

7. Service Specification

Route: B12

Contract Reference: QC71502

This Service Specification forms section 7 of the ITT and should be read in conjunction with the ITT document, Version 1 dated 29 September 2011.

You are formally invited to tender for the provision of the bus service detailed below and in accordance with this Service Specification. Tenderers must ensure that a Compliant Tender is submitted and this will only be considered for evaluation if all parts of the Tender documents, as set out in section 11, have been received by the Corporation by the Date of Tender. The Tender must be fully completed in the required format, in accordance with the Instructions to Tenderers. A Compliant Tender must comply fully with the requirements of the Framework Agreement; adhere to the requirements of the Service Specification; and reflect the price of operating the Services with new vehicles.

Terminus Points	Erith, Bexley Road/Cross Street and Dartford Road, St Mary's Road Hesitation Point
Contract Basis	Incentivised
Commencement Date	23 rd January 2021
Vehicle Type	60 capacity, dual door, single deck vehicles, minimum 10.8m long
Current Maximum Approved Dimensions	10.8 metres long and 2.44 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	No
Electric Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Departing On Time - No less than 82%
Extension Threshold	Departing On Time Threshold - 85%
Minimum Operated Mileage Standard	No less than 98%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 13th January 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 No. B12.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. B12.

Hail & Ride operation:

Hail and ride operation, with buses stopping wherever it is safe to set down and pick up passengers, applies on the following sections of Route No. B12:

Ex-Erith, Bexley Road/Cross Street:

Victoria Road, Avenue Road, Hind Crescent, Park Crescent, Carlton Road, Brook Street, Parsonage Manorway; Long Lane

Ex-Dartford Road, St Marys Road Hesitation Point:

Long Lane; Parsonage Manorway, Brook Street, Carlton Road, Park Crescent, Hind Crescent, Avenue Road, Victoria Road

Requirements for Registration:

The section of Route No. B12 between Old Bexley Lane (at junction of Baldwyns Park) and Tile Kiln Lane (at junction of Staple Close) at the Kent County Boundary will need to be registered with the Office of the Traffic Commissioner (South East and Metropolitan) 42 days before the operation commences. The registration form and accompanying local authority pro-forma should be sent to:

Office of the Traffic Commissioner (South East and Metropolitan)
Hillcrest House
386 Harehills Lane
Leeds
LS9 6NF

A copy of the registration should be sent to:

Bus Service Licensing and Permitting
Licensing, Regulation and Charging
4th Floor, Zone 4R4
5 Endeavour Square
Stratford
London
E20 1JN
(E-mail: lsp@tfl.gov.uk)

(continued overleaf)

2) NOTES - continued

Requirements for Registration (continued):

Please note that 28 days before registering the service with the Office of the Traffic Commissioner, the draft registration form and accompanying local authority pro-forma must be sent to Kent County Council for completion. The contact details are:

Transport Integration
Kent County Council Commercial Services
Gibson Drive
Kings Hill
West Malling
Kent
ME19 4QE
(E-mail: transport.integration@kent.gov.uk)

The cost of this and any future variation to this registration are to be met by the Operator.

Operators should provide the following prices:

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

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

- 1. Modifications to reduce emissions and fuel consumption (including energy storage, engine stop/start and/or energy efficient components).**
- 2. Alternative Zero emission vehicles.**
- 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.**

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

Erith, Bexley Road/Cross Street to Dartford Road, St Mary's Road Hesitation Point (<u>Westbound</u> Stop)*		Dartford Road, St Mary's Road Hesitation Point (<u>Westbound</u> Stop) to Erith, Bexley Road/Cross Street	
First departure no later than 0505.		First departure no later than 0455.	
0500 - 0635	Every 30 minutes	0450 - 0655	Every 30 minutes
0636 - 0715	Every 20 minutes	0656 - 0815	Every 20 minutes
0716 - 0815	Every 15 minutes	0816 - 0915	Every 15 minutes
0815 - 1120	Every 20 minutes	0916 - 1220	Every 20 minutes
Last departure no earlier than 1115.		Last departure no earlier than 1215.	

*** All departures ex-Erith, Bexley Road/Cross Street up until 1115 should run to Dartford Road, St Mary's Road Eastbound Stop then operate via Old Bexley Lane, Oakfield Lane, Leyton Cross Road, Birchwood Road, Summerhouse Drive, Tile Kiln Lane and Baldwyns Park to Dartford Road, St Mary's Road Westbound Stop.**

Erith, Bexley Road/Cross Street to Dartford Road, St Mary's Road Hesitation Point (<u>Eastbound</u> Stop)**		Dartford Road, St Mary's Road Hesitation Point (<u>Eastbound</u> Stop) to Erith, Bexley Road/Cross Street	
First departure no later than 1135.		First departure no later than 1215.	
1130 - 2015	Every 20 minutes	1210 - 2015	Every 20 minutes
2016 - 0020	Every 30 minutes	2016 - 2350	Every 30 minutes
Last departure no earlier than 0015.		Last departure no earlier than 2345.	

