

7. Service Specification

Route: 35 & N35

Contract Reference: QC51501

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	35 & N35
Terminus Points	Route No. 35: Clapham Junction and Shoreditch Church, High Street Route No. N35 will operate in two overlapping legs: Clapham Junction and Shoreditch Church, High Street Brixton Station and Shoreditch Church, High Street.
Contract Basis	Incentivised
Commencement Date	30 th April 2016
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	10.1metres 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. 35	Average Excess Wait Time - No more than 1.20 minutes
Extension Threshold - Route No. 35	Average Excess Wait Time Threshold - 1.10 minutes
Minimum Operated Mileage Standard - Route No. 35	No less than 98.00%
Departing On Time - Route No. N35	Departing on Time - No less than 86.00%
Minimum Operated Mileage Standard - Route No. N35	No less than 99.00%

The Date of Tender for this ITT is: No later than 12 Noon on Tuesday 26th 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 to the existing service prior to the commencement of the new Route Agreement for Route Nos. 35 & N35.

- From 18th April until 29th June 2015 (inclusive), temporary reliability schedules are introduced on all days to mitigate the impact of the Road Modernisation Plan works. PVR will temporarily increase by 1.
- On Route No. N35, from 5th May 2015, in order to facilitate urban realm works at Centrepont and the surrounding area, St. Giles High Street (west of Denmark Street) will close permanently to all traffic. Buses will stand and set down passengers at a new temporary two bus stand in Earnshaw Street.
- Route No. N35 is re-structured to match day Route No. 35 routeing. Thus Route No. 35 will be a 24 hour route.
- The section between Shoreditch, Great Eastern Street and Tottenham Court Road Station is withdrawn.
- On Route No. N35, week night frequencies are increased from every 30 minutes to every 20 minutes.
- Route No. N35 will be split in two overlapping legs on weekend nights. The first leg will operate end to end between Clapham Junction and Shoreditch Church, High Street and the second leg will operate between Brixton Station and Shoreditch Church, High Street.
- Weekend night frequencies are reduced from every 12 to every 15 minutes on both legs combining to provide a 7-8 minute service (8 buses per hour) between Brixton Station and Shoreditch Church, High Street.
- On Route No. N35, first and last departures are re-timed to provide a better interface with Route No. N35.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route Nos. 35 & N35.

- The designation Route No. N35 is used for contractual purposes only. This service will be marketed as Route No. 35. This includes all publicity, including destination blind displays.
- **Tenderers must identify the cost of the Nightly element of this service separately.**
- **For Route No. 35, Tenderers should refer to the schedules dated 4th January 2015 rather than the upcoming temporary reliability schedules commencing on 18th April 2015.**

2) NOTES - continued

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

Clapham Junction, Meyrick Arms to Shoreditch Church, High Street			Shoreditch Church, High Street to Clapham Junction Station, Falcon Road		
First departure no later than 0355.			First departure no later than 0505.		
0350 - 0455	Every 20 minutes		0500 - 0545	Every 20 minutes	
0456 - 0610	Every 15 minutes		0546 - 0615	Every 15 minutes	
0611 - 0650	Every 12 minutes		0616 - 0640	Every 12 minutes	
0651 - 1910	Every 10 minutes		0641 - 1925	Every 10 minutes	
1911 - 1945	Every 12 minutes		1926 - 2010	Every 12 minutes	
1946 - 0020	Every 15 minutes		2011 - 0030	Every 15 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0025.		
Pinchpoints					
London Bridge Station, Southwark Cathedral	0700 - 0740	12 minutes	Clapham Common Station	0730 - 0900	10 minutes
	0741 - 0910	10 minutes		1500 - 1630	10 minutes
	1505 - 1635	10 minutes			

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Clapham Junction, Meyrick Arms to Shoreditch Church, High Street			Shoreditch Church, High Street to Clapham Junction Station, Falcon Road		
First departure no later than 0355.			First departure no later than 0505.		
0350 - 0635	Every 20 minutes		0500 - 0545	Every 20 minutes	
0636 - 0805	Every 15 minutes		0546 - 0745	Every 15 minutes	
0806 - 0905	Every 12 minutes		0746 - 0845	Every 12 minutes	
0906 - 1855	Every 10 minutes		0846 - 1845	Every 10 minutes	
1856 - 1955	Every 12 minutes		1846 - 1945	Every 12 minutes	
1956 - 0020	Every 15 minutes		1946 - 0030	Every 15 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0025.		
Pinchpoints					
London Bridge Station, Southwark Cathedral	0855 - 0955	12 minutes	Clapham Common Station	0840 - 0940	12 minutes
	0956 - 1105	10 minutes		0941 - 1110	10 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

Clapham Junction, Meyrick Arms to Shoreditch Church, High Street		Shoreditch Church, High Street to Clapham Junction Station, Falcon Road			
First departure no later than 0355.		First departure no later than 0505.			
0350 - 0755	Every 20 minutes	0500 - 0805	Every 20 minutes		
0756 - 0020	Every 15 minutes	0806 - 0030	Every 15 minutes		
Last departure no earlier than 0015.		Last departure no earlier than 0025.			
Pinchpoints					
London Bridge Station, Southwark Cathedral	1000 - 1130	15 minutes	Clapham Common Station	1005 - 1135	15 minutes

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

3.4) SUNDAY NIGHTS/MONDAY MORNINGS TO THURSDAY NIGHTS/FRIDAYS MORNINGS

Clapham Junction, Meyrick Arms to Shoreditch Church, High Street		Shoreditch Church, High Street to Clapham Junction Station, Falcon Road	
First departure no later than 0035.		First departure no later than 0045.	
0030 - 0340	Every 20 minutes	0040 - 0450	Every 20 minutes
Last departure no earlier than 0335.		Last departure no earlier than 0445.	

