

1) SERVICE SPECIFICATION

Route: 111/N111

Contract Reference: **QC78701**

This Service Specification forms Section 7 of the ITT and should be read in conjunction with the ITT document, Version 2.0, dated 5th March 2021.

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 and adhere to the requirements of the Service Specification.

Terminus Points	Heathrow Central & Kingston, Cromwell Road
Contract Basis	Incentivised
Commencement Date	Saturday 30/04/2022
End Date	Friday 27/04/2029
Early Termination Date <i>Subject to minimum 10 months notice</i>	Friday 24/04/2026
Vehicle Type	87 capacity, dual door, double deck vehicles
Current Maximum Approved Dimensions	10.6 metres long and 2.55 metres wide
New Vehicle Price Mandatory	Yes
Hybrid Price Required	Yes
Zero Emission Price Required	Yes
Advertising Rights	Operator
Minimum Performance Standard (111)	Average Excess Wait Time - No more than 1.20 minutes
Minimum Operated Mileage Standard (111)	No less than 98.00%
Minimum Performance Standard (N111)	Departing on Time - No less than 88.00%
Minimum Operated Mileage Standard (N111)	No less than 99.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Tuesday 15th June 2021.

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. 111 & N111.

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:

Three options are specified:

Option 1

- No changes are proposed.

Option 2

- Two Mondays to Fridays morning schooldays journeys, ex Kingston, Cromwell Road Bus Station, are specified at 0714 and 0717 to arrive at Hanworth Road, Duke of York between 0755 and 0805.
- Two Mondays to Fridays afternoon schooldays journeys, ex Heathrow Airport, Central Bus Station, are specified at 1430 and 1433 to arrive at Hanworth Road, Duke of York between 1520 and 1530.
- **No changes are proposed for Route No. N111**
- **No other changes are proposed.**

Both Options

- The Minimum Performance Standard for Route No. N111 is revised.
- The designation Route No. N111 is used for contractual purposes only. This service will be marketed as Route No. 111. This includes all publicity, including destination blind displays.
- **Tenderers must identify the cost of the Nightly element of this service separately.**

2) NOTES - continued

Tenderers should provide the following prices based on a 7 year fixed term contract:

1. Annual diesel-electric hybrid
2. Annual Zero Emission

For zero emission submissions, tenderers should outline the strategy they would adopt for recharging battery electric and/or refuelling hydrogen buses, together with any other operational and infrastructure assumptions, within the tender submission.

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

1. Vehicles that offer genuine increased capacity and are certified as such.
2. Existing zero emission vehicles or vehicles to a minimum of Euro VI emissions standards which are no greater than eight years old at contract commencement for the full contract term, with an early termination date on or prior to the Friday closest to the fourth anniversary of the Route Agreement commencement date, subject to a minimum of 10 months notice. Please note that existing diesel vehicles will NOT be considered for routes which are already operated by hybrid or zero emission vehicles.
3. Existing zero emission vehicles or vehicles to a minimum of Euro VI emissions standards which are no greater than ten years old at contract commencement for a 5 year contract term, with an early termination date on or prior to the Friday closest to the third anniversary of the Route Agreement commencement date, subject to a minimum of 10 months notice. Please note that existing diesel vehicles will NOT be considered for routes which are already operated by hybrid or zero emission vehicles.

If submitting bids based on electric vehicles, Tenderers are reminded of the revised charging equipment specification requirement applicable from Tranche 726.

Tenderers are reminded that price submitted for this Route Agreement will be subject to the revised CPA formula of 85% CPI (12 rolling months) and 15% fixed.

The welfare of bus drivers during their working day is essential, and appropriate locations for sign-on/off as well as meal reliefs should be identified with the bid. These locations should have appropriate facilities available for driver 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) and suitable locations to take a break. Whilst the obligation to provide suitable facilities remains with the Tenderer, if there are any risks in not being able to supply these, the Tenderer must make LBSL aware in their bid or at any later stage when this becomes apparent.

3) SCHEDULE REQUIREMENTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Kingston, Cromwell Road Bus Station to Heathrow Airport, Central Bus Station			Heathrow Airport, Central Bus Station to Kingston, Cromwell Road Bus Station		
First departure no later than 0435.			First departure no later than 0440.		
0430 - 0515	Every 20 minutes		0435 - 0500	Every 20 minutes	
0516 - 0530	Every 15 minutes		0501 - 0515	Every 15 minutes	
0531 - 0600	Every 12 minutes		0516 - 0610	Every 12 minutes	
0601 - 0620	Every 10 minutes		0611 - 0630	Every 10 minutes	
0621 - 0930	Every 8-9 minutes (7 buses per hour)		0631 - 0930	Every 8-9 minutes (7 buses per hour)	
0931 - 1530	Every 10 minutes		0931 - 1530	Every 10 minutes	
1531 - 1835	Every 8-9 minutes (7 buses per hour)		1531 - 1910	Every 8-9 minutes (7 buses per hour)	
1836 - 1915	Every 10 minutes		1911 - 1930	Every 10 minutes	
1916 - 1950	Every 12 minutes		1931 - 2035	Every 12 minutes	
1951 - 0025	Every 15 minutes		2036 - 0025	Every 15 minutes	
Last departure no earlier than 0020.			Last departure no earlier than 0020.		
Pinchpoints					
Cranford, The Avenue	0740 - 0940	9 minutes	Hampton Station	0710 - 0730	10 minutes
	1645 - 1800	9 minutes		0731 - 0900	9 minutes
				1645 - 1800	9 minutes

3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

OPTIONS 1 & 2

Hampton Schools, Hanworth Road to Heathrow Airport, Central Bus Station	
1512	One journey

OPTION 2 ONLY

Kingston, Cromwell Road Bus Station to Heathrow Airport, Central Bus Station	
0714 & 0717	Two journeys

The above morning schooldays journeys should be timed to arrive at Hanworth Road, Duke of York between 0755 and 0805.

OPTION 2 ONLY

Heathrow Airport, Central Bus Station to Kingston, Cromwell Road Bus Station	
1430 & 1433	Two journeys

The above afternoon schooldays journeys, should be timed to arrive at Hanworth Road, Duke of York between 1520 and 1530.

The journey shown in Section 3.2 is specifically designed to meet the finish time of Hampton Schools in the Hampton area.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.3) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Kingston, Cromwell Road Bus Station to Heathrow Airport, Central Bus Station			Heathrow Airport, Central Bus Station to Kingston, Cromwell Road Bus Station		
First departure no later than 0435.			First departure no later than 0440.		
0430 - 0635	Every 20 minutes		0435 - 0620	Every 20 minutes	
0636 - 0720	Every 15 minutes		0621 - 0720	Every 15 minutes	
0721 - 0745	Every 12 minutes		0721 - 0755	Every 12 minutes	
0746 - 1850	Every 10 minutes		0756 - 1855	Every 10 minutes	
1851 - 1950	Every 12 minutes		1856 - 2020	Every 12 minutes	
1951 - 0025	Every 15 minutes		2021 - 0025	Every 15 minutes	
Last departure no earlier than 0020.			Last departure no earlier than 0020.		
Pinchpoints					
Cranford, The Avenue	0900 - 1100	10 minutes	Hampton Station	0900 - 1100	10 minutes

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

Kingston, Cromwell Road Bus Station to Heathrow Airport, Central Bus Station			Heathrow Airport, Central Bus Station to Kingston, Cromwell Road Bus Station		
First departure no later than 0435.			First departure no later than 0440.		
0430 - 0635	Every 20 minutes		0435 - 0640	Every 20 minutes	
0636 - 0735	Every 15 minutes		0641 - 0755	Every 15 minutes	
0736 - 2005	Every 12 minutes		0756 - 1835	Every 12 minutes	
2006 - 0025	Every 15 minutes		1836 - 0025	Every 15 minutes	
Last departure no earlier than 0020.			Last departure no earlier than 0020.		
Pinchpoints					
Cranford, The Avenue	0900 - 1100	12 minutes	Hampton Station	0900 - 1100	12 minutes

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

3.5) NIGHTLY

Kingston, Cromwell Road Bus Station to Heathrow Airport, Central Bus Station		Heathrow Airport, Central Bus Station to Kingston, Cromwell Road Bus Station	
First departure no later than 0045.		First departure no later than 0045.	
0040 - 0420	Every 30 minutes	0040 - 0420	Every 30 minutes
Last departure no earlier than 0415.		Last departure no earlier than 0415.	

