

## 7. Service Specification

Route: 100

QC45301

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>Terminus Points</b>	Elephant & Castle, Newington Causeway to Shadwell Station, Cable Street
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	20 <sup>th</sup> September 2014
<b>Vehicle Type</b>	50 capacity, dual door, single deck
<b>Current Maximum Approved Dimensions</b>	9.3 metres long and 2.4 metres wide
<b>New Vehicles Mandatory</b>	Yes
<b>Hybrid Price Required</b>	Yes
<b>Sponsored Route</b>	No
<b>Advertising Rights</b>	Operator
<b>Minimum Performance Standard</b>	Average Excess Wait Time - No more than 1.00 minutes
<b>Extension Threshold</b>	Average Excess Wait Time Threshold - 0.85 minutes
<b>Minimum Operated Mileage Standard</b>	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 28<sup>th</sup> October 2013

*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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 100

- Since 2011, buses have been diverted in the Liverpool Street area due to Crossrail works. Ex Elephant & Castle, buses will run direct from London Wall to Wormwood Street and line of route. Ex Shadwell, buses will run direct from Wormwood Street to London Wall to re-join line of routeing.
- Buses will revert back to their permanent routeing via Liverpool Street Bus Station once the works are completed.

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

Two frequency options are specified:

- **Option 1:**  
No changes
- **Option 2:**  
Mondays to Fridays daytime frequencies are reduced from every 7-8 minutes (8 buses an hour) to every 8 minutes.
- **Option 1 & 2:**  
50 capacity, dual door, single deck, minimum 9.6m long buses are specified, subject to a satisfactory route test.

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

1. **Annual diesel price - based on minimum 5 year contract.**
2. **Annual hybrid price - based on minimum 5 year contract.**
3. **Annual hybrid price - with upfront payment of capital difference between diesel and hybrid for 5 year contract.**

***All tender prices should be based on the gross fuel cost exclusive of BSOG payments which will not be claimable from DfT after 1<sup>st</sup> October 2013.***

**It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract. Tenderers are required to identify and submit the level of saving that could be achieved if the scheme is introduced.**

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

##### OPTION 1

Elephant & Castle, Newington Causeway to Shadwell Station, Cable Street		Shadwell Station, Cable Street to Elephant & Castle, Newington Causeway			
First departure no later than 0600.		First departure no later than 0600.			
0555 - 0630	Every 15 minutes	0555 - 0630	Every 15 minutes		
0631 - 0700	Every 10 minutes	0631 - 0650	Every 10 minutes		
0701 - 1930	Every 7-8 minutes (8 buses per hour)	0651 - 1935	Every 7-8 minutes (8 buses per hour)		
1931 - 0035	Every 12 minutes	1936 - 0040	Every 12 minutes		
Last departure no earlier than 0030.		Last departure no earlier than 0035.			
<b>Pinchpoints</b>					
Aldgate Station	0730 - 0900	8 minutes	St. Pauls Station	0725 - 0900	8 minutes
	1500 - 1630	8 minutes		1500 - 1630	8 minutes

##### OPTION 2

Elephant & Castle, Newington Causeway to Shadwell Station, Cable Street		Shadwell Station, Cable Street to Elephant & Castle, Newington Causeway			
First departure no later than 0600.		First departure no later than 0600.			
0555 - 0630	Every 15 minutes	0555 - 0630	Every 15 minutes		
0631 - 0700	Every 10 minutes	0631 - 0650	Every 10 minutes		
0701 - 1930	Every 8 minutes	0651 - 1935	Every 8 minutes		
1931 - 0035	Every 12 minutes	1936 - 0040	Every 12 minutes		
Last departure no earlier than 0030.		Last departure no earlier than 0035.			
<b>Pinchpoints</b>					
Aldgate Station	0730 - 0900	8 minutes	St. Pauls Station	0725 - 0900	8 minutes
	1500 - 1630	8 minutes		1500 - 1630	8 minutes