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

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.5) FRIDAY NIGHTS/SATURDAYS MORNINGS TO SATURDAYS NIGHTS/SUNDAYS MORNINGS

Clapham Junction, Meyrick Arms to Shoreditch Church, High Street		Shoreditch Church, High Street to Clapham Junction Station, Falcon Road	
First departure no later than 0025.		First departure no later than 0035.	
0020 - 0345	Every 15 minutes	0030 - 0455	Every 15 minutes
Last departure no earlier than 0340.		Last departure no earlier than 0450.	

Brixton Station to Shoreditch Church, High Street		Shoreditch Church, High Street to Brixton Station	
First departure no later than 0050.		First departure no later than 0045.	
0045 - 0350	Every 15 minutes	0040 - 0445	Every 15 minutes
Last departure no earlier than 0345.		Last departure no earlier than 0440.	

*** Journeys operating between Clapham Junction and Shoreditch Church, High Street should be timed to fully interwork with journeys between Brixton Station and Shoreditch Church, High Street in both directions (i.e. a joint frequency of every 7-8 minutes (8 buses per hour) should be provided between Brixton Station and Shoreditch Church, High Street in both directions during the stated times).**

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 35 should interwork with Route No. N35 to form a seamless 24 hour service.
- 4.2) Route No. 35 should interwork with Route No. 40 between Camberwell Green, Denmark Hill and London Bridge Station, Southwark Cathedral during Saturdays and Sundays daytimes and all evenings.
- 4.3) Route No. 35 should interwork with Route No. 37 between Clapham Junction, Falcon Road (at junction with St. John's Hill) and Brixton, Lambeth Town Hall, Acre Lane during Mondays to Saturdays daytimes and all evenings.
- 4.4) Route Nos. 35 & N35 can suffer from unpredictable traffic delays in the Camberwell, Elephant & Castle, Liverpool Street Station and Shoreditch areas.
- 4.5) Route No. 35 serves several markets in the Camberwell and East Street area. Traffic conditions will therefore have a severe impact on Route No. 35 on market days. Tenderers should bear this in mind when devising schedules.
- 4.6) London Underground (LU) propose to introduce the continuous operation of LU services from first train on Friday morning to last train on Sunday night i.e. for 67 hours over the weekend. This will be on the full length of the Victoria and Jubilee lines and parts of the Central, Northern and Piccadilly lines. Trains will operate every 10 minutes. The proposal is scheduled to start on Friday 18th September 2015.
- 4.7) 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 Nos. 35 & N35 and it is anticipated that some passenger demand for Route Nos. 35 & N35 may shift to this line when it opens. Route Nos. 35 & N35 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 35: Clapham Junction, Grant Road - Shoreditch High Street

Date of Structural Change: 30 April 2016.

Date of Service Change: 30 April 2016.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Shoreditch High Street: Falcon Road, St John's Road, Battersea Rise, Clapham Common North Side, Long Road, Clapham Common South Side, Clapham Park Road, Acre Lane, Brixton Road, Gresham Road, Coldharbour Lane, Denmark Hill, Camberwell Green (West Side), Camberwell Road, Walworth Road, Elephant And Castle, Newington Causeway, Borough High Street, London Bridge, King William Street, Gracechurch Street, Bishopsgate, Norton Folgate, Shoreditch High Street, Great Eastern Street, Holywell Lane, Curtain Road, Old Street, Shoreditch High Street.

Towards Clapham Junction, Grant Road: Shoreditch High Street, Norton Folgate, Bishopsgate, Gracechurch Street, King William Street, London Bridge, Borough High Street, Newington Causeway, Elephant And Castle, Walworth Road, Camberwell Road, Camberwell Green (West Side), Denmark Hill, Orpheus Street, Daneville Road, Coldharbour Lane, Gresham Road, Brixton Road, Effra Road, St Matthew's Road, Brixton Hill, Acre Lane, Clapham Park Road, Clapham Common South Side, Long Road, Clapham Common North Side, Battersea Rise, St John's Road, Falcon Road.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

CLAPHAM JUNCTION STATION, GRANT ROAD

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:	No more than 2 buses on Route 35 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:	Clapham Junction.
OTHER INFORMATION:	Toilet available in Clapham Junction Station.

CLAPHAM COMMON, THE PAVEMENT (from SHOREDITCH HIGH STREET)

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.

BRIXTON STATION (from Clapham Junction, Grant Road)

Buses proceed from Brixton Road via Stockwell Road and Stockwell Park Walk departing to Brixton Road. Set down in Brixton Road, at Stop T (231 - Brixton Station <> #, Last Stop on LOR: 231 - Brixton Station <> #) and pick up in Brixton Road, at Stop N (35200 - Brixton Station <> #, First Stop on LOR: 35200 - Brixton Station <> #).

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

BRIXTON, LAMBETH TOWN HALL (EFFRA ROAD) (from SHOREDITCH HIGH STREET)

Public stand for 3 buses on west side (offside) of Effra Road, commencing 30 metres south of lamp standard No 2498 opposite p/w Nos.9/11, and extending 30 metres north. Buses proceed from Brixton Road via Effra Road to stand, departing via Effra Road, St Matthew's Road and Brixton Hill to Brixton Road. Set down in Brixton Road, at Stop N (35200 - Brixton Station <> #, Last Stop on LOR: 35200 - Brixton Station <> #) and pick up in Brixton Road, at Stop T (231 - Brixton Station <> #, First Stop on LOR: 231 - Brixton 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.

