

## 7. Service Specification

Route: 281/N281

QC44602

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>	Tolworth, Ewell Road to Hounslow Bus Station
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	5 <sup>th</sup> July 2014
<b>Vehicle Type</b>	87 capacity, dual door, double deck buses, subject to a satisfactory route test.
<b>Current Maximum Approved Dimensions</b>	10.0 metres long and 2.55 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 1.20 minutes
<b>Extension Threshold</b>	Average Excess Wait Time Threshold – 1.05 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 5<sup>th</sup> August 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, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. 281 / N281.

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:

- **Route No. 681 will be tendered separately.** Tenderers bidding for Route Nos. 281 & N281 & 681 are encouraged to submit combined bids for both routes.
- 87 capacity dual door double deck buses are specified, subject to a satisfactory route test.
- A special service is required for event days at Twickenham Stadium. Tenderers must identify the cost of this service separately.
  - This service operates in two legs. The southern leg runs between Tolworth, Ewell Road and Twickenham, Albany Stand at every 8 minutes Mondays to Fridays, every 10 minutes on Saturdays and every 12 minutes on Sundays.
  - The northern leg operates between Teddington, Park Road, The Broadway and Hounslow Bus Station via the normal line of route to Fulwell Garage then via Sixth Cross Road, Hospital Bridge Road, Percy Road and High Street to the normal line of route on Hounslow Road. (See Section 4, Route Record for full list of streets traversed). This leg operates at every 10 minutes Mondays to Fridays and every 12 minutes on both Saturdays and Sundays.
  - The two legs operate from approximately two hours before the start of an event until about one hour 30 minutes after the event has ended.
  - The afternoon schooldays journey will not operate on event days.
  - An event typically last 2 hours and commences 1430; but this is subject to variation.
  - Due to increased running time caused by congestion on event days, it is expected that two additional buses will be utilised on all event days over and above what is required to operate the legged service.
  - In 2012 there were 1 weekday, 8 Saturday and 2 Sunday Twickenham Event days.
  - **Tenderers must identify the cost of the Twickenham Event days element of this service separately.**
- The designation Route No. N281 is used for contractual purposes only. This service will be marketed as Route No. 281. This includes all publicity, including destination blind displays.
- **Tenderers must identify the cost of the Nightly element of this service separately.**

### **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.***

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

Tolworth, Ewell Road to Hounslow Bus Station, London Road			Hounslow Bus Station, Stop A to Tolworth, Ewell Road		
First departure no later than 0510.			First departure no later than 0500.		
0505 - 0610	Every 15 minutes		0455 - 0540	Every 20 minutes	
0611 - 0700	Every 10 minutes		0541 - 0555	Every 15 minutes	
0701 - 1545	Every 8 minutes		0556 - 0700	Every 10 minutes	
1546 - 1615	Every 6 minutes		0701 - 0815	Every 8 minutes	
1616 - 1830	Every 8 minutes		0816 - 0855	Every 6-7 minutes (9 buses per hour)	
1831 - 2015	Every 10 minutes		0856 - 1830	Every 8 minutes	
2016 - 0020	Every 12 minutes		1831 - 2040	Every 10 minutes	
			2041 - 0045	Every 12 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0040.		
<b>Pinchpoints</b>					
Twickenham, King Street	0745 - 0910	8 minutes	Hampton	0735 - 0905	8 minutes
	1505- 1635	8 minutes	Wick Station	1505 - 1625	8 minutes

#### 3.2) MONDAY TO FRIDAY NON-SCHOOLDAYS SCHEDULE REQUIREMENTS & PINCHPOINTS

Tolworth, Ewell Road to Hounslow Bus Station, London Road			Hounslow Bus Station, Stop A to Tolworth, Ewell Road		
First departure no later than 0510.			First departure no later than 0500.		
0505 - 0610	Every 15 minutes		0455 - 0540	Every 20 minutes	
0611 - 0700	Every 10 minutes		0541 - 0555	Every 15 minutes	
0701 - 1830	Every 8 minutes		0556 - 0700	Every 10 minutes	
1831 - 2015	Every 10 minutes		0701 - 1830	Every 8 minutes	
2016 - 0020	Every 12 minutes		1831 - 2040	Every 10 minutes	
			2041 - 0045	Every 12 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0040.		
<b>Pinchpoints</b>					
Twickenham, King Street	0745 - 0910	8 minutes	Hampton	0735 - 0905	8 minutes
	1505- 1635	8 minutes	Wick Station	1505 - 1625	8 minutes

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

**3.3) MONDAY TO FRIDAY TWICKENHAM EVENT DAYS SCHEDULE REQUIREMENTS & PINCHPOINTS**

Tolworth, Ewell Road to Twickenham, Albany Stand	Twickenham, Albany Stand to Tolworth, Ewell Road
First departure no later than 2 hours before event.	First departure no later than 2 hours before event.
Every 8 minutes*	Every 8 minutes
Last departure no earlier than 1 hour 30 minutes after event.	Last departure no earlier than 1 hour 30 minutes after event.

Teddington, Park Road, The Broadway to Hounslow Bus Station, London Road	Hounslow Bus Station, London Road to Teddington, Park Road, The Broadway
First departure no later than 2 hours before event.	First departure no later than 2 hours before event.
Every 10 minutes*	Every 10 minutes
Last departure no earlier than 1 hour 30 minutes after event.	Last departure no earlier than 1 hour 30 minutes after event.

**This leg will travel via the normal line of route to Fulwell Garage then via Sixth Cross Road, Hospital Bridge Road, Percy Road and High Street to the normal line of route on Hounslow Road.**

**\* The afternoon schooldays journey will not be running during events days.**

**An event typically last 2 hours and commences 1430; but this is subject to variation.**

**Tenderers must identify the cost of the Mondays to Fridays Twickenham Event days element of this service separately.**

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

Tolworth, Ewell Road to Hounslow Bus Station, London Road		Hounslow Bus Station, Stop A to Tolworth, Ewell Road	
First departure no later than 0510.		First departure no later than 0500.	
0505 - 0540	Every 30 minutes	0455 - 0530	Every 30 minutes
0541 - 0600	Every 20 minutes	0531 - 0630	Every 20 minutes
0601 - 0800	Every 15 minutes	0631 - 0800	Every 15 minutes
0801 - 0910	Every 10 minutes	0801 - 0920	Every 10 minutes
0911 - 1800	Every 8 minutes	0921 - 1800	Every 8 minutes
1801 - 1915	Every 10 minutes	1801 - 1940	Every 10 minutes
1916 - 0020	Every 12 minutes	1941 - 0045	Every 12 minutes
Last departure no earlier than 0015.		Last departure no earlier than 0040.	
<b>Pinchpoints</b>			
Twickenham, King Street	1010 - 1210	8 minutes	Hampton Wick Station 0955 - 1200 8 minutes

#### 3.5) SATURDAY TWICKENHAM EVENT DAYS SCHEDULE REQUIREMENTS & PINCHPOINTS

Tolworth, Ewell Road to Twickenham, Albany Stand	Twickenham, Albany Stand to Tolworth, Ewell Road
First departure no later than 2 hours before event.	First departure no later than 2 hours before event.
Every 10 minutes	Every 10 minutes
Last departure no earlier than 1 hour 30 minutes after event.	Last departure no earlier than 1 hour 30 minutes after event.

Teddington, Park Road, The Broadway to Hounslow Bus Station, London Road	Hounslow Bus Station, London Road to Teddington, Park Road, The Broadway
First departure no later than 2 hours before event.	First departure no later than 2 hours before event.
Every 12 minutes	Every 12 minutes
Last departure no earlier than 1 hour 30 minutes after event.	Last departure no earlier than 1 hour 30 minutes after event.

**This leg will travel via the normal line of route to Fulwell Garage then via Sixth Cross Road, Hospital Bridge Road, Percy Road and High Street to the normal line of route on Hounslow Road.**

**An event typically last 2 hours and commences 1430; but this is subject to variation.**

**Tenderers must identify the cost of the Saturdays Twickenham Event days element of this service separately.**

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

Tolworth, Ewell Road to Hounslow Bus Station, London Road		Hounslow Bus Station, Stop A to Tolworth, Ewell Road			
First departure no later than 0510.		First departure no later than 0500.			
0505 - 0710	Every 30 minutes	0455 - 0730	Every 30 minutes		
0711 - 0830	Every 20 minutes	0731 - 0830	Every 20 minutes		
0831 - 0020	Every 12 minutes	0831 - 0045	Every 12 minutes		
Last departure no earlier than 0015.		Last departure no earlier than 0040.			
<b>Pinchpoints</b>					
Twickenham, King Street	1100 - 1215	12 minutes	Hampton Wick Station	1100 - 1200	12 minutes

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

#### 3.7) SUNDAY AND PUBLIC HOLIDAYS TWICKENHAM EVENT DAYS SCHEDULE REQUIREMENTS & PINCHPOINTS

Tolworth, Ewell Road to Twickenham, Albany Stand		Twickenham, Albany Stand to Tolworth, Ewell Road	
First departure no later than 2 hours before event.		First departure no later than 2 hours before event.	
Every 12 minutes		Every 12 minutes	
Last departure no earlier than 1 hour 30 minutes after event.		Last departure no earlier than 1 hour 30 minutes after event.	

