

## 7. Service Specification

Route: 33 & N33

Contract Reference: QC58802

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>	33 & N33
<b>Terminus Points</b>	Fulwell Station, Stanley Road and Hammersmith Bus Station, Lower Level
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	11 <sup>th</sup> November 2017
<b>Vehicle Type</b>	55 capacity, dual door, single deck vehicles
<b>Current Maximum Approved Dimensions</b>	10.2 metres long and 2.25 metres wide
<b>New Vehicles Mandatory</b>	Yes
<b>Hybrid Price Required</b>	No
<b>Sponsored Route</b>	No
<b>Advertising Rights</b>	Operator
<b>Minimum Performance Standard - Route No. 33</b>	Average Excess Wait Time - No more than 1.20 minutes
<b>Extension Threshold - Route No. 33</b>	Average Excess Wait Time Threshold - 1.10 minutes
<b>Minimum Operated Mileage Standard - Route No. 33</b>	No less than 98%
<b>Departing On Time - Route No. N33</b>	Departing on Time - No less than 90%
<b>Minimum Operated Mileage Standard - Route No. N33</b>	No less than 99%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 27<sup>th</sup> February 2017

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

## **SERVICE SPECIFICATION**

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

## 2) NOTES

### **Proposed Changes:**

At this time, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. 33 & N33.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No's. 33 & N33.

- The designation Route No. N33 is used for contractual purposes only. This service will be marketed as Route No. 33. This includes all publicity, including destination blind displays.

### **Operators should provide the following prices:**

1. Annual diesel 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. Modifications to reduce emissions and fuel consumption (including energy storage, engine stop/start and/or energy efficient components).
2. Zero emission vehicles (e.g. electric or fuel cell).
3. Existing vehicles.

**Full iBus Monitoring was introduced on all night routes with effect from 1 April 2014.**

**Tenderers are therefore advised that on contracts where there is a night service both the day and night elements will be incentivised from the commencement of the Route Agreement in accordance with clause 46 of Annex B Terms and Conditions, using the Minimum Performance Standard(s) specified in Part 1 of the ITT.**

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

Fulwell Station, Stanley Road to Hammersmith Bus Station, Lower Level			Hammersmith Bus Station, Lower Level to Fulwell Station, Stanley Road		
First departure no later than 0505.			First departure no later than 0540.		
0500 - 0600	Every 15 minutes		0535 - 0640	Every 15 minutes	
0601 - 0620	Every 10 minutes		0641 - 0650	Every 10 minutes	
0621 - 1840	Every 8 minutes		0651 - 1920	Every 8 minutes	
1841 - 1950	Every 12 minutes		1921 - 2030	Every 12 minutes	
1951 - 2105	Every 15 minutes		2031 - 2200	Every 15 minutes	
2106 - 0010	Every 20 minutes		2201 - 0050	Every 20 minutes	
Last departure no earlier than 0005.			Last departure no earlier than 0045.		
<b>Pinchpoints</b>					
Barnes Common, Roehampton Lane	0715 - 0900	8 minutes	Twickenham, King Street	0730 - 0845	8 minutes
	1500 - 1615	8 minutes		1505 - 1645	8 minutes

#### 3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

Fulwell Station, Stanley Road to Hammersmith Bus Station, Lower Level			Hammersmith Bus Station, Lower Level to Fulwell Station, Stanley Road		
First departure no later than 0505.			First departure no later than 0540.		
0500 - 0600	Every 15 minutes		0535 - 0640	Every 15 minutes	
0601 - 0620	Every 10 minutes		0641 - 0650	Every 10 minutes	
0621 - 1425	Every 8 minutes		0651 - 1920	Every 8 minutes	
1426 - 1455	Every 6 minutes		1921 - 2030	Every 12 minutes	
1456 - 1840	Every 8 minutes		2031 - 2200	Every 15 minutes	
1841 - 1950	Every 12 minutes		2201 - 0050	Every 20 minutes	
1951 - 2105	Every 15 minutes				
2106 - 0010	Every 20 minutes				
Last departure no earlier than 0005.			Last departure no earlier than 0045.		
<b>Pinchpoints</b>					
Barnes Common, Roehampton Lane	0715 - 0900	8 minutes	Twickenham, King Street	0730 - 0845	8 minutes
	1505 - 1535	6 minutes		1505 - 1645	8 minutes
	1536 - 1615	8 minutes			

**3) SCHEDULE REQUIREMENTS & PINCHPOINTS - Continued**

**3.3) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS**

Fulwell Station, Stanley Road to Hammersmith Bus Station, Lower Level			Hammersmith Bus Station, Lower Level to Fulwell Station, Stanley Road		
First departure no later than 0505.			First departure no later than 0540.		
0500 - 0640	Every 20 minutes		0535 - 0735	Every 20 minutes	
0641 - 0740	Every 15 minutes		0736 - 0845	Every 15 minutes	
0741 - 0820	Every 10 minutes		0846 - 0915	Every 10 minutes	
0821 - 1740	Every 8 minutes		0916 - 1810	Every 8 minutes	
1741 - 1820	Every 10 minutes		1811 - 1830	Every 10 minutes	
1821 - 1920	Every 12 minutes		1831 - 1945	Every 12 minutes	
1921 - 2105	Every 15 minutes		1946 - 2200	Every 15 minutes	
2106 - 0010	Every 20 minutes		2201 - 0045	Every 20 minutes	
Last departure no earlier than 0005.			Last departure no earlier than 0040.		
<b>Pinchpoints</b>					
Barnes Common, Roehampton Lane	0945 - 1145	8 minutes	Twickenham, King Street	0945 - 1115	8 minutes

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

Fulwell Station, Stanley Road to Hammersmith Bus Station, Lower Level			Hammersmith Bus Station, Lower Level to Fulwell Station, Stanley Road		
First departure no later than 0505.			First departure no later than 0540.		
0500 - 0840	Every 20 minutes		0535 - 0930	Every 20 minutes	
0841 - 2005	Every 15 minutes		0931 - 2000	Every 15 minutes	
2006 - 0010	Every 20 minutes		2001 - 0045	Every 20 minutes	
Last departure no earlier than 0005.			Last departure no earlier than 0040.		
<b>Pinchpoints</b>					
Barnes Common, Roehampton Lane	1100 - 1200	15 minutes	Twickenham, King Street	1045 - 1200	15 minutes

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

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS - Continued

#### 3.5) NIGHTLY

Fulwell Station, Stanley Road to Hammersmith Bus Station, Lower Level		Hammersmith Bus Station, Lower Level to Fulwell Station, Stanley Road	
First departure no later than 0035.		First departure no later than 0110.	
0030 - 0440	Every 30 minutes	0105 - 0515	Every 30 minutes
Last departure no earlier than 0435.		Last departure no earlier than 0510.	