ELEPHANT & CASTLE, SOUTHWARK BRIDGE ROAD (from Clapham Junction, Grant Road)

Buses proceed from Newington Causeway via Southwark Bridge Road and Gaunt Street departing to Newington Causeway. Set down in Newington Causeway, at stop F (33624 - Elephant & Castle / Newington Causeway, Last Stop on LOR: 33624 - Elephant & Castle / Newington Causeway) and pick up in Newington Causeway, at stop G (33625 - Elephant & Castle / Newington Causeway, First Stop on LOR: 33625 - Elephant & Castle / Newington Causeway).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Elephant & Castle.

LONDON BRIDGE STATION (from Clapham Junction, Grant Road)

Buses proceed from Borough High Street via Railway Approach, London Bridge Bus Station and London Bridge Street departing to Borough High Street. Set down in Borough High Street, at Stop G (BP851 - Union Street, Last Stop on LOR: BP851 - Union Street) and pick up in Borough High Street (BP4481 - Southwark Street, First Stop on LOR: BP4481 - Southwark Street).

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

MONUMENT, ARTHUR STREET (from Clapham Junction, Grant Road)

Buses proceed from King William Street via Arthur Street, Lower Thames Street, Fish Street Hill, Monument Street and King William Street departing to London Bridge. Set down in King William Street, at Stop Q (2123 - Monument Station <>, Last Stop on LOR: 2123 - Monument Station <>) and pick up in London Bridge, at Stop P (BP140 - Monument Station <>, First Stop on LOR: BP140 - Monument Station <>).

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

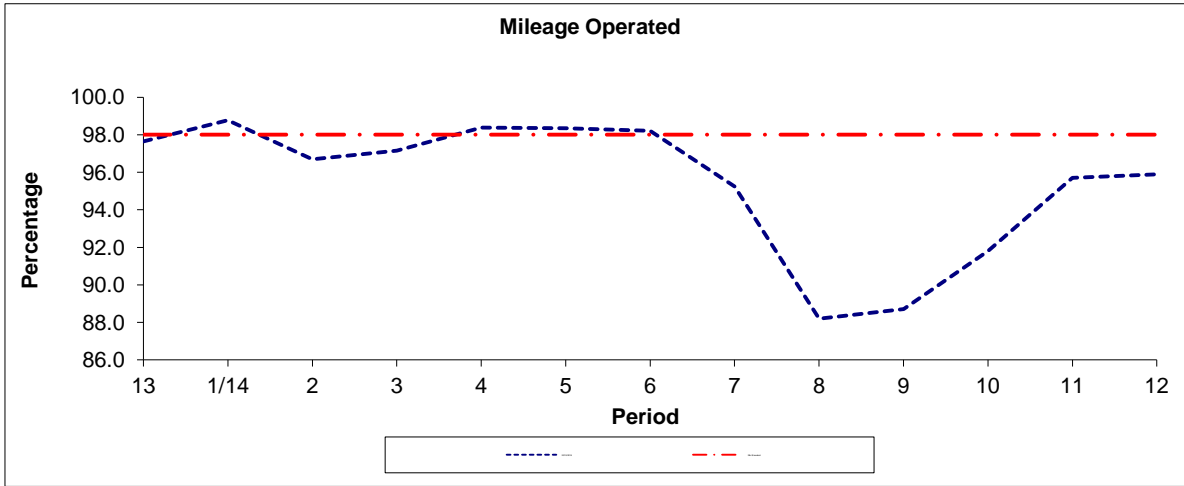
SHOREDITCH CHURCH, HIGH STREET

Public stand on east side of Shoreditch High Street, commencing 14 metres north of a point opposite centre of Batemans Row and extending 33 metres north.
Buses proceed from Shoreditch High Street direct to stand, departing to Shoreditch High Street. Set down in Shoreditch High Street, Z2 (36948 - Shoreditch, Last Stop on LOR: 36948 - Shoreditch) and pick up in Shoreditch High Street, at Stop N (33346 - Shoreditch High Street Station #, First Stop on LOR: 33346 - Shoreditch High Street Station #).

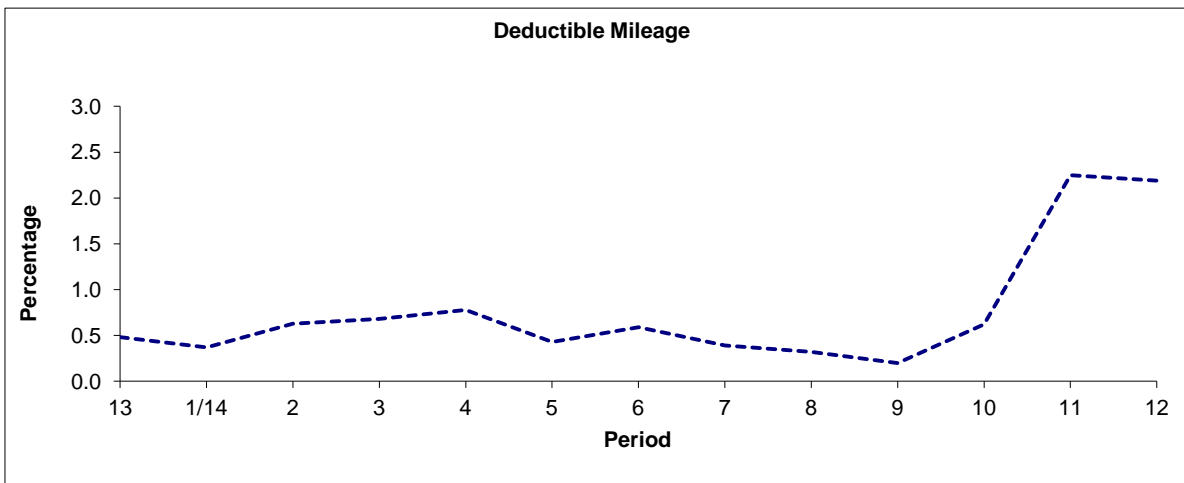
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 35 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Shoreditch.
OTHER INFORMATION: Toilets available in Shoreditch High Street 0800 - 2000 daily.-No more than 2 buses on Route No. 35 should be scheduled to stand at any time.