Teddington, Park Road, The Broadway to Hounslow Bus Station, London Road		Hounslow Bus Station, London Road to Teddington, Park Road, The Broadway	
First departure no later than 2 hours before event.		First departure no later than 2 hours before event.	
Every 12 minutes		Every 12 minutes	
Last departure no earlier than 1 hour 30 minutes after event.		Last departure no earlier than 1 hour 30 minutes after event.	

This leg will travel via the normal line of route to Fulwell Garage then via Sixth Cross Road, Hospital Bridge Road, Percy Road and High Street to the normal line of route on Hounslow Road.

An event typically last 2 hours and commences 1430; but this is subject to variation.

Tenderers must identify the cost of the Sundays Twickenham Event days element of this service separately.

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

**3.8) NIGHTLY**

Tolworth, Ewell Road to Hounslow Bus Station, London Road		Hounslow Bus Station, Stop A to Tolworth, Ewell Road	
First departure no later than 0040.		First departure no later than 0105.	
0035 - 0445	Every 30 minutes	0100 - 0440	Every 30 minutes
Last departure no earlier than 0440.		Last departure no earlier than 0435.	

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

**4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. 281 should interwork with Route No. N281 to provide a seamless 24 hour service.
- 4.2) Route No. 281 can suffer from unpredictable traffic delays in Kingston Road in the Teddington area.
- 4.3) Rugby matches at Twickenham can also cause traffic congestion in the Twickenham area.

**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 281: Tolworth, Ewell Road - Hounslow Bus Station (24 hour service)

**Date of Structural Change:** 5 July 2014.

**Date of Service Change:** 5 July 2014.

**Reason for Issue:** New Tender.

### STREETS TRAVERSED

**Towards Hounslow Bus Station:** Ewell Road, St Mark's Hill, Claremont Road, Surbiton Crescent, Surbiton Road, Penrhyn Road, Wheatfield Way, Brook Street, Eden Street, Clarence Street, Wood Street, Clarence Street, Horse Fair, Kingston Bridge, Hampton Wick High Street, Upper Teddington Road, Kingston Road, Ferry Road, Teddington High Street, Broad Street, Stanley Road, South Road, Hampton Road, The Green, Heath Road, King Street, London Road, Whitton Road, Whitton Road Roundabout, Whitton Road, Kneller Road, Warren Road, Nelson Road, Hounslow Road, Whitton Road, Hanworth Terrace, Hanworth Road, Grove Road, Hanworth Road, Hounslow High Street, London Road.

**Special Journey towards Hounslow Bus Station between South Road and Nelson Road:** When events occur at Twickenham Stadium buses operate from South Road, then via Sixth Cross Road, Hospital Bridge Road, Hospital Bridge Roundabout, Hospital Bridge Road, Percy Road, Whitton High Street rejoining line of route at Nelson Road.

**Towards Tolworth, Ewell Road:** Hounslow Bus Station, Kingsley Road, Hounslow High Street, Hanworth Road, Grove Road, Hanworth Road Bus Lane, Hanworth Road, Hanworth Terrace, Whitton Road, Hounslow Road, Nelson Road, Warren Road, Kneller Road, Whitton Road, Whitton Road Roundabout, Whitton Road, London Road, King Street, Heath Road, The Green, Hampton Road, South Road, Stanley Road, Broad Street, Teddington High Street, Ferry Road, Kingston Road, Upper Teddington Road, Hampton Wick High Street, Kingston Bridge, Horse Fair, Clarence Street, Wood Street, Kingsgate Road, Sopwith Way, Richmond Road, Cromwell Road, Queen Elizabeth Road, Fairfield North, Wheatfield Way, Clarence Street, Eden Street, Brook Street, Wheatfield Way, College Roundabout, Penrhyn Road, Surbiton Road, Surbiton Crescent, Claremont Road, St Mark's Hill, Ewell Road, Tolworth Broadway, Tolworth Roundabout, Tolworth Rise North, Ewell Road.

**Special Journey towards Tolworth, Ewell Road between Nelson Road and South Road:** When events occur at Twickenham Stadium buses operate from Nelson Road, then via Whitton High Street, Percy Road, Hospital Bridge Road, Hospital Bridge Roundabout, Hospital Bridge Road, Sixth Cross Road rejoining line of route at South Road.

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

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

### **TOLWORTH, EWELL ROAD**

Public stand for 4 buses on west side of Ewell Road commencing level with Tolworth Tower Travelodge reception entrance and extending 49 metres south.

Buses proceed from Ewell Road direct to stand, departing to Ewell Road. Set down in Ewell Road, at Stop E (34254 - Tolworth Tower, Last Stop on LOR: 34254 - Tolworth Tower) and pick up in Ewell Road, at Stop E (34254 - Tolworth Tower, First Stop on LOR: 34254 - Tolworth Tower).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 281 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:	Tolworth.
OTHER INFORMATION:	No toilet facilities available.

### **SURBITON, CLAREMONT ROAD, EAST SIDE (from HOUNSLOW BUS STATION)**

Public stand for two buses on east side of Claremont Road, commencing at lamp standard 7 extending 29 metres north.

Buses proceed from Claremont Road direct to stand, departing via Claremont Road and Victoria Road (Circumnavigate Roundabout At Junction) to Claremont Road. Set down in Claremont Road, at Stop NH (19590 - The Crescent, Last Stop on LOR: 19590 - The Crescent) and pick up in Claremont Road, at Stop NC (23416 - Claremont Road / Surbiton Station #, First Stop on LOR: 23416 - Claremont Road / Surbiton 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:	Surbiton.

## **KINGSTON, BROOK STREET (from HOUNSLOW BUS STATION)**

Public stand for two buses on west side of Brook Street commencing 60 metres south of kerb line of Eden Street and extending 25 metres south.

Buses proceed from Brook Street via Wheatfield Way, College Roundabout, Wheatfield Way and Brook Street to stand, departing to Brook Street. Set down in Brook Street, at Stop F (BP492 - Brook Street, Last Stop on LOR: BP492 - Brook Street) and pick up in Brook Street, at Stop G (BP490 - Brook Street, First Stop on LOR: BP490 - Brook Street).

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

## **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.

### From Hounslow Bus Station.

Buses proceed from Cromwell Road via Cromwell Road Bus Station to stand, departing via Cromwell Road Bus Station, Cromwell Road, Queen Elizabeth Road, Fairfield North, Wheatfield Way and Ashdown Road to Eden Street. Set down in Cromwell Road, at Stop A2 (BP1084 - Cromwell Road Bus Station, Last Stop on LOR: R0872 - Wood Street) and pick up in Eden Street, at Stop E1 (R0698 - Eden Street, First Stop on LOR: R0698 - Eden Street).

### From Tolworth, Ewell Road.

Buses proceed from Eden Street via Clarence Street, Cromwell Road and Cromwell Road Bus Station to stand, departing via Cromwell Road Bus Station to Cromwell Road. Set down in Eden Street, at Stop E1 (R0698 - Eden Street, Last Stop on LOR: R0698 - Eden Street) and pick up in Cromwell Road, at Stop A3 (BP1085 - Cromwell Road Bus Station, First Stop on LOR: BP1085 - Cromwell Road Bus 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:	Kingston.
OTHER INFORMATION:	Buses must be fitted with an audible reverse warning device.

## **HAMPTON WICK ROUNDABOUT (from HOUNSLOW BUS STATION)**

Buses proceed from Hampton Wick High Street via Hampton Wick High Street (Circumnavigate Roundabout At Junction With Kingston Bridge) departing to Hampton Wick High Street. Set down in Hampton Wick High Street, at Stop H (27537 - Lower Teddington Road, Last Stop on LOR: 27537 - Lower Teddington Road) and pick up in Hampton Wick High Street, at Stop A (6917 - Lower Teddington Road, First Stop on LOR: 6917 - Lower Teddington Road).

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

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

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

### From Hounslow Bus Station.

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

### From Tolworth, Ewell Road.

Buses proceed from Teddington High Street via Broad Street, The Causeway and Park Road to stand, departing via Park Road and Broad Street to Teddington High Street. Set down in Teddington High Street, at Stop D (27351 - Teddington / Elmfield Avenue, Last Stop on LOR: 27351 - Teddington / Elmfield Avenue) and pick up in Teddington High Street, at Stop C (27350 - Teddington / Elmfield Avenue, First Stop on LOR: 27350 - Teddington / Elmfield Avenue).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	None
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Teddington.
OTHER INFORMATION:	Only one vehicle is allowed to stand at any one time.

## **TWICKENHAM, ALBANY**

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

### From Hounslow Bus Station.

Buses proceed from London Road via Railway Approach and Station Yard to stand, departing via Station Yard and Railway Approach to London Road. Set down in London Road, at Stop C (14713 - Twickenham Station, Last Stop on LOR: 14713 - Twickenham Station) and pick up in London Road, at Stop B (BP3821 - Twickenham Station #, First Stop on LOR: BP3821 - Twickenham Station #).

