

7. Service Specification

Route: C11

Contract Reference: QC57405

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	C11
Terminus Points	Archway Station and Brent Cross Shopping Centre, Bus Station
Contract Basis	Incentivised
Commencement Date	22 nd July 2017
Vehicle Type	60 capacity, dual door, single deck vehicles, minimum 10.8m long, subject to a satisfactory route test
Current Maximum Approved Dimensions	10.2 metres long and 2.44 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	No
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Average Excess Wait Time - No more than 1.20 minutes
Extension Threshold	Average Excess Wait Time Threshold - 1.10 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 19th September 2016

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 No. C11.

- From 30th September 2016, the temporary widened schedules to mitigate for the Archway gyratory removal scheme are withdrawn.
- From 26th November 2016, as part of the Archway gyratory scheme, Route No. C11 is re-routed at Archway and stopping and standing arrangements will change (See Section 4.2).
- **Please see Section 5 for a full list of streets traversed and standing arrangements.**

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:

- 60 capacity, dual door, single deck vehicles, minimum 10.8m long are specified, subject to a satisfactory route test.
- Tenderers should refer to the schedules dated 25th July 2015 rather than the current temporary schedules.

Operators should provide the following prices:

1. **Annual diesel price - based on minimum 5 year contract.**

Tenderers are encouraged to offer alternative vehicle options in accordance with Part 9 of their tender, including but not limited to:

1. **Modifications to reduce emissions and fuel consumption (including energy storage, engine stop/start and/or energy efficient components).**
2. **Zero emission vehicles (e.g. electric or fuel cell).**
3. **Existing vehicles.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Archway Station to Brent Cross, Shopping Centre, Bus Station			Brent Cross, Shopping Centre, Bus Station to Archway Station		
First departure no later than 0535.			First departure no later than 0535.		
0530 - 0635	Every 20 minutes		0530 - 0615	Every 20 minutes	
0636 - 0650	Every 15 minutes		0616 - 0630	Every 15 minutes	
0651 - 0720	Every 10 minutes		0631 - 0700	Every 10 minutes	
0721 - 1910	Every 8 minutes		0701 - 1800	Every 8 minutes	
1911 - 2010	Every 10 minutes		1801 - 2000	Every 10 minutes	
2011 - 2110	Every 12 minutes		2001 - 2100	Every 12 minutes	
2111 - 0015	Every 20 minutes		2101 - 0005	Every 20 minutes	
Last departure no earlier than 0010.			Last departure no earlier than 2400.		
Pinchpoints					
West Hampstead, West End Green	0740 - 0810	10 minutes	Parliament Hill Fields	0720 - 0750	10 minutes
	0811 - 0910	8 minutes		0751 - 0900	8 minutes
	1500 - 1635	8 minutes		1505 - 1635	8 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Archway Station to Brent Cross, Shopping Centre, Bus Station			Brent Cross, Shopping Centre, Bus Station to Archway Station		
First departure no later than 0535.			First departure no later than 0535.		
0530 - 0715	Every 20 minutes		0530 - 0735	Every 20 minutes	
0716 - 0805	Every 12 minutes		0736 - 0835	Every 12 minutes	
0806 - 0855	Every 10 minutes		0836 - 0905	Every 10 minutes	
0856 - 1910	Every 8 minutes		0906 - 1750	Every 8 minutes	
1911 - 2010	Every 10 minutes		1751 - 2000	Every 10 minutes	
2011 - 2110	Every 12 minutes		2001 - 2100	Every 12 minutes	
2111 - 0015	Every 20 minutes		2101 - 0005	Every 20 minutes	
Last departure no earlier than 0010.			Last departure no earlier than 2400.		
Pinchpoints					
West Hampstead, West End Green	0935 - 1110	8 minutes	Parliament Hill Fields	0920 - 0950	10 minutes
				0951 - 1110	8 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

