

## 7. Service Specification

**Route: 285/N285**

**Contract Reference:**

**QC48401**

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>	Heathrow Airport, Central Bus Station and Kingston, Cromwell Road Bus Station
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	27 <sup>th</sup> June 2015
<b>Vehicle Type</b>	<p><b>Option 1:</b> 60 capacity, dual door, single deck buses, minimum 10.8m long, subject to a satisfactory route test</p> <p><b>Option 2:</b> 87 capacity, dual door, double deck buses, subject to a satisfactory route test</p>
<b>Current Maximum Approved Dimensions</b>	10.2 metres long and 2.5 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 - Route No. 285</b>	Average Excess Waiting Time - No more than 0.90 minutes
<b>Extension Threshold - Route No. 285</b>	Average Excess Waiting Time Threshold - 0.80 minutes
<b>Minimum Operated Mileage Standard - Route No. 285</b>	No less than 98.00%
<b>Departing On Time - Route No. N285</b>	Departing on time - No less than 90.00%
<b>Minimum Operated Mileage Standard - Route No. N285</b>	No less than 99.00%

The Date of Tender for this ITT is:  
No later than 12 Noon on Monday 25<sup>th</sup> August 2014

*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. 285/N285.

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 options are proposed:

#### **Option 1**

- 60 capacity, dual door, single deck buses are specified, subject to a satisfactory route test.

#### **Option 2**

- 87 capacity, dual door, double deck buses are specified, subject to a satisfactory route test.
- The additional Mondays to Fridays return journey ex Heathrow is withdrawn.
- The designation Route No. N285 is used for contractual purposes only. This service will be marketed as Route No. 285. This includes all publicity, including destination blind displays.
- **Tenderers must identify the cost of the Nightly element of this service separately.**
- **Tenderers must also identify the cost of the Boxing Day element of this service separately.**

2) NOTES - continued

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.*

Tenderers should note that if they are supplying an alternative price based on using existing vehicles, these must be refurbished in line with the revised specification dated 1st March 2014. This applies to all contracts awarded from Tranche 471 onwards.

Cash Free Boarding was extended throughout London with effect from 6th July 2014. Submitted tender prices should fully reflect the cost saving accrued from this change. Tenderers should also indicate the approximate additional cost if cash fares were still to be accepted.

Full iBus Monitoring was introduced on all night routes with effect from 1 April 2014. Tenderers are therefore advised that on contracts where there is a night service both the day and night elements will be incentivised from the commencement of the Route Agreement in accordance with clause 46 of Annex B Terms and Conditions, using the Minimum Performance Standard(s) specified in Part 1 of the ITT.

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

##### OPTION 1

Heathrow Airport, Central Bus Station to Kingston, Cromwell Road Bus Station			Kingston, Cromwell Road Bus Station to Heathrow Airport, Central Bus Station		
First departure no later than 0500.			First departure no later than 0550.		
0455 - 0540	Every 20 minutes		0545 - 0605	Every 15 minutes	
0541 - 0700	Every 10 minutes		0606 - 1545	Every 10 minutes	
0701 - 0800	Every 8-9 minutes (7 buses per hour)		1546 - 1645	Every 8-9 minutes (7 buses per hour)	
0801 - 1920	Every 10 minutes		1646 - 1905	Every 10 minutes	
1921 - 2020	Every 12 minutes		1906 - 2005	Every 12 minutes	
2021 - 2325	Every 15 minutes		2006 - 2355	Every 15 minutes	
Last departure no earlier than 2320.			Last departure no earlier than 2350.		
<b>Pinchpoints</b>					
Teddington, Hogarth, Broad Street	0720 - 0800	10 minutes	Hatton Cross Station, Hatton Road South	0725 - 0915	10 minutes
	0801 - 0900	9 minutes		1515 - 1655	10 minutes
	1500 - 1650	10 minutes			

##### OPTION 2

Heathrow Airport, Central Bus Station to Kingston, Cromwell Road Bus Station			Kingston, Cromwell Road Bus Station to Heathrow Airport, Central Bus Station		
First departure no later than 0500.			First departure no later than 0550.		
0455 - 0540	Every 20 minutes		0545 - 0605	Every 15 minutes	
0541 - 1920	Every 10 minutes		0606 - 1905	Every 10 minutes	
1921 - 2020	Every 12 minutes		1906 - 2005	Every 12 minutes	
2021 - 2325	Every 15 minutes		2006 - 2355	Every 15 minutes	
Last departure no earlier than 2320.			Last departure no earlier than 2350.		
<b>Pinchpoints</b>					
Teddington, Hogarth, Broad Street	0720 - 0900	10 minutes	Hatton Cross Station, Hatton Road South	0725 - 0915	10 minutes
	1500 - 1650	10 minutes		1515 - 1655	10 minutes

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

Heathrow Airport, Central Bus Station to Kingston, Cromwell Road Bus Station			Kingston, Cromwell Road Bus Station to Heathrow Airport, Central Bus Station		
First departure no later than 0500.			First departure no later than 0550.		
0455 - 0700	Every 20 minutes		0545 - 0750	Every 20 minutes	
0701 - 0800	Every 15 minutes		0751 - 0835	Every 15 minutes	
0801 - 0900	Every 12 minutes		0836 - 0935	Every 12 minutes	
0901 - 1820	Every 10 minutes		0936 - 1835	Every 10 minutes	
1821 - 1920	Every 12 minutes		1836 - 1935	Every 12 minutes	
1921 - 2325	Every 15 minutes		1936 - 2355	Every 15 minutes	
Last departure no earlier than 2320.			Last departure no earlier than 2350.		
<b>Pinchpoints</b>					
Teddington, Hogarth, Broad Street	0925 - 0950	12 minutes	Hatton Cross Station, Hatton Road South	0925 - 1025	12 minutes
	0951 - 1120	10 minutes		1026 - 1125	10 minutes

#### 3.3) SUNDAYS AND PUBLIC HOLIDAYS (EXCEPT GOOD FRIDAY, CHRISTMAS DAY AND BOXING DAY) SCHEDULE REQUIREMENTS & PINCHPOINTS