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

##### OPTION 1 & 2

Elephant & Castle, Newington Causeway to Shadwell Station, Cable Street		Shadwell Station, Cable Street to Elephant & Castle, Newington Causeway			
First departure no later than 0600.		First departure no later than 0600.			
0555 - 0630	Every 15 minutes	0555 - 0630	Every 15 minutes		
0631 - 0830	Every 12 minutes	0631 - 0830	Every 12 minutes		
0831 - 1905	Every 10 minutes	0831 - 1910	Every 10 minutes		
1906 - 0035	Every 12 minutes	1911 - 0040	Every 12 minutes		
Last departure no earlier than 0030.		Last departure no earlier than 0035.			
<b>Pinchpoints</b>					
Aldgate Station	0900 - 1100	10 minutes	St. Pauls Station	0900 - 1100	10 minutes

**3) SCHEDULE REQUIREMENTS & PINCHPOINTS – continued.**

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

**OPTION 1 & 2**

Elephant & Castle, Newington Causeway to Shadwell Station, Cable Street		Shadwell Station, Cable Street to Elephant & Castle, Newington Causeway			
First departure no later than 0650.		First departure no later than 0655.			
0645 - 0750	Every 20 minutes	0650 - 0755	Every 20 minutes		
0751 - 0905	Every 15 minutes	0756 - 0855	Every 15 minutes		
0906 - 0035	Every 12 minutes	0856 - 0030	Every 12 minutes		
Last departure no earlier than 0030.		Last departure no earlier than 0035.			
<b>Pinchpoints</b>					
Aldgate Station	1030 - 1130	12 minutes	St. Pauls Station	1035 - 1135	12 minutes

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

**4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. 100 can suffer from unpredictable traffic delays in the London Bridge and Aldgate areas.
- 4.2) The City of London have consulted on plans to remove the gyratory at Aldgate. This proposal would return Minories, Aldgate High Street and St Botolph Street to two way working and would lead to changes to bus stopping arrangements. It is not expected that there would be significant changes to running times or mileage of route 100. Subject to final agreements the scheme could be implemented in 2014/15
- 4.3) Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. Major construction of the railway began in 2010, with services expected to commence in 2018. The construction impacts of Crossrail could affect Route No. 100 and it is anticipated that some passenger demand for Route No. 100 may shift to this line when it opens. Route No. 100 will be reviewed closer to the opening date.

**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 100: Elephant & Castle - Shadwell Station

**Date of Structural Change:** 20 September 2014.

**Date of Service Change:** 20 September 2014.

**Reason for Issue:** New Contract.

### STREETS TRAVERSED

**Towards Shadwell Station:** Newington Causeway, Elephant And Castle, London Road, St George's Circus, Blackfriars Road, Blackfriars Bridge, New Bridge Street, Ludgate Circus, Ludgate Hill, St Paul's Churchyard, Cannon Street, New Change, Cheapside, Newgate Street, King Edward Street, Little Britain, Montague Street, Museum Of London Roundabout, London Wall, Wormwood Street, Camomile Street, Outwich Street, Houndsditch, St Botolph Street, Middlesex Street, Aldgate High Street, Minories, Goodman's Yard, Mansell Street, East Smithfield, Vaughan Way, Sampson Street, Wapping High Street, Wapping Lane, The Highway, Glamis Road, Cable Street.

**Towards Elephant & Castle:** Cable Street, Cannon Street Road, The Highway, Wapping Lane, Prusom Street, Garnet Street, Wapping High Street, Sampson Street, Vaughan Way, East Smithfield, Tower Hill, Minories, Goodman's Yard, Mansell Street, Aldgate High Street, Duke's Place, Bevis Marks, Camomile Street, Wormwood Street, London Wall, Museum Of London Roundabout, St Martin's Le Grand, Cheapside, New Change, Cannon Street, St Paul's Churchyard, Ludgate Hill, Ludgate Circus, New Bridge Street, Blackfriars Bridge, Blackfriars Road, St George's Circus, London Road, Elephant And Castle, Newington Causeway.

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

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

### **ELEPHANT & CASTLE, SOUTHWARK BRIDGE ROAD**

Public stand in two portions:

1 - For five buses on the west side of Southwark Bridge Road, commencing 10 metres north of the centre of Keyworth Street and extending 54 metres north.

2 - Overflow stand for two buses on the south side (offside) of Gaunt Street extending 20 metres. Stand flag BP3514.

Buses proceed from Newington Causeway via Southwark Bridge Road to stand, departing via Southwark Bridge Road and Gaunt Street to Newington Causeway. Set down in Newington Causeway, at Stop F (33624 - Elephant & Castle / Newington Causeway, Last Stop on LOR: 33624 - Elephant & Castle / Newington Causeway) and pick up in Newington Causeway, at Stop H (33626 - Elephant & Castle / Newington Causeway, First Stop on LOR: 33626 - Elephant & Castle / Newington Causeway).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 100 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: Elephant & Castle.

