

## 7. Service Specification

Route: K3 Contract Reference QC41404

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>Terminus Points</b>	Roehampton Vale, Asda to Esher, High Street/Esher, Trinity School
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	29 <sup>th</sup> June 2013
<b>Vehicle Type</b>	60 capacity, dual door, single deck, minimum 10.8m long
<b>Current Maximum Approved Dimensions</b>	10.1 metres long and 2.4 metres wide
<b>New Vehicles Mandatory</b>	Yes
<b>Hybrid Price Required</b>	No
<b>Sponsored Route</b>	No
<b>Minimum Performance Standard</b>	Departing on Time - No less than 82.00%
<b>Extension Threshold</b>	Departing on Time Threshold - 86.00%
<b>Advertising Rights</b>	Operator
<b>Minimum Operated Mileage Standard</b>	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on 25<sup>th</sup> June 2012.

*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. K3.

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:

### **Option 1**

- No change to Sunday shopping hours frequency.

### **Option 2**

- Sunday shopping period frequencies are increased from every 30 minutes to every 20 minutes.

### **Options 1 & 2**

- 60 capacity, dual door, single deck buses of a minimum of 10.8 metres long buses will be specified, subject to a satisfactory route test.
- On Mondays to Fridays Schooldays, ex Roehampton Vale, Asda, frequencies are increased from every 15 minutes to every 10 minutes between 1530 and 1600 thus providing an additional journey.
- An additional first journey ex Roehampton Vale, Asda is introduced daily.
- The Boxing Day service should match the Sunday service.
- **Tenderers must identify the cost of the Boxing Day element of this service separately.**

### **Hail & ride operation**

Hail and ride operation, with buses stopping wherever it is safe to set down and pick up passengers, applies on the following sections of Route No. K3:

**(Hinchley Wood)** Manor Road South

### **Requirements for Registration:**

The section of Route No. K3 between Esher, High Street/Esher, Trinity School and the Surrey County Boundary at Roundabout, Balaclava Street/Chadwick Place 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:

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

Copies of the registration should be sent to:

Principal Transport Officer  
Passenger Transport  
Surrey County Council  
County Hall  
Penrhyn Road  
Kingston upon Thames  
KT1 2DY

and to:

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

#### Options 1 & 2

#### 3.1) MONDAY TO FRIDAY SCHOOL HOLIDAY REQUIREMENTS & PINCHPOINTS

Roehampton Vale, Asda to Esher, High Street			Esher, High Street to Roehampton Vale, Asda		
First departure no later than 0610.			First departure no later than 0545.		
0605 - 0630	Every 20 minutes		0540 - 0625	Every 20 minutes	
0631 - 1915	Every 15 minutes		0626 - 1905	Every 15 minutes	
1916 - 1935	Every 20 minutes		1906 - 2340	Every 30 minutes	
1936 - 0010	Every 30 minutes				
Last departure no earlier than 0005.			Last departure no earlier than 2335.		
<b>Pinchpoints</b>					
Hinchley Wood, Station Approach	0730 - 0900	15 minutes	Kingston Hospital	0715 - 0900	15 minutes
	1500 - 1630	15 minutes		1450 - 1620	15 minutes

#### Options 1 & 2

#### 3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

Roehampton Vale, Asda to Esher, High Street*			Esher, High Street* to Roehampton Vale, Asda		
First departure no later than 0610.			First departure no later than 0545.		
0605 - 0630	Every 20 minutes		0540 - 0625	Every 20 minutes	
0631 - 1530	Every 15 minutes*		0626 - 0655	Every 15 minutes	
1531 - 1600	Every 10 minutes		0656 - 0725	Every 10 minutes	
1601 - 1915	Every 15 minutes		0726 - 1905	Every 15 minutes*	
1916 - 1935	Every 20 minutes		1906 - 2340	Every 30 minutes	
1936 - 0010	Every 30 minutes				
Last departure no earlier than 0005.			Last departure no earlier than 2335.		
<b>Pinchpoints</b>					
Hinchley Wood, Station Approach	0730 - 0900	15 minutes	Kingston Hospital	0730 - 0800	10 minutes
	1500 - 1615	15 minutes		0801 - 0900	15 minutes
	1616 - 1645	10 minutes		1450 - 1620	15 minutes

\* Ex Roehampton Vale, Asda, journeys arriving at Esher, High Street at about 0815 and 0830 should be projected to Esher, Trinity School.

\* Ex Esher, High Street, journeys departing Esher, High Street at about 1515 and 1530 should be back projected to depart from Esher, Trinity School.

The projected and back projected journeys shown in Section 3.2 are specifically designed to meet the start and finish times of Trinity School in the Esher area.