**** All departures ex-Erith, Bexley Road/Cross Street from 1135 onwards should run to Dartford Road, St Mary's Road Eastbound Stop then operate via Baldwyns Park, Tile Kiln Lane, Summerhouse Drive, Birchwood Road, Leyton Cross Road, Oakfield Lane and Old Bexley Lane to Dartford Road, St Mary's Road Westbound Stop.**

Pinchpoints					
Bexleyheath, Shopping Centre	0705 - 0745	20 minutes	Bedonwell Road, Long Lane	0720 - 0840	20 minutes
	0746 - 0845	15 minutes		0841 - 0940	15 minutes
	1510 - 1630	20 minutes		1500 - 1620	20 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Erith, Bexley Road/Cross Street to Dartford Road, St Mary's Road Hesitation Point (<u>Westbound</u> Stop)*		Dartford Road, St Mary's Road Hesitation Point (<u>Westbound</u> Stop) to Erith, Bexley Road/Cross Street	
First departure no later than 0505.		First departure no later than 0455.	
0500 - 0635	Every 30 minutes	0450 - 0655	Every 30 minutes
0636 - 1120	Every 20 minutes	0656 - 1220	Every 20 minutes
Last departure no earlier than 1115.		Last departure no earlier than 1215.	

*** All departures ex-Erith, Bexley Road/Cross Street up until 1115 should run to Dartford Road, St Mary's Road Eastbound Stop then operate via Old Bexley Lane, Oakfield Lane, Leyton Cross Road, Birchwood Road, Summerhouse Drive, Tile Kiln Lane and Baldwyns Park to Dartford Road, St Mary's Road Westbound Stop.**

Erith, Bexley Road/Cross Street to Dartford Road, St Mary's Road Hesitation Point (<u>Eastbound</u> Stop)**		Dartford Road, St Mary's Road Hesitation Point (<u>Eastbound</u> Stop) to Erith, Bexley Road/Cross Street	
First departure no later than 1135.		First departure no later than 1215.	
1130 - 2015	Every 20 minutes	1210 - 2015	Every 20 minutes
2016 - 0020	Every 30 minutes	2016 - 2350	Every 30 minutes
Last departure no earlier than 0015.		Last departure no earlier than 2345.	

**** All departures ex-Erith, Bexley Road/Cross Street from 1135 onwards should run to Dartford Road, St Mary's Road Eastbound Stop then operate via Baldwyns Park, Tile Kiln Lane, Summerhouse Drive, Birchwood Road, Leyton Cross Road, Oakfield Lane and Old Bexley Lane to Dartford Road, St Mary's Road Westbound Stop.**

Pinchpoints					
Bexleyheath, Shopping Centre	0905 - 1105	20 minutes	Bedonwell Road, Long Lane	0915 - 1115	20 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

Erith, Bexley Road/Cross Street to Dartford Road, St Mary's Road Hesitation Point (<u>Westbound</u> Stop)*		Dartford Road, St Mary's Road Hesitation Point (<u>Westbound</u> Stop) to Erith, Bexley Road/Cross Street	
First departure no later than 0715.		First departure no later than 0645.	
0710 - 1120	Every 30 minutes	0640 - 1220	Every 30 minutes
Last departure no earlier than 1115.		Last departure no earlier than 1215.	

* All departures ex-Erith, Bexley Road/Cross Street up until 1115 should run to Dartford Road, St Mary's Road Eastbound Stop then operate via Old Bexley Lane, Oakfield Lane, Leyton Cross Road, Birchwood Road, Summerhouse Drive, Tile Kiln Lane and Baldwyns Park to Dartford Road, St Mary's Road Westbound Stop.

Erith, Bexley Road/Cross Street to Dartford Road, St Mary's Road Hesitation Point (<u>Eastbound</u> Stop)**		Dartford Road, St Mary's Road Hesitation Point (<u>Eastbound</u> Stop) to Erith, Bexley Road/Cross Street	
First departure no later than 1145.		First departure no later than 1215.	
1140 - 0020	Every 30 minutes	1210 - 2350	Every 30 minutes
Last departure no earlier than 0015.		Last departure no earlier than 2345.	

** All departures ex-Erith, Bexley Road/Cross Street from 1145 onwards should run to Dartford Road, St Mary's Road Eastbound Stop then operate via Baldwyns Park, Tile Kiln Lane, Summerhouse Drive, Birchwood Road, Leyton Cross Road, Oakfield Lane and Old Bexley Lane to Dartford Road, St Mary's Road Westbound Stop.

Pinchpoints					
Bexleyheath, Shopping Centre	1005 - 1135	30 minutes	Bedonwell Road, Long Lane	1115 - 1145	30 minutes

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. B12 can suffer from unpredictable traffic delays in the Bexleyheath area.

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

5.1) ROUTE RECORD

As per Busnet print out.

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 B12: Erith, Bexley Road - Joydens Wood Loop

Date of Structural Change: 23 January 2021.

