

7. Service Specification

Route: 37/N37

Contract Reference QC40901

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	Putney Heath, Green Man to Peckham Bus Station
Contract Basis	Incentivised
Commencement Date	1 st June 2013
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	10.1 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	No
Sponsored Route	No
Minimum Performance Standard	Average Excess Wait Time - No more than 1.30 minutes
Extension Threshold	Average Excess Wait Time Threshold - 1.15 minutes
Advertising Rights	Operator
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:
No later than 12 Noon on 30th April 2012

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 Nos. 37 & N37.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route Nos. 37 & N37.

- The designation Route No. N37 is used for contractual purposes only. This service will be marketed as Route No. 37. This includes all publicity, including destination blind displays.
- **Tenderers must identify the cost of the Nightly element of this service separately.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Putney Heath, Green Man to Peckham Bus Station			Peckham Bus Station to Putney Heath, Green Man		
First departure no later than 0500.			First departure no later than 0500.		
0455 - 0540	Every 20 minutes		0455 - 0520	Every 20 minutes	
0541 - 0555	Every 15 minutes		0521 - 0535	Every 15 minutes	
0556 - 0630	Every 12 minutes		0536 - 0610	Every 12 minutes	
0631 - 1945	Every 10 minutes		0611 - 1920	Every 10 minutes	
1946 - 2110	Every 12 minutes		1921 - 2120	Every 12 minutes	
2111 - 2355	Every 15 minutes		2121 - 2350	Every 15 minutes	
2356 - 0040	Every 20 minutes		2351 - 0035	Every 20 minutes	
Last departure no earlier than 0035.			Last departure no earlier than 0030.		
Pinchpoints					
East Dulwich, Goose Green	0730 - 0830	10 minutes	Wandsworth, Municipal Buildings	0740 - 0920	10 minutes
	1600 - 1700	10 minutes		1545 - 1645	10 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Putney Heath, Green Man to Peckham Bus Station			Peckham Bus Station to Putney Heath, Green Man		
First departure no later than 0500.			First departure no later than 0500.		
0455 - 0700	Every 20 minutes		0455 - 0700	Every 20 minutes	
0701 - 0800	Every 15 minutes		0701 - 0730	Every 15 minutes	
0801 - 0850	Every 12 minutes		0731 - 0830	Every 12 minutes	
0851 - 1855	Every 10 minutes		0831 - 1820	Every 10 minutes	
1856 - 2110	Every 12 minutes		1821 - 2120	Every 12 minutes	
2111 - 2355	Every 15 minutes		2121 - 2350	Every 15 minutes	
2356 - 0040	Every 20 minutes		2351 - 0035	Every 20 minutes	
Last departure no earlier than 0035.			Last departure no earlier than 0030.		
Pinchpoints					
East Dulwich, Goose Green	0945 - 1045	10 minutes	Wandsworth, Municipal Buildings	0930 - 1030	10 minutes

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Putney Heath, Green Man to Peckham Bus Station		Peckham Bus Station to Putney Heath, Green Man			
First departure no later than 0500.		First departure no later than 0500.			
0455 - 0730	Every 30 minutes	0455 - 0630	Every 30 minutes		
0731 - 0830	Every 20 minutes	0631 - 0830	Every 20 minutes		
0831 - 0900	Every 15 minutes	0831 - 0900	Every 15 minutes		
0901 - 2110	Every 12 minutes	0901 - 2120	Every 12 minutes		
2111 - 2355	Every 15 minutes	2121 - 2350	Every 15 minutes		
2356 - 0040	Every 20 minutes	2351 - 0035	Every 20 minutes		
Last departure no earlier than 0035.		Last departure no earlier than 0030.			
Pinchpoints					
East Dulwich, Goose Green	1030 - 1130	12 minutes	Wandsworth, Municipal Buildings	1030 - 1130	12 minutes

3.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Putney Heath, Green Man to Peckham Bus Station		Peckham Bus Station to Putney Heath, Green Man			
First departure no later than 0810.		First departure no later than 0810.			
0805 - 0830	Every 20 minutes	0805 - 0830	Every 20 minutes		
0831 - 0900	Every 15 minutes	0831 - 0900	Every 15 minutes		
0901 - 2110	Every 12 minutes	0901 - 2120	Every 12 minutes		
2111 - 2355	Every 15 minutes	2121 - 2350	Every 15 minutes		
2356 - 0040	Every 20 minutes	2351 - 0035	Every 20 minutes		
Last departure no earlier than 0035.		Last departure no earlier than 0030.			
Pinchpoints					
East Dulwich, Goose Green	1030 - 1130	12 minutes	Wandsworth, Municipal Buildings	1030 - 1130	12 minutes

3.5) NIGHTLY

Putney Heath, Green Man to Peckham Bus Station		Peckham Bus Station to Putney Heath, Green Man			
First departure no later than 0100.		First departure no later than 0100.			
0055 - 0435	Every 30 minutes	0055 - 0435	Every 30 minutes		
Last departure no earlier than 0430.		Last departure no earlier than 0430.			

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 37 should interwork with Route No. N37 to form a seamless 24 hour service.
- 4.2) Route No. 37 should interwork with Route No. 337 between Putney Station, Upper Richmond Road and Clapham Junction Station, St Johns Hill on all evenings, and be separated, where possible at all other times.
- 4.3) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following locations:
Putney Station, East Putney LUL, Clapham Junction Station, Clapham Common LUL, Herne Hill Station, North Dulwich Station, and Peckham Rye Station.
- 4.4) Route Nos. 37 & N37 can suffer unpredictable traffic delays in the Wandsworth and Clapham areas, particularly during peak periods.

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 37: Putney Heath, Green Man - Peckham Bus Station (24 hour service)

Date of Structural Change: 1 June 2013.

Date of Service Change: 1 June 2013.

Reason for Issue: New contract, not yet awarded.

STREETS TRAVERSED

Towards Peckham Bus Station: Putney Heath, Putney Hill, Upper Richmond Road, West Hill, Putney Bridge Road, Armoury Way, Fairfield Street, East Hill, St John's Hill, Falcon Road, St John's Road, Battersea Rise, Clapham Common North Side, Long Road, Clapham Common South Side, Clapham Park Road, Acre Lane, Effra Road, Morval Road, Dalberg Road, Dulwich Road, Half Moon Lane, Red Post Hill, East Dulwich Grove, Lordship Lane, Grove Vale, East Dulwich Road, Peckham Rye, Rye Lane, Hanover Park, Clayton Road, Peckham High Street, Peckham Bus Station.