Archway Station to Brent Cross, Shopping Centre, Bus Station			Brent Cross, Shopping Centre, Bus Station to Archway Station		
First departure no later than 0630.			First departure no later than 0625.		
0625 - 0850	Every 20 minutes		0620 - 0655	Every 30 minutes	
0851 - 0935	Every 15 minutes		0656 - 0855	Every 20 minutes	
0936 - 1800	Every 12 minutes		0856 - 1010	Every 15 minutes	
1801 - 1830	Every 15 minutes		1011 - 1830	Every 12 minutes	
1831 - 0015	Every 20 minutes		1831 - 1900	Every 15 minutes	
			1901 - 0005	Every 20 minutes	
Last departure no earlier than 0010.			Last departure no earlier than 2400.		
Pinchpoints					
West Hampstead, West End Green	1010 - 1135	12 minutes	Parliament Hill Fields	1025 - 1055	15 minutes
				1056 - 1130	12 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. C11 can suffer from unpredictable traffic delays in the Gospel Oak and West Hampstead and areas.
- 4.2) TfL are proposing to make major changes to the Archway gyratory as part of the Road Modernisation Plan. The improvements include changing the one way gyratory traffic system to two way operation, creating a new public space by closing the southwest arm of the gyratory (Highgate Hill) to traffic, introducing segregated cycle lanes including a two way cycle route close to Archway Tube station, permanently banning right turns from St. John's Way to the A1 Archway Road, permanently introducing a no right turn from the A400 Junction Road onto the A1 Holloway Road and permanently reversing the one way operation of Vorley Road and MacDonald Road. The scheme also proposes the redevelopment of the Vorley Road bus stand for commercial development.
- 4.3) Current proposals for Cycle Superhighway 11 (CS11) between Hendon Way and Baker Street via Finchley Road would remove the gyratory at Swiss Cottage. The successful tenderer will be informed of any proposed changes to Route No. C11.
- 4.4) The Brent Cross Cricklewood (BXC) regeneration scheme is comprised of three inter related projects which are the re-development of Brent Cross Shopping Centre; Brent Cross South (BXS) - a new mixed-use town centre and the new Brent Cross Thameslink Station. The plans for a whole new town centre would create 27,000 jobs, 7,500 homes, a new high street with local shops and restaurants, 3 re-built schools, new health facilities, new parks, open spaces, squares and community facilities. As a result, demand on Route No. C11 is expected to increase.
- 4.5) A new bus station will be provided to the south of the existing one and Prince Charles Drive will be re-aligned. Works are expected to commence in late 2016 and are likely to last five years. Although the full traffic impacts are unknown, it is envisaged that various highway works and changes planned during the construction phase will have an impact on Route No. C11 and all routes in the area. The successful tenderer will be kept up to date about any changes to Route No. C11 as a result of the final scheme.

**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 C11: Archway Station - Brent Cross Shopping Centre

Date of Structural Change: 22 July 2017.

Date of Service Change: 22 July 2017.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Brent Cross Shopping Centre: Tollhouse Way, Highgate Hill, Magdala Avenue, Dartmouth Park Hill, Chester Road, Swain's Lane, Brookfield Park, St Alban's Road, Highgate Road, Gordon House Road, Mansfield Road, Fleet Road, Pond Street, Rosslyn Hill, Haverstock Hill, England's Lane, Primrose Hill Road, Adelaide Road, Finchley Road, Goldhurst Terrace, Broadhurst Gardens, Canfield Gardens, Cleve Road, West End Lane, Mill Lane, Westbere Road, Lichfield Road, Claremont Road, Tilling Road, Tempelhof Avenue, Prince Charles Drive, Brent Cross Bus Station.

Towards Archway Station: Brent Cross Bus Station, Prince Charles Drive, Tempelhof Avenue, Tilling Road, Claremont Road, Lichfield Road, Westbere Road, Mill Lane, West End Lane, Broadhurst Gardens, Canfield Gardens, Finchley Road, Avenue Road, Adelaide Road, Primrose Hill Road, England's Lane, Haverstock Hill, Rosslyn Hill, Pond Street, Constantine Road, Agincourt Road, Mansfield Road, Gordon House Road, Highgate Road, Roundabout At Junction With Swains Lane, Swain's Lane, Chester Road, Raydon Street, Dartmouth Park Hill, Magdala Avenue, Highgate Hill, Tollhouse Way.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

ARCHWAY STATION, ARCHWAY ROAD EAST SIDE STAND

Stand provided on Archway Road to allow buses to stand on both sides of the road. Buses proceed from Tollhouse Way via Archway Road to stand, departing via Tollhouse Way, Archway Road, Archway U Turn and Archway Road to Tollhouse Way. Set down {Not Specified}, Last Stop on LOR: 34429 - Archway Station <>) and pick up {Not Specified}, First Stop on LOR: 34518 - Whittington Hospital).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route C11 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: Archway.