## Options 1 & 2

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

Roehampton Vale, Asda to Esher, High Street		Esher, High Street to Roehampton Vale, Asda			
First departure no later than 0610.		First departure no later than 0545.			
0605 - 0730	Every 30 minutes	0540 - 0615	Every 30 minutes		
0731 - 0850	Every 20 minutes	0616 - 0845	Every 20 minutes		
0851 - 1840	Every 15 minutes	0846 - 1745	Every 15 minutes		
1841 - 1935	Every 20 minutes	1746 - 1845	Every 20 minutes		
1936 - 0010	Every 30 minutes	1846 - 2340	Every 30 minutes		
Last departure no earlier than 0005.		Last departure no earlier than 2335.			
<b>Pinchpoints</b>					
Hinchley Wood, Station Approach	0935 - 1105	15 minutes	Kingston Hospital	0930 - 1100	15 minutes

#### Option 1

### 3.4) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Roehampton Vale, Asda to Esher, High Street		Esher, High Street to Roehampton Vale, Asda			
First departure no later than 0635.		First departure no later than 0730.			
0630 - 0835	Every 60 minutes	0725 - 0830	Every 60 minutes		
0836 - 0010	Every 30 minutes	0831 - 2340	Every 30 minutes		
Last departure no earlier than 0005.		Last departure no earlier than 2335.			
<b>Pinchpoints</b>					
Hinchley Wood, Station Approach	1020 - 1150	30 minutes	Kingston Hospital	1040 - 1210	30 minutes

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

## Option 2

### 3.5) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Roehampton Vale, Asda to Esher, High Street		Esher, High Street to Roehampton Vale, Asda			
First departure no later than 0635.		First departure no later than 0730.			
0630 - 0835	Every 60 minutes	0725 - 0830	Every 60 minutes		
0836 - 0905	Every 30 minutes	0831 - 0900	Every 30 minutes		
0906 - 1825	Every 20 minutes	0901 - 1820	Every 20 minutes		
1826 - 0010	Every 30 minutes	1821 - 2340	Every 30 minutes		
Last departure no earlier than 0005.		Last departure no earlier than 2335.			
<b>Pinchpoints</b>					
Hinchley Wood, Station Approach	1020 - 1150	30 minutes	Kingston Hospital	1040 - 1210	30 minutes

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

#### 4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. K3 should interwork with other bus services where possible.
- 4.2) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following locations:  
Norbition Station and Surbiton Station
- 4.3) Route No. K3 can suffer unpredictable traffic delays in the Kingston area.

#### 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 K3: Roehampton Vale, Asda - Esher, High Street

**Date of Structural Change:** 29 June 2013.

**Date of Service Change:** 29 June 2013.

**Reason for Issue:** New Tender..

### **STREETS TRAVERSED**

**Towards Esher, High Street:** Stag Lane Underpass, Asda Roundabout, Stag Lane, Roehampton Vale, Kingston Vale, Robin Hood Lane, Windermere Road, Bowness Crescent, Keswick Avenue, Robin Hood Way (Kingston By Pass), Roehampton Vale, Kingston Vale, Kingston Hill, Galsworthy Road, Coombe Road, London Road, Fairfield North, Wheatfield Way, Clarence Street, Eden Street, Brook Street, Wheatfield Way, Penrhyn Road, Surbiton Road, Surbiton Crescent, Claremont Road, Victoria Road, Brighton Road, Balaclava Road, Effingham Road, Ewell Road, Sugden Road, Manor Road North, Manor Road South, Oaken Lane, Claygate High Street, The Green, St Leonard's Road, Common Road, The Causeway, Church Road, Claygate High Street, Hare Lane, Milbourne Lane, Claremont Lane, Church Street, Esher Green, Esher High Street.

**School Journey towards Esher, Trinity School:**

operate from Church Street, then via Esher Green, More Lane to Private Road In School Grounds.

**Towards Roehampton Vale, Asda:** Esher High Street, Claremont Lane, Milbourne Lane, Hare Lane, Claygate High Street, The Green, St Leonard's Road, Common Road, The Causeway, Church Road, Claygate High Street, Oaken Lane, Manor Road South, Manor Road North, Sugden Road, Ewell Road, Effingham Road, Balaclava Road, Brighton Road, Victoria Road, Claremont Road, Surbiton Crescent, Surbiton Road, Penrhyn Road, Wheatfield Way, Brook Street, Eden Street, Clarence Street, Cromwell Road, Queen Elizabeth Road, London Road, Coombe Road, Galsworthy Road, Kingston Hill, Kingston Vale, Robin Hood Lane, Windermere Road, Bowness Crescent, Keswick Avenue, Robin Hood Way (Kingston By Pass), Roehampton Vale, Stag Lane, Stag Lane Underpass.

**School Journey from Esher, Trinity School:**

operate from Private Road In School Grounds, then via More Lane, Esher Green to Esher High Street.



## **AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS**

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

### **ROEHAMPTON VALE, ASDA [EAST SIDE]**

Public stand for two buses at bus stop in the layby at southern end of Stag Lane Underpass, extending 22 metres north from lamp standard 6.

Buses proceed from Stag Lane Underpass direct to stand, departing to Stag Lane Underpass. Set down in Stag Lane Underpass, at Stop PA (LG48 - Roehampton Vale Asda, Last Stop on LOR: LG48 - Roehampton Vale Asda) and pick up in Stag Lane Underpass, at Stop PA (LG48 - Roehampton Vale Asda, First Stop on LOR: LG48 - Roehampton Vale Asda).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route K3 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:	Roehampton Vale.
OTHER INFORMATION:	Third-party (Asda) toilet facilities available.