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

#### 4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 33 should interwork with Route No. N33 to form a seamless 24 hour service.
- 4.2) Route No. 33 can suffer from unpredictable traffic delays in the Richmond and Hammersmith areas.
- 4.3) Rugby matches at Twickenham Rugby Union Football ground can also cause traffic congestion in the Twickenham area.
- 4.4) The currently authorised weight limit for London Buses' routes across Hammersmith Bridge is 10,620kg GVW. Any vehicle which exceeds this current weight limit will require a change in authorisation given by London Borough of Hammersmith and Fulham
- 4.5) Due to the continued deterioration of Hammersmith Bridge, temporary changes will be required to Route No. 33 & N33. Strengthening work has been delayed until early 2018 and when works commence may last up to 12 months. Any changes will be discussed with the successful Tenderer as appropriate.

#### 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 33: Fulwell, Stanley Road - Hammersmith Bus Station (24 hour service)**

**Date of Structural Change:** 11 November 2017.

**Date of Service Change:** 11 November 2017.

**Reason for Issue:** New Tender.

#### **STREETS TRAVERSED**

**Towards Hammersmith Bus Station:** Stanley Road, Broad Street, Waldegrave Road, Cross Deep, King Street, York Street, Richmond Road, Richmond Bridge, Bridge Street, Hill Street, George Street, The Square, Sheen Road, Upper Richmond Road West, Upper Richmond Road, Rocks Lane, Castelnau, Hammersmith Bridge, Hammersmith Bridge Road, Queen Caroline Street, Hammersmith Broadway, Hammersmith Bus Station Northern Entrance Ramp, Hammersmith Bus Station Low Level.

**Towards Fulwell, Stanley Road:** Hammersmith Bus Station Low Level, Butterwick, Talgarth Road, Queen Caroline Street, Hammersmith Bridge Road, Hammersmith Bridge, Castelnau, Rocks Lane, Upper Richmond Road, Upper Richmond Road West, Sheen Road, The Square, Eton Street, Paradise Road, Church Terrace, Wakefield Road, Lewis Road, Red Lion Street, Hill Street, Bridge Street, Richmond Bridge, Richmond Road, York Street, King Street, Cross Deep, Waldegrave Road, Broad Street, Stanley 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.

### **FULWELL, OLD TRAM DEPOT**

Private stand for two buses in marked bays within grounds of Fulwell Old Tram Depot. Buses proceed from Stanley Road via Fulwell Old Tram Depot to stand, departing via Fulwell Old Tram Depot to Stanley Road. Set down in Stanley Road, at Stop C (20683 - Fulwell Station #, Last Stop on LOR: 20683 - Fulwell Station #) and pick up in Stanley Road, at Stop D (20682 - Fulwell Station #, First Stop on LOR: 20682 - Fulwell Station #).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 2 buses on Route 33 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: Fulwell, Stanley Road.  
OTHER INFORMATION: toilet facilities to be confirmed.

### **TEDDINGTON, PARK ROAD, THE CAUSEWAY**

Public stand for two buses on west side of Park Road, 25 metres north of junction with The Causeway.

#### **From Fulwell, Stanley Road.**

Buses proceed from Broad Street via The Causeway and Park Road to stand, departing via Park Road to Broad Street. Set down in Broad Street, at Stop E (R0653 - Broad Street / Teddington, Last Stop on LOR: R0653 - Broad Street / Teddington) and pick up in Broad Street, at Stop F (19484 - Broad Street / Teddington, First Stop on LOR: 19484 - Broad Street / Teddington).

#### **From Hammersmith Bus Station.**

Buses proceed from Waldegrave Road via Broad Street, The Causeway and Park Road to stand, departing via Park Road and Broad Street to Waldegrave Road. Set down in Waldegrave Road, at Stop A (15904 - Teddington Library, Last Stop on LOR: 15904 - Teddington Library) and pick up in Waldegrave Road, at Stop B (15905 - Teddington Library, First Stop on LOR: 15905 - Teddington Library).

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: Teddington.

## **TWICKENHAM, ALBANY**

Private stand for three buses in layby on north side of Station Yard.

### **From Fulwell, Stanley Road.**

Buses proceed from York Street via Arragon Road, London Road, Railway Approach and Station Yard to stand, departing via Station Yard, Railway Approach, London Road, Arragon Road, York Street and King Street to Cross Deep. Set down in York Street, at Stop H (29987 - York Street / Twickenham, Last Stop on LOR: 29987 - York Street / Twickenham) and pick up in Cross Deep, at Stop P (BP5813 - Poulett Gardens, First Stop on LOR: BP5813 - Poulett Gardens).

### **From Hammersmith Bus Station.**

Buses proceed from Richmond Road via York Street, Arragon Road, London Road, Railway Approach and Station Yard to stand, departing via Station Yard, Railway Approach, London Road, Arragon Road and York Street to Richmond Road. Set down in Richmond Road, at Stop E (9391 - Lebanon Court, Last Stop on LOR: 9391 - Lebanon Court) and pick up in Richmond Road, at Stop S (9390 - Lebanon Court, First Stop on LOR: 9390 - Lebanon Court).

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:	Twickenham.

## **RICHMOND BUS STATION, WAKEFIELD ROAD**

Private stand for five buses in bus station on north side of Wakefield Road.

### **From Fulwell, Stanley Road.**

Buses proceed from George Street via The Square, Eton Street, Paradise Road, Church Terrace and Richmond Bus Station to stand, departing via Richmond Bus Station to Wakefield Road. Set down in George Street, at Stop A (15208 - George Street, Last Stop on LOR: 15208 - George Street) and pick up in Wakefield Road, at Stop J (36782 - Richmond Bus Station, First Stop on LOR: 36782 - Richmond Bus Station).

