

7. Service Specification

Route: R1

Contract Reference: QC54501

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 | R1 |
| Terminus Points | St Paul's Cray, Grovelands Road and Green Street Green, High Street/Queens Head. |
| Contract Basis | Incentivised |
| Commencement Date | 3 rd December 2016 |
| Vehicle Type | 45 capacity, single door, single deck, minimum 8.9m long |
| Current Maximum Approved Dimensions | 8.9 metres long and 2.4 metres wide |
| New Vehicles Mandatory | Yes |
| Hybrid Price Required | Yes |
| Sponsored Route | No |
| Advertising Rights | Operator |
| Minimum Performance Standard - Option 1 | Departing on Time - No less than 82.00% |
| Minimum Performance Standard - Option2 | Departing on Time - No less than 82.00% |
| Extension Threshold - Option1 | Departing on Time Threshold - 85.00% |
| Extension Threshold - Option 2 | Departing on Time Threshold - 85.00% |
| Minimum Operated Mileage Standard - Option 1 & 2 | No less than 98.00% |

The Date of Tender for this ITT is: No later than 12 Noon on Tuesday 29th March 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, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. R1.

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:

Two options are specified for Route No. R1:

Option 1

- No changes are proposed.

Option 2

- Mondays to Saturdays daytime frequencies are reduced from every 15 minutes to every 20 minutes.
- Ex St Paul's Cray, Grovelands Roads, Route No. R1 is re-routed from Orpington Station via Station Road and Tower Road to Repton Road to re-join normal line of route.
- Ex Green St Green, High Street, Route No. R1 is re-routed from Repton Road via Tower Road, Station Road to Orpington Station to re-join normal line of route.
- **Please see Section 5 for a full list of streets traversed and standing arrangements.**

Hail & Ride Operation (both Options):

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. R1 (in both directions):

(St Paul's Cray) Lullingstone Crescent, **(Chesterfield)** Eton Road and Repton Road.

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.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1

| | | | | | |
|--|------------------|------------|--|------------------|------------|
| St Paul's Cray, Grovelands Road to Green Street Green, High Street | | | Green Street Green, Queens Head to St Paul's Cray, Grovelands Road | | |
| First departure no later than 0535. | | | First departure no later than 0600. | | |
| 0530 - 0555 | Every 20 minutes | | 0555 - 0620 | Every 20 minutes | |
| 0556 - 1845 | Every 15 minutes | | 0621 - 1920 | Every 15 minutes | |
| 1846 - 2045 | Every 20 minutes | | 1921 - 2100 | Every 20 minutes | |
| 2046 - 0020 | Every 30 minutes | | 2101 - 0015 | Every 30 minutes | |
| Last departure no earlier than 0015. | | | Last departure no earlier than 0010. | | |
| Pinchpoints | | | | | |
| Orpington Station | 0725 - 0910 | 15 minutes | St. Mary Cray Station | 0700 - 0900 | 15 minutes |
| | 1510 - 1625 | 15 minutes | | 1520 - 1635 | 15 minutes |

OPTION 2

| | | | | | |
|--|------------------|------------|--|------------------|------------|
| St Paul's Cray, Grovelands Road to Green Street Green, High Street | | | Green Street Green, Queens Head to St Paul's Cray, Grovelands Road | | |
| First departure no later than 0535. | | | First departure no later than 0600. | | |
| 0530 - 2051 | Every 20 minutes | | 0555 - 2100 | Every 20 minutes | |
| 2051 - 0020 | Every 30 minutes | | 2101 - 0015 | Every 30 minutes | |
| Last departure no earlier than 0015. | | | Last departure no earlier than 0010. | | |
| Pinchpoints | | | | | |
| Orpington Station | 0725 - 0910 | 20 minutes | St. Mary Cray Station | 0700 - 0900 | 20 minutes |
| | 1500 - 1640 | 20 minutes | | 1520 - 1640 | 20 minutes |

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - Continued

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1

| | | | | | |
|--|------------------|--|-----------------------|-------------|------------|
| St Paul's Cray, Grovelands Road to Green Street Green, High Street | | Green Street Green, Queens Head to St Paul's Cray, Grovelands Road | | | |
| First departure no later than 0535. | | First departure no later than 0600. | | | |
| 0530 - 0815 | Every 20 minutes | 0555 - 0820 | Every 20 minutes | | |
| 0816 - 1745 | Every 15 minutes | 0821 - 1820 | Every 15 minutes | | |
| 1746 - 2045 | Every 20 minutes | 1821 - 2100 | Every 20 minutes | | |
| 2046 - 0020 | Every 30 minutes | 2101 - 0015 | Every 30 minutes | | |
| Last departure no earlier than 0015. | | Last departure no earlier than 0010. | | | |
| Pinchpoints | | | | | |
| Orpington Station | 0920 - 1105 | 15 minutes | St. Mary Cray Station | 0935 - 1105 | 15 minutes |

OPTION 2

| | | | | | |
|--|------------------|--|-----------------------|-------------|------------|
| St Paul's Cray, Grovelands Road to Green Street Green, High Street | | Green Street Green, Queens Head to St Paul's Cray, Grovelands Road | | | |
| First departure no later than 0535. | | First departure no later than 0600. | | | |
| 0530 - 2045 | Every 20 minutes | 0555 - 2105 | Every 20 minutes | | |
| 2046 - 0020 | Every 30 minutes | 2106 - 0015 | Every 30 minutes | | |
| Last departure no earlier than 0015. | | Last departure no earlier than 0010. | | | |
| Pinchpoints | | | | | |
| Orpington Station | 0920 - 1100 | 20 minutes | St. Mary Cray Station | 0935 - 1115 | 20 minutes |

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

OPTIONS 1 & 2

| | | | | | |
|--|------------------|--|-----------------------|-------------|------------|
| St Paul's Cray, Grovelands Road to Green Street Green, High Street | | Green Street Green, Queens Head to St Paul's Cray, Grovelands Road | | | |
| First departure no later than 0610. | | First departure no later than 0635. | | | |
| 0605 - 0020 | Every 30 minutes | 0630 - 0015 | Every 30 minutes | | |
| Last departure no earlier than 0015. | | Last departure no earlier than 0010. | | | |
| Pinchpoints | | | | | |
| Orpington Station | 1035 - 1135 | 30 minutes | St. Mary Cray Station | 1035 - 1135 | 30 minutes |

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. R1 can suffer from unpredictable traffic delays in the Orpington area.
- 4.2) Smaller buses are used on the route due to highway constraints at various points along the route.