### **KINGSTON, CROMWELL ROAD BUS STATION (from ESHER, HIGH STREET)**

Private stand for 12 buses in marked bays in Cromwell Road Bus Station on north side of Cromwell Road. Buses to stand as follows:

Bays A5/A6 - Route 285,

Bays A7/A8 - Route 111,

Bay A9 - Route 216,

Bay A10 - Route 411,

Bay A11 - other operators,

Bay A12 - Route 481 and other operators,

Bay A13 - Route K1,

Bays A14/A15 - Route 71,

Bay A16 - Route 465.

Buses proceed from Cromwell Road via Cromwell Road Bus Station to stand, departing via Cromwell Road Bus Station, Cromwell Road, Queen Elizabeth Road, Fairfield North, Wheatfield Way and Clarence Street to Eden Street. Set down in Cromwell Road, at Stop A2 (BP1084 - Cromwell Road Bus Station, Last Stop on LOR: BP1094 - Cromwell Road Bus Station) and pick up in Eden Street, at Stop D2 (R0702 - Eden Street, First Stop on LOR: R0702 - Eden 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:	Kingston.

### **KINGSTON VALE, ROBIN HOOD WAY (from ESHER, HIGH STREET)**

Buses proceed from Robin Hood Lane via Windermere Road, Bowness Crescent, Keswick Avenue, Robin Hood Way (Kingston By Pass) and Roehampton Vale departing to Kingston Vale. Set down in Robin Hood Lane, at Stop H (BP3896 - Windermere Road, Last Stop on LOR: BP3896 - Windermere Road) and pick up in Kingston Vale, at Stop P (2416 - Robin Hood Lane, First Stop on LOR: 2416 - Robin Hood Lane).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
BLIND DISPLAY: Kingston Vale, Robin Hood Way.

### **KINGSTON HOSPITAL (from ESHER, HIGH STREET)**

Private stand for 2 buses in grounds of Kingston Hospital on west side of Galsworthy Road on north side of outbound roadway adjacent to out-patients department car park. Buses proceed from Galsworthy Road via Private Road In Kingston Hospital Grounds to stand, departing via Private Road In Kingston Hospital Grounds and Galsworthy Road to Coombe Road. Set down in Private Road In Kingston Hospital Grounds, at Stop NJ (BP1268 - Kingston Hospital, Last Stop on LOR: BP964 - Norbiton Station #) and pick up in Coombe Road, at Stop NA (BP1735 - Norbiton Station #, First Stop on LOR: BP1735 - Norbiton 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: Kingston Hospital.

### **SURBITON, ST ANDREWS SQUARE [WITHDRAWN] (from ESHER, HIGH STREET)**

Public stand on Maple Road, prior to the south arm of St Andrew's Square. Buses proceed from Victoria Road via Claremont Road (Circumnavigate Roundabout At Junction), Victoria Road, Brighton Road and Maple Road to stand, departing via Maple Road to Claremont Road. Set down in Victoria Road, at Stop NB (33219 - Surbiton Station #, Last Stop on LOR: 33219 - Surbiton Station #) and pick up in Claremont Road, at Stop NK (19590 - The Crescent, First Stop on LOR: 19590 - The Crescent).

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: Surbiton.

### **CLAYGATE, THE CAUSEWAY [WITHDRAWN] (from Roehampton Vale, Asda)**

Public stand for one bus on south side of The Causeway, commencing at the lamp standard outside "Clanford" and extending 11 metres east, immediately east of Church Road.

Buses proceed from The Causeway direct to stand, departing to The Causeway. Set down in The Causeway (20643 - The Causeway, Last Stop on LOR: 20643 - The Causeway) and pick up in The Causeway (20643 - The Causeway, First Stop on LOR: 20643 - The Causeway).

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: Claygate.

### **ESHER, HIGH STREET**

Public stand for one bus on east side of Esher High Street, commencing at lamp standard 1956 (outside No 51) and extending 11 metres north.

Buses proceed from Esher High Street direct to stand, departing to Esher High Street. Set down in Esher High Street, at Alighting Point (35368 - Esher High Street, Last Stop on LOR: 35368 - Esher High Street) and pick up in Esher High Street, C (8456 - Esher High Street, First Stop on LOR: 8456 - Esher High Street).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 1 bus on Route K3 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: Esher.