### **LUDGATE CIRCUS, NEW BRIDGE STREET (from SHADWELL STATION)**

Buses proceed from New Bridge Street via Blackfriars Bridge, Turn Through Central Island and Blackfriars Bridge departing to New Bridge Street. Set down in New Bridge Street, at Stop K (206 - Queen Victoria Street, Last Stop on LOR: 206 - Queen Victoria Street) and pick up in New Bridge Street, at Stop J (538 - Blackfriars Station<># / North Entrance, First Stop on LOR: 538 - Blackfriars Station<># / North Entrance).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**

BLIND DISPLAY: Ludgate Circus.



## **ST. PAUL'S STATION, KING EDWARD STREET**

Public stand for four buses on west side of King Edward Street, commencing 45 metres north of northern kerb line of Angel Street and extending 45 metres south.

### **From Elephant & Castle.**

Buses proceed from Newgate Street via King Edward Street to stand, departing via King Edward Street, Little Britain, Montague Street and Museum Of London Roundabout to St Martin's Le Grand. Set down in Newgate Street, at Stop SP (35432 - St Paul's Station <>, Last Stop on LOR: 35432 - St Paul's Station <>) and pick up in St Martin's Le Grand, at Stop SW (8600 - St Paul's Station <>, First Stop on LOR: 8600 - St Paul's Station <>).

### **From Shadwell Station.**

Buses proceed from London Wall via Museum Of London Roundabout, St Martin's Le Grand, Newgate Street and King Edward Street to stand, departing via King Edward Street and Little Britain to Montague Street. Set down in London Wall, at Stop BH (29912 - London Wall / Museum Of London, Last Stop on LOR: 29912 - London Wall / Museum Of London) and pick up in Montague Street, at Stop SV (BP5594 - Little Britain, First Stop on LOR: BP5594 - Little Britain).

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:	St. Paul's.

## **LIVERPOOL STREET BUS STATION (from SHADWELL STATION)**

Buses proceed from Wormwood Street via London Wall, Moorgate, South Place, Eldon Street and Blomfield Street departing to London Wall. Set down in Wormwood Street, at Stop Q (BP4112 - Wormwood Street, Last Stop on LOR: BP4112 - Wormwood Street) and pick up in London Wall, at Stop A (33891 - All Hallows Church, First Stop on LOR: 33891 - All Hallows Church).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
BLIND DISPLAY:	Liverpool Street.

## **ALDGATE BUS STATION**

Private stand for 16 buses in marked bays in Aldgate Bus Station on south side of Aldgate High Street.

### **From Elephant & Castle.**

Buses proceed from Minories via Aldgate Bus Station to stand, departing via Aldgate Bus Station and Aldgate High Street to Duke's Place. Set down in Minories, at Stop H (8583 - Aldgate Bus Station, Last Stop on LOR: 8583 - Aldgate Bus Station) and pick up in Duke's Place, at Stop A (29651 - Duke's Place, First Stop on LOR: 29651 - Duke's Place).

### **From Shadwell Station.**

Buses proceed from Aldgate High Street via Minories and Aldgate Bus Station to stand, departing via Aldgate Bus Station and Aldgate High Street to Minories. Set down in Aldgate High Street, at Stop R (33683 - Aldgate Station <>, Last Stop on LOR: 33683 - Aldgate Station <>) and pick up in Minories, at Stop H (8583 - Aldgate Bus Station, First Stop on LOR: 8583 - Aldgate Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	By arrangement.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Aldgate.

## **TOWER GATEWAY, GOODMANS YARD (from Elephant & Castle)**

Public offstand stand on the south side of Goodman's Yard starting at front entrance of no.1 Goodman's Yard and extending 33 metres east.

Buses proceed from Minories via Goodman's Yard to stand, departing via Goodman's Yard, Mansell Street and Shorter Street to Minories. Set down in Minories, at Stop K (8585 - Crosswall, Last Stop on LOR: 8585 - Crosswall) and pick up in Minories, at Stop TC (35576 - Tower Gateway Station [dlr], First Stop on LOR: 35576 - Tower Gateway Station [dlr]).