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 R1: St Pauls Cray, Grovelands - Green Street Green, High Street

Date of Structural Change: 3 December 2016.

Date of Service Change: 3 December 2016.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Green Street Green, High Street: Grovelands Road, Midfield Way, Chipperfield Road, Mickleham Road, St Paul's Wood Hill, Leasons Hill, Chipperfield Road, Station Approach, Cray Avenue, Orpington High Street, Orpington War Memorial, Station Road, Station Approach, Orpington Bus Station, Station Approach, Station Road, Orpington War Memorial, Sevenoaks Road, Repton Road, Eton Road, The Highway, Warren Road, The Meadway, Windsor Drive, Glentrammon Road, Green Street Green High Street.

Towards St Pauls Cray, Grovelands: Green Street Green High Street, Glentrammon Road, Windsor Drive, The Meadway, Warren Road, The Highway, Eton Road, Repton Road, Sevenoaks Road, Station Road, Station Approach, Orpington Bus Station, Station Approach, Station Road, Orpington High Street, Chislehurst Road, Goodmead Road, Perry Hall Road, Orpington High Street, Cray Avenue, Station Approach, Chipperfield Road, Leasons Hill, St Paul's Wood Hill, Mickleham Road, Chipperfield Road, Midfield Way, Grovelands Road, Lullingstone Crescent, Grovelands 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.

ST. PAULS CRAY, GROVELANDS ROAD

Public stand for 2 buses on north side of Grovelands Road between junctions of Dorchester Close and Ticehurst Close commencing level with Post Office and extending 20 metres west.

Buses proceed from Grovelands Road direct to stand, departing to Grovelands Road. Set down in Grovelands Road (37350 - Grovelands Road, Last Stop on LOR: 37350 - Grovelands Road) and pick up in Grovelands Road (37350 - Grovelands Road, First Stop on LOR: 37350 - Grovelands Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route R1 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: St Paul's Cray.

ST. MARY CRAY STATION (from GREEN STREET GREEN, HIGH STREET)

Buses proceed from Cray Avenue via Sevenoaks Way and Leasons Hill departing to Chipperfield Road. Set down in Chipperfield Road, At Stop SB (26142 - St Mary Cray Station #, Last Stop on LOR: 18998 - Nugent Retail Park) and pick up in Chipperfield Road, At Stop SB (26142 - St Mary Cray Station #, First Stop on LOR: 26142 - St Mary Cray Station #).

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

ORPINGTON, GRAVEL PIT WAY

Public stand for two buses in bay on east side of Gravel Pit Way at Stop Q.

From Green Street Green, High Street.

Buses proceed from Orpington High Street via Homefield Rise and Gravel Pit Way to stand, departing via Gravel Pit Way and Spur Road to Sevenoaks Road. Set down in Orpington High Street, at Stop R (12239 - High Street / Orpington War Memorial, Last Stop on LOR: 12239 - High Street / Orpington War Memorial) and pick up in Sevenoaks Road, at Stop M (31173 - Hillcrest Road, First Stop on LOR: 31173 - Hillcrest Road).

From St Pauls Cray, Grovelands.

Buses proceed from Orpington High Street via Homefield Rise and Gravel Pit Way to stand, departing via Gravel Pit Way and Spur Road to Orpington High Street. Set down in Orpington High Street, at Stop U (12442 - Walnuts Centre, Last Stop on LOR: 12442 - Walnuts Centre) and pick up in Orpington High Street, at Stop R (12239 - High Street / Orpington War Memorial, First Stop on LOR: 12239 - High Street / Orpington War Memorial).

| | |
|-------------------------|---|
| 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: | Orpington, Walnuts Centre. |

CHELSEFIELD STATION (from St Pauls Cray, Grovelands)

Public stand for one bus at bus stop A on north side of Warren Road, east of Warren Drive.

Buses proceed from Warren Road via Windsor Drive, The Meadway and Warren Road to stand, departing to Warren Road. Set down in Warren Road, at stop B (40244 - Chelsfield Station #, Last Stop on LOR: BP3340 - Stirling Drive) and pick up in Warren Road, at Stop A (28772 - Chelsfield Station #, First Stop on LOR: BP3341 - Stirling 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: | Chelsfield Station. |

GREEN STREET GREEN, HIGH STREET

Public stand for 4 buses in Green Street Green High Street in two sections:

1 - for 3 buses commencing 1.5 metres north of speed restriction sign post No. P676 and extending 33 metres north.

2 - overflow stand prior to main stand for 1 bus outside petrol station opposite Nos. 54/56 and extending 11 metres north.

Buses proceed from Green Street Green High Street direct to stand, departing via Green Street Green High Street and Rose & Crown Roundabout to Green Street Green High Street. Set down in Green Street Green High Street, at Stop H (31250 - High Street / Worlds End Lane, Last Stop on LOR: 31250 - High Street / Worlds End Lane) and pick up in Green Street Green High Street, at Stop B (8239 - High Street / Green Street Green, First Stop on LOR: 8239 - High Street / Green Street Green).

AVAILABILITY:

At any time.

OPERATING RESTRICTIONS:

No more than 1 bus on Route R1 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:

Green Street Green.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE R1: St Pauls Cray, Grovelands - Green Street Green, High Street

Date of Structural Change: 4 December 2016.

Date of Service Change: 4 December 2016.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Green Street Green, High Street: Grovelands Road, Midfield Way, Chipperfield Road, Mickleham Road, St Paul's Wood Hill, Leasons Hill, Chipperfield Road, Station Approach, Cray Avenue, Orpington High Street, Orpington War Memorial, Station Road, Station Approach, Orpington Bus Station, Station Approach, Orpington Bus Station, Station Approach, Station Road, Tower Road, Sevenoaks Road, Repton Road, Eton Road, The Highway, Warren Road, The Meadway, Windsor Drive, Glentrammon Road, Green Street Green High Street.