Date of Service Change: 23 January 2021.

Reason for Issue: New tender.

STREETS TRAVERSED

Towards Joydens Wood Loop: Bexley Road, Victoria Road, Avenue Road, Hind Crescent, Park Crescent, Carlton Road, Brook Street, Parsonage Manorway, Bedonwell Road, Long Lane, Pickford Lane, Avenue Road, Crook Log, Bexleyheath Broadway, Arnsberg Way, Geddes Place, Market Place, Friswell Place, Arnsberg Way, Bexleyheath Broadway, Gravel Hill, Bourne Road, Bexley High Street, North Cray Road, Vicarage Road, Dartford Road, Old Bexley Lane, Oakfield Lane, Leyton Cross Road, Birchwood Road, Summerhouse Drive, Tile Kiln Lane, Baldwyn's Park, Dartford Road.

Towards Erith, Bexley Road: Dartford Road, Baldwyn's Park, Tile Kiln Lane, Summerhouse Drive, Birchwood Road, Leyton Cross Road, Oakfield Lane, Old Bexley Lane, Dartford Road, Vicarage Road, North Cray Road, Bexley High Street, Bourne Road, Gravel Hill, Bexleyheath Broadway, Arnsberg Way, Geddes Place, Market Place, Friswell Place, Arnsberg Way, Bexleyheath Broadway, Crook Log, Avenue Road, Pickford Lane, Long Lane, Bedonwell Road, Parsonage Manorway, Brook Street, Carlton Road, Park Crescent, Hind Crescent, Avenue Road, Victoria Road, Bexley Road, Queens Road, James Watt Way, Erith High Street, Pier Road, Colebrook Street, Wharfside Close, Bexley Road.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

ERITH, BEXLEY ROAD

Private stand for up to 3 buses in lay-bay on south side of Bexley Road commencing level with steps to Shopping Centre and extending approximately 30 metres eastwards.

Buses proceed from Bexley Road direct to stand, departing to Bexley Road. Set down in Bexley Road, at Alighting Point (BP2250 - Erith Town Centre / Riverside, Last Stop on LOR: BP2250 - Erith Town Centre / Riverside) and pick up in Bexley Road, at Stop H (31531 - Erith Town Centre / Riverside, First Stop on LOR: 31531 - Erith Town Centre / Riverside).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route B12 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:	Erith.

BEXLEYHEATH SHOPPING CENTRE, FRISWELL PLACE (from Erith, Bexley Road)

Private stand for five buses in marked bays in parking area on south side of Arnsberg Way west of junction with Friswell Place.

Buses proceed from Arnsberg Way via Friswell Place Bus Stand to stand, departing via Friswell Place Bus Stand, Friswell Place, Arnsberg Way and Geddes Place to Market Place. Set down in Friswell Place Bus Stand (BP1776 - Friswell Place, Last Stop on LOR: 6286 - Trinity Place) and pick up in Market Place, M (27306 - Bexleyheath Clock Tower, First Stop on LOR: 27306 - Bexleyheath Clock Tower).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route B12 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Bexleyheath, Shopping Centre.

BEXLEYHEATH SHOPPING CENTRE, GEDDES PLACE (from JOYDENS WOOD LOOP)

Private stand for three buses in marked bays in parking area between Geddes Place and Arnsberg Way, commencing at east kerb line of Geddes Place.

Buses proceed from Arnsberg Way via Geddes Place South Bay to stand, departing via Geddes Place South Bay and Geddes Place to Market Place. Set down on stand, Last Stop on LOR: 6323 - Bexleyheath / Highland Road) and pick up in Market Place, at stop L (11121 - Bexleyheath Clock Tower, First Stop on LOR: 11121 - Bexleyheath Clock Tower).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: 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: Bexleyheath, Shopping Centre.

BEXLEY VILLAGE, BOURNE ROAD

From Erith, Bexley Road.

Buses proceed from Bourne Road via Bexley High Street, North Cray Road and Bexley High Street departing to Bourne Road. Set down in Bourne Road, at Stop G (16696 - Bexley Library, Last Stop on LOR: 16696 - Bexley Library) and pick up in Bourne Road, at Stop F (16695 - Bexley Library, First Stop on LOR: 16695 - Bexley Library).

From Joydens Wood Loop.

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

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

DARTFORD ROAD, ST. MARY'S ROAD, HESITATION POINT (from JOYDENS WOOD LOOP)

Hesitation point only; Buses must only hesitate as long as necessary to change ticket machine, radio and blind displays.

Buses proceed from Dartford Road direct to stand, departing to Dartford Road. Set down in Dartford Road (21790 - St Mary's Road, Last Stop on LOR: 21790 - St Mary's Road) and pick up in Dartford Road (21790 - St Mary's Road, First Stop on LOR: BP3327 - Bexley Park).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: None.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Joydens Wood.

DARTFORD ROAD, ST. MARY'S ROAD, HESITATION POINT (from Erith, Bexley Road)

Hesitation point only; Buses must only hesitate as long as necessary to change ticket machine, radio and blind displays.