PARLIAMENT HILL FIELDS, EAST SIDE (from BRENT CROSS SHOPPING CENTRE)

Buses proceed from Highgate Road via Roundabout At Junction With Swains Lane departing to Highgate Road. Set down in Highgate Road, at Stop GH (11406 - Parliament Hill Fields, Last Stop on LOR: 11406 - Parliament Hill Fields) and pick up in Highgate Road, from Stop GL (35739 - Parliament Hill Fields, First Stop on LOR: 35739 - Parliament Hill Fields).

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

HAMPSTEAD HEATH, SOUTH END GREEN (EAST)

Public stand on east side of South End Green, commencing 2 metres north of the entrance to the ladies lavatory and extending 30 metres north.

From Archway Station.

Buses proceed from Pond Street via South End Road and South End Green [Eastern Arm] to stand, departing via South End Green [Eastern Arm] to Constantine Road. Set down {Not Specified}, at Stop D (29927 - Royal Free Hospital, Last Stop on LOR: 29927 - Royal Free Hospital) and pick up in Constantine Road, at Stop B (11444 - South End Green, First Stop on LOR: 11444 - South End Green).

From Brent Cross Shopping Centre.

Buses proceed from Pond Street via South End Road and South End Green [Eastern Arm] to stand, departing via South End Green [Eastern Arm] and Constantine Road to Pond Street. Set down in Pond Street, at Stop C (34989 - Royal Free Hospital, Last Stop on LOR: 34989 - Royal Free Hospital) and pick up {Not Specified}, at Stop D (29927 - Royal Free Hospital, First Stop on LOR: 29927 - Royal Free Hospital).

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:	Hampstead Heath.

SWISS COTTAGE STATION, FINCHLEY ROAD (SOUTH) (from Archway Station)

Public stand for one bus in bay on west side of Finchley Road, commencing at a point 71 metres north of Hilgrove Road and extending 12 metres south.

Buses proceed from Finchley Road direct to stand, departing via Finchley Road to Avenue Road. Set down in Finchley Road, at Alighting Point (33934 - Swiss Cottage Station <>, Last Stop on LOR: 1733 - Avenue Road / Swiss Cottage Library) and pick up in Avenue Road, at Stop E (33775 - Swiss Cottage Station <>, First Stop on LOR: 33775 - Swiss Cottage 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:	Swiss Cottage.

FINCHLEY ROAD STATION, BROADHURST GARDENS (from Archway Station)

Public stand in Broadhurst Gardens, commencing at a point outside the entrance to No 11 Broadhurst Gardens, 56 metres south of Canfield Gardens, and extending 11 metres south.

Buses proceed from Broadhurst Gardens direct to stand, departing via Broadhurst Gardens to Canfield Gardens. Set down in Broadhurst Gardens, at Stop FP (34479 - Finchley Road Station <>), Last Stop on LOR: 34479 - Finchley Road Station <>) and pick up in Canfield Gardens, at Stop FN (33797 - Canfield Gardens / Finchley Road Station <>), First Stop on LOR: 33797 - Canfield Gardens / Finchley Road 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: Finchley Road Station.

WEST HAMPSTEAD, BROADHURST GARDENS (from Archway Station)

Buses proceed from West End Lane departing to Broadhurst Gardens. Set down in West End Lane, at Stop A (113 - West Hampstead Station<> / Broadhurst Gdns, Last Stop on LOR: 113 - West Hampstead Station<> / Broadhurst Gdns) and pick up in Broadhurst Gardens, at Stop C (34496 - Broadhurst Gardens, First Stop on LOR: 34496 - Broadhurst Gardens).

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

CRICKLEWOOD, PENNINE DRIVE (from Archway Station)

Public stand for one bus on west side of Claremont Road at the rear of bus stop M5 and commencing 10 metres south.

Buses proceed from Claremont Road direct to stand, departing via Claremont Road and Pennine Drive to Claremont Road. Set down in Claremont Road, at Stop E (M5 - Pennine Drive, Last Stop on LOR: 14869 - Somerton Road) and pick up in Claremont Road, at Stop D (16067 - Pennine Drive, First Stop on LOR: 16067 - Pennine Drive).

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: Cricklewood, Pennine Drive.