Towards St Pauls Cray, Grovelands: Green Street Green High Street, Glentrammon Road, Windsor Drive, The Meadway, Warren Road, The Highway, Eton Road, Repton Road, Sevenoaks Road, Tower Road, Station Road, Station Approach, Orpington Bus Station, Station Approach, Station Road, Orpington High Street, Chislehurst Road, Goodmead Road, Perry Hall Road, Orpington High Street, Cray Avenue, Station Approach, Chipperfield Road, Leasons Hill, St Paul's Wood Hill, Mickleham Road, Chipperfield Road, Midfield Way, Grovelands Road, Lullingstone Crescent, Grovelands 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.

ST. PAULS CRAY, GROVELANDS ROAD

Public stand for 2 buses on north side of Grovelands Road between junctions of Dorchester Close and Ticehurst Close commencing level with Post Office and extending 20 metres west.

Buses proceed from Grovelands Road direct to stand, departing to Grovelands Road. Set down in Grovelands Road (37350 - Grovelands Road, Last Stop on LOR: 37350 - Grovelands Road) and pick up in Grovelands Road (37350 - Grovelands Road, First Stop on LOR: 37350 - Grovelands Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route R1 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: St Paul's Cray.

ST. MARY CRAY STATION (from GREEN STREET GREEN, HIGH STREET)

Buses proceed from Cray Avenue via Sevenoaks Way and Leasons Hill departing to Chipperfield Road. Set down in Chipperfield Road, At Stop SB (26142 - St Mary Cray Station #, Last Stop on LOR: 18998 - Nugent Retail Park) and pick up in Chipperfield Road, At Stop SB (26142 - St Mary Cray Station #, First Stop on LOR: 26142 - St Mary Cray Station #).

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

ORPINGTON, GRAVEL PIT WAY

Public stand for two buses in bay on east side of Gravel Pit Way at Stop Q.

From Green Street Green, High Street.

Buses proceed from Orpington High Street via Homefield Rise and Gravel Pit Way to stand, departing via Gravel Pit Way and Spur Road to Station Road. Set down in Orpington High Street, at Stop R (12239 - High Street / Orpington War Memorial, Last Stop on LOR: 12239 - High Street / Orpington War Memorial) and pick up in Station Road, at Stop M (13953 - Tubbenden Lane, First Stop on LOR: 13953 - Tubbenden Lane).

From St Pauls Cray, Grovelands.

Buses proceed from Orpington High Street via Homefield Rise and Gravel Pit Way to stand, departing via Gravel Pit Way and Spur Road to Orpington High Street. Set down in Orpington High Street, at Stop U (12442 - Walnuts Centre, Last Stop on LOR: 12442 - Walnuts Centre) and pick up in Orpington High Street, at Stop R (12239 - High Street / Orpington War Memorial, First Stop on LOR: 12239 - High Street / Orpington War Memorial).

| | |
|-------------------------|---|
| 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: | Orpington, Walnuts Centre. |

CHELSEFIELD STATION (from St Pauls Cray, Grovelands)

Public stand for one bus at bus stop A on north side of Warren Road, east of Warren Drive.

Buses proceed from Warren Road via Windsor Drive, The Meadway and Warren Road to stand, departing to Warren Road. Set down in Warren Road, at stop B (40244 - Chelsfield Station #, Last Stop on LOR: BP3340 - Stirling Drive) and pick up in Warren Road, at Stop A (28772 - Chelsfield Station #, First Stop on LOR: BP3341 - Stirling 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: | Chelsfield Station. |

GREEN STREET GREEN, HIGH STREET

Public stand for 4 buses in Green Street Green High Street in two sections:

1 - for 3 buses commencing 1.5 metres north of speed restriction sign post No. P676 and extending 33 metres north.

2 - overflow stand prior to main stand for 1 bus outside petrol station opposite Nos. 54/56 and extending 11 metres north.

Buses proceed from Green Street Green High Street direct to stand, departing via Green Street Green High Street and Rose & Crown Roundabout to Green Street Green High Street. Set down in Green Street Green High Street, at Stop H (31250 - High Street / Worlds End Lane, Last Stop on LOR: 31250 - High Street / Worlds End Lane) and pick up in Green Street Green High Street, at Stop B (8239 - High Street / Green Street Green, First Stop on LOR: 8239 - High Street / Green Street Green).

AVAILABILITY:

At any time.

OPERATING RESTRICTIONS:

No more than 1 bus on Route R1 should be scheduled to stand at any one time.

MEAL RELIEFS:

No meal relief vehicles to stand at any time.

FERRY VEHICLES:

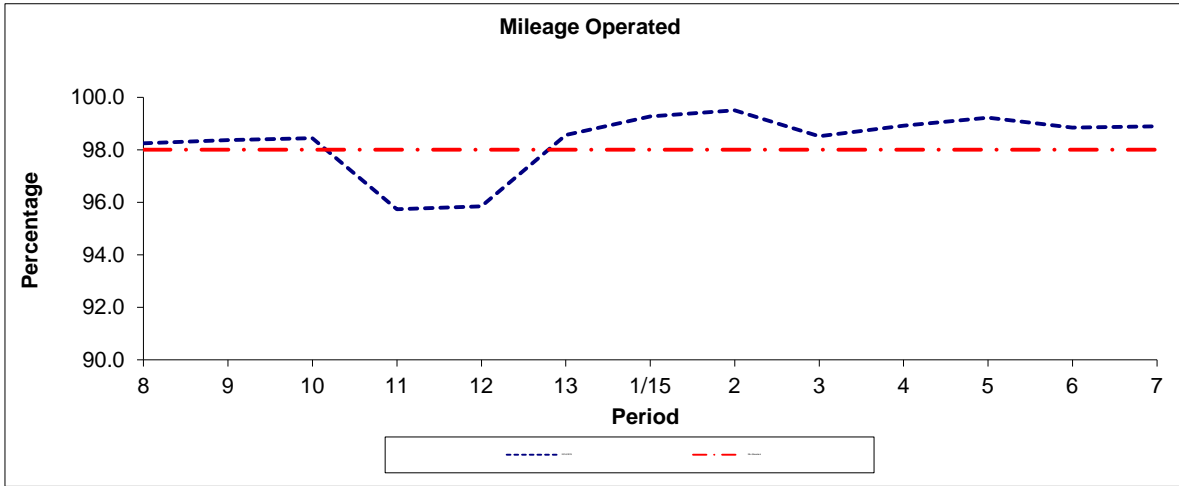
No ferry vehicles to park on stand at any time.