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 111 should interwork with Route No. N111 to form a seamless 24 hour service.
- 4.2) Route Nos. 111 & N111 can suffer from unpredictable traffic delays in the Kingston, Hounslow and Heathrow Airport 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 111: Heathrow Airport, Central Bus Station - Kingston, Cromwell Road Bus Station (24 hour service)

Date of Structural Change: 30 April 2022.

Date of Service Change: 30 April 2022.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Kingston, Cromwell Road Bus Station: Heathrow Airport Central Bus Station, Inner Ring West, Tunnel Road West, West Ramp, Newport Road Roundabout, Newport Road, Bath Road, The Avenue, Cranford High Street, High Street, Cranford Lane, Vicarage Farm Road, North Hyde Lane, New Heston Road, Heston Road, Spring Grove Road, Kingsley Road, Hounslow High Street, Hanworth Road, Grove Road, Hanworth Road Bus Lane, Hanworth Road, Hounslow Road, Bear Road, Swan Road, Hampton Lane, Hanworth Road, Nightingale Road, Acacia Road, Buckingham Road, The Avenue, Percy Road, Station Road, Hampton High Street, Thames Street, Hampton Court Road, Hampton Court Roundabout, Hampton Court Road, A308, Hampton Wick High Street, Hampton Court Road, Kingston Bridge, Horse Fair, Clarence Street, Wood Street, Kingsgate Road, Sopwith Way, Richmond Road, Cromwell Road.

Towards Heathrow Airport, Central Bus Station: Cromwell Road Bus Station, Cromwell Road, Contraflow Bus Lane, Wood Street, Clarence Street, Horse Fair, Kingston Bridge, Hampton Court Road, Hampton Court Roundabout, Hampton Court Road, Thames Street, Hampton High Street, Station Road, Percy Road, The Avenue, Buckingham Road, Acacia Road, Nightingale Road, Hanworth Road, Hampton Lane, Swan Road, Bear Road, Hounslow Road, Hanworth Road, Grove Road, Hanworth Road, Hounslow High Street, Kingsley Road, Spring Grove Road, Heston Road, New Heston Road, Vicarage Farm Road, Cranford Lane, Cranford High Street, The Avenue, Bath Road, Heathrow North Bus Lane, Nettleton Road, Nene Road, East Ramp, Tunnel Road East, Inner Ring East, Heathrow Airport Central Bus Station.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

HEATHROW AIRPORT, CENTRAL BUS STATION

Private stand for 10 buses in marked bays on north side of Heathrow Airport Central Bus Station.

Buses proceed from Heathrow Airport Central Bus Station via Bus Parking Area to stand, departing via Bus Parking Area to Heathrow Airport Central Bus Station. Set down in Heathrow Airport Central Bus Station, at Alighting Point (OC901 - Heathrow Central Bus Station, Last Stop on LOR: OC901 - Heathrow Central Bus Station) and pick up in Heathrow Airport Central Bus Station, at Stand 19 (BP5117 - Heathrow Central Bus Station, First Stop on LOR: BP5117 - Heathrow Central Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 111 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:	Heathrow Airport Central, Bus Station.
OTHER INFORMATION:	Stand restriction is three buses between routes 111 and 285. Toilet facilities available 24 hours a day. Buses must only stand within the layover area in the bus station. Buses must not be left unattended at any other location.

HEATHROW AIRPORT NORTH (from KINGSTON, CROMWELL ROAD BUS STATION)

Buses proceed from Nelson Road via Newbury Road, Northern Perimeter Road (West), Bath Road, Newport Road, Newport Road Roundabout and Newport Road departing to Bath Road. Set down in Bath Road, at Stop BM (18208 - Nene Road, Last Stop on LOR: OC901 - Heathrow Central Bus Station) and pick up in Bath Road, at Stop BJ (557 - Nene Road, First Stop on LOR: 557 - Nene Road).

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

HARLINGTON CORNER, NOBEL DRIVE (from KINGSTON, CROMWELL ROAD BUS STATION)

Public stand for two buses in Nobel Drive (East arm), commencing 45 metres north of Bath Road and continuing 21 metres north.

Buses proceed from Bath Road via Nobel Drive (East Arm), Nobel Drive (East Roundabout) and Nobel Drive (East Arm) to stand, departing via Nobel Drive (East Arm) to Bath Road. Set down in Bath Road, at Stop H (13551 - Oxford Avenue, Last Stop on LOR: 13551 - Oxford Avenue) and pick up in Bath Road, at Stop F (16327 - Nobel Drive, First Stop on LOR: 16327 - Nobel Drive).

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:	Harlington Corner, Bath Road.

CRANFORD, THE AVENUE (from KINGSTON, CROMWELL ROAD BUS STATION)

Buses proceed from The Avenue via Bath Road departing to Cranford High Street. Set down in The Avenue, at Stop CM (BP1584 - The Avenue, Last Stop on LOR: BP1584 - The Avenue) and pick up in Cranford High Street, at Stop CK (25608 - The Parkway, First Stop on LOR: 25608 - The Parkway).

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

NORWOOD GREEN ROAD (from KINGSTON, CROMWELL ROAD BUS STATION)

Public stand for one bus on south side of Norwood Green Road, commencing 72 metres west of the western kerbline of Tentelow Lane.

Buses proceed from Heston Road via Norwood Road, Tentelow Lane and Norwood Green Road to stand, departing via Norwood Green Road and Norwood Road to Heston Road. Set down in Heston Road, at Stop HD (16277 - St Leonard's Church, Last Stop on LOR: 16277 - St Leonard's Church) and pick up in Heston Road, at Stop HJ (16276 - St Leonard's Church, First Stop on LOR: 16276 - St Leonard's Church).

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:	Heston.

HOUNSLOW BUS STATION

Private stand for 9 buses in marked bays in bus parking area in Hounslow Bus Station on north side of London Road.

From Heathrow Airport, Central Bus Station.

Buses proceed from Kingsley Road via London Road and Hounslow Bus Station to stand, departing via Hounslow Bus Station to Kingsley Road. Set down in Kingsley Road, at Stop E (BP5038 - Hounslow Bus Station, Last Stop on LOR: BP5038 - Hounslow Bus Station) and pick up in Kingsley Road, at Stop C (16217 - Hounslow East Station <>, First Stop on LOR: 16217 - Hounslow East Station <>).

From Kingston, Cromwell Road Bus Station.

Buses proceed from Hounslow High Street via London Road and Hounslow Bus Station to stand, departing via Hounslow Bus Station, Kingsley Road and Hounslow High Street to Hanworth Road. Set down in Hounslow High Street, at Stop D (BP4824 - Hounslow Bus Station, Last Stop on LOR: BP4824 - Hounslow Bus Station) and pick up in Hanworth Road, at Stop EE (BP2174 - Douglas Road, First Stop on LOR: BP2174 - Douglas Road).