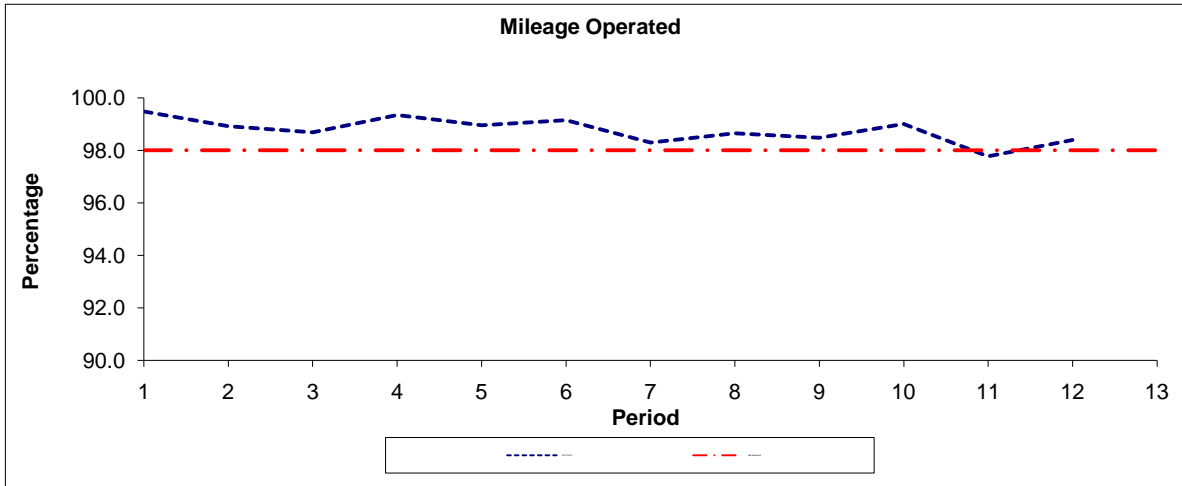
### **ESHER, TRINITY SCHOOL (from Roehampton Vale, Asda)**

Buses proceed from Church Street via Esher Green, More Lane, Lower Green Road, More Lane and Esher Green departing to Esher High Street. Set down in Private Road In School Grounds (OC620 - Trinity School, Last Stop on LOR: BP287 - Clare Hill) and pick up in Private Road In School Grounds (OC620 - Trinity School, First Stop on LOR: 8456 - Esher High Street).

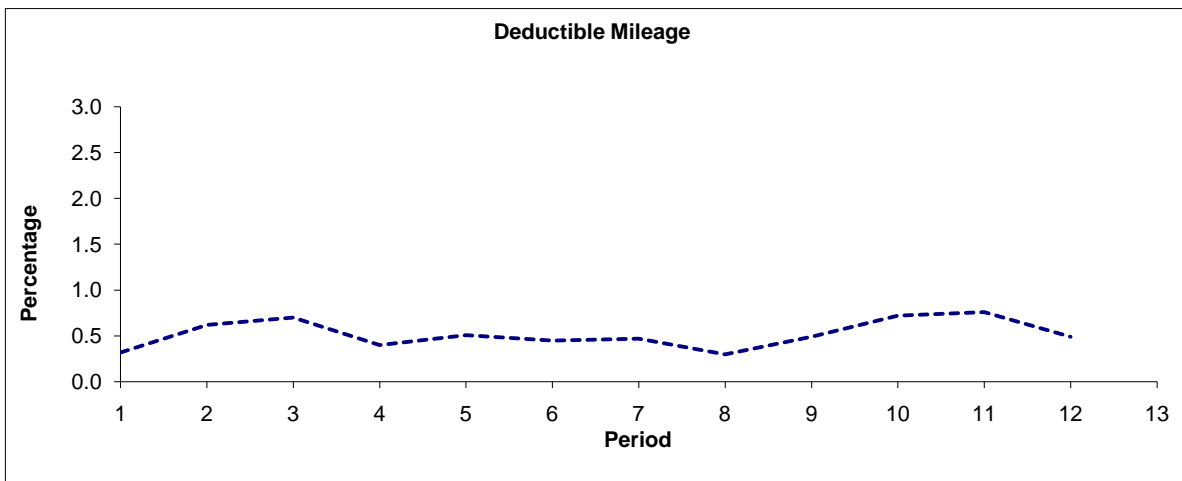
AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
BLIND DISPLAY: Esher, Trinity School.

**PART B - PERFORMANCE STATISTICS**

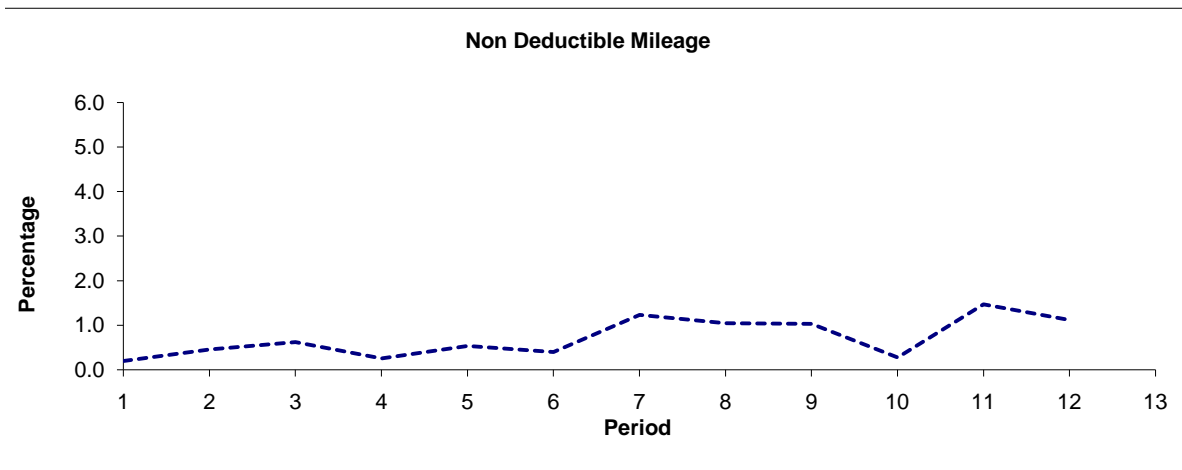
**Route K3**



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011/2012	99.48	98.92	98.68	99.34	98.95	99.15	98.30	98.65	98.48	99.00	97.77	98.39	
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	1	2	3	4	5	6	7	8	9	10	11	12	13
2011/2012	0.32	0.62	0.70	0.40	0.51	0.45	0.47	0.30	0.49	0.72	0.76	0.49	