Heathrow Airport, Central Bus Station to Kingston, Cromwell Road Bus Station			Kingston, Cromwell Road Bus Station to Heathrow Airport, Central Bus Station		
First departure no later than 0500.			First departure no later than 0550.		
0455 - 0720	Every 20 minutes		0545 - 0810	Every 20 minutes	
0721 - 0850	Every 15 minutes		0811 - 0910	Every 15 minutes	
0851 - 1750	Every 12 minutes		0911 - 1835	Every 12 minutes	
1751 - 2325	Every 15 minutes		1836 - 2355	Every 15 minutes	
Last departure no earlier than 2320.			Last departure no earlier than 2350.		
<b>Pinchpoints</b>					
Teddington, Hogarth, Broad Street	1010 - 1110	12 minutes	Hatton Cross Station, Hatton Road South	1020 - 1120	12 minutes

#### 3.4) BOXING DAY SCHEDULE REQUIREMENTS

Same as section 3.3, but with additional journeys as follows:

Kingston, Cromwell Road Bus Station to Heathrow Airport, Central Bus Station	
0440	One journey
0510	One journey
0530	One journey

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

#### 3.5) NIGHTLY SCHEDULE REQUIREMENTS

Heathrow Airport, Central Bus Station to Kingston, Cromwell Road Bus Station		Kingston, Cromwell Road Bus Station to Heathrow Airport, Central Bus Station	
First departure no later than 2340.		First departure no later than 0010.	
2335 - 0435	Every 30 minutes	0005 - 0530	Every 30 minutes
Last departure no earlier than 0430.		Last departure no earlier than 0525.	

#### 4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 285 should interwork with Route No. N285 to form a seamless 24 hour service.
- 4.2) Route No. 285 should interwork with Route No. 281 between Teddington, Hogarth, Broad Street and Kingston, Cromwell Road Bus Station during Sunday shopping hours, and be best separated during all other periods.
- 4.3) Route No. 285 should be best separated from Route No. 490 between Hatton Cross Bus Station and Hanworth Library during all periods, where possible.
- 4.4) Route No. 285 can suffer from unpredictable traffic delays in the Heathrow, Feltham and Teddington areas.
- 4.5) The proposed night tube project may impact on the night bus network. A review is currently being undertaken and the successful Tenderer will be kept up to date about the potential implications of the night tube project on this route.

#### 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 285: Heathrow Airport, Central Bus Station - Kingston, Cromwell Road Bus Station (24 hour service)**

**Date of Structural Change:** 27 June 2015.

**Date of Service Change:** 27 June 2015.

**Reason for Issue:** New Tender.

### **STREETS TRAVERSED**

**Towards Kingston, Cromwell Road Bus Station:** Heathrow Airport Central Bus Station, Inner Ring West, Tunnel Road West, West Ramp, Newport Road Roundabout, Newport Road, Bath Road, Hatton Road North, Northern Perimeter Road, Eastern Perimeter Road, Envoy Avenue, Envoy Roundabout, Envoy Avenue, Hatton Cross Roundabout, Southern Perimeter Road, Hatton Cross Bus Station, Southern Perimeter Road, Hatton Cross Roundabout, Hatton Road South, Fagg's Road, Harlington Road West, Hounslow Road, New Road, Feltham Station Forecourt, New Road, Hounslow Road, Hanworth Road, Uxbridge Road, Hampton Road West, Apex Corner, Hampton Road East, Uxbridge Road, Sainsburys Access Road, Uxbridge Road, Hampton Hill High Street, Hampton 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.

**Towards Heathrow Airport, Central Bus Station:** Cromwell Road Bus Station, Cromwell Road, Contraflow Bus Lane, Wood Street, Clarence Street, Horse Fair, Kingston Bridge, Hampton Wick High Street, Upper Teddington Road, Kingston Road, Ferry Road, Teddington High Street, Broad Street, Hampton Road, Hampton Hill High Street, Uxbridge Road, Sainsburys Access Road, Uxbridge Road, Hampton Road East, Apex Corner, Hampton Road West, Uxbridge Road, Hanworth Road, Hounslow Road, New Road, Feltham Station Forecourt, New Road, Hounslow Road, Harlington Road West, Fagg's Road, Hatton Road South, Hatton Cross Roundabout, Envoy Avenue, Envoy Roundabout, Envoy Avenue, Eastern Perimeter Road, Northern Perimeter Road, Hatton Road North, Bath Road, Heathrow North Bus Lane, Nettleton Road, Nene Road, East Ramp, Tunnel Road East, Inner Ring East, Heathrow Airport Central Bus Station.



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

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

### **HEATHROW AIRPORT, CENTRAL BUS STATION**

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

Buses proceed from Heathrow Airport Central Bus Station via Bus Parking Area to stand, departing via Bus Parking Area to Heathrow Airport Central Bus Station. Set down in Heathrow Airport Central Bus Station, at Stand 16 (OC901 - Heathrow Central Bus Station, Last Stop on LOR: OC901 - Heathrow Central Bus Station) and pick up in Heathrow Airport Central Bus Station, at Stand 20 (BP5118 - Heathrow Central Bus Station, First Stop on LOR: BP5118 - Heathrow Central Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 285 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Heathrow Central.
OTHER INFORMATION:	Stand restriction is 3 buses on the stand between route 111 and route 285. Toilet facilities available (24 hours). Buses must only stand within the layover area in the bus station. Buses must not be left unattended at any other location.

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

Buses proceed from Bath Road via Nene Road and Sipson Road departing to Bath Road. Set down in Bath Road, at Stop BM (18208 - Nene Road, Last Stop on LOR: 18208 - Nene Road) and pick up in Bath Road, at Stop BJ (557 - Nene Road, First Stop on LOR: 557 - Nene Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
BLIND DISPLAY:	Bath Road, Sipson Road.

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

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

Buses proceed from Hatton Road North via Harlington High Street, Bath Road, Nobel Drive, Nobel Drive (East Arm), Nobel Drive (East Roundabout) and Nobel Drive (East Arm) to stand, departing via Nobel Drive (East Arm), Bath Road and Hatton Road North to Northern Perimeter Road. Set down in Hatton Road North, at Stop M (29039 - Hatton Road North, Last Stop on LOR: 29039 - Hatton Road North) and pick up in Northern Perimeter Road, at Stop K (29038 - Hatton Road North, First Stop on LOR: 29038 - Hatton Road North).

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

### **HATTON CROSS BUS STATION**

Private stand for 6 buses in marked bays on north side (4 buses) and in centre (2 buses) of Hatton Cross Bus Station on south side of Southern Perimeter Road.