BRENT CROSS SHOPPING CENTRE, BUS STATION

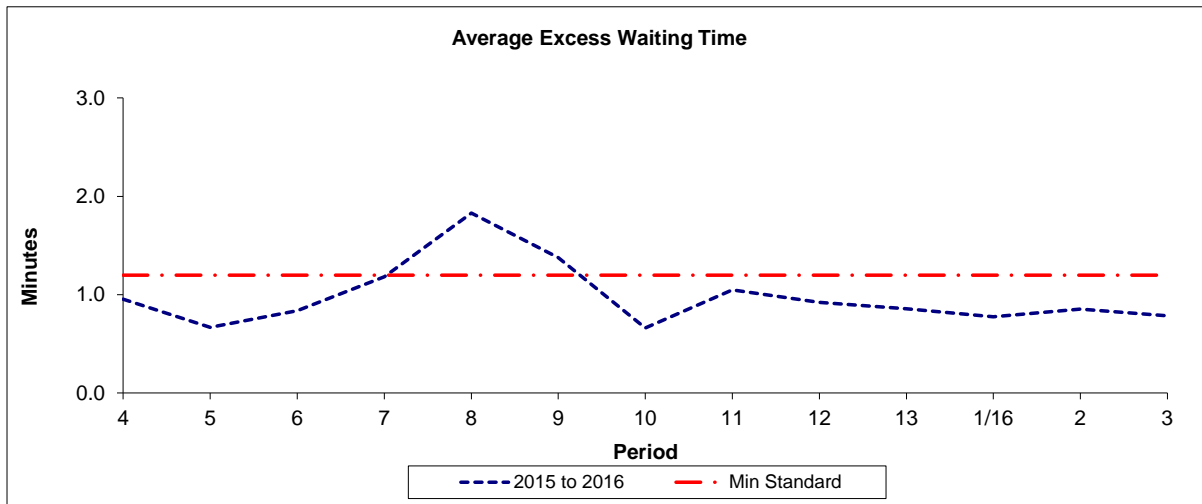
Private stand for up to 16 buses in Brent Cross Bus Station on north side of Prince Charles Drive.

Buses proceed from Brent Cross Bus Station direct to stand, departing to Brent Cross Bus Station. Set down in Brent Cross Bus Station, at Stop A (35211 - Brent Cross Shopping Centre, Last Stop on LOR: 35211 - Brent Cross Shopping Centre) and pick up in Brent Cross Bus Station, at Stop C (35214 - Brent Cross Shopping Centre, First Stop on LOR: 35214 - Brent Cross Shopping Centre).

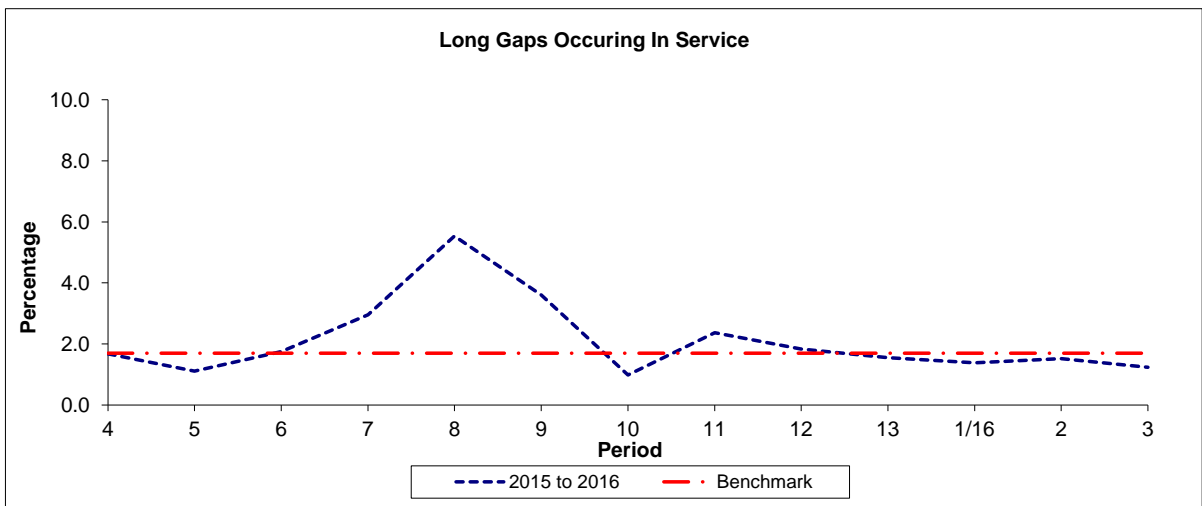
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route C11 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Brent Cross.
OTHER INFORMATION:	LBSL toilet facilities available 24 hours a day.

