

7. Service Specification

Route: B11

Contract Reference: QC63106

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 | B11 |
| Terminus Points | Bexleyheath, Erith Road and Yarnton Way Health Centre |
| Contract Basis | Incentivised |
| Commencement Date | 26 th January 2019 |
| 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 | Departing on Time - No less than 86% |
| Extension Threshold | Departing on Time Threshold - 88% |
| Minimum Operated Mileage Standard | No less than 98% |

The Date of Tender for this ITT is: No later than 12 Noon on Monday 2nd July 2018.

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. B11.

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:

- Route No. B11 is re-structured to operate between Bexleyheath, Erith Road and Yarnton Way Health Centre.
- The section of routeing between Yarnton Way Health Centre and Thamesmead, Central Way is withdrawn.
- Route No. B11 is specified to terminate at Bexleyheath, Erith Road, but will not stand in the bus garage. Tenderers should assume that a suitable stand will be made available within 5 minutes running time (in each direction) of this location.
- **Please see Section 5 for a full list of streets traversed and standing arrangements.**
- Departures ex Yarnton Way Health Centre are forward projected from Thamesmead, Central Way.
- Mondays to Saturdays daytime frequencies are reduced from every 15 minutes to every 20 minutes.
- 60 capacity, dual door, single deck vehicles, minimum 10.8m long are specified, subject to a satisfactory route test.

Hail & Ride Operation Sections:

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. B11:

- Ex Bexleyheath, Erith Road - Brampton Road, Longleigh Lane and Lodge Hill.
- Ex Yarnton Way Health Centre - West Heath Road, Longleigh Lane and Lodge Hill.

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. Separate costs must be provided both excluding and including the cost of upgrading to Euro VI standards. The inclusive costs should be on a per bus per annum basis.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| | | | | | |
|--|------------------|--|---------------------|-------------|------------|
| Bexleyheath, Erith Road to Yarnton Way Health Centre | | Yarnton Way Health Centre to Bexleyheath, Erith Road | | | |
| First departure no later than 0555. | | First departure no later than 0545. | | | |
| 0550 - 0625 | Every 30 minutes | 0540 - 0645 | Every 30 minutes | | |
| 0626 - 1925 | Every 20 minutes | 0646 - 1840 | Every 20 minutes | | |
| 1926 - 2400 | Every 30 minutes | 1841 - 2345 | Every 30 minutes | | |
| Last departure no earlier than 2355. | | Last departure no earlier than 2340. | | | |
| Pinchpoints | | | | | |
| Upper Wickham Lane, Okehampton Crescent | 0700 - 0900 | 20 minutes | Bexleyheath Station | 0710 - 0910 | 20 minutes |
| | 1505 - 1635 | 20 minutes | | 1510 - 1630 | 20 minutes |

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| | | | | | |
|--|------------------|--|---------------------|-------------|------------|
| Bexleyheath, Erith Road to Yarnton Way Health Centre | | Yarnton Way Health Centre to Bexleyheath, Erith Road | | | |
| First departure no later than 0555. | | First departure no later than 0545. | | | |
| 0550 - 0755 | Every 30 minutes | 0540 - 0715 | Every 30 minutes | | |
| 0756 - 1825 | Every 20 minutes | 0716 - 1740 | Every 20 minutes | | |
| 1826 - 2400 | Every 30 minutes | 1741 - 2345 | Every 30 minutes | | |
| Last departure no earlier than 2355. | | Last departure no earlier than 2340. | | | |
| Pinchpoints | | | | | |
| Upper Wickham Lane, Okehampton Crescent | 0910 - 1110 | 20 minutes | Bexleyheath Station | 0905 - 1105 | 20 minutes |

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| | | | | | |
|--|------------------|--|---------------------|-------------|------------|
| Bexleyheath, Erith Road to Yarnton Way Health Centre | | Yarnton Way Health Centre to Bexleyheath, Erith Road | | | |
| First departure no later than 0655. | | First departure no later than 0640. | | | |
| 0650 - 2400 | Every 30 minutes | 0635 - 2345 | Every 30 minutes | | |
| Last departure no earlier than 2355. | | Last departure no earlier than 2340. | | | |
| Pinchpoints | | | | | |
| Upper Wickham Lane, Okehampton Crescent | 1010 - 1140 | 30 minutes | Bexleyheath Station | 1000 - 1130 | 30 minutes |

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. B11 can suffer from unpredictable traffic delays in the Bexleyheath and Thamesmead areas.
- 4.2) The Elizabeth line is expected to open in December 2018 and 3 separate services will operate from Paddington to Abbey Wood/Heathrow and from Liverpool Street to Shenfield. The full Elizabeth line service will operate from Reading and Heathrow to Shenfield and Abbey Wood and is expected to commence in late 2019. There is potential for a change in passenger demand once the line becomes fully operational. A review, post opening of the Elizabeth line, will be undertaken if required.

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 B11: Bexleyheath, Erith Road - South Thamesmead, Yarnton Way

Date of Structural Change: 1 December 2018.

Date of Service Change: 1 December 2018.

Reason for Issue: New Quality Incentive Contract under tranche 631. Route curtailed to operate between Bexleyheath and South Thamesmead, Yarnton Way.

STREETS TRAVERSED

Towards South Thamesmead, Yarnton Way: Erith Road, Mayplace Road West, Arnsberg Way, Geddes Place, Market Place, Friswell Place, Arnsberg Way, Bexleyheath Broadway, Crook Log, Avenue Road, Pickford Lane, Long Lane, Brampton Road, Longleigh Lane, Lodge Hill, Okehampton Crescent, Brampton Road, Woolwich Road, New Road, Abbey Road, Abbey Wood Road, Knee Hill, Harrow Manor Way, Overton Road, Sedgemere Road, Rushdene, Alsike Road, Yarnton Way.

