

7. Service Specification

Route: 321 & N321

Contract Reference: QC53603

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.

Route Number	321& N321
Terminus Points	Foots Cray, Tesco and New Cross Gate, Sainsbury's
Contract Basis	Incentivised
Commencement Date	8 th October 2015
Vehicle Type	87 capacity, dual door, double deck
Current Maximum Approved Dimensions	10.1 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard - Route No. 321	Average Excess Wait Time - No more than 1.30 minutes
Extension Threshold - Route No. 321	Average Excess Wait Time Threshold - 1.20 minutes
Minimum Operated Mileage Standard - Route No. 321	No less than 98.00%
Departing On Time - Route No. N321	Departing on Time - No less than 90.00%
Minimum Operated Mileage Standard - Route No. N321	No less than 99.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 30th November 2015.

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. 321 & N321.

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:

- The first and last buses on Route No. 321 & N321 are re-timed to improve the day/night interworking with other routes.
- The designation Route No. N321 is used for contractual purposes only. This service will be marketed as Route No. 321. This includes all publicity, including destination blind displays.

Tenderers are also encouraged to offer two axle vehicles with a longer wheelbase and increased capacity, subject to route constraints. Tenders offering such vehicles will be welcomed and carefully considered by the Corporation. Triaxle vehicles are not being considered by the Corporation at this time.

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.

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

Foots Cray, Tesco to New Cross Gate, Sainsbury's		New Cross Gate, Sainsbury's to Foots Cray, Tesco			
First departure no later than 0440.		First departure no later than 0510.			
0435 - 0555	Every 15 minutes	0505 - 0610	Every 15 minutes		
0556 - 0630	Every 12 minutes	0611 - 0655	Every 12 minutes		
0631 - 1810	Every 8 minutes	0656 - 1825	Every 8 minutes		
1811 - 2000	Every 10 minutes	1826 - 1955	Every 10 minutes		
2001 - 0035	Every 12 minutes	1956 - 0055	Every 12 minutes		
Last departure no earlier than 0030.		Last departure no earlier than 0050.			
Pinchpoints					
Lee Green, Leegate	0730 - 0930	8 minutes	New Eltham Station, Footscray Road	0730 - 0930	8 minutes
	1530 - 1630	8 minutes		1500 - 1600	8 minutes

3.2) MONDAY TO FRIDAY SCHOOLDAYS ONLY SCHEDULE REQUIREMENTS

Eltham Technology College to New Cross Gate, Sainsbury's	
1458	One journey

The journey shown in Section 3.2 is specifically designed to meet the finish time of Eltham Technology College in the Eltham area.

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Foots Cray, Tesco to New Cross Gate, Sainsbury's		New Cross Gate, Sainsbury's to Foots Cray, Tesco			
First departure no later than 0440.		First departure no later than 0510.			
0435 - 0555	Every 15 minutes	0505 - 0610	Every 15 minutes		
0556 - 0655	Every 12 minutes	0611 - 0655	Every 12 minutes		
0656 - 0825	Every 10 minutes	0656 - 0825	Every 10 minutes		
0826 - 1850	Every 8 minutes	0826 - 1825	Every 8 minutes		
1851 - 1900	Every 10 minutes	1826 - 1855	Every 10 minutes		
1901 - 0035	Every 12 minutes	1855 - 0055	Every 12 minutes		
Last departure no earlier than 0030.		Last departure no earlier than 0050.			
Pinchpoints					
Lee Green, Leegate	0920 - 1120	8 minutes	New Eltham Station, Footscray Road	0920 - 1120	8 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

Foots Cray, Tesco to New Cross Gate, Sainsbury's		New Cross Gate, Sainsbury's to Foots Cray, Tesco			
First departure no later than 0440.		First departure no later than 0510.			
0435 - 0800	Every 20 minutes	0505 - 0710	Every 20 minutes		
0801 - 0930	Every 15 minutes	0711 - 0935	Every 15 minutes		
0931 - 0035	Every 12 minutes	0936 - 0055	Every 12 minutes		
Last departure no earlier than 0030.		Last departure no earlier than 0050.			
Pinchpoints					
Lee Green, Leegate	1030 - 1130	12 minutes	New Eltham Station, Footscray Road	1035 - 1135	12 minutes

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

3.4) NIGHTLY

Foots Cray, Tesco to New Cross Gate, Sainsbury's		New Cross Gate, Sainsbury's to Foots Cray, Tesco	
First departure no later than 0050.		First departure no later than 0110.	
0045 - 0425	Every 30 minutes	0105 - 0445	Every 30 minutes
Last departure no earlier than 0420.		Last departure no earlier than 0440.	

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 321 should interwork with Route No. N321 to form a seamless 24 hour service.
- 4.2) Route No. 321 can suffer from unpredictable traffic delays in the New Cross and Lewisham areas.
- 4.3) The road layout in Lewisham is expected to change as part of the Lewisham Gateway scheme; however, no significant changes to Route No. 321 and N321 are expected.

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 321: Foots Cray, Tesco - New Cross Gate, Sainsburys (24 hour service)

Date of Structural Change: 8 October 2016.

Date of Service Change: 8 October 2016.

Reason for Issue: {To be specified}.

STREETS TRAVERSED

Towards New Cross Gate, Sainsburys: Foots Cray Tesco, Edgington Way, Sidcup By-Pass Slip Road, Crittalls Corner, Cray Road, Sidcup Hill, Sidcup High Street, Main Road, Footscray Road, Southend Crescent, Eltham High Street, Eltham Hill, Yorkshire Grey Roundabout, Eltham Road, Lee High Road, Lee Bridge, Lewisham High Street, Loampit Vale Roundabout, Loampit Vale, Loampit Hill, Lewisham Way, New Cross Road, Sainsburys Access Road.