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

HANWORTH, THE SWAN

From Heathrow Airport, Central Bus Station.

Buses proceed from Bear Road via Main Street, Nallhead Road, Country Way, Sunbury Way, Country Way, Nallhead Road and Main Street departing to Bear Road. Set down in Bear Road, at Stop U (33209 - Green Lane, Last Stop on LOR: 33209 - Green Lane) and pick up in Bear Road, at stop D (33208 - Green Lane, First Stop on LOR: 33208 - Green Lane).

From Kingston, Cromwell Road Bus Station.

Buses proceed from Swan Road via Main Street, Nallhead Road, Country Way, Sunbury Way, Country Way, Nallhead Road and Main Street departing to Swan Road. Set down in Swan Road, at Stop D (BP939 - New Close, Last Stop on LOR: BP939 - New Close) and pick up in Swan Road, at Stop R (33206 - Swan Close, First Stop on LOR: 33206 - Swan Close).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Hanworth, Main Street.

HAMPTON STATION, STATION ROAD (from KINGSTON, CROMWELL ROAD BUS STATION)

Public stand for 1 bus on north side of Station Road on south side of Hampton Station outside Station House and extending 14.5 metres west.

Buses proceed from Station Road via Tudor Road, Station Approach, Ashley Road, Percy Road and Station Road to stand, departing to Station Road. Set down in Station Road, on stand (34248 - Hampton Station #, Last Stop on LOR: 16871 - Hampton & Richmond Borough F C) and pick up in Station Road, at Stop D (16874 - Hampton Station #, First Stop on LOR: 16874 - Hampton 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:	Hampton Station.

HAMPTON STATION, ASHLEY ROAD (from Heathrow Airport, Central Bus Station)

Public stand on north side of Ashley Road on north side of Hampton Station commencing opposite No. 58 and extending 11 metres west.

Buses proceed from Percy Road via Ashley Road to stand, departing via Ashley Road, Station Approach and Tudor Road to Station Road. Set down in Ashley Road, at Alighting Point (BP2681 - Hampton Station #, Last Stop on LOR: 33191 - Priory Road) and pick up in Station Road, at Stop K (16873 - Hampton Station #, First Stop on LOR: 16873 - Hampton 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:	Hampton Station.

HAMPTON COURT ROAD (from Heathrow Airport, Central Bus Station)

Public stand for one bus in layby on north side of Hampton Court Road, 46 metres west of Hampton Court roundabout.

Buses proceed from Hampton Court Road direct to stand, departing via Hampton Court Road and Hampton Court Roundabout to Hampton Court Road. Set down in Hampton Court Road, at Stop D (19580 - Hampton Court Green / Cardinal Wolsey, Last Stop on LOR: 19580 - Hampton Court Green / Cardinal Wolsey) and pick up in Hampton Court Road, at Stop E (19579 - Hampton Court Green / Cardinal Wolsey, First Stop on LOR: 19579 - Hampton Court Green / Cardinal Wolsey).

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:	Hampton Court Roundabout.

HAMPTON WICK, WHITE HART (from Heathrow Airport, Central Bus Station)

Buses proceed from Hampton Court Road via A308, Hampton Wick High Street, A308 and Hampton Wick High Street departing to Hampton Court Road. Set down in Hampton Court Road, at Stop P (19569 - Church Grove / The King's Field, Last Stop on LOR: 19571 - Paddock Gates) and pick up in Hampton Court Road, at Stop J (19568 - Church Grove / The King's Field, First Stop on LOR: 19568 - Church Grove / The King's Field).

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

KINGSTON, CROMWELL ROAD BUS STATION

Private stand for 12 buses in marked bays in Cromwell Road Bus Station on north side of Cromwell Road. Buses to stand as follows:

Bays A5/A6 - Route 285,
Bays A7/A8 - Route 111,
Bay A9 - Route 216,
Bay A10 - Route 411,
Bay A11 - other operators,
Bay A12 - Route 481 and other operators,
Bay A13 - Route K1,
Bays A14/A15 - Route 71,
Bay A16 - Route 465.

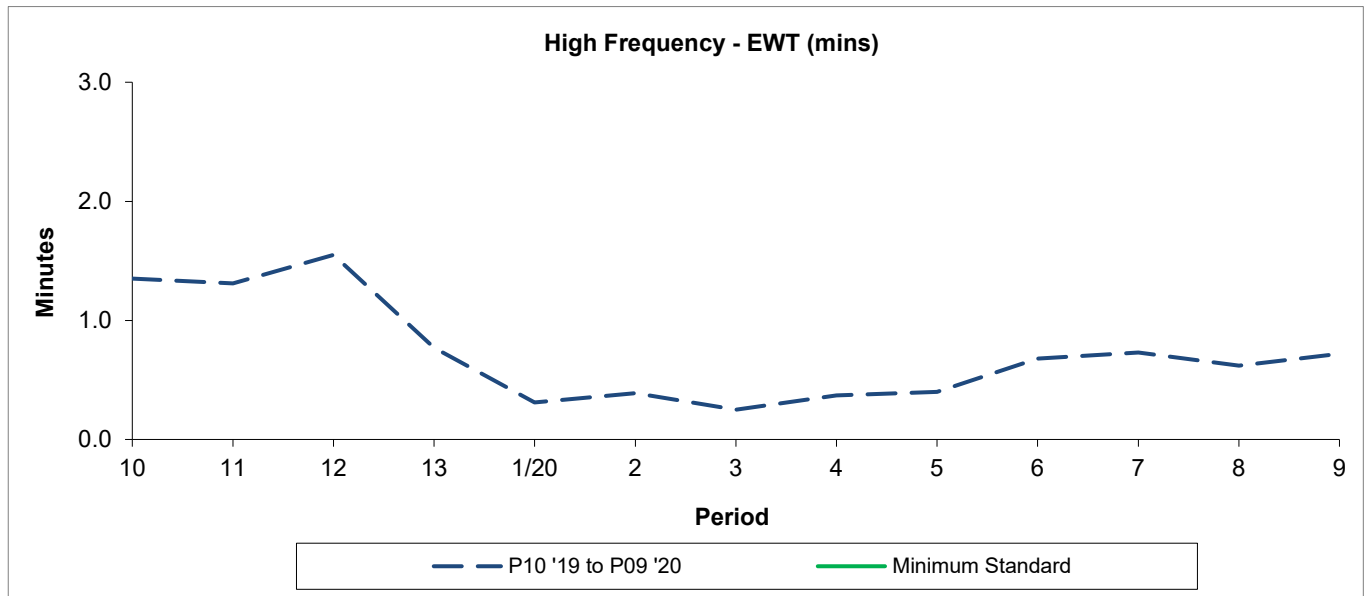
Buses proceed from Cromwell Road via Cromwell Road Bus Station to stand, departing to Cromwell Road Bus Station. Set down in Cromwell Road, at Stop A2 (BP1084 - Cromwell Road Bus Station, Last Stop on LOR: BP1084 - Cromwell Road Bus Station) and pick up in Cromwell Road Bus Station, at Stop A7/A8 (BP1122 - Cromwell Road Bus Station, First Stop on LOR: BP1122 - Cromwell Road Bus Station).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 111 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: Kingston.
OTHER INFORMATION: All buses must be fitted with an audible-warning device. London Buses toilet facilities available 24 hours a day.