### From Tolworth, Ewell Road.

Buses proceed from London Road via Railway Approach and Station Yard to stand, departing via Station Yard and Railway Approach to London Road. Set down in London Road, at Stop E (6382 - Twickenham / London Road, Last Stop on LOR: 6382 - Twickenham / London Road) and pick up in London Road, F (25606 - Twickenham / London Road, First Stop on LOR: 25606 - Twickenham / London 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:	Twickenham.

### **TWICKENHAM, RUGBY GROUND (from Tolworth, Ewell Road)**

Buses proceed from Whitton Road via Whitton Road Roundabout departing to Whitton Road. Set down in Whitton Road, M (15562 - Chudleigh Road, Last Stop on LOR: 15562 - Chudleigh Road) and pick up in Whitton Road, S (15561 - Heatham House, First Stop on LOR: 15561 - Heatham House).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
BLIND DISPLAY: Twickenham, Rugby Stadium.

### **HOSPITAL BRIDGE ROAD, CHERTSEY ROAD (from HOUNSLOW BUS STATION)**

Buses proceed from Hospital Bridge Road via Hospital Bridge Roundabout departing to Hospital Bridge Road. Set down in Hospital Bridge Road, at Stop E (26226 - Whitton Corner Health & Social Care Ctr and pick up in Hospital Bridge Road, at Stop H (26244 - Heathfield Library).

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

### **WHITTON, WHITTON DENE (from Tolworth, Ewell Road)**

Public stand for one bus on south side of Whitton Dene (north arm), commencing opposite the east flank wall of No.170 and extending 12 metres east.

Buses proceed from Hounslow Road via Whitton Road, Whitton Dene and Whitton Dene (Northern Arm) to stand, departing via Whitton Dene (Northern Arm), Whitton Dene, Whitton Dene (Northern Arm), Whitton Dene and Whitton Road to Hounslow Road. Set down in Hounslow Road (15875 - Whitton Church, Last Stop on LOR: 15875 - Whitton Church) and pick up in Hounslow Road (15574 - Whitton Church, First Stop on LOR: 15574 - Whitton 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: Whitton Church.

## **HOUNSLOW BUS STATION, STOP A**

Private stand for 2 buses in Bay A of Hounslow Bus Station on north side of London Road. Buses proceed from London Road via Hounslow Bus Station to stand, departing to Hounslow Bus Station. Set down in London Road, at Stop Z1 (33528 - Hounslow Bus Station, Last Stop on LOR: 33528 - Hounslow Bus Station) and pick up in Hounslow Bus Station, at Stop A (BP5045 - Hounslow Bus Station, First Stop on LOR: BP5045 - Hounslow Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 281 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:	Hounslow, Bus Station.

# LONDON BUSES - ROUTE DESCRIPTION

## ROUTE 281: Tolworth, Ewell Road - Hounslow Bus Station (24 hour service)

**Date of Structural Change:** 5 July 2014.

**Date of Service Change:** 5 July 2014.

**Reason for Issue:** New Tender.

### STREETS TRAVERSED

**Towards Hounslow Bus Station:** Ewell Road, St Mark's Hill, Claremont Road, Surbiton Crescent, Surbiton Road, Penrhyn Road, Wheatfield Way, Brook Street, Eden Street, Clarence Street, Wood Street, Clarence Street, Horse Fair, Kingston Bridge, Hampton Wick High Street, Upper Teddington Road, Kingston Road, Ferry Road, Teddington High Street, Broad Street, Stanley Road, South Road, Hampton Road, The Green, Heath Road, King Street, London Road, Whitton Road, Whitton Road Roundabout, Whitton Road, Kneller Road, Warren Road, Nelson Road, Hounslow Road, Whitton Road, Hanworth Terrace, Hanworth Road, Grove Road, Hanworth Road, Hounslow High Street, London Road.

**Special Journey towards Hounslow Bus Station between South Road and Nelson Road:** When events occur at Twickenham Stadium buses operate from South Road, then via Sixth Cross Road, Hospital Bridge Road, Hospital Bridge Roundabout, Hospital Bridge Road, Percy Road, Whitton High Street rejoining line of route at Nelson Road.

**Towards Tolworth, Ewell Road:** Hounslow Bus Station, Kingsley Road, Hounslow High Street, Hanworth Road, Grove Road, Hanworth Road Bus Lane, Hanworth Road, Hanworth Terrace, Whitton Road, Hounslow Road, Nelson Road, Warren Road, Kneller Road, Whitton Road, Whitton Road Roundabout, Whitton Road, London Road, King Street, Heath Road, The Green, Hampton Road, South Road, Stanley Road, Broad Street, Teddington High Street, Ferry Road, Kingston Road, Upper Teddington Road, Hampton Wick High Street, Kingston Bridge, Horse Fair, Clarence Street, Wood Street, Kingsgate Road, Sopwith Way, Richmond Road, Cromwell Road, Queen Elizabeth Road, Fairfield North, Wheatfield Way, Clarence Street, Eden Street, Brook Street, Wheatfield Way, College Roundabout, Penrhyn Road, Surbiton Road, Surbiton Crescent, Claremont Road, St Mark's Hill, Ewell Road, Tolworth Broadway, Tolworth Roundabout, Tolworth Rise North, Ewell Road.

**Special Journey towards Tolworth, Ewell Road between Nelson Road and South Road:** When events occur at Twickenham Stadium buses operate from Nelson Road, then via Whitton High Street, Percy Road, Hospital Bridge Road, Hospital Bridge Roundabout, Hospital Bridge Road, Sixth Cross Road rejoining line of route at South Road.



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

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

### **TOLWORTH, EWELL ROAD**

Public stand for 4 buses on west side of Ewell Road commencing level with Tolworth Tower Travelodge reception entrance and extending 49 metres south.

Buses proceed from Ewell Road direct to stand, departing to Ewell Road. Set down in Ewell Road, at Stop E (34254 - Tolworth Tower, Last Stop on LOR: 34254 - Tolworth Tower) and pick up in Ewell Road, at Stop E (34254 - Tolworth Tower, First Stop on LOR: 34254 - Tolworth Tower).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 281 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:	Tolworth.
OTHER INFORMATION:	No toilet facilities available.

### **SURBITON, CLAREMONT ROAD, EAST SIDE (from HOUNSLOW BUS STATION)**

Public stand for two buses on east side of Claremont Road, commencing at lamp standard 7 extending 29 metres north.

Buses proceed from Claremont Road direct to stand, departing via Claremont Road and Victoria Road (Circumnavigate Roundabout At Junction) to Claremont Road. Set down in Claremont Road, at Stop NH (19590 - The Crescent, Last Stop on LOR: 19590 - The Crescent) and pick up in Claremont Road, at Stop NC (23416 - Claremont Road / Surbiton Station #, First Stop on LOR: 23416 - Claremont Road / Surbiton 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:	Surbiton.

## **KINGSTON, BROOK STREET (from HOUNSLOW BUS STATION)**

Public stand for two buses on west side of Brook Street commencing 60 metres south of kerb line of Eden Street and extending 25 metres south.

Buses proceed from Brook Street via Wheatfield Way, College Roundabout, Wheatfield Way and Brook Street to stand, departing to Brook Street. Set down in Brook Street, at Stop F (BP492 - Brook Street, Last Stop on LOR: BP492 - Brook Street) and pick up in Brook Street, at Stop G (BP490 - Brook Street, First Stop on LOR: BP490 - Brook Street).

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

## **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.

### From Hounslow Bus Station.

Buses proceed from Cromwell Road via Cromwell Road Bus Station to stand, departing via Cromwell Road Bus Station, Cromwell Road, Queen Elizabeth Road, Fairfield North, Wheatfield Way and Ashdown Road to Eden Street. Set down in Cromwell Road, at Stop A2 (BP1084 - Cromwell Road Bus Station, Last Stop on LOR: R0872 - Wood Street) and pick up in Eden Street, at Stop E1 (R0698 - Eden Street, First Stop on LOR: R0698 - Eden Street).

### From Tolworth, Ewell Road.

Buses proceed from Eden Street via Clarence Street, Cromwell Road and Cromwell Road Bus Station to stand, departing via Cromwell Road Bus Station to Cromwell Road. Set down in Eden Street, at Stop E1 (R0698 - Eden Street, Last Stop on LOR: R0698 - Eden Street) and pick up in Cromwell Road, at Stop A3 (BP1085 - Cromwell Road Bus Station, First Stop on LOR: BP1085 - Cromwell Road Bus 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:	Kingston.
OTHER INFORMATION:	Buses must be fitted with an audible reverse warning device.

## **HAMPTON WICK ROUNDABOUT (from HOUNSLOW BUS STATION)**

Buses proceed from Hampton Wick High Street via Hampton Wick High Street (Circumnavigate Roundabout At Junction With Kingston Bridge) departing to Hampton Wick High Street. Set down in Hampton Wick High Street, at Stop H (27537 - Lower Teddington Road, Last Stop on LOR: 27537 - Lower Teddington Road) and pick up in Hampton Wick High Street, at Stop A (6917 - Lower Teddington Road, First Stop on LOR: 6917 - Lower Teddington Road).