Towards Foots Cray, Tesco: Sainsburys Access Road, New Cross Road, Amersham Road, Lewisham Way, Loampit Hill, Loampit Vale, Loampit Vale Roundabout, Lewisham High Street, Lee Bridge, Lee High Road, Eltham Road, Yorkshire Grey Roundabout, Eltham Hill, Eltham High Street, Southend Crescent, Footscray Road, Main Road, Sidcup High Street, Sidcup Hill, Cray Road, Crittalls Corner, Edgington Way, Foots Cray Tesco.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

FOOTS CRAY, TESCO

Private stand for 2 buses on west side of service road between petrol station and turning circle commencing opposite wooden-gated entrance to Tesco private vehicle parking area and extending 30 metres south.

Buses proceed from Foots Cray Tesco direct to stand, departing to Foots Cray Tesco. Set down in Foots Cray Tesco, at Alighting Point FY (OC579 - Foots Cray Tesco, Last Stop on LOR: OC579 - Foots Cray Tesco) and pick up in Foots Cray Tesco, at Stop FY (OC579 - Foots Cray Tesco, First Stop on LOR: OC579 - Foots Cray Tesco).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 321 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:	Foots Cray, Tesco.
OTHER INFORMATION:	No toilet facilities available.

FOOTS CRAY, CRAY ROAD (from NEW CROSS GATE, SAINSBURYS)

Public stand for two buses on west side of Cray Road, commencing 18 metres south of centre line of Suffolk Road at party wall of nos. 43/45 and extending 30 metres southwards. Buses proceed from Cray Road via Crittalls Corner (Circling) and Cray Road to stand, departing to Cray Road. Set down in Cray Road, at Stop FS (18986 - Crittall's Corner, Last Stop on LOR: 18986 - Crittall's Corner) and pick up in Cray Road, at Stop FT (R0535 - Suffolk Road, First Stop on LOR: R0535 - Suffolk 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:	Foots Cray.

SIDCUP, POLICE STATION (from NEW CROSS GATE, SAINSBURYS)

Buses proceed from Main Road via Elm Road, The Green and Church Road departing to Sidcup High Street. Set down in Main Road, at Stop P (3377 - Main Road / Station Road, Last Stop on LOR: 3377 - Main Road / Station Road) and pick up in Sidcup High Street, at Stop U (R0548 - Sidcup High Street / Station Road, First Stop on LOR: R0548 - Sidcup High Street / Station Road).

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

ELTHAM, HIGH STREET (from NEW CROSS GATE, SAINSBURYS)

Public stand for 3 buses on north side of Eltham High Street opposite Marlowe Gardens commencing 4 metres west of lamp standard No. 89 and extending 36 metres west. Buses proceed from Eltham High Street direct to stand, departing via Eltham High Street, Southend Crescent and Footscray Road to Southend Crescent. Set down in Eltham High Street, at Stop Q (12924 - Eltham High Street / Pound Place, Last Stop on LOR: 12924 - Eltham High Street / Pound Place) and pick up in Southend Crescent, FH (BP2660 - Southend Crescent / Southend Close, First Stop on LOR: BP2660 - Southend Crescent / Southend Close).

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: Eltham, High Street.

ELTHAM STATION (from Footh Cray, Tesco)

Private stand for up to 9 buses in bus station adjacent to Eltham Station on east side of Well Hall Road, facing west in centre parking area. Buses proceed from Eltham High Street via Well Hall Road and Eltham Bus Station to stand, departing via Eltham Bus Station and Well Hall Road to Eltham High Street. Set down in Eltham High Street, at Stop M (3381 - Eltham High Street / Chequers Parade, Last Stop on LOR: 3381 - Eltham High Street / Chequers Parade) and pick up in Eltham High Street, at Stop L (16674 - Eltham High Street / Well Hall Road, First Stop on LOR: 16674 - Eltham High Street / Well Hall 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: Eltham Church.

ELTHAM GREEN

From Foots Cray, Tesco.

Buses proceed from Eltham Hill via Yorkshire Grey Roundabout departing to Eltham Hill. Set down in Eltham Hill, at Stop WE (2791 - Eltham Hill / Park Avenue, Last Stop on LOR: 2791 - Eltham Hill / Park Avenue) and pick up in Eltham Hill, at Stop EK (19636 - Eltham Hill / Westhorne Avenue, First Stop on LOR: 19636 - Eltham Hill / Westhorne Avenue).

From New Cross Gate, Sainsburys.

Buses proceed from Eltham Road via Yorkshire Grey Roundabout departing to Eltham Road. Set down in Eltham Road, at Stop EE (26679 - Eltham Road / Westhorne Avenue, Last Stop on LOR: 26679 - Eltham Road / Westhorne Avenue) and pick up in Eltham Road, at Stop WP (20134 - Eltham Road / Westhorne Avenue, First Stop on LOR: 20134 - Eltham Road / Westhorne Avenue).

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

LEWISHAM, JERRARD STREET (from Foots Cray, Tesco)

Public stand on east side of Jerrard Street in 2 portions:

1. Commencing 10 metres south of the south-west kerb line of Thurston Road and extending 23 metres south.

2. Commencing 47 metres south of the south-west kerb line of Thurston Road and extending 25 metres south.

Buses proceed from Lewisham High Street via Loampit Vale Roundabout, Loampit Vale and Jerrard Street to stand, departing via Jerrard Street and Thurston Road to Loampit Vale. Set down in Lewisham High Street, at Stop E (BP437 - Lewisham Police Station, Last Stop on LOR: BP437 - Lewisham Police Station) and pick up in Loampit Vale, at Stop C (BP816 - Lewisham Station # [dlr], First Stop on LOR: BP816 - Lewisham Station # [dlr]).

