LONDON BUSES - ROUTE DESCRIPTION

ROUTE B11: Bexleyheath - South Thamesmead

STREETS TRAVERSED

Towards South Thamesmead: Erith Road, Mayplace Road West, Arnsberg Way, Geddes 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, Knee Hill, Harrow Manor Way, Overton Road, Sedgemere Road, Rushdene, Alsike Road, Yarnton Way

Towards Bexleyheath: Yarnton Way, Harrow Manor Way, Yarnton Way, Alsike Road, Rushdene, Sedgemere Road, Overton Road, Harrow Manor Way, Knee Hill, 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, Erith Road

Stand created within section of alighting point stop space outside Bexleyheath Garage for tendering purposes.

Buses proceed from Erith Road, Silverdale Road, Long Lane to stand, departing to Erith Road.
Set down in Erith Road, At Stop NR (25290 - Bexleyheath Bus Garage) and pick up in Erith Road, At Stop NW (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, Arnsberg Way to stand, departing via Arnsberg Way to Geddes Place.
Set down in Broadway, at stop B (6286 - Trinity Place) and pick up in Market Place, at stop M (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, Town Centre.

East Wickham, Lodge Hill

From Bexleyheath Bus Garage
Buses proceed out of service from Okehampton Crescent.
Set down in Okehampton Crescent, At Stop T (19627 - Plymstock Road) and pick up in Okehampton Crescent, At Stop T (19627 - Plymstock Road).

From SOUTH THAMESMEAD, YARNTON WAY
Buses proceed out of service from Okehampton Crescent.
Set down in Okehampton Crescent, At Stop T (19627 - Plymstock Road) and pick up in Okehampton Crescent, At Stop T (19627 - Plymstock Road).

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) and pick up in Brampton Road, at boarding point (HC729 - Hail & Ride St Andrew's Parish Church).

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

Abbey Wood Station, Gayton Road (from Bexleyheath Bus Garage)

Public stand for 2 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 Wilton Road, Gayton Road to stand, departing via Florence Road to New Road.
Set down in Abbey Road, at Stop L (34318 - Abbey Wood / Florence Road) and pick up in New Road, at Stop W (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 on south side of Yarnton Way for 2 buses close to junction with Harrow Manorway

Buses proceed from Yarnton Way to stand, departing to Yarnton Way.
Set down in Yarnton Way, at stop V (34613 - Yarnton Way / Harrow Manorway) and pick up in Yarnton Way, at stop T (34613 - 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.

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	26th 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.

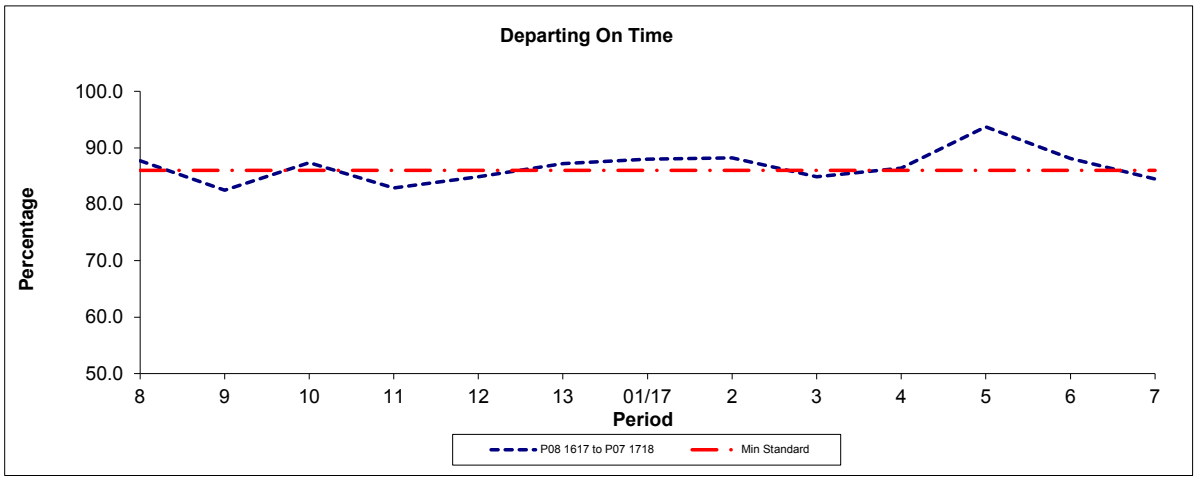
HARROW MANOR WAY, YARNTON WAY

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).

