

7. Service Specification

Route: 96

QC43401

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.

Terminus Points	Bluewater Bus Station to Woolwich, Thomas Street
Contract Basis	Incentivised
Commencement Date	25 th January 2014
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	10.5 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Average Excess Wait Time - No more than 1.10 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.95 minutes
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 11th February 2013

Tenderers should refer to section 3 of Part A for the Service Specification Explanatory Notes and Appendix B of section 5 for the Example Service Specification of the ITT document.

SERVICE SPECIFICATION

- 1) SERVICE SPEC - ROUTE SPECIFICATION INFORMATION
- 2) NOTES
- 3) SCHEDULE REQUIREMENTS & PINCHPOINTS
- 4) OPERATIONAL CONSIDERATIONS
- 5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS

2) NOTES

Proposed Changes:

At this time, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. 96.

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 Boxing Day service should match the Sunday service.
- **Tenderers must identify the cost of the Boxing Day element of this service separately.**

Requirements for Registration:

The section of Route No. 96 between Bluewater Bus Station and the Kent County Boundary at the junction of Crayford Road and Whitehill Road will need to be registered with the Traffic Commissioner for the South Eastern and Metropolitan Traffic Area 56 days before the operation commences. The registration should be sent to:

The South Eastern and Metropolitan Traffic Area Office
Hillcrest House
386 Harehills Lane
LEEDS
LS9 6NF

Copies of the registration should be sent to:

Local Bus Planner
Transport Integration
Kent County Council
Gibson Drive, Kings Hill,
West Malling,
Kent,
ME19 4QG

and to:

Bus and Coach Licensing Manager,
Consultation Delivery
TfL Surface Transport
11th Floor, Zone G8
Palestra
197 Blackfriars Road
London
SE1 8NJ
e-mail: lsp@tfl.gov.uk

The cost of this and any future variation to this registration are to be met by the Operator.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Bluewater Bus Station to Woolwich, Thomas Street			Woolwich, Thomas Street to Bluewater Bus Station		
First departure no later than 0430.			First departure no later than 0415.		
0425 - 0530	Every 20 minutes		0410 - 0515	Every 20 minutes	
0531 - 0600	Every 15 minutes		0516 - 0530	Every 15 minutes	
0601 - 0630	Every 10 minutes		0531 - 0600	Every 10 minutes	
0631 - 0705	Every 8 minutes		0601 - 0640	Every 8 minutes	
0706 - 0905	Every 7-8 minutes (8 buses per hour)		0641 - 0840	Every 7-8 minutes (8 buses per hour)	
0906 - 2005	Every 8 minutes		0841 - 1930	Every 8 minutes	
2006 - 2035	Every 10 minutes		1931 - 2000	Every 10 minutes	
2036 - 0025	Every 15 minutes		2001 - 0020	Every 15 minutes	
Last departure no earlier than 0020.			Last departure no earlier than 0015.		
Pinchpoints					
Plumstead Corner	0710 - 0910	8 minutes	Bexleyheath,	0705 - 0905	8 minutes
	1505 - 1630	8 minutes	Shopping Centre	1500 - 1630	8 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Bluewater Bus Station to Woolwich, Thomas Street			Woolwich, Thomas Street to Bluewater Bus Station		
First departure no later than 0430.			First departure no later than 0415.		
0425 - 0650	Every 20 minutes		0410 - 0555	Every 20 minutes	
0651 - 0735	Every 15 minutes		0556 - 0655	Every 15 minutes	
0736 - 0845	Every 10 minutes		0656 - 0725	Every 10 minutes	
0846 - 1915	Every 8 minutes		0726 - 1755	Every 8 minutes	
1916 - 2005	Every 10 minutes		1756 - 1815	Every 10 minutes	
2006 - 0025	Every 15 minutes		1816 - 0020	Every 15 minutes	
Last departure no earlier than 0020.			Last departure no earlier than 0015.		
Pinchpoints					
Plumstead Corner	0935 - 1135	8 minutes	Bexleyheath, Shopping Centre	0910 - 1110	8 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Bluewater Bus Station to Woolwich, Thomas Street		Woolwich, Thomas Street to Bluewater Bus Station			
First departure no later than 0600.		First departure no later than 0505.			
0555 - 0700	Every 30 minutes	0500 - 0605	Every 30 minutes		
0701 - 0800	Every 20 minutes	0606 - 0705	Every 20 minutes		
0801 - 0900	Every 15 minutes	0706 - 0900	Every 15 minutes		
0901 - 1920	Every 12 minutes	0901 - 1800	Every 12 minutes		
1921 - 0025	Every 15 minutes	1801 - 0020	Every 15 minutes		
Last departure no earlier than 0020.		Last departure no earlier than 0015.			
Pinchpoints					
Plumstead Corner	1020 - 1145	12 minutes	Bexleyheath, Shopping Centre	1020 - 1145	12 minutes

The Boxing Day service should match the Sunday service.