#### **From Heathrow Airport, Central Bus Station.**

Buses proceed from Hatton Cross Bus Station direct to stand, departing via Hatton Cross Bus Station, Southern Perimeter Road and Hatton Cross Roundabout to Envoy Avenue. Set down in Hatton Cross Bus Station, at Stop C (35287 - Hatton Cross Station <>, Last Stop on LOR: 35287 - Hatton Cross Station <>) and pick up in Envoy Avenue, at Stop K (BP4822 - Envoy Avenue, First Stop on LOR: BP4822 - Envoy Avenue).

#### **From Kingston, Cromwell Road Bus Station.**

Buses proceed from Hatton Road South via Hatton Cross Roundabout, Southern Perimeter Road and Hatton Cross Bus Station to stand, departing to Hatton Cross Bus Station. Set down in Hatton Road South, at Stop E (37323 - Hatton Cross Station <>, Last Stop on LOR: 37323 - Hatton Cross Station <>) and pick up in Hatton Cross Bus Station, at Stop C (35287 - Hatton Cross Station <>, First Stop on LOR: 35287 - Hatton Cross 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:	Hatton Cross.

**FELTHAM STATION (from KINGSTON, CROMWELL ROAD BUS STATION)**

Buses proceed from Feltham Station Forecourt departing to Feltham Station Forecourt. Set down in Feltham Station Forecourt, at Stop D (BP2263 - Feltham Station #, Last Stop on LOR: 15827 - High Street / Feltham) and pick up in Feltham Station Forecourt, at Stop D (BP2263 - Feltham Station #, First Stop on LOR: BP2263 - Feltham Station #).

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

**HANWORTH, APEX ROUNDABOUT (from Heathrow Airport, Central Bus Station)**

Buses proceed from Hampton Road West via Apex Corner departing to Hampton Road West. Set down in Hampton Road West, at Stop D (19504 - Apex Corner / Hampton Road West, Last Stop on LOR: 19504 - Apex Corner / Hampton Road West) and pick up in Hampton Road West, at Stop U (19503 - Apex Corner / Hampton Road West, First Stop on LOR: 19503 - Apex Corner / Hampton Road West).

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

**HANWORTH, APEX ROUNDABOUT (from KINGSTON, CROMWELL ROAD BUS STATION)**

Buses proceed from Hampton Road East via Apex Corner departing to Hampton Road East. Set down in Hampton Road East, at Stop T (19502 - Hampton Road East, Last Stop on LOR: 19502 - Hampton Road East) and pick up in Hampton Road East, at Stop E (19501 - Hampton Road East, First Stop on LOR: 19501 - Hampton Road East).

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

## **HAMPTON, SAINSBURYS**

Public stand for one bus in private road off Hampton Road East within Sainsburys Superstore outside the coffee shop.

### **From Heathrow Airport, Central Bus Station.**

Buses proceed from Sainsburys Access Road direct to stand, departing to Sainsburys Access Road. Set down in Sainsburys Access Road, at Stop S (R0273 - Uxbridge Road / Hampton Sainsbury's, Last Stop on LOR: R0273 - Uxbridge Road / Hampton Sainsbury's) and pick up in Sainsburys Access Road, at Stop S (R0273 - Uxbridge Road / Hampton Sainsbury's, First Stop on LOR: R0273 - Uxbridge Road / Hampton Sainsbury's).

### **From Kingston, Cromwell Road Bus Station.**

Buses proceed from Sainsburys Access Road direct to stand, departing to Sainsburys Access Road. Set down in Sainsburys Access Road, at Stop S (R0273 - Uxbridge Road / Hampton Sainsbury's, Last Stop on LOR: R0273 - Uxbridge Road / Hampton Sainsbury's) and pick up in Sainsburys Access Road, at Stop S (R0273 - Uxbridge Road / Hampton Sainsbury's, First Stop on LOR: R0273 - Uxbridge Road / Hampton Sainsbury's).

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

## **TEDDINGTON, PARK ROAD, THE CAUSEWAY (from Heathrow Airport, Central Bus Station)**

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

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 - Teddington / Broad Street, Last Stop on LOR: R0653 - Teddington / Broad Street) and pick up in Broad Street, at Stop F (19484 - Teddington / Broad Street, First Stop on LOR: 19484 - Teddington / Broad 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:	Teddington.

### **HAMPTON WICK ROUNDABOUT (from Heathrow Airport, Central Bus Station)**

Buses proceed from Hampton Wick High Street via A308 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: **Turning Point Only - Buses must not stand**  
BLIND DISPLAY: Hampton Wick.

### **KINGSTON, CROMWELL ROAD BUS STATION**

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

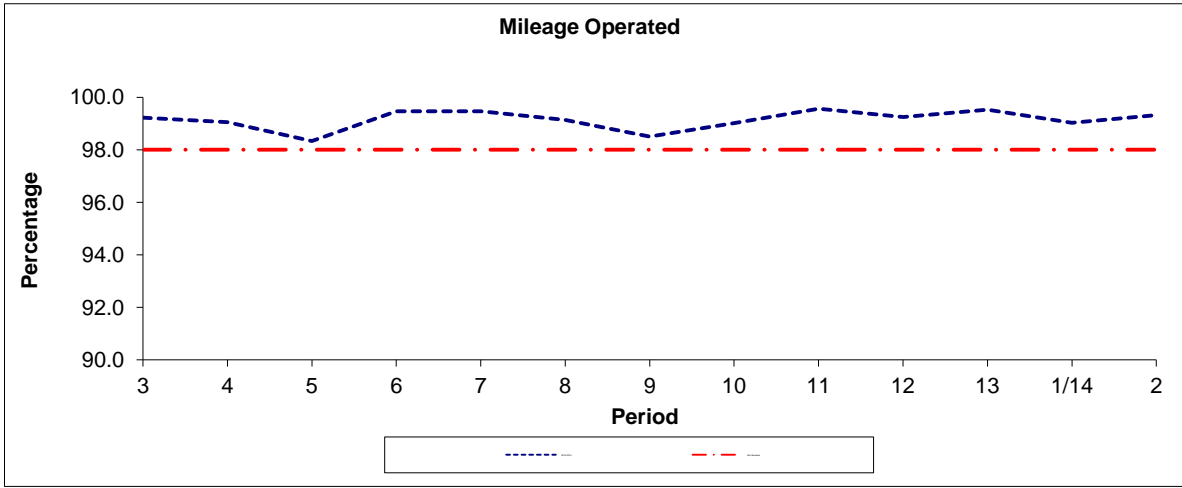
Bays A5/A6 - Route 285,  
Bays A7/A8 - Route 111,  
Bay A9 - Route 216,  
Bay A10 - Route 411,  
Bay A11 - other operators,  
Bay A12 - Route 481 and other operators,  
Bay A13 - Route K1,  
Bays A14/A15 - Route 71,  
Bay A16 - Route 465.