### **From Hammersmith Bus Station.**

Buses proceed from Church Terrace via Richmond Bus Station to stand, departing via Richmond Bus Station, Wakefield Road, Lewis Road, Red Lion Street and Hill Street to George Street. Set down in Richmond Bus Station, at Alighting Point (BP2634 - Richmond Bus Station, Last Stop on LOR: 1751 - Eton Street) and pick up in George Street, at Stop A (15208 - George Street, First Stop on LOR: 15208 - George Street).

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:	Richmond.

## **EAST SHEEN, BLACK HORSE**

Public stand for two buses in layby on west side of Queen's Road, adjacent to Black Horse public house. Commencing at entrance to Marshgate Primary School extending 22 metres south.

### From Fulwell, Stanley Road.

Buses proceed from Sheen Road via Queen's Road to stand, departing via Queen's Road to Sheen Road. Set down in Sheen Road, at Stop SH (1008 - St Mary's Grove, Last Stop on LOR: 1008 - St Mary's Grove) and pick up in Sheen Road, at Stop SE (4505 - Manor Road / North Sheen Station #, First Stop on LOR: 4505 - Manor Road / North Sheen Station #).

### From Hammersmith Bus Station.

Buses proceed from Upper Richmond Road West via Sheen Road, Queen's Road and Bus Turning Circle to stand, departing via Bus Turning Circle and Queen's Road to Sheen Road. Set down in Upper Richmond Road West, at Stop Z (R0248 - Sheen Court, Last Stop on LOR: R0248 - Sheen Court) and pick up in Sheen Road, at Stop SD (1376 - Manor Road / North Sheen Station #, First Stop on LOR: 1376 - Manor Road / North Sheen 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:	East Sheen, Queen's Road.

## **BARNES COMMON, QUEENS RIDE (from Fulwell, Stanley Road)**

Public stand for one bus on north side of Queen's Ride, commencing 50 metres east of the eastern kerbline of Rocks Lane and extending 12 metres west.

Buses proceed from Upper Richmond Road via Queen's Ride to stand, departing via Queen's Ride and Gipsy Lane to Upper Richmond Road. Set down in Upper Richmond Road, at Stop E (R0272 - Queens Ride, Last Stop on LOR: R0272 - Queens Ride) and pick up in Upper Richmond Road, at Stop M (1700 - Queen's Ride, First Stop on LOR: 1700 - Queen's Ride).

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:	Barnes Common.

## **BARNES, RED LION**

Public stand for one bus on north side of Church Road commencing opposite the centre of Glebe Road and extending 12 metres west.

### **From Fulwell, Stanley Road.**

Buses proceed from Rocks Lane via Church Road, Grange Road and Church Road to stand, departing via Church Road to Rocks Lane. Set down in Rocks Lane, at Stop WX (15241 - Ranelagh Avenue, Last Stop on LOR: 15241 - Ranelagh Avenue) and pick up in Rocks Lane, at Stop WS (4607 - Church Road / Red Lion, First Stop on LOR: 4607 - Church Road / Red Lion).

### **From Hammersmith Bus Station.**

Buses proceed from Castelnau via Church Road, Grange Road and Church Road to stand, departing via Church Road to Castelnau. Set down in Castelnau, at Stop WN (15239 - Newport Road, Last Stop on LOR: 15239 - Newport Road) and pick up in Castelnau, at Stop WR (4606 - Barnes / Red Lion, First Stop on LOR: 4606 - Barnes / Red Lion).

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:	Barnes, Red Lion.

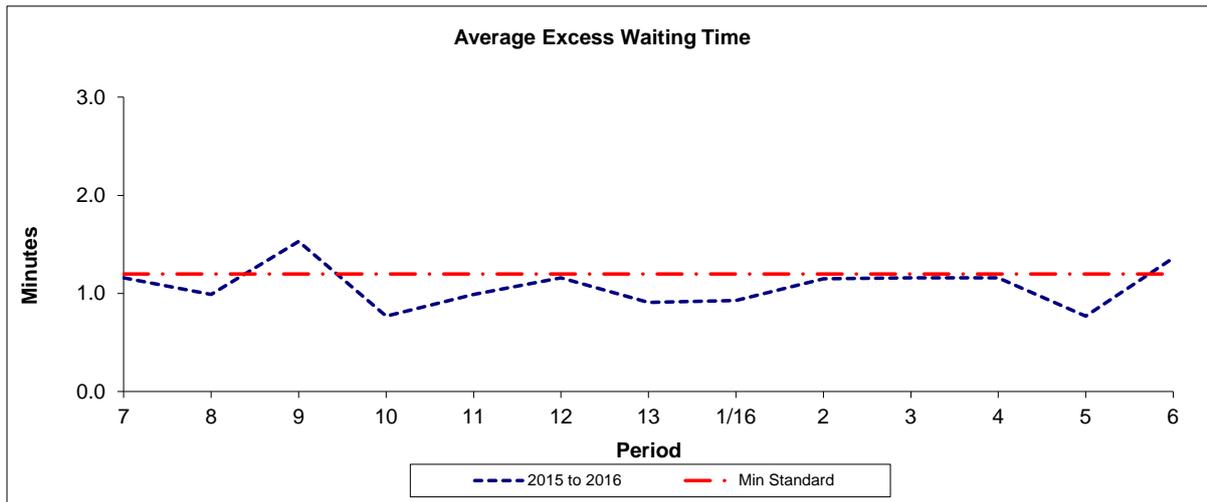
## **HAMMERSMITH BUS STATION, LOWER LEVEL, STAND Z2**

Private stand for 2 buses in Hammersmith Lower Level Bus Station at Stop Z2. Buses proceed from Hammersmith Bus Station Low Level direct to stand, departing to Hammersmith Bus Station Low Level. Set down in Hammersmith Bus Station Low Level, at Stop Z2 (BP5007 - Hammersmith Bus Station, Last Stop on LOR: BP5007 - Hammersmith Bus Station) and pick up in Hammersmith Bus Station Low Level, at Stop K (BP5005 - Hammersmith Bus Station, First Stop on LOR: BP5005 - Hammersmith Bus Station).