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:	Tower Gateway.

### **WAPPING STATION (from Elephant & Castle)**

Buses proceed from Wapping High Street via Wapping Lane, Prusom Street and Garnet Street departing to Wapping High Street. Set down in Wapping High Street, at stop B (BP1867 - Wapping Station#, Last Stop on LOR: BP1867 - Wapping Station#) and pick up in Wapping High Street, at stop S (BP1874 - Dundee Street, First Stop on LOR: BP1874 - Dundee Street).

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

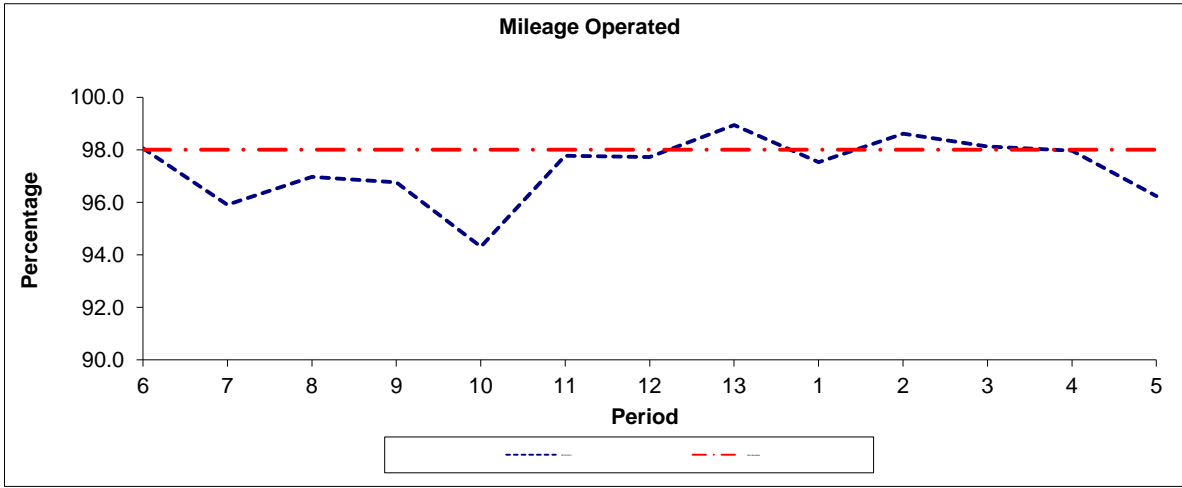
### **SHADWELL STATION, CABLE STREET**

Public stand on south side of Cable Street commencing outside entrance to St. Georges Town Hall and extending 30 metres east.  
Buses proceed from Cable Street direct to stand, departing to Cable Street. Set down in Cable Street (33586 - St Georges Town Hall, Last Stop on LOR: 33586 - St Georges Town Hall) and pick up in Cable Street, at stop B (BP2340 - St Georges Town Hall, First Stop on LOR: BP2340 - St Georges Town Hall).

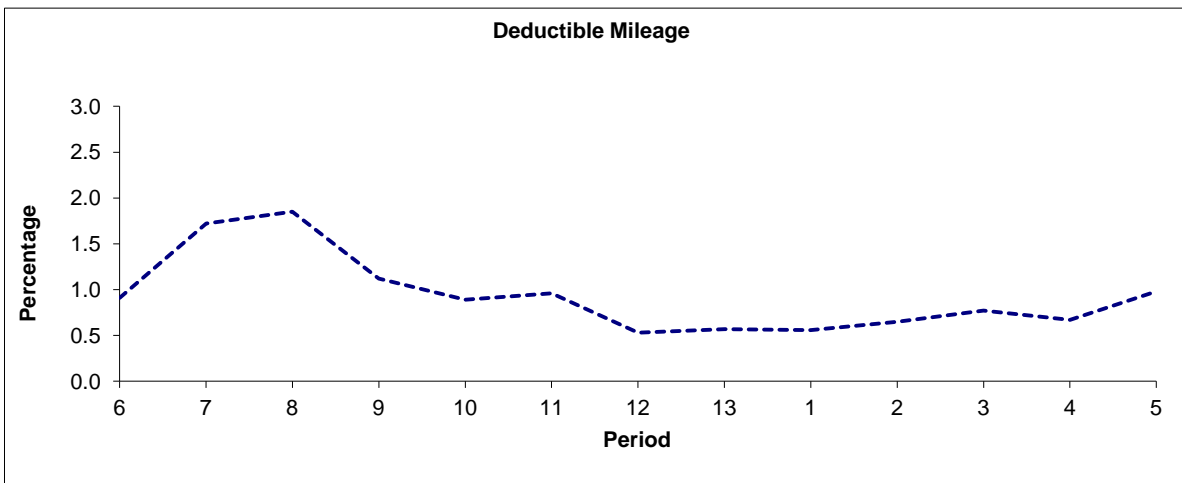
AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 2 buses on Route 100 should be scheduled to stand at any one time.  
MEAL RELIEFS: No meal relief vehicles to stand at any time.  
FERRY VEHICLES: No ferry vehicles to park on stand at any time.  
BLIND DISPLAY: Shadwell.