Buses proceed from Cromwell Road via Cromwell Road Bus Station to stand, departing to Cromwell Road Bus Station. Set down in Cromwell Road, at Stop A2 (BP1084 - Cromwell Road Bus Station, Last Stop on LOR: BP1084 - Cromwell Road Bus Station) and pick up in Cromwell Road Bus Station, at Stop A5/A6 (BP1121 - Cromwell Road Bus Station, First Stop on LOR: BP1121 - Cromwell Road Bus Station).

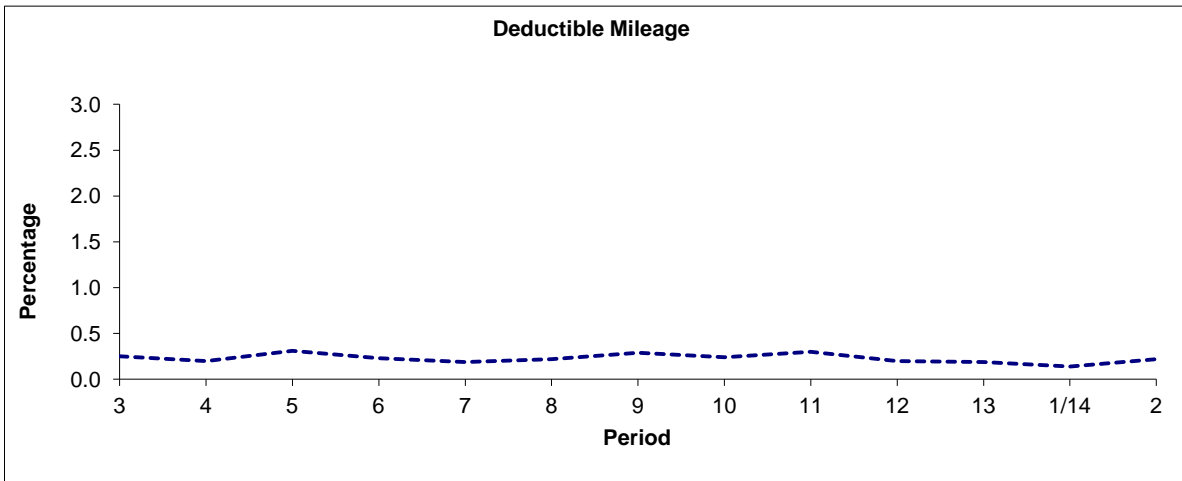
AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 1 bus on Route 285 should be scheduled to stand at any one time.  
MEAL RELIEFS: No meal relief vehicles to stand at any time.  
FERRY VEHICLES: No ferry vehicles to park on stand at any time.  
BLIND DISPLAY: Kingston.

**PART B - PERFORMANCE STATISTICS**

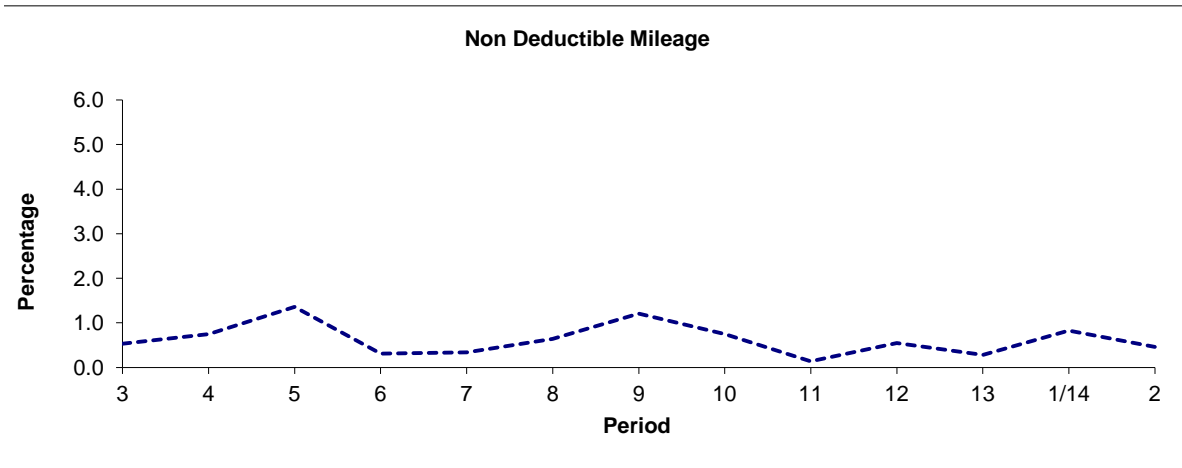
**Route 285**



Period	3	4	5	6	7	8	9	10	11	12	13	1/14	2
2013/2014	99.22	99.05	98.33	99.46	99.47	99.14	98.50	99.01	99.56	99.25	99.53	99.03	99.32
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	3	4	5	6	7	8	9	10	11	12	13	1/14	2
2013/2014	0.25	0.20	0.31	0.23	0.19	0.22	0.29	0.24	0.30	0.20	0.19	0.14	0.22

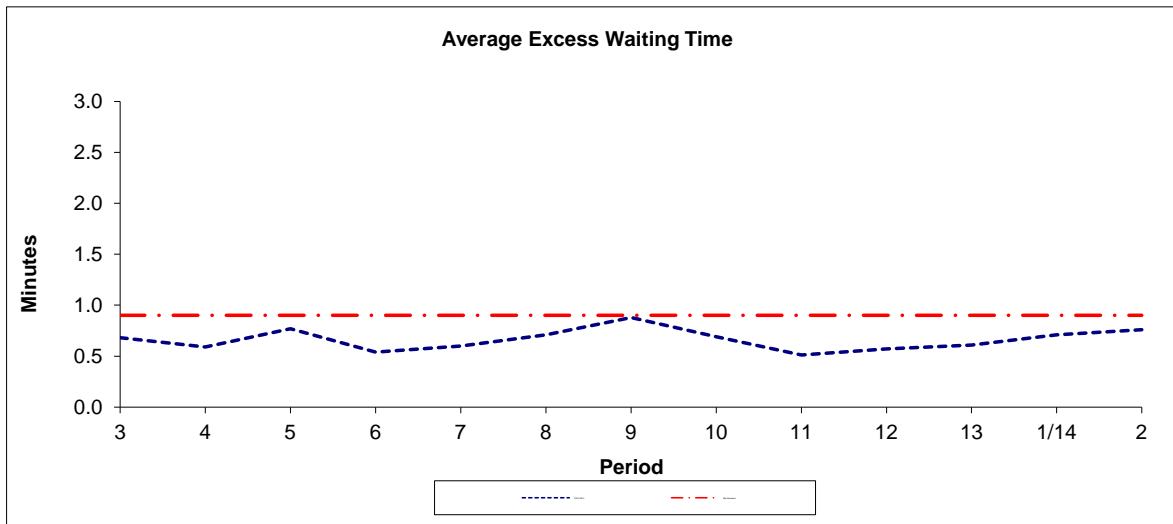


Period	3	4	5	6	7	8	9	10	11	12	13	1/14	2
2013/2014	0.53	0.75	1.36	0.31	0.34	0.64	1.21	0.75	0.14	0.55	0.28	0.83	0.46