PART B - PERFORMANCE STATISTICS

Route C11



Period	4	5	6	7	8	9	10	11	12	13	1/16	2	3
2015 to 2016	0.96	0.67	0.84	1.18	1.83	1.38	0.66	1.05	0.92	0.86	0.77	0.85	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

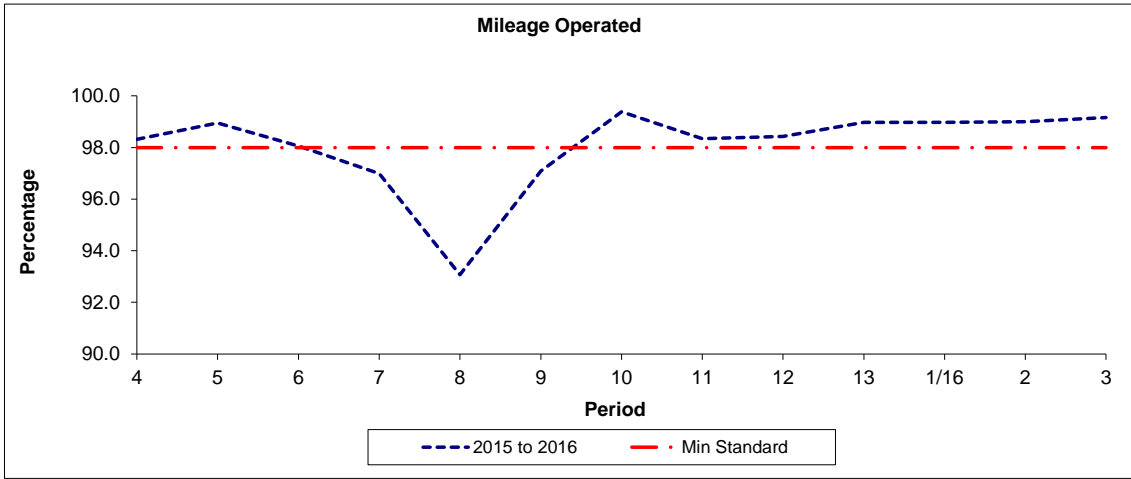


Period	4	5	6	7	8	9	10	11	12	13	1/16	2	3
2015 to 2016	1.7	1.1	1.8	3.0	5.5	3.6	1.0	2.4	1.8	1.6	1.4	1.5	1.2
Benchmark	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7

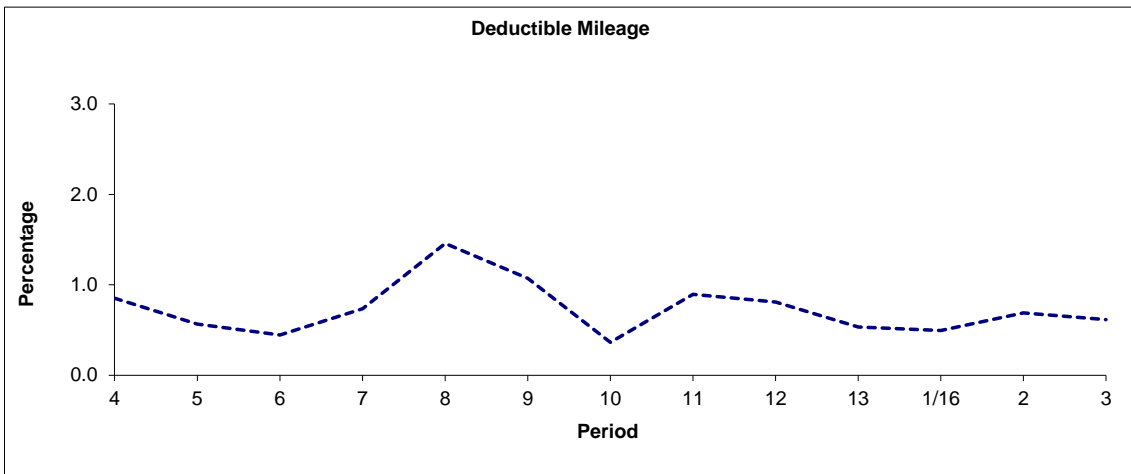
Note : Reliability is actual performance under full iBus (4 weeks data).
Minimum Standards and Benchmarks are those applicable under the new contract.