**PART B - PERFORMANCE STATISTICS**

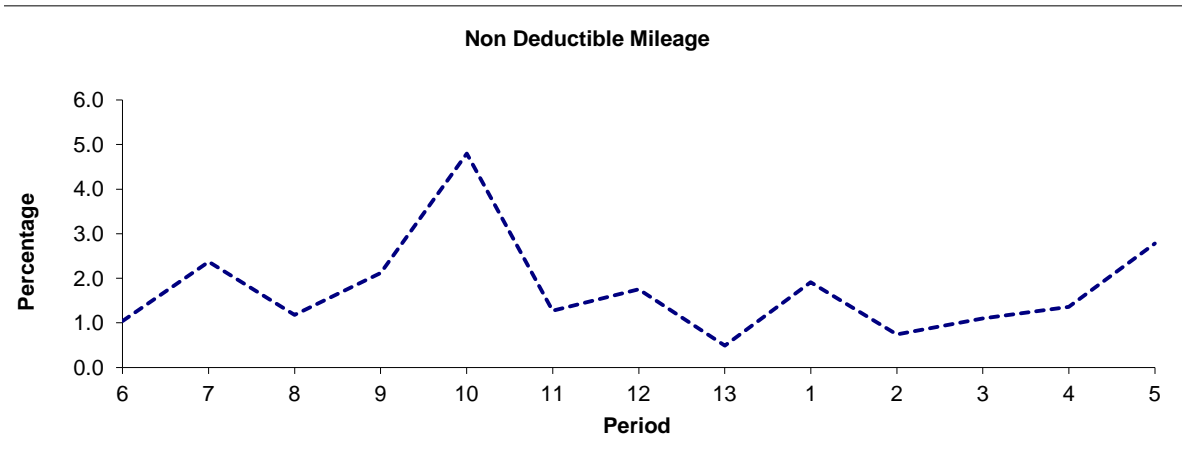
**Route 100**



Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2012/2013	98.05	95.91	96.97	96.76	94.31	97.77	97.72	98.94	97.53	98.61	98.13	97.97	96.24
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	6	7	8	9	10	11	12	13	1	2	3	4	5
2012/2013	0.91	1.72	1.85	1.12	0.89	0.96	0.53	0.57	0.56	0.65	0.77	0.67	0.98