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

MARQUIS OF GRANBY (from Foots Cray, Tesco)

Buses proceed from Lewisham Way departing to New Cross Road. Set down in Lewisham Way, at stop X (288 - Marquis Of Granby / Goldsmiths, Last Stop on LOR: 288 - Marquis Of Granby / Goldsmiths) and pick up in New Cross Road, at stop T (R0465 - Marquis Of Granby, First Stop on LOR: R0465 - Marquis Of Granby).

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

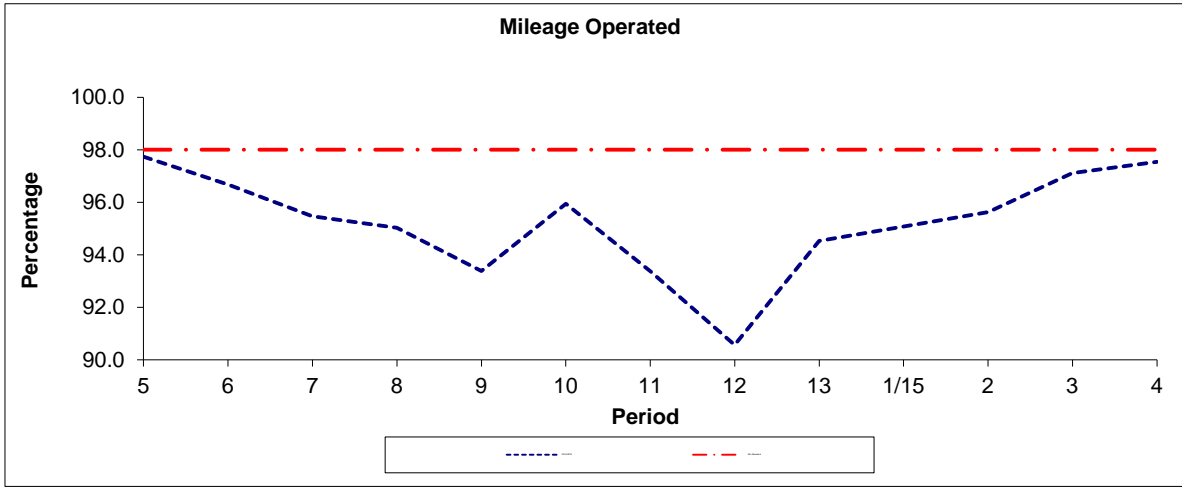
NEW CROSS GATE, SAINSBURY'S

Private stand for three buses in the north-western corner of the Sainsbury's car park. Buses proceed from Sainsburys Access Road direct to stand, departing to Sainsburys Access Road. Set down in Sainsburys Access Road, at Alighting Point (BP1787 - New Cross Sainsbury's, Last Stop on LOR: BP1787 - New Cross Sainsbury's) and pick up in Sainsburys Access Road, at Stop L (BP1788 - New Cross Sainsbury's, First Stop on LOR: BP1788 - New Cross Sainsbury's).

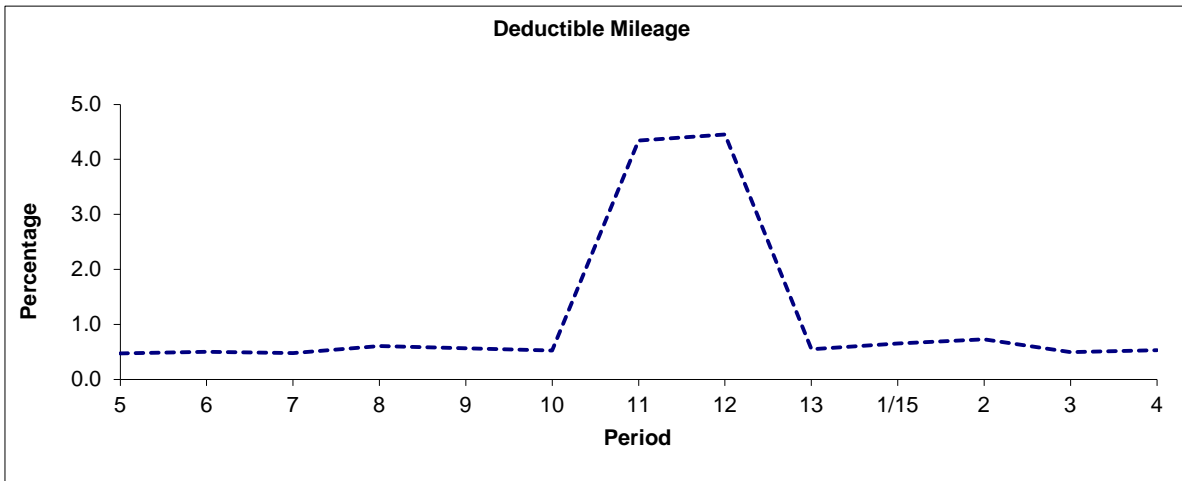
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 321 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: New Cross Gate.
OTHER INFORMATION: Toilet facilities available 0800-2200 Mondays to Saturdays; 1100-1700 Sundays.