Towards Bexleyheath, Erith Road: Yarnton Way, Alsike Road, Rushdene, Sedgemere Road, Overton Road, Harrow Manor Way, Knee Hill, Abbey Wood Road, Abbey Road, New Road, Woolwich Road, Brampton Road, West Heath Road, Longleigh Lane, Lodge Hill, Okehampton Crescent, Brampton Road, Long Lane, Pickford Lane, Avenue Road, Crook Log, Bexleyheath Broadway, Arnsberg Way, Geddes Place, Mayplace Road West, Erith 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.

DUMMY STAND WITHIN 5 MINUTES

Dummy stand to be used for specifications where a stand definition is unknown but will be within 5 minutes of the set down and pick up points.

Buses proceed from Erith Road direct to stand, departing to Erith Road. Set down in Erith Road, at stop NR (25290 - Bexleyheath Bus Garage, Last Stop on LOR: 25290 - Bexleyheath Bus Garage) and pick up in Erith Road, at stop NW (25605 - Bexleyheath Bus Garage, First Stop on LOR: 25605 - Bexleyheath Bus Garage).

| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | No more than 1 bus on Route B11 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: | Bexleyheath, Bus Garage. |

BEXLEYHEATH SHOPPING CENTRE, FRISWELL PLACE (from SOUTH THAMESMEAD, YARNTON WAY)

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

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

| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | Unscheduled curtailments only |
| MEAL RELIEFS: | No meal relief vehicles to stand at any time. |
| FERRY VEHICLES: | No ferry vehicles to park on stand at any time. |
| BLIND DISPLAY: | Bexleyheath, Shopping Centre. |

EAST WICKHAM, LODGE HILL (from Bexleyheath, Erith Road)

Buses proceed from Brampton Road via Longleigh Lane and Lodge Hill departing to Okehampton Crescent. Set down in Brampton Road (H0034 - Hail & Ride Brampton Road, Last Stop on LOR: H0034 - Hail & Ride Brampton Road) and pick up in Okehampton Crescent, at stop S (19623 - Okehampton Crescent / Lodge Hill, First Stop on LOR: 19623 - Okehampton Crescent / Lodge Hill).

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

EAST WICKHAM, OKEHAMPTON CRESENT (from SOUTH THAMESMEAD, YARNTON WAY)

Buses proceed from Okehampton Crescent departing to Brampton Road. Set down in Okehampton Crescent, at stop T (19627 - Plymstock Road, Last Stop on LOR: 19627 - Plymstock Road) and pick up in Brampton Road (H0034 - Hail & Ride Brampton Road, First Stop on LOR: H0034 - Hail & Ride Brampton Road).

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

ABBEY WOOD STATION, GAYTON ROAD (from Bexleyheath, Erith Road)

Public stand for 3 buses on north side of Gayton Road commencing opposite and 1 metre east of lamp standard No. 4 and extending 30.7 metres west.
Buses proceed from Abbey Road via Abbey Wood Road, Wilton Road and Gayton Road to stand, departing via Gayton Road, Florence Road and Abbey Road to New Road. Set down in Abbey Road, at Stop L (34318 - Florence Road, Last Stop on LOR: 34318 - Florence Road) and pick up in New Road, at Stop W (BP3816 - Abbey Road, First Stop on LOR: BP3816 - Abbey Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Unscheduled curtailments only.**
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Abbey Wood.

HARROW MANOR WAY, YARNTON WAY

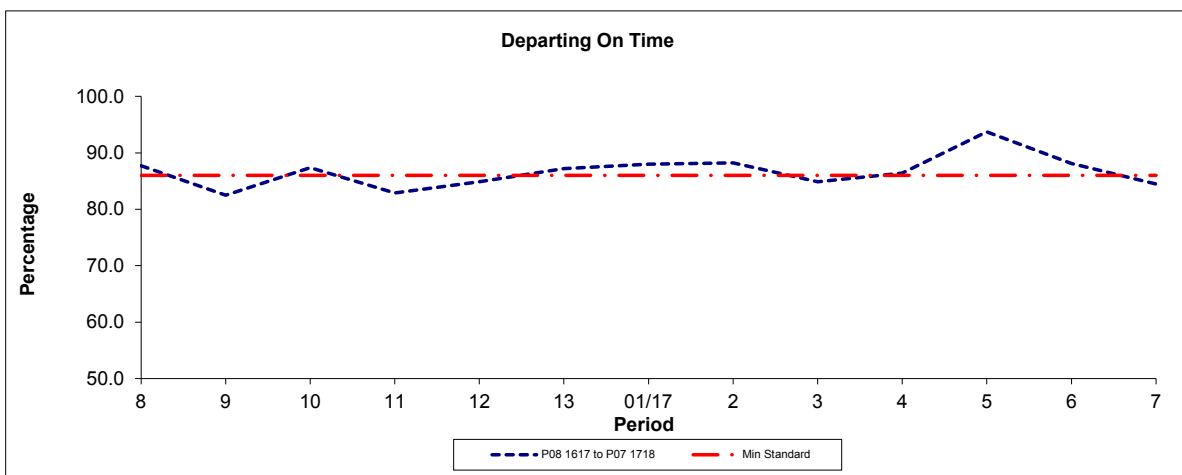
Stand Created for route B11 route restructure.

Buses proceed from Yarnton Way direct to stand, departing via Yarnton Way and Harrow Manor Way to Yarnton Way. Set down in Yarnton Way, at stop V (34613 - Yarnton Way / Harrow Manorway, Last Stop on LOR: 34613 - Yarnton Way / Harrow Manorway) and pick up in Yarnton Way, at stop T (34611 - Yarnton Way / Harrow Manorway, First Stop on LOR: 34611 - Yarnton Way / Harrow Manorway).