PART B - PERFORMANCE STATISTICS

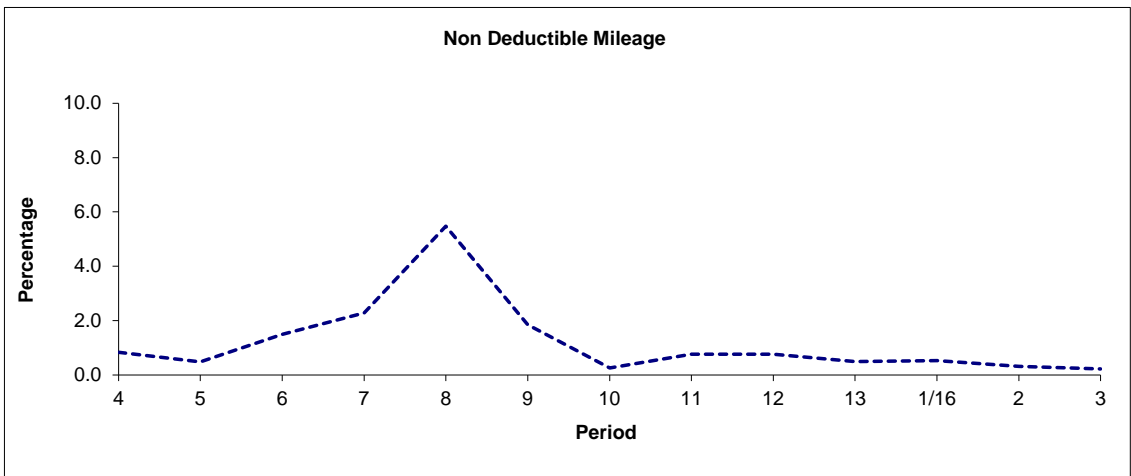
Route C11



Period	4	5	6	7	8	9	10	11	12	13	1/16	2	3
2015 to 2016	98.31	98.95	98.06	96.99	93.07	97.08	99.38	98.34	98.43	98.97	98.98	99.00	99.16
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	4	5	6	7	8	9	10	11	12	13	1/16	2	3
2015 to 2016	0.85	0.57	0.44	0.73	1.46	1.07	0.36	0.89	0.81	0.53	0.50	0.69	0.62



Period	4	5	6	7	8	9	10	11	12	13	1/16	2	3
2015 to 2016	0.84	0.48	1.50	2.28	5.47	1.84	0.26	0.77	0.77	0.50	0.53	0.31	0.23

Note: Mileage is based on 4 weeks data

ROUTE C11 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 2 15/16 TO QUARTER 1 16/17 (27/06/2015 - 24/06/2016)

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	16,830	16,646	98.9	9.17	0.25	9.42	67.6	28.7	3.5	0.2	2.8	57
07:00 - 10:00	83,785	82,231	98.1	4.44	1.06	5.51	86.9	11.8	1.2	0.2	2.7	58
10:00 - 13:00	89,992	87,774	97.5	3.96	1.03	4.99	89.8	9.6	0.5	0.1	1.9	54
13:00 - 16:00	87,372	85,712	98.1	4.05	1.06	5.11	88.4	10.7	0.8	0.1	2.3	45
16:00 - 19:00	87,128	84,929	97.5	4.02	1.48	5.50	86.2	12.0	1.5	0.4	3.8	59
19:00 - 22:00	65,617	64,663	98.5	5.27	0.93	6.20	79.4	18.2	2.0	0.4	1.5	71
22:00 - 24:00	22,805	22,687	99.5	9.94	0.31	10.26	50.8	43.0	5.7	0.4	0.1	62
All Locations Summary	453,529	444,642	98.0	4.68	1.08	5.75	84.5	13.8	1.4	0.2	2.5	71