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

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

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

### From Hounslow Bus Station.

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

### From Tolworth, Ewell Road.

Buses proceed from Teddington High Street via Broad Street, The Causeway and Park Road to stand, departing via Park Road and Broad Street to Teddington High Street. Set down in Teddington High Street, at Stop D (27351 - Teddington / Elmfield Avenue, Last Stop on LOR: 27351 - Teddington / Elmfield Avenue) and pick up in Teddington High Street, at Stop C (27350 - Teddington / Elmfield Avenue, First Stop on LOR: 27350 - Teddington / Elmfield Avenue).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	None
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Teddington.
OTHER INFORMATION:	Only one vehicle is allowed to stand at any one time.

## **TWICKENHAM, ALBANY**

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

### From Hounslow Bus Station.

Buses proceed from London Road via Railway Approach and Station Yard to stand, departing via Station Yard and Railway Approach to London Road. Set down in London Road, at Stop C (14713 - Twickenham Station, Last Stop on LOR: 14713 - Twickenham Station) and pick up in London Road, at Stop B (BP3821 - Twickenham Station #, First Stop on LOR: BP3821 - Twickenham Station #).

### From Tolworth, Ewell Road.

Buses proceed from London Road via Railway Approach and Station Yard to stand, departing via Station Yard and Railway Approach to London Road. Set down in London Road, at Stop E (6382 - Twickenham / London Road, Last Stop on LOR: 6382 - Twickenham / London Road) and pick up in London Road, F (25606 - Twickenham / London Road, First Stop on LOR: 25606 - Twickenham / London 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:	Twickenham.

### **TWICKENHAM, RUGBY GROUND (from Tolworth, Ewell Road)**

Buses proceed from Whitton Road via Whitton Road Roundabout departing to Whitton Road. Set down in Whitton Road, M (15562 - Chudleigh Road, Last Stop on LOR: 15562 - Chudleigh Road) and pick up in Whitton Road, S (15561 - Heatham House, First Stop on LOR: 15561 - Heatham House).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
BLIND DISPLAY: Twickenham, Rugby Stadium.

### **HOSPITAL BRIDGE ROAD, CHERTSEY ROAD (from HOUNSLOW BUS STATION)**

Buses proceed from Hospital Bridge Road via Hospital Bridge Roundabout departing to Hospital Bridge Road. Set down in Hospital Bridge Road, at Stop E (26226 - Whitton Corner Health & Social Care Ctr and pick up in Hospital Bridge Road, at Stop H (26244 - Heathfield Library).

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

### **WHITTON, WHITTON DENE (from Tolworth, Ewell Road)**

Public stand for one bus on south side of Whitton Dene (north arm), commencing opposite the east flank wall of No.170 and extending 12 metres east.

Buses proceed from Hounslow Road via Whitton Road, Whitton Dene and Whitton Dene (Northern Arm) to stand, departing via Whitton Dene (Northern Arm), Whitton Dene, Whitton Dene (Northern Arm), Whitton Dene and Whitton Road to Hounslow Road. Set down in Hounslow Road (15875 - Whitton Church, Last Stop on LOR: 15875 - Whitton Church) and pick up in Hounslow Road (15574 - Whitton Church, First Stop on LOR: 15574 - Whitton 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: Whitton Church.

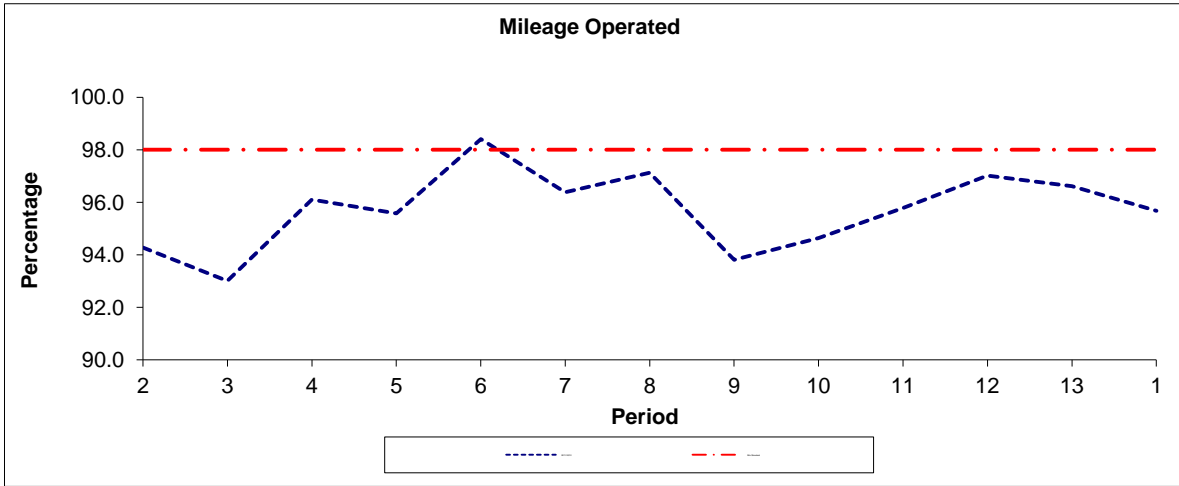
## **HOUNSLOW BUS STATION, STOP A**

Private stand for 2 buses in Bay A of Hounslow Bus Station on north side of London Road. Buses proceed from London Road via Hounslow Bus Station to stand, departing to Hounslow Bus Station. Set down in London Road, at Stop Z1 (33528 - Hounslow Bus Station, Last Stop on LOR: 33528 - Hounslow Bus Station) and pick up in Hounslow Bus Station, at Stop A (BP5045 - Hounslow Bus Station, First Stop on LOR: BP5045 - Hounslow Bus Station).

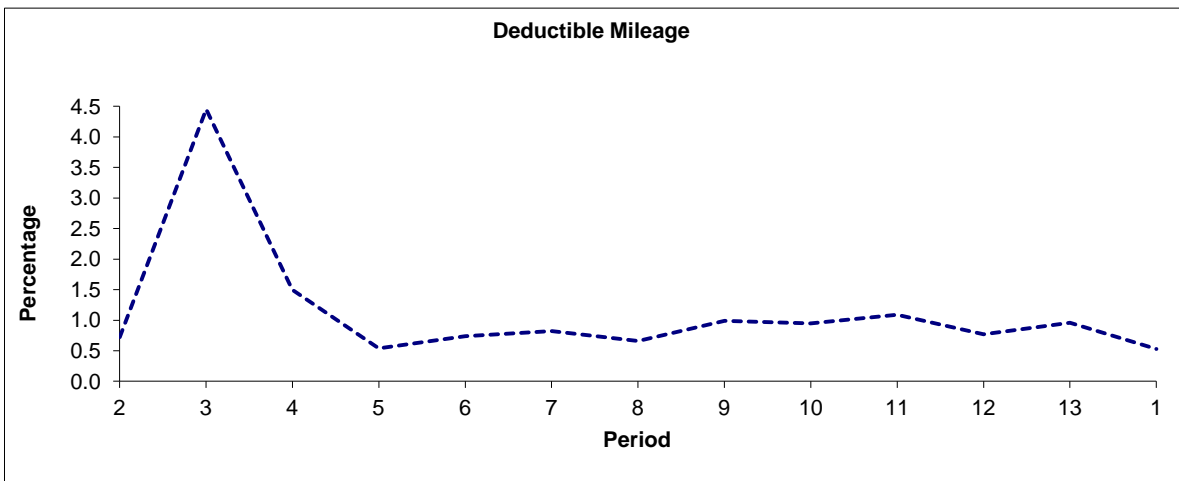
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 281 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Hounslow, Bus Station.

**PART B - PERFORMANCE STATISTICS**

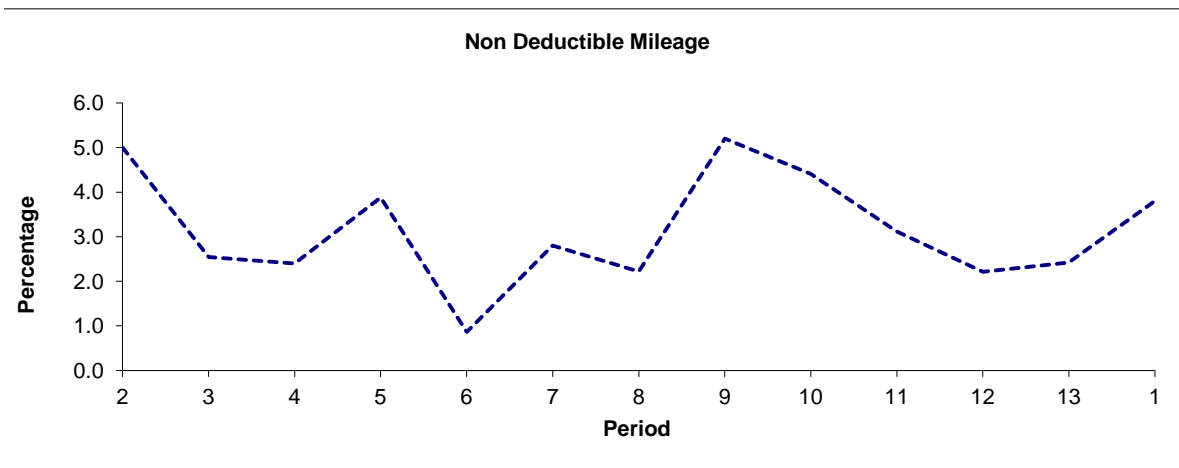
**Route 281**



Period	2	3	4	5	6	7	8	9	10	11	12	13	1
2011/2012	94.28	93.01	96.10	95.58	98.40	96.38	97.12	93.81	94.64	95.79	97.02	96.62	95.67
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	2	3	4	5	6	7	8	9	10	11	12	13	1
2011/2012	0.72	4.45	1.50	0.54	0.74	0.82	0.66	0.99	0.95	1.09	0.77	0.96	0.53