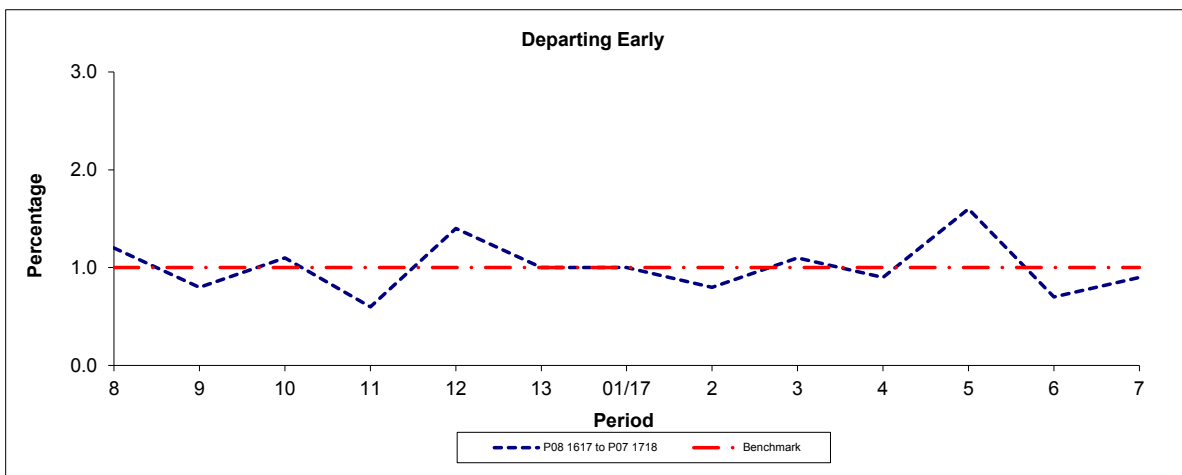
| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | No more than 1 bus on Route B11 should be scheduled to stand at any one time. |
| MEAL RELIEFS: | No meal relief vehicles to stand at any time. |
| FERRY VEHICLES: | No ferry vehicles to park on stand at any time. |
| BLIND DISPLAY: | South Thamesmead, Yarnton Way. |

PART B - PERFORMANCE STATISTICS

Route B11



| Period | 8 | 9 | 10 | 11 | 12 | 13 | 01/17 | 2 | 3 | 4 | 5 | 6 | 7 |
|----------------------|------|------|------|------|------|------|-------|------|------|------|------|------|------|
| P08 1617 to P07 1718 | 87.7 | 82.5 | 87.4 | 82.9 | 84.9 | 87.2 | 88.0 | 88.2 | 84.9 | 86.4 | 93.7 | 88.1 | 84.5 |
| Min Standard | 86.0 | 86.0 | 86.0 | 86.0 | 86.0 | 86.0 | 86.0 | 86.0 | 86.0 | 86.0 | 86.0 | 86.0 | 86.0 |

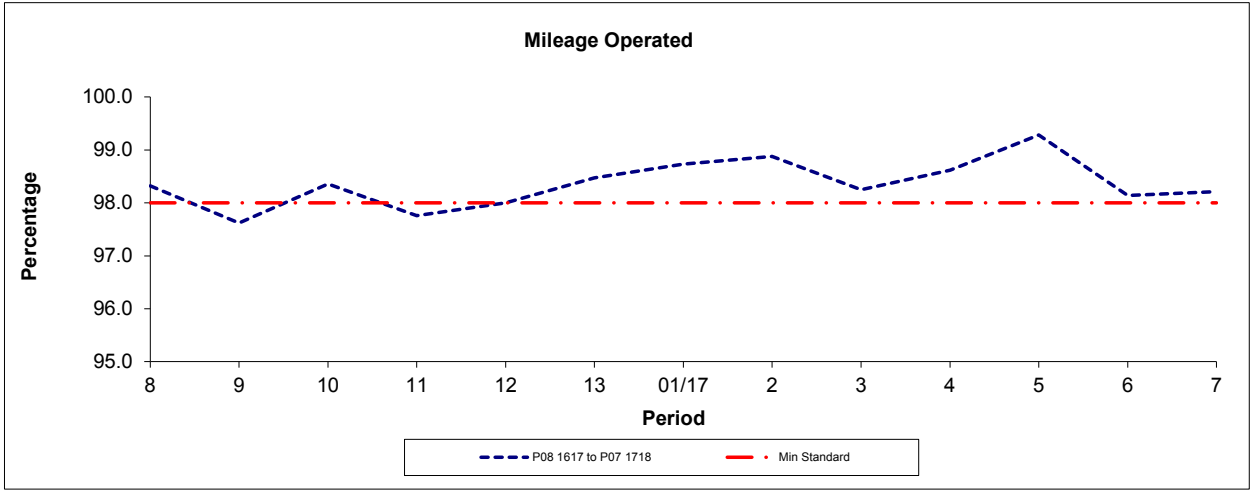


| Period | 8 | 9 | 10 | 11 | 12 | 13 | 01/17 | 2 | 3 | 4 | 5 | 6 | 7 |
|----------------------|-----|-----|-----|-----|-----|-----|-------|-----|-----|-----|-----|-----|-----|
| P08 1617 to P07 1718 | 1.2 | 0.8 | 1.1 | 0.6 | 1.4 | 1.0 | 1.0 | 0.8 | 1.1 | 0.9 | 1.6 | 0.7 | 0.9 |
| Benchmark | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 |