Towards Putney Heath, Green Man: Peckham Bus Station, Peckham High Street, Clayton Road, Hanover Park, Rye Lane, Peckham Rye, Peckham Rye (East Side), East Dulwich Road, Lordship Lane, East Dulwich Grove, Red Post Hill, Half Moon Lane, Dulwich Road, Brixton Water Lane, Effra Road, St Matthew's Road, Brixton Hill, Acre Lane, Clapham Park Road, Clapham Common South Side, Long Road, Clapham Common North Side, Battersea Rise, St John's Road, St John's Hill, Marcilly Road, North Side Wandsworth Common, Huguenot Place, East Hill, Wandsworth High Street, West Hill, Upper Richmond Road, Putney Hill, Putney Heath, Bus Standing Area.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

PUTNEY HEATH, GREEN MAN

Private stand for 7 buses in marked bays in Putney Heath Bus Parking Area opposite the Green Man public house.

Buses proceed from Bus Standing Area direct to stand, departing via Bus Standing Area to Putney Heath. Set down in Bus Standing Area, at Alighting Point (BP4991 - Putney Heath / Green Man, Last Stop on LOR: BP4991 - Putney Heath / Green Man) and pick up in Putney Heath, at Stop PZ (BP4691 - Putney Heath / Green Man, First Stop on LOR: BP4691 - Putney Heath / Green Man).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 37 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:	Putney Heath.
OTHER INFORMATION:	Toilet facilities available (24 hr).

WANDSWORTH, ARMOURY WAY (from PECKHAM BUS STATION)

Public stand for two buses in Armoury Way, commencing 17 metres west of lamp standard 3156 extending 22 metres west.

Buses proceed from Wandsworth High Street via Putney Bridge Road and Armoury Way to stand, departing to Armoury Way. Set down in Wandsworth High Street, at stop Y (8858 - Wandsworth Police Station, Last Stop on LOR: 8858 - Wandsworth Police Station) and pick up in Armoury Way, at stop E (BP252 - Armoury Way, First Stop on LOR: BP252 - Armoury Way).

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:	Wandsworth.

CLAPHAM JUNCTION, BOUTFLOWER ROAD (from Putney Heath, Green Man)

Public off side stand for two buses on the south side of Boutflower Road, commencing 12 metres west of lamp standard 5 extending 24 metres west.

Buses proceed from St John's Road via Battersea Rise, Bolingbroke Grove and Boutflower Road to stand, departing via Boutflower Road and Battersea Rise to St John's Road. Set down in St John's Road, at Stop Y (35707 - Clapham Junction / The Northcote, Last Stop on LOR: 35707 - Clapham Junction / The Northcote) and pick up in St John's Road, at Stop V (1414 - Clapham Junction / The Northcote, First Stop on LOR: 1414 - Clapham Junction / The Northcote).

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: Clapham Junction.

CLAPHAM COMMON, OLD TOWN

Private stand for up to nine buses standing abreast in bus parking area at junction of Old Town and Clapham Common North Side (one bus in the northernmost lane; two in each of the remainder).

From Peckham Bus Station.

Buses proceed from Long Road via Rookery Road, Clapham Common North Side, The Polygon and Old Town to stand, departing via Old Town and The Pavement to Clapham Common South Side. Set down in Long Road, at Stop M (9367 - Long Road / Clapham Common, Last Stop on LOR: 9367 - Long Road / Clapham Common) and pick up in Clapham Common South Side, at Stop E (25991 - Clapham Common Station <>, First Stop on LOR: 25991 - Clapham Common Station <>).

From Putney Heath, Green Man.

Buses proceed from Clapham Common North Side via The Polygon and Old Town to stand, departing via Old Town and The Pavement to Long Road. Set down in Old Town, at Stop T (BP1328 - Clapham Common Old Town, Last Stop on LOR: 12848 - Cedars Road) and pick up in Long Road, at Stop M (9367 - Long Road / Clapham Common, First Stop on LOR: 9367 - Long Road / Clapham Common).

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: Clapham Common.

BRIXTON, LAMBETH TOWN HALL (EFFRA ROAD) (from Putney Heath, Green Man)

Public stand for 3 buses on west side (offside) of Effra Road, commencing at lamp standard No 2498 opposite the centre of Saltoun Road and extending 30 metres south.

Buses proceed from Acre Lane via Effra Road to stand, departing via Effra Road, St Matthew's Road and Brixton Hill to Acre Lane. Set down in Acre Lane, at Stop A (35254 - Lambeth Town Hall, Last Stop on LOR: 35254 - Lambeth Town Hall) and pick up in Acre Lane, at Stop V (240 - Lambeth Town Hall, First Stop on LOR: 240 - Lambeth Town Hall).

AVAILABILITY: Available from 00:01 until 16:00 only. Buses on Route 37 must not use this stand outside these times.

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: Brixton.

OTHER INFORMATION: Available Mondays to Fridays before 1600 only and all day Saturdays and Sundays. At other times use Brixton, Lambeth Town Hall (Brixton Hill) stand.

HERNE HILL, DULWICH ROAD

Public stand for four buses on south side of Dulwich Road, commencing at a point opposite the party wall of 137/139 and extending 47 metres east.

From Peckham Bus Station.

Buses proceed from Dulwich Road direct to stand, departing via Dulwich Road, Rymer Street, Railton Road and Hurst Street to Dulwich Road. Set down in Dulwich Road, at Stop L (437 - Herne Hill Station #, Last Stop on LOR: 437 - Herne Hill Station #) and pick up in Dulwich Road, at Stop N (436 - Herne Hill Station#, First Stop on LOR: 436 - Herne Hill Station#).

From Putney Heath, Green Man.

Buses proceed from Dulwich Road via Rymer Street, Railton Road and Dulwich Road to stand, departing to Dulwich Road. Set down in Dulwich Road, at Stop P (13251 - Brockwell Lido, Last Stop on LOR: 13251 - Brockwell Lido) and pick up in Dulwich Road, at Stop L (437 - Herne Hill Station #, First Stop on LOR: 437 - Herne Hill 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: Herne Hill.

EAST DULWICH, GOOSE GREEN (from Putney Heath, Green Man)

Buses proceed from East Dulwich Grove via Lordship Lane, Crawthorpe Grove, Spurling Road, Grove Vale and Lordship Lane departing to East Dulwich Grove. Set down in Spurling Road, at Alighting Point M (26123 - Spurling Road, Last Stop on LOR: BP4840 - Derwent Grove) and pick up in East Dulwich Grove, at Stop B (BP4841 - Derwent Grove, First Stop on LOR: BP4841 - Derwent Grove).