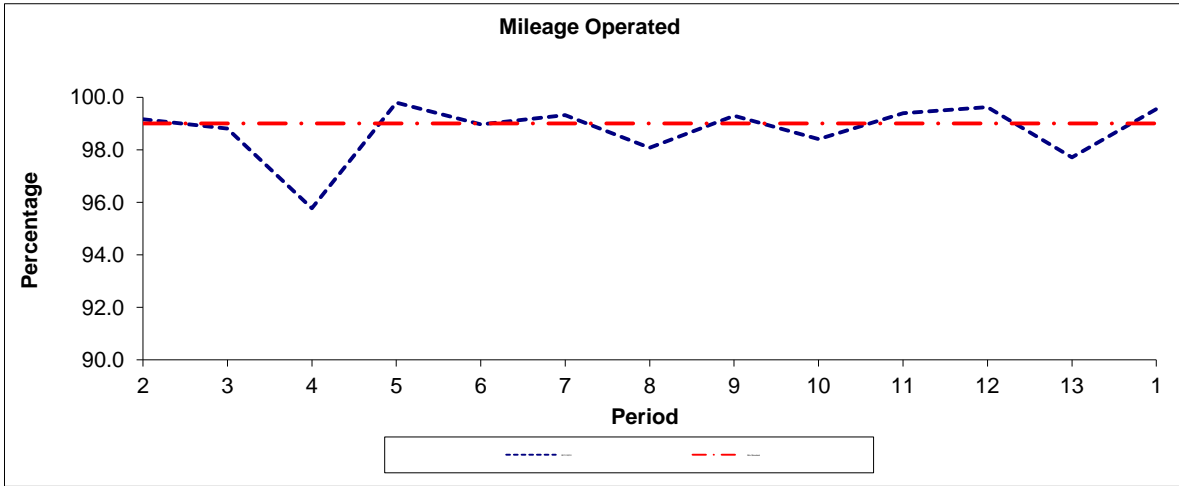


Period	2	3	4	5	6	7	8	9	10	11	12	13	1
2011/2012	5.00	2.54	2.40	3.88	0.86	2.80	2.22	5.20	4.41	3.12	2.21	2.42	3.80

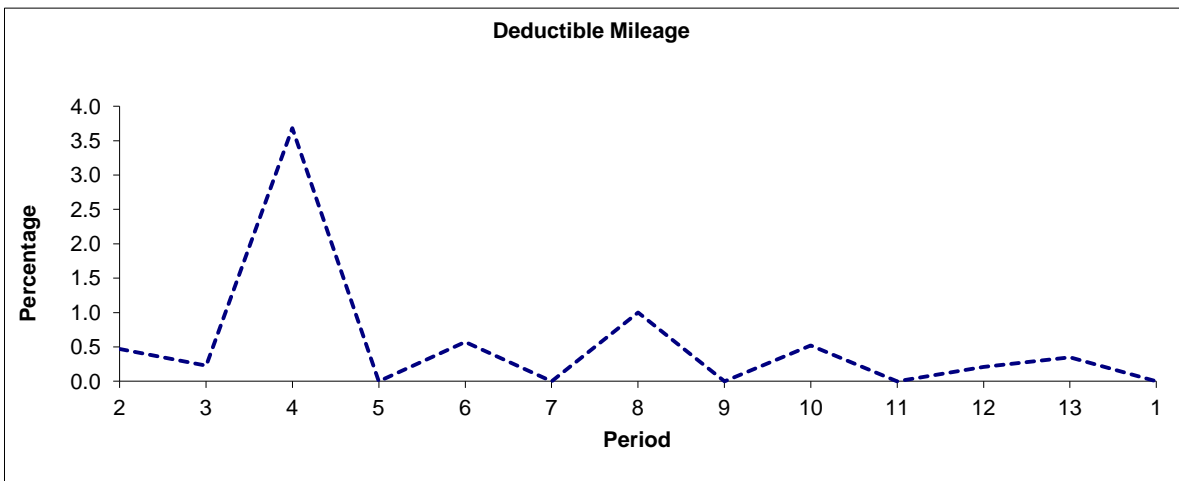
**Note :** Mileage is based on 4 weeks data  
 Performance affected by industrial action in p3 2012/13.

**PART B - PERFORMANCE STATISTICS**

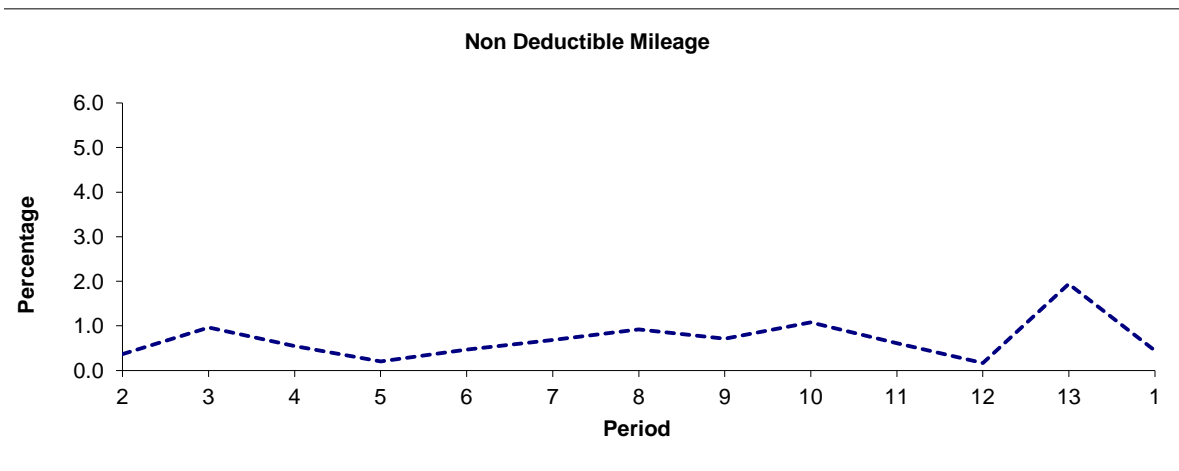
**Route N281**



Period	2	3	4	5	6	7	8	9	10	11	12	13	1
2011/2012	99.16	98.81	95.77	99.80	98.96	99.32	98.08	99.29	98.40	99.39	99.62	97.71	99.55
Min Standard	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00



Period	2	3	4	5	6	7	8	9	10	11	12	13	1
2011/2012	0.47	0.23	3.68	0.00	0.57	0.00	1.00	0.00	0.52	0.00	0.21	0.35	0.00



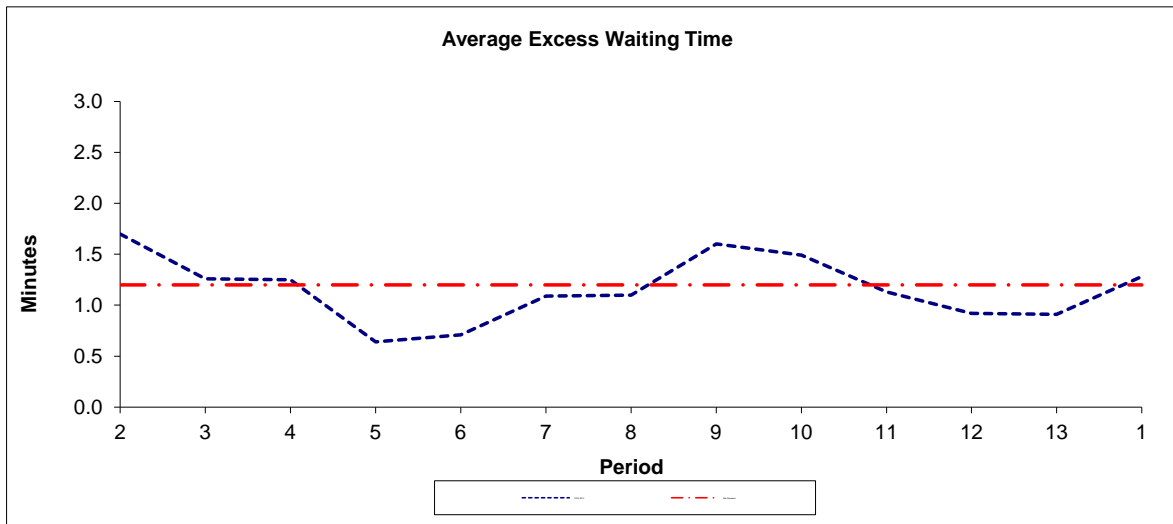
Period	2	3	4	5	6	7	8	9	10	11	12	13	1
2011/2012	0.37	0.96	0.55	0.20	0.47	0.68	0.92	0.71	1.08	0.61	0.17	1.94	0.45