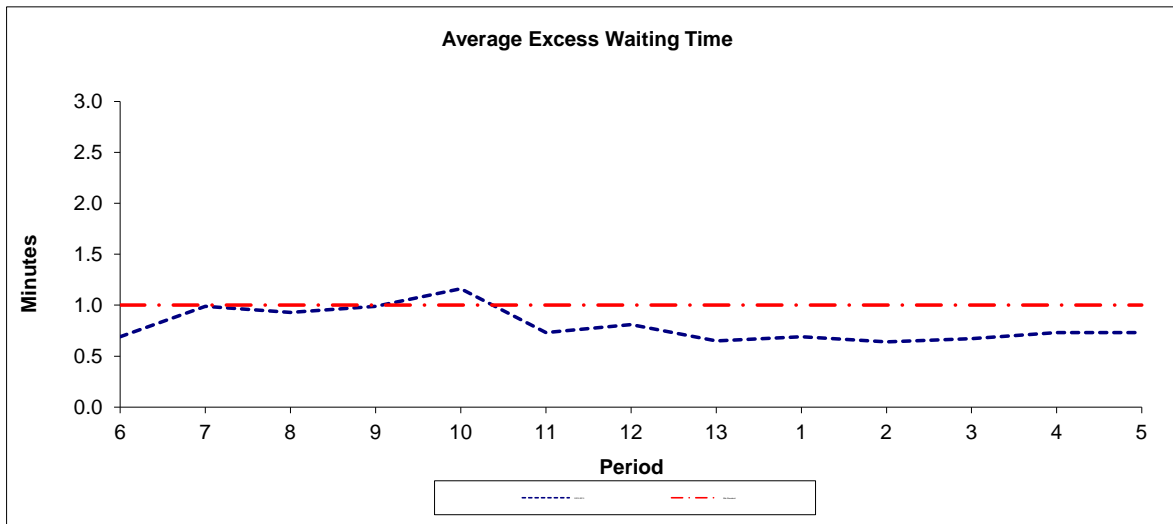


Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2012/2013	1.04	2.37	1.18	2.12	4.80	1.27	1.75	0.49	1.91	0.74	1.10	1.36	2.78

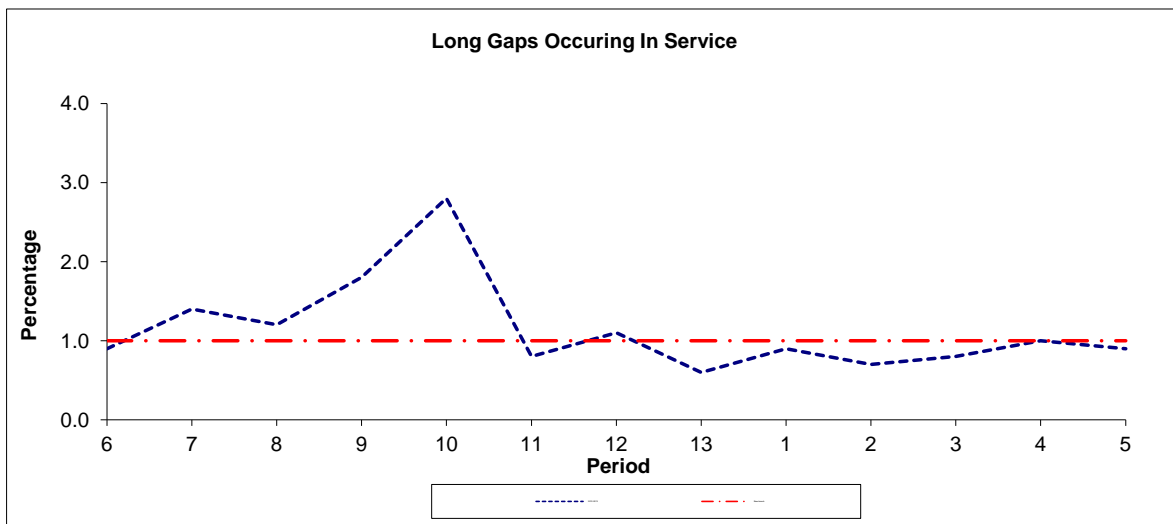
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 100**



Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2012-2013	0.69	0.99	0.93	0.99	1.16	0.73	0.81	0.65	0.69	0.64	0.67	0.73	0.73
Min Standard	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00



Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2012-2013	0.90	1.40	1.20	1.80	2.80	0.80	1.10	0.60	0.90	0.70	0.80	1.00	0.90
Benchmark	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

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

**ROUTE 100 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 2 12/13 TO QUARTER 1 13/14 (23/06/12 - 21/06/13)**

**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	10,613.	92.4	7.11	<b>0.96</b>	8.07	73.7	23.8	2.2	0.4	0.6	56
0700 - 1000	85,602.	94.2	3.98	<b>0.95</b>	4.93	91.4	8.2	0.3	0.0	1.3	56
1000 - 1300	86,812.	96.0	3.76	<b>0.88</b>	4.63	92.2	7.4	0.4	0.0	1.6	51
1300 - 1600	87,516.	96.2	3.81	<b>0.89</b>	4.70	92.0	7.5	0.4	0.1	1.6	52
1600 - 1900	88,565.	95.4	3.76	<b>0.90</b>	4.67	92.2	7.3	0.4	0.1	1.7	52
1900 - 2200	69,975.	97.9	4.84	<b>0.66</b>	5.51	84.9	14.3	0.8	0.1	1.1	50
2200 - 2400	36,360.	100.4	6.00	<b>0.78</b>	6.78	77.3	21.3	1.3	0.1	0.4	65
<b>Summary</b>	<b>465,443.</b>	<b>96.1</b>	<b>4.11</b>	<b>0.87</b>	<b>4.99</b>	<b>90.1</b>	<b>9.3</b>	<b>0.5</b>	<b>0.1</b>	<b>1.4</b>	<b>65</b>