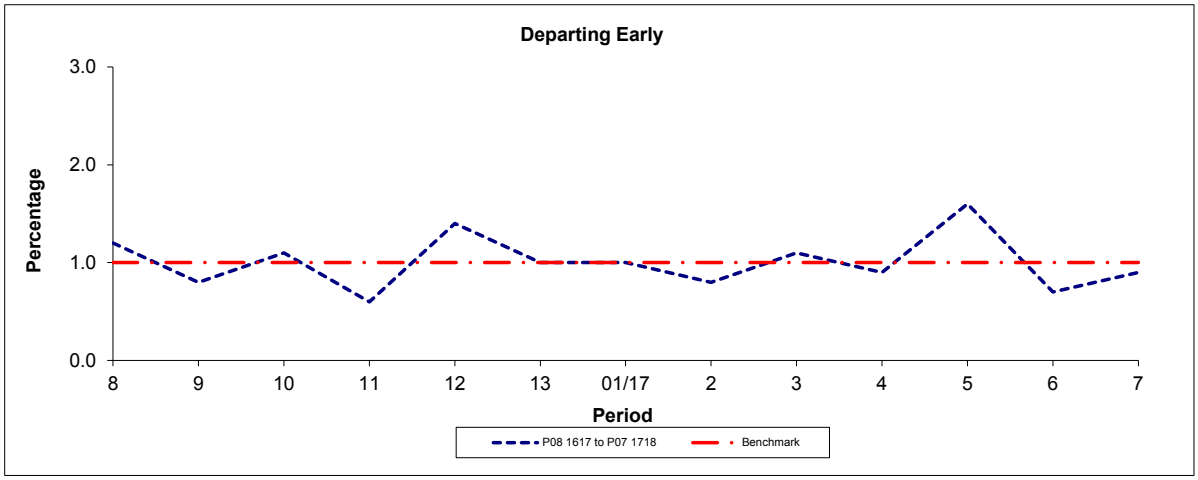
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route B11 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	South Thamesmead, Yarnton Way.

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

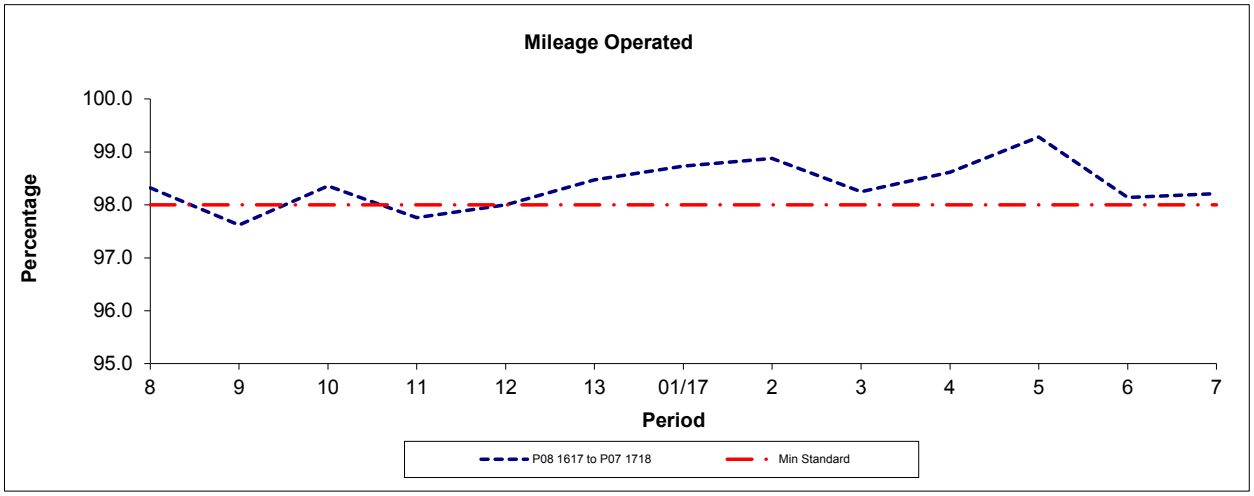


Period	8	9	10	11	12	13	01/17	2	3	4	5	6	7
P08 1617 to P07 1718	1.2	0.8	1.1	0.6	1.4	1.0	1.0	0.8	1.1	0.9	1.6	0.7	0.9
Benchmark	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