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	2,872	2,927	101.9	10.00	0.00	10.00	60.5	34.6	4.6	0.3	3.4	41
07:00 - 10:00	12,441	12,501	100.5	6.25	0.41	6.66	81.1	17.6	1.2	0.0	0.1	43
10:00 - 13:00	17,751	17,432	98.2	4.15	0.74	4.89	91.1	8.6	0.3	0.0	0.9	31
13:00 - 16:00	18,333	17,831	97.3	4.01	1.14	5.14	88.5	10.8	0.6	0.1	2.2	56
16:00 - 19:00	17,430	17,624	101.1	4.17	0.86	5.02	89.6	10.1	0.4	0.0	1.1	35
19:00 - 22:00	13,023	12,694	97.5	5.65	0.93	6.58	76.2	21.6	2.1	0.2	0.9	65
22:00 - 24:00	4,947	4,891	98.9	9.94	0.35	10.29	50.2	43.2	6.2	0.4	0.1	46
All Locations Summary	86,797	85,900	99.0	5.05	0.81	5.85	83.8	14.9	1.2	0.1	1.2	65

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	1,100	1,142	103.8	11.26	0.05	11.31	76.4	15.2	7.4	1.1	10.8	33
07:00 - 10:00	8,650	8,704	100.6	9.44	0.36	9.81	56.7	38.5	4.5	0.3	0.1	69
10:00 - 13:00	13,482	13,439	99.7	6.20	0.51	6.71	77.1	22.2	0.7	0.0	0.1	40
13:00 - 16:00	13,789	13,731	99.6	6.05	0.64	6.70	77.4	21.3	1.2	0.1	0.4	39
16:00 - 19:00	13,810	13,405	97.1	6.02	0.82	6.84	75.3	22.9	1.4	0.4	0.8	74
19:00 - 22:00	8,764	8,791	100.3	9.34	0.50	9.84	52.6	40.4	6.4	0.6	0.2	51
22:00 - 24:00	5,640	5,638	100.0	9.94	0.29	10.23	50.9	43.2	5.7	0.2	0.0	43
All Locations Summary	65,235	64,850	99.4	7.17	0.58	7.75	69.9	27.3	2.5	0.2	0.5	74

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	20,802	20,715	99.6	9.35	0.22	9.57	67.4	28.6	3.8	0.3	3.3	57
07:00 - 10:00	104,876	103,436	98.6	4.84	0.98	5.82	84.8	13.6	1.4	0.2	2.3	69
10:00 - 13:00	121,225	118,645	97.9	4.27	0.92	5.19	88.4	11.0	0.5	0.1	1.6	54
13:00 - 16:00	119,494	117,274	98.1	4.28	1.02	5.30	87.1	12.0	0.8	0.1	2.1	56
16:00 - 19:00	118,368	115,958	98.0	4.24	1.34	5.58	85.5	12.8	1.3	0.3	3.2	74
19:00 - 22:00	87,404	86,148	98.6	5.81	0.88	6.69	75.8	21.3	2.5	0.4	1.3	71
22:00 - 24:00	33,392	33,216	99.5	9.94	0.32	10.26	50.7	43.1	5.8	0.4	0.1	62
All Locations Summary	605,561	595,392	98.3	4.97	0.99	5.97	82.9	15.3	1.5	0.2	2.2	74

Transport for London - QSI Points and Live Mileage List

Route C11
 Service change 28845
 Date 17/02/2012

Reason for Issue

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ARCHTW		Tollhouse Way, Stop E		
	34518	Whittington Hospital	239	0.15
	34517	Dartmouth Park Hill	222	0.14
DPHLRS	34965	Chester Road	307	0.19
	35968	Raydon Street	251	0.16
	34510	Brookfield Park	398	0.25
PARLHF	35739	Parliament Hill Fields	381	0.24
	11405	William Ellis School	147	0.09
	11401	Dartmouth Park Road	283	0.18
	34508	Gordon House Road	213	0.13
GSPOS N	34506	Gospel Oak Station	298	0.19
	34504	Estelle Road	235	0.15
	34502	Southampton Road / Agincourt Road	146	0.09
	11442	Fleet Road	277	0.17
HHTHSE	29927	Royal Free Hospital	359	0.22
	12053	Rosslyn Hill	214	0.13
	12058	Rosslyn Hill / Pond Street	235	0.15
BZPKSN	12060	Belsize Park Station	223	0.14
	BP2006	Downside Crescent	138	0.09
	34953	Upper Park Road	212	0.13
	BP3204	England's Lane	224	0.14
	12064	Primrose Gardens	148	0.09
	12068	Primrose Hill Road	218	0.14
	12020	Primrose Hill Road	123	0.08
	12019	Elsworthy Rise	153	0.10
	12017	Lower Merton Rise	246	0.15
	1733	Avenue Road	262	0.16
SCOTSN	12034	Swiss Cottage Stn / Finchley Road	365	0.23
	33966	College Crescent	215	0.13
FNRDS N	34479	Finchley Road Station	350	0.22
	34499	Fairhazel Gardens	355	0.22
	34500	Priory Road	323	0.20
	34501	Cleve Road	209	0.13
	113	Broadhurst Gardens	285	0.18
	BP4986	West Hampstead Station	302	0.19
	12045	Dennington Park Road	129	0.08
WHMPWE	12043	West End Green	201	0.12
	34494	Mill Lane	233	0.14
	36920	Solent Road	163	0.10
	36921	Hillfield Road	189	0.12
	37238	Westbere Road	176	0.11
	37236	Minster Road	364	0.23
	37234	Menelik Road	188	0.12
	37232	Westcroft Way	295	0.18
	37240	Cricklewood Lane	203	0.13
	17718	Cricklewood Station	117	0.07
	14869	Somerton Road	204	0.13
CTRDPD	35838	Caney Mews	513	0.32
	35841	Clitterhouse Road South	297	0.18
	35843	Clitterhouse Road North	168	0.10
	35846	Claremont Way	313	0.19
	35847	Mapledown School	366	0.23
BRTXSC	35211	Brent Cross Shopping Centre	957	0.59
Total Route Mileage - Out Direction			13632	8.47
			<i>Metres</i>	<i>Miles</i>