Buses proceed from Dartford Road direct to stand, departing to Dartford Road. Set down in Dartford Road (31051 - St Mary's Road, Last Stop on LOR: 31051 - St Mary's Road) and pick up in Dartford Road (31051 - St Mary's Road, First Stop on LOR: 31051 - St Mary's Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	None.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Joydens Wood.

JOYDENS WOOD, BIRCHWOOD RD/PUDDLEDOCK LANE

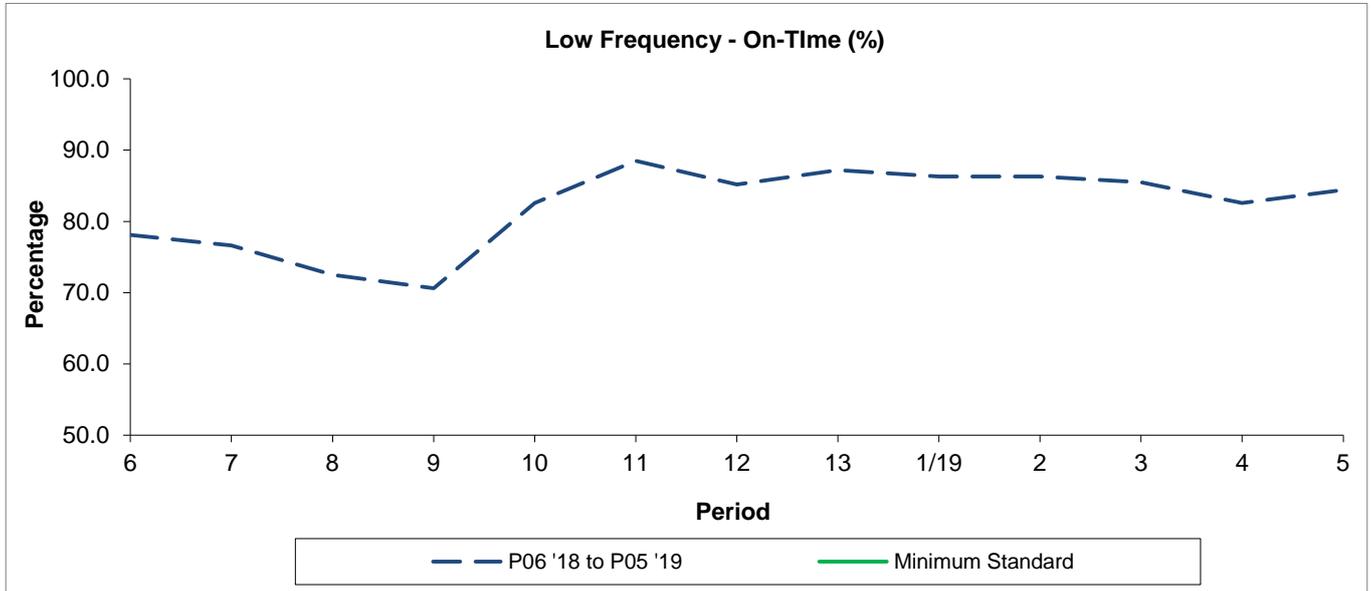
Buses proceed out of service from Birchwood Road. Set down in Birchwood Road (BP3320 - Puddledock Lane).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	None.
BLIND DISPLAY:	Joydens Wood.
OTHER INFORMATION:	To be used for garage journeys only.