PART B - PERFORMANCE STATISTICS

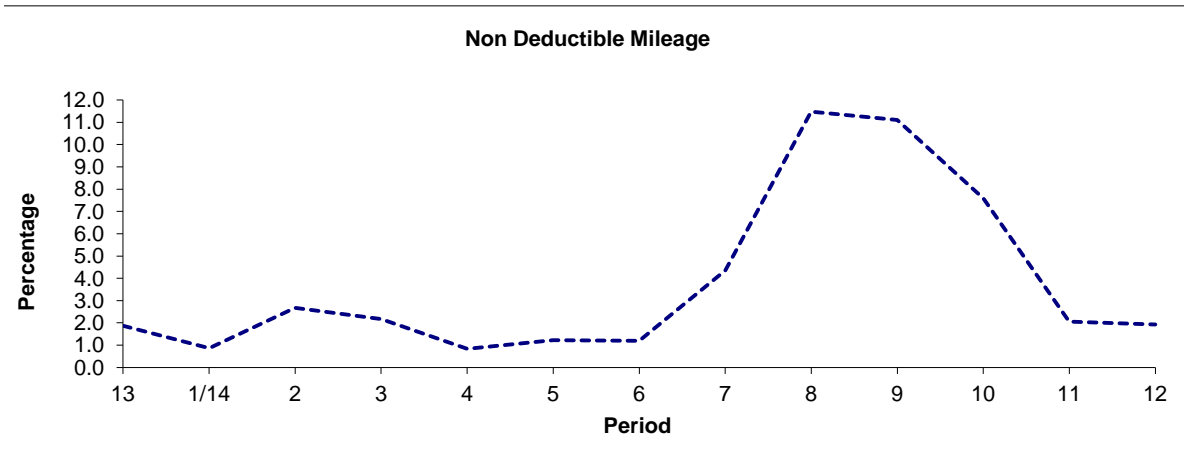
Route 35



Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	97.65	98.77	96.70	97.15	98.38	98.34	98.21	95.25	88.20	88.70	91.79	95.70	95.89
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	0.48	0.37	0.63	0.68	0.78	0.43	0.59	0.39	0.32	0.20	0.62	2.25	2.19

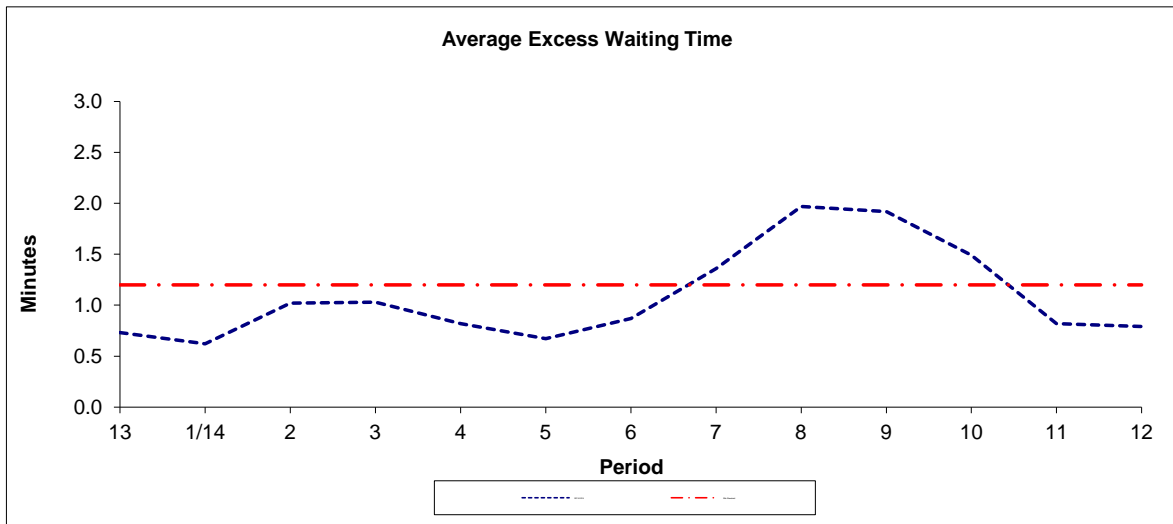


Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	1.87	0.86	2.67	2.17	0.84	1.23	1.20	4.36	11.48	11.10	7.59	2.05	1.92