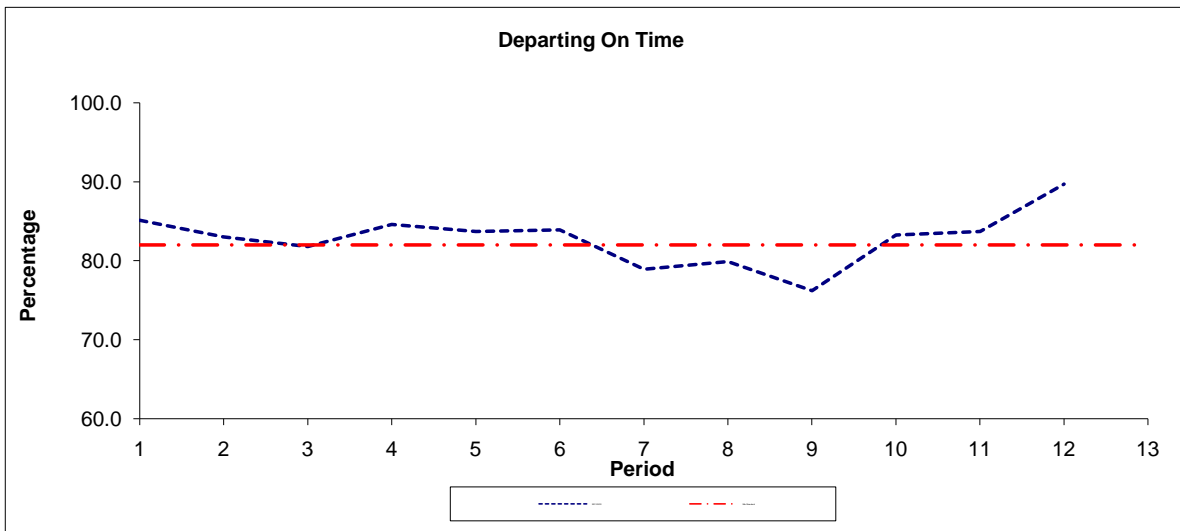


Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011/2012	0.20	0.46	0.62	0.26	0.54	0.40	1.23	1.05	1.03	0.28	1.47	1.12	

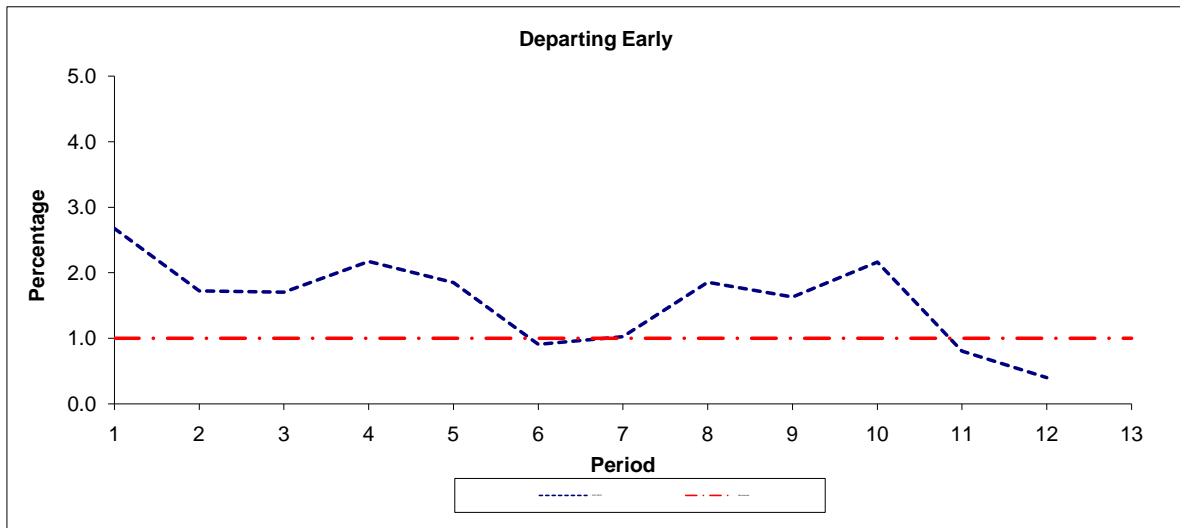
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route K3**



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011/2012	85.16	83.04	81.82	84.60	83.71	83.92	78.93	79.91	76.23	83.29	83.73	89.71	
Min Standard	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011/2012	2.68	1.73	1.71	2.17	1.85	0.91	1.02	1.86	1.63	2.16	0.81	0.40	
Benchmark	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