**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	2,487.	95.1	7.18	<b>0.69</b>	7.87	72.7	24.5	2.2	0.5	0.7	32
0700 - 1000	11,761.	97.7	5.56	<b>0.60</b>	6.17	83.1	16.4	0.5	0.0	0.2	48
1000 - 1300	13,104.	96.5	5.00	<b>0.70</b>	5.70	86.2	13.2	0.5	0.1	0.6	58
1300 - 1600	13,404.	96.5	5.00	<b>1.01</b>	6.01	83.9	14.5	1.1	0.6	1.7	53
1600 - 1900	13,720.	96.9	4.99	<b>0.88</b>	5.87	85.5	13.6	0.8	0.1	0.9	48
1900 - 2200	12,166.	98.3	5.69	<b>0.63</b>	6.32	80.0	19.1	0.9	0.0	0.4	41
2200 - 2400	7,700.	98.1	6.00	<b>0.77</b>	6.77	76.8	21.9	1.2	0.0	0.3	39
<b>Summary</b>	<b>74,342.</b>	<b>97.2</b>	<b>5.24</b>	<b>0.80</b>	<b>6.04</b>	<b>83.6</b>	<b>15.3</b>	<b>0.8</b>	<b>0.2</b>	<b>0.9</b>	<b>58</b>

**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	220.	105.0	7.14	<b>0.79</b>	7.92	91.8	6.1	1.5	0.7	7.1	23
0700 - 1000	8,698.	96.0	7.69	<b>0.70</b>	8.39	68.0	29.0	2.6	0.5	0.2	49
1000 - 1300	12,149.	98.7	5.89	<b>0.56</b>	6.46	79.1	20.0	0.9	0.1	0.3	61
1300 - 1600	12,230.	97.7	5.97	<b>0.74</b>	6.71	77.3	21.3	1.2	0.1	0.5	44
1600 - 1900	12,368.	97.3	5.96	<b>0.64</b>	6.60	77.9	21.1	0.9	0.1	0.4	48
1900 - 2200	12,971.	99.3	5.95	<b>0.54</b>	6.50	79.1	20.1	0.8	0.1	0.3	47
2200 - 2400	8,660.	100.0	6.00	<b>0.41</b>	6.41	80.1	19.5	0.5	0.0	0.1	37
<b>Summary</b>	<b>67,296.</b>	<b>98.2</b>	<b>6.11</b>	<b>0.62</b>	<b>6.74</b>	<b>77.6</b>	<b>21.2</b>	<b>1.1</b>	<b>0.1</b>	<b>0.4</b>	<b>61</b>

**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	13,320.	93.1	7.12	<b>0.93</b>	8.05	74.5	23.0	2.1	0.4	0.9	56
0700 - 1000	106,061.	94.7	4.28	<b>0.91</b>	5.19	89.7	9.8	0.4	0.0	1.2	56
1000 - 1300	112,065.	96.4	4.19	<b>0.81</b>	5.00	89.8	9.7	0.4	0.1	1.3	61
1300 - 1600	113,150.	96.4	4.20	<b>0.90</b>	5.10	89.3	9.9	0.6	0.2	1.5	53
1600 - 1900	114,653.	95.8	4.10	<b>0.88</b>	4.97	90.2	9.2	0.5	0.1	1.5	52
1900 - 2200	95,112.	98.1	5.07	<b>0.65</b>	5.72	83.6	15.5	0.8	0.1	0.9	50
2200 - 2400	52,720.	100.0	6.00	<b>0.72</b>	6.72	77.6	21.1	1.2	0.1	0.4	65
<b>Summary</b>	<b>607,081.</b>	<b>96.5</b>	<b>4.43</b>	<b>0.84</b>	<b>5.27</b>	<b>88.1</b>	<b>11.2</b>	<b>0.6</b>	<b>0.1</b>	<b>1.3</b>	<b>65</b>

