

## 7. Service Specification

Route: 345 & N345

Contract Reference: QC51504

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>Route Number</b>	345 & N345
<b>Terminus Points</b>	Peckham Bus Station and South Kensington, Cromwell Road
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	9 <sup>th</sup> April 2016
<b>Vehicle Type</b>	87 capacity, dual door, double deck buses
<b>Current Maximum Approved Dimensions</b>	10.1 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 - Route No. 345</b>	Average Excess Wait Time - No more than 1.30 minutes
<b>Extension Threshold - Route No. 345</b>	Average Excess Wait Time Threshold - 1.20 minutes
<b>Minimum Operated Mileage Standard - Route No. 345</b>	No less than 98.00%
<b>Departing On Time - Route No. N345</b>	Departing on Time - No less than 86.00%
<b>Minimum Operated Mileage Standard - Route No. N345</b>	No less than 99.00%

The Date of Tender for this ITT is: No later than 12 Noon on Tuesday 26<sup>th</sup> May 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, the Corporation expects to implement a change (subject to consultation) to the existing service prior to the commencement of the new Route Agreement for Route Nos. 345 & N345.

- From 3<sup>rd</sup> October 2015, in connection with the scheme to remove the gyratory at Stockwell and as part of the Road Modernisation Plan, buses are re-routed ex South Kensington, Cromwell Road via the bus only right turn from Clapham Road to Stockwell Road.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route Nos. 345 & N345.

**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

Peckham Bus Station to South Kensington, Cromwell Road			South Kensington, Cromwell Road to Peckham Bus Station		
First departure no later than 0400.			First departure no later than 0430.		
0355 - 0500	Every 20 minutes		0425 - 0510	Every 20 minutes	
0501 - 0515	Every 15 minutes		0511 - 0540	Every 15 minutes	
0516 - 0605	Every 10 minutes		0541 - 0630	Every 10 minutes	
0606 - 1925	Every 7-8 minutes (8 buses per hour)		0631 - 1915	Every 7-8 minutes (8 buses per hour)	
1926 - 0010	Every 10 minutes		1916 - 0010	Every 10 minutes	
Last departure no earlier than 0005.			Last departure no earlier than 0005.		
<b>Pinchpoints</b>					
Battersea Bridge, South Side, Hester Road	0650 - 0905	8 minutes	Brixton, Police Station	0705 - 0905	8 minutes
	1500 - 1630	8 minutes		1500 - 1630	8 minutes

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

Peckham Bus Station to South Kensington, Cromwell Road			South Kensington, Cromwell Road to Peckham Bus Station		
First departure no later than 0400.			First departure no later than 0430.		
0355 - 0500	Every 20 minutes		0425 - 0530	Every 20 minutes	
0501 - 0600	Every 15 minutes		0531 - 0600	Every 15 minutes	
0601 - 0750	Every 10 minutes		0601 - 0800	Every 10 minutes	
0751 - 1855	Every 7-8 minutes (8 buses per hour)		0801 - 1855	Every 7-8 minutes (8 buses per hour)	
1856 - 0010	Every 10 minutes		1856 - 0010	Every 10 minutes	
Last departure no earlier than 0005.			Last departure no earlier than 0005.		
<b>Pinchpoints</b>					
Battersea Bridge, South Side, Hester Road	0835 - 1105	8 minutes	Brixton, Police Station	0835 - 1105	8 minutes

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

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

Peckham Bus Station to South Kensington, Cromwell Road		South Kensington, Cromwell Road to Peckham Bus Station			
First departure no later than 0400.		First departure no later than 0430.			
0355 - 0600	Every 20 minutes	0425 - 0630	Every 20 minutes		
0601 - 0745	Every 15 minutes	0631 - 0815	Every 15 minutes		
0746 - 0010	Every 10 minutes	0816 - 0010	Every 10 minutes		
Last departure no earlier than 0005.		Last departure no earlier than 0005.			
<b>Pinchpoints</b>					
Battersea Bridge, South Side, Hester Road	1000 - 1130	10 minutes	Brixton, Police Station	1005 - 1135	10 minutes

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

**3.4) NIGHTLY**

Peckham Bus Station to South Kensington, Cromwell Road		South Kensington, Cromwell Road to Peckham Bus Station	
First departure no later than 0035.		First departure no later than 0035.	
0030 - 0340	Every 20 minutes	0030 - 0410	Every 20 minutes
Last departure no earlier than 0335.		Last departure no earlier than 0405.	

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

**4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. 345 should interwork with Route No. N345 to form a seamless 24 hour service.
- 4.2) Route Nos. 345 & N345 can suffer from unpredictable traffic delays in the Camberwell, Brixton and Clapham Junction areas.

**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 345: Peckham Bus Station - South Kensington Station (24 hour service)

**Date of Structural Change:** 30 April 2016.

**Date of Service Change:** 30 April 2016.

**Reason for Issue:** {To be specified}.

### STREETS TRAVERSED

**Towards South Kensington Station:** Peckham Bus Station, Peckham High Street, Clayton Road, Hanover Park, Rye Lane, Peckham High Street, Peckham Road, Camberwell Church Street, Camberwell Green (South Side), Camberwell Green, Denmark Hill, Orpheus Street, Daneville Road, Coldharbour Lane, Gresham Road, Stockwell Road, Clapham Road, Clapham High Street, Clapham Common South Side, Long Road, Clapham Common North Side, Cedars Road, Lavender Hill, Falcon Road, Battersea Park Road, Battersea Bridge Road, Battersea Bridge, Beaufort Street, Fulham Road, Sydney Place, Onslow Square (North-East Side), Cromwell Place, Cromwell Road.