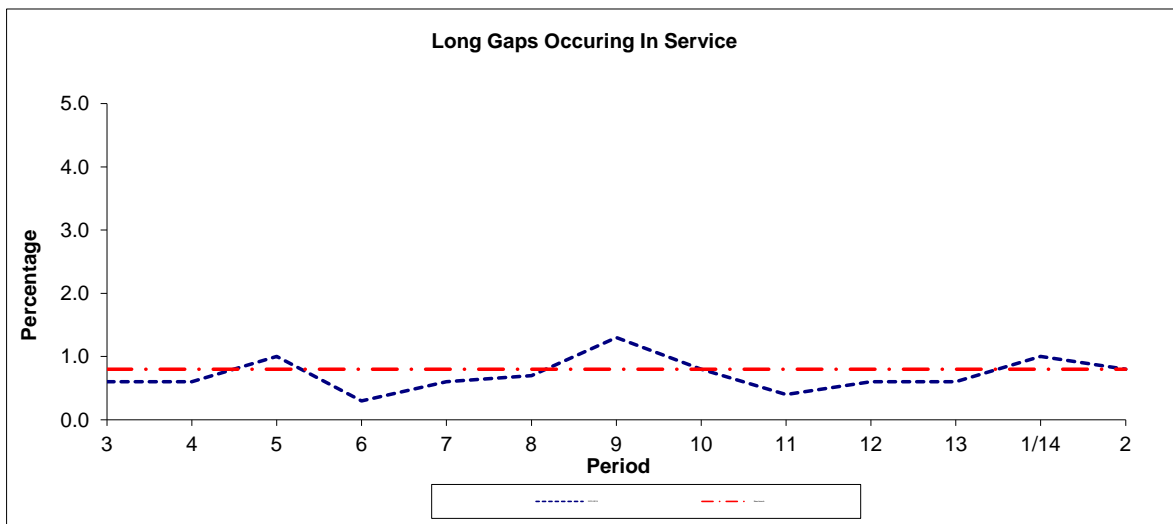
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 285**



Period	3	4	5	6	7	8	9	10	11	12	13	1/14	2
2013-2014	0.68	0.59	0.77	0.54	0.60	0.71	0.88	0.69	0.51	0.57	0.61	0.71	0.76
Min Standard	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90

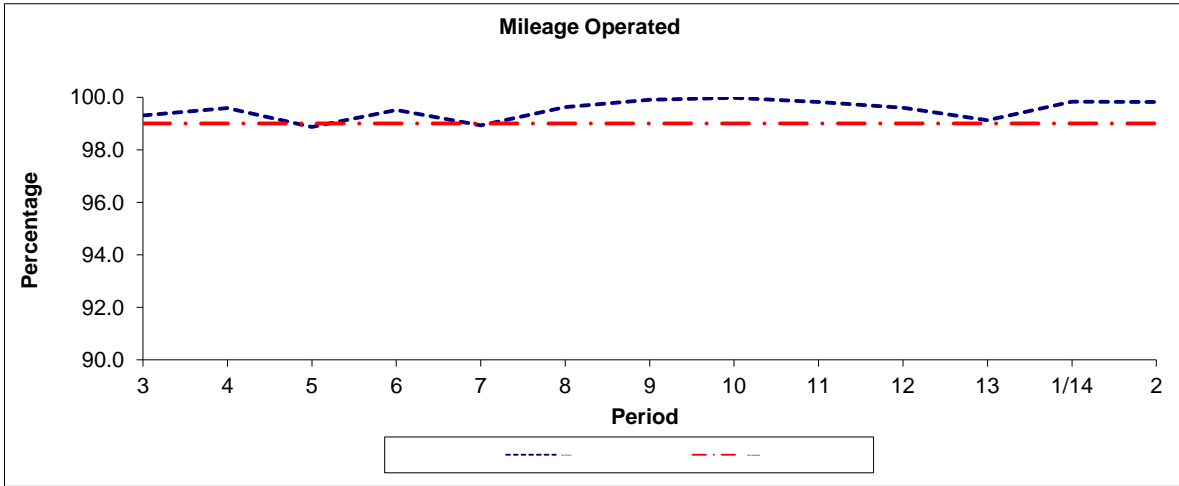


Period	3	4	5	6	7	8	9	10	11	12	13	1/14	2
2013-2014	0.60	0.60	1.00	0.30	0.60	0.70	1.30	0.80	0.40	0.60	0.60	1.00	0.80
Benchmark	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80

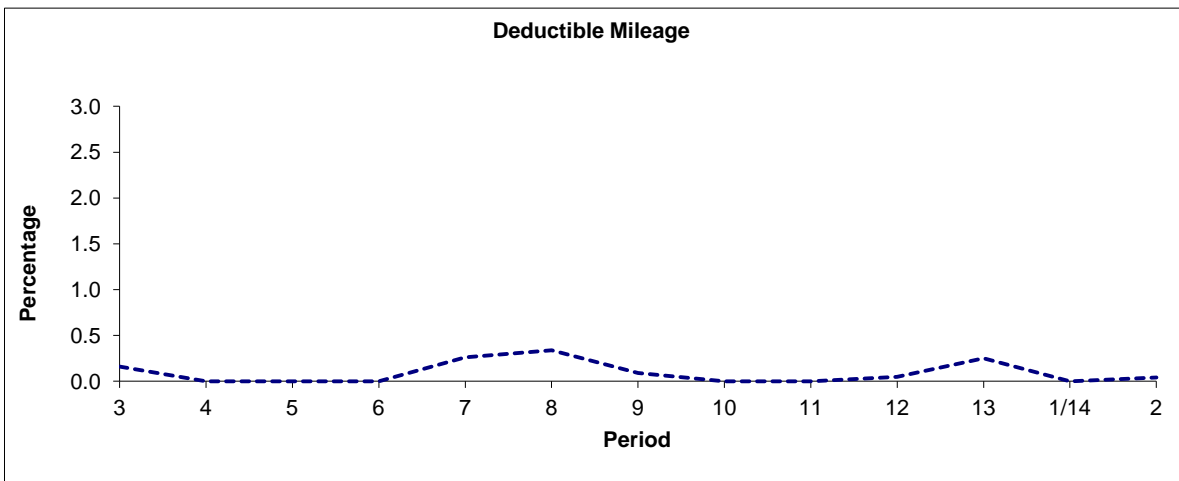
**Note :** Reliability is actual performance under full iBus (4 weeks data).  
 Minimum Standards and Benchmarks are those applicable under the new contract.