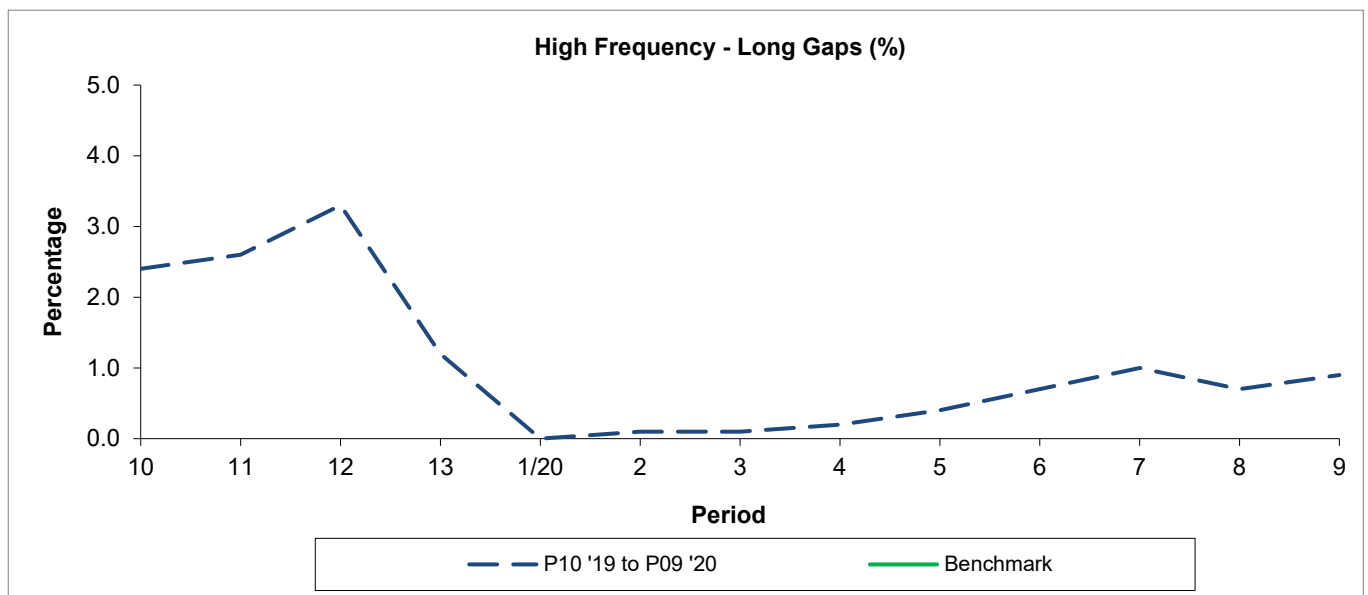
Period Trend Performance Graphs

Route 111

Reliability Performance



Period	10	11	12	13	1/20	2	3	4	5	6	7	8	9
P10 '19 to P09 '20	1.35	1.31	1.55	0.77	0.31	0.39	0.25	0.37	0.40	0.68	0.73	0.62	0.72
Minimum Standard													



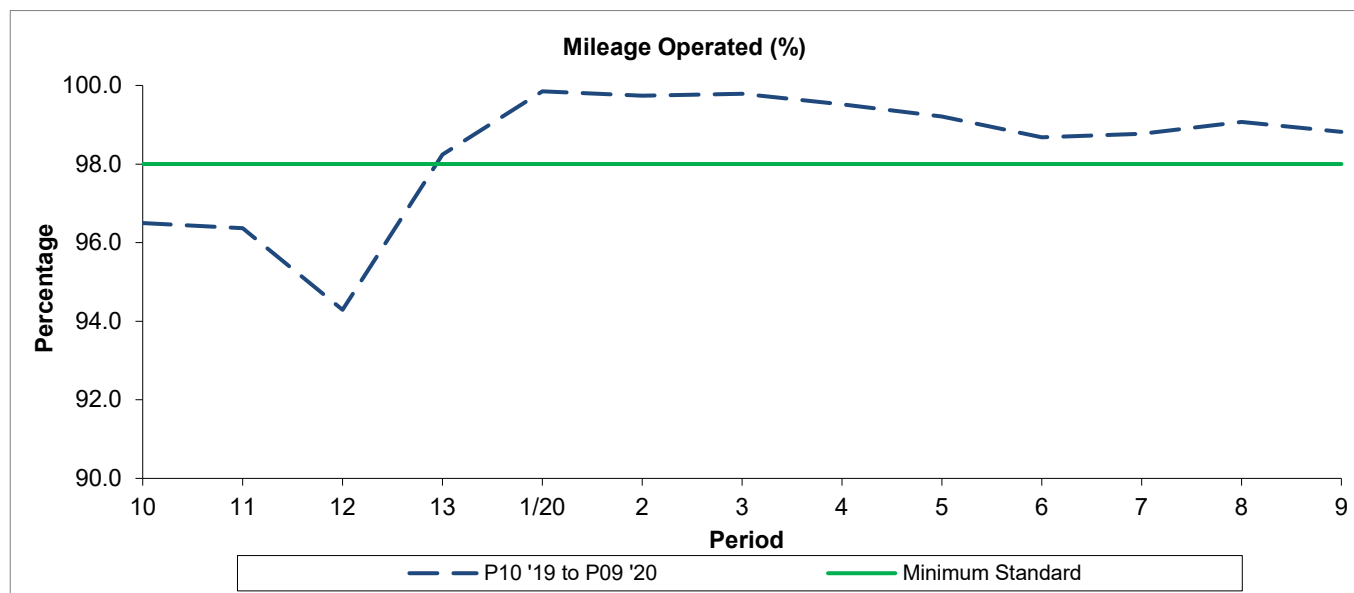
Period	10	11	12	13	1/20	2	3	4	5	6	7	8	9
P10 '19 to P09 '20	2.40	2.60	3.30	1.20	0.00	0.10	0.10	0.20	0.40	0.70	1.00	0.70	0.90
Benchmark													

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

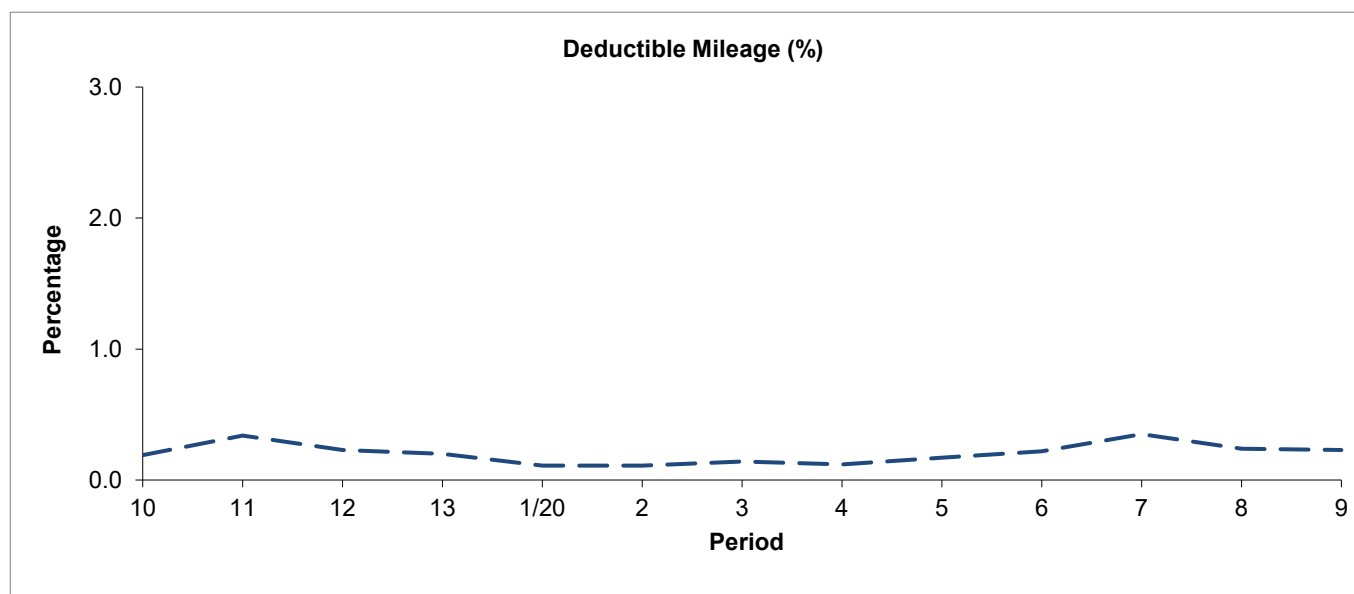
Period Trend Performance Graphs

Route 111

Mileage Performance



Period	10	11	12	13	1/20	2	3	4	5	6	7	8	9
P10 '19 to P09 '20	96.50	96.37	94.29	98.24	99.85	99.74	99.79	99.52	99.21	98.68	98.77	99.07	98.82
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