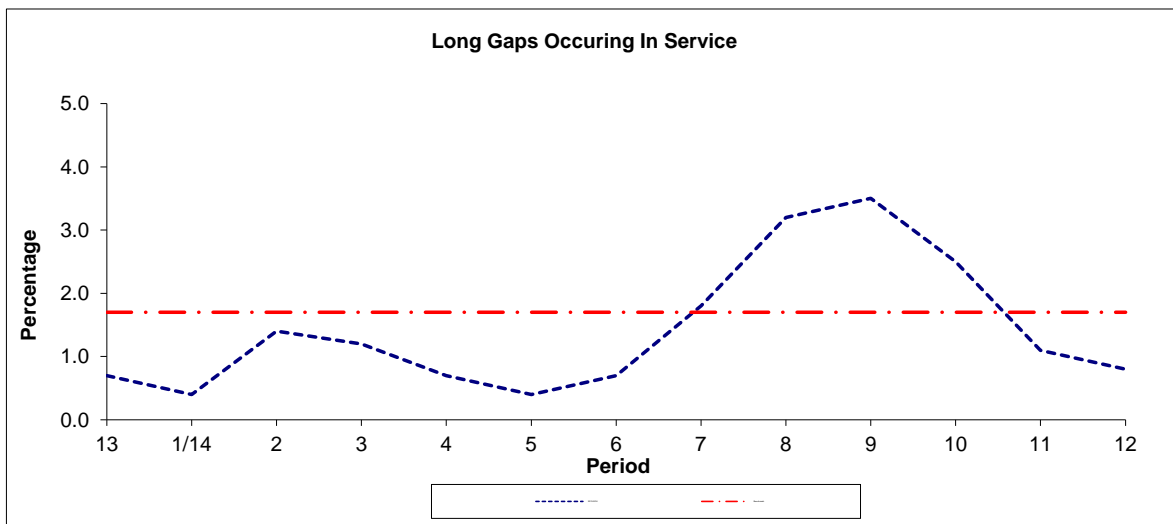
Note : Mileage is based on 4 weeks data
 Deductible mileage performance adversely affected by industrial action by drivers in periods 11 and 12.

PART B - PERFORMANCE STATISTICS

Route 35



Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013-2014	0.73	0.62	1.02	1.03	0.82	0.67	0.87	1.36	1.97	1.92	1.49	0.82	0.79
Min Standard	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20

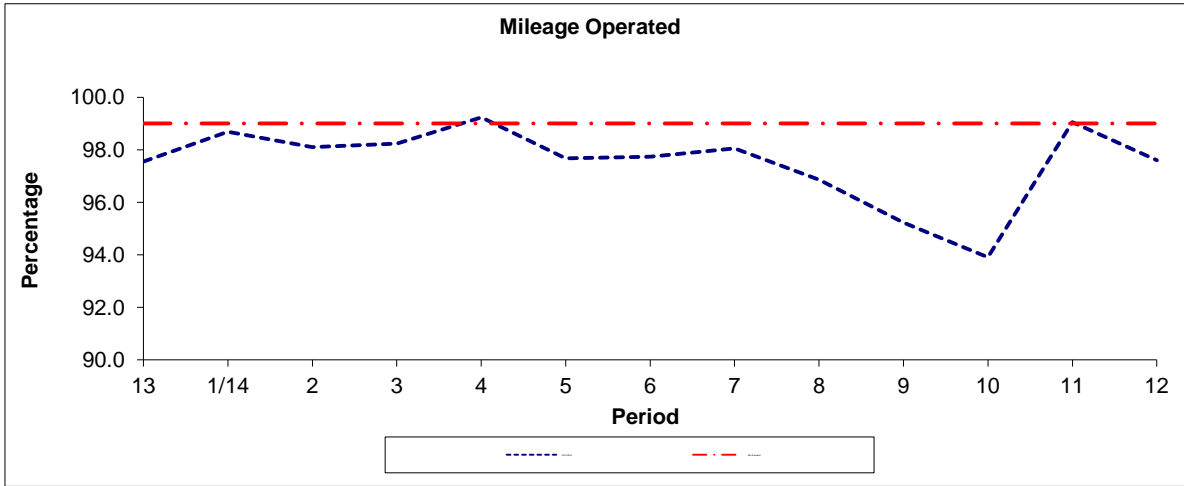


Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013-2014	0.7	0.4	1.4	1.2	0.7	0.4	0.7	1.8	3.2	3.5	2.5	1.1	0.8
Benchmark	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7

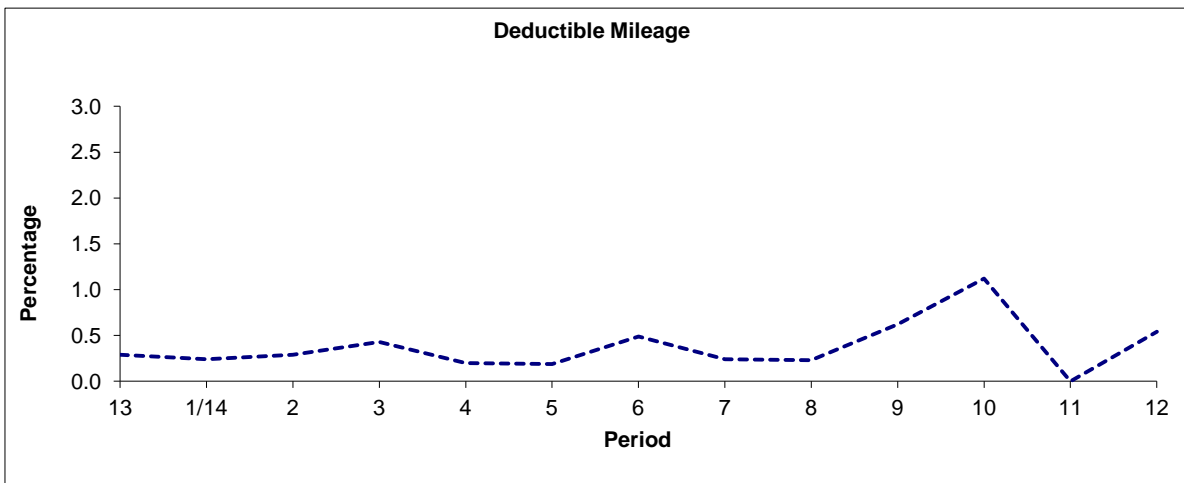
Note : Reliability is actual performance under full iBus (4 weeks data).
 Minimum Standards and Benchmarks are those applicable under the new contract.