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

## ROUTE K3 - FULL iBUS RESULTS BY TIME OF DAY QUARTERS 1 to 3 2011/12 (01/04/11 - 06/01/12)

### 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 (%)
0500 - 0700	9,215.	91.4	98.3	90.6	1.6	0.6	7.2
0700 - 1000	43,212.	99.2	97.4	84.7	2.8	2.6	10.0
1000 - 1300	42,408.	98.7	98.2	79.6	1.9	0.8	17.7
1300 - 1600	42,952.	98.6	97.0	77.3	3.2	1.5	18.1
1600 - 1900	42,640.	100.1	97.6	82.7	2.5	2.4	12.4
1900 - 2200	25,998.	99.3	98.8	82.2	1.2	1.5	15.1
2200 - 2400	14,273.	99.4	99.4	87.8	0.6	2.0	9.6
<b>Summary</b>	<b>220,698.</b>	<b>98.9</b>	<b>97.8</b>	<b>81.9</b>	<b>2.3</b>	<b>1.8</b>	<b>14.0</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 (%)
0500 - 0700	1,248.	98.0	99.7	95.7	0.2	2.5	1.6
0700 - 1000	7,264.	98.1	98.5	83.2	1.6	1.0	14.2
1000 - 1300	9,123.	99.8	99.1	85.9	0.9	1.9	11.3
1300 - 1600	8,961.	99.7	98.7	86.8	1.3	2.6	9.3
1600 - 1900	8,860.	98.3	98.7	86.9	1.3	2.4	9.3
1900 - 2200	5,055.	100.7	97.5	69.1	2.6	1.7	26.6
2200 - 2400	3,056.	99.3	99.6	86.7	0.4	1.8	11.1
<b>Summary</b>	<b>43,567.</b>	<b>99.2</b>	<b>98.7</b>	<b>84.3</b>	<b>1.3</b>	<b>2.1</b>	<b>12.3</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 (%)
0500 - 0700	64.	96.9	98.4	96.4	1.2	2.4	0.0
0700 - 1000	3,526.	97.0	98.5	90.7	1.5	0.4	7.3
1000 - 1300	5,519.	99.4	97.6	72.9	2.5	1.0	23.6
1300 - 1600	5,396.	98.9	97.1	79.1	2.9	0.9	17.0
1600 - 1900	5,503.	98.6	98.3	78.0	1.7	1.2	19.0
1900 - 2200	5,182.	100.9	99.5	82.2	0.6	0.7	16.5
2200 - 2400	3,441.	101.4	99.2	88.1	0.9	3.9	7.1
<b>Summary</b>	<b>28,631.</b>	<b>99.4</b>	<b>98.3</b>	<b>79.7</b>	<b>1.9</b>	<b>1.1</b>	<b>17.2</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 (%)
0500 - 0700	10,527.	92.2	98.4	91.3	1.5	0.8	6.5
0700 - 1000	54,002.	98.9	97.6	84.8	2.6	2.3	10.2
1000 - 1300	57,050.	99.0	98.3	79.8	1.8	1.0	17.4
1300 - 1600	57,309.	98.8	97.3	78.9	2.9	1.6	16.6
1600 - 1900	57,003.	99.6	97.8	82.7	2.3	2.3	12.7
1900 - 2200	36,235.	99.8	98.7	80.6	1.3	1.4	16.7
2200 - 2400	20,770.	99.7	99.4	87.7	0.7	2.2	9.4
<b>Summary</b>	<b>292,896.</b>	<b>99.0</b>	<b>98.0</b>	<b>82.0</b>	<b>2.2</b>	<b>1.8</b>	<b>14.1</b>