**Towards Peckham Bus Station:** Cromwell Road, Queensberry Place, Harrington Road, Onslow Square (North-East Side), Sydney Place, Fulham Road, Beaufort Street, Battersea Bridge, Battersea Bridge Road, Prince Of Wales Drive, Albert Bridge Road, Battersea Park Road, Falcon Road, Lavender Hill, Cedars Road, Clapham Common North Side, Long Road, Clapham Common South Side, Clapham High Street, Clapham Road, South Lambeth Road, Clapham Road, Stockwell Road, Gresham Road, Coldharbour Lane, Denmark Hill, Camberwell New Road, Camberwell Green (South Side), Camberwell Church Street, Peckham Road, Peckham High Street, Peckham 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.

### **PECKHAM BUS STATION**

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

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

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

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 345 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Peckham.
OTHER INFORMATION:	All buses must be fitted with an audible reversing device.

### **CAMBERWELL GREEN, ORPHEUS STREET (from SOUTH KENSINGTON STATION)**

Public stand for four buses in 2 portions in Orpheus Street:

1 - for two buses on north side commencing at lamp standard 2066/02 and extending 26 metres west.

2 - for two buses on east side commencing opposite lamp standard 2066/07 extending 26 metres north.

Buses proceed from Denmark Hill via Orpheus Street to stand, departing via Orpheus Street and Daneville Road to Coldharbour Lane. Set down in Denmark Hill, at Stop T (BP3196 - Denmark Hill / Camberwell Green, Last Stop on LOR: BP3196 - Denmark Hill / Camberwell Green) and pick up in Coldharbour Lane, at Stop X (13298 - Valmar Road, First Stop on LOR: 13298 - Valmar 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:	Camberwell Green.



### **BRIXTON, STOCKWELL PARK WALK (from Peckham Bus Station)**

Public stand for ten buses on the north side of Stockwell Park Walk commencing 15 metres east of a point opposite Astoria Walk and extending 123 metres west.

Buses proceed from Gresham Road via Stockwell Road and Stockwell Park Walk to stand, departing via Stockwell Park Walk and Brixton Road to Gresham Road. Set down in Gresham Road, at Stop K (26203 - Gresham Road / Brixton Police Station, Last Stop on LOR: 26203 - Gresham Road / Brixton Police Station) and pick up in Gresham Road, at Stop H (238 - Gresham Road / Brixton Police Station, First Stop on LOR: 238 - Gresham Road / Brixton Police 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: Brixton.

### **CLAPHAM COMMON, THE PAVEMENT (from Peckham Bus Station)**

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

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

### **CLAPHAM JUNCTION STATION, GRANT ROAD (from Peckham Bus Station)**

Private stand for eight buses in 2 portions in slip road off Falcon Road (west side) south of Grant Road:

1 - for three buses in slip road;

2 - for five buses standing abreast in bus parking area between slip road and Grant Road.

Buses proceed from Falcon Road via Slip Road to stand, departing via Slip Road and Grant Road to Falcon Road. Set down in Falcon Road, at Stop E (25569 - Clapham Junction Station / Falcon Road #, Last Stop on LOR: 25569 - Clapham Junction Station / Falcon Road #) and pick up in Falcon Road, at Stop G (8957 - Falcon Road / Grant Road, First Stop on LOR: 8957 - Falcon Road / Grant 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: Clapham Junction.

### **BATTERSEA, LATCHMERE (from Peckham Bus Station)**

Public stand for two buses on west side of Battersea Bridge Road, commencing outside No. 214 and extending 23 metres south.

Buses proceed from Battersea Bridge Road direct to stand, departing via Battersea Bridge Road, Prince Of Wales Drive and Albert Bridge Road to Battersea Park Road. Set down in Battersea Bridge Road, at Stop LU (248 - The Latchmere, Last Stop on LOR: 248 - The Latchmere) and pick up in Battersea Park Road, at Stop LB (33015 - The Latchmere, First Stop on LOR: 33015 - The Latchmere).

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:	Battersea, Latchmere Road.

### **BATTERSEA BRIDGE ROAD (from Peckham Bus Station)**

Public stand for four buses on west side of Elcho Street, commencing 2 metres south of Howie Street and extending 52 metres south.

Buses proceed from Battersea Bridge Road via Parkgate Road and Elcho Street to stand, departing via Elcho Street and Howie Street to Battersea Bridge Road. Set down in Battersea Bridge Road, at Stop BJ (12873 - Parkgate Road, Last Stop on LOR: 12873 - Parkgate Road) and pick up in Battersea Bridge Road, at Stop BE (12874 - Parkgate Road, First Stop on LOR: 12874 - Parkgate 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:	Battersea Bridge, South Side.