PART B - PERFORMANCE STATISTICS

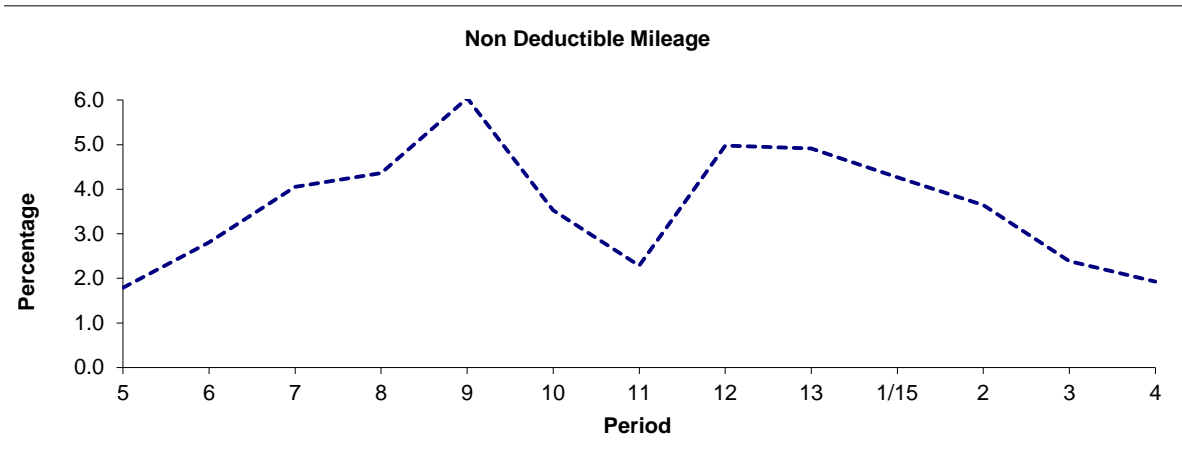
Route 321



Period	5	6	7	8	9	10	11	12	13	1/15	2	3	4
2014/2015	97.74	96.68	95.47	95.03	93.39	95.95	93.37	90.57	94.54	95.08	95.63	97.12	97.54
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	5	6	7	8	9	10	11	12	13	1/15	2	3	4
2014/2015	0.47	0.50	0.48	0.61	0.56	0.53	4.35	4.45	0.55	0.65	0.73	0.49	0.53

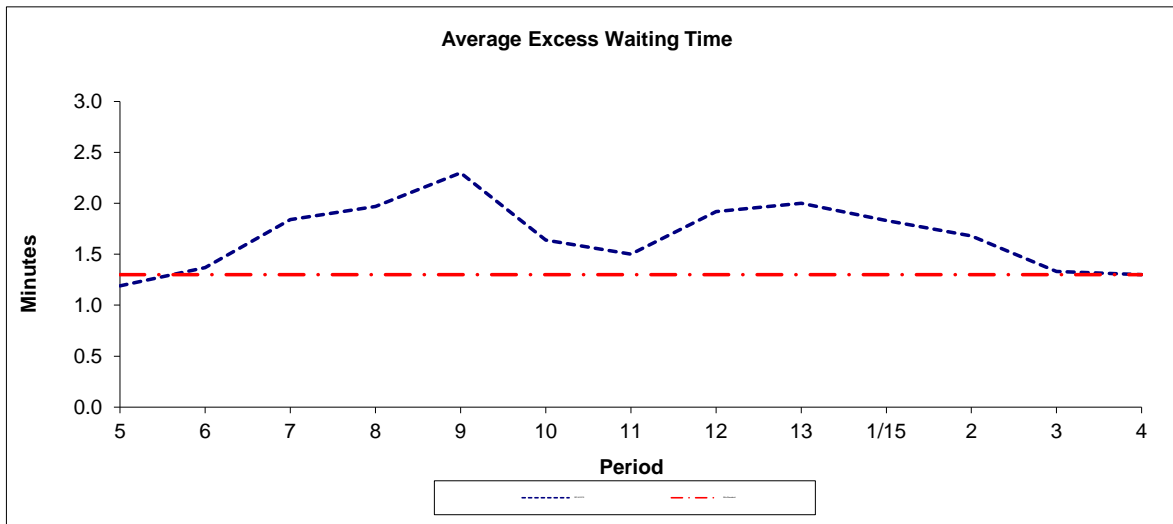


Period	5	6	7	8	9	10	11	12	13	1/15	2	3	4
2014/2015	1.79	2.81	4.05	4.36	6.04	3.53	2.28	4.98	4.91	4.27	3.64	2.39	1.93

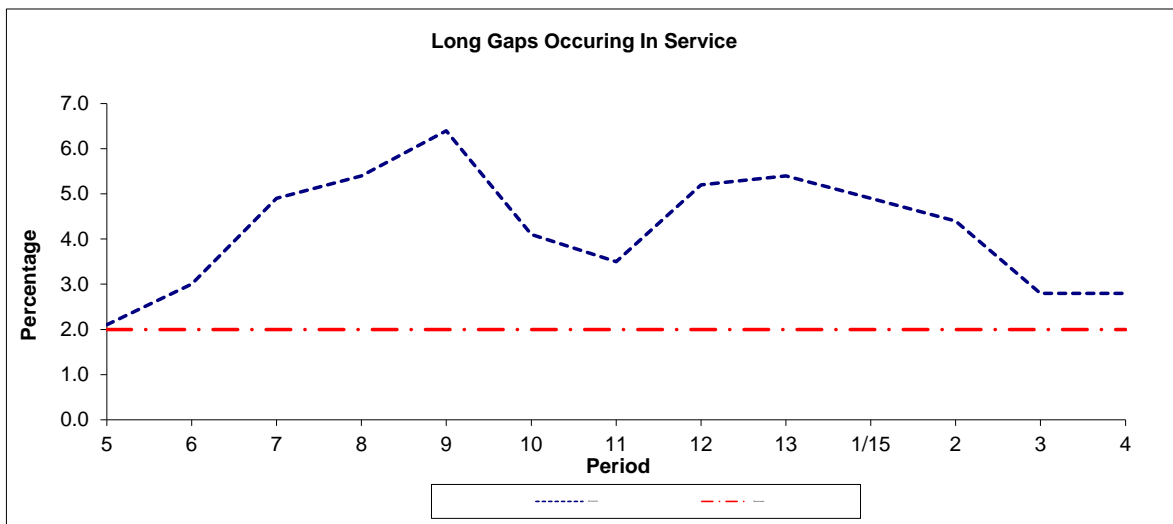
Note : Mileage is based on 4 weeks data
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