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

PECKHAM RYE, EAST SIDE (from Putney Heath, Green Man)

Public stand for two buses on east side of Peckham Rye, commencing 11 metres north of Nunhead Crescent and extending 20 metres north.

Buses proceed from East Dulwich Road via Peckham Rye and Peckham Rye (East Side) to stand, departing to Peckham Rye (East Side). Set down in East Dulwich Road, at Stop WJ (1494 - East Dulwich Road / Peckham Rye, Last Stop on LOR: 1494 - East Dulwich Road / Peckham Rye) and pick up in Peckham Rye (east Side), at Stop EB (34784 - Peckham Rye / Nunhead Lane, First Stop on LOR: 34784 - Peckham Rye / Nunhead Lane).

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: Peckham Rye.

PECKHAM BUS STATION

Private stand for up to 12 buses in Peckham Bus Station. Buses to stand abreast in 2 portions - 4 buses to stand facing east and 8 buses to stand facing south.

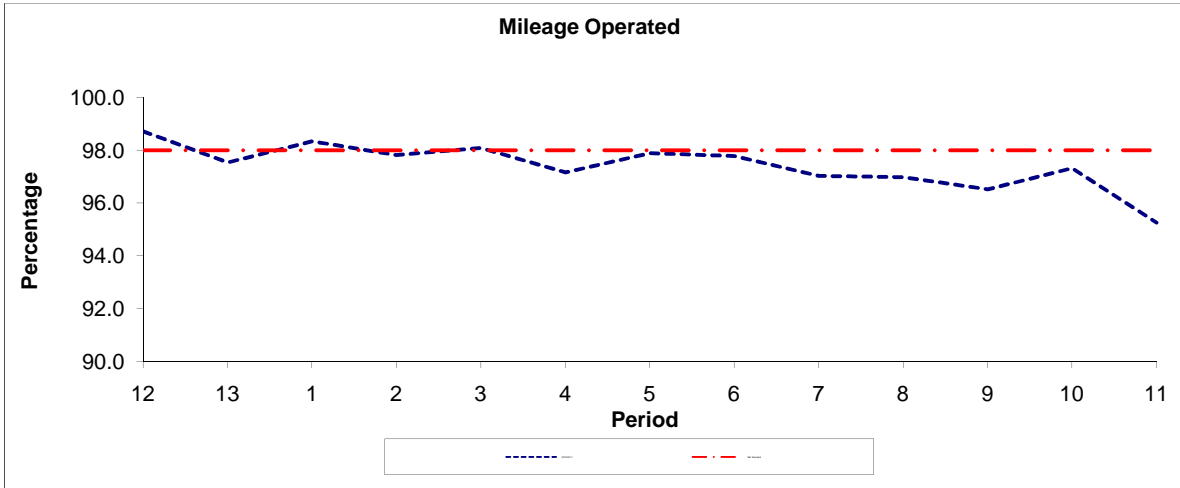
All buses must be fitted with an audible-reversing device.

Buses proceed from Peckham Bus Station direct to stand, departing to Peckham Bus Station. Set down in Peckham Bus Station, at Alighting Point (BP1344 - Peckham Bus Station, Last Stop on LOR: BP1344 - Peckham Bus Station) and pick up in Peckham Bus Station, at Stop E (37168 - Peckham Bus Station, First Stop on LOR: 37168 - Peckham Bus Station).

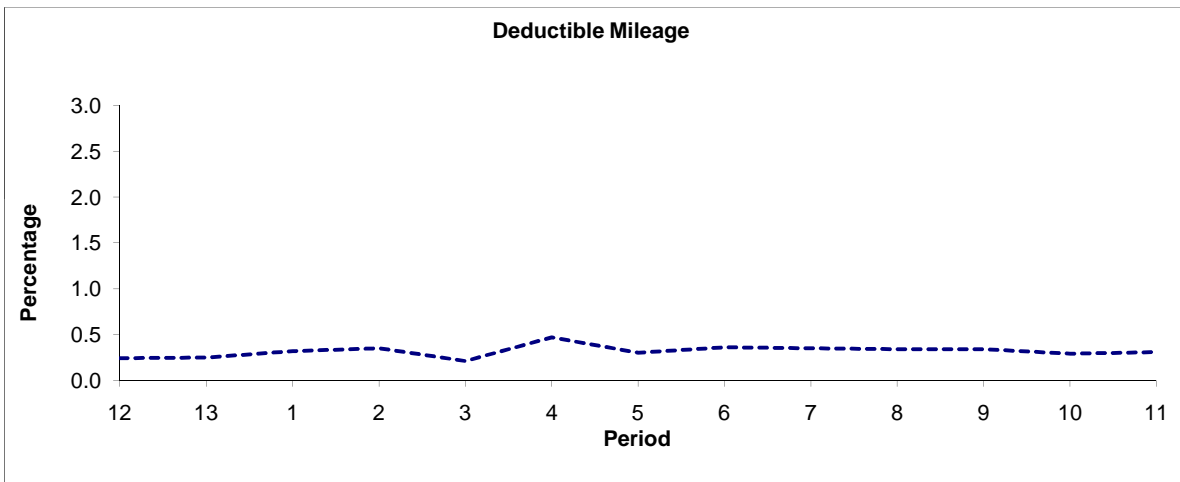
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 37 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Peckham.
OTHER INFORMATION: Toilet facilities available.