**PART B - PERFORMANCE STATISTICS**

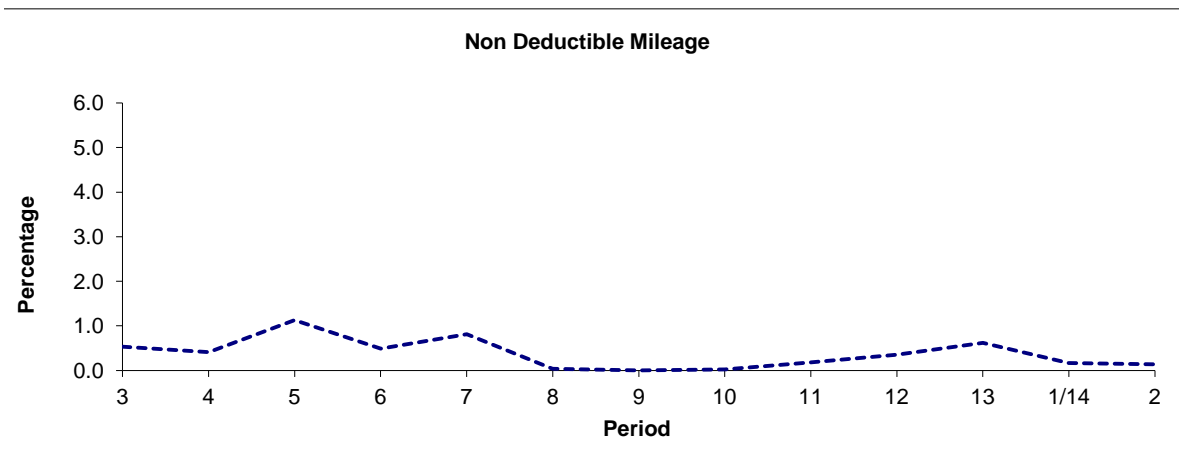
**Route N285**



Period	3	4	5	6	7	8	9	10	11	12	13	1/14	2
2013/2014	99.31	99.59	98.87	99.51	98.93	99.62	99.91	99.98	99.82	99.60	99.13	99.83	99.82
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	3	4	5	6	7	8	9	10	11	12	13	1/14	2
2013/2014	0.16	0.00	0.00	0.00	0.26	0.34	0.09	0.00	0.00	0.05	0.25	0.00	0.04



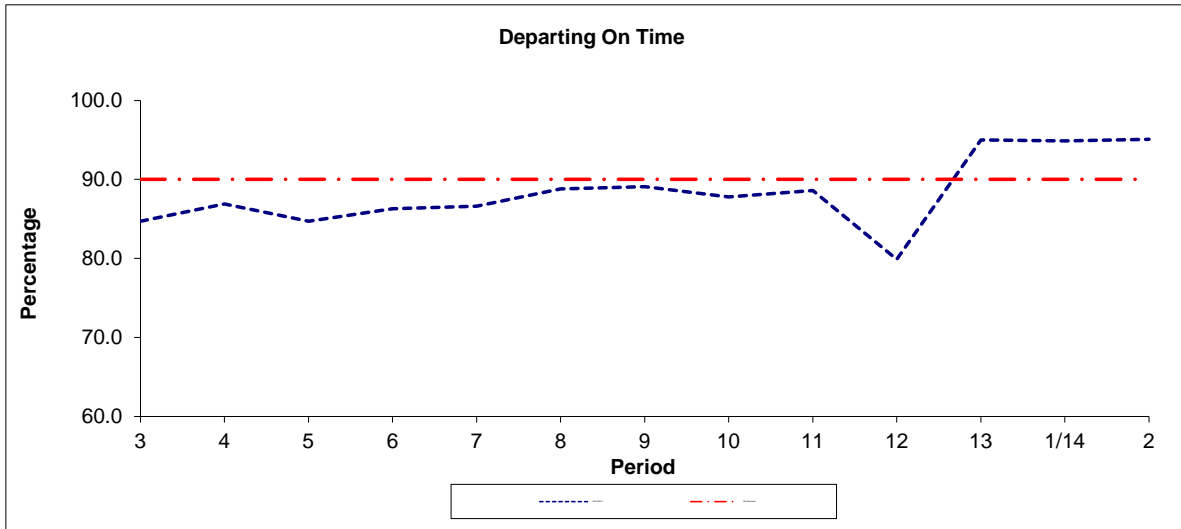
Period	3	4	5	6	7	8	9	10	11	12	13	1/14	2
2013/2014	0.53	0.41	1.13	0.49	0.81	0.04	0.00	0.02	0.18	0.35	0.62	0.17	0.14