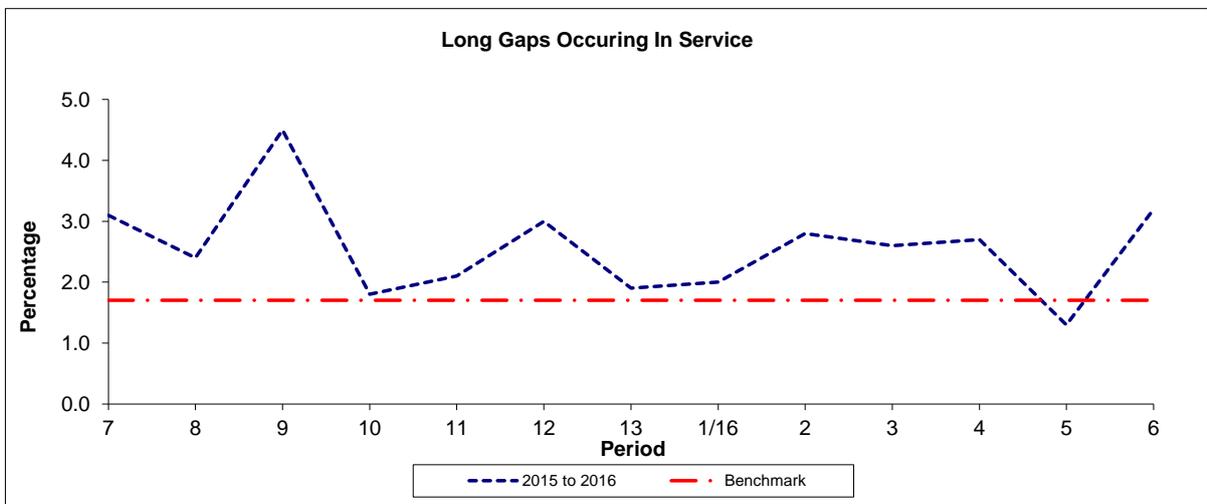
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 33 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Hammersmith.
OTHER INFORMATION:	Toilet facilities available (24 hrs).

**PART B - PERFORMANCE STATISTICS**

**Route 33**



Period	7	8	9	10	11	12	13	1/16	2	3	4	5	6
2015 to 2016	1.16	0.99	1.53	0.77	0.99	1.16	0.91	0.93	1.15	1.16	1.16	0.77	1.36
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

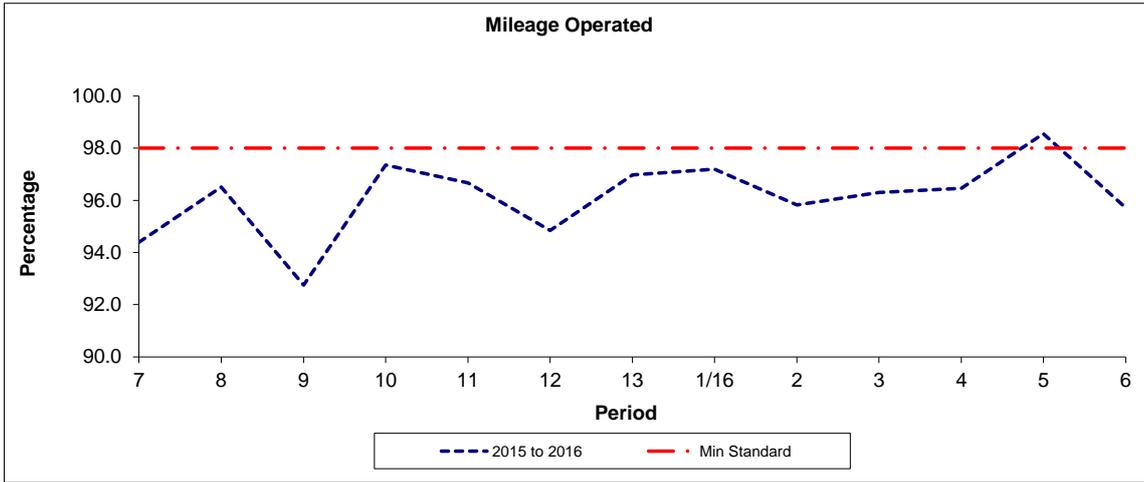


Period	7	8	9	10	11	12	13	1/16	2	3	4	5	6
2015 to 2016	3.1	2.4	4.5	1.8	2.1	3.0	1.9	2.0	2.8	2.6	2.7	1.3	3.2
Benchmark	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7

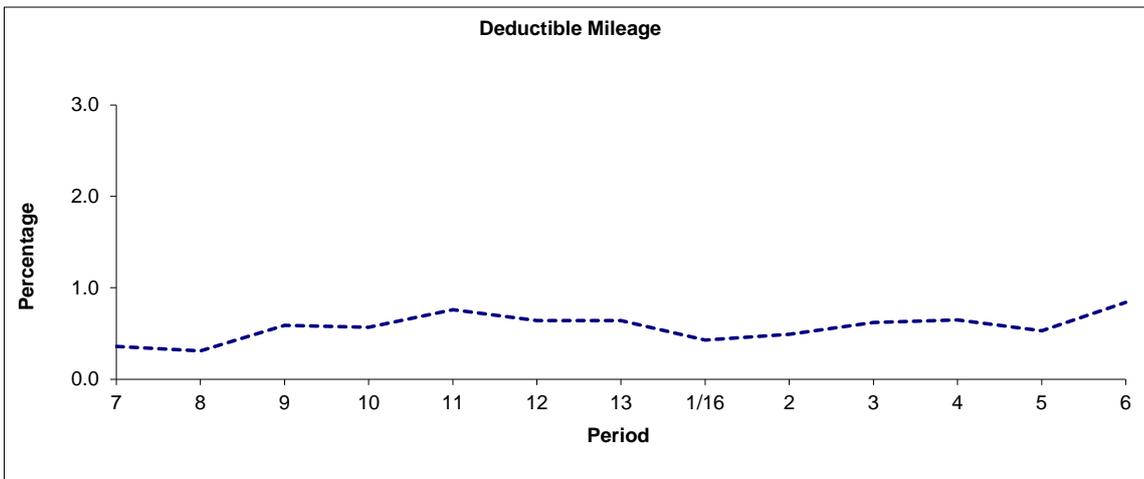
Note : Reliability is actual performance under full iBus (4 weeks data).  
 Minimum Standards and Benchmarks are those applicable under the new contract.