PART B - PERFORMANCE STATISTICS

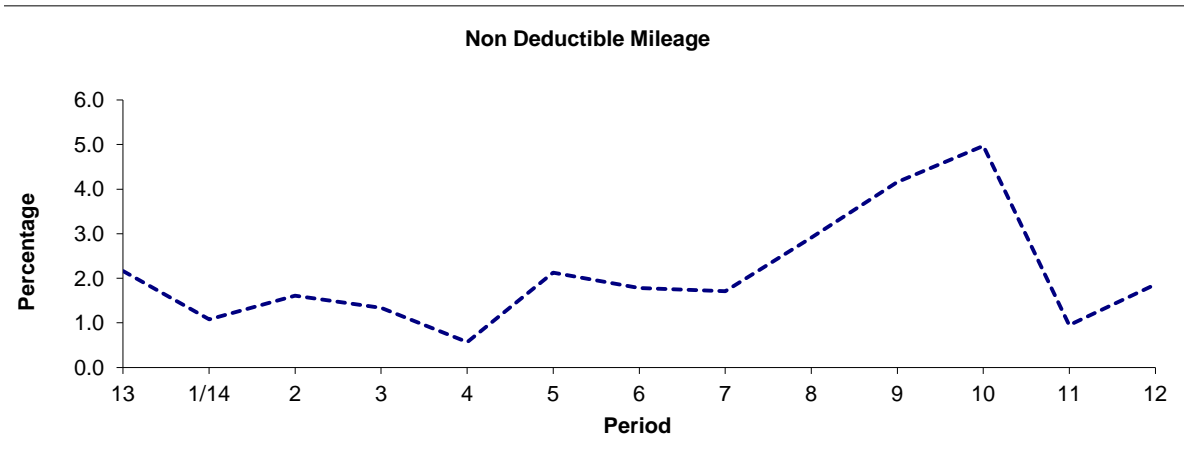
Route N35



Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	97.55	98.68	98.10	98.23	99.23	97.68	97.73	98.05	96.86	95.22	93.91	99.05	97.60
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	0.29	0.24	0.29	0.43	0.20	0.19	0.49	0.24	0.23	0.62	1.12	0.00	0.54

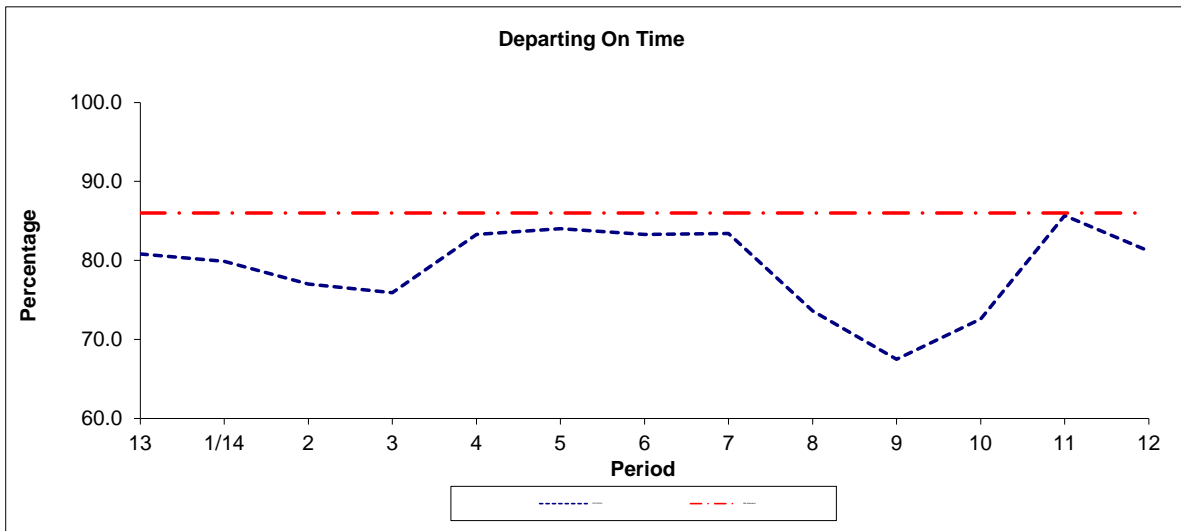


Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	2.16	1.08	1.61	1.34	0.57	2.13	1.78	1.71	2.91	4.16	4.97	0.95	1.86