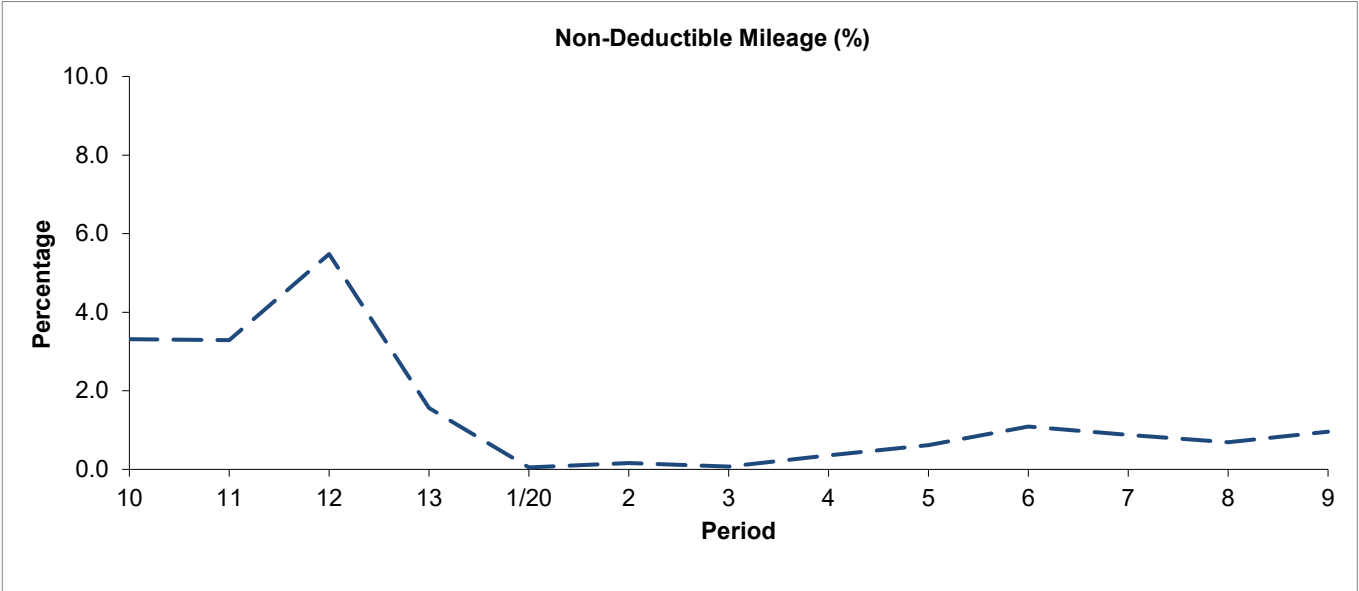


Period	10	11	12	13	1/20	2	3	4	5	6	7	8	9
P10 '19 to P09 '20	0.19	0.34	0.23	0.20	0.11	0.11	0.14	0.12	0.17	0.22	0.35	0.24	0.23

Period Trend Performance Graphs

Route 111

Mileage Performance



Period	10	11	12	13	1/20	2	3	4	5	6	7	8	9
P10 '19 to P09 '20	3.31	3.29	5.48	1.56	0.05	0.16	0.07	0.36	0.62	1.09	0.88	0.69	0.96

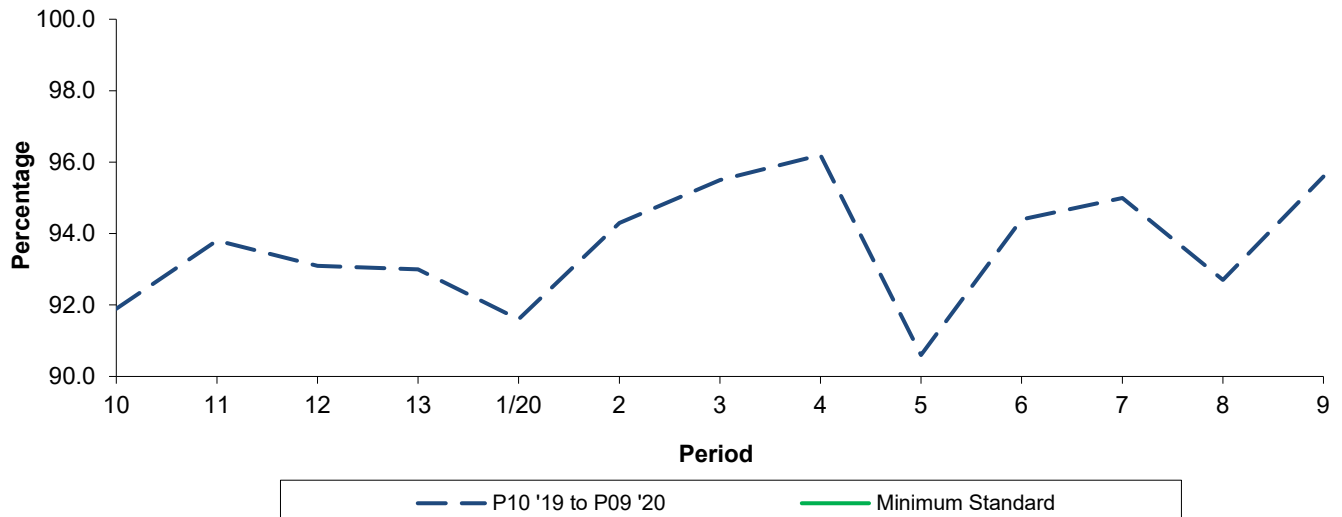
Mileage Performance figures are based on four weeks data