PART B - PERFORMANCE STATISTICS

Route 321



Period	5	6	7	8	9	10	11	12	13	1/15	2	3	4
2014-2015	1.19	1.37	1.84	1.97	2.30	1.64	1.50	1.92	2.00	1.83	1.68	1.33	1.30
Min Standard	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30

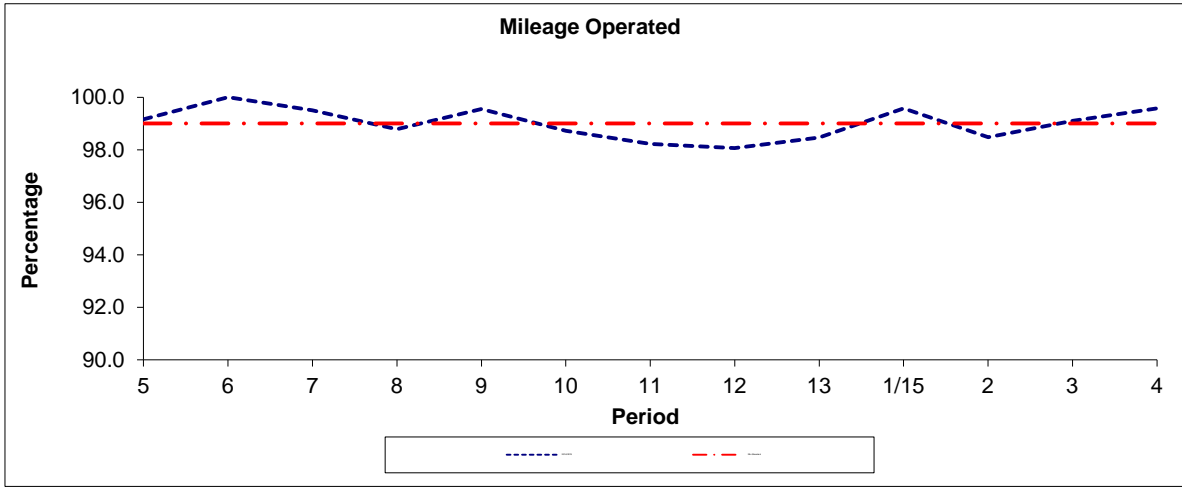


Period	5	6	7	8	9	10	11	12	13	1/15	2	3	4
2014-2015	2.1	3.0	4.9	5.4	6.4	4.1	3.5	5.2	5.4	4.9	4.4	2.8	2.8
Benchmark	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

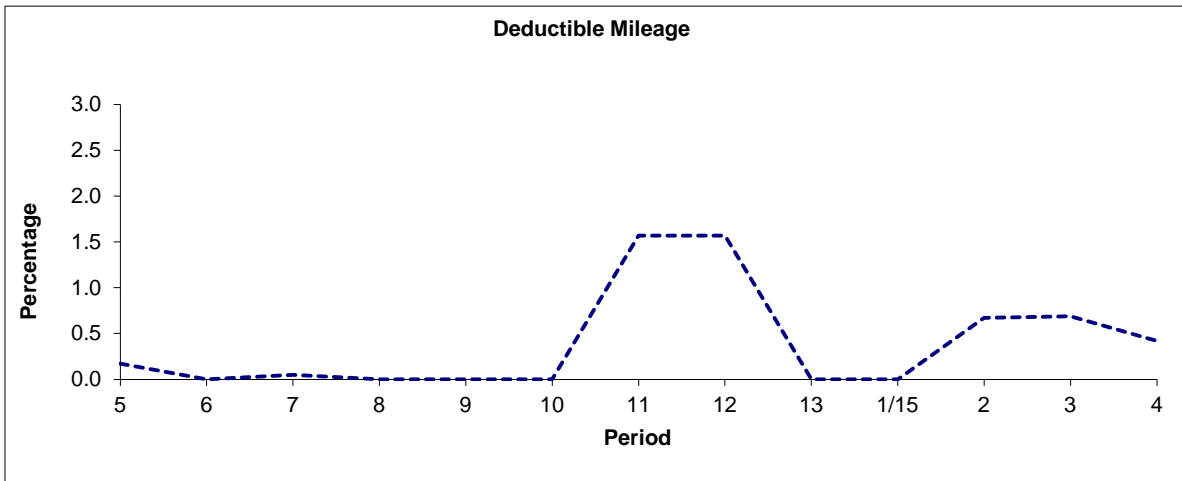
Note : Reliability is actual performance under full iBus (4 weeks data).
 Minimum Standards and Benchmarks are those applicable under the new contract.