### **SOUTH KENSINGTON, CROMWELL ROAD**

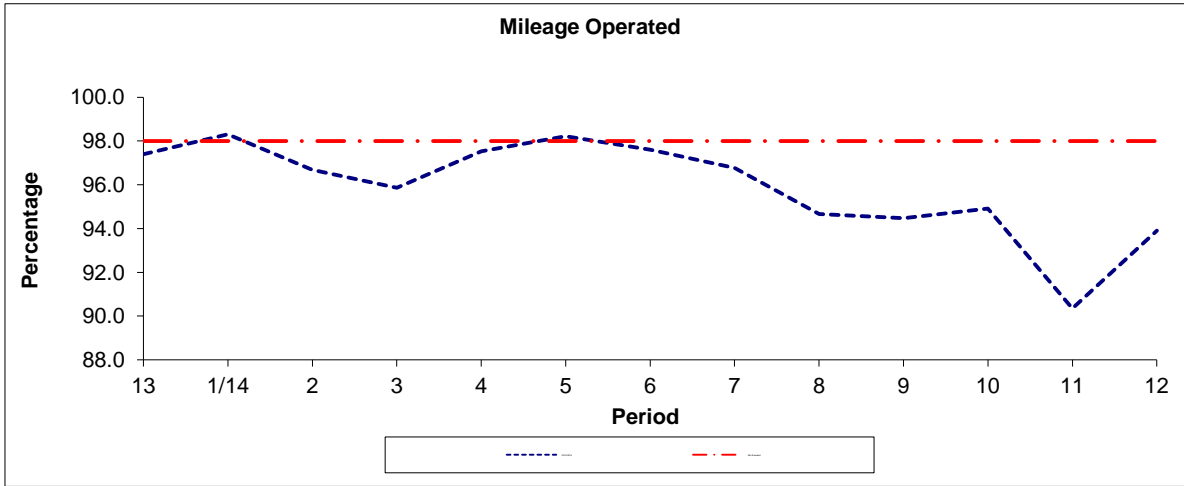
Public stand for five buses on south side of Cromwell Road commencing at p/w Nos. 29/31 and extending 51 metres east.

Buses proceed from Cromwell Road direct to stand, departing to Cromwell Road. Set down in Cromwell Road, at Stop H (BP5349 - Natural History Museum / Cromwell Road, Last Stop on LOR: BP5349 - Natural History Museum / Cromwell Road) and pick up in Cromwell Road, at Stop H (BP5349 - Natural History Museum / Cromwell Road, First Stop on LOR: BP5349 - Natural History Museum / Cromwell Road).

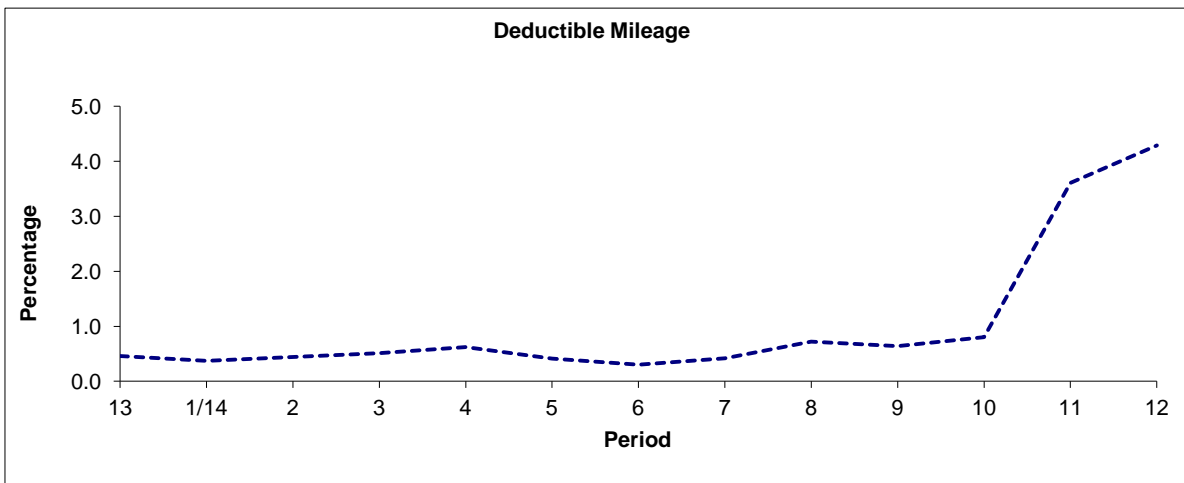
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 345 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	South Kensington.

**PART B - PERFORMANCE STATISTICS**

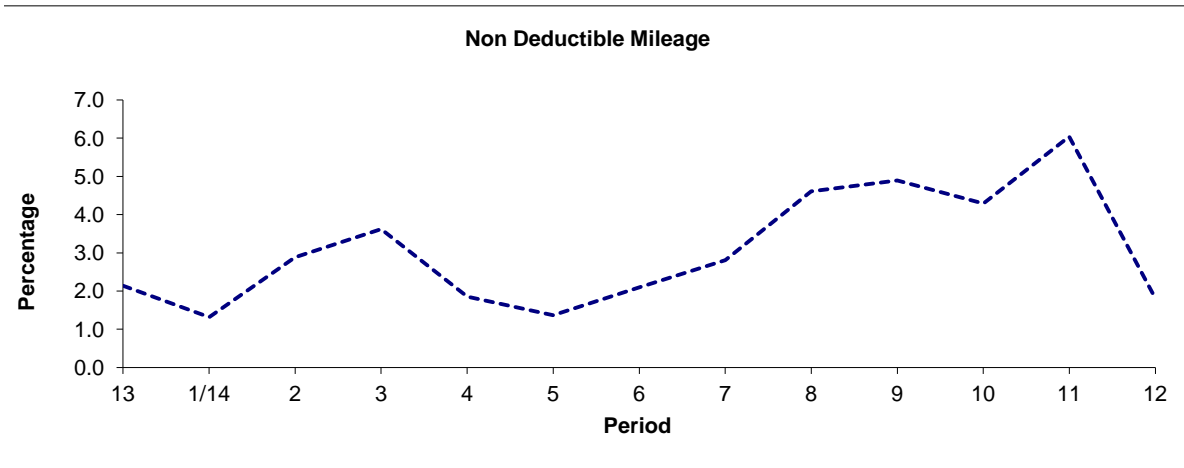
**Route 345**



Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	97.40	98.31	96.68	95.87	97.53	98.22	97.60	96.77	94.67	94.47	94.91	90.35	93.90
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	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	0.46	0.37	0.44	0.51	0.62	0.41	0.30	0.42	0.72	0.64	0.80	3.61	4.29