Period Trend Performance Graphs

Route N111

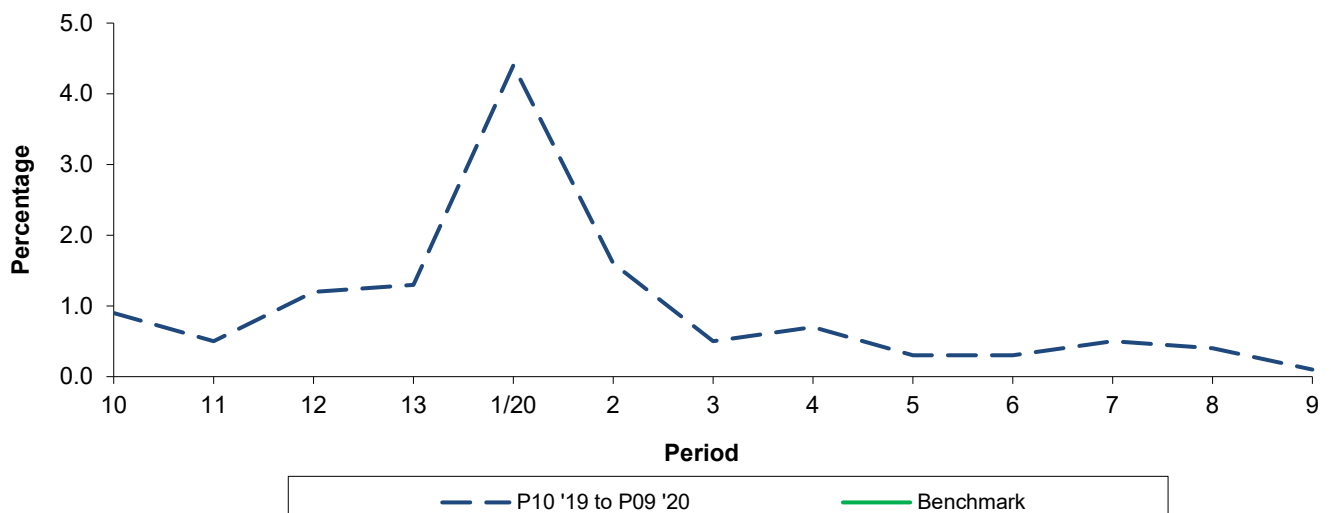
Reliability Performance

Low Frequency - On-Time (%)



Period	10	11	12	13	1/20	2	3	4	5	6	7	8	9
P10 '19 to P09 '20	91.9	93.8	93.1	93.0	91.6	94.3	95.5	96.2	90.6	94.4	95.0	92.7	95.6
Minimum Standard													

Low Frequency - Early (%)



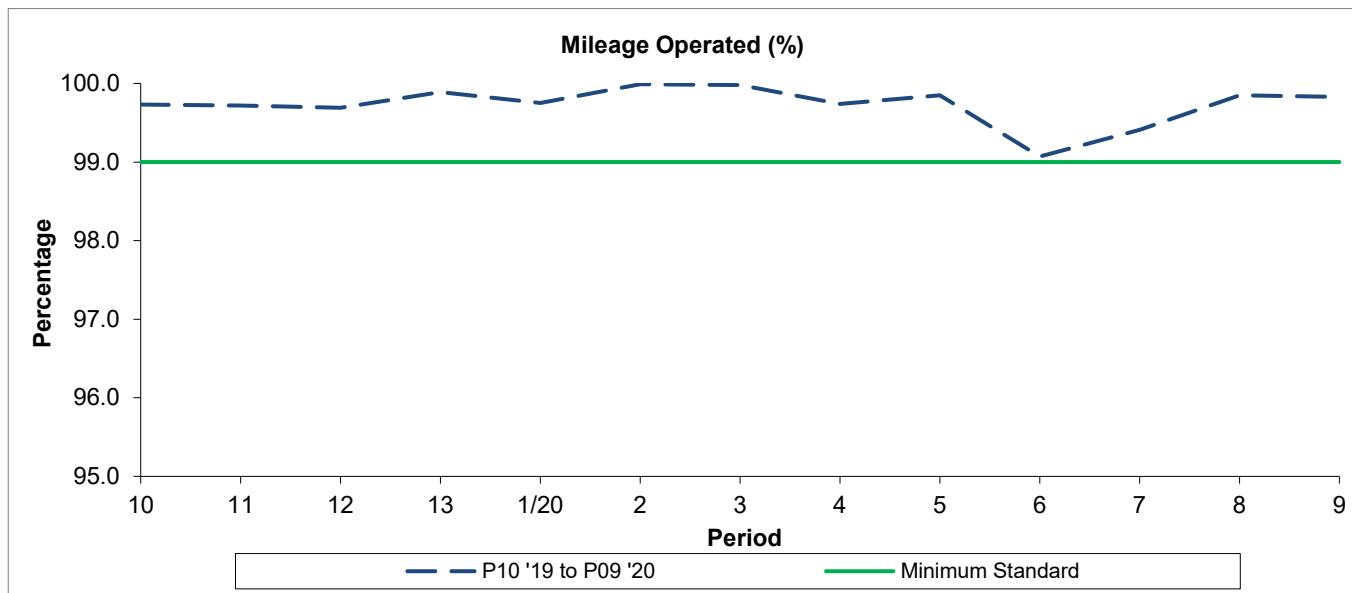
Period	10	11	12	13	1/20	2	3	4	5	6	7	8	9
P10 '19 to P09 '20	0.9	0.5	1.2	1.3	4.4	1.6	0.5	0.7	0.3	0.3	0.5	0.4	0.1
Benchmark													

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

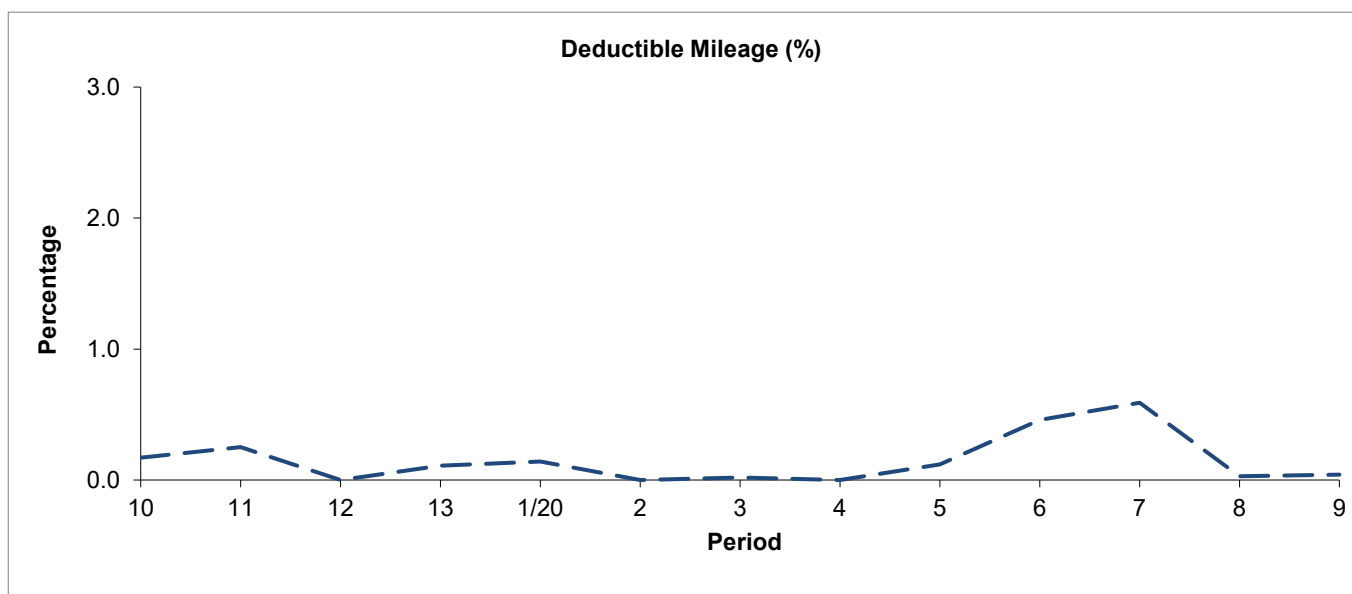
Period Trend Performance Graphs

Route N111

Mileage Performance



Period	10	11	12	13	1/20	2	3	4	5	6	7	8	9
P10 '19 to P09 '20	99.73	99.72	99.69	99.89	99.75	99.99	99.98	99.74	99.85	99.07	99.41	99.85	99.83
Minimum Standard	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00