BLIND DISPLAY:

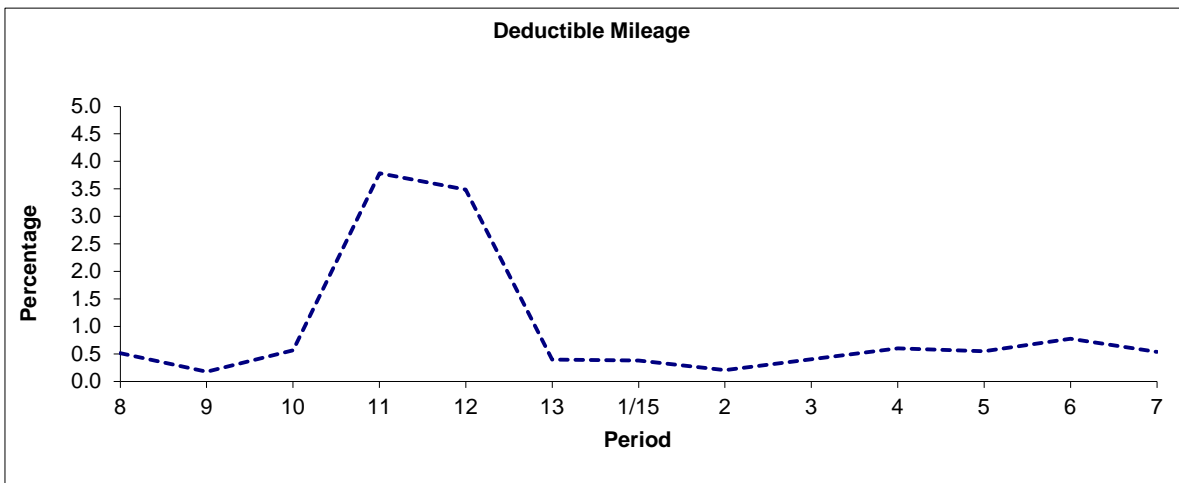
Green Street Green.

PART B - PERFORMANCE STATISTICS

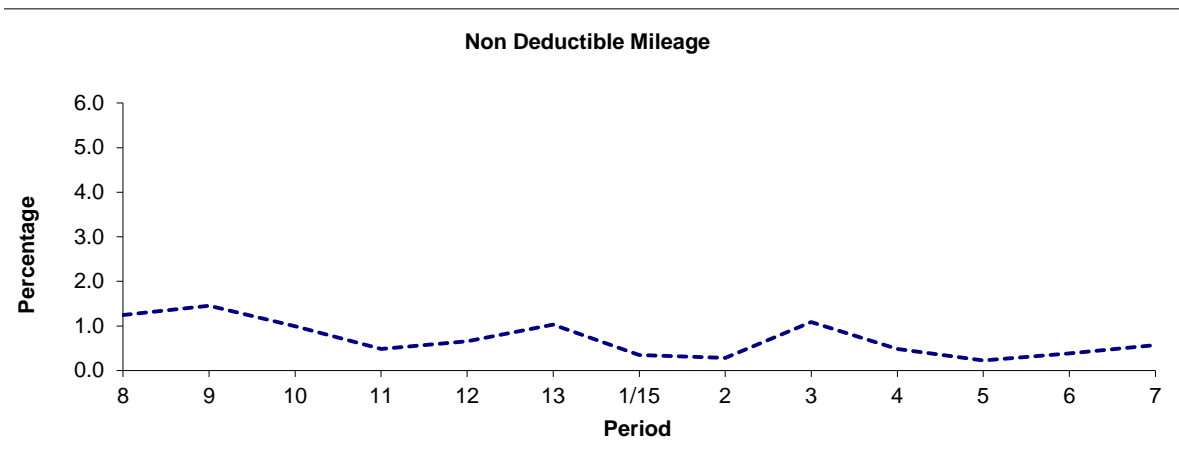
Route R1



| Period | 8 | 9 | 10 | 11 | 12 | 13 | 1/15 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2014/2015 | 98.25 | 98.37 | 98.44 | 95.74 | 95.85 | 98.57 | 99.27 | 99.51 | 98.51 | 98.91 | 99.22 | 98.84 | 98.89 |
| 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 |