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 96 can suffer unpredictable traffic delays in the Bluewater, Bexleyheath, Welling and Woolwich areas.
- 4.2) Congestion around Bluewater can be particularly heavy in the Christmas shopping period, and tenderers are invited to submit separate proposals to improve control and / or schedule robustness in that period.
- 4.3) Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. Major construction of the railway began in 2010, with services expected to commence in 2018. The construction impacts of Crossrail could affect Route No. 96 and it is anticipated that some passenger demand for Route No. 96 may shift to this line when it opens. Route No. 96 will be reviewed closer to the opening date.

**5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY,
IBUS MILEAGE & QSI POINTS**

5.1) ROUTE RECORD
As per Busnet Printout.

5.2) CURRENT PERFORMANCE
As per current print out.

5.3) QSI BY TIME OF DAY
As per current print out.

5.4) IBUS MILEAGE & QSI POINTS
As per current print out.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 96: Bluewater, Shopping Centre - Woolwich, Monk Street

Date of Structural Change: 25 January 2014.

Date of Service Change: 25 January 2014.

Reason for Issue: New Tender .

STREETS TRAVERSED

Towards Woolwich, Monk Street: Bluewater Bus Station, Bluewater Access Road, Bluewater Parkway, St Clements Way, St Clements Way Slip Road, St Clements Way, Watling Street, The Brent, East Hill, Overy Liberty, East Hill, Dartford High Street, Market Street, Market Street (North Side), Market Street, Lowfield Street, Instone Road, Highfield Road, West Hill, Dartford Road, Crayford Road, Roman Way, London Road, Watling Street, Broadway, Bexleyheath Broadway, Arnsberg Way, Mayplace Road West, Market Place, Friswell Place, Arnsberg Way, Bexleyheath Broadway, Crook Log, Park View Road, Welling High Street, Upper Wickham Lane, Wickham Lane, Plumstead High Street, Plumstead Road, Woolwich New Road, Thomas Street.

Special Journey towards Woolwich, Monk Street between Bluewater Parkway and The Brent:

when traffic conditions dictate operate from Bluewater Parkway, then via St Clements Way, London Road rejoining line of route at The Brent.

Towards Bluewater, Shopping Centre: Thomas Street, Woolwich New Road, Plumstead Road, Plumstead High Street, Wickham Lane, Upper Wickham Lane, Welling High Street, Park View Road, Crook Log, Bexleyheath Broadway, Arnsberg Way, Geddes Place, Mayplace Road West, Arnsberg Way, Bexleyheath Broadway, Watling Street, London Road, Crayford Road, Dartford Road, West Hill, Highfield Road North, Westgate Road, Home Gardens, East Hill, The Brent, East Hill, Watling Street, Bean Lane, Watling Street, Bean Lane, St Clements Way, Bluewater Parkway, Lime Tree Avenue, Bluewater Access Road, Bluewater Bus Station.

Special Journey towards Bluewater, Shopping Centre between The Brent and Bluewater Parkway:

when traffic conditions dictate operate from The Brent, then via London Road, St Clements Way rejoining line of route at Bluewater Parkway.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

BLUEWATER BUS STATION

Private stand for eight buses shared with Kent County Council and Arriva commercial services in centre of bus station in Bluewater Bus Station.

Buses proceed from Bluewater Bus Station direct to stand, departing to Bluewater Bus Station. Set down in Bluewater Bus Station, at Stop 7 (OC741 - Bluewater Shopping Centre, Last Stop on LOR: OC741 - Bluewater Shopping Centre) and pick up in Bluewater Bus Station, at Stop 10 (OC459 - Bluewater Shopping Centre, First Stop on LOR: OC459 - Bluewater Shopping Centre).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 96 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: Bluewater.
OTHER INFORMATION: -Contact Bluewater Park Bus Station for details.

DARTFORD, HOME GARDENS (from WOOLWICH, MONK STREET)

Public stand for one bus on north side of Home Gardens, between bus stops C and D. Buses proceed from Home Gardens direct to stand, departing via Home Gardens, East Hill, Dartford High Street and Market Street to Market Street (North Side). Set down in Home Gardens, at Alighting Point (BP3358 - Dartford Station #, Last Stop on LOR: BP3358 - Dartford Station #) and pick up in Market Street (north Side), L (BP3354 - Market Street, First Stop on LOR: BP3354 - Market 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: Dartford.