PART B - PERFORMANCE STATISTICS

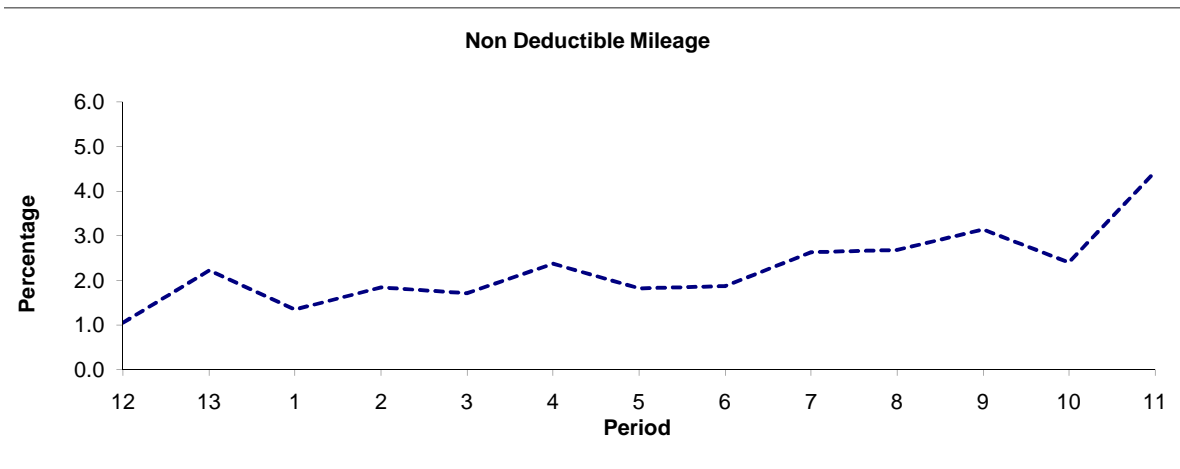
Route 37



Period	12	13	1	2	3	4	5	6	7	8	9	10	11
2010/2011	98.71	97.53	98.33	97.81	98.08	97.16	97.88	97.77	97.02	96.98	96.52	97.31	95.26
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	12	13	1	2	3	4	5	6	7	8	9	10	11
2010/2011	0.24	0.25	0.32	0.35	0.21	0.47	0.30	0.36	0.35	0.34	0.34	0.29	0.31

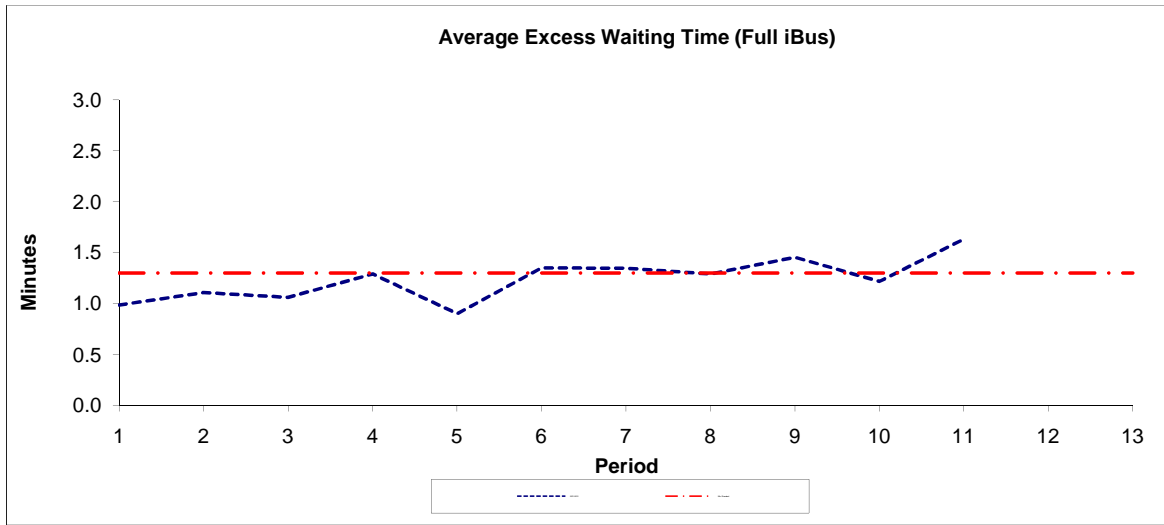


Period	12	13	1	2	3	4	5	6	7	8	9	10	11
2010/2011	1.05	2.22	1.35	1.84	1.71	2.37	1.82	1.87	2.63	2.68	3.14	2.40	4.43

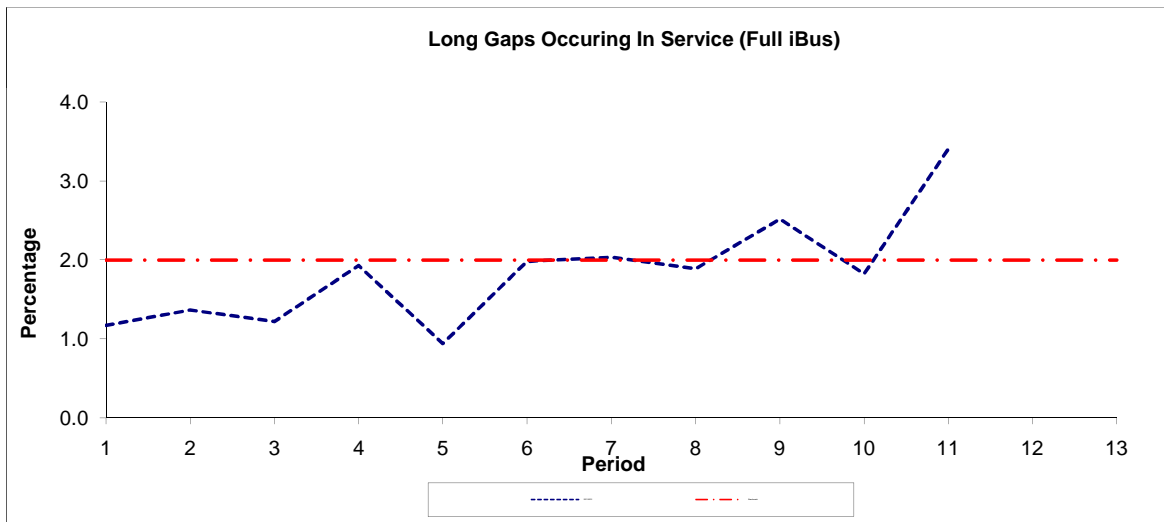
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 37



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011-2012	0.99	1.11	1.06	1.29	0.90	1.35	1.35	1.29	1.46	1.22	1.63		
Min Standard	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30