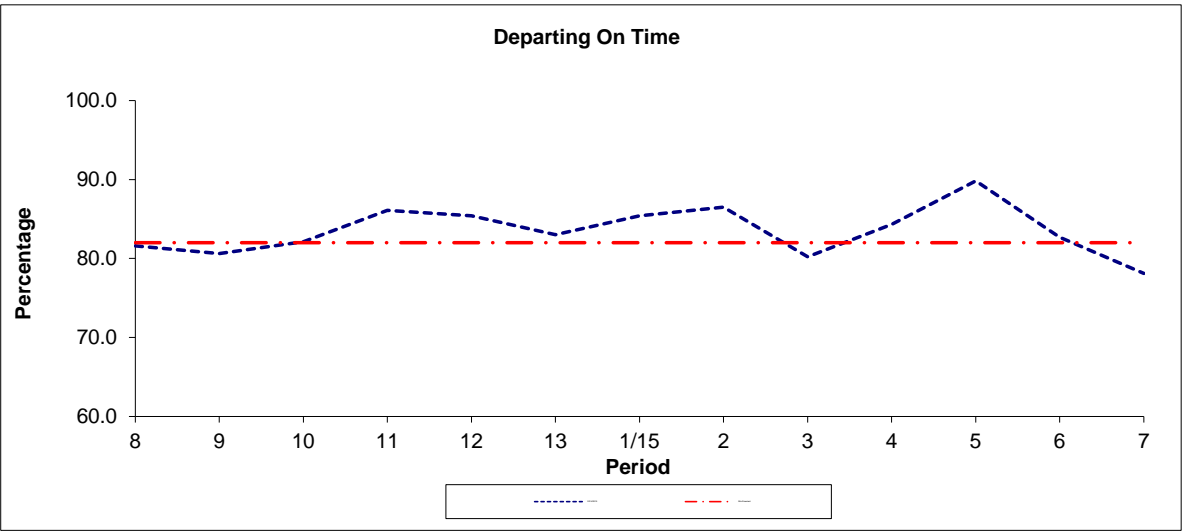
| Period | 8 | 9 | 10 | 11 | 12 | 13 | 1/15 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2014/2015 | 0.51 | 0.18 | 0.57 | 3.78 | 3.49 | 0.40 | 0.38 | 0.21 | 0.40 | 0.60 | 0.55 | 0.78 | 0.54 |



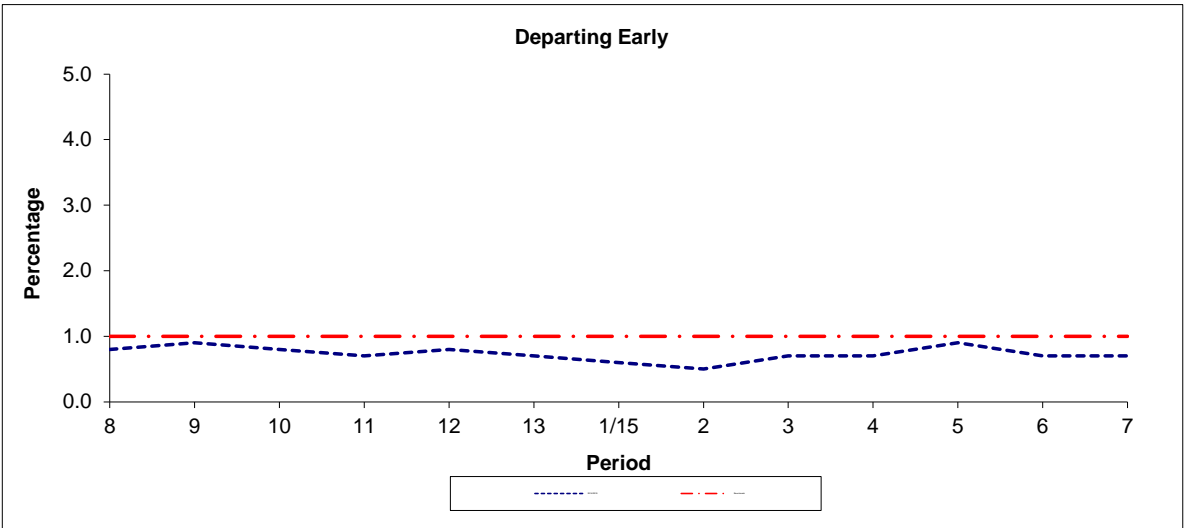
| Period | 8 | 9 | 10 | 11 | 12 | 13 | 1/15 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2014/2015 | 1.24 | 1.45 | 0.99 | 0.48 | 0.66 | 1.03 | 0.35 | 0.28 | 1.09 | 0.49 | 0.23 | 0.38 | 0.57 |

Note : Mileage is based on 4 weeks data
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

PART B - PERFORMANCE STATISTICS
Route R1 (Both Options)



| Period | 8 | 9 | 10 | 11 | 12 | 13 | 1/15 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2014/2015 | 81.6 | 80.6 | 82.1 | 86.1 | 85.4 | 83.0 | 85.4 | 86.5 | 80.2 | 84.3 | 89.8 | 82.7 | 78.1 |
| Min Standard | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 |



| Period | 8 | 9 | 10 | 11 | 12 | 13 | 1/15 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----------|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|
| 2014/2015 | 0.8 | 0.9 | 0.8 | 0.7 | 0.8 | 0.7 | 0.6 | 0.5 | 0.7 | 0.7 | 0.9 | 0.7 | 0.7 |
| Benchmark | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 |

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

ROUTE R1- FULL iBUS RESULTS BY TIME OF DAY
QUARTER 3 14/15 TO QUARTER 2 15/16 (13/09/14 - 18/0915)

MONDAY - FRIDAY

| Time Range | Expected Buses | Observed Buses | Observed Buses (%) | Linked Buses (%) | On Time (%) | Non Arrival / Not Linked (%) | Early (%) | Late (%) |
|----------------------|-----------------|-----------------|--------------------|------------------|-------------|------------------------------|------------|-------------|
| 05:00 - 07:00 | 16,921. | 16,313. | 96.4 | 99.0 | 92.3 | 1.0 | 0.0 | 6.7 |
| 07:00 - 10:00 | 50,069. | 48,908. | 97.7 | 95.1 | 72.9 | 5.1 | 1.2 | 20.8 |
| 10:00 - 13:00 | 50,571. | 50,205. | 99.3 | 98.6 | 88.6 | 1.4 | 0.6 | 9.4 |
| 13:00 - 16:00 | 50,662. | 49,450. | 97.6 | 98.5 | 87.2 | 1.7 | 0.7 | 10.5 |
| 16:00 - 19:00 | 51,246. | 50,463. | 98.5 | 96.2 | 78.3 | 4.0 | 1.0 | 16.6 |
| 19:00 - 22:00 | 37,355. | 37,501. | 100.4 | 99.1 | 86.6 | 1.0 | 0.2 | 12.2 |
| 22:00 - 24:00 | 16,891. | 17,166. | 101.6 | 99.7 | 94.0 | 0.3 | 0.6 | 5.0 |
| All Locations | 273,715. | 270,006. | 98.6 | 97.6 | 82.7 | 2.7 | 0.8 | 13.8 |