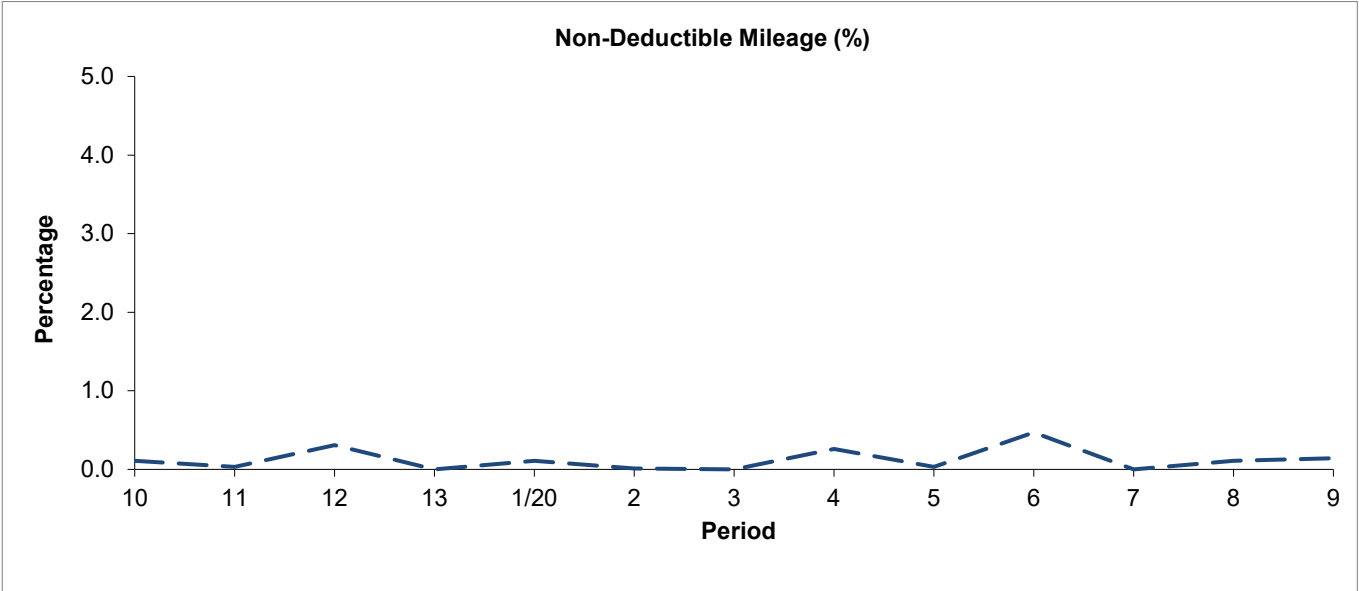
Period	10	11	12	13	1/20	2	3	4	5	6	7	8	9
P10 '19 to P09 '20	0.17	0.25	0.00	0.11	0.14	0.00	0.02	0.00	0.12	0.46	0.59	0.03	0.04

Period Trend Performance Graphs

Route

N111

Mileage Performance



Mileage Performance figures are based on four weeks data

ROUTE 111 - FULL iBUS RESULTS BY TIME OF DAY
QUARTERS 03/19 to 02/20 (14/09/2019 to 18/09/2020)

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	49,837	48,029	96.4	6.59	0.64	7.23	78.0	20.1	1.8	0.1	0.2	60.5
07:00 - 10:00	113,757	111,498	98.0	4.53	0.91	5.44	86.5	12.3	1.1	0.2	1.9	57.8
10:00 - 13:00	95,924	97,604	101.8	5.19	0.67	5.86	83.6	15.5	0.9	0.1	1.0	59.5
13:00 - 16:00	95,813	95,148	99.3	5.24	0.89	6.13	82.0	16.4	1.4	0.3	1.4	66.1
16:00 - 19:00	107,878	103,928	96.3	4.69	1.16	5.85	83.8	14.5	1.4	0.3	2.5	61.4
19:00 - 22:00	84,760	85,331	100.7	5.74	0.87	6.60	75.6	22.8	1.5	0.1	1.5	54.3
22:00 - 24:00	45,433	45,147	99.4	7.36	0.62	7.98	65.9	32.1	1.9	0.1	0.1	44.1
All Locations Summary	593,402	586,685	98.9	5.15	0.90	6.04	82.1	16.4	1.3	0.2	1.6	66.1

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	7,031	6,805	96.8	9.38	0.61	9.99	56.6	36.2	6.7	0.5	0.1	47.4
07:00 - 10:00	18,757	18,773	100.1	5.74	0.65	6.39	81.1	17.7	1.1	0.1	0.4	52.6
10:00 - 13:00	20,068	19,698	98.2	5.25	0.85	6.09	81.7	16.9	1.2	0.2	1.3	47.3
13:00 - 16:00	20,163	19,580	97.1	5.16	1.30	6.45	79.1	18.0	2.2	0.6	2.9	82.2
16:00 - 19:00	20,298	19,992	98.5	5.13	1.23	6.36	80.5	17.3	1.8	0.4	2.3	54.0
19:00 - 22:00	16,415	16,364	99.7	6.21	0.91	7.12	72.2	25.6	2.0	0.3	1.1	54.9
22:00 - 24:00	9,479	9,427	99.5	7.38	0.75	8.13	65.0	32.3	2.5	0.2	0.2	51.2
All Locations Summary	112,211	110,639	98.6	5.62	1.01	6.63	77.8	19.9	1.9	0.4	1.7	82.2

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	7,497	7,330	97.8	9.63	0.43	10.05	55.0	38.6	6.0	0.4	0.1	46.1
07:00 - 10:00	17,754	18,071	101.8	6.43	0.39	6.82	76.9	22.1	0.9	0.0	0.1	46.0
10:00 - 13:00	18,231	18,317	100.5	6.12	0.64	6.75	76.2	22.0	1.5	0.3	0.7	49.7
13:00 - 16:00	18,725	18,807	100.4	5.98	0.94	6.92	75.6	21.8	2.3	0.3	1.2	61.8
16:00 - 19:00	18,563	18,777	101.2	5.98	0.72	6.70	77.1	21.5	1.3	0.1	0.6	72.8
19:00 - 22:00	16,275	16,350	100.5	6.72	0.65	7.38	70.0	28.3	1.7	0.1	0.3	59.2
22:00 - 24:00	10,171	10,087	99.2	7.39	0.57	7.96	65.9	32.1	2.0	0.1	0.1	41.1
All Locations Summary	107,216	107,739	100.5	6.33	0.70	7.03	74.4	23.7	1.8	0.2	0.6	72.8

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	64,365	62,164	96.6	7.07	0.62	7.69	74.4	22.9	2.5	0.2	0.2	60.5
07:00 - 10:00	150,268	148,342	98.7	4.72	0.86	5.58	85.6	13.2	1.0	0.2	1.7	57.8
10:00 - 13:00	134,223	135,619	101.0	5.31	0.69	6.00	82.4	16.5	1.0	0.1	1.0	59.5
13:00 - 16:00	134,701	133,535	99.1	5.31	0.95	6.26	80.9	17.2	1.6	0.3	1.6	82.2
16:00 - 19:00	146,739	142,697	97.2	4.87	1.13	6.00	82.8	15.5	1.4	0.3	2.3	72.8
19:00 - 22:00	117,450	118,045	100.5	5.92	0.85	6.77	74.5	23.8	1.6	0.2	1.3	59.2
22:00 - 24:00	65,083	64,661	99.4	7.37	0.63	8.00	65.8	32.1	2.0	0.1	0.1	51.2
All Locations Summary	812,829	805,063	99.0	5.32	0.89	6.22	80.8	17.6	1.4	0.2	1.5	82.2

ROUTE N111 - FULL iBUS RESULTS BY TIME OF DAY
QUARTERS 03/19 to 02/20 (14/09/2019 to 18/09/2020)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	43,097	42,649	99.0	99.5	92.7	0.6	1.2	5.5
All Locations Summary	43,097	42,649	99.0	99.5	92.7	0.6	1.2	5.5

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	8,750	8,692	99.3	99.7	92.4	0.2	1.0	6.4
All Locations Summary	8,750	8,692	99.3	99.7	92.4	0.2	1.0	6.4

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	9,457	9,351	98.9	99.1	92.6	1.2	0.9	5.3
All Locations Summary	9,457	9,351	98.9	99.1	92.6	1.2	0.9	5.3

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	61,304	60,692	99.0	99.5	92.6	0.7	1.1	5.6
All Locations Summary	61,304	60,692	99.0	99.5	92.6	0.7	1.1	5.6

Transport for London - Live Mileage List

Route: 111 / N111

Service Change: 56117

Date: 29/08/2020

QSI points are highlighted.