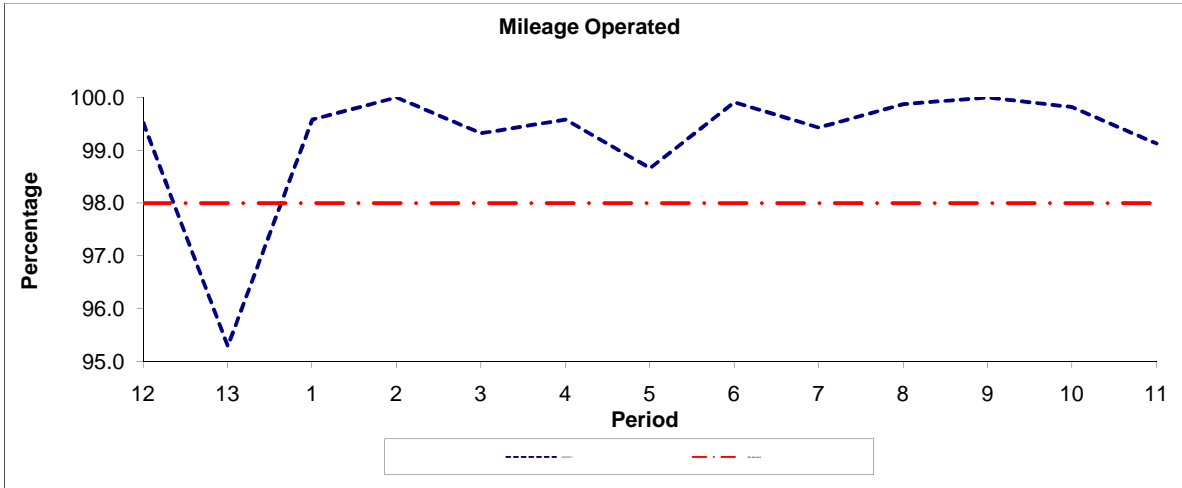


Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011-2012	1.17	1.37	1.22	1.93	0.94	1.98	2.04	1.89	2.52	1.83	3.41		
Benchmark	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00

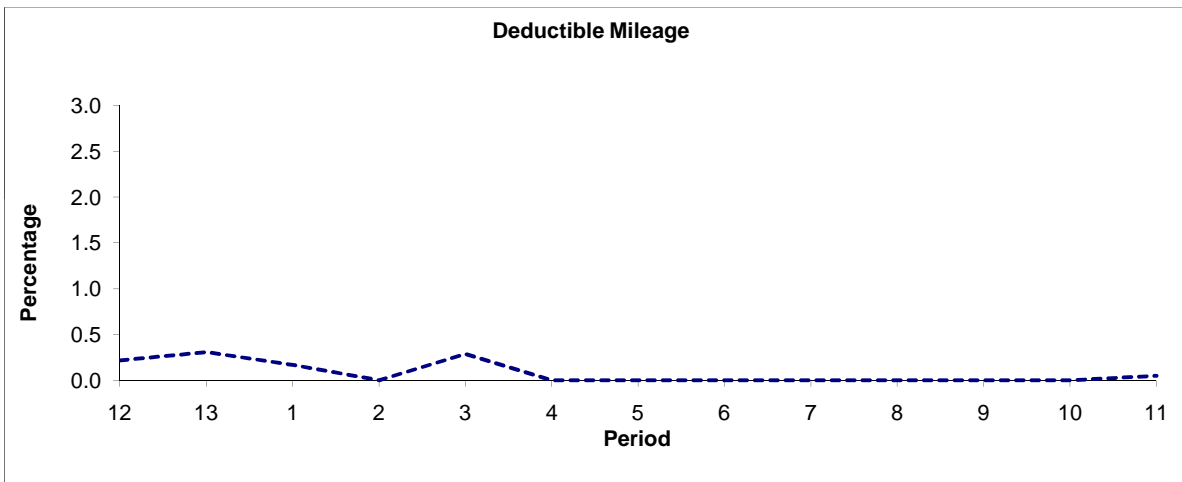
Note : Reliability is actual performance under full iBus (4 weeks data).
 Minimum Standards and Benchmarks are those applicable under the new contract.

PART B - PERFORMANCE STATISTICS

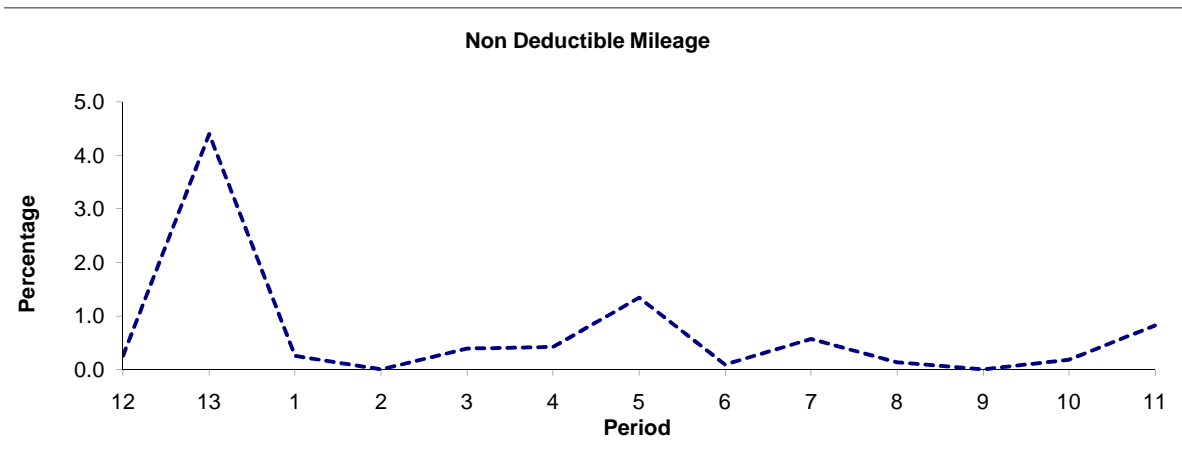
Route N37



Period	12	13	1	2	3	4	5	6	7	8	9	10	11
2010/2011	99.52	95.29	99.58	100.00	99.32	99.58	98.66	99.91	99.43	99.87	100.00	99.82	99.13
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	12	13	1	2	3	4	5	6	7	8	9	10	11
2010/2011	0.22	0.31	0.17	0.00	0.29	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.05