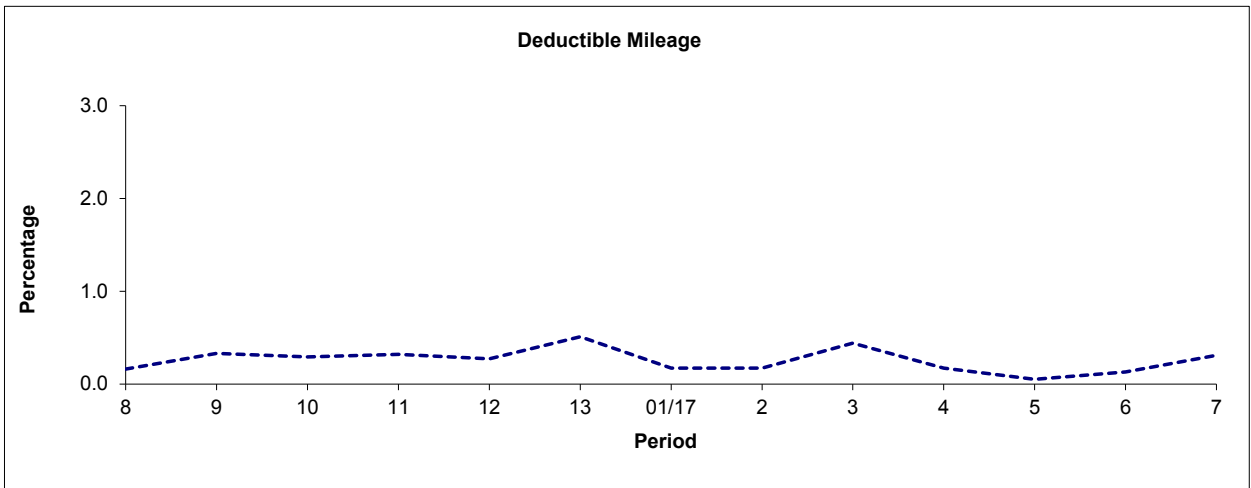
Note : Reliability is actual performance under full iBus (4 weeks data).
Minimum Standards and Benchmarks are those applicable under the new contract.

PART B - PERFORMANCE STATISTICS

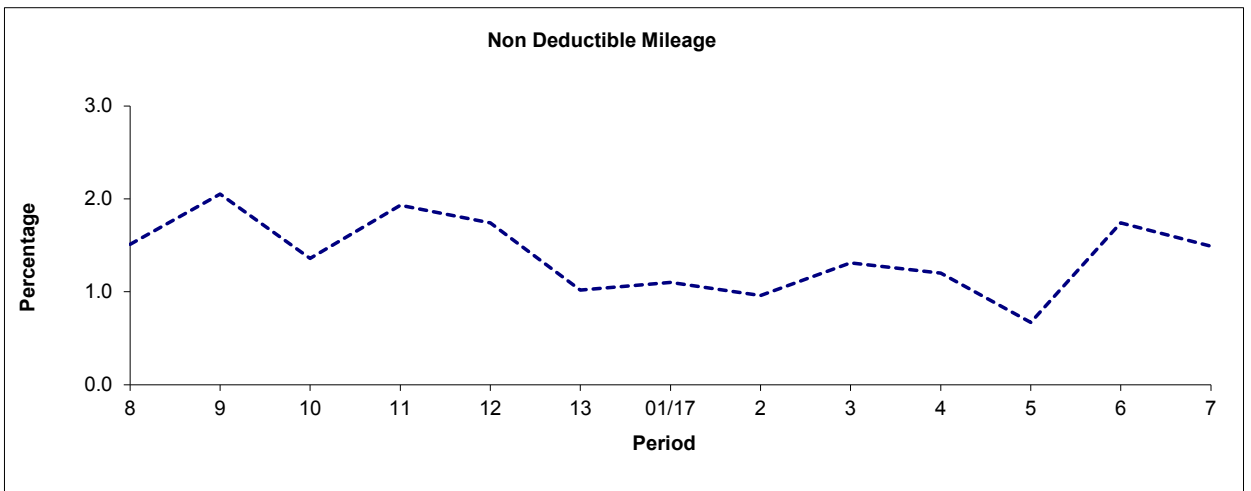
Route B11



| Period | 8 | 9 | 10 | 11 | 12 | 13 | 01/17 | 2 | 3 | 4 | 5 | 6 | 7 |
|----------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| P08 1617 to P07 1718 | 98.32 | 97.62 | 98.36 | 97.76 | 98.00 | 98.47 | 98.73 | 98.88 | 98.25 | 98.62 | 99.28 | 98.14 | 98.21 |
| 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 | 01/17 | 2 | 3 | 4 | 5 | 6 | 7 |
|----------------------|------|------|------|------|------|------|-------|------|------|------|------|------|------|
| P08 1617 to P07 1718 | 0.16 | 0.33 | 0.29 | 0.32 | 0.27 | 0.51 | 0.17 | 0.17 | 0.44 | 0.17 | 0.05 | 0.13 | 0.31 |
| Min Standard | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |



| Period | 8 | 9 | 10 | 11 | 12 | 13 | 01/17 | 2 | 3 | 4 | 5 | 6 | 7 |
|----------------------|------|------|------|------|------|------|-------|------|------|------|------|------|------|
| P08 1617 to P07 1718 | 1.51 | 2.05 | 1.36 | 1.93 | 1.74 | 1.02 | 1.10 | 0.96 | 1.31 | 1.20 | 0.67 | 1.74 | 1.49 |
| Min Standard | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

Note: Mileage is based on 4 weeks data

ROUTE B11 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 3 16/17 TO QUARTER 2 17/18 (17/09/16 - 15/09/17)