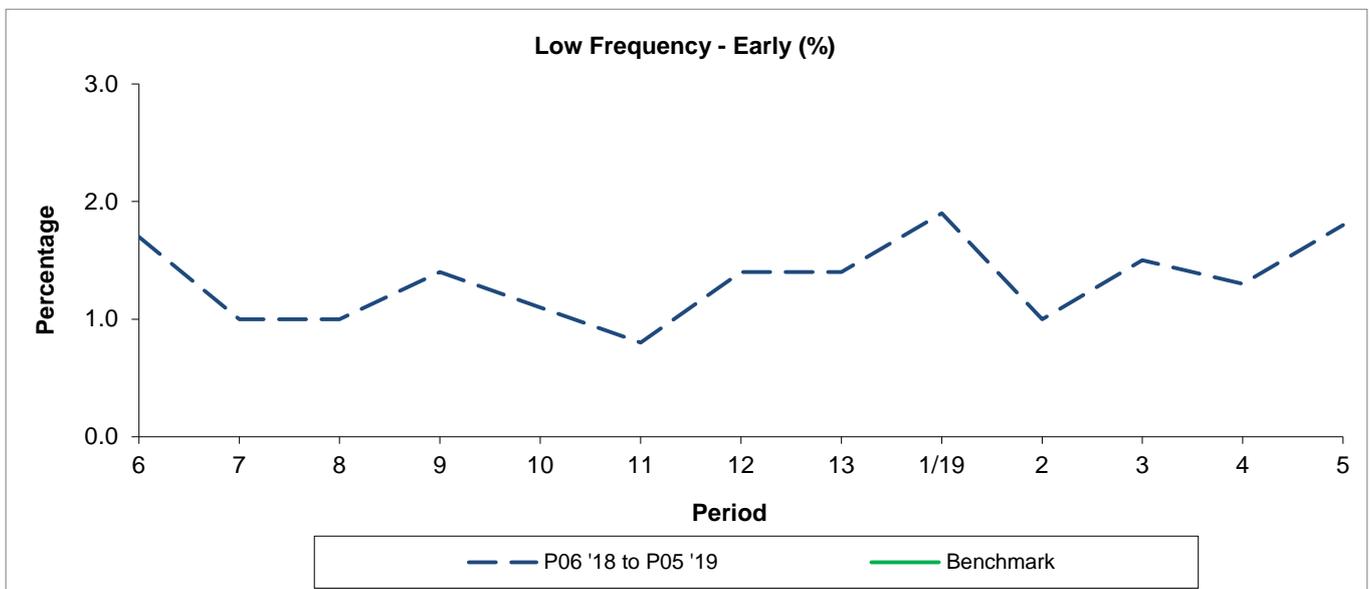
Period Trend Performance Graphs

Route B12

Reliability Performance



Period	6	7	8	9	10	11	12	13	1/19	2	3	4	5
P06 '18 to P05 '19	78.1	76.6	72.5	70.6	82.6	88.5	85.2	87.2	86.3	86.3	85.5	82.6	84.4
Minimum Standard													



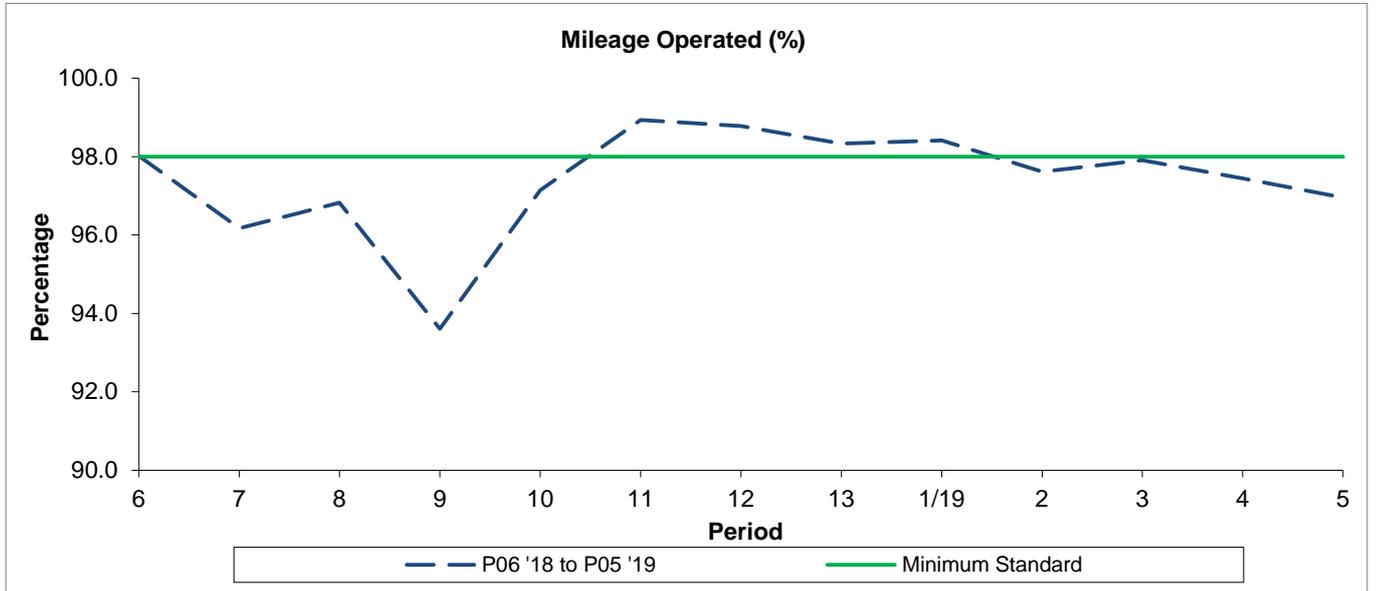
Period	6	7	8	9	10	11	12	13	1/19	2	3	4	5
P06 '18 to P05 '19	1.7	1.0	1.0	1.4	1.1	0.8	1.4	1.4	1.9	1.0	1.5	1.3	1.8
Benchmark													