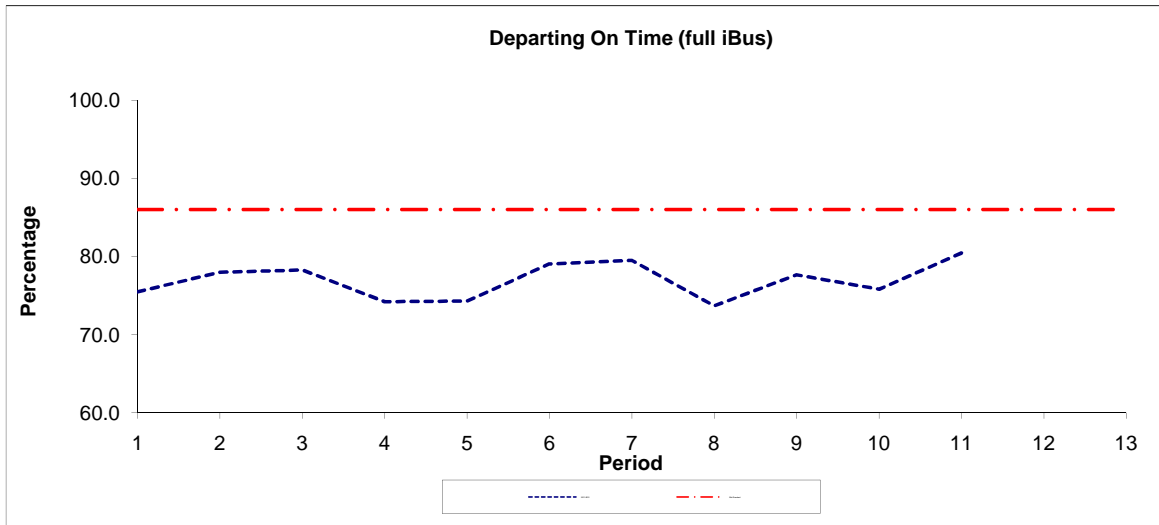


Period	12	13	1	2	3	4	5	6	7	8	9	10	11
2010/2011	0.26	4.40	0.25	0.00	0.39	0.42	1.34	0.09	0.57	0.13	0.00	0.18	0.82

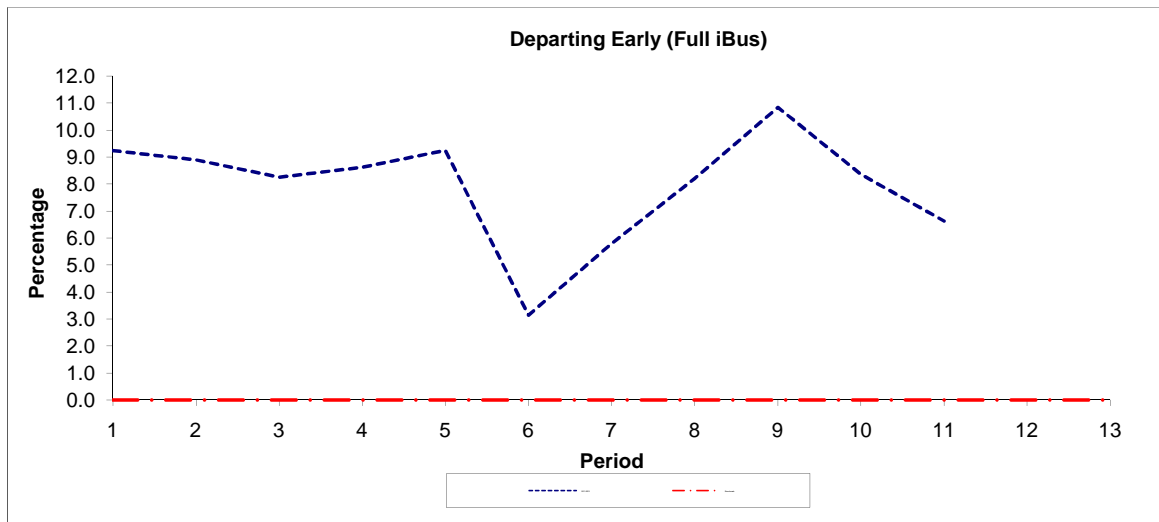
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route N37



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011-2012	75.5	78.0	78.3	74.2	74.3	79.0	79.5	73.7	77.7	75.8	80.4		
Min Standard	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011-2012	9.2	8.9	8.3	8.6	9.2	3.1	5.8	8.2	10.8	8.4	6.6		
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.

ROUTE 37 - FULL iBUS RESULTS BY TIME OF DAY
QUARTERS 1 to 3 2011/12 (01/04/11 - 09/12/11)

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	17,686.	96.7	7.26	0.64	7.90	74.4	23.5	1.9	0.3	0.1	57.4
0700 - 1000	47,371.	97.7	4.72	1.25	5.97	82.5	15.8	1.5	0.2	2.1	85.1
1000 - 1300	45,228.	98.4	4.97	0.96	5.93	83.6	15.4	0.9	0.1	1.1	66.5
1300 - 1600	45,990.	99.1	4.91	0.94	5.85	84.0	14.9	1.0	0.2	1.2	60.8
1600 - 1900	45,320.	97.7	4.94	1.18	6.12	82.5	15.8	1.4	0.3	1.8	80.9
1900 - 2200	40,544.	96.2	5.34	1.28	6.62	76.6	20.7	2.2	0.5	1.9	78.2
2200 - 2400	19,359.	101.2	7.48	1.03	8.51	63.5	32.2	3.6	0.7	0.7	67.9
Summary	261,498.	98.0	5.11	1.10	6.22	81.3	17.0	1.4	0.3	1.5	85.1

SATURDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	2,482.	96.6	10.00	0.35	10.35	53.1	39.8	6.1	1.0	0.2	46.3
0700 - 1000	7,681.	96.0	6.25	1.09	7.34	74.4	23.7	1.7	0.2	0.4	48.5
1000 - 1300	9,144.	98.6	4.98	0.85	5.83	83.6	15.7	0.6	0.1	0.7	55.6
1300 - 1600	8,910.	97.7	5.00	1.70	6.70	77.2	19.9	2.4	0.5	2.9	68.4
1600 - 1900	9,148.	98.2	4.97	1.35	6.33	80.2	18.0	1.5	0.3	1.8	79.4
1900 - 2200	7,662.	94.8	5.74	2.10	7.83	67.8	25.6	5.3	1.3	4.1	55.1
2200 - 2400	3,939.	95.7	7.48	1.85	9.33	58.7	32.8	7.0	1.6	1.6	57.2
Summary	48,966.	97.0	5.47	1.38	6.85	76.4	20.8	2.4	0.5	1.9	79.4

SUNDAY AND BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	2,015.	98.9	14.63	0.31	14.94	40.4	30.2	24.5	4.9	1.9	62.8
0700 - 1000	6,356.	94.6	8.74	1.02	9.75	60.5	32.8	6.1	0.7	0.2	62.7
1000 - 1300	8,923.	97.6	5.88	1.34	7.22	72.6	24.4	2.6	0.5	1.4	77.3
1300 - 1600	8,723.	96.2	5.92	2.00	7.92	69.0	25.1	4.6	1.3	3.2	54.1
1600 - 1900	9,020.	97.1	5.92	1.82	7.74	70.3	24.7	4.1	0.9	2.4	64.2
1900 - 2200	8,898.	96.8	5.92	1.70	7.62	70.4	25.5	3.6	0.4	2.0	60.5
2200 - 2400	4,759.	100.2	7.48	0.82	8.30	64.6	32.2	2.8	0.4	0.5	54.9
Summary	48,694.	97.0	6.43	1.58	8.01	68.7	26.2	4.3	0.9	2.0	77.3