## Transport for London - QSI Points and Mileage

Route K3 Roehampton & Esher High Street

Service change 21629

Date 13 November 2009

Locations shaded in blue denote QSI points under Full iBus

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
RVALASES	RVALASES	ROEHAMPTON VALE, ASDA, EAST SIDE		
RVALAS	LG48	Roehampton Vale Asda	0	0.00
	19553	Roehampton Vale Campus	328	0.20
	BP3896	Windermere Road	1345	0.84
	BP3897	Bowness Crescent	286	0.18
	BP069	Keswick Avenue	240	0.15
	18723	Grasmere Avenue	447	0.28
	3475	Vale Crescent / Robin Hood	373	0.23
KVALRL	2416	Robin Hood Lane	361	0.22
	19551	Woodview Close	311	0.19
	19549	Kingston University	451	0.28
	BP1337	Galsworthy House	458	0.28
	1602	Warren Road	325	0.20
	R0279	Ravenswood Court	385	0.24
	1916	Kingston Lodge	335	0.21
KINGHP	29817	Kingston Hospital	454	0.28
	BP1735	Norbiton Station	468	0.29
	BP1736	Station Road	416	0.26
	BP5305	Gordon Road	104	0.06
	R0277	Norbiton Church	242	0.15
KINGTS	BP387	Tiffin School / London Road	171	0.11
KINGES	R0702	Eden Street	568	0.35
	BP492	Brook Street	223	0.14
	12900	Kingston University / County Hall	461	0.29
	4486	Surbiton Road	431	0.27
	27354	Maple Road	212	0.13
	19590	The Crescent	387	0.24
SURBSNC	27532	Surbiton Station	236	0.15
	1420	Victoria Road / Surbiton Station	139	0.09
	BP379	Surbiton Sainsburys	192	0.12
	19463	Balaclava Road	337	0.21
	BP2466	Victoria Recreation Ground	347	0.22
	19464	St Mary's Road	232	0.14
	19466	Windmill Lane	278	0.17
LDITER	34949	Rectory Lane	492	0.31
	34947	Mayfield Close	380	0.24
	34945	Claygate Lane	551	0.34
HYWDSN	34943	Hinchley Wood Station	692	0.43
	35524	Manor Road South	883	0.55
	35522	Oaken Lane	632	0.39
	19361	St Leonards Road	465	0.29
	19362	Red Lane	172	0.11
	R0163	Common Road	280	0.17
	20643	The Causeway	259	0.16
	25460	The Recreation Ground	88	0.05
	19363	Claygate Village Hall	194	0.12
	33013	Dalmore Avenue	223	0.14
CGTEPD	19360	The Parade / Claygate Station	303	0.19
	19358	Loseberry Road	466	0.29
	19355	Arbrook Lane / Swan Inn	402	0.25
	19353	Orchard Way	413	0.26
	BP287	Clare Hill	376	0.23
ESHRHS	35368	Esher High Street	934	0.58
ESHRHS S	ESHRHS S	ESHER, HIGH STREET	0	0.00
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>			19748 metres	12.27 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ESHRHS S	ESHRHS S	ESHER, HIGH STREET		
ESHRHS	8456	Esher High Street	0	0.00
	13572	Bracondale	871	0.54
	19352	Orchard Way	105	0.07
	19354	Arbrook Lane / Swan Inn	442	0.27
	19357	Loseberry Road	476	0.30
CGTEPD	19359	The Parade / Claygate Station	326	0.20
	19361	St Leonards Road	629	0.39
	19362	Red Lane	172	0.11
	R0163	Common Road	280	0.17
	20643	The Causeway	259	0.16
	25460	The Recreation Ground	88	0.05
	19363	Claygate Village Hall	194	0.12
	35523	Oaken Lane	482	0.30
	35525	Manor Road South	630	0.39
HYWDSN	34942	Hinchley Wood Station	942	0.59
	34944	Claygate Lane	500	0.31
	34946	Mayfield Close	684	0.43
LDITER	34948	Rectory Lane	421	0.26
	19467	Windmill Lane	386	0.24
	19465	St Mary's Road	279	0.17
	BP2465	Victoria Recreation Ground	339	0.21
	19592	Balaclava Road	249	0.15
	BP189	Surbiton Sainsburys	297	0.18
	33219	Surbiton Station	301	0.19
SURBSNC	23416	Claremont Road / Surbiton Station	122	0.08
	19589	The Crescent	282	0.18
	20503	Maple Road	284	0.18
	4480	Surbiton Road / Penrhyn Road	367	0.23
	27358	Kingston University	204	0.13
	12899	Kingston University / County Hall	156	0.10
	BP285	College Roundabout	188	0.12
	BP490	Brook Street	282	0.18
KINGES	R0699	Eden Street	223	0.14
KINGCB	BP1094	Cromwell Road Bus Station	355	0.22
KINGTS	BP272	Tiffin School / London Road	414	0.26
	19542	Norbiton Church	210	0.13
	BP1737	London Road	331	0.21
	BP964	Norbiton Station	534	0.33
KINGHP	29816	Kingston Hospital	388	0.24
	1915	Kingston Lodge	366	0.23
	19547	Ravenswood Court	482	0.30
	1601	Warren Road	400	0.25
	BP1338	Galsworthy House	279	0.17
	19548	Kingston University	298	0.19
	19550	Woodview Close	490	0.30
KVALRL	2417	Robin Hood Lane	400	0.25
	BP3896	Windermere Road	689	0.43
	BP3897	Bowness Crescent	286	0.18
	BP069	Keswick Avenue	240	0.15
	18723	Grasmere Avenue	447	0.28
	3475	Vale Crescent / Robin Hood	373	0.23
RVALAS	LG48	Roehampton Vale Asda	879	0.55
RVALASES	RVALASES	ROEHAMPTON VALE, ASDA, EAST SIDE	0	0.00
<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>			19321 metres	12.01 miles



**Transport for London - QSI Points and Mileage**

Route K3 Roehampton & Trinity School  
 Service change 21629  
 Date 13 November 2009