**PART B - PERFORMANCE STATISTICS**

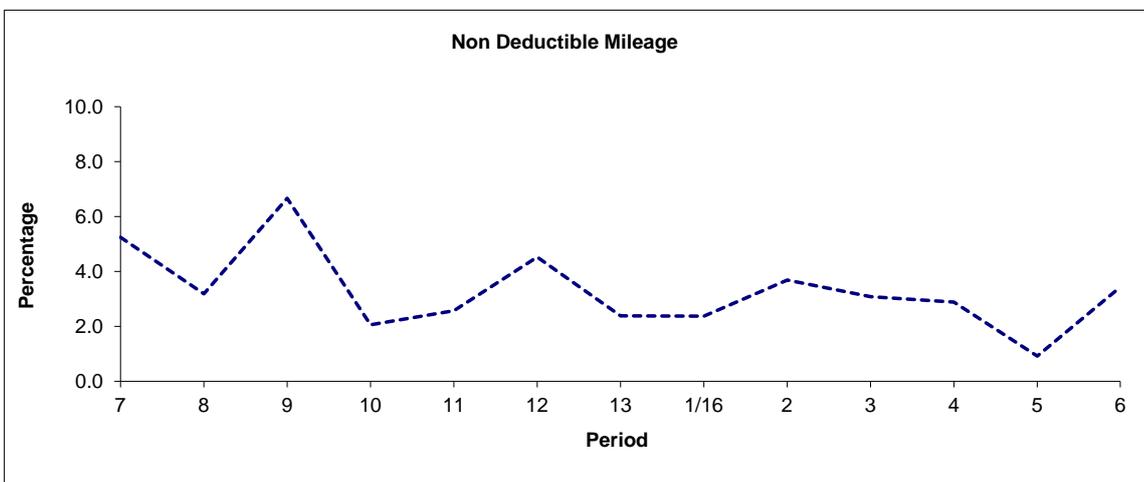
**Route 33**



Period	7	8	9	10	11	12	13	1/16	2	3	4	5	6
2015 to 2016	94.39	96.51	92.75	97.36	96.67	94.84	96.97	97.20	95.82	96.30	96.46	98.55	95.72
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00



Period	7	8	9	10	11	12	13	1/16	2	3	4	5	6
2015 to 2016	0.36	0.31	0.59	0.57	0.76	0.64	0.64	0.43	0.49	0.62	0.65	0.53	0.84

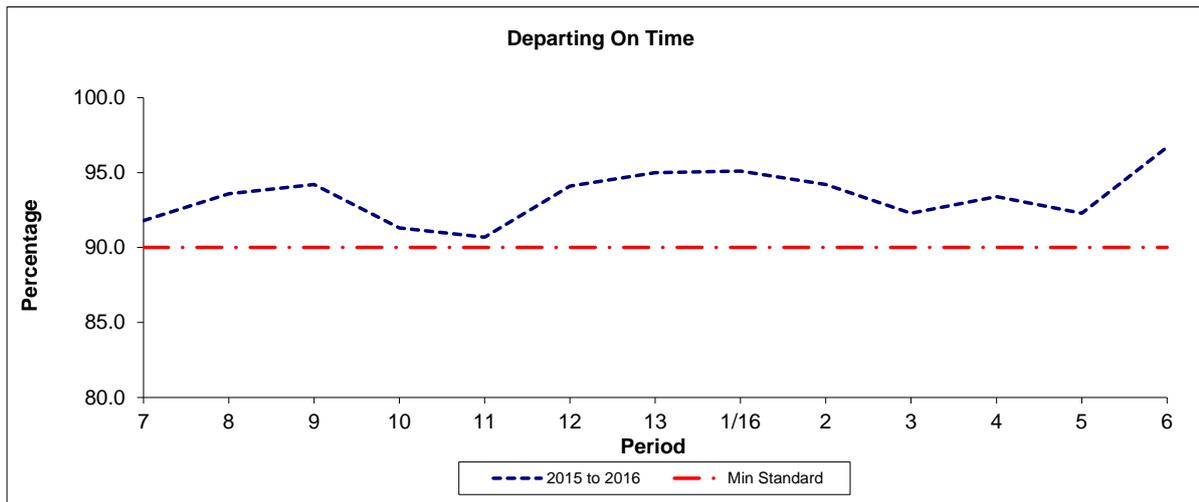


Period	7	8	9	10	11	12	13	1/16	2	3	4	5	6
2015 to 2016	5.25	3.19	6.67	2.06	2.57	4.52	2.39	2.37	3.69	3.08	2.89	0.92	3.43

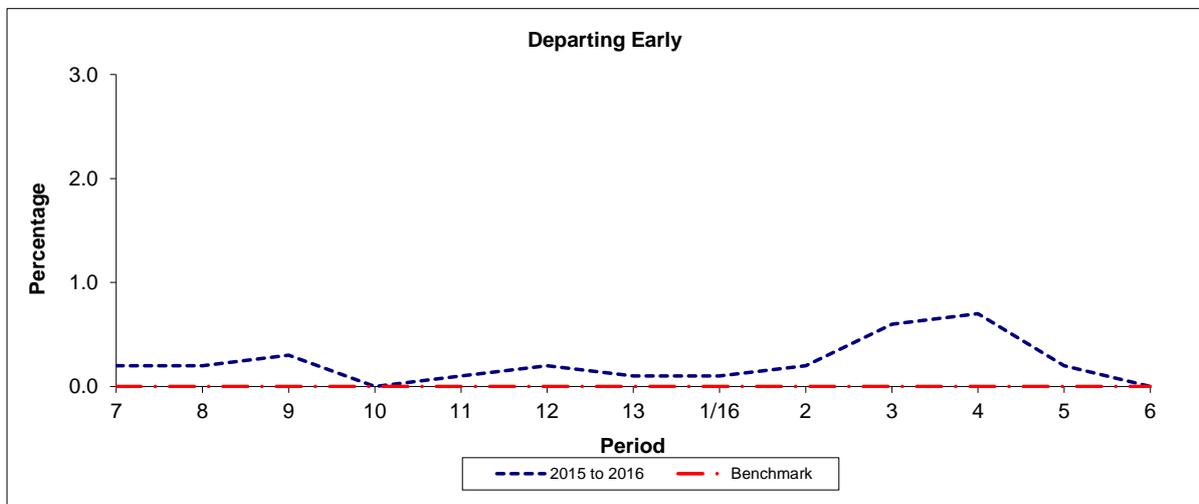
Note: Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route N33**