**Note :** Mileage is based on 4 weeks data  
 Performance affected by industrial action in p4 2012/13.

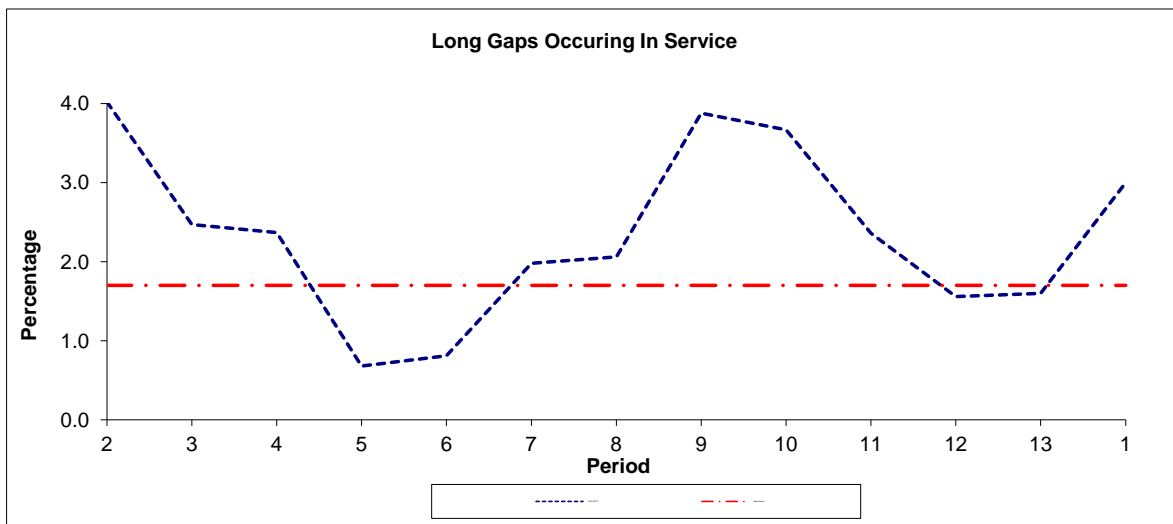


**PART B - PERFORMANCE STATISTICS**

**Route 281**



Period	2	3	4	5	6	7	8	9	10	11	12	13	1
2012-2013	1.70	1.26	1.25	0.64	0.71	1.09	1.10	1.60	1.49	1.13	0.92	0.91	1.28
Min Standard	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20

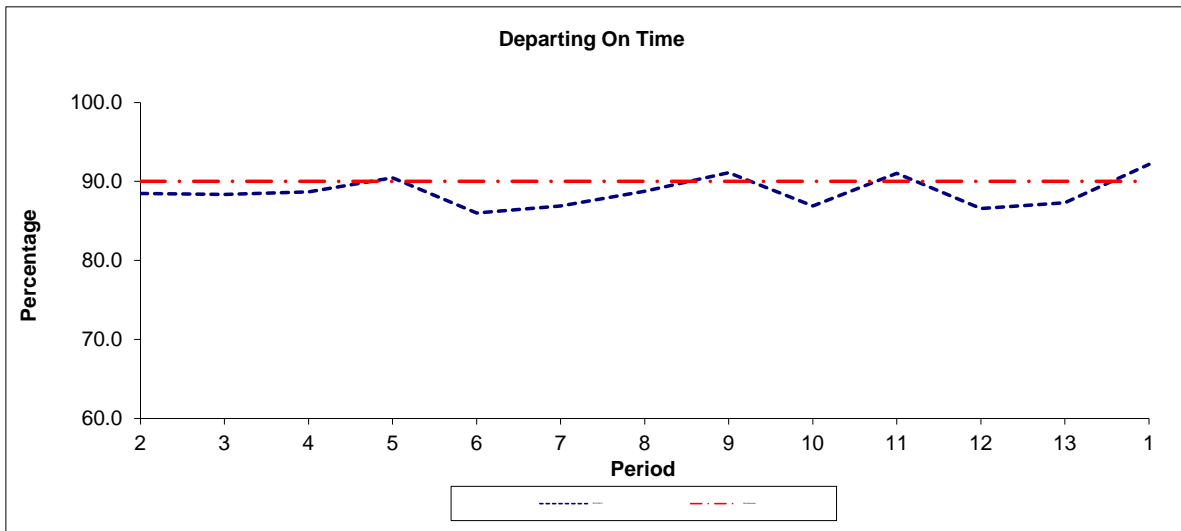


Period	2	3	4	5	6	7	8	9	10	11	12	13	1
2012-2013	4.02	2.47	2.37	0.68	0.81	1.98	2.06	3.88	3.67	2.36	1.56	1.60	3.00
Benchmark	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70

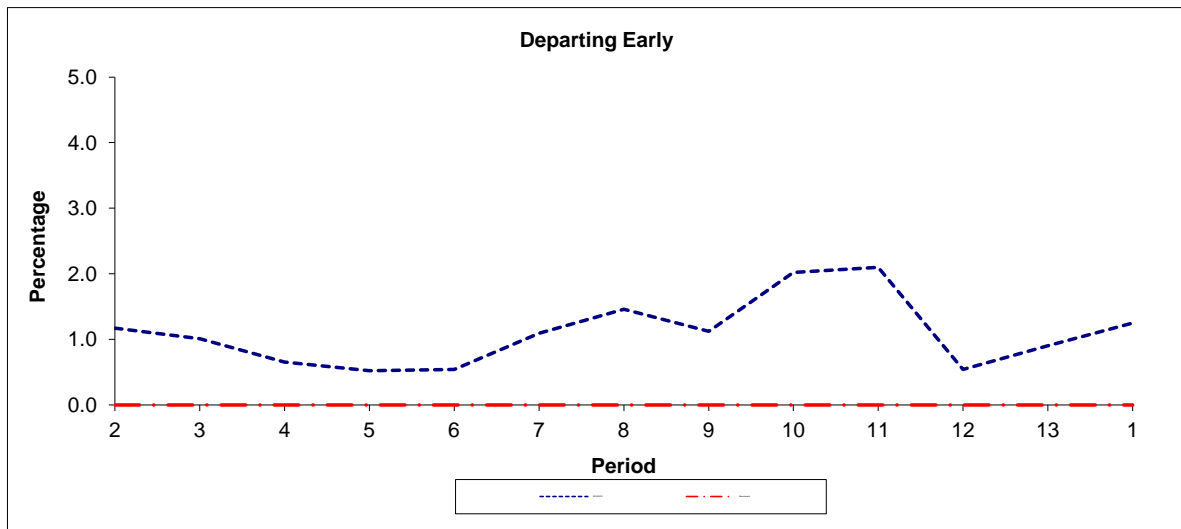
**Note :** Reliability is actual performance under full iBus (4 weeks data).  
 Minimum Standards and Benchmarks are those applicable under the new contract.

**PART B - PERFORMANCE STATISTICS**

**Route N281**



Period	2	3	4	5	6	7	8	9	10	11	12	13	1
2012/2013	88.5	88.4	88.7	90.5	86.0	86.9	88.7	91.1	86.9	91.0	86.6	87.3	92.2
Min Standard	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0



Period	2	3	4	5	6	7	8	9	10	11	12	13	1
2012/2013	1.2	1.0	0.7	0.5	0.5	1.1	1.5	1.1	2.0	2.1	0.5	0.9	1.3
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 281 SUMMARY FIGURES - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTERS 1 to 4 2012/13 (01/04/12 - 31/03/13)**