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

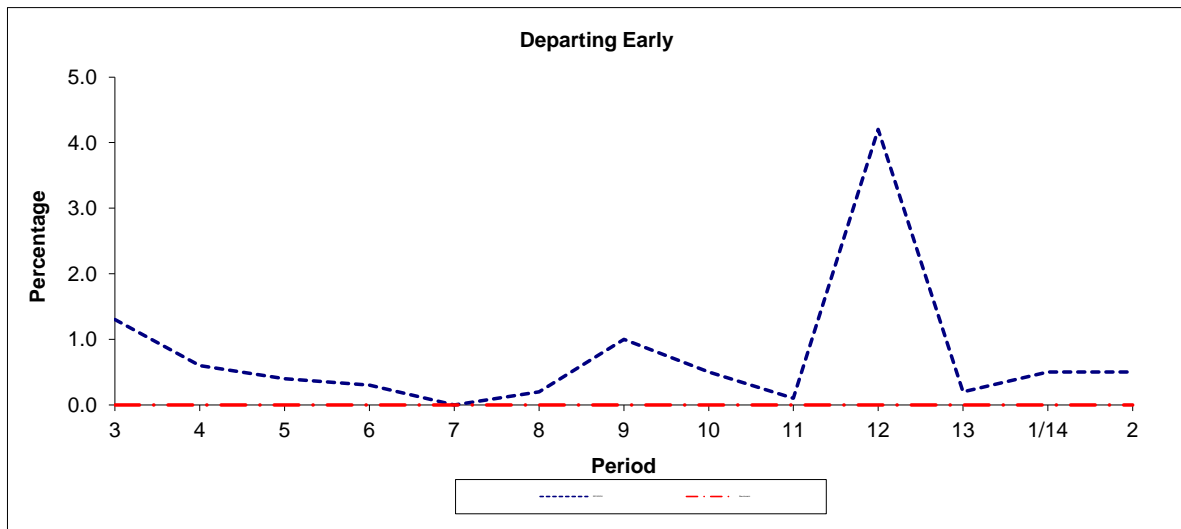


**PART B - PERFORMANCE STATISTICS**

**Route N285**



Period	3	4	5	6	7	8	9	10	11	12	13	1/14	2
2013/2014	84.7	86.9	84.7	86.3	86.6	88.8	89.1	87.8	88.6	79.9	95.0	94.9	95.1
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	3	4	5	6	7	8	9	10	11	12	13	1/14	2
2013/2014	1.3	0.6	0.4	0.3	0.0	0.2	1.0	0.5	0.1	4.2	0.2	0.5	0.5
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 285 - FULL iBUS RESULTS BY TIME OF DAY  
 QUARTERS 1 TO 4 2013/14 (01/04/13 - 31/03/14)**

**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	32,298.	98.2	7.38	<b>0.36</b>	7.74	79.4	18.7	1.8	0.1	0.3	43
0700 - 1000	105,459.	102.3	4.71	<b>0.60</b>	5.31	88.2	11.2	0.5	0.1	0.7	53
1000 - 1300	97,968.	102.9	4.99	<b>0.54</b>	5.53	86.9	12.7	0.4	0.0	0.4	54
1300 - 1600	98,049.	102.5	4.94	<b>0.77</b>	5.71	84.9	14.3	0.8	0.1	0.8	56
1600 - 1900	101,349.	102.2	4.78	<b>1.04</b>	5.82	84.0	14.7	1.1	0.2	1.6	74
1900 - 2200	77,882.	102.4	6.14	<b>0.68</b>	6.81	74.2	24.1	1.4	0.4	0.9	67
2200 - 2400	40,070.	102.7	7.61	<b>0.38</b>	7.98	67.7	30.8	1.3	0.1	0.1	88
<b>Summary</b>	<b>553,075.</b>	<b>102.2</b>	<b>5.19</b>	<b>0.72</b>	<b>5.91</b>	<b>83.5</b>	<b>15.5</b>	<b>0.8</b>	<b>0.1</b>	<b>0.9</b>	<b>88</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	4,348.	96.6	10.00	<b>0.24</b>	10.24	57.2	36.6	5.9	0.3	0.6	61
0700 - 1000	15,214.	99.5	6.87	<b>0.74</b>	7.62	72.8	25.0	2.1	0.1	0.1	42
1000 - 1300	20,798.	99.3	4.97	<b>0.62</b>	5.59	86.7	13.0	0.3	0.0	0.3	30
1300 - 1600	20,466.	101.4	5.00	<b>0.69</b>	5.69	85.9	13.5	0.6	0.0	0.6	48
1600 - 1900	20,185.	102.0	5.05	<b>0.53</b>	5.58	86.2	13.5	0.3	0.0	0.3	38
1900 - 2200	14,716.	101.5	6.92	<b>0.39</b>	7.32	70.0	29.0	1.0	0.0	0.1	37
2200 - 2400	8,373.	101.1	7.62	<b>0.42</b>	8.03	67.4	31.1	1.5	0.1	0.0	38
<b>Summary</b>	<b>104,100.</b>	<b>100.6</b>	<b>5.71</b>	<b>0.59</b>	<b>6.30</b>	<b>81.0</b>	<b>18.0</b>	<b>0.9</b>	<b>0.0</b>	<b>0.3</b>	<b>61</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	4,798.	97.7	10.00	<b>0.36</b>	10.36	57.2	36.9	5.4	0.4	0.8	47
0700 - 1000	13,249.	99.4	8.20	<b>0.37</b>	8.57	64.2	33.3	2.4	0.1	0.0	78
1000 - 1300	18,526.	100.8	5.96	<b>0.50</b>	6.46	79.1	20.3	0.6	0.0	0.2	36
1300 - 1600	18,275.	102.1	6.00	<b>0.56</b>	6.56	78.3	21.1	0.6	0.0	0.1	39
1600 - 1900	18,051.	101.4	6.05	<b>0.45</b>	6.50	77.6	21.8	0.6	0.0	0.2	34
1900 - 2200	14,683.	101.8	7.43	<b>0.39</b>	7.82	66.5	32.2	1.3	0.1	0.1	36
2200 - 2400	8,855.	101.7	7.60	<b>0.24</b>	7.84	68.2	30.9	0.9	0.0	0.0	42
<b>Summary</b>	<b>96,437.</b>	<b>101.0</b>	<b>6.59</b>	<b>0.45</b>	<b>7.04</b>	<b>74.3</b>	<b>24.7</b>	<b>1.0</b>	<b>0.0</b>	<b>0.1</b>	<b>78</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	41,444.	98.0	7.81	<b>0.35</b>	8.16	75.7	21.7	2.4	0.1	0.4	61
0700 - 1000	133,922.	101.7	5.05	<b>0.60</b>	5.65	85.8	13.4	0.7	0.1	0.6	78
1000 - 1300	137,292.	102.1	5.09	<b>0.55</b>	5.64	86.0	13.6	0.4	0.0	0.4	54
1300 - 1600	136,790.	102.3	5.05	<b>0.74</b>	5.79	84.4	14.9	0.7	0.1	0.7	56
1600 - 1900	139,585.	102.1	4.93	<b>0.93</b>	5.86	83.6	15.2	1.0	0.1	1.3	74
1900 - 2200	107,281.	102.2	6.38	<b>0.61</b>	6.99	72.8	25.6	1.3	0.3	0.7	67
2200 - 2400	57,298.	102.3	7.61	<b>0.37</b>	7.97	67.7	30.9	1.3	0.1	0.1	88
<b>Summary</b>	<b>753,612.</b>	<b>101.9</b>	<b>5.38</b>	<b>0.68</b>	<b>6.06</b>	<b>82.4</b>	<b>16.6</b>	<b>0.9</b>	<b>0.1</b>	<b>0.8</b>	<b>88</b>