PART B - PERFORMANCE STATISTICS

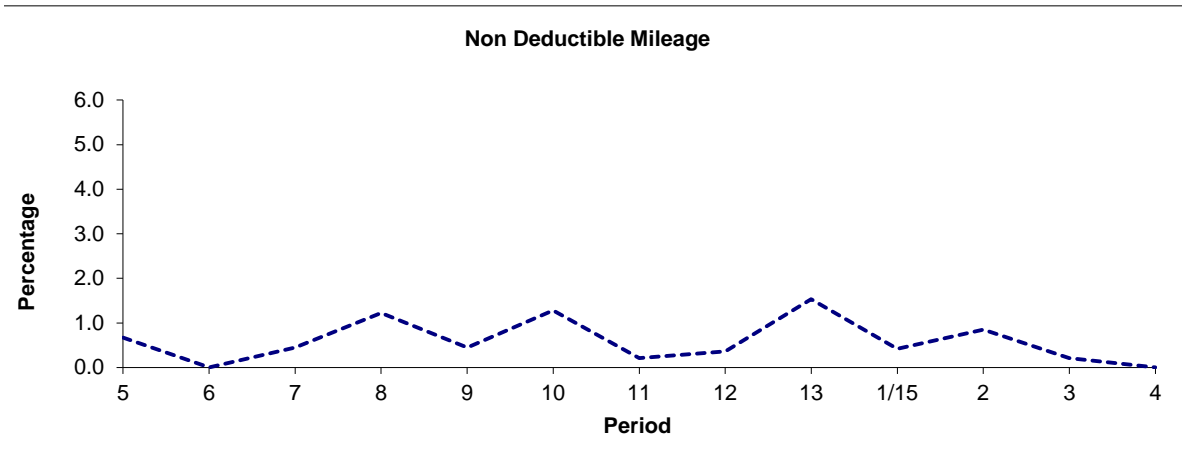
Route N321



Period	5	6	7	8	9	10	11	12	13	1/15	2	3	4
2014/2015	99.16	100.00	99.50	98.78	99.55	98.72	98.22	98.07	98.47	99.58	98.48	99.10	99.58
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	5	6	7	8	9	10	11	12	13	1/15	2	3	4
2014/2015	0.17	0.00	0.05	0.00	0.00	0.00	1.57	1.57	0.00	0.00	0.67	0.69	0.42

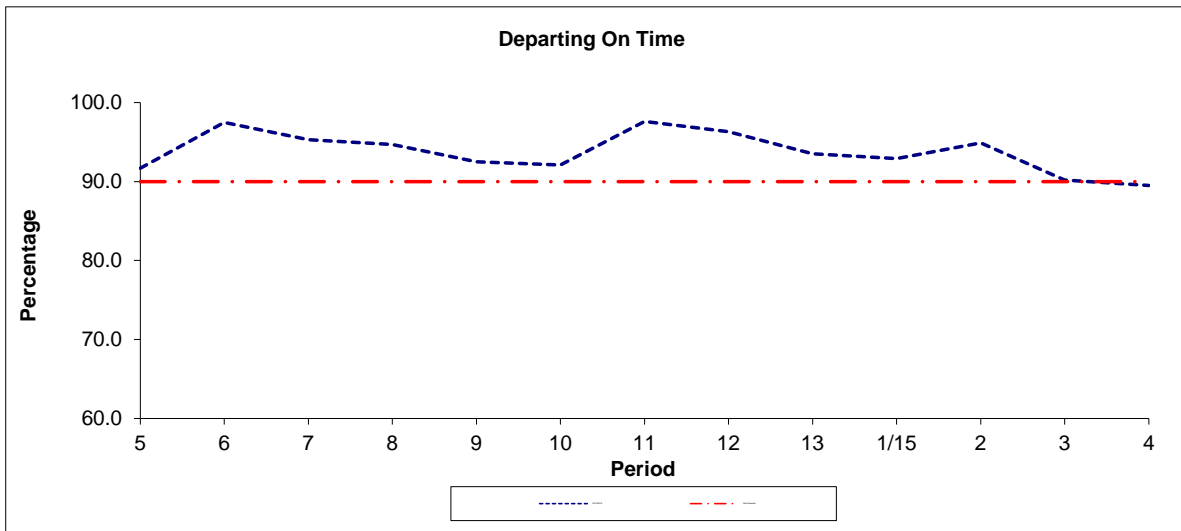


Period	5	6	7	8	9	10	11	12	13	1/15	2	3	4
2014/2015	0.67	0.00	0.45	1.22	0.45	1.28	0.21	0.36	1.53	0.42	0.85	0.21	0.00

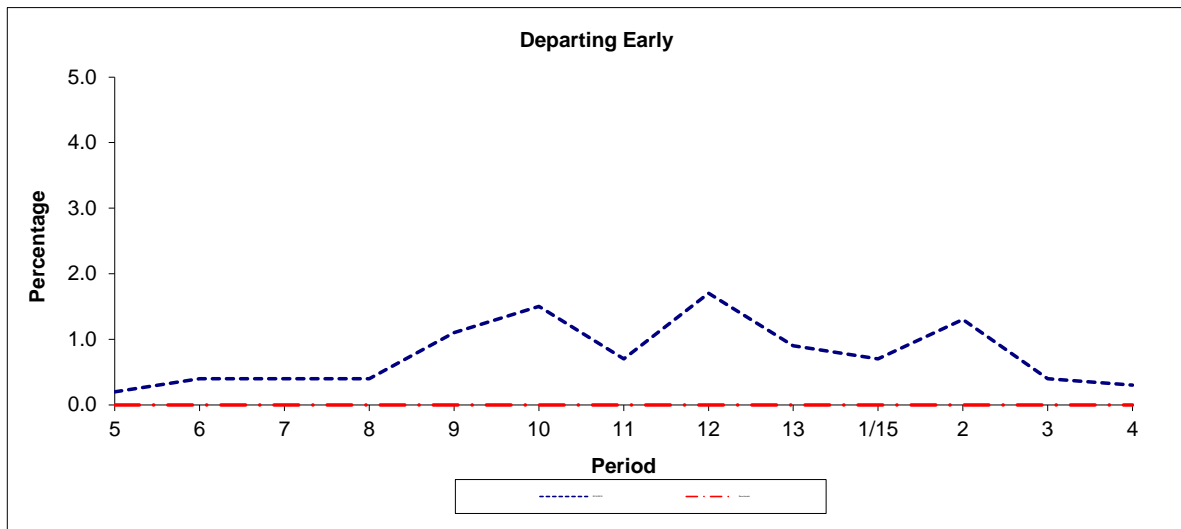
Note : Mileage is based on 4 weeks data
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