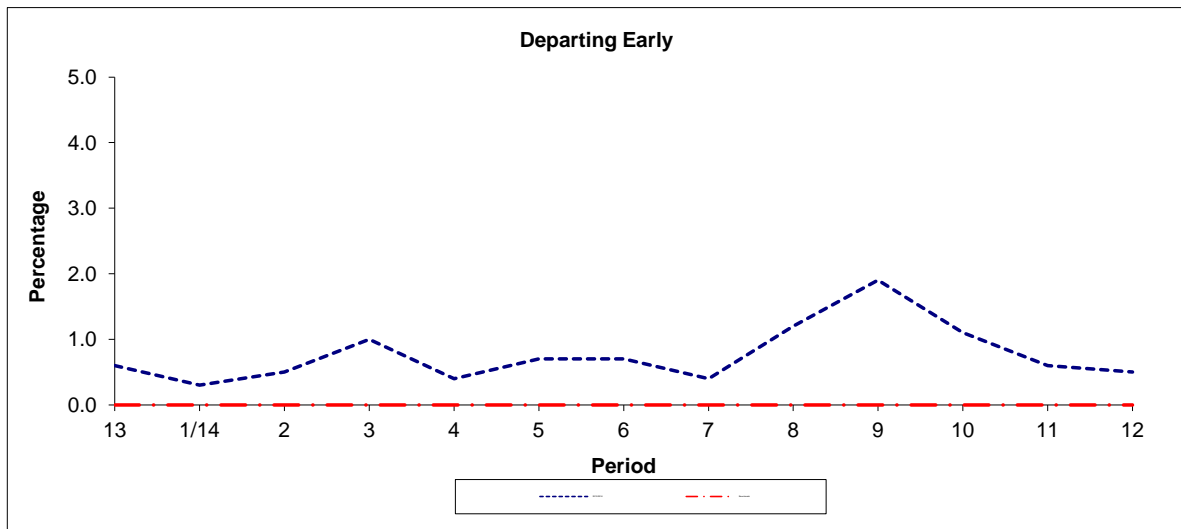
Note : Mileage is based on 4 weeks data
 Deductible mileage performance adversely affected by industrial action by drivers in period 12.

PART B - PERFORMANCE STATISTICS

Route N35



Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	80.8	79.9	77.0	75.9	83.3	84.0	83.3	83.4	73.6	67.5	72.6	85.7	81.2
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	0.6	0.3	0.5	1.0	0.4	0.7	0.7	0.4	1.2	1.9	1.1	0.6	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 35 - 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	28,729.	90.9	7.64	0.92	8.56	65.4	32.0	2.4	0.2	0.3	51
0700 - 1000	69,372.	96.2	5.03	1.15	6.18	81.7	16.6	1.4	0.2	1.5	53
1000 - 1300	70,086.	97.1	4.99	0.99	5.97	83.1	15.7	1.0	0.1	1.2	50
1300 - 1600	69,825.	96.3	5.01	1.02	6.03	82.6	16.0	1.2	0.2	1.3	57
1600 - 1900	69,218.	94.5	5.06	1.29	6.35	80.1	18.0	1.7	0.3	1.8	83
1900 - 2200	57,392.	101.1	5.92	0.91	6.83	74.5	23.0	2.3	0.3	1.4	67
2200 - 2400	31,470.	99.3	7.24	1.06	8.30	64.5	30.5	4.0	0.9	1.1	82
Summary	396,092.	96.7	5.30	1.09	6.39	79.7	18.5	1.6	0.2	1.4	83

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	4,921.	97.0	9.26	0.56	9.82	56.7	38.2	4.6	0.5	0.4	61
0700 - 1000	11,324.	96.4	6.53	0.75	7.28	74.1	24.0	1.6	0.2	0.5	82
1000 - 1300	14,493.	96.4	5.12	0.87	5.99	83.0	16.0	0.9	0.1	0.9	41
1300 - 1600	14,670.	94.5	5.00	1.46	6.47	78.9	18.7	2.0	0.4	2.4	60
1600 - 1900	14,698.	95.5	5.00	1.29	6.29	80.2	17.8	1.7	0.3	2.0	59
1900 - 2200	11,488.	99.5	6.20	1.28	7.48	69.7	25.8	3.6	0.9	2.1	65
2200 - 2400	6,543.	94.8	7.25	1.69	8.94	60.3	30.9	6.8	2.0	2.3	57
Summary	78,137.	96.2	5.57	1.17	6.74	77.0	20.5	2.1	0.4	1.6	82

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	4,662.	98.2	9.95	0.55	10.51	51.6	41.0	6.6	0.8	0.4	45
0700 - 1000	9,208.	100.2	8.64	0.27	8.91	60.5	36.2	3.2	0.1	0.0	83
1000 - 1300	10,911.	99.5	7.39	0.50	7.89	65.9	31.8	2.0	0.2	0.2	47
1300 - 1600	10,824.	98.7	7.43	0.93	8.36	63.8	31.8	3.9	0.5	0.5	48
1600 - 1900	10,791.	100.3	7.44	0.73	8.18	64.9	31.7	2.9	0.5	0.5	59
1900 - 2200	10,944.	102.0	7.32	0.63	7.94	66.6	30.5	2.5	0.3	0.5	60
2200 - 2400	7,426.	102.0	7.25	0.45	7.70	67.4	30.7	1.7	0.2	0.2	41
Summary	64,766.	100.2	7.56	0.65	8.21	64.6	32.1	2.9	0.4	0.4	83

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	38,312.	92.6	7.95	0.86	8.81	63.6	33.3	2.9	0.3	0.4	61
0700 - 1000	89,904.	96.7	5.34	1.07	6.41	80.0	18.2	1.5	0.2	1.3	83
1000 - 1300	95,490.	97.2	5.28	0.91	6.19	81.2	17.6	1.1	0.1	1.0	50
1300 - 1600	95,319.	96.3	5.26	1.07	6.34	80.1	18.1	1.6	0.2	1.4	60
1600 - 1900	94,707.	95.3	5.28	1.24	6.52	78.7	19.3	1.8	0.3	1.7	83
1900 - 2200	79,824.	101.0	6.11	0.93	7.04	73.0	24.2	2.5	0.4	1.3	67
2200 - 2400	45,439.	99.1	7.24	1.06	8.30	64.4	30.6	4.0	1.0	1.1	82
Summary	538,995.	97.0	5.55	1.06	6.61	77.9	20.0	1.8	0.3	1.3	83