**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	34,062.	95.9	7.06	<b>0.67</b>	7.74	75.3	22.9	1.7	0.1	0.3	47
0700 - 1000	102,957.	93.5	4.12	<b>1.09</b>	5.21	88.2	11.1	0.7	0.0	2.1	55
1000 - 1300	102,542.	97.7	3.99	<b>0.98</b>	4.98	90.1	9.4	0.5	0.1	1.6	45
1300 - 1600	104,821.	95.4	3.97	<b>1.20</b>	5.17	88.0	11.1	0.8	0.1	2.5	52
1600 - 1900	104,557.	94.4	3.94	<b>1.63</b>	5.57	84.8	13.5	1.5	0.2	4.4	55
1900 - 2200	80,556.	98.6	5.04	<b>0.95</b>	5.99	82.6	16.2	1.1	0.2	1.5	57
2200 - 2400	46,502.	99.8	5.94	<b>0.65</b>	6.59	78.4	20.6	1.0	0.0	0.3	39
<b>Summary</b>	<b>575,997.</b>	<b>96.1</b>	<b>4.30</b>	<b>1.18</b>	<b>5.48</b>	<b>86.1</b>	<b>12.8</b>	<b>1.0</b>	<b>0.1</b>	<b>2.4</b>	<b>57</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	4,053.	96.9	10.79	<b>0.62</b>	11.41	57.4	34.7	7.0	0.9	2.0	55
0700 - 1000	13,835.	94.6	5.86	<b>0.97</b>	6.83	77.0	21.9	1.0	0.0	0.5	48
1000 - 1300	20,098.	94.5	3.97	<b>1.30</b>	5.27	87.0	11.6	1.1	0.2	3.2	49
1300 - 1600	18,892.	94.0	4.08	<b>1.50</b>	5.58	85.0	13.3	1.5	0.2	3.7	111
1600 - 1900	18,316.	96.7	4.17	<b>1.11</b>	5.28	87.8	11.1	0.9	0.1	2.2	119
1900 - 2200	14,044.	97.7	5.47	<b>1.10</b>	6.57	77.8	19.8	1.8	0.5	1.8	53
2200 - 2400	9,029.	98.3	5.94	<b>0.98</b>	6.92	76.2	22.3	1.3	0.1	0.5	36
<b>Summary</b>	<b>98,267.</b>	<b>95.7</b>	<b>4.73</b>	<b>1.21</b>	<b>5.94</b>	<b>83.0</b>	<b>15.3</b>	<b>1.4</b>	<b>0.2</b>	<b>2.5</b>	<b>119</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	3,588.	98.8	14.48	<b>0.49</b>	14.98	41.5	28.7	25.0	4.8	3.0	64
0700 - 1000	11,610.	98.3	8.79	<b>0.71</b>	9.50	63.6	30.6	5.3	0.6	0.1	62
1000 - 1300	17,428.	96.2	5.75	<b>0.95</b>	6.69	77.0	20.8	1.8	0.3	1.0	82
1300 - 1600	17,305.	97.5	5.81	<b>1.17</b>	6.98	76.0	21.3	2.3	0.3	1.2	47
1600 - 1900	17,400.	98.4	5.83	<b>0.85</b>	6.67	77.6	20.9	1.3	0.1	0.6	48
1900 - 2200	16,945.	99.8	5.96	<b>0.83</b>	6.79	76.9	21.1	1.5	0.4	0.9	76
2200 - 2400	11,480.	99.7	5.94	<b>0.45</b>	6.38	80.2	19.2	0.6	0.0	0.2	36
<b>Summary</b>	<b>95,756.</b>	<b>98.2</b>	<b>6.27</b>	<b>0.90</b>	<b>7.16</b>	<b>75.2</b>	<b>22.0</b>	<b>2.5</b>	<b>0.4</b>	<b>0.8</b>	<b>82</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	41,703.	96.2	7.89	<b>0.66</b>	8.55	71.5	24.4	3.6	0.5	0.6	64
0700 - 1000	128,402.	94.1	4.51	<b>1.06</b>	5.57	86.0	13.0	1.0	0.1	1.8	62
1000 - 1300	140,068.	97.0	4.20	<b>1.03</b>	5.23	88.0	11.1	0.7	0.1	1.8	81
1300 - 1600	141,018.	95.5	4.19	<b>1.23</b>	5.42	86.2	12.5	1.1	0.2	2.5	111
1600 - 1900	140,273.	95.2	4.15	<b>1.50</b>	5.65	84.3	14.1	1.4	0.2	3.8	119
1900 - 2200	111,545.	98.6	5.20	<b>0.96</b>	6.16	81.3	17.2	1.2	0.3	1.4	76
2200 - 2400	67,011.	99.6	5.94	<b>0.66</b>	6.60	78.4	20.6	1.0	0.0	0.3	38
<b>Summary</b>	<b>770,020.</b>	<b>96.3</b>	<b>4.55</b>	<b>1.16</b>	<b>5.70</b>	<b>84.7</b>	<b>14.0</b>	<b>1.2</b>	<b>0.2</b>	<b>2.3</b>	<b>119</b>

Includes Route 281R.

**ROUTE N281 - FULL iBUS RESULTS BY TIME OF DAY  
 QUARTERS 1 to 4 2012/13 (01/04/12 - 31/03/13)**

**MONDAY - FRIDAY**

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	36,530.	99.5	98.7	93.0	3.5	1.2	2.3
<b>Summary</b>	<b>36,530.</b>	<b>99.5</b>	<b>98.7</b>	<b>93.0</b>	<b>3.5</b>	<b>1.2</b>	<b>2.3</b>

**SATURDAY**

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	7,527.	98.1	97.1	82.4	6.3	0.6	10.7
<b>Summary</b>	<b>7,527.</b>	<b>98.1</b>	<b>97.1</b>	<b>82.4</b>	<b>6.3</b>	<b>0.6</b>	<b>10.7</b>

**SUNDAY AND BANK HOLIDAYS**

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	9,079.	98.2	95.7	82.0	6.0	1.1	10.9
<b>Summary</b>	<b>9,079.</b>	<b>98.2</b>	<b>95.7</b>	<b>82.0</b>	<b>6.0</b>	<b>1.1</b>	<b>10.9</b>

**ALL DAYS**

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	53,136.	99.1	98.0	87.8	4.8	1.0	6.4
<b>Summary</b>	<b>53,136.</b>	<b>99.1</b>	<b>98.0</b>	<b>87.8</b>	<b>4.8</b>	<b>1.0</b>	<b>6.4</b>

## Transport for London - QSI Points and Mileage List

Route 281 (and N281)

Service change 27805

Date 11/02/2012

Reason for Issue
------------------

QSI Points are Highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
TOLWER	34254	Tolworth Tower		
	33613	Tolworth Broadway	259	0.16
	27573	Princes Avenue	158	0.10
TOLWRL	27708	King Charles Road	242	0.15
	11457	Surbiton Police Station	386	0.24
	4513	Hollyfield Road	249	0.15
	27360	Browns Road	293	0.18
	11462	Surbiton Hospital	258	0.16
	11464	Surbiton Telephone Exchange	379	0.24
	27533	St Mark's Church	267	0.17
	27379	Surbiton Station	246	0.15
SURBSNC	23416	Claremont Road / Surbiton Station	155	0.10
	19589	The Crescent	282	0.18
	20503	Maple Road	284	0.18
	4480	Surbiton Road / Penrhyn Road	367	0.23
	27358	Kingston University	204	0.13
	12899	Kingston University / County Hall	156	0.10
	BP285	College Roundabout	188	0.12
	BP490	Brook Street	282	0.18
KINGES	R0698	Eden Street	169	0.11
	R0691	Kingston Station	508	0.32
KINGCH	BP497	Wood Street	280	0.17
	6917	Lower Teddington Road	594	0.37
HPTWSN	27370	Hampton Wick Station	243	0.15
	R0284	Woffington Close	227	0.14
	27355	Fairfax Road	396	0.25
	25613	St Mark's Road	247	0.15
	27345	Kingston Lane	362	0.22
	20623	Marston Road	342	0.21
	27353	Teddington Lock	185	0.11
	20786	Cambridge Road	418	0.26
	27351	Teddington / Elmfield Avenue	236	0.15
TEDDHG	19484	Broad Street	371	0.23
	27534	Teddington Memorial Hospital	321	0.20
	27364	Gloucester Road	323	0.20
	27363	Princes Road	322	0.20
	20683	Fulwell Station	358	0.22
FWELSR	FW21	South Road / Fulwell	230	0.14
FWELHG	14715	Fulwell / Sixth Cross Road	161	0.10
	6390	Trafalgar Road / Prince Of Wales	466	0.29
	6388	Twickenham / The Prince Albert	281	0.17
	6387	Twickenham Green	363	0.23
	6422	Heath Road / Grove Avenue	355	0.22
	25898	Heath Road / Cophall Gardens	239	0.15
TWICKS	R0270	Twickenham / King Street	277	0.17
TWICPS	6382	Twickenham London Road	284	0.18
TWICSN	BP3821	Twickenham Station	248	0.15
	15560	Heatham House	268	0.17
	15562	Chudleigh Road	195	0.12
TWICRG	15565	Twickenham Stadium	422	0.26
	15567	Tayben Avenue	238	0.15
	15569	Kneller Hall	291	0.18
	15570	Warren Road	344	0.21
WHITAN	25823	Whitton / Admiral Nelson	308	0.19
	15875	Whitton Church	431	0.27
	15577	Whitton Dene	364	0.23
	26850	Park Road	226	0.14
	15579	Hounslow Station	298	0.19
	BP1196	Pownall Gardens	147	0.09
	BP1365	Grove Road	295	0.18
	15580	Treaty Centre	144	0.09
	BP2285	Hounslow High Street	397	0.25
HOUNBSL	33528	Hounslow Bus Station	264	0.16
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>			18093 metres	11.24 miles