CRAYFORD, ROMAN WAY (from WOOLWICH, MONK STREET)

Public stand for one bus on south east side of Roman Way (formerly Stadium Road), in rear of bay alongside Sainsbury's car park, commencing at a point 85 metres south west of the centre line of Crayford Road.

Buses proceed from Crayford Road via Roman Way to stand, departing to Roman Way. Set down in Roman Way, at Alighting Point (R0075 - Crayford Bridge / Sainsbury's, Last Stop on LOR: 6334 - Bexley Lane) and pick up in Roman Way, at Stop N (37371 - Crayford Bridge / Sainsbury's, First Stop on LOR: 37371 - Crayford Bridge / 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:	Crayford.

BEXLEYHEATH SHOPPING CENTRE, FRISWELL PLACE (from WOOLWICH, MONK STREET)

Private stand for five buses in marked bays in parking area on south side of Arnsberg Way west of junction with Friswell Place.

Buses proceed from Bexleyheath Broadway via Arnsberg Way and Friswell Place Bus Stand to stand, departing via Friswell Place Bus Stand, Friswell Place, Arnsberg Way and Geddes Place to Market Place. Set down in Bexleyheath Broadway, at Stop B (6286 - Bexleyheath Asda, Last Stop on LOR: 6286 - Bexleyheath Asda) and pick up in Market Place, at Stop M (27306 - Market Place / Bexleyheath Clock Tower, First Stop on LOR: 27306 - Market Place / Bexleyheath Clock Tower).

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:	Bexleyheath, Shopping Centre.

BEXLEYHEATH SHOPPING CENTRE, GEDDES PLACE (from Bluewater, Shopping Centre)

Private stand for three buses in marked bays in parking area between Geddes Place and Arnsberg Way, commencing at east kerb line of Geddes Place.

Buses proceed from Arnsberg Way via Geddes Place South Bay to stand, departing via Geddes Place South Bay and Geddes Place to Mayplace Road West. Set down in Geddes Place South Bay, at Alighting Point (40020 - Geddes Place, Last Stop on LOR: 6323 - Bexleyheath / Civic Centre) and pick up in Mayplace Road West, at Stop P (23251 - Mayplace Rd West/bexleyheath Clock Tower, First Stop on LOR: 23251 - Mayplace Rd West/bexleyheath Clock Tower).

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:	Bexleyheath, Shopping Centre.

WELLING, NAGS HEAD LANE

Public stand for two buses on east side of Nags Head Lane, commencing at the lamp standard 3 metres north of the Nag's Head public house car park and extending 20 metres north.

From Bluewater, Shopping Centre.

Buses proceed from Upper Wickham Lane via Nag's Head Lane to stand, departing via Nag's Head Lane and Welling High Street to Park View Road. Set down in Upper Wickham Lane, at Stop M (6308 - Upper Wickham Lane / Coton Road, Last Stop on LOR: 6308 - Upper Wickham Lane / Coton Road) and pick up in Park View Road, at Stop BA (25819 - Guy, Earl Of Warwick, First Stop on LOR: 25819 - Guy, Earl Of Warwick).

From Woolwich, Monk Street.

Buses proceed from Upper Wickham Lane via Nag's Head Lane to stand, departing via Nag's Head Lane to Welling High Street. Set down in Upper Wickham Lane, at Stop F (6309 - Upper Wickham Lane / Burnell Avenue, Last Stop on LOR: 6309 - Upper Wickham Lane / Burnell Avenue) and pick up in Welling High Street, at Stop T (6805 - Welling Corner / Nags Head Lane, First Stop on LOR: 6308 - Upper Wickham Lane / Coton 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:	Welling Corner.

PLUMSTEAD BUS GARAGE

Private stand in Stagecoach's Plumstead Bus Garage.

From Bluewater, Shopping Centre.

Buses proceed from Plumstead High Street via Plumstead Road, Pettman Crescent and Plumstead Bus Garage to stand, departing via Plumstead Bus Garage and Pettman Crescent to Plumstead Road. Set down in Plumstead High Street, at stop WK (26621 - Lakedale Road, Last Stop on LOR: 26621 - Lakedale Road) and pick up in Plumstead Road, at stop B (34577 - Plumstead High Street / Plumstead Stn #, First Stop on LOR: 34577 - Plumstead High Street / Plumstead Stn #).