MONDAY - FRIDAY

| Time Range | Expected Buses | Observed Buses | Observed Buses (%) | Linked Buses (%) | On Time (%) | Non Arrival / Not Linked (%) | Early (%) | Late (%) |
|------------------------------|----------------|----------------|--------------------|------------------|-------------|------------------------------|------------|-------------|
| 05:00 - 07:00 | 9,867 | 9,475 | 96.0 | 99.5 | 95.3 | 0.5 | 0.1 | 4.0 |
| 07:00 - 10:00 | 35,015 | 34,271 | 97.9 | 96.5 | 84.4 | 3.5 | 1.1 | 11.0 |
| 10:00 - 13:00 | 35,577 | 35,205 | 99.0 | 99.0 | 94.7 | 1.0 | 1.2 | 3.1 |
| 13:00 - 16:00 | 35,516 | 34,326 | 96.6 | 97.1 | 84.2 | 3.4 | 1.1 | 11.3 |
| 16:00 - 19:00 | 35,038 | 33,044 | 94.3 | 91.6 | 74.1 | 8.7 | 1.0 | 16.3 |
| 19:00 - 22:00 | 21,943 | 22,222 | 101.3 | 99.2 | 90.3 | 0.9 | 0.8 | 8.0 |
| 22:00 - 24:00 | 12,114 | 12,070 | 99.6 | 99.9 | 95.6 | 0.1 | 1.5 | 2.8 |
| All Locations Summary | 185,070 | 180,613 | 97.6 | 96.8 | 85.1 | 3.7 | 1.0 | 10.1 |

SATURDAY

| Time Range | Expected Buses | Observed Buses | Observed Buses (%) | Linked Buses (%) | On Time (%) | Non Arrival / Not Linked (%) | Early (%) | Late (%) |
|------------------------------|----------------|----------------|--------------------|------------------|-------------|------------------------------|------------|------------|
| 05:00 - 07:00 | 1,576 | 1,539 | 97.7 | 99.4 | 97.8 | 0.6 | 1.1 | 0.5 |
| 07:00 - 10:00 | 5,876 | 5,851 | 99.6 | 99.4 | 95.4 | 0.6 | 0.9 | 3.1 |
| 10:00 - 13:00 | 7,397 | 7,259 | 98.1 | 98.4 | 90.6 | 1.8 | 1.1 | 6.5 |
| 13:00 - 16:00 | 7,378 | 7,184 | 97.4 | 96.3 | 86.8 | 3.9 | 1.0 | 8.3 |
| 16:00 - 19:00 | 6,832 | 6,753 | 98.8 | 99.2 | 92.3 | 0.8 | 1.3 | 5.6 |
| 19:00 - 22:00 | 3,936 | 3,998 | 101.6 | 99.5 | 92.6 | 0.5 | 0.7 | 6.2 |
| 22:00 - 24:00 | 2,534 | 2,522 | 99.5 | 100.0 | 96.5 | 0.0 | 1.3 | 2.2 |
| All Locations Summary | 35,529 | 35,106 | 98.8 | 98.6 | 91.4 | 1.6 | 1.0 | 5.9 |

SUNDAYS & BANK HOLIDAYS

| Time Range | Expected Buses | Observed Buses | Observed Buses (%) | Linked Buses (%) | On Time (%) | Non Arrival / Not Linked (%) | Early (%) | Late (%) |
|------------------------------|----------------|----------------|--------------------|------------------|-------------|------------------------------|------------|------------|
| 05:00 - 07:00 | 417 | 391 | 93.8 | 96.4 | 95.6 | 3.7 | 0.0 | 0.7 |
| 07:00 - 10:00 | 4,092 | 4,053 | 99.0 | 99.6 | 97.9 | 0.5 | 0.5 | 1.2 |
| 10:00 - 13:00 | 4,093 | 4,109 | 100.4 | 99.2 | 94.4 | 0.8 | 0.9 | 3.9 |
| 13:00 - 16:00 | 4,162 | 4,137 | 99.4 | 98.8 | 86.8 | 1.2 | 0.6 | 11.3 |
| 16:00 - 19:00 | 4,142 | 4,134 | 99.8 | 99.7 | 92.1 | 0.3 | 0.4 | 7.2 |
| 19:00 - 22:00 | 4,160 | 4,169 | 100.2 | 100.0 | 96.0 | 0.0 | 1.5 | 2.4 |
| 22:00 - 24:00 | 2,733 | 2,757 | 100.9 | 99.9 | 98.0 | 0.1 | 1.2 | 0.7 |
| All Locations Summary | 23,799 | 23,750 | 99.8 | 99.4 | 92.7 | 0.7 | 0.8 | 5.8 |

ALL DAYS

| Time Range | Expected Buses | Observed Buses | Observed Buses (%) | Linked Buses (%) | On Time (%) | Non Arrival / Not Linked (%) | Early (%) | Late (%) |
|------------------------------|----------------|----------------|--------------------|------------------|-------------|------------------------------|------------|------------|
| 05:00 - 07:00 | 11,860 | 11,405 | 96.2 | 99.4 | 95.6 | 0.6 | 0.2 | 3.5 |
| 07:00 - 10:00 | 44,983 | 44,175 | 98.2 | 97.2 | 85.9 | 3.2 | 1.0 | 9.9 |
| 10:00 - 13:00 | 47,067 | 46,573 | 99.0 | 98.9 | 94.0 | 1.1 | 1.1 | 3.7 |
| 13:00 - 16:00 | 47,056 | 45,647 | 97.0 | 97.1 | 84.9 | 3.2 | 1.0 | 10.9 |
| 16:00 - 19:00 | 46,012 | 43,931 | 95.5 | 93.4 | 78.0 | 6.9 | 1.0 | 14.1 |
| 19:00 - 22:00 | 30,039 | 30,389 | 101.2 | 99.3 | 91.3 | 0.7 | 0.9 | 7.1 |
| 22:00 - 24:00 | 17,381 | 17,349 | 99.8 | 99.9 | 96.1 | 0.1 | 1.4 | 2.5 |
| All Locations Summary | 244,398 | 239,469 | 98.0 | 97.3 | 86.7 | 3.2 | 1.0 | 9.2 |