Locations shaded in blue denote QSI points under Full iBus

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
RVALASES	RVALASES	ROEHAMPTON VALE, ASDA, EAST SIDE		
RVALAS	LG48	Roehampton Vale Asda	0	0.00
	19553	Roehampton Vale Campus	328	0.20
	BP3896	Windermere Road	1345	0.84
	BP3897	Bowness Crescent	286	0.18
	BP069	Keswick Avenue	240	0.15
	18723	Grasmere Avenue	447	0.28
	3475	Vale Crescent / Robin Hood	373	0.23
KVALRL	2416	Robin Hood Lane	361	0.22
	19551	Woodview Close	311	0.19
	19549	Kingston University	451	0.28
	BP1337	Galsworthy House	458	0.28
	1602	Warren Road	325	0.20
	R0279	Ravenswood Court	385	0.24
	1916	Kingston Lodge	335	0.21
KINGHP	29817	Kingston Hospital	454	0.28
	BP1735	Norbiton Station	468	0.29
	BP1736	Station Road	416	0.26
	BP5305	Gordon Road	104	0.06
	R0277	Norbiton Church	242	0.15
KINGTS	BP387	Tiffin School / London Road	171	0.11
KINGES	R0702	Eden Street	568	0.35
	BP492	Brook Street	223	0.14
	12900	Kingston University / County Hall	461	0.29
	4486	Surbiton Road	431	0.27
	27354	Maple Road	212	0.13
	19590	The Crescent	387	0.24
SURBSNC	27532	Surbiton Station	236	0.15
	1420	Victoria Road / Surbiton Station	139	0.09
	BP379	Surbiton Sainsburys	192	0.12
	19463	Balaclava Road	337	0.21
	BP2466	Victoria Recreation Ground	347	0.22
	19464	St Mary's Road	232	0.14
	19466	Windmill Lane	278	0.17
LDITER	34949	Rectory Lane	492	0.31
	34947	Mayfield Close	380	0.24
	34945	Claygate Lane	551	0.34
HYWDSN	34943	Hinchley Wood Station	692	0.43
	35524	Manor Road South	883	0.55
	35522	Oaken Lane	632	0.39
	19361	St Leonards Road	465	0.29
	19362	Red Lane	172	0.11
	R0163	Common Road	280	0.17
	20643	The Causeway	259	0.16
	25460	The Recreation Ground	88	0.05
	19363	Claygate Village Hall	194	0.12
	33013	Dalmore Avenue	223	0.14
CGTEPD	19360	The Parade / Claygate Station	303	0.19
	19358	Loseberry Road	466	0.29
	19355	Arbrook Lane / Swan Inn	402	0.25
	19353	Orchard Way	413	0.26
	BP287	Clare Hill	376	0.23
	BP3251	Esher Green	787	0.49
ESHRTS	OC620	Trinity School	495	0.31
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>			20096 metres	12.49 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ESHRTS	OC620	Trinity School		
	BP3252	Esher Green	693	0.43
ESHRRS	8456	Esher High Street	238	0.15
	13572	Bracondale	871	0.54
	19352	Orchard Way	105	0.07
	19354	Arbrook Lane / Swan Inn	442	0.27
	19357	Loseberry Road	476	0.30
CGTEPD	19359	The Parade / Claygate Station	326	0.20
	19361	St Leonards Road	629	0.39
	19362	Red Lane	172	0.11
	R0163	Common Road	280	0.17
	20643	The Causeway	259	0.16
	25460	The Recreation Ground	88	0.05
	19363	Claygate Village Hall	194	0.12
	35523	Oaken Lane	482	0.30
	35525	Manor Road South	630	0.39
HYWDSN	34942	Hinchley Wood Station	942	0.59
	34944	Claygate Lane	500	0.31
	34946	Mayfield Close	684	0.43
LDITER	34948	Rectory Lane	421	0.26
	19467	Windmill Lane	386	0.24
	19465	St Mary's Road	279	0.17
	BP2465	Victoria Recreation Ground	339	0.21
	19592	Balaclava Road	249	0.15
	BP189	Surbiton Sainsburys	297	0.18
	33219	Surbiton Station	301	0.19
SURBSNC	23416	Claremont Road / Surbiton Station	122	0.08
	19589	The Crescent	282	0.18
	20503	Maple Road	284	0.18
	4480	Surbiton Road / Penrhyn Road	367	0.23
	27358	Kingston University	204	0.13
	12899	Kingston University / County Hall	156	0.10
	BP285	College Roundabout	188	0.12
	BP490	Brook Street	282	0.18
KINGES	R0699	Eden Street	223	0.14
KINGCB	BP1094	Cromwell Road Bus Station	355	0.22
KINGTS	BP272	Tiffin School / London Road	414	0.26
	19542	Norbiton Church	210	0.13
	BP1737	London Road	331	0.21
	BP964	Norbiton Station	534	0.33
KINGHP	29816	Kingston Hospital	388	0.24
	1915	Kingston Lodge	366	0.23
	19547	Ravenswood Court	482	0.30
	1601	Warren Road	400	0.25
	BP1338	Galsworthy House	279	0.17
	19548	Kingston University	298	0.19
	19550	Woodview Close	490	0.30
KVALRL	2417	Robin Hood Lane	400	0.25
	BP3896	Windermere Road	689	0.43
	BP3897	Bowness Crescent	286	0.18
	BP069	Keswick Avenue	240	0.15
	18723	Grasmere Avenue	447	0.28
	3475	Vale Crescent / Robin Hood	373	0.23
RVALAS	LG48	Roehampton Vale Asda	879	0.55
RVALASES	RVALASES	ROEHAMPTON VALE, ASDA, EAST SIDE	0	0.00
<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>			20252 metres	12.58 miles