Period	7	8	9	10	11	12	13	1/16	2	3	4	5	6
2015 to 2016	91.8	93.6	94.2	91.3	90.7	94.1	95.0	95.1	94.2	92.3	93.4	92.3	96.7
Min Standard	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0

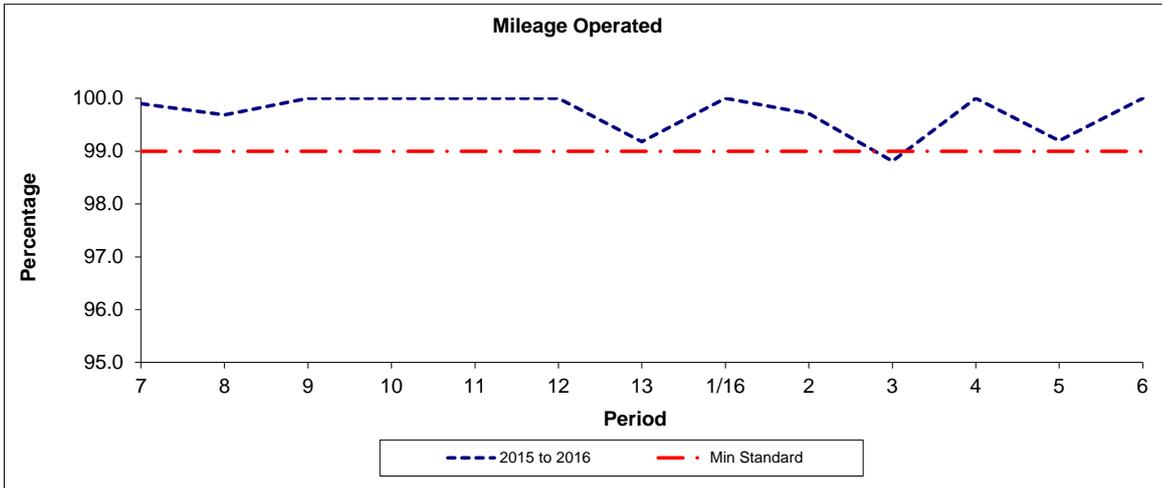


Period	7	8	9	10	11	12	13	1/16	2	3	4	5	6
2015 to 2016	0.2	0.2	0.3	0.0	0.1	0.2	0.1	0.1	0.2	0.6	0.7	0.2	0.0
Benchmark	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

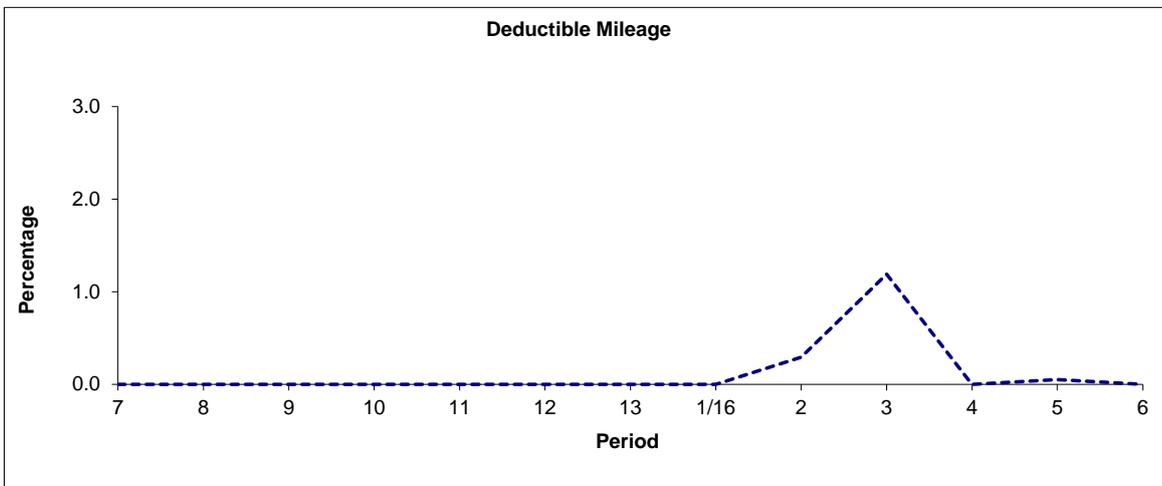
Note : Reliability is actual performance under full iBus (4 weeks data).  
 Minimum Standards and Benchmarks are those applicable under the new contract.

**PART B - PERFORMANCE STATISTICS**

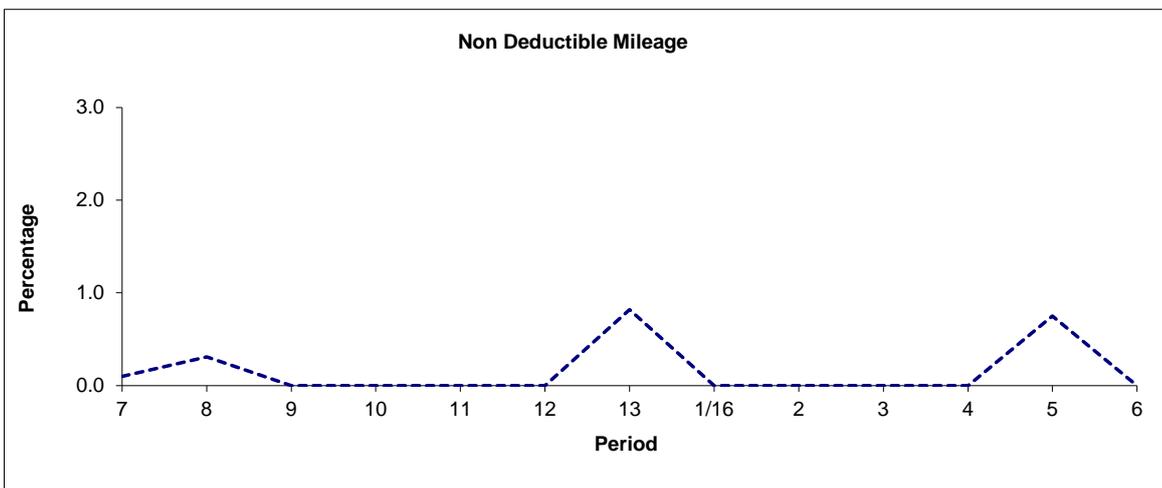
**Route N33**



Period	7	8	9	10	11	12	13	1/16	2	3	4	5	6
2015 to 2016	99.90	99.69	100.00	100.00	100.00	100.00	99.18	100.00	99.71	98.81	100.00	99.20	100.00
Min Standard	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00



