18988	Sevenoaks Way / Midfield Way	443	0.28
FOOTTS	OC579	Footh Cray Tesco	1273	0.79
	18987	Crittall's Corner	1078	0.67
	R0535	Suffolk Road	360	0.22
FOOTPO	18922	Sidcup Hill / Cray Road	277	0.17
	33556	Middleton Avenue	283	0.18
	3929	Knoll Road	338	0.21
	15008	Church Road	419	0.26
	R0548	Sidcup High Street / Station Road	377	0.23
SIDCPS	20437	Carlton Road	158	0.10
	16651	The Green	138	0.09
SIDCHP	35713	Sidcup / Queen Mary's Hospital	522	0.32
Total Route Mileage - Back Direction			14870	9.24
			Metres	Miles

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 545

Removal of double-runs at Foots Cray Tesco and Orpington Hospital

Route R11 (Option 2)

Service change 35778

Date 18/10/2014

QSI Points are highlighted

Reason for Issue

End of diversion - Sidcup Star scheme

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
SIDCHP	35713	Sidcup / Queen Mary's Hospital		
	16648	Queen Mary's Hospital	71	0.04
	16650	The Green	364	0.23
SIDCPS	16653	Sidcup High Street / Station Road	428	0.27
	25480	Church Road	377	0.23
	3930	Knoll Road	470	0.29
	20320	Middleton Avenue	353	0.22
	FOOTPO	35147	Cray Road / Fooths Cray High Street	319
	26383	Mayfield Villas	259	0.16
	18986	Crittall's Corner	270	0.17
	BP4209	Kemnal Technology College	364	0.23
	26124	Midfield Way / Sevenoaks Way	301	0.19
SPCYMW	26126	Croxley Green	382	0.24
	26128	Midfield Way / Chipperfield Road	201	0.12
	26130	Breakspears Drive	327	0.20
	26132	Beddington Road	301	0.19
	26134	Chorleywood Crescent	330	0.21
	26136	Kings Church	391	0.24
	26138	Ravenscourt Road	384	0.24
	26140	Longbury Drive	285	0.18
SMCYSN	26142	St Mary Cray Station	348	0.22
	18997	Nugent Retail Park	572	0.36
	18999	Stanley Way	344	0.21
	19001	Kent Road	206	0.13
ORPNCP	35743	High Street / Carlton Parade	917	0.57
	12444	High Street / Church Hill	352	0.22
	12442	Walnuts Centre	287	0.18
ORPNWM	12240	High Street / Orpington War Memorial	360	0.22
	31173	Hillcrest Road	317	0.20
	19005	Sevenoaks Road / Tower Road	398	0.25
	19007	Sevenoaks Road / Orpington Hospital	397	0.25
	BP4868	Sevenoaks Road / Cloonmore Avenue	265	0.16
	19009	Crescent Way	280	0.17
GSTGMB	19011	Glentrammon Road	507	0.32
	8204	High Street / Green Street Green	480	0.30
	GSTGHS	31250	High Street / Worlds End Lane	183
Total Route Mileage - Out Direction			12390	7.70
			Metres	Miles

Mileage in bold red font is a planning estimate & not an ibus calculation

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
GSTGQH	8239	High Street / Green Street Green		
GSTGMB	19010	Glentrammon Road	470	0.29
	19008	Crescent Way	456	0.28
	19006	Sevenoaks Road / Cloonmore Avenue	328	0.20
	40239	Sevenoaks Road / Orpington Hospital	349	0.22
	19004	Sevenoaks Road / Tower Road	295	0.18
	19002	Hillcrest Road	447	0.28
	10705	evenoaks Road / Orpington War Memori	132	0.08
ORPNWM	12239	High Street / Orpington War Memorial	195	0.12
	R0520	Walnuts Centre	302	0.19
	R0514	High S treet / Broomhill Road	228	0.14
	34274	Goodmead Road	467	0.29
ORPNCP	12445	Carlton Parade	382	0.24
	19000	Kent Road	607	0.38
	18998	Nugent Retail Park	524	0.33
	26143	S t Mary Cray / S tation Approach	441	0.27
SMCYSN	26141	S t Mary Cray S tation	332	0.21
	26139	Longbury Drive	388	0.24
	26137	Ravenscourt Road	321	0.20
	R0553	Goose Green Close	431	0.27
	26133	Chorleywood Crescent	334	0.21
	26131	Beddington Road	335	0.21
	26129	Breakspears Drive	278	0.17
	26127	Midfield Way / Chipperfield Road	348	0.22
SPCYMW	26125	Croxley Green	240	0.15
	18988	Sevenoaks Way / Midfield Way	443	0.28
	18987	Crittall's Corner	350	0.22
	R0535	Suffolk Road	360	0.22
FOOTPO	18922	Sidcup Hill / Cray Road	277	0.17
	33556	Middleton Avenue	283	0.18
	3929	Knoll Road	338	0.21
	15008	Church Road	419	0.26
	SIDCPS	R0548	Sidcup High S treet / S tation Road	377
	20437	Carlton Road	158	0.10
	16651	The Green	138	0.09
SIDCHP	35713	Sidcup / Queen Mary's Hospital	522	0.32
Total Route Mileage - Back Direction			12295	7.64
			Metres	Miles

Mileage in bold red font is a planning estimate & not an ibus calculation