PART B - PERFORMANCE STATISTICS

Route N321



Period	5	6	7	8	9	10	11	12	13	1/15	2	3	4
2014/2015	91.7	97.5	95.3	94.7	92.5	92.1	97.6	96.3	93.5	92.9	94.9	90.2	89.5
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	5	6	7	8	9	10	11	12	13	1/15	2	3	4
2014/2015	0.2	0.4	0.4	0.4	1.1	1.5	0.7	1.7	0.9	0.7	1.3	0.4	0.3
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 321 - FULL IBUS RESULTS BY TIME OF DAY
QUARTER 2 14/15 TO QUARTER 1 15/16 (21/06/14 - 26/06/15)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	32,178.	31,353.	97.4	6.66	0.57	7.24	75.6	22.8	1.4	0.2	0.2	47
07:00 - 10:00	87,918.	82,045.	93.3	4.08	1.68	5.76	83.1	14.8	1.8	0.3	4.5	52
10:00 - 13:00	87,785.	83,558.	95.2	4.00	1.76	5.76	83.3	14.9	1.6	0.3	4.4	57
13:00 - 16:00	89,098.	83,710.	94.0	3.95	2.06	6.00	80.3	17.0	2.3	0.3	6.3	53
16:00 - 19:00	85,779.	78,971.	92.1	4.02	2.51	6.53	77.3	19.0	3.1	0.5	7.7	64
19:00 - 22:00	66,224.	65,008.	98.2	5.25	1.50	6.74	76.8	20.4	2.4	0.4	2.5	75
22:00 - 24:00	38,829.	38,762.	99.8	5.93	0.96	6.89	76.8	21.6	1.5	0.1	0.6	52
All Locations Summary	487,811.	463,407.	95.0	4.32	1.88	6.20	80.0	17.5	2.2	0.4	5.1	75

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	6,416.	6,347.	98.9	6.93	0.34	7.27	74.2	25.1	0.6	0.0	0.1	41
07:00 - 10:00	16,206.	15,741.	97.1	4.60	0.85	5.45	87.2	12.4	0.3	0.0	0.9	48
10:00 - 13:00	18,208.	17,859.	98.1	4.03	1.19	5.21	87.7	11.5	0.7	0.1	2.2	45
13:00 - 16:00	17,659.	17,582.	99.6	3.99	1.32	5.31	87.3	11.6	1.0	0.2	3.0	52
16:00 - 19:00	18,218.	18,456.	101.3	3.98	0.78	4.77	91.8	7.9	0.3	0.0	1.1	40
19:00 - 22:00	12,969.	13,204.	101.8	5.69	0.68	6.37	78.9	20.0	1.0	0.1	0.6	40
22:00 - 24:00	8,372.	8,342.	99.6	5.94	0.66	6.61	77.6	21.6	0.8	0.0	0.2	44
All Locations Summary	98,048.	97,531.	99.5	4.45	0.98	5.44	86.4	12.8	0.7	0.1	1.6	52

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	5,083.	5,003.	98.4	9.90	0.49	10.39	52.0	41.2	5.9	0.9	0.4	62
07:00 - 10:00	10,584.	10,377.	98.0	8.09	0.45	8.55	63.4	33.9	2.5	0.2	0.1	56
10:00 - 13:00	14,230.	13,675.	96.1	5.93	1.33	7.26	72.8	23.7	3.1	0.5	1.5	50
13:00 - 16:00	13,803.	13,035.	94.4	5.94	2.06	7.99	68.5	25.5	4.9	1.1	2.9	67
16:00 - 19:00	13,736.	13,834.	100.7	5.93	1.02	6.95	76.3	21.9	1.7	0.2	0.8	56
19:00 - 22:00	14,108.	13,942.	98.8	5.94	0.77	6.72	76.9	21.7	1.3	0.0	0.5	43
22:00 - 24:00	9,348.	9,412.	100.7	5.97	0.51	6.48	79.6	19.6	0.8	0.1	0.3	41
All Locations Summary	80,892.	79,278.	98.0	6.22	1.20	7.43	72.2	24.5	2.8	0.5	1.3	67

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	43,677.	42,703.	97.8	6.90	0.54	7.44	74.0	24.2	1.6	0.2	0.2	62
07:00 - 10:00	114,708.	108,163.	94.3	4.32	1.55	5.88	82.5	15.6	1.7	0.3	4.0	56
10:00 - 13:00	120,223.	115,092.	95.7	4.23	1.62	5.85	82.7	15.4	1.6	0.3	3.7	57
13:00 - 16:00	120,560.	114,327.	94.8	4.17	1.95	6.12	80.0	17.2	2.4	0.4	5.4	67
16:00 - 19:00	117,733.	111,261.	94.5	4.20	2.17	6.37	78.9	18.1	2.6	0.5	6.3	64
19:00 - 22:00	93,301.	92,154.	98.8	5.39	1.31	6.69	77.1	20.5	2.1	0.3	2.0	75
22:00 - 24:00	56,549.	56,516.	99.9	5.94	0.85	6.79	77.3	21.3	1.3	0.1	0.5	52
All Locations Summary	666,751.	640,216.	96.0	4.52	1.70	6.23	80.0	17.6	2.1	0.3	4.3	75

ROUTE N321 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 2 14/15 TO QUARTER 1 15/16 (21/06/14 - 26/06/15)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	30,552.	30,385.	99.5	99.2	95.5	1.7	0.6	2.1
All Locations Summary	30,552.	30,385.	99.5	99.2	95.5	1.7	0.6	2.1

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	6,460	6,344	98.2	98.0	92.5	2.6	1.3	3.7
All Locations Summary	6,460	6,344	98.2	98.0	92.5	2.6	1.3	3.7

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	6,959.	6,828.	98.1	97.5	91.8	3.5	0.6	4.1
All Locations Summary	6,959.	6,828.	98.1	97.5	91.8	3.5	0.6	4.1

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	43,971.	43,557.	99.1	98.8	93.9	2.4	0.8	2.9
All Locations Summary	43,971.	43,557.	99.1	98.8	93.9	2.4	0.8	2.9