Period	7	8	9	10	11	12	13	1/16	2	3	4	5	6
2015 to 2016	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.29	1.19	0.00	0.05	0.00



Period	7	8	9	10	11	12	13	1/16	2	3	4	5	6
2015 to 2016	0.10	0.31	0.00	0.00	0.00	0.00	0.82	0.00	0.00	0.00	0.00	0.75	0.00

Note: Mileage is based on 4 weeks data

**ROUTE 33 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 3 15/16 TO QUARTER 2 16/17 (19/09/2015 - 16/09/2016)**

**MONDAY - FRIDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	24,530	23,935	97.6	6.58	0.42	7.00	80.5	18.6	0.8	0.1	0.2	37
07:00 - 10:00	89,154	85,786	96.2	4.10	1.11	5.20	88.5	10.3	1.0	0.2	2.5	84
10:00 - 13:00	88,813	86,442	97.3	4.00	1.03	5.03	89.7	9.5	0.7	0.1	2.0	57
13:00 - 16:00	91,078	87,611	96.2	3.90	1.19	5.08	88.3	10.7	0.9	0.1	2.8	51
16:00 - 19:00	87,636	80,084	91.4	4.01	1.95	5.95	82.0	15.0	2.4	0.6	5.9	57
19:00 - 22:00	57,439	58,797	102.4	6.01	0.84	6.84	73.7	23.4	2.4	0.5	1.8	90
22:00 - 24:00	24,143	24,007	99.4	9.53	0.33	9.87	51.6	43.8	4.4	0.2	0.1	45
<b>All Locations Summary</b>	<b>462,793</b>	<b>446,662</b>	<b>96.5</b>	<b>4.54</b>	<b>1.22</b>	<b>5.76</b>	<b>83.7</b>	<b>14.4</b>	<b>1.5</b>	<b>0.3</b>	<b>3.0</b>	<b>90</b>

**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	2,761	2,849	103.2	9.90	0.01	9.91	61.9	35.0	3.1	0.1	1.5	40
07:00 - 10:00	12,458	12,217	98.1	6.16	0.47	6.63	80.2	18.4	1.3	0.1	0.2	47
10:00 - 13:00	18,468	17,570	95.1	4.00	1.10	5.10	88.2	10.9	0.8	0.1	2.3	52
13:00 - 16:00	17,995	17,171	95.4	4.01	1.62	5.63	84.9	13.2	1.6	0.3	4.2	54
16:00 - 19:00	17,619	17,203	97.6	4.18	0.93	5.11	88.7	10.5	0.7	0.1	1.8	42
19:00 - 22:00	10,443	10,684	102.3	6.83	0.48	7.32	69.9	27.8	1.9	0.5	0.7	53
22:00 - 24:00	4,877	4,728	96.9	9.57	0.55	10.12	50.3	43.9	5.5	0.3	0.1	43
<b>All Locations Summary</b>	<b>84,621</b>	<b>82,422</b>	<b>97.4</b>	<b>5.14</b>	<b>0.97</b>	<b>6.11</b>	<b>81.3</b>	<b>17.0</b>	<b>1.5</b>	<b>0.2</b>	<b>2.1</b>	<b>54</b>

**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	3,070	3,108	101.2	10.00	0.24	10.24	59.9	36.1	3.6	0.4	1.7	43
07:00 - 10:00	8,916	9,140	102.5	9.37	0.05	9.42	56.7	39.2	3.9	0.1	0.0	41
10:00 - 13:00	10,949	11,147	101.8	7.43	0.44	7.86	66.5	31.4	1.9	0.1	0.1	41
13:00 - 16:00	11,034	11,443	103.7	7.42	0.37	7.79	67.2	30.7	1.8	0.3	0.3	49
16:00 - 19:00	11,370	11,497	101.1	7.28	0.50	7.78	67.5	30.7	1.6	0.2	0.3	56
19:00 - 22:00	9,661	10,043	104.0	8.57	0.08	8.65	59.9	36.6	3.1	0.4	0.2	61
22:00 - 24:00	5,511	5,560	100.9	9.91	0.05	9.96	51.2	44.8	3.8	0.2	0.0	44
<b>All Locations Summary</b>	<b>60,511</b>	<b>61,938</b>	<b>102.4</b>	<b>7.94</b>	<b>0.32</b>	<b>8.26</b>	<b>64.0</b>	<b>33.4</b>	<b>2.3</b>	<b>0.2</b>	<b>0.2</b>	<b>61</b>

**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	30,361	29,892	98.5	7.12	0.37	7.48	77.4	21.3	1.2	0.1	0.4	43
07:00 - 10:00	110,528	107,143	96.9	4.53	1.00	5.53	86.2	12.4	1.2	0.2	2.2	84
10:00 - 13:00	118,230	115,159	97.4	4.42	0.97	5.39	86.6	12.4	0.8	0.1	1.8	57
13:00 - 16:00	120,107	116,225	96.8	4.33	1.15	5.47	85.4	13.3	1.1	0.2	2.7	54
16:00 - 19:00	116,625	108,784	93.3	4.35	1.68	6.03	81.4	16.0	2.1	0.5	4.9	57
19:00 - 22:00	77,543	79,524	102.6	6.42	0.70	7.12	71.5	25.6	2.4	0.5	1.4	90
22:00 - 24:00	34,531	34,295	99.3	9.59	0.33	9.92	51.3	43.9	4.5	0.2	0.1	45
<b>All Locations Summary</b>	<b>607,925</b>	<b>591,022</b>	<b>97.2</b>	<b>4.96</b>	<b>1.10</b>	<b>6.05</b>	<b>81.5</b>	<b>16.7</b>	<b>1.6</b>	<b>0.3</b>	<b>2.6</b>	<b>90</b>