SATURDAY

| Time Range | Expected Buses | Observed Buses | Observed Buses (%) | Linked Buses (%) | On Time (%) | Non Arrival / Not Linked (%) | Early (%) | Late (%) |
|----------------------|----------------|----------------|--------------------|------------------|-------------|------------------------------|------------|-------------|
| 05:00 - 07:00 | 2,893. | 2,874. | 99.3 | 99.0 | 93.6 | 1.2 | 0.0 | 5.1 |
| 07:00 - 10:00 | 9,145. | 9,045. | 98.9 | 99.5 | 93.9 | 0.5 | 0.5 | 5.2 |
| 10:00 - 13:00 | 10,606. | 10,431. | 98.3 | 98.5 | 81.0 | 1.5 | 0.7 | 16.8 |
| 13:00 - 16:00 | 10,623. | 10,665. | 100.4 | 98.3 | 85.7 | 1.8 | 0.7 | 11.8 |
| 16:00 - 19:00 | 10,445. | 10,296. | 98.6 | 99.2 | 92.4 | 0.8 | 0.9 | 5.9 |
| 19:00 - 22:00 | 7,456. | 7,480. | 100.3 | 98.8 | 78.3 | 1.2 | 0.2 | 20.3 |
| 22:00 - 24:00 | 3,570. | 3,594. | 100.7 | 99.6 | 93.8 | 0.4 | 0.1 | 5.6 |
| All Locations | 54,738. | 54,385. | 99.4 | 98.9 | 86.7 | 1.2 | 0.6 | 11.4 |

SUNDAY AND BANK HOLIDAYS

| Time Range | Expected Buses | Observed Buses | Observed Buses (%) | Linked Buses (%) | On Time (%) | Non Arrival / Not Linked (%) | Early (%) | Late (%) |
|----------------------|----------------|----------------|--------------------|------------------|-------------|------------------------------|------------|------------|
| 05:00 - 07:00 | 1,223. | 1,199. | 98.0 | 97.0 | 91.8 | 2.8 | 0.3 | 5.1 |
| 07:00 - 10:00 | 6,006. | 5,899. | 98.2 | 99.4 | 94.5 | 0.5 | 0.1 | 4.9 |
| 10:00 - 13:00 | 5,937. | 5,932. | 99.9 | 99.3 | 87.9 | 0.8 | 0.8 | 10.5 |
| 13:00 - 16:00 | 5,995. | 6,031. | 100.6 | 98.7 | 85.8 | 1.4 | 1.0 | 11.8 |
| 16:00 - 19:00 | 5,868. | 5,788. | 98.6 | 99.6 | 89.0 | 0.4 | 0.5 | 10.1 |
| 19:00 - 22:00 | 6,008. | 6,035. | 100.4 | 99.6 | 90.6 | 0.4 | 0.1 | 8.9 |
| 22:00 - 24:00 | 3,972. | 4,004. | 100.8 | 99.4 | 97.6 | 0.6 | 0.5 | 1.3 |
| All Locations | 35,009. | 34,888. | 99.7 | 99.2 | 89.3 | 0.8 | 0.6 | 9.4 |

ALL DAYS

| Time Range | Expected Buses | Observed Buses | Observed Buses (%) | Linked Buses (%) | On Time (%) | Non Arrival / Not Linked (%) | Early (%) | Late (%) |
|----------------------|-----------------|-----------------|--------------------|------------------|-------------|------------------------------|------------|-------------|
| 05:00 - 07:00 | 21,037. | 20,386. | 96.9 | 98.8 | 92.4 | 1.1 | 0.0 | 6.4 |
| 07:00 - 10:00 | 65,220. | 63,852. | 97.9 | 96.1 | 75.7 | 4.5 | 1.1 | 18.7 |
| 10:00 - 13:00 | 67,114. | 66,568. | 99.2 | 98.6 | 87.3 | 1.4 | 0.6 | 10.7 |
| 13:00 - 16:00 | 67,280. | 66,146. | 98.3 | 98.4 | 86.8 | 1.7 | 0.7 | 10.8 |
| 16:00 - 19:00 | 67,559. | 66,547. | 98.5 | 96.9 | 81.0 | 3.3 | 1.0 | 14.8 |
| 19:00 - 22:00 | 50,819. | 51,016. | 100.4 | 99.1 | 85.9 | 1.0 | 0.2 | 12.9 |
| 22:00 - 24:00 | 24,433. | 24,764. | 101.4 | 99.6 | 94.5 | 0.4 | 0.5 | 4.6 |
| All Locations | 363,462. | 359,279. | 98.8 | 98.0 | 83.9 | 2.4 | 0.7 | 13.0 |

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 545

Route R1 (Option1)
 Service change 26554
 Date 27/09/2011
 QSI Points are highlighted

| | |
|------------------|----------------|
| Reason for Issue | Mileage Update |
|------------------|----------------|