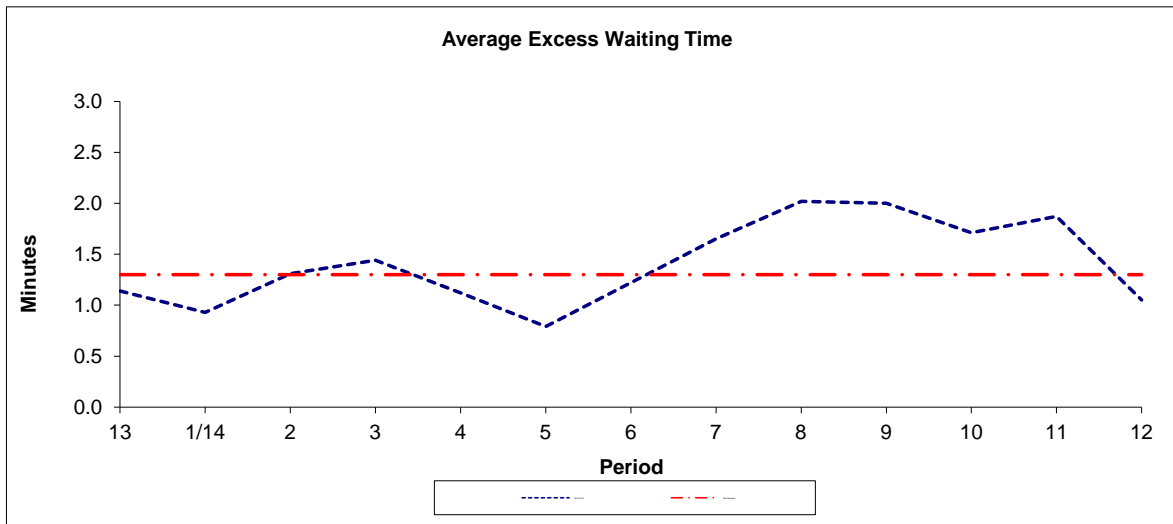


Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	2.14	1.32	2.88	3.62	1.85	1.37	2.10	2.81	4.61	4.89	4.29	6.04	1.81

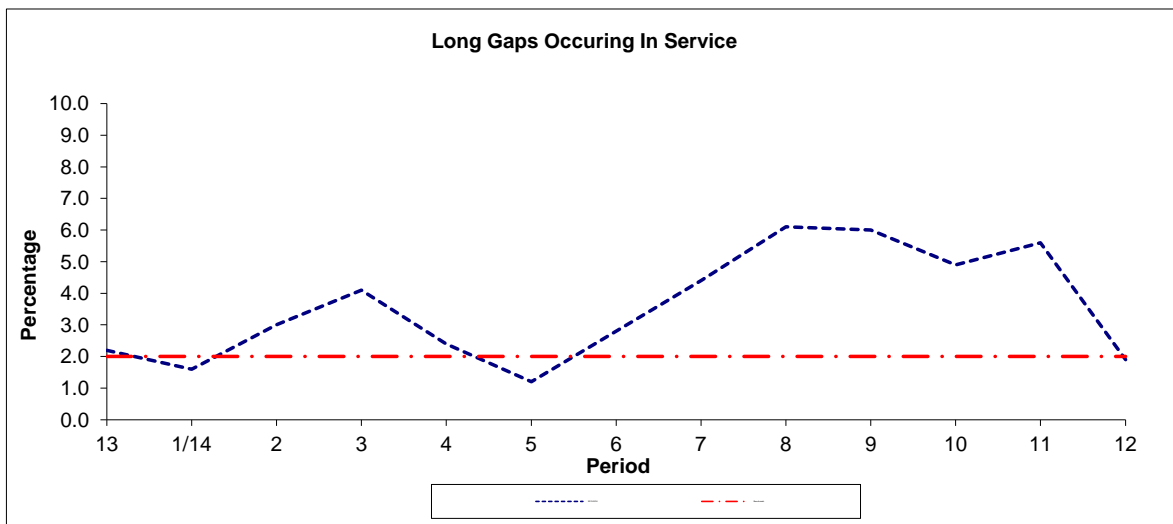
**Note :** Mileage is based on 4 weeks data  
 Deductible mileage performance adversely affected by industrial action by drivers in periods 11 and 12.

**PART B - PERFORMANCE STATISTICS**

**Route 345**



Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013-2014	1.14	0.93	1.31	1.44	1.12	0.79	1.22	1.65	2.02	2.00	1.71	1.87	1.05
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