**ROUTE N33 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 3 15/16 TO QUARTER 2 16/17 (19/09/2015 - 16/09/2016)**

**MONDAY - FRIDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	29,031	28,855	99.4	99.7	<b>96.8</b>	0.3	0.2	2.7
<b>All Locations Summary</b>	<b>29,031</b>	<b>28,855</b>	<b>99.4</b>	<b>99.7</b>	<b>96.8</b>	<b>0.3</b>	<b>0.2</b>	<b>2.7</b>

**SATURDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	5,990	5,945	99.2	99.7	<b>89.4</b>	0.4	0.2	10.1
<b>All Locations Summary</b>	<b>5,990</b>	<b>5,945</b>	<b>99.2</b>	<b>99.7</b>	<b>89.4</b>	<b>0.4</b>	<b>0.2</b>	<b>10.1</b>

**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	6,531	6,473	99.1	99.2	<b>89.1</b>	1.0	0.2	9.7
<b>All Locations Summary</b>	<b>6,531</b>	<b>6,473</b>	<b>99.1</b>	<b>99.2</b>	<b>89.1</b>	<b>1.0</b>	<b>0.2</b>	<b>9.7</b>

**ALL DAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	41,552	41,273	99.3	99.6	<b>93.3</b>	0.5	0.2	6.0
<b>All Locations Summary</b>	<b>41,552</b>	<b>41,273</b>	<b>99.3</b>	<b>99.6</b>	<b>93.3</b>	<b>0.5</b>	<b>0.2</b>	<b>6.0</b>

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

**TRANCHE 588**

Route 33, N33  
 Service change 26405  
 Date 27/09/2011  
 QSI points are highlighted

Reason for Issue

Mileage Update

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
FWELSN	20682	Fulwell Station		
	27349	Princes Road	334	0.21
	27365	Gloucester Road	308	0.19
	6919	Teddington Memorial Hospital	269	0.17
TEDDHG	R0653	Broad Street	296	0.18
	15905	Teddington Library	295	0.18
	15903	Teddington Park Road	419	0.26
	15901	Shacklegate Lane	226	0.14
	15899	Southfield Gardens	317	0.20
	BP4675	St Mary's University College	257	0.16
	15897	Strawberry Vale	282	0.18
	15895	Popes Grotto	256	0.16
	15893	Poulett Gardens	425	0.26
	TWICKS	29987	York Street / Twickenham	<b>405</b>
	9390	Lebanon Court	306	0.19
	15559	Orleans Park School	206	0.13
	BP5097	Crown Road	397	0.25
	15556	St Stephen's Church	312	0.19
	15211	Cresswell Road	394	0.24
	RICHGS	15208	George Street	672
ESHNBH	4506	Eton Street	283	0.18
	1750	Church Road	402	0.25
	1008	St Mary's Grove	365	0.23
	1376	Manor Road / North Sheen Station	279	0.17
	14895	Sheen Court	372	0.23
	14217	Berwyn Road	304	0.19
	15204	Graemesdyke Avenue	237	0.15
	15203	Temple Sheen Road	245	0.15
ESHNSL	4601	East Sheen	280	0.17
	15201	Thornton Road	305	0.19
	15199	Kings Road	283	0.18
	648	Priests Bridge	482	0.30
	R0247	Priory Lane	151	0.09
BNCMUR	R0272	Queens Ride	368	0.23
	1031	Barnes Station	388	0.24
	15241	Ranelagh Avenue	677	0.42
BRNSRL	4606	Barnes / Red Lion	374	0.23
	15238	Newport Road	310	0.19
	987	Washington Road	320	0.20
	15237	The Spinney	300	0.19
	4608	Lonsdale Road	213	0.13
	BP5497	Hammersmith Bridge / North Side	587	0.36
	29576	Hammersmith Bridge Road	395	0.25
HAMMBL2	BP5007	Hammersmith Bus Station	325	0.20
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>			14621 metres	9.09 miles

BACK DIRECTION					
Timing Point Code	Stop Number	Stop Name	Metres	Miles	
HAMMBL	BP5005	Hammersmith Bus Station			
	29954	Hammersmith Bridge Road	557	0.35	
	BP3191	Hammersmith Bridge	209	0.13	
	4609	Lonsdale Road	616	0.38	
	15236	The Spinney	217	0.13	
	986	Washington Road	415	0.26	
	15239	Newport Road	324	0.20	
	BRNSRL	4607	Church Road / Red Lion	322	0.20
		15240	Ranelagh Avenue	229	0.14
		1030	Barnes Station	812	0.50
BNCMUR	1700	Queens Ride	258	0.16	
	649	Priory Lane	331	0.21	
	4603	Priests Bridge	332	0.21	
	15198	Kings Road	435	0.27	
	15200	Thornton Road	309	0.19	
ESHNSL	4602	East Sheen	225	0.14	
ESHNBH	15202	Temple Sheen Road	366	0.23	
	14218	Berwyn Road	472	0.29	
	R0248	Sheen Court	181	0.11	
	4505	Manor Road / North Sheen Station	535	0.33	
	1007	Kings Road	259	0.16	
	BP1608	Church Road	339	0.21	
	1751	Eton Street	306	0.19	
	RICHBS	36782	Richmond Bus Station	468	0.29
	15210	Cresswell Road	655	0.41	
	14886	Cambridge Park	266	0.17	
	15557	St Stephen's Church	222	0.14	
	15558	Crown Road	312	0.19	
	BP5096	Orleans Park School	280	0.17	
	9391	Lebanon Court	308	0.19	
TWICKS	BP5814	York Street / Twickenham	<b>344</b>	<b>0.21</b>	
	BP5813	Poulett Gardens	<b>178</b>	<b>0.11</b>	
	R0168	Popes Grotto	438	0.27	
	15896	Strawberry Vale	434	0.27	
	15898	St Mary's University College	288	0.18	
	BP3895	Southfield Gardens	274	0.17	
	15900	Shacklegate Lane	321	0.20	
	15902	Teddington Park Road	217	0.13	
TEDDHG	19484	Broad Street	338	0.21	
	27534	Teddington Memorial Hospital	321	0.20	
	27364	Gloucester Road	323	0.20	
	27363	Princes Road	322	0.20	
	FWELSN	20683	Fulwell Station	358	0.22
<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>			15049 metres	9.35 miles	