From Woolwich, Monk Street.

Buses proceed from Plumstead Road via Pettman Crescent and Plumstead Bus Garage to stand, departing via Plumstead Bus Garage, Service Road and Pettman Crescent to Plumstead Road. Set down in Plumstead Road, at stop A (BP1283 - Plumstead Bus Garage, Last Stop on LOR: BP1283 - Plumstead Bus Garage) and pick up in Plumstead Road, at stop WL (36604 - Plumstead Road / Plumstead Station #, First Stop on LOR: 36604 - Plumstead Road / Plumstead 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:	Plumstead Station.

WOOLWICH, MONK STREET

Public stand for five buses in Monk Street in three parts:

1 - For two buses on the west side commencing 52 metres north of Castile Road and extending 25 metres south.

2 - For two buses on the west side commencing 42 metres north of Calderwood Street extending 25 metres south.

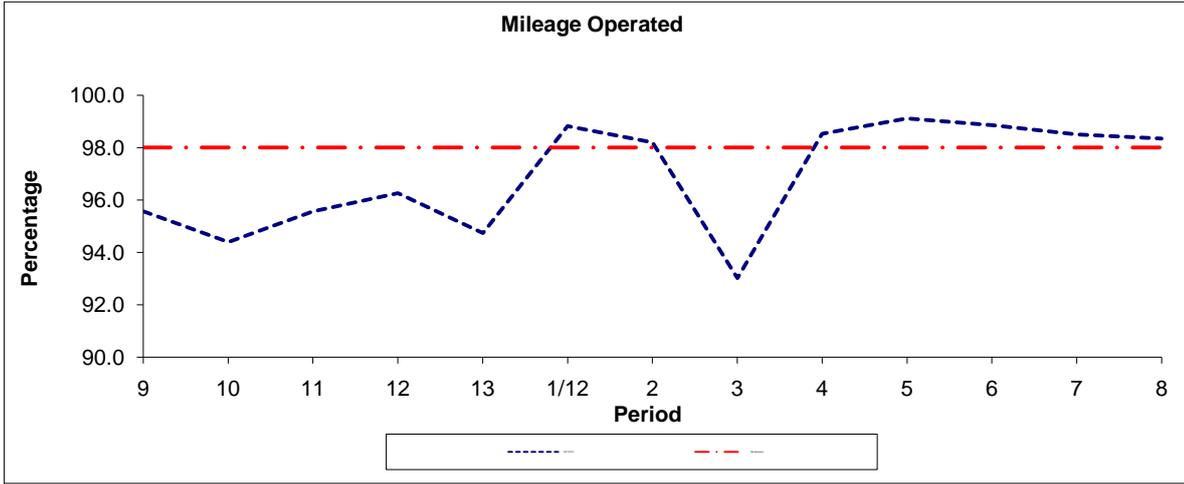
3 - For one bus on east side commencing 10 metres north of Calderwood Street extending 13.5 metres north.

Buses proceed from Thomas Street via Calderwood Street and Monk Street to stand, departing via Monk Street, Bus Turning Circle, Monk Street and Calderwood Street to Thomas Street. Set down in Thomas Street, at stop W (36541 - Thomas Street, Last Stop on LOR: 36541 - Thomas Street) and pick up in Thomas Street, at stop T (37149 - Thomas Street / Greens End, First Stop on LOR: 37149 - Thomas Street / Greens End).

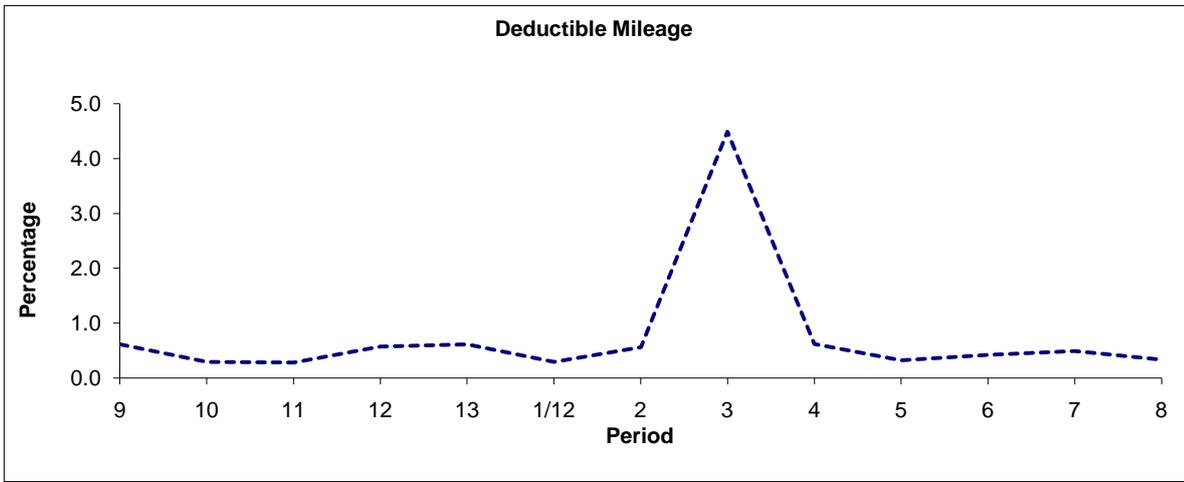
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 96 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Woolwich.