**ROUTE N285 - FULL iBUS RESULTS BY TIME OF DAY  
 QUARTERS 1 TO 4 2013/14 (01/04/13 - 31/03/14)**

**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	52,777.	100.0	99.4	92.0	0.6	0.9	6.5
<b>Summary</b>	<b>52,777.</b>	<b>100.0</b>	<b>99.4</b>	<b>92.0</b>	<b>0.6</b>	<b>0.9</b>	<b>6.5</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	10,664.	99.7	98.1	79.6	1.6	1.0	17.8
<b>Summary</b>	<b>10,664.</b>	<b>99.7</b>	<b>98.1</b>	<b>79.6</b>	<b>1.6</b>	<b>1.0</b>	<b>17.8</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	11,824.	99.4	98.6	82.5	0.9	0.3	16.3
<b>Summary</b>	<b>11,824.</b>	<b>99.4</b>	<b>98.6</b>	<b>82.5</b>	<b>0.9</b>	<b>0.3</b>	<b>16.3</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	75,265.	99.9	99.1	86.9	0.9	0.8	11.4
<b>Summary</b>	<b>75,265.</b>	<b>99.9</b>	<b>99.1</b>	<b>86.9</b>	<b>0.9</b>	<b>0.8</b>	<b>11.4</b>

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

Route 285 and N285

Service change 36034

Date 01/02/2014

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HTWABS	BP5118	Heathrow Central Bus Station		
	29172	Newport Road	1640	1.02
	27307	Sipson Way / Blunts Avenue	375	0.23
HTWANT	557	Nene Road	472	0.29
	18207	Bolton's Lane	236	0.15
	17144	New Road	393	0.24
HARNCR	29038	Hatton Road North	595	0.37
	BP5149	Eastchurch Road	600	0.37
	BP4823	Envoy Avenue	1613	1.00
HATXBS	35287	Hatton Cross Station	629	0.39
	17131	Great South West Road	427	0.27
	17129	Hatton Green	480	0.30
FGRSR	17127	Central Way	665	0.41
	16827	Lansbury Avenue	316	0.20
	BP3535	Feltham Assembly Hall	655	0.41
	20817	Fern Grove	141	0.09
FELTBS	BP2263	Feltham Station	380	0.24
	15826	High Street / Feltham	684	0.43
	BP1320	Feltham Police Station	291	0.18
	19512	Browells Lane	408	0.25
	19510	Wigley Road	318	0.20
	29500	Hanworth Air Park Leisure Ctr & Library	293	0.18
HWTHLB	19508	Hounslow Road / Hanworth	390	0.24
	19506	Popham Close	319	0.20
	19504	Apex Corner / Hampton Road West	265	0.16
	19501	Hampton Road East	288	0.18
HPTNSY	R0273	Uxbridge Road / Hampton Sainsbury's	283	0.18
	29402	Longford Close	328	0.20
	19499	Queens Road	293	0.18
	25954	Park Road	262	0.16
	BP3826	Windmill Road	196	0.12
	BP3824	Hanworth Road	430	0.27
	BP3823	Ormond Drive	430	0.27
	6440	Uxbridge Road	178	0.11
	20523	Holly Road	279	0.17
	6435	Cross Street	242	0.15
HPHLHH	R0125	Parkside	175	0.11
	34958	Kings Road	349	0.22
	R0113	Oxford Road	176	0.11
	19488	National Physical Laboratory	210	0.13
	19846	Teddington Memorial Hospital	359	0.22
TEDDHG	R0653	Teddington / Broad Street	293	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
	R0872	Wood Street	518	0.32
KINGCB	BP1084	Cromwell Road Bus Station	734	0.46
Total Route Mileage - Out Direction			21703	13.49
			21703	13.49

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

Route 285 and N285

Service change 36034

Date 01/02/2014

QSI Points are highlighted.

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
KINGCB	BP1121	Cromwell Road Bus Station		
	R0691	Kingston Station	290	0.18
	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	Teddington / Broad Street	371	0.23
	19485	Teddington Memorial Hospital	279	0.17
	19487	National Physical Laboratory	221	0.14
	19490	Oxford Road	437	0.27
	25919	Wellington Road	282	0.18
HPLHLL	6433	Parkside	123	0.08
	6398	Cross Street	268	0.17
	20524	Holly Road	229	0.14
	35828	Park Place	166	0.10
	BP3822	Ormond Drive	236	0.15
	BP3825	Hanworth Road	433	0.27
	BP3827	Windmill Road	478	0.30
	25953	Park Road	180	0.11
	19500	Queens Road	339	0.21
	29403	Longford Close	285	0.18
HPTNSY	R0273	Uxbridge Road / Hampton Sainsbury's	300	0.19
	19502	Hampton Road East	217	0.13
	19503	Apex Corner / Hampton Road West	284	0.18
	19505	Popham Close	219	0.14
HWTHLB	19507	Hounslow Road / Hanworth	356	0.22
	29499	Hanworth Air Park Leisure Ctr & Library	451	0.28
	19509	Wigley Road	213	0.13
	19511	Browells Lane	273	0.17
	BP1319	Feltham Police Station	430	0.27
	15827	High Street / Feltham	329	0.20
FELTBS	BP2260	Feltham Station	543	0.34
	20816	Feltham Assembly Hall	506	0.31
	16830	Harlington Road East	228	0.14
	16828	Lansbury Avenue	470	0.29
FGSRSR	17126	Central Way	459	0.29
	17128	Hatton Green	497	0.31
	17130	Great South West Road	501	0.31
HATXSN	37323	Hatton Cross Station	170	0.11
	BP4822	Envoy Avenue	187	0.12
	BP757	Northrop Road	2018	1.25
	29039	Hatton Road North	571	0.35
HARNCR	3419	Harlington Corner	179	0.11
	17145	Mondial Way	610	0.38
HTWANT	18208	Nene Road	223	0.14
HTWABS	OC901	Heathrow Central Bus Station	1423	0.88
Total Route Mileage - Back Direction			19804	12.31
			19804	12.31