| OUT DIRECTION | | | | |
|-------------------|--------------|------------------------------------|--------|-------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| SPCYGR | 37350 | Grovelands Road | | |
| SPCYMW | 26126 | Croxley Green | 355 | 0.22 |
| | BP3234 | Cotmandene Crescent | 534 | 0.33 |
| | R0553 | Goose Green Close | 179 | 0.11 |
| | 26133 | Chorleywood Crescent | 334 | 0.21 |
| | BP3000 | Brenchley Road | 588 | 0.37 |
| | BP3001 | St Peter And St Paul School | 298 | 0.19 |
| SPWHLH | BP3002 | Bridgewater Close | 369 | 0.23 |
| | BP3003 | Marlings Park Avenue | 329 | 0.20 |
| | BP3004 | Clarendon Way | 705 | 0.44 |
| | BP3005 | Leesons Primary School | 260 | 0.16 |
| SMCYSN | 26142 | St Mary Cray Station | 309 | 0.19 |
| | 18997 | Nugent Retail Park | 572 | 0.36 |
| | 18999 | Stanley Way | 344 | 0.21 |
| | 19001 | Kent Road | 206 | 0.13 |
| ORPNCP | 35743 | High Street/Carlton Parade | 917 | 0.57 |
| | 12444 | High Street/Church Hill | 352 | 0.22 |
| | 12442 | Walnuts Centre | 287 | 0.18 |
| ORPNWM | 12240 | High Street/Orpington War Memorial | 360 | 0.22 |
| | 13953 | Tubbenden Lane | 612 | 0.38 |
| | R0398 | Orpington Station | | |
| ORPNSN | 26966 | Orpington Bus Station | | |
| | 18952 | Tubbenden Lane | 239 | 0.15 |
| | 31173 | Hillcrest Road | 709 | 0.44 |
| | 19005 | Sevenoaks Road/Tower Road | 398 | 0.25 |
| | BP4451 | Cheltenham Road | 368 | 0.23 |
| | BP4452 | Sandhurst Road | 349 | 0.22 |
| ENRDRR | BP4453 | Eton Road/Repton Road | 338 | 0.21 |
| | BP4454 | Malvern Road | 141 | 0.09 |
| | BP4455 | Winchester Road | 425 | 0.26 |
| | 28771 | The Highway School | 184 | 0.11 |
| | BP3340 | Stirling Drive | 359 | 0.22 |
| CFLDSN | 40244 | Chelsfield Station | 257 | 0.16 |
| | 40189 | Chelsfield Centre | 293 | 0.18 |
| | 40191 | High Beeches | 348 | 0.22 |
| | 40193 | Woodlands Road | 232 | 0.14 |
| | BP3337 | Vine Road | 156 | 0.10 |
| | BP3470 | Highfield Avenue | 268 | 0.17 |
| | BP3338 | Farnborough Hill | 329 | 0.20 |
| | 8204 | High Street/Green Street Green | 458 | 0.28 |
| GSTGHS | 31250 | High Street/Worlds End Lane | 183 | 0.11 |

| | | |
|--|--------------|------------|
| TOTAL ROUTE MILEAGE - OUT DIRECTION | 14310 metres | 8.89 miles |
|--|--------------|------------|

| BACK DIRECTION | | | | |
|-------------------|--------------|---------------------------------------|--------|-------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| GSTGQH | 8239 | High Street/Green Street Green | | |
| | BP3339 | Farnborough Hill | 330 | 0.21 |
| | BP3235 | Waring Drive | 500 | 0.31 |
| | BP3336 | Windsor Drive/Waring Drive | 299 | 0.19 |
| | 40192 | Woodlands Road | 163 | 0.10 |
| | 40190 | High Beeches | 263 | 0.16 |
| | 40188 | Chelsfield Centre | 283 | 0.18 |
| CFLDSN | 28772 | Chelsfield Station | 200 | 0.12 |
| | BP3341 | Stirling Drive | 302 | 0.19 |
| | 28770 | The Highway School | 293 | 0.18 |
| | BP4446 | Winchester Road | 278 | 0.17 |
| | BP4447 | Malvern Road | 327 | 0.20 |
| ENRDRR | BP4448 | Eton Road/Repton Road | 212 | 0.13 |
| | BP4449 | Sandhurst Road | 261 | 0.16 |
| | BP4488 | Cheltenham Road | 235 | 0.15 |
| | BP4450 | Repton Road/Cranleigh Close | 401 | 0.25 |
| | 19002 | Hillcrest Road | 494 | 0.31 |
| | 10705 | Sevenoaks Road/Orpington War Memorial | 132 | 0.08 |
| | 13953 | Tubbenden Lane | 552 | 0.34 |
| | R0398 | Orpington Station | 219 | 0.14 |
| ORPNSN | 26965 | Orpington Bus Station | | |
| | 18952 | Tubbenden Lane | | |
| ORPNWM | 12239 | High Street/Orpington War Memorial | 547 | 0.34 |
| | R0520 | Walnuts Centre | 313 | 0.19 |
| | R0514 | High Street/Broomhill Road | 228 | 0.14 |
| | 34274 | Goodmead Road | 467 | 0.29 |
| ORPNCP | 12445 | High Street/Carlton Parade | 382 | 0.24 |
| | 19000 | Kent Road | 607 | 0.38 |
| | 18998 | Nugent Retail Park | 524 | 0.33 |
| | 26143 | St Mary Cray/Station Approach | 441 | 0.27 |
| SMCYSN | 26141 | St Mary Cray Station | 332 | 0.21 |
| | BP3006 | Leesons Primary School | 326 | 0.20 |
| | BP3007 | Clarendon Way | 234 | 0.15 |
| | BP3008 | Manorfields Close | 480 | 0.30 |
| | BP3009 | Marlings Park Avenue | 219 | 0.14 |
| SPWHLH | BP3010 | Bridgewater Close | 465 | 0.29 |
| | BP3011 | St Peter And St Paul School | 269 | 0.17 |
| | BP3012 | Brenchley Road | 311 | 0.19 |
| | 26132 | Beddington Road | 289 | 0.18 |
| | 26134 | Chorleywood Crescent | 330 | 0.21 |
| | BP3233 | Cotmandene Crescent | 418 | 0.26 |
| SPCYMW | 26127 | Midfield Way/Chipperfield Road | 430 | 0.27 |
| | HC53 | Hail & Ride Section | 1076 | 0.67 |
| SPCYGR | 37350 | Grovelands Road | 186 | 0.12 |

| | | |
|---|--------------|------------|
| TOTAL ROUTE MILEAGE - BACK DIRECTION | 15010 metres | 9.33 miles |
|---|--------------|------------|

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 545

Rerouted via Tower Road

Route R1 (Option 2)

Service change 26554

Date 27/09/2011

| | |
|------------------|----------------|
| Reason for Issue | Mileage Update |
|------------------|----------------|