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

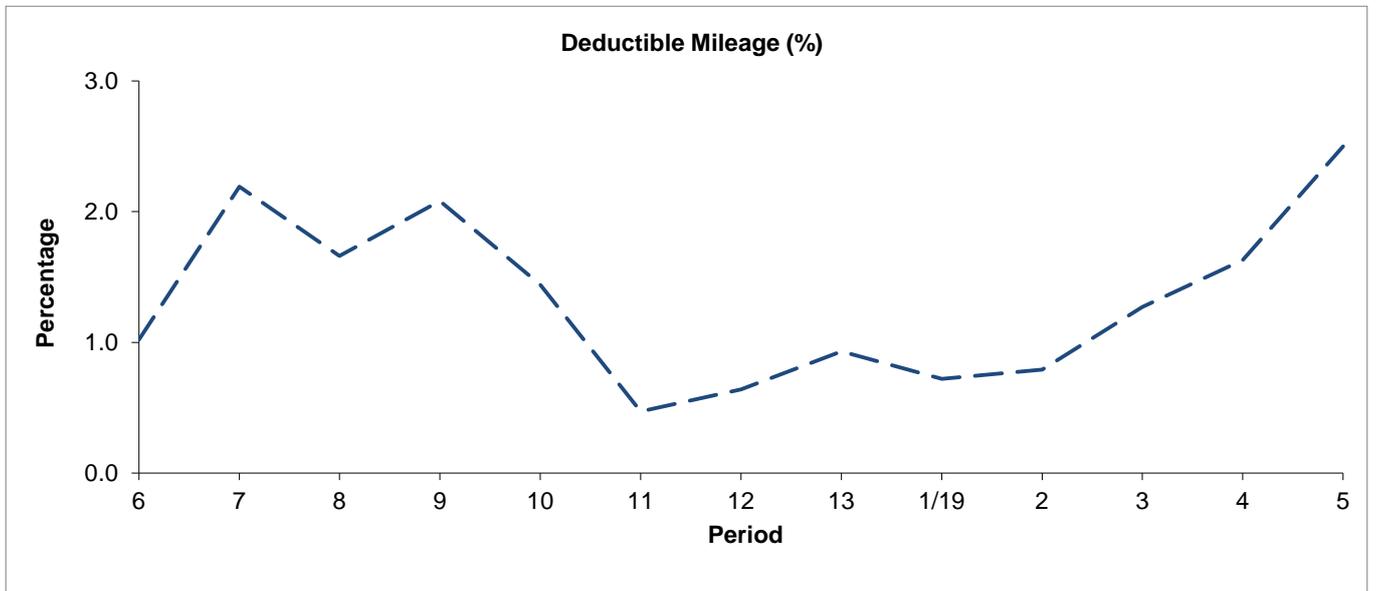
Period Trend Performance Graphs

Route B12

Mileage Performance



Period	6	7	8	9	10	11	12	13	1/19	2	3	4	5
P06 '18 to P05 '19	98.01	96.17	96.82	93.61	97.14	98.93	98.78	98.33	98.41	97.61	97.91	97.44	96.95
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