ALL DAYS

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	22,183.	96.8	7.97	0.59	8.56	70.2	25.6	3.6	0.6	0.3	62.8
0700 - 1000	61,408.	97.2	5.05	1.23	6.28	80.7	17.3	1.7	0.3	1.9	85.1
1000 - 1300	63,295.	98.3	5.08	0.99	6.07	82.3	16.5	1.1	0.2	1.0	77.3
1300 - 1600	63,623.	98.5	5.03	1.17	6.20	81.4	16.7	1.6	0.3	1.7	68.4
1600 - 1900	63,488.	97.7	5.04	1.26	6.30	81.0	16.9	1.7	0.4	1.9	80.9
1900 - 2200	57,104.	96.1	5.46	1.43	6.89	74.8	21.8	2.7	0.6	2.2	78.2
2200 - 2400	28,057.	100.3	7.48	1.10	8.58	63.1	32.2	3.9	0.8	0.8	67.9
Summary	359,158.	97.8	5.29	1.18	6.47	79.4	18.4	1.8	0.4	1.6	85.1

ROUTE N37 - QUALITY OF SERVICE INDICATORS BY DAY OF WEE
QUARTERS 1 to 3 2011/12 (01/04/11 - 09/12/11) Based on Full iBus

Day Type (2400-0500 hours)	Expected Buses	% Observed	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
Monday - Friday morning *	16,779.	100.1	82.3	2.6	12.4	2.7
Saturday Morning	3,498.	99.5	74.0	3.9	3.8	18.2
Sunday Morning	4,030.	99.7	67.5	5.8	3.0	23.7
All Days	24,307.	100.0	76.7	3.7	8.1	11.5

* Includes Bank Holiday mornings

Transport for London - QSI Points and Mileage

Route 37
 Service change 23158
 Date 25 September 2009

Locations shaded in blue denote QSI points under Full iBus

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
PHTHGM S	PHTHGM S	PUTNEY HEATH, GREEN MAN		
PHTHGM	BP4691	Putney Heath / Green Man	0	0.00
	35335	Putney Hill / Green Man	107	0.07
	17602	South Thames College	361	0.22
	BP4412	St John's Avenue	311	0.19
PTNYSNU	29	Putney Station	175	0.11
	2371	East Putney Station	335	0.21
	R0166	Manfred Road	399	0.25
	2367	Galveston Road	252	0.16
	2365	Wandsworth Police Station	271	0.17
	BP252	Armoury Way	348	0.22
WANDFS	33272	Wandsworth Town Hall	568	0.35
	597	East Hill / Alma Road	383	0.24
	8966	Marcilly Road	411	0.26
	8970	Plough Road	479	0.30
CISNSJ	LG47	Clapham Junction Station	472	0.29
	17679	Clapham Junction / The Falcon	119	0.07
	35707	Clapham Junction / The Northcote	225	0.14
	12842	Eccles Road	353	0.22
	12844	Sisters Avenue	295	0.18
	12846	Forthbridge Road	331	0.21
	12848	Cedars Road	263	0.16
	9365	Rookery Road	351	0.22
	9368	Long Road / Clapham Common	265	0.16
CCOMSN	25991	Clapham Common Station	184	0.11
	4857	Park Hill	499	0.31
	1667	Bedford Road	230	0.14
	12830	Solon Road	423	0.26
	12832	Belvedere Place	309	0.19
BRIXTH	35254	Lambeth Town Hall	226	0.14
	34748	St Matthews Church	256	0.16
	13247	St Matthews Estate	186	0.12
	484	Morval Road	210	0.13
	R0519	Dalberg Road / Effra Parade	302	0.19
	13249	Milton Road	315	0.20
	13251	Brockwell Lido	181	0.11
HERNDR	436	Herne Hill Station	226	0.14
	720	Herne Hill	176	0.11
	13402	Ruskin Walk	238	0.15
	13405	Beckwith Road	379	0.24
	37306	North Dulwich Station	363	0.23
	13410	Townley Road	335	0.21
	1430	Dulwich Hospital	413	0.26
	BP4840	Derwent Grove	252	0.16
	26046	Goose Green	278	0.17
EDULGG	26090	East Dulwich Road/Goose Green	213	0.13
	26091	Oakhurst Grove	279	0.17
	1494	East Dulwich Road / Peckham Rye	150	0.09
	1727	Nigel Road	460	0.29
	13782	Heaton Road	206	0.13
	13780	Peckham Rye Station	357	0.22
	33440	Hanover Park	313	0.19
PECKBS	BP1344	Peckham Bus Station	459	0.29
PECKBS S	PECKBS S	PECKHAM BUS STATION	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			15492 metres	9.63 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
PECKBS S	PECKBS S	PECKHAM BUS STATION		
PECKBS	37168	Peckham Bus Station **	0	0.00
	33441	Hanover Park	764	0.47
QPCKRNR	13781	Peckham Rye Station **	262	0.16
	1726	Nigel Road	390	0.24
	34784	Peckham Rye / Nunhead Lane	299	0.19
	13750	East Dulwich Road / Peckham Rye	285	0.18
	13749	Oakhurst Grove	232	0.14
EDULGG	26089	East Dulwich Road / Goose Green	295	0.18
	BP4841	Derwent Grove	297	0.18
	1431	Dulwich Hospital	221	0.14
	13411	Townley Road	423	0.26
	R0883	Dulwich Village	367	0.23
	646	North Dulwich Station	130	0.08
	13406	Beckwith Road	297	0.18
	13403	Ruskin Walk	308	0.19
	719	Herne Hill	313	0.19
HERNDR	437	Herne Hill Station	241	0.15
	13250	Brockwell Lido	283	0.18
	3038	Chaucer Road / Effra Parade	297	0.18
	26342	Brixton Water Lane	181	0.11
	13246	Morval Road	239	0.15
	BP4246	St Matthews Estate	211	0.13
BRIXTH	240	Lambeth Town Hall	420	0.26
	12833	Belvedere Place	270	0.17
	12831	Solon Road	306	0.19
	12766	Bedford Road	361	0.22
	1089	Park Hill	331	0.21
CCOMSN	25990	Clapham Common Station	440	0.27
	9367	Long Road / Clapham Common	161	0.10
	9366	Rookery Road	281	0.17
	1641	Clapham Common North / Cedars Road	264	0.16
	12847	Forthbridge Road	425	0.26
	33091	Sisters Avenue	299	0.19
	12843	Eccles Road	318	0.20
	1412	Northcote Road	207	0.13
	1414	Clapham Junction/The Northcote	179	0.11
CISNSJ	25566	Clapham Junction Station	277	0.17
	8973	Plough Road	320	0.20
	8969	Brussels Road	251	0.16
	8967	Marcilly Road	276	0.17
	596	Huguenot Place / Alma Road	477	0.30
	8961	Herndon Road	298	0.19
WANDMB	17143	Wandsworth Town Hall	230	0.14
	8858	Wandsworth High Street	415	0.26
	2366	Wandsworth Police Station	230	0.14
	2368	Galveston Road	241	0.15
	2370	Manfred Road	335	0.21
	2372	East Putney Station	226	0.14
PTNYSNU	4858	Putney Station	460	0.29
	17603	Lytton Grove	625	0.39
PHTHGM	BP4991	Putney Heath / Green Man	350	0.22
PHTHGM S	PHTHGM S	PUTNEY HEATH, GREEN MAN	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			15608 metres	9.70 miles