ROUTE N35 - 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	32,299.	99.1	98.1	85.5	2.0	0.2	12.3
Summary	32,299.	99.1	98.1	85.5	2.0	0.2	12.3

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	15,320.	96.5	92.2	74.4	9.7	1.3	14.7
Summary	15,320.	96.5	92.2	74.4	9.7	1.3	14.7

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	15,747.	95.4	88.2	67.6	12.6	1.5	18.4
Summary	15,747.	95.4	88.2	67.6	12.6	1.5	18.4

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	63,366.	97.5	94.2	78.7	6.3	0.8	14.3
Summary	63,366.	97.5	94.2	78.7	6.3	0.8	14.3

Transport for London - QSI Points and Live Mileage List

Route 35 and N35
 Service change 32459
 Date 09/03/2013

Reason for Issue

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CLJNMA	8957	Falcon Road / Grant Road		
	140	Clapham Junction / The Falcon	319	0.20
	35707	Clapham Junction / The Northcote	205	0.13
	12842	Eccles Road	353	0.22
	12844	Sisters Avenue	295	0.18
	12846	Forthbridge Road	331	0.21
	12848	Cedars Road	263	0.16
	9365	Rookery Road	351	0.22
	9368	Long Road / Clapham Common	265	0.16
CCOMSN	25991	Clapham Common Station	184	0.11
	4857	Park Hill	499	0.31
	1667	Bedford Road	230	0.14
	12830	Solon Road	423	0.26
	12832	Belvedere Place	328	0.20
	241	Lambeth Town Hall	238	0.15
BRIXSN	231	Brixton Station	160	0.10
	238	Gresham Road / Brixton Police Station	395	0.25
	13286	Western Road	182	0.11
	13287	Brixton Station Road	234	0.15
	13289	Shakespeare Road	352	0.22
LBJCSN	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	263	Denmark Hill / Camberwell Green	230	0.14
CAMGWS	26060	Camberwell Green	177	0.11
	2616	Medlar Street	183	0.11
	2614	Wyndham Road	216	0.13
	2613	Bowyer Place	233	0.14
	658	Camberwell Road / Albany Road	121	0.08
	656	Westmoreland Road	334	0.21
	2608	East Street	322	0.20
	BP4962	Larcom Street	322	0.20
	2602	Hampton Street	270	0.17
ELEFTN	33619	Elephant & Castle Station	304	0.19
	33624	Elephant & Castle / Newington Causeway	351	0.22
	2137	Southwark Police Station	282	0.18
	26352	Borough Station	354	0.22
	BP851	Union Street	303	0.19
LONBSC	978	London Bridge	491	0.31
	2123	Monument Station	324	0.20
	BP3287	Fenchurch Street	372	0.23
	2120	Threadneedle Street	217	0.13
	BP1575	Wormwood Street	236	0.15
LVSTBG	768	Liverpool Street Station	212	0.13
	2114	Primrose Street	304	0.19
	19259	Shoreditch High Street Station	230	0.14
	37632	Curtain Road	469	0.29
	33347	Shoreditch Town Hall	309	0.19
SHORHS	36948	Shoreditch	286	0.18
Total Route Mileage - Out Direction			14175	8.81
			Metres	Miles

TRANCHE 515

Route extended to Shoreditch High St

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
SHORHS	33346	Shoreditch High Street Station		
	20803	Commercial Street / Worship Street	349	0.22
	2113	Primrose Street	249	0.15
LVSTBG	13456	Liverpool Street Station	313	0.19
	BP1576	Wormwood Street	213	0.13
	2119	Threadneedle Street	233	0.14
	37676	Fenchurch Street	300	0.19
	BP140	Monument Station	268	0.17
LONBLBY	BP892	London Bridge	313	0.19
	BP4481	Southwark Street	369	0.23
	2135	Union Street	204	0.13
	26353	Borough Station	251	0.16
	91531	Borough Police Station	313	0.19
	33625	Elephant & Castle / Newington Causeway	233	0.14
ELEFTN	33614	Elephant & Castle Station	385	0.24
	26064	Larcom Street	435	0.27
	2609	East Street	431	0.27
	25105	Westmoreland Road	178	0.11
	2612	Camberwell Road / Albany Road	488	0.30
	2615	Bowyer Place	185	0.11
CAMBNH	34459	Medlar Street	233	0.14
CAMGDH	26059	Denmark Hill / Camberwell Green	509	0.32
	13298	Valmar Road	298	0.19
	26325	Caldecot Road	232	0.14
	26323	Lilford Road	256	0.16
LBJCSN	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
	26203	Gresham Road / Brixton Police Station	282	0.18
BRIXSN	35200	Brixton Station	342	0.21
	240	Lambeth Town Hall	698	0.43
	12833	Belvedere Place	270	0.17
	12831	Solon Road	306	0.19
	12766	Bedford Road	361	0.22
	1089	Park Hill	331	0.21
CCOMSN	25990	Clapham Common Station	440	0.27
	9367	Long Road / Clapham Common	161	0.10
	9366	Rookery Road	281	0.17
	1641	Clapham Common North / Cedars Road	264	0.16
	12847	Forthbridge Road	425	0.26
	33091	Sisters Avenue	299	0.19
	12843	Eccles Road	318	0.20
	1412	Northcote Road	207	0.13
	1414	Clapham Junction / The Northcote	179	0.11
CJSNFC	25569	Clapham Junction Station / Falcon Road	289	0.18
Total Route Mileage - Back Direction			13834	8.60
			Metres	Miles