PART B - PERFORMANCE STATISTICS

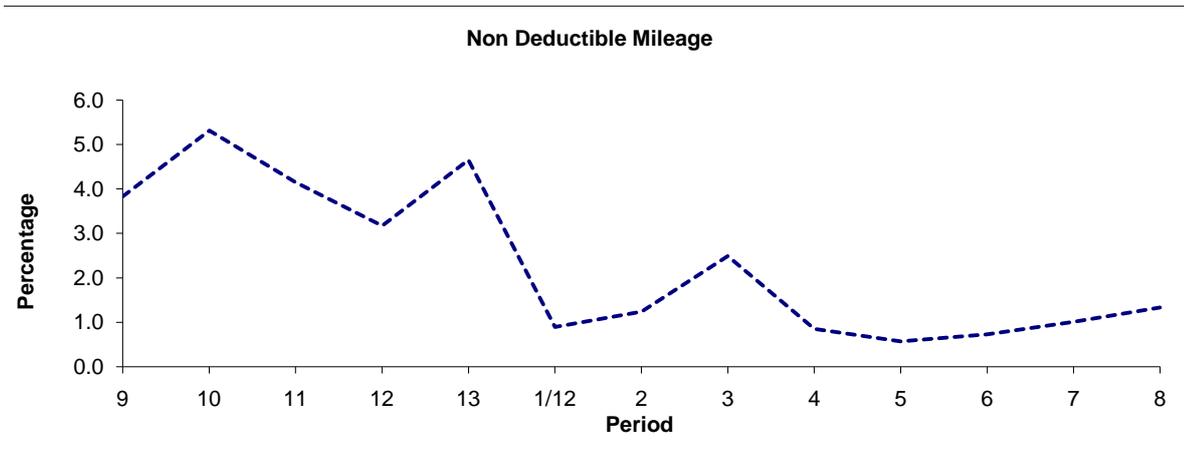
Route 96



Period	9	10	11	12	13	1/12	2	3	4	5	6	7	8
2011/2012	95.56	94.40	95.57	96.26	94.74	98.82	98.20	93.02	98.53	99.11	98.85	98.50	98.34
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	9	10	11	12	13	1/12	2	3	4	5	6	7	8
2011/2012	0.61	0.29	0.28	0.57	0.61	0.29	0.56	4.49	0.62	0.32	0.42	0.49	0.33