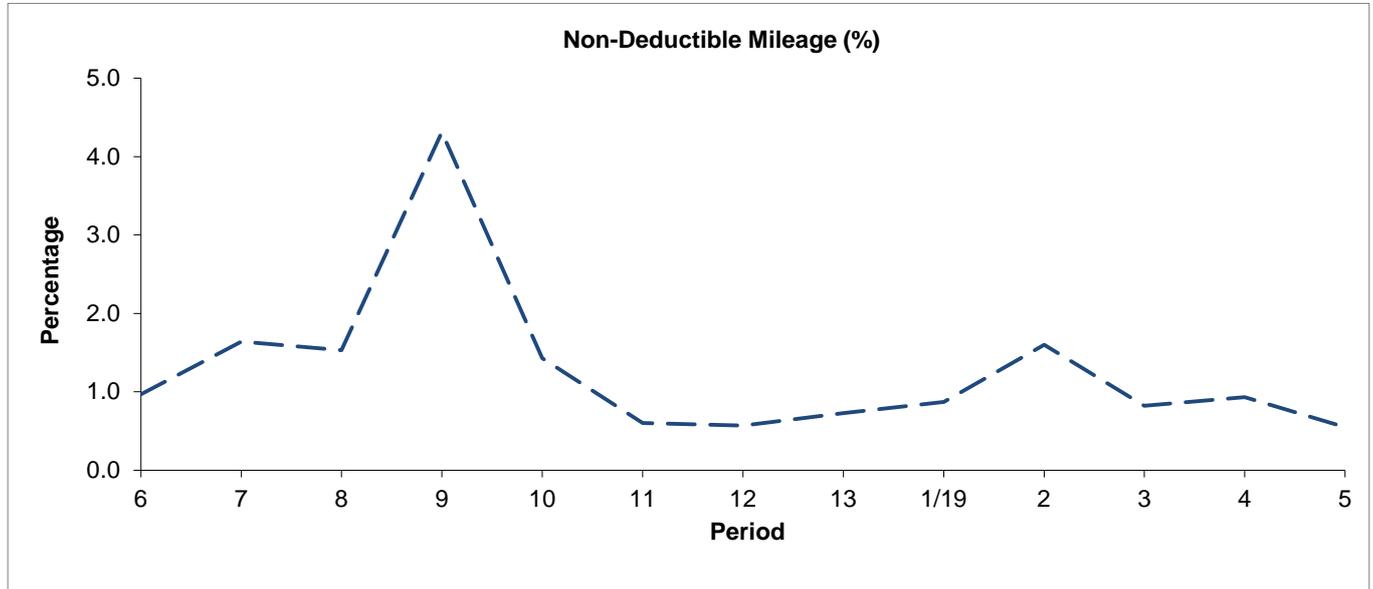


Period	6	7	8	9	10	11	12	13	1/19	2	3	4	5
P06 '18 to P05 '19	1.02	2.19	1.66	2.08	1.44	0.47	0.64	0.93	0.72	0.79	1.27	1.63	2.50

Period Trend Performance Graphs

Route B12

Mileage Performance



Period	6	7	8	9	10	11	12	13	1/19	2	3	4	5
P06 '18 to P05 '19	0.97	1.64	1.53	4.31	1.43	0.60	0.57	0.73	0.87	1.60	0.82	0.93	0.55

Mileage Performance figures are based on four weeks data

ROUTE B12 - FULL iBUS RESULTS BY TIME OF DAY
QUARTERS 02/18 to 01/19 (23/06/2018 to 21/06/2019)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	12,797	12,603	98.5	98.3	95.7	1.5	0.8	2.0
07:00 - 10:00	34,245	32,626	95.3	95.1	79.4	5.2	1.4	13.9
10:00 - 13:00	30,796	29,995	97.4	96.9	80.1	3.3	0.8	15.8
13:00 - 16:00	30,334	30,070	99.1	96.4	76.7	3.8	1.2	18.3
16:00 - 19:00	30,746	29,480	95.9	94.5	74.8	6.1	2.2	16.9
19:00 - 22:00	23,728	23,464	98.9	97.6	88.5	2.8	1.2	7.5
22:00 - 24:00	13,684	13,847	101.2	99.5	96.0	0.5	1.7	1.7
All Locations Summary	176,330	172,085	97.6	96.4	80.2	4.2	1.4	14.2

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	2,838	2,819	99.3	99.2	96.7	0.9	1.4	1.0
07:00 - 10:00	6,441	6,345	98.5	99.1	95.9	0.9	0.8	2.4
10:00 - 13:00	6,609	6,397	96.8	95.5	78.8	4.6	0.6	16.0
13:00 - 16:00	6,385	6,303	98.7	96.0	80.3	4.0	1.4	14.3
16:00 - 19:00	6,443	6,343	98.4	98.6	90.2	1.5	1.3	7.1
19:00 - 22:00	5,347	5,264	98.4	98.5	92.6	1.5	0.8	5.0
22:00 - 24:00	2,862	2,839	99.2	98.5	95.5	1.5	1.1	1.9
All Locations Summary	36,925	36,310	98.3	97.7	86.9	2.7	1.0	9.4

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	164	154	93.9	98.8	94.7	1.8	0.0	3.6
07:00 - 10:00	4,514	4,440	98.4	99.3	96.1	0.8	0.5	2.6
10:00 - 13:00	4,717	4,617	97.9	97.4	78.9	2.9	0.4	17.9
13:00 - 16:00	4,811	4,789	99.5	96.7	82.6	3.4	0.7	13.4
16:00 - 19:00	4,703	4,692	99.8	98.4	92.1	1.6	1.5	4.8
19:00 - 22:00	4,840	4,774	98.6	99.3	95.6	0.7	1.1	2.5
22:00 - 24:00	3,161	3,158	99.9	98.9	95.4	1.3	2.4	0.8
All Locations Summary	26,910	26,624	98.9	98.3	88.0	2.1	0.9	9.0

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	15,799	15,576	98.6	98.5	95.8	1.5	0.8	1.9
07:00 - 10:00	45,200	43,411	96.0	96.1	81.5	4.7	1.3	12.5
10:00 - 13:00	42,122	41,009	97.4	96.7	79.7	3.5	0.7	16.1
13:00 - 16:00	41,530	41,162	99.1	96.4	77.9	3.7	1.2	17.2
16:00 - 19:00	41,892	40,515	96.7	95.6	78.3	5.1	2.0	14.6
19:00 - 22:00	33,915	33,502	98.8	98.0	89.9	2.4	1.2	6.6
22:00 - 24:00	19,707	19,844	100.7	99.2	95.9	0.8	1.7	1.6
All Locations Summary	240,165	235,019	97.9	96.8	81.8	3.8	1.3	13.1