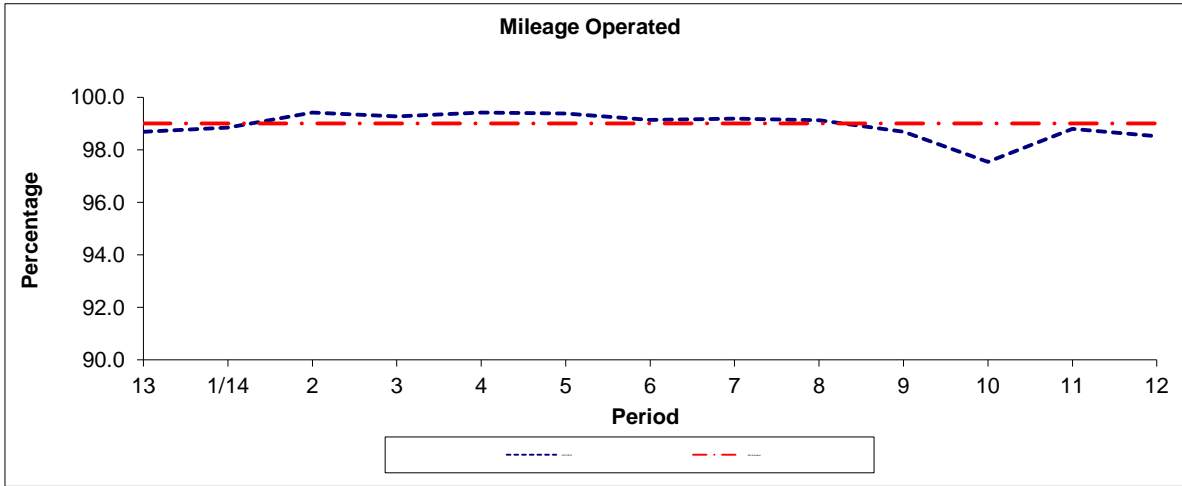


Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013-2014	2.2	1.6	3.0	4.1	2.4	1.2	2.8	4.4	6.1	6.0	4.9	5.6	1.9
Benchmark	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

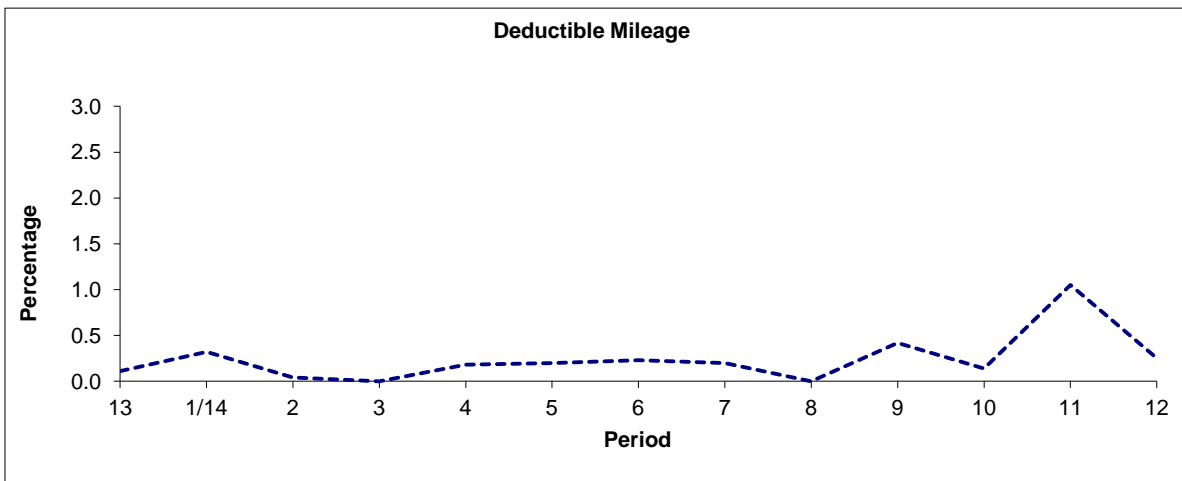
**Note :** Reliability is actual performance under full iBus (4 weeks data).  
 Minimum Standards and Benchmarks are those applicable under the new contract.

**PART B - PERFORMANCE STATISTICS**

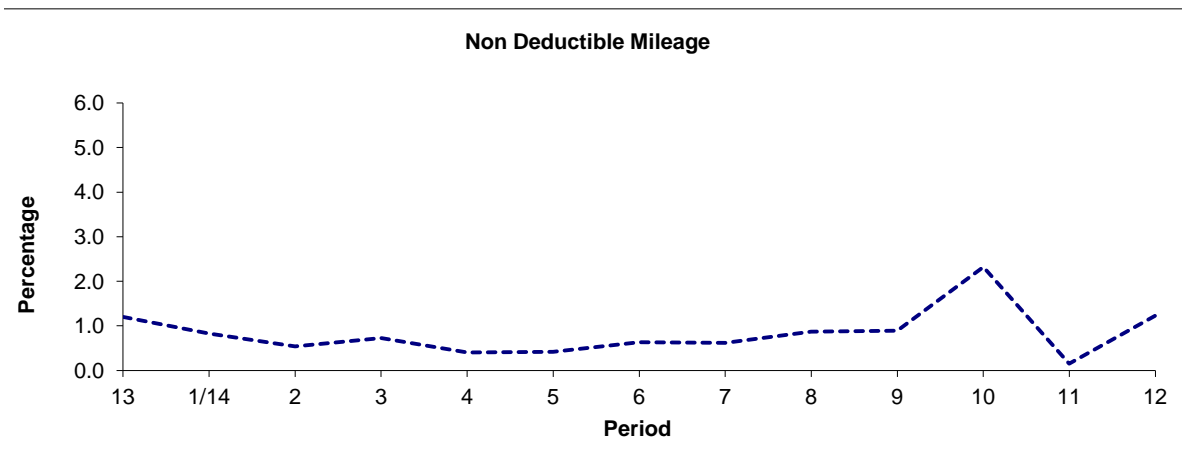
**Route N345**



Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	98.69	98.85	99.42	99.27	99.42	99.38	99.14	99.18	99.13	98.69	97.54	98.80	98.52
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	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	0.11	0.32	0.04	0.00	0.18	0.20	0.23	0.20	0.00	0.42	0.14	1.05	0.25