**Mileage in bold red font is a planning estimate & not an ibus calculation.
 FINAL MILEAGE TO BE CONFIRMED.**

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Mileage Update

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
BRTXSC	35214	Brent Cross Shopping Centre		
	35845	Mapledown School	958	0.60
	35842	Claremont Way	273	0.17
	35844	C litterhouse Road North	291	0.18
	35840	C litterhouse Road South	187	0.12
CTRDPD	16067	Pennine Drive	474	0.29
	14870	Somerton Road	352	0.22
	17719	Cricklewood Station	183	0.11
	37239	Cricklewood Lane	151	0.09
	37233	Westcroft Way	238	0.15
	R0469	Menelik Road	230	0.14
	37237	Minster Road	253	0.16
	36923	Mill Lane	302	0.19
	36958	Hillfield Road	175	0.11
	36919	Solent Road	238	0.15
	36918	Fortune Green Road	148	0.09
WHMPWE	12044	West End Green	246	0.15
	12046	Dennington Park Road	184	0.11
	BP4987	West Hampstead Station	306	0.19
	34496	Broadhurst Gardens	137	0.09
	34497	Fairhazel Gardens	311	0.19
	34498	Broadhurst Estate	236	0.15
FNRDSN	33797	Canfield Gardens / Finchley Road S tn	174	0.11
	1331	Finchley Road Station	87	0.05
	33798	Finchley Road / College Crescent	362	0.22
SCOTSN	33775	Swiss Cottage Station	265	0.16
	12016	Winchester Road	315	0.20
	12018	Elsworthy Rise	319	0.20
	12067	Primrose Hill Road	265	0.16
	12063	England's Lane	264	0.16
	BP3580	Haverstock Hill	142	0.09
	12059	Upper Park Road	314	0.20
BZPKSN	12057	Belsize Park Station	220	0.14
	12054	Roslyn Hill	341	0.21
	34989	Royal Free Hospital	247	0.15
HHTHSE	11444	South End Green	154	0.10
	11767	Cressy Road	231	0.14
	11440	Mansfield Road	223	0.14
	34503	Estelle Road	359	0.22
GSPOSN	34505	Gospel Oak Station	158	0.10
	34507	Gordon House Road	284	0.18
	20592	Glenhurst Avenue / Lissenden Gardens	275	0.17
	11404	William Ellis School	172	0.11
PARLHF	11406	Parliament Hill Fields	288	0.18
	34509	Swains Lane	135	0.08
	34511	Brookfield Park	217	0.13
	34512	Chester Road / Raydon Street	272	0.17
DPHLRS	34515	Dartmouth Park Hill	240	0.15
	34516	Magdala Avenue	170	0.11
	34519	Whittington Hospital	216	0.13
ARCHHH	34429	Highgate Hill, Stop C	116	0.07
Total Route Mileage - Back Direction			12698	7.89
			<i>Metres</i>	<i>Miles</i>

**Mileage in bold red font is a planning estimate & not an ibus calculation.
FINAL MILEAGE TO BE CONFIRMED.**