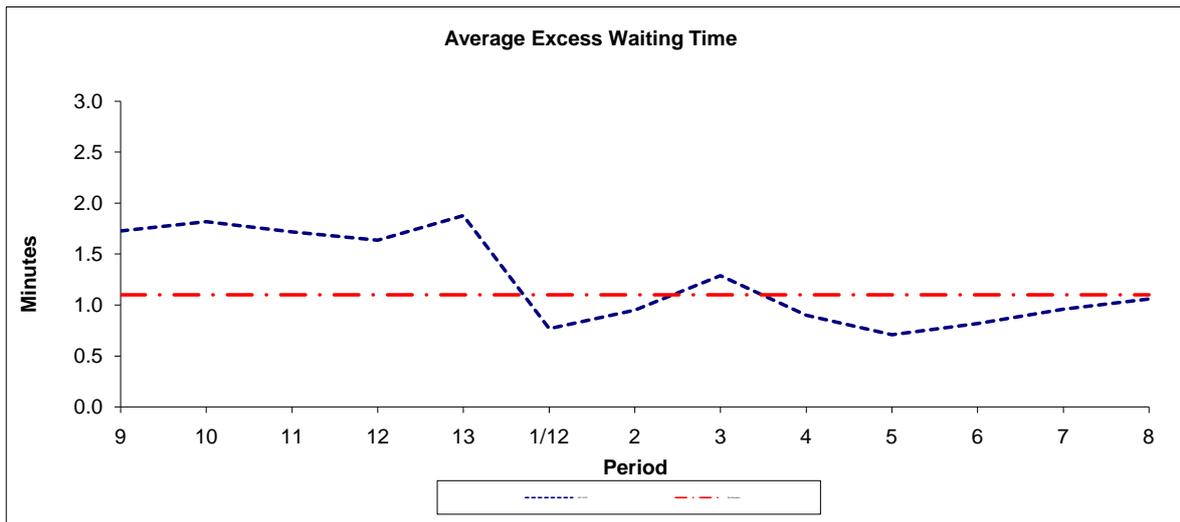


Period	9	10	11	12	13	1/12	2	3	4	5	6	7	8
2011/2012	3.83	5.31	4.15	3.17	4.65	0.89	1.24	2.49	0.85	0.57	0.73	1.01	1.33

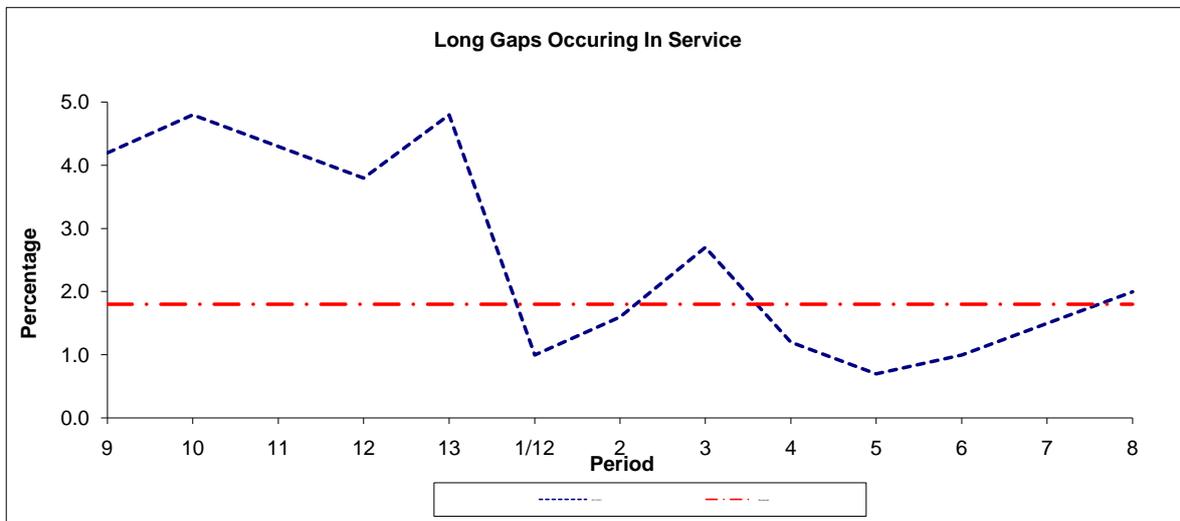
Note : Mileage is based on 4 weeks data
 Performance affected by industrial action in p3 2012/13.

PART B - PERFORMANCE STATISTICS

Route 96



Period	9	10	11	12	13	1/12	2	3	4	5	6	7	8
2011-2012	1.73	1.82	1.72	1.64	1.88	0.77	0.95	1.29	0.90	0.71	0.82	0.96	1.06
Min Standard	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10



Period	9	10	11	12	13	1/12	2	3	4	5	6	7	8
2011-2012	4.20	4.80	4.30	3.80	4.80	1.00	1.60	2.70	1.20	0.70	1.00	1.50	2.00
Benchmark	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80

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

ROUTE 96 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 3 2011/12 TO QUARTER 2 2012/13 (17/09/11 - 14/09/12)

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	37,135.	97.9	6.26	0.79	7.06	79.4	18.8	1.7	0.1	0.2	54
0700 - 1000	93,760.	97.1	3.80	1.13	4.93	89.7	9.3	0.8	0.1	2.7	50
1000 - 1300	88,027.	97.7	4.00	1.15	5.15	88.8	10.4	0.7	0.1	2.1	55
1300 - 1600	89,994.	95.0	3.97	1.55	5.52	84.9	13.6	1.3	0.2	3.9	60
1600 - 1900	89,171.	96.2	3.97	1.77	5.74	84.3	13.8	1.8	0.2	4.6	64
1900 - 2200	67,026.	100.7	5.15	1.15	6.30	78.2	19.2	2.3	0.4	2.5	57
2200 - 2400	29,724.	103.0	7.50	0.66	8.16	65.3	31.8	2.7	0.2	0.2	62
Summary	494,837.	97.6	4.29	1.35	5.64	84.6	13.8	1.4	0.2	3.1	64