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 536

Route 321 and N321
 Service change 31297
 Date 12/10/2012

Reason for Issue

Re-allocation

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
FOOTTS	OC579	Foots Cray Tesco		
	18987	Crittall's Corner	1112	0.69
	R0535	Suffolk Road	325	0.20
FOOTPO	18922	Sidcup Hill / Cray Road	277	0.17
	33556	Middleton Avenue	283	0.18
	3929	Knoll Road	338	0.21
	15008	Church Road	419	0.26
SIDCPS	R0548	Sidcup High Street / Police Station	363	0.23
	19670	Christchurch Road	311	0.19
	19668	Sydney Road	434	0.27
	3936	Northcote Road	190	0.12
	19666	Marechal Niel Parade	487	0.30
	19664	County Gate	444	0.28
	19662	Thaxted Road	278	0.17
	4925	Footscray Road / Southwood Road	347	0.22
NELTSNF	18982	New Eltham Station / Footscray Road	206	0.13
	19139	Footscray Rugby Club	287	0.18
	3298	Green Lane	406	0.25
	R0562	Halons Road	308	0.19
	3379	Footscray Road / Southend Crescent	220	0.14
	BP2660	Southend Crescent / Southend Close	221	0.14
	16667	Eltham High Street / Foots Cray Road	331	0.21
	20548	Eltham High Street / Roper Street	282	0.18
ELTMHB	3381	Eltham High Street / Chequers Parade	275	0.17
	26668	Eltham Church / High Street	137	0.09
ELTMTC	19660	Kingsground	332	0.21
	19658	Greenway	490	0.30
	2791	Eltham Hill / Park Avenue	140	0.09
	20134	Eltham Road / Westthorne Avenue	282	0.18
	19655	Cedarhurst Drive	329	0.20
	19653	Eltham Road / Kidbrooke Park Road	306	0.19
	19652	Courtlands Avenue	259	0.16
	19650	Weigall Road	152	0.09
	BP4667	Cambridge Drive	185	0.11
LEEGLG	18188	Lee Green	349	0.22
	19646	Lampmead Road	301	0.19
	19644	Dacre Park	301	0.19
	19640	Brandram Road	300	0.19
	3383	Belmont Park	346	0.21
	19638	Marischal Road	222	0.14
	29292	Belmont Hill	228	0.14
LEWSHR	BP5969	Lewisham Station Dr		
	26292	Loampit Vale / Jerrard Street	229	0.14
	1982	Undercliff Road	330	0.21
LEWWLC	4629	Lewisham College	390	0.24
	1977	Lucas Street	382	0.24
	26721	Malpas Road	141	0.09
	26722	Amersham Road	275	0.17
	288	Marquis Of Granby / Goldsmiths	275	0.17
	26343	New Cross Gate Station	260	0.16
NEWXSY	BP1787	New Cross Sainsbury's	505	0.31
Total Route Mileage - Out Direction			16125	10.02
			Metres	Miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
NEWXSY	BP1788	New Cross Sainsbury's		
	BP1236	New Cross Gate Station	373	0.23
	R0465	Marquis Of Granby	426	0.26
	26294	Amersham Road	480	0.30
	BP4063	Malpas Road	242	0.15
	1978	Lucas Street	180	0.11
LEWWLC	1980	Lewisham College	266	0.17
	26719	Tyrwhitt Road / St Johns Station	255	0.16
	1981	Undercliff Road	268	0.17
	1983	Loampit Vale / Jerrard Street	193	0.12
LEWSLV	BP816	Lewisham Station	372	0.23
	BP1118	Lewisham Police Station	180	0.11
	283	Belmont Hill	355	0.22
	19637	Belmont Park	239	0.15
	3384	Manor Park	285	0.18
	19639	Brandram Road	306	0.19
	19643	Dacre Park	263	0.16
	19645	Lampmead Road	265	0.16
LEEGLG	BP4533	Lee Green / The Old Tigers Head	141	0.09
	19647	Cambridge Drive	389	0.24
	19649	Weigall Road	239	0.15
	19651	Courtlands Avenue	233	0.14
	8424	Eltham Road / Kidbrooke Park Road	219	0.14
	19654	Sutcliffe Park	362	0.22
	26679	Eltham Road / Westthorne Avenue	255	0.16
	19636	Eltham Hill / Westthorne Avenue	277	0.17
	19657	Vandyke Cross	287	0.18
	19659	Kingsground	258	0.16
	26667	Sherard Road	185	0.11
ELTMHB	16674	Eltham High Street / Well Hall Road	390	0.24
	12924	Eltham High Street / Pound Place	376	0.23
	34443	Southend Crescent / Wythens Wall	424	0.26
	34029	Holy Trinity Church	231	0.14
	18984	Halons Road	166	0.10
	20043	Inca Drive	236	0.15
	2300	Green Lane	236	0.15
	19140	Footscray Rugby Club	276	0.17
NELTSNF	1680	New Eltham Station / Footscray Road	434	0.27
	19661	Thaxted Road	380	0.24
	19663	County Gate	314	0.20
	19665	Marechal Niel Parade	571	0.35
	3937	Northcote Road	371	0.23
	19667	Sydney Road	370	0.23
	19669	Christchurch Road	259	0.16
	3377	Main Road / Station Road	263	0.16
SIDCPS	16653	Sidcup High Street / Police Station	104	0.06
	25480	Church Road	406	0.25
	3930	Knoll Road	470	0.29
	20320	Middleton Avenue	353	0.22
FOOTPO	35147	Cray Road / Foots Cray High Street	319	0.20
	26383	Mayfield Villas	259	0.16
	18986	Crittall's Corner	270	0.17
FOOTTS	OC579	Foots Cray Tesco	918	0.57
Total Route Mileage - Back Direction			16189	10.06
			Metres	Miles