** The QSI point at Peckham Rye Station may be replaced by one at Peckham Bus Station at a future date.

Transport for London - QSI Points and Mileage

Route N37

Service change

Date

Locations shaded in blue denote QSI points under Full iBus

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
PHTHGM S	PHTHGM S	PUTNEY HEATH, GREEN MAN		
PHTHGM	BP4691	Putney Heath / Green Man	0	0.00
	35335	Putney Hill / Green Man	107	0.07
	17602	South Thames College	361	0.22
	BP4412	St John's Avenue	311	0.19
PTNYSNU	29	Putney Station	175	0.11
	2371	East Putney Station	335	0.21
	R0166	Manfred Road	399	0.25
	2367	Galveston Road	252	0.16
	2365	Wandsworth Police Station	271	0.17
	BP252	Armoury Way	348	0.22
WANDFS	33272	Wandsworth Town Hall	568	0.35
	597	East Hill / Alma Road	383	0.24
	8966	Marcilly Road	411	0.26
	8970	Plough Road	479	0.30
CISNSJ	LG47	Clapham Junction Station	472	0.29
	17679	Clapham Junction / The Falcon	119	0.07
	35707	Clapham Junction / The Northcote	225	0.14
	12842	Eccles Road	353	0.22
	12844	Sisters Avenue	295	0.18
	12846	Forthbridge Road	331	0.21
	12848	Cedars Road	263	0.16
	9365	Rookery Road	351	0.22
	9368	Long Road / Clapham Common	265	0.16
CCOMSN	25991	Clapham Common Station	184	0.11
	4857	Park Hill	499	0.31
	1667	Bedford Road	230	0.14
	12830	Solon Road	423	0.26
	12832	Belvedere Place	309	0.19
BRIXTH	35254	Lambeth Town Hall	226	0.14
	34748	St Matthews Church	256	0.16
	13247	St Matthews Estate	186	0.12
	484	Morval Road	210	0.13
	R0519	Dalberg Road / Effra Parade	302	0.19
	13249	Milton Road	315	0.20
	13251	Brockwell Lido	181	0.11
HERNDR	436	Herne Hill Station	226	0.14
	720	Herne Hill	176	0.11
	13402	Ruskin Walk	238	0.15
	13405	Beckwith Road	379	0.24
	37306	North Dulwich Station	363	0.23
	13410	Townley Road	335	0.21
	1430	Dulwich Hospital	413	0.26
	BP4840	Derwent Grove	252	0.16
	26046	Goose Green	278	0.17
EDULGG	26090	East Dulwich Road/Goose Green	213	0.13
	26091	Oakhurst Grove	279	0.17
	1494	East Dulwich Road / Peckham Rye	150	0.09
	1727	Nigel Road	460	0.29
	13782	Heaton Road	206	0.13
	13780	Peckham Rye Station	357	0.22
	33440	Hanover Park	313	0.19
PECKBS	BP1344	Peckham Bus Station	459	0.29
PECKBS S	PECKBS S	PECKHAM BUS STATION	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			15492 metres	9.63 miles

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Timing Point Code	Stop Number	Stop Name	Metres	Miles
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PECKBS	37168	Peckham Bus Station **	0	0.00
	33441	Hanover Park	764	0.47
QPCKRNR	13781	Peckham Rye Station **	262	0.16
	1726	Nigel Road	390	0.24
	34784	Peckham Rye / Nunhead Lane	299	0.19
	13750	East Dulwich Road / Peckham Rye	285	0.18
	13749	Oakhurst Grove	232	0.14
EDULGG	26089	East Dulwich Road / Goose Green	295	0.18
	BP4841	Derwent Grove	297	0.18
	1431	Dulwich Hospital	221	0.14
	13411	Townley Road	423	0.26
	R0883	Dulwich Village	367	0.23
	646	North Dulwich Station	130	0.08
	13406	Beckwith Road	297	0.18
	13403	Ruskin Walk	308	0.19
	719	Herne Hill	313	0.19
HERNDR	437	Herne Hill Station	241	0.15
	13250	Brockwell Lido	283	0.18
	3038	Chaucer Road / Effra Parade	297	0.18
	26342	Brixton Water Lane	181	0.11
	13246	Morval Road	239	0.15
	BP4246	St Matthews Estate	211	0.13
BRIXTH	240	Lambeth Town Hall	420	0.26
	12833	Belvedere Place	270	0.17
	12831	Solon Road	306	0.19
	12766	Bedford Road	361	0.22
	1089	Park Hill	331	0.21
CCOMSN	25990	Clapham Common Station	440	0.27
	9367	Long Road / Clapham Common	161	0.10
	9366	Rookery Road	281	0.17
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	12847	Forthbridge Road	425	0.26
	33091	Sisters Avenue	299	0.19
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	8969	Brussels Road	251	0.16
	8967	Marcilly Road	276	0.17
	596	Huguenot Place / Alma Road	477	0.30
	8961	Herndon Road	298	0.19
WANDMB	17143	Wandsworth Town Hall	230	0.14
	8858	Wandsworth High Street	415	0.26
	2366	Wandsworth Police Station	230	0.14
	2368	Galveston Road	241	0.15
	2370	Manfred Road	335	0.21
	2372	East Putney Station	226	0.14
PTNYSNU	4858	Putney Station	460	0.29
	17603	Lytton Grove	625	0.39
PHTHGM	BP4991	Putney Heath / Green Man	350	0.22
PHTHGM S	PHTHGM S	PUTNEY HEATH, GREEN MAN	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			15608 metres	9.70 miles

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