Transport for London - QSI Points and Live Mileage List

Route B11
 Service change 32582
 Date 07/09/2013

Reason for Issu

QSI Points are highlighted

| OUT DIRECTION | | | | |
|-------------------------------------|-------------|--|--------|-------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| BEXHER | 25605 | Bexleyheath Bus Garage, Erith Road | | |
| | 29545 | Tower Road | 282 | 0.18 |
| BEXHSC | 27306 | Market Place / Bexleyheath Clock Tower | 384 | 0.24 |
| | 6287 | Bexleyheath Asda | 559 | 0.35 |
| | 6290 | Lion Road | 359 | 0.22 |
| | 6294 | Upton Road | 236 | 0.15 |
| | 20404 | Glynde Road | 337 | 0.21 |
| BEXHSN | 12070 | Bexleyheath Station | 455 | 0.28 |
| | 12072 | Pickford Lane / Bowford Avenue | 398 | 0.25 |
| | 40027 | Shakespeare Road | 173 | 0.11 |
| | 19632 | Long Lane / Kipling Road | 296 | 0.18 |
| | 19630 | Melanie Close | 210 | 0.13 |
| | 12074 | Long Lane / Brampton Road | 373 | 0.23 |
| | H0034 | Hail and Ride Brampton Road | 267 | 0.17 |
| | H0035 | Hail and Ride Longleigh Lane | 372 | 0.23 |
| LOHLLL | H0037 | Hail and Ride Lodge Hill | 734 | 0.46 |
| | H0052 | Hail and Ride Lodge Hill | 289 | 0.18 |
| UPWLOC | 19623 | Okehampton Crescent / Lodge Hill | 145 | 0.09 |
| | 19625 | Tor Road | 435 | 0.27 |
| | 19627 | Plymstock Road | 360 | 0.22 |
| | H0034 | Hail and Ride Brampton Road | 271 | 0.17 |
| | 17585 | Woolwich Road / Brampton Road | 756 | 0.47 |
| | BP3814 | Hurst Lane | 372 | 0.23 |
| | BP3815 | Woodland Way | 721 | 0.45 |
| | 34318 | Florence Road | 277 | 0.17 |
| ABWDSN | 3963 | Abbey Wood Road | 163 | 0.10 |
| | R0462 | Harrow Manorway / Abbey Wood Station | 279 | 0.17 |
| | BP372 | Overton Road | 285 | 0.18 |
| | BP374 | Lanridge Road | 533 | 0.33 |
| | BP375 | Buckwheat Court | 228 | 0.14 |
| | BP5401 | Parkway | 523 | 0.32 |
| THMDAR | 34818 | The Business Academy | 244 | 0.15 |
| | 34816 | Limestone Walk | 259 | 0.16 |
| | 34612 | Hartslock Drive | 123 | 0.08 |
| YRNWHC | 34613 | Yarnton Way / Harrow Manorway | 373 | 0.23 |
| Total Route Mileage - Out Direction | | | 12071 | 7.50 |
| | | | Metres | Miles |

TRANCHE 631**Yarnton Way Health Centre - Bexleyheath**

ue

End of Bexleyheath Diversion

| BACK DIRECTION | | | | |
|--------------------------------------|-------------|--|--------|-------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| YRNWHC | 34611 | Yarnton Way / Harrow Manorway | | |
| | 34815 | Limestone Walk | 454 | 0.28 |
| THMDAR | 34817 | The Business Academy | 362 | 0.22 |
| | BP5402 | Parkway | 268 | 0.17 |
| | BP376 | Buckwheat Court | 523 | 0.32 |
| | BP377 | Lanridge Road | 236 | 0.15 |
| | BP371 | Sedgemere Road | 480 | 0.30 |
| | 35309 | Harrow Manorway / Abbey Wood Station | 346 | 0.21 |
| ABWDSN | 26601 | Abbey Wood Road | 406 | 0.25 |
| | BP3816 | Abbey Road | 244 | 0.15 |
| | BP4516 | Woodland Way | 230 | 0.14 |
| | BP3817 | Hurst Lane | 728 | 0.45 |
| | 17587 | New Road | 152 | 0.09 |
| LOHLLL | H0037 | Hail and Ride Lodge Hill | 1322 | 0.82 |
| | H0052 | Hail and Ride Lodge Hill | 289 | 0.18 |
| UPWLOC | 19623 | Okehampton Crescent / Lodge Hill | 145 | 0.09 |
| | 19625 | Tor Road | 435 | 0.27 |
| | 19627 | Plymstock Road | 360 | 0.22 |
| | 12073 | Brampton Road / Long Lane | 270 | 0.17 |
| | 19629 | Melanie Close | 368 | 0.23 |
| | 19631 | Long Lane / Kipling Road | 263 | 0.16 |
| | 40028 | Pickford Lane / Long Lane | 183 | 0.11 |
| | 12071 | Pickford Lane / Bowford Avenue | 284 | 0.18 |
| BEXHSN | 12069 | Bexleyheath Station | 477 | 0.30 |
| | BP5033 | Pickford Road | 344 | 0.21 |
| | 19633 | Avenue Road / Crook Log | 280 | 0.17 |
| | 6295 | Upton Road | 187 | 0.12 |
| | 3725 | Lion Road | 339 | 0.21 |
| | 6286 | Bexleyheath Asda | 317 | 0.20 |
| BEXHSC | 29461 | Mayplace Rd West / Bexleyheath Clock Tow | 563 | 0.35 |
| | 6279 | Forresters Crescent | 334 | 0.21 |
| BEXHER | 25290 | Bexleyheath Bus Garage, Erith Road | 164 | 0.10 |
| Total Route Mileage - Back Direction | | | 11353 | 7.05 |
| | | | Metres | Miles |

LONDON BUSES - ROUTE DESCRIPTION

ROUTE B11: Bexleyheath Bus Garage - Thamesmead, Town Centre

Date of Structural Change: 11 March 2017.

Date of Service Change: 11 March 2017.

Reason for Issue: Introduction of a new turning point at East Wickham, Okehampton Crescent from Thamesmead, Town Centre.