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	5,247.	96.2	9.38	0.71	10.09	53.4	40.1	5.9	0.7	0.1	61
0700 - 1000	16,016.	96.7	4.78	1.14	5.92	84.5	14.6	0.9	0.0	1.2	43
1000 - 1300	19,136.	97.0	3.93	1.43	5.35	86.1	12.6	1.2	0.1	3.5	40
1300 - 1600	18,502.	94.8	4.00	2.09	6.09	80.9	16.5	2.2	0.4	5.9	48
1600 - 1900	18,735.	97.2	3.99	1.34	5.33	87.2	11.5	1.2	0.1	3.3	48
1900 - 2200	11,330.	102.5	6.20	1.15	7.35	70.6	25.3	3.6	0.5	1.7	47
2200 - 2400	6,080.	101.6	7.50	0.86	8.36	64.1	31.9	3.5	0.5	0.5	51
Summary	95,046.	97.5	4.64	1.47	6.10	81.1	16.7	1.9	0.3	3.3	61

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	2,871.	95.2	13.80	0.52	14.32	48.7	28.8	18.1	4.5	3.7	64
0700 - 1000	11,064.	97.0	7.80	0.96	8.76	65.9	29.6	4.0	0.6	0.3	61
1000 - 1300	14,324.	96.1	5.84	1.46	7.30	72.7	23.4	3.4	0.5	1.8	67
1300 - 1600	14,210.	94.9	5.86	2.07	7.94	69.1	25.2	5.0	0.8	2.7	51
1600 - 1900	14,059.	98.4	5.93	1.39	7.32	72.4	24.3	3.1	0.3	1.1	51
1900 - 2200	11,336.	102.1	7.19	0.99	8.18	65.5	30.5	3.5	0.4	0.7	46
2200 - 2400	7,352.	101.0	7.50	0.35	7.85	66.4	32.5	1.1	0.1	0.1	43
Summary	75,216.	97.8	6.49	1.39	7.88	69.3	26.3	3.9	0.6	1.5	67

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	45,253.	97.5	7.06	0.76	7.82	74.7	21.7	3.1	0.4	0.4	64
0700 - 1000	120,840.	97.1	4.08	1.12	5.20	88.1	10.8	0.9	0.2	2.4	61
1000 - 1300	121,487.	97.4	4.20	1.23	5.43	86.5	12.3	1.1	0.2	2.3	67
1300 - 1600	122,706.	94.9	4.17	1.69	5.86	82.7	15.2	1.8	0.3	4.0	60
1600 - 1900	121,965.	96.6	4.16	1.69	5.84	83.5	14.5	1.8	0.2	4.2	64
1900 - 2200	89,692.	101.1	5.51	1.13	6.64	75.8	21.2	2.6	0.4	2.2	57
2200 - 2400	43,156.	102.5	7.50	0.64	8.14	65.3	31.9	2.5	0.3	0.3	62
Summary	665,099.	97.6	4.55	1.36	5.91	82.7	15.4	1.7	0.2	3.0	67

Transport for London - QSI Points and Mileage

v2.0 - Mileage directly imported from Caesar

Route 96
 Service change 28240
 Date 05/10/2011
 QSI Points are highlighted in blue.