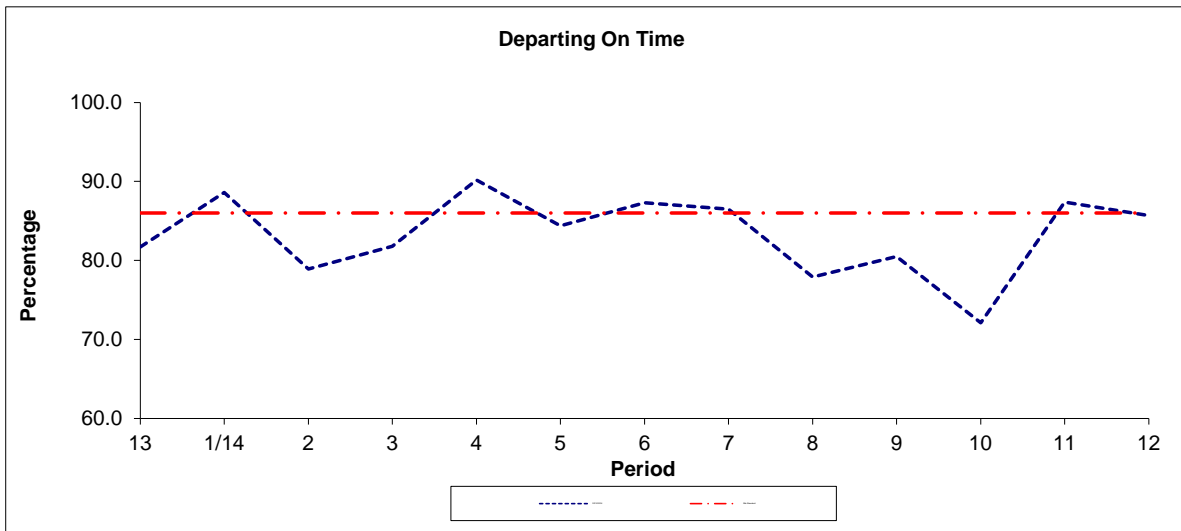


Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	1.20	0.83	0.54	0.73	0.40	0.42	0.63	0.62	0.87	0.89	2.32	0.15	1.23

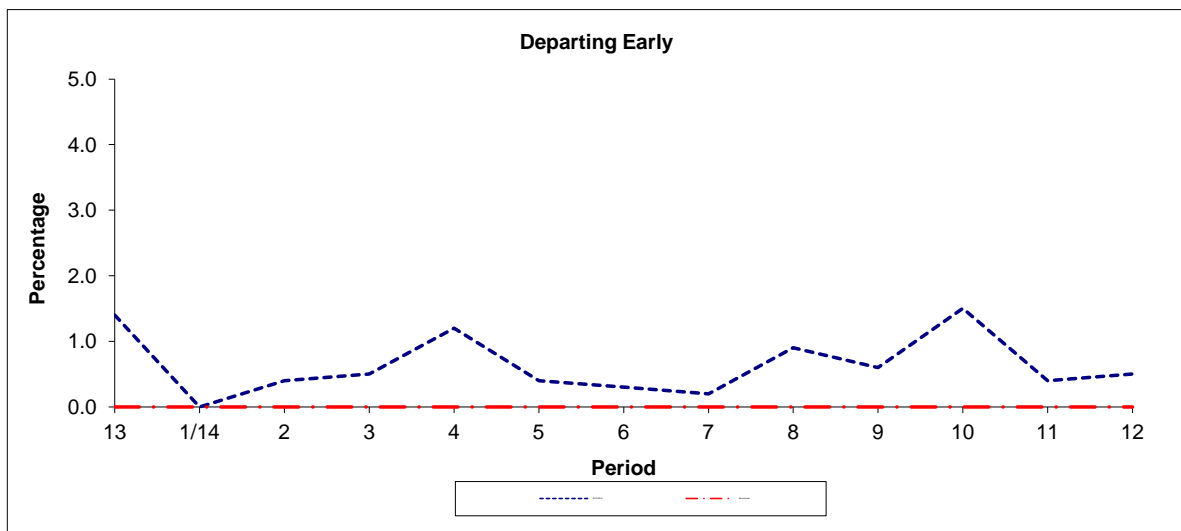
**Note :** Mileage is based on 4 weeks data  
 Deductible mileage performance adversely affected by industrial action by drivers in periods 11 and 12.

**PART B - PERFORMANCE STATISTICS**

**Route N345**



Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	81.7	88.6	78.9	81.8	90.2	84.4	87.3	86.5	77.9	80.5	72.1	87.4	85.7
Min Standard	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0



Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	1.4	0.0	0.4	0.5	1.2	0.4	0.3	0.2	0.9	0.6	1.5	0.4	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 345 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 4 13/14 TO QUARTER 3 14/15 (04/01/14 - 02/01/15)**