**TRANCHE 446**

## Re-routes towards Twickenham

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HOUNBSA	BP5045	Hounslow Bus Station		
	BP2174	Douglas Road	510	0.32
	BP1783	Grove Road	334	0.21
	BP941	Pownall Gardens	262	0.16
	15578	Hounslow Station	163	0.10
	26851	Park Road	314	0.20
	15576	Whitton Dene	193	0.12
	15574	Whitton Church	311	0.19
WHITAN	15572	Whitton / Admiral Nelson	391	0.24
	159	Warren Road	301	0.19
	15568	Kneller Hall	340	0.21
	15566	Tayben Avenue	414	0.26
TWICRG	FW28	Rugby Road	221	0.14
	15563	Chudleigh Road	347	0.22
	15561	Heatham House	312	0.19
TWICSN	14713	Twickenham Station	179	0.11
TWICPS	25606	Twickenham / London Road	334	0.21
TWICKS	14752	Twickenham / King Street	208	0.13
	R0278	Heath Road / Copthall Gardens	273	0.17
	2841	Heath Road / Grove Avenue	267	0.17
	6424	Twickenham Green	387	0.24
	R0124	Twickenham / The Prince Albert	229	0.14
	27526	Trafalgar Road / Prince Of Wales	442	0.27
FWELHG	6428	Fulwell / Sixth Cross Road	349	0.22
FWELSR	34832	South Road / Fulwell	195	0.12
	20682	Fulwell Station	340	0.21
	27349	Princes Road	334	0.21
	27365	Gloucester Road	308	0.19
	6919	Teddington Memorial Hospital	269	0.17
TEDDHG	R0653	Broad Street	296	0.18
	27350	Teddington / Elmfield Avenue	277	0.17
	20785	Cambridge Road	409	0.25
	27367	Teddington Lock	235	0.15
	20624	Marston Road	387	0.24
	27368	Kingston Lane	283	0.18
	25614	St Mark's Road	289	0.18
	27369	Fairfax Road	379	0.24
	R0285	Woffington Close	259	0.16
HPTWSN	27356	Hampton Wick Station	318	0.20
	27537	Lower Teddington Road	259	0.16
KINGCH	R0872	Wood Street	518	0.32
KINGCB	BP1085	Cromwell Road Bus Station	772	0.48
KINGES	R0702	Eden Street	773	0.48
	BP492	Brook Street	223	0.14
	12900	Kingston University / County Hall	461	0.29
	4486	Surbiton Road	433	0.27
	27354	Maple Road	212	0.13
	19590	The Crescent	387	0.24
SURBSNC	27532	Surbiton Station	236	0.15
	25135	St Mark's Church	372	0.23
	6726	Surbiton Telephone Exchange	265	0.16
	11461	Surbiton Hospital	335	0.21
	20823	Browns Road	345	0.21
	4514	Hollyfield Road	205	0.13
	11458	Surbiton Police Station	274	0.17
TOLWRL	21237	King Charles Road	394	0.24
	BP4867	Princes Avenue	228	0.14
	11739	Tolworth Broadway	369	0.23
TOLWER	34254	Tolworth Tower	256	0.16
<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>			18976	11.79
			metres	miles

**Transport for London - QSI Point and Mileage List**

Route **281R - northern leg** Reason for  
 Service change 20075 Re-issue  
 Date 21 January 2010

**TRANCHE 446**

**Mileage correction in the Fulwell area**

QSI Points are Highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
TEDDHG	19484	Broad Street	0	0.00
	27534	Teddington Memorial Hospital	321	0.20
	27364	Gloucester Road	323	0.20
	27363	Princes Road	322	0.20
	20683	Fulwell Station	358	0.22
FWELSR	FW21	South Road / Fulwell	230	0.14
	15875	Whitton Church	3160	1.96
	15577	Whitton Dene	364	0.23
	26850	Park Road	226	0.14
	15579	Hounslow Station	298	0.19
	BP1196	Pownall Gardens	147	0.09
	BP1365	Grove Road	295	0.18
	15580	Treaty Centre	144	0.09
	BP2285	Hounslow High Street	397	0.25
HOUNBSL	33528	Hounslow Bus Station	264	0.16
IOUNBSA	IOUNBSA:	Hounslow Bus Station, Stop A	0	0.00

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HOUNBSA	HOUNBSA:	Hounslow Bus Station, Stop A		
HOUNBSA	BP5045	Hounslow Bus Station	0	0.00
	BP2174	Douglas Road	518	0.32
	BP1783	Grove Road	334	0.21
	BP941	Pownall Gardens	262	0.16
	15578	Hounslow Station	163	0.10
	26851	Park Road	314	0.20
	15576	Whitton Dene	193	0.12
	15574	Whitton Church	311	0.19
FWELSR	34832	South Road / Fulwell	3160	1.96
	20682	Fulwell Station	340	0.21
	27349	Princes Road	334	0.21
	27365	Gloucester Road	308	0.19
	6919	Teddington Memorial Hospital	269	0.17
TEDDHG	R0653	Broad Street	296	0.18

<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>	6849 metres	4.26 miles
--	-------------	------------

<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>	6802 metres	4.23 miles
---	-------------	------------

Route **281R - southern leg**

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
TOLWER	34254	Tolworth Tower		
	33613	Tolworth Broadway	259	0.16
	27573	Princes Avenue	158	0.10
TOLWRL	27708	King Charles Road	242	0.15
	11457	Surbiton Police Station	386	0.24
	4513	Hollyfield Road	249	0.15
	27360	Browns Road	293	0.18
	11462	Surbiton Hospital	258	0.16
	11464	Surbiton Telephone Exchange	379	0.24
	27533	St Mark's Church	267	0.17
	27379	Surbiton Station	246	0.15
SURBSNC	23416	Claremont Road / Surbiton Station	155	0.10
	19589	The Crescent	282	0.18
	20503	Maple Road	284	0.18
	4480	Surbiton Road / Penrhyn Road	367	0.23
	27358	Kingston University	204	0.13
	12899	Kingston University / County Hall	156	0.10
	BP285	College Roundabout	188	0.12
	BP490	Brook Street	282	0.18
KINGES	R0698	Eden Street	169	0.11
	R0691	Kingston Station	508	0.32
KINGCH	BP497	Wood Street	280	0.17
	6917	Lower Teddington Road	594	0.37
HPTWSN	27370	Hampton Wick Station	243	0.15
	R0284	Woffington Close	227	0.14
	27355	Fairfax Road	396	0.25
	25613	St Mark's Road	247	0.15
	27345	Kingston Lane	362	0.22
	20623	Marston Road	342	0.21
	27353	Teddington Lock	185	0.11
	20786	Cambridge Road	418	0.26
	27351	Teddington / Elmfield Avenue	236	0.15
TEDDHG	19484	Broad Street	371	0.23
	27534	Teddington Memorial Hospital	321	0.20
	27364	Gloucester Road	323	0.20
	27363	Princes Road	322	0.20
	20683	Fulwell Station	358	0.22
FWELSR	FW21	South Road / Fulwell	230	0.14
FWELHS	14715	Fulwell / Sixth Cross Road	161	0.10
	6390	Trafalgar Road / Prince Of Wales	466	0.29
	6388	Twickenham / The Prince Albert	281	0.17
	6387	Twickenham Green	363	0.23
	6422	Heath Road / Grove Avenue	355	0.22
	25898	Heath Road / Copthall Gardens	239	0.15
TWICKS	R0270	Twickenham / King Street	277	0.17
TWICPS	6382	Twickenham London Road	284	0.18

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
TWICPS	25606	Twickenham / London Road	334	0.21
TWICKS	14752	Twickenham / King Street	208	0.13
	R0278	Heath Road / Copthall Gardens	273	0.17
	2841	Heath Road / Grove Avenue	267	0.17
	6424	Twickenham Green	387	0.24
	R0124	Twickenham / The Prince Albert	229	0.14
	27526	Trafalgar Road / Prince Of Wales	442	0.27
FWELHS	6428	Fulwell / Sixth Cross Road	349	0.22
FWELSR	34832	South Road / Fulwell	195	0.12
	20682	Fulwell Station	340	0.21
	27349	Princes Road	334	0.21
	27365	Gloucester Road	308	0.19
	6919	Teddington Memorial Hospital	269	0.17
TEDDHG	R0653	Broad Street	296	0.18
	27350	Teddington / Elmfield Avenue	277	0.17
	20785	Cambridge Road	409	0.25
	27367	Teddington Lock	235	0.15
	20624	Marston Road	387	0.24
	27368	Kingston Lane	283	0.18
	25614	St Mark's Road	289	0.18
	27369	Fairfax Road	379	0.24
	R0285	Woffington Close	259	0.16
HPTWSN	27356	Hampton Wick Station	318	0.20
	27537	Lower Teddington Road	259	0.16
KINGCH	R0872	Wood Street	518	0.32
KINGCB	BP1085	Cromwell Road Bus Station	772	0.48
KINGES	R0702	Eden Street	773	0.48
	BP492	Brook Street	223	0.14
	12900	Kingston University / County Hall	461	0.29
	4486	Surbiton Road	433	0.27
	27354	Maple Road	212	0.13
	19590	The Crescent	387	0.24
SURBSNC	27532	Surbiton Station	236	0.15
	25135	St Mark's Church	372	0.23
	6726	Surbiton Telephone Exchange	265	0.16
	11461	Surbiton Hospital	335	0.21
	20823	Browns Road	345	0.21
	4514	Hollyfield Road	205	0.13
	11458	Surbiton Police Station	274	0.17
TOLWRL	21237	King Charles Road	394	0.24
	BP4867	Princes Avenue	228	0.14
	11739	Tolworth Broadway	369	0.23
TOLWER	34254	Tolworth Tower	256	0.16

<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>	13213 metres	8.21 miles
--	--------------	------------

<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>	14050 metres	8.73 miles
---	--------------	------------