TRANCHE 434

Reason for Issue	Mileage Update
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OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
BLUEBS	OC459	Bluewater Shopping Centre		
DARTMS	BP3354	Market Street	6624	4.12
	BP3357	Instone Road Police Station	319	0.20
	BP3356	Dartford Magistrates Court	342	0.21
	20835	West Hill / Tower Road	394	0.24
	6357	West Hill School	399	0.25
	6355	Dartford Road / Havelock Road	266	0.17
	6351	Maiden Lane	504	0.31
	6349	Heath Road	413	0.26
CRAYTH	6347	Crayford Town Hall	386	0.24
	37371	Crayford Bridge / Sainsbury's	165	0.10
	6367	Bexley Lane	360	0.22
	26152	Bigs Hill Wood	489	0.30
	6330	Old Road	326	0.20
	6329	Park Grove	391	0.24
	6327	Watling Street / Pinnacle Hill	248	0.15
	6323	Bexleyheath / Civic Centre	329	0.20
BEXHSC	27306	Market Place / Bexleyheath Clock Tower	410	0.25
	6287	Bexleyheath Asda	495	0.31
	6290	Lion Road	423	0.26
	6294	Upton Road	236	0.15
	BP2437	Crook Log / Dallin Road	262	0.16
	37322	Park View Road / Crook Log	368	0.23
	6301	Bethel Road	223	0.14
	6303	Guy, Earl Of Warwick	236	0.15
WELLCR	6805	Welling Corner / Nags Head Lane	373	0.23
	6308	Upper Wickham Lane / Coton Road	338	0.21
	6310	Upper Wickham Lane / Burnell Avenue	254	0.16
	6314	East Road	242	0.15
	6316	Lovel Avenue	256	0.16
UPWLWS	6317	Upper Wickham Lane / Wickham Street	270	0.17
	6319	Foresters Arms	425	0.26
	6336	Littledale	390	0.24
	6338	King's Highway	180	0.11
	6342	Rutherglen Road	416	0.26
PLUMCR	26614	Plumstead Corner / Rockmount Road	523	0.32
	26617	Plumstead High St / Police Station	371	0.23
	26619	Bannockburn Road	220	0.14
	26621	Lakedale Road	204	0.13
PLUMSN	36604	Plumstead Road / Plumstead Station	532	0.33
	34579	Greenwich Community College	268	0.17
	8931	Maxey Road	229	0.14
	BP4396	Plumstead Road / Woolwich Public Market	434	0.27
WOOLAS	35482	Woolwich Arsenal Station	257	0.16
WOOLTS	36541	Thomas Street	244	0.15
TOTAL ROUTE MILEAGE - OUT DIRECTION			21034 metres	13.07 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WOOLTS	37149	Thomas Street / Greens End		
WOOLAS	BP5480	Woolwich Arsenal Station	214	0.13
	BP5540	Plumstead Road / Woolwich Public Market	308	0.19
	R0385	Maxey Road	442	0.27
PD GRP	BP1283	Plumstead Bus Garage	272	0.17
PLUMSN	34577	Plumstead High Street / Plumstead Stn	357	0.22
	1817	Lakedale Road	430	0.27
	9166	Plumstead High St / Police Station	289	0.18
	26616	Purrett Road	234	0.15
	1819	Plumstead Corner / Church Manorway	179	0.11
	6343	Rutherglen Road	529	0.33
	6339	King's Highway	339	0.21
	6337	Littledale	257	0.16
	6335	Cemetery Road	269	0.17
	6320	Plumstead Cemetery	387	0.24
UPWLWS	6318	Upper Wickham Lane / Wickham Street	314	0.20
	BP1334	Lovel Avenue	258	0.16
	6313	Somerhill Road	204	0.13
	6309	Upper Wickham Lane / Burnell Avenue	226	0.14
	6307	Upper Wickham Lane / Coton Road	183	0.11
WELLCR	35773	Welling High Street / Upper Wickham Lane	202	0.13
	25819	Guy, Earl Of Warwick	450	0.28
	6302	Bethel Road	410	0.25
	20796	Crook Log Leisure Centre	276	0.17
	BP2438	Crook Log / Dallin Road	323	0.20
	6295	Upton Road	225	0.14
	3725	Lion Road	339	0.21
	6286	Bexleyheath Asda	317	0.20
BEXHSC	23251	Mayplace Rd West/Bexleyheath Clock Tower	568	0.35
	6324	Bexleyheath / Civic Centre	317	0.20
	6326	Watling Street / Pinnacle Hill	281	0.17
	6328	Park Grove	234	0.15
	7540	Old Road	491	0.31
	26153	Bigs Hill Wood	232	0.14
	BP3207	Bourne Road	164	0.10
	6334	Bexley Lane	229	0.14
	28236	Crayford Bridge	420	0.26
CRAYTH	23118	Crayford Town Hall	120	0.07
	6348	Heath Road	531	0.33
	6350	Maiden Lane	253	0.16
	6352	Bird In Hand	168	0.10
	6354	Dartford Road / Havelock Road	228	0.14
	6356	West Hill School	387	0.24
	28178	West Hill / Tower Road	374	0.23
	6360	Priory Hill	192	0.12
DARTHG	BP3358	Home Gardens / Dartford Station	667	0.41
	BP3353	Hanau Bridge	324	0.20
BLUEBS	OC741	Bluewater Shopping Centre	6298	3.91
TOTAL ROUTE MILEAGE - BACK DIRECTION			20711 metres	12.87 miles