**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	40,384.	97.5	5.78	<b>0.55</b>	6.33	83.4	15.8	0.7	0.0	0.1	58
0700 - 1000	93,873.	95.8	3.76	<b>1.25</b>	5.01	88.8	10.0	1.0	0.2	3.1	56
1000 - 1300	93,619.	97.7	3.71	<b>1.18</b>	4.89	89.9	9.3	0.6	0.1	2.6	51
1300 - 1600	93,993.	95.6	3.73	<b>1.42</b>	5.15	87.2	11.5	1.0	0.2	3.8	52
1600 - 1900	94,187.	92.9	3.72	<b>1.93</b>	5.65	83.6	14.2	1.9	0.3	6.0	62
1900 - 2200	79,847.	97.5	4.31	<b>1.50</b>	5.82	83.4	14.8	1.5	0.3	3.7	68
2200 - 2400	47,474.	99.6	4.87	<b>0.86</b>	5.73	86.0	13.4	0.6	0.1	0.7	57
<b>Summary</b>	<b>543,377.</b>	<b>96.3</b>	<b>3.91</b>	<b>1.43</b>	<b>5.34</b>	<b>86.5</b>	<b>12.1</b>	<b>1.2</b>	<b>0.2</b>	<b>3.8</b>	<b>68</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	6,961.	98.0	7.20	<b>0.61</b>	7.81	73.7	24.2	1.9	0.2	0.1	61
0700 - 1000	17,888.	97.7	4.12	<b>0.74</b>	4.85	91.3	8.5	0.2	0.0	0.7	35
1000 - 1300	20,213.	98.2	3.71	<b>0.90</b>	4.60	92.6	7.0	0.3	0.1	1.4	44
1300 - 1600	19,528.	97.9	3.79	<b>1.10</b>	4.89	90.0	9.3	0.6	0.0	2.3	44
1600 - 1900	20,216.	97.3	3.72	<b>1.08</b>	4.80	90.7	8.6	0.6	0.1	2.3	45
1900 - 2200	15,879.	97.0	4.56	<b>1.40</b>	5.96	82.3	15.6	1.6	0.5	3.0	65
2200 - 2400	10,200.	94.9	4.87	<b>1.26</b>	6.13	81.3	17.1	1.6	0.1	1.9	52
<b>Summary</b>	<b>110,885.</b>	<b>97.4</b>	<b>4.03</b>	<b>1.03</b>	<b>5.06</b>	<b>89.2</b>	<b>10.0</b>	<b>0.7</b>	<b>0.1</b>	<b>1.9</b>	<b>65</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	5,162.	97.7	9.46	<b>0.82</b>	10.27	54.3	38.5	6.1	1.1	0.3	60
0700 - 1000	13,561.	99.2	5.97	<b>0.61</b>	6.58	79.6	19.4	0.9	0.1	0.3	57
1000 - 1300	16,894.	99.2	4.83	<b>0.86</b>	5.69	85.8	13.5	0.7	0.1	0.9	47
1300 - 1600	16,387.	97.6	4.97	<b>0.98</b>	5.95	83.7	15.1	1.1	0.1	1.3	51
1600 - 1900	16,700.	96.9	4.89	<b>1.11</b>	6.01	83.3	15.3	1.2	0.2	1.6	55
1900 - 2200	16,888.	98.3	4.80	<b>1.12</b>	5.93	83.7	15.3	1.0	0.1	1.3	48
2200 - 2400	11,208.	100.2	4.87	<b>0.64</b>	5.51	87.7	12.0	0.3	0.0	0.4	36
<b>Summary</b>	<b>96,800.</b>	<b>98.4</b>	<b>5.07</b>	<b>0.95</b>	<b>6.02</b>	<b>83.4</b>	<b>15.5</b>	<b>1.1</b>	<b>0.1</b>	<b>1.1</b>	<b>60</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	52,507.	97.6	6.15	<b>0.57</b>	6.72	80.6	18.1	1.2	0.1	0.2	61
0700 - 1000	125,322.	96.5	3.90	<b>1.17</b>	5.08	88.6	10.3	0.9	0.2	2.8	57
1000 - 1300	130,726.	98.0	3.84	<b>1.10</b>	4.93	89.9	9.4	0.6	0.1	2.2	51
1300 - 1600	129,908.	96.2	3.87	<b>1.33</b>	5.19	87.3	11.5	1.0	0.2	3.3	52
1600 - 1900	131,103.	94.1	3.83	<b>1.76</b>	5.59	84.4	13.7	1.7	0.3	5.2	62
1900 - 2200	112,614.	97.6	4.40	<b>1.45</b>	5.85	83.3	15.0	1.5	0.3	3.4	68
2200 - 2400	68,882.	99.0	4.87	<b>0.88</b>	5.75	85.6	13.6	0.7	0.1	0.8	57
<b>Summary</b>	<b>751,062.</b>	<b>96.8</b>	<b>4.03</b>	<b>1.33</b>	<b>5.37</b>	<b>86.5</b>	<b>12.1</b>	<b>1.1</b>	<b>0.2</b>	<b>3.3</b>	<b>68</b>

**ROUTE N345 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 4 13/14 TO QUARTER 3 14/15 (04/01/14 - 02/01/15)**

**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	29,446.	99.7	99.4	94.8	0.8	0.4	4.0
<b>Summary</b>	<b>29,446.</b>	<b>99.7</b>	<b>99.4</b>	<b>94.8</b>	<b>0.8</b>	<b>0.4</b>	<b>4.0</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	5,977.	98.0	95.4	74.4	4.1	0.7	20.9
<b>Summary</b>	<b>5,977.</b>	<b>98.0</b>	<b>95.4</b>	<b>74.4</b>	<b>4.1</b>	<b>0.7</b>	<b>20.9</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	6,696.	98.2	92.6	62.4	7.2	1.3	29.0
<b>Summary</b>	<b>6,696.</b>	<b>98.2</b>	<b>92.6</b>	<b>62.4</b>	<b>7.2</b>	<b>1.3</b>	<b>29.0</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	42,119.	99.2	97.8	82.5	3.1	0.7	13.8
<b>Summary</b>	<b>42,119.</b>	<b>99.2</b>	<b>97.8</b>	<b>82.5</b>	<b>3.1</b>	<b>0.7</b>	<b>13.8</b>