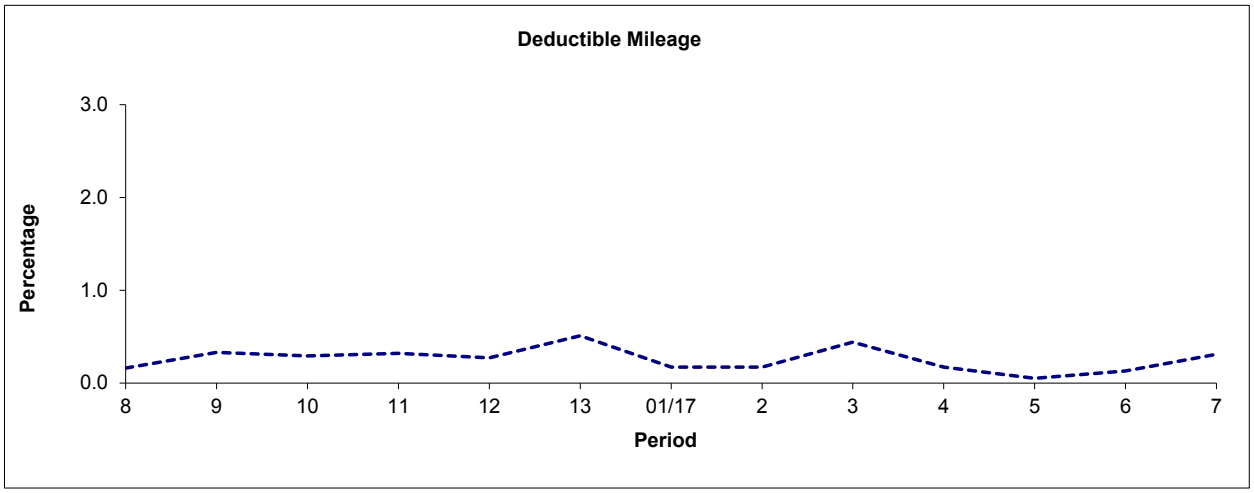
Note : Reliability is actual performance under full iBus (4 weeks data).
Minimum Standards and Benchmarks are those applicable under the new contract.

PART B - PERFORMANCE STATISTICS

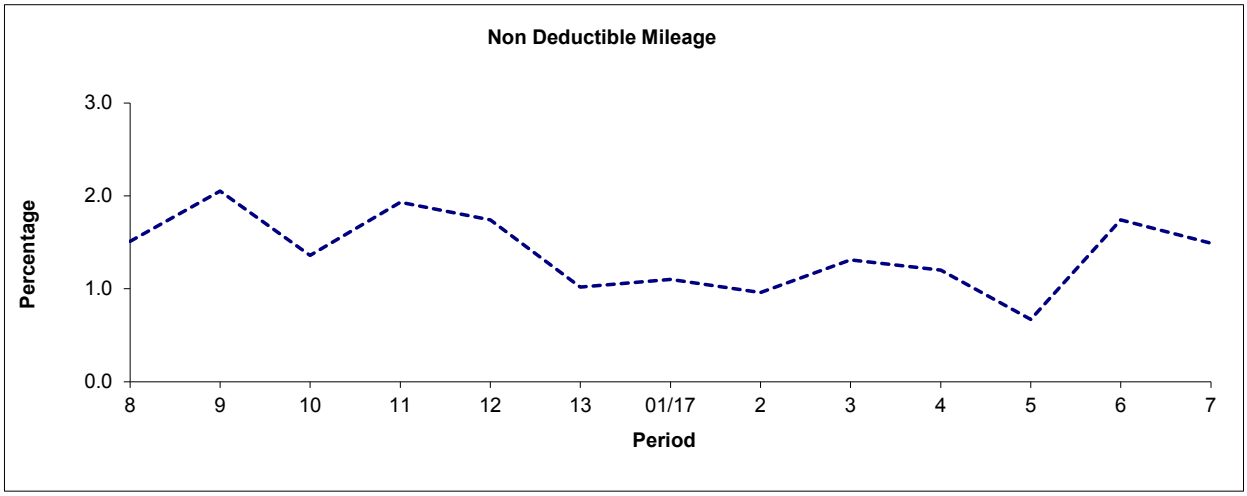
Route B11



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



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

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
QSI Points are highlighted

Reason for Issu

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

v2.0 - Mileage directly imported from Caesar

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 Cresent 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.

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.

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 Cresent 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.