STREETS TRAVERSED

Towards Thamesmead, Town Centre: Erith Road, Mayplace Road West, Arnsberg Way, Geddes Place, Market Place, Friswell Place, Arnsberg Way, Bexleyheath Broadway, Crook Log, Avenue Road, Pickford Lane, Long Lane, Brampton Road, Longleigh Lane, Lodge Hill, Okehampton Crescent, Brampton Road, Woolwich Road, New Road, Abbey Road, Abbey Wood Road, Knee Hill, Harrow Manor Way, Overton Road, Sedgemere Road, Rushdene, Alsike Road, Yarnton Way, Harrow Manor Way, Carlyle Road, Boiler House Roundabout, Bentham Road, Thamesmere Drive Roundabout, Central Way, Twin Tumps Way Roundabout (circumnavigate), Central Way.

Towards Bexleyheath Bus Garage: Central Way, Thamesmere Drive Roundabout, Bentham Road, Boiler House Roundabout, Carlyle Road, Harrow Manor Way, Yarnton Way, Alsike Road, Rushdene, Sedgemere Road, Overton Road, Harrow Manor Way, Knee Hill, Abbey Wood Road, Abbey Road, New Road, Woolwich Road, Brampton Road, West Heath Road, Longleigh Lane, Lodge Hill, Okehampton Crescent, Brampton Road, Long Lane, Pickford Lane, Avenue Road, Crook Log, Bexleyheath Broadway, Arnsberg Way, Geddes Place, Mayplace Road West, Erith 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.

BEXLEYHEATH BUS GARAGE

Private stand on forecourt of Go-Ahead's Bexleyheath Bus Garage on east side of Erith Road.

Buses proceed from Erith Road via Bexleyheath Bus Garage Forecourt to stand, departing via Bexleyheath Bus Garage Forecourt to Erith Road. Set down in Erith Road, at stop NR (25290 - Bexleyheath Bus Garage, Last Stop on LOR: 25290 - Bexleyheath Bus Garage) and pick up in Erith Road, at stop NW (25605 - Bexleyheath Bus Garage, First Stop on LOR: 25605 - Bexleyheath Bus Garage).

| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | None. |
| MEAL RELIEFS: | No meal relief vehicles to stand at any time. |
| FERRY VEHICLES: | No ferry vehicles to park on stand at any time. |
| BLIND DISPLAY: | Bexleyheath, Bus Garage. |

BEXLEYHEATH SHOPPING CENTRE, FRISWELL PLACE (from THAMESMEAD, TOWN CENTRE)

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

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

| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | Unscheduled curtailments only |
| MEAL RELIEFS: | No meal relief vehicles to stand at any time. |
| FERRY VEHICLES: | No ferry vehicles to park on stand at any time. |
| BLIND DISPLAY: | Bexleyheath, Shopping Centre. |

EAST WICKHAM, LODGE HILL (from Bexleyheath Bus Garage)

Buses proceed from Brampton Road via Longleigh Lane and Lodge Hill departing to Okehampton Crescent. Set down in Brampton Road (H0034 - Hail & Ride Brampton Road, Last Stop on LOR: H0034 - Hail & Ride Brampton Road) and pick up in Okehampton Crescent, at stop S (19623 - Okehampton Crescent / Lodge Hill, First Stop on LOR: 19623 - Okehampton Crescent / Lodge Hill).

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

EAST WICKHAM, OKEHAMPTON CRESENT (from THAMESMEAD, TOWN CENTRE)

Buses proceed from Okehampton Crescent departing to Brampton Road. Set down in Okehampton Crescent, at stop T (19627 - Plymstock Road, Last Stop on LOR: 19627 - Plymstock Road) and pick up in Brampton Road (H0034 - Hail & Ride Brampton Road, First Stop on LOR: H0034 - Hail & Ride Brampton Road).

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

ABBEY WOOD STATION, GAYTON ROAD (from Bexleyheath Bus Garage)

Public stand for 3 buses on north side of Gayton Road commencing opposite and 1 metre east of lamp standard No. 4 and extending 30.7 metres west.

Buses proceed from Abbey Road via Abbey Wood Road, Wilton Road and Gayton Road to stand, departing via Gayton Road, Florence Road and Abbey Road to New Road. Set down in Abbey Road, at Stop L (34318 - Florence Road, Last Stop on LOR: 34318 - Florence Road) and pick up in New Road, at Stop W (BP3816 - Abbey Road, First Stop on LOR: BP3816 - Abbey Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Unscheduled curtailments only.**
MEAL RELIEFS: By arrangement.
FERRY VEHICLES: By arrangement.
BLIND DISPLAY: Abbey Wood.

THAMESMEAD, BOILER HOUSE (from Bexleyheath Bus Garage)

Public stand for up to 2 buses in lay-by at Stop 34918 on west side of Carlyle Road commencing approximately 55 metres south of Boiler House Roundabout.

Buses proceed from Carlyle Road direct to stand, departing via Carlyle Road and Boiler House Roundabout to Carlyle Road. Set down in Carlyle Road, SK (34918 - Carlyle Road / Bentham Road, Last Stop on LOR: 34918 - Carlyle Road / Bentham Road) and pick up in Carlyle Road, SJ (35406 - Carlyle Road / Crossway, First Stop on LOR: 35406 - Carlyle Road / Crossway).

| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | None |
| 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: | Thamesmead, Boiler House. |

THAMESMEAD TOWN CENTRE, CENTRAL WAY

Public stand for up to 2 buses on north side of Central Way approximately 65 metres east of Twin Tumps Way Roundabout commencing 6 metres west of lamp standard No. 58S0274 and extending 17 metres west.

Buses proceed from Central Way direct to stand, departing to Central Way. Set down in Central Way, H (BP4115 - Thamesmead Town Centre / Central Way, Last Stop on LOR: BP4115 - Thamesmead Town Centre / Central Way) and pick up in Central Way, at Stop B (BP1583 - Central Way / Thamesmead Town Centre, First Stop on LOR: BP1583 - Central Way / Thamesmead Town Centre).

| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | No more than 1 bus on Route B11 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: | Thamesmead. |

LONDON BUSES - ROUTE DESCRIPTION

ROUTE B11: Bexleyheath Bus Garage - Thamesmead, Town Centre

Date of Structural Change: 22 January 2011.