Heathrow Airport, Cromw
Reason for Issue

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HTWABS	BP5117	Heathrow Central Bus Station		
	29172	Newport Road	1656	1.03
	27307	Sipson Way / Blunts Avenue	375	0.23
HTWANT	557	Nene Road	472	0.29
	18207	Bolton's Lane	236	0.15
	17144	New Road	393	0.24
HARNCR	1795	Harlington Corner	424	0.26
	16327	Nobel Drive	458	0.28
	13550	Oxford Avenue	272	0.17
	16330	Craneswater	204	0.13
	16332	Waye Avenue	559	0.35
CRFDTA	29323	The Avenue	198	0.12
	25608	The Parkway	334	0.21
	27907	Cranford Lane / Redwood Estate	390	0.24
	27905	Harlech Gardens	526	0.33
	27903	Northfield Road	331	0.21
	27901	Somerset Waye	433	0.27
HESTHC	27899	Heston Health Centre	313	0.19
	16207	New Heston Road	312	0.19
HESTCH	16276	St Leonard's Church	529	0.33
	16211	Hogarth Gardens	457	0.28
LAMPCR	16213	Great West Road	388	0.24
	16215	Kings Avenue	565	0.35
	16218	Hounslow East Station	442	0.27
HOUNBSK	BP5038	Hounslow Bus Station	282	0.18
	BP2174	Douglas Road	536	0.33
HOUNTC	15581	Grove Road	213	0.13
	16198	Hibernia Road	539	0.33
	16196	Cromwell Road	388	0.24
	16194	Nelson Road	280	0.17
	R0142	Simpson Road	608	0.38
HWRDDY	16190	Godfrey Way	389	0.24
	16221	Ellerman Avenue	492	0.31
	16222	Pevensey Road	353	0.22
	16224	Uxbridge Road	315	0.20
	16226	Park Road	566	0.35
	16228	Bear Road Flyover	306	0.19
	34929	St George's Road	264	0.16
HWTHSW	33209	Green Lane	172	0.11
	33206	Swan Close	469	0.29
	33205	Hampton Lane	245	0.15
	33202	Garden Court	426	0.26
HPTNSC	R0347	Hampton School	503	0.31
	33198	Nightingale Road	128	0.08
	36577	Acacia Road	246	0.15
	36561	Nurserylands Shopping Centre	305	0.19
	36562	Courtlands Avenue	414	0.26
	33193	Holly Bush Lane	234	0.15
	33191	Priory Road	319	0.20
HPTNSN	16874	Hampton Station	415	0.26
	16872	Hampton & Richmond Borough F C	356	0.22
	1357	Algar Court	230	0.14
	19587	Garrick Villa	413	0.26
	19586	St Albans Lodge	274	0.17
	19584	St Alban's Riverside	422	0.26
	1958	Hampton Lodge	286	0.18
HCRTGN	19580	Hampton Court Green / Cardinal Wolsey	323	0.20
	19578	Hampton Court Palace	266	0.17
	R0894	Hampton Court Gardens	288	0.18
	19574	Park House	427	0.27
	19571	Paddock Gates	429	0.27
HPTWHC	19569	Church Grove / The King's Field	1067	0.66
	R0872	Wood Street	526	0.33
KINGCB	BP1084	Cromwell Road Bus Station	734	0.46
Total Route Mileage - Out Direction			25715	15.98
			Metres	Miles

Central Bus Station - Kingston, Well Road Bus Station	Tranche 787
New Contract	

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
KINGCB	BP1122	Cromwell Road Bus Station		
QKINGWS	R0703	Kingston Station	260	0.16
	BP493	Wood Street	342	0.21
HPTWHC	19568	Church Grove / The King's Field	545	0.34
	19575	Park House	1300	0.81
	19577	Hampton Court Gardens	549	0.34
HCRTGN	19579	Hampton Court Green / Cardinal Wolsey	510	0.32
	19581	Hampton Lodge	220	0.14
	19583	St Alban's Riverside	594	0.37
	19585	Garrick Villa	381	0.24
	3565	Hampton / Thames Street	381	0.24
	16871	Hampton & Richmond Borough F C	376	0.23
HPTNSN	16873	Hampton Station	454	0.28
	33190	Priory Road	458	0.28
	33192	Holly Bush Lane	282	0.18
	36563	Courtlands Avenue	210	0.13
	35834	Nurserylands Shopping Centre	306	0.19
	35835	Acacia Road	416	0.26
HPTNSC	33199	Hampton School	410	0.25
	33201	Garden Close	227	0.14
	33203	Garden Court	240	0.15
	33204	Hampton Lane	433	0.27
	33207	Swan Close	231	0.14
	BP939	New Close	285	0.18
HWTWSW	33208	Green Lane	185	0.11
	33210	Bear Road Flyover	247	0.15
	16227	Park Road	366	0.23
	16225	Uxbridge Road	475	0.30
	29566	Little Park Drive	345	0.21
	16223	Pevensey Road	205	0.13
	16220	Ellerman Avenue	402	0.25
HWRDDY	14116	Godfrey Way	459	0.29
	16192	Simpson Road	433	0.27
	16193	Nelson Road	462	0.29
	16195	Cromwell Road	306	0.19
	16197	Hibernia Road	299	0.19
	16199	Bell Road	350	0.22
	BP1365	Grove Road	233	0.14
	15580	Treaty Centre	144	0.09
	BP2285	Hounslow High Street	397	0.25
	BP4824	Hounslow Bus Station	166	0.10
LAMPKR	16217	Hounslow East Station	344	0.21
	16216	Denbigh Road	416	0.26
	R0494	Great West Road	426	0.26
	26854	Sutton Road	220	0.14
	16212	Hogarth Gardens	335	0.21
HSTCH	16277	St Leonard's Church	380	0.24
HSTHC	16208	New Heston Road	448	0.28
	16205	Cranford Lane	284	0.18
	27900	Heston Health Centre	198	0.12
	27902	Somerset Way	336	0.21
	BP361	Northfield Road	361	0.22
	27906	Harlech Gardens	426	0.26
	BP1186	Cranford Lane / Redwood Estate	388	0.24
	27908	Quinton Close	189	0.12
	27939	The Parkway	232	0.14
CRFDTA	BP1584	The Avenue	412	0.26
HARNCR	16331	Waye Avenue	365	0.23
	16329	Craneswater	471	0.29
	13551	Oxford Avenue	303	0.19
	3419	Harlington Corner	736	0.46
	17145	Mondial Way	610	0.38
HTWANT	18208	Nene Road	223	0.14
HTWABS	OC901	Heathrow Central Bus Station	1423	0.88
Total Route Mileage - Back Direction			24410	15.17
			Metres	Miles