**Transport for London - QSI Points and Live Mileage List**

Route 100  
 Service change 25679  
 Date 27 May 2011  
 QSI points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ELEFSB S	ELEFSB S	ANT & CASTLE, SOUTHWARK BRIDGE ROAD		
ELEFNC	33626	Elephant & Castle / Newington Causeway	0	0.00
	BP3719	Elephant & Castle / London Road	386	0.24
	2589	St George's Circus	543	0.34
	2588	Pocock Street	233	0.14
SWRKSN	2585	Southwark Station	253	0.16
	26755	Stamford Street	257	0.16
	37637	Blackfriars Bridge / South Side	248	0.15
BFRSSN	538	Blackfriars Station	397	0.25
	14501	Ludgate Hill / Old Bailey	393	0.24
	8601	St Paul's Cathedral	315	0.20
	33780	New Change / Cannon Street	196	0.12
SPLSSN	35432	St Paul's Station	193	0.12
	BP5594	Little Britain	323	0.20
	37600	London Wall / Museum Of London	222	0.14
	33891	All Hallows Church	738	0.46
LONWOB	BP4111	Wormwood Street	155	0.10
	8572	Houndsditch	216	0.13
	34190	St Botolph Street	420	0.26
ALDGSN	8583	Aldgate Bus Station	294	0.18
	8585	Crosswall	135	0.08
MNSSRM	4829	Tower Hill / Tower Gateway	405	0.25
	37139	St Katharine Docks	230	0.14
	LE116	The Highway	364	0.23
	BP1863	Nesham Street	200	0.12
	BP1864	Hermitage Wall	252	0.16
	BP1865	Sampson Street	220	0.14
	BP1866	Dundee Street	227	0.14
WAPPSN	BP1867	Wapping Station	289	0.18
	BP1868	Wapping Health Centre	278	0.17
	LE122	Tobacco Dock	393	0.24
	33583	St Paul's Church	470	0.29
	33584	Cable Street	197	0.12
	33585	King David Lane	280	0.17
	BP1193	Shadwell Station	191	0.12
SHADCS	33586	St Georges Town Hall	211	0.13
SHADCS S	SHADCS S	SHADWELL STATION, CABLE STREET	0	0.00
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>			10124 metres	6.29 miles

**TRANCHE 453**

Reason for issue : Crossrail works (until 2016)

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
SHADCS S	SHADCS S	SHADWELL STATION, CABLE STREET		
SHADCS	BP2340	St Georges Town Hall	0	0.00
	LE108	Tobacco Dock	488	0.30
	BP1869	Wapping Health Centre	320	0.20
	BP1870	Clegg Street	266	0.17
	BP1871	Garnet Street	159	0.10
	BP1872	Wapping Wall	223	0.14
WAPPSN	BP1873	Wapping Station	171	0.11
	BP1874	Dundee Street	378	0.23
	BP1875	Sampson Street	174	0.11
	BP1876	Hermitage Wall	236	0.15
	BP1877	Stockholm Way	162	0.10
	BP082	The Highway	189	0.12
	37138	St Katharine Docks	413	0.26
TWGWSN	35576	Tower Gateway Station	395	0.25
	29648	Mansell Street	388	0.24
ALDGSN	33683	Aldgate Station	250	0.16
	29651	Duke's Place	245	0.15
	37075	Bishopsgate	282	0.18
LONWOB	BP4112	Wormwood Street	127	0.08
	29911	Moorgate	550	0.34
	29912	London Wall / Museum Of London	335	0.21
SPLSSN	8600	St Paul's Station	346	0.21
	33385	New Change / Cannon Street	217	0.13
	1152	St Paul's Churchyard	103	0.06
	8602	St Paul's Cathedral	193	0.12
	8581	City Thameslink Stn / Ludgate Circus	289	0.18
BFRSSN	206	Blackfriars Station	245	0.15
	37666	Blackfriars Bridge / South Side	463	0.29
	26756	Stamford Street	236	0.15
SWRKSN	2586	Southwark Station	240	0.15
	2587	Pocock Street	231	0.14
	2590	St George's Circus	306	0.19
	33138	Elephant & Castle / London Road	342	0.21
ELEFNC	33624	Elephant & Castle / Newington Causeway	292	0.18
ELEFSB S	ELEFSB S	ANT & CASTLE, SOUTHWARK BRIDGE ROAD	0	0.00
<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>			9254 metres	5.75 miles