Transport for London - Live Mileage List

Route: B12

Service Change: 52552

Date: 13/07/2019

QSI points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ERITBR	31531	Erith Town Centre / Riverside		
	H0042	Hail & Ride Avenue Road	1124	0.70
ERITDH	H0319	Hail and Ride Hind Crescent	518	0.32
	H0040	Hail & Ride Park Crescent	271	0.17
	H0320	Hail and Ride Carlton Road	513	0.32
PSMWGH	H0321	Hail and Ride Parsonage Manorway	575	0.36
	25719	Shinglewell Road	175	0.11
	23265	Little Heath Road	520	0.32
	23263	Hollingbourne Avenue	266	0.17
BDWRLL	23261	Bedonwell Road / Long Lane	296	0.18
	H1239	Hail and Ride Long Lane	385	0.24
	40028	Pickford Lane / Long Lane	376	0.23
	12071	Pickford Lane / Bowford Avenue	284	0.18
BEXHSN	12069	Bexleyheath Station	477	0.30
	BP5033	Pickford Road	344	0.21
	19633	Avenue Road / Crook Log	280	0.17
	6295	Upton Road	187	0.12
	3725	Lion Road	339	0.21
	6286	Trinity Place	315	0.20
BEXHSC	11121	Bexleyheath Clock Tower	546	0.34
	6324	Bexleyheath / Highland Road	514	0.32
	16697	Halcot Avenue	456	0.28
	14381	Broomfield Road	176	0.11
	34277	Gravel Hill Close	426	0.26
	14379	Hartford Road	604	0.38
BXLYLB	16696	Bexley Library	298	0.19
	6001	North Cray Road / Vicarage Road	448	0.28
	14382	Vicarage Road	157	0.10
DARRSME	31051	St Mary's Road	605	0.38
BLDPOB	3901	Dartford Road / Baldwyns Park	407	0.25
BXLPDL	BP3327	Bexley Park	554	0.34
	BP3328	Leyton Cross	1166	0.72
	BP3329	Bracton Centre	499	0.31
	BP3330	Hook Green Lane	277	0.17
	BP3331	Birchwood Drive	291	0.18
	BP3332	St Marys Nursery	412	0.26
BWRDSD	BP3333	Puddledock Lane	254	0.16
	BP3317	Fernheath Way	254	0.16
	BP3318	Squires Way	295	0.18
JOYDPO	BP3335	Joydens Wood Road	535	0.33
	BP3319	Briar Road	292	0.18
	BP3334	Tile Kiln Lane	385	0.24
BLDPOB	40047	Baldwyns Park / Dartford Road	370	0.23
DARRSMW	21790	St Mary's Road	464	0.29
Total Route Mileage - Out Direction			17930	11.14
			Metres	Miles

Tranche 715	
Reason for Issue	New Contract

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
DARRSME	31051	St Mary's Road		
	3901	Dartford Road / Baldwyns Park	407	0.25
BLDPOB	30598	Old Bexley Lane	101	0.06
	BP3311	Tile Kiln Lane	421	0.26
	BP3312	Briar Road	494	0.31
JOYDPO	BP3313	Joydens Wood Road	132	0.08
	BP3314	Squires Way	427	0.27
	BP3315	Fernheath Way	418	0.26
	BP3316	Greenfield Road	113	0.07
BWRDSD	BP3320	Puddledock Lane	282	0.18
	BP3321	St Marys Nursery	304	0.19
	BP3322	Birchwood Drive	346	0.21
	BP3323	Hook Green Lane	312	0.19
	BP3324	Bracton Centre	183	0.11
	BP3326	Leyton Cross	452	0.28
BXLPDL	BP3325	Bexley Park	1281	0.80
	3902	Baldwyns Park	360	0.22
DARRSMW	21790	St Mary's Road	398	0.25
	14383	Vicarage Road	755	0.47
BXLYLB	16695	Bexley Library	548	0.34
	14378	Hartford Road	289	0.18
	34278	Gravel Hill Close	672	0.42
	14380	Broomfield Road	376	0.23
	13510	Halcot Avenue	179	0.11
	6323	Bexleyheath / Highland Road	446	0.28
BEXHSC	27306	Bexleyheath Clock Tower	410	0.25
	6287	Trinity Place	559	0.35
	6290	Lion Road	359	0.22
	6294	Upton Road	236	0.15
	20404	Glynde Road	337	0.21
BEXHSN	12070	Bexleyheath Station	455	0.28
	12072	Pickford Lane / Bowford Avenue	398	0.25
	40027	Shakespeare Road	173	0.11
BDWRLL	BP2160	Bedonwell Road / Long Lane	958	0.60
	23262	Hollingbourne Avenue	319	0.20
	23264	Little Heath Road	369	0.23
	40022	Shinglewell Road	382	0.24
PSMWGH	H0049	Hail & Ride Parsonage Manorway	170	0.11
	H0051	Hail & Ride Carlton Road	805	0.50
	H0048	Hail & Ride Carlton Road	267	0.17
ERITDH	H0047	Hail & Ride Park Crescent	306	0.19
	H0322	Hail & Ride Avenue Road	514	0.32
	BP2115	Erith Health Centre	1432	0.89
	BP4476	Colebrook Street	169	0.11
ERITBR	BP2250	Erith Town Centre / Riverside	145	0.09
Total Route Mileage - Back Direction			18459	11.47
			Metres	Miles