QSI Points are highlighted

| OUT DIRECTION | | | | |
|--|--------------|--------------------------------------|--------------|-------------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| SPCYGR | 37350 | Grovelands Road | | |
| SPCYMW | 26126 | Croxley Green | 355 | 0.22 |
| | BP3234 | Cotmandene Crescent | 534 | 0.33 |
| | R0553 | Goose Green Close | 179 | 0.11 |
| | 26133 | Chorleywood Crescent | 334 | 0.21 |
| | BP3000 | Brenchley Road | 588 | 0.37 |
| | BP3001 | St Peter And St Paul School | 298 | 0.19 |
| SPWHLH | BP3002 | Bridgewater Close | 369 | 0.23 |
| | BP3003 | Marlings Park Avenue | 329 | 0.20 |
| | BP3004 | Clarendon Way | 705 | 0.44 |
| | BP3005 | Leasons Primary School | 260 | 0.16 |
| SMCYSN | 26142 | St Mary Cray Station | 309 | 0.19 |
| | 18997 | Nugent Retail Park | 572 | 0.36 |
| | 18999 | Stanley Way | 344 | 0.21 |
| | 19001 | Kent Road | 206 | 0.13 |
| ORPNCP | 35743 | High Street / Carlton Parade | 917 | 0.57 |
| | 12444 | High Street / Church Hill | 352 | 0.22 |
| | 12442 | Walnuts Centre | 287 | 0.18 |
| ORPNWM | 12240 | High Street / Orpington War Memorial | 360 | 0.22 |
| | 13953 | Tubbsden Lane | 612 | 0.38 |
| | R0398 | Orpington Station | 219 | 0.14 |
| ORPNSN | 26966 | Orpington Bus Station | 147 | 0.09 |
| | 18952 | Tubbsden Lane | 239 | 0.15 |
| | BP4451 | Cheltenham Road | 945 | 0.59 |
| | BP4452 | Sandhurst Road | 349 | 0.22 |
| ENRDRR | BP4453 | Eton Road / Repton Road | 338 | 0.21 |
| | BP4454 | Malvern Road | 141 | 0.09 |
| | BP4455 | Winchester Road | 425 | 0.26 |
| | 28771 | The Highway School | 184 | 0.11 |
| | BP3340 | Stirling Drive | 359 | 0.22 |
| CFLDSN | 40244 | Chelsfield Station | 257 | 0.16 |
| | 40189 | Chelsfield Centre | 293 | 0.18 |
| | 40191 | High Beeches | 348 | 0.22 |
| | 40193 | Woodlands Road | 232 | 0.14 |
| | BP3337 | Vine Road | 156 | 0.10 |
| | BP3470 | Highfield Avenue | 268 | 0.17 |
| | BP3338 | Farnborough Hill | 329 | 0.20 |
| | 8204 | High Street / Green Street Green | 458 | 0.28 |
| GSTGHS | 31250 | High Street / Worlds End Lane | 183 | 0.11 |
| TOTAL ROUTE MILEAGE - OUT DIRECTION | | | 13780 | 8.56 |
| | | | metres | miles |

Mileage in bold red font is a planning estimate & not an ibus calculation

| BACK DIRECTION | | | | |
|---|--------------|--------------------------------------|--------------|-------------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| GSTGQH | 8239 | High Street / Green Street Green | | |
| | BP3339 | Farnborough Hill | 330 | 0.21 |
| | BP3235 | Waring Drive | 500 | 0.31 |
| | BP3336 | Windsor Drive / Waring Drive | 299 | 0.19 |
| | 40192 | Woodlands Road | 163 | 0.10 |
| | 40190 | High Beeches | 263 | 0.16 |
| | 40188 | Chelsfield Centre | 283 | 0.18 |
| CFLDSN | 28772 | Chelsfield Station | 200 | 0.12 |
| | BP3341 | Stirling Drive | 302 | 0.19 |
| | 28770 | The Highway School | 293 | 0.18 |
| | BP4446 | Winchester Road | 278 | 0.17 |
| | BP4447 | Malvern Road | 327 | 0.20 |
| ENRDRR | BP4448 | Eton Road / Repton Road | 212 | 0.13 |
| | BP4449 | Sandhurst Road | 261 | 0.16 |
| | BP4488 | Cheltenham Road | 235 | 0.15 |
| | BP4450 | Repton Road / Cranleigh Close | 401 | 0.25 |
| | 13953 | Tubbsden Lane | 649 | 0.40 |
| | R0398 | Orpington Station | 219 | 0.14 |
| ORPNSN | 26965 | Orpington Bus Station | 148 | 0.09 |
| | 18952 | Tubbsden Lane | 244 | 0.15 |
| ORPNWM | 12239 | High Street / Orpington War Memorial | 547 | 0.34 |
| | 34274 | Goodmead Road | 467 | 0.29 |
| ORPNCP | 12445 | High Street / Carlton Parade | 382 | 0.24 |
| | 19000 | Kent Road | 607 | 0.38 |
| | 18998 | Nugent Retail Park | 524 | 0.33 |
| | 26143 | St Mary Cray / Station Approach | 441 | 0.27 |
| SMCYSN | 26141 | St Mary Cray Station | 332 | 0.21 |
| | BP3006 | Leasons Primary School | 326 | 0.20 |
| | BP3007 | Clarendon Way | 234 | 0.15 |
| | BP3008 | Manorfields Close | 480 | 0.30 |
| | BP3009 | Marlings Park Avenue | 219 | 0.14 |
| SPWHLH | BP3010 | Bridgewater Close | 465 | 0.29 |
| | BP3011 | St Peter And St Paul School | 269 | 0.17 |
| | BP3012 | Brenchley Road | 311 | 0.19 |
| | 26132 | Beddington Road | 289 | 0.18 |
| | 26134 | Chorleywood Crescent | 330 | 0.21 |
| | BP3233 | Cotmandene Crescent | 418 | 0.26 |
| SPCYMW | 26127 | Midfield Way / Chipperfield Road | 430 | 0.27 |
| | HC53 | Hail & Ride Section | 1076 | 0.67 |
| SPCYGR | 37350 | Grovelands Road | 186 | 0.12 |
| TOTAL ROUTE MILEAGE - BACK DIRECTION | | | 12248 | 7.61 |
| | | | metres | miles |

Mileage in bold red font is a planning estimate & not an ibus calculation