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

Route 345 and N345

Service change 30111

Date 31/03/2012

Reason for Issue

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
PECKBS**	37168	Peckham Bus Station		
	33469	Hanover Park	771	0.48
	1962	The Academy At Peckham	318	0.20
QPMRDSW**	542	Peckham Road / Southampton Way	242	0.15
	106	Southwark Town Hall	407	0.25
	1960	St Giles Church	242	0.15
CAMGCH	26418	Camberwell Church St / Camberwell Grn	407	0.25
CAMGDH	26059	Denmark Hill / Camberwell Green	177	0.11
	13298	Valmar Road	298	0.19
	26325	Caldecot Road	232	0.14
	26323	Lilford Road	256	0.16
	539	Loughborough Junction Station	275	0.17
	13290	Shakespeare Road	379	0.24
	13288	Moorland Road	207	0.13
	14360	Brixton Station Road	282	0.18
BRIXPS	26203	Gresham Road / Brixton Police Station	282	0.18
	421	Brixton Academy	133	0.08
	26341	Stansfield Road	237	0.15
	12825	Stockwell Green	259	0.16
SWELCR	29791	Clapham Road / Stockwell Station	584	0.36
	389	Union Road	283	0.18
	549	Clapham North Station	581	0.36
	2157	St Luke's Avenue	340	0.21
	BP5774	Nelson's Row	146	0.09
CCOMSN	25990	Clapham Common Station	219	0.14
	9367	Long Road / Clapham Common	161	0.10
	9366	Rookery Road	281	0.17
	27509	Cedars Road / Clapham Common North Side	398	0.25
	27845	Sacred Heart House	258	0.16
	9362	Wandsworth Road	142	0.09
	2345	Tipthorpe Road	412	0.26
	2349	Battersea Arts Centre	316	0.20
	2351	Lavender Hill Police Station	259	0.16
CJSNFC	25569	Clapham Junction Station / Falcon Road	421	0.26
	8955	Grant Road	247	0.15
	8950	Ingrave Street	126	0.08
	397	Battersea High Street	265	0.16
	25525	Bullen Street	259	0.16
	248	The Latchmere	359	0.22
	12877	Prince Of Wales Drive	185	0.11
	34835	Battersea Police Station	323	0.20
	12873	Parkgate Road	114	0.07
BATBSS	12871	Battersea Bridge / Hester Road	260	0.16
	11298	Cheyne Walk	358	0.22
	1450	Beaufort Street / Kings Road	196	0.12
CHELBF	1067	Fulham Road / Beaufort Street	488	0.30
	1069	Old Church Street	239	0.15
	11154	Royal Brompton Hosp / Royal Marsden Hosp	247	0.15
	1071	Onslow Square	246	0.15
SKENSN	33257	Sth Kensington Stn / Old Brompton Rd	166	0.10
SKENCR	BP5349	Natural History Museum / Cromwell Road	357	0.22
<b>Total Route Mileage - Out Direction</b>			<b>14640</b>	<b>9.10</b>
			<b>Metres</b>	<b>Miles</b>

\*\* The QSI point at Peckham Road / Southampton Way may be replaced by one at Peckham Bus Station prior to or during the contract.

<b>TRANCHE 515</b>
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Re-allocation to Camberwell
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BACK DIRECTION				
Timing Point				
Code	Stop Number	Stop Name	Metres	Miles
SKENCR	BP5349	Natural History Museum / Cromwell Road		
SKENSN	BP5348	South Kensington Station	425	0.26
	1072	Onslow Square	279	0.17
	11306	Royal Brompton Hosp / Royal Marsden Hosp	295	0.18
	1070	Old Church Street	256	0.16
CHELBF	BP686	Fulham Road / Beaufort Street	221	0.14
	25695	Chelsea Park Gardens	283	0.18
	1449	Beaufort Street / Kings Road	209	0.13
	11300	Cheyne Walk	149	0.09
BATTPR	12874	Parkgate Road	529	0.33
	12878	Petworth Street	347	0.22
	33015	The Latchmere	705	0.44
	R0280	Bullen Street	274	0.17
	25524	Battersea High Street	229	0.14
	8953	Falcon Grove	321	0.20
	8957	Falcon Road / Grant Road	286	0.18
CJSNFC	25570	Clapham Junction Station / Falcon Road	233	0.14
	2350	Lavender Hill Post Office	219	0.14
	2348	Battersea Arts Centre	224	0.14
	2344	Tipthorpe Road	362	0.22
	25679	Queenstown Road	321	0.20
	9353	Sacred Heart House	407	0.25
	9364	Cedars Road / Clapham Common North Side	209	0.13
	9365	Rookery Road	323	0.20
	9368	Long Road / Clapham Common	265	0.16
CCOMSN	25991	Clapham Common Station	184	0.11
	2156	St Luke's Avenue	300	0.19
	548	Clapham North Station	263	0.16
	BP2673	Clapham Road / Bedford Road	276	0.17
	390	Union Road	275	0.17
SWELCR	4729	Stockwell Station	504	0.31
	534	Stockwell Gardens	441	0.27
	12826	Irving Grove	243	0.15
	12827	Stockwell Green	159	0.10
	BP4154	Stansfield Road	268	0.17
	BP1785	Brixton Academy	174	0.11
BRIXPS	238	Gresham Road / Brixton Police Station	171	0.11
	13286	Western Road	182	0.11
	13287	Brixton Station Road	234	0.15
	13289	Shakespeare Road	352	0.22
	540	Loughborough Junction Station	225	0.14
	26321	Pomfret Road	161	0.10
	26322	Lilford Road	273	0.17
	26324	Caldecot Road	270	0.17
	13297	Valmar Road	187	0.12
CAMGDH	BP3196	Denmark Hill / Camberwell Green	148	0.09
CAMGCH	26736	Camberwell Church St / Camberwell Grn	258	0.16
	1961	St Giles Church	270	0.17
	26348	Southwark Town Hall	241	0.15
	541	Peckham Road / Southampton Way	431	0.27
	1963	The Academy At Peckham	349	0.22
	280	Peckham Library	233	0.14
PECKBS	BP1344	Peckham Bus Station	304	0.19
<b>Total Route Mileage - Back Direction</b>			<b>14747</b>	<b>9.16</b>
			<b>Metres</b>	<b>Miles</b>