Date of Service Change: 12 March 2011.

Reason for Issue: New Contract.

STREETS TRAVERSED

Towards Thamesmead, Town Centre: Erith Road, Mayplace Road West, Arnsberg Way, Geddes Place, Market Place, Friswell Place, Arnsberg Way, Bexleyheath Broadway, Crook Log, Avenue Road, Pickford Lane, Long Lane, Brampton Road, Longleigh Lane, Lodge Hill, Okehampton Crescent, Brampton Road, Woolwich Road, New Road, Abbey Road, Abbey Wood Road, Knee Hill, Harrow Manor Way, Overton Road, Sedgemere Road, Rushdene, Alsike Road, Yarnton Way, Harrow Manor Way, Carlyle Road, Boiler House Roundabout, Bentham Road, Thamesmere Drive Roundabout, Central Way, Twin Tumps Way Roundabout (circumnavigate), Central Way.

Towards Bexleyheath Bus Garage: Central Way, Thamesmere Drive Roundabout, Bentham Road, Boiler House Roundabout, Carlyle Road, Harrow Manor Way, Yarnton Way, Alsike Road, Rushdene, Sedgemere Road, Overton Road, Harrow Manor Way, Knee Hill, Abbey Wood Road, Abbey Road, New Road, Woolwich Road, Brampton Road, West Heath Road, Longleigh Lane, Lodge Hill, Okehampton Crescent, Brampton Road, Long Lane, Pickford Lane, Avenue Road, Crook Log, Bexleyheath Broadway, Arnsberg Way, Geddes Place, Mayplace Road West, Erith 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.

BEXLEYHEATH BUS GARAGE

Private stand on forecourt of Go-Ahead's Bexleyheath Bus Garage on east side of Erith Road.

Buses proceed from Erith Road via Bexleyheath Bus Garage Forecourt to stand, departing via Bexleyheath Bus Garage Forecourt to Erith Road. Set down in Erith Road, at stop NR (25290 - Bexleyheath Bus Garage, Last Stop on LOR: 25290 - Bexleyheath Bus Garage) and pick up in Erith Road, at stop NW (25605 - Bexleyheath Bus Garage, First Stop on LOR: 25605 - Bexleyheath Bus Garage).

| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | None. |
| MEAL RELIEFS: | No meal relief vehicles to stand at any time. |
| FERRY VEHICLES: | No ferry vehicles to park on stand at any time. |
| BLIND DISPLAY: | Bexleyheath, Bus Garage. |

BEXLEYHEATH SHOPPING CENTRE, FRISWELL PLACE (from THAMESMEAD, TOWN CENTRE)

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

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

| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | Unscheduled curtailments only |
| MEAL RELIEFS: | No meal relief vehicles to stand at any time. |
| FERRY VEHICLES: | No ferry vehicles to park on stand at any time. |
| BLIND DISPLAY: | Bexleyheath, Shopping Centre. |

EAST WICKHAM, LODGE HILL (from Bexleyheath Bus Garage)

Buses proceed from Brampton Road via Longleigh Lane and Lodge Hill departing to Okehampton Crescent. Set down in Brampton Road (H0034 - St Andrews Church, Last Stop on LOR: H0034 - St Andrews Church) and pick up in Okehampton Crescent, at stop S (19623 - Okehampton Crescent / Lodge Hill, First Stop on LOR: 19623 - Okehampton Crescent / Lodge Hill).

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

ABBEY WOOD STATION, GAYTON ROAD (from Bexleyheath Bus Garage)

Public stand for 3 buses on north side of Gayton Road commencing opposite and 1 metre east of lamp standard No. 4 and extending 30.7 metres west.
Buses proceed from Abbey Road via Abbey Wood Road, Wilton Road and Gayton Road to stand, departing via Gayton Road, Florence Road and Abbey Road to New Road. Set down in Abbey Road, at Stop L (34318 - Florence Road, Last Stop on LOR: 34318 - Florence Road) and pick up in New Road, at Stop W (BP3816 - Abbey Road, First Stop on LOR: BP3816 - Abbey Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: Unscheduled curtailments only.
MEAL RELIEFS: By arrangement.
FERRY VEHICLES: By arrangement.
BLIND DISPLAY: Abbey Wood.

THAMESMEAD, BOILER HOUSE (from Bexleyheath Bus Garage)

Public stand for up to 2 buses in lay-by at Stop 34918 on west side of Carlyle Road commencing approximately 55 metres south of Boiler House Roundabout.
Buses proceed from Carlyle Road direct to stand, departing via Carlyle Road and Boiler House Roundabout to Carlyle Road. Set down in Carlyle Road, SK (34918 - Carlyle Road / Bentham Road, Last Stop on LOR: 34918 - Carlyle Road / Bentham Road) and pick up in Carlyle Road, SJ (35406 - Carlyle Road / Crossway, First Stop on LOR: 35406 - Carlyle Road / Crossway).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: None
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: Thamesmead, Boiler House.

THAMESMEAD TOWN CENTRE, CENTRAL WAY

Public stand for up to 2 buses on north side of Central Way approximately 65 metres east of Twin Tumps Way Roundabout commencing 6 metres west of lamp standard No. 58S0274 and extending 17 metres west.

Buses proceed from Central Way direct to stand, departing to Central Way. Set down in Central Way, H (BP4115 - Thamesmead Town Centre / Central Way, Last Stop on LOR: BP4115 - Thamesmead Town Centre / Central Way) and pick up in Central Way, at Stop B (BP1583 - Central Way / Thamesmead Town Centre, First Stop on LOR: BP1583 - Central Way / Thamesmead Town Centre).

| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | No more than 1 bus on Route B11 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: | Thamesmead. |