

7. Service Specification

Route: 11 & N11

Contract Reference: QC49701

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	11 & N11
Terminus Points	Route No. 11: Fulham Broadway Station and Liverpool Street Station, Bus Station Route No. N11: Ealing Broadway Station and Liverpool Street Station, Bus Station
Contract Basis	Incentivised
Commencement Date	31 st October 2015
Vehicle Type	<p>Route No. 11:</p> <p>Option 1 New Routemaster (NRM) with two person operation (TPO) during Mondays to Sundays daytime and one person operation (OPO) at all other times (see attached letter)</p> <p>Option 2 New Routemaster (NRM) with one person operation (OPO) at all times (see attached letter)</p> <p>Route No .N11:</p> <p>Option 1 87 capacity, dual door, double deck buses (to be hybrid by mid 2020)</p> <p>Option 2 New Routemaster (NRM) with one person operation (OPO), subject to a satisfactory route test (see attached letter)</p>
Current Maximum Approved Dimensions	11.30 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes - See letter
Hybrid Price Required	No

Sponsored Route	No
Advertising Rights	Operator - See letter
Minimum Performance Standard (Options 1 & 2)	Average Excess Wait Time - No more than 1.20 minutes
Extension Threshold (Options 1 & 2)	Average Excess Wait Time Threshold - 1.05 minutes
Minimum Operated Mileage Standard - Route No. 11 (Options 1 & 2)	No less than 98.00%
Departing On Time - Route No. N11 (Options 1 & 2)	Departing on Time - No less than 82.00%
Minimum Operated Mileage Standard - Route No. N11 (Options 1 & 2)	No less than 99.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 1st December 2014

Tenderers should refer to section 3 of Part A for the Service Specification Explanatory Notes and Appendix B of section 5 for the Example Service Specification of the ITT document.

SERVICE SPECIFICATION

- 1) SERVICE SPEC - ROUTE SPECIFICATION INFORMATION
- 2) NOTES
- 3) SCHEDULE REQUIREMENTS & PINCHPOINTS
- 4) OPERATIONAL CONSIDERATIONS
- 5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS

2) NOTES

Proposed Changes:

At this time, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route Nos. 11 & N11.

- On 17th January 2015, new schedules are introduced with re-distributed running time.
- From 5th April 2014, Route Nos. 11 & N11 have been temporarily diverted from Cannon Street via Friday Street to Queen Victoria Street towards Liverpool Street Station, Bus Station due to 45 Cannon Street development works. From 3rd October 2015, Route Nos. 11 & N11 will operate via their normal line of routing from Cannon Street direct to Queen Victoria Street towards Liverpool Street Station, Bus Station.

Tenderers should note that the following alterations (subject to consultation) are proposed as part of this Service Specification for introduction with the new Route Agreement:

Two options are specified for Route No. 11:

Option 1

New Routemaster (NRM) with two person operation (TPO) are specified during Mondays to Sundays daytimes. The trips that are to operate with CAs are as follows:

Day	Departing Fulham Broadway Station	Departing Liverpool Street Station, Bus Station
Monday - Friday	06:00 - 19:00	06:00 - 19:00
Saturdays	07:15 - 18:00	07:00 - 18:00
Sunday and BH	08:30 - 18:00	08:30 - 18:00

At all other times, the buses should operate in OPO mode.

Option 2

New Routemaster (NRM) with one person operation (OPO) are specified at all times.

Two options are specified for Route No. N11:

Option 1

87 capacity, dual door, double deck buses are specified. These buses must be hybrid by the introduction of the proposed ULEZ in mid 2020.

Option 2

New Routemaster (NRM) with one person operation (OPO), subject to a satisfactory route test (see attached letter).

- **Tenderers must identify the cost of the Nightly element of this service separately.**

2) NOTES - continued

Cash Free Boarding was extended throughout London from 6th July 2014. Submitted tender prices should fully reflect the cost saving accrued from this change. Tenderers should also indicate the approximate additional cost if cash fares were still to be accepted.

Full iBus Monitoring was introduced on all night routes with effect from 1 April 2014.

Tenderers are therefore advised that on contracts where there is a night service both the day and night elements will be incentivised from the commencement of the Route Agreement in accordance with clause 46 of Annex B Terms and Conditions, using the Minimum Performance Standard(s) specified in Part 1 of the ITT.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Fulham Broadway Station and Liverpool Street Station, Bus Station		Liverpool Street Station, Bus Station and Fulham Broadway Station			
First departure no later than 0510.		First departure no later than 0515.			
0505 - 0540	Every 15 minutes	0510 - 0530	Every 15 minutes		
0541 - 0610	Every 10 minutes	0531 - 0600	Every 10 minutes		
0611 - 0725	Every 7-8 minutes (8 buses per hour)	0601 - 1850	Every 7-8 minutes (8 buses per hour)		
0726 - 0815	Every 6 minutes	1851 - 2340	Every 10 minutes		
0816 - 1855	Every 7-8 minutes (8 buses per hour)	2341 - 2400	Every 15 minutes		
1856 - 2355	Every 10 minutes				
2356 - 0015	Every 15 minutes				
Last departure no earlier than 0010.		Last departure no earlier than 2355.			
Pinchpoints					
Trafalgar Square, Charing Cross Station	0710 - 0810	8 minutes	Victoria Coach Station, Buckingham Palace Road	0700 - 0900	8 minutes
	0811 - 0900	6 minutes		1505 - 1635	8 minutes
	1505 - 1635	8 minutes			

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Fulham Broadway Station and Liverpool Street Station, Bus Station		Liverpool Street Station, Bus Station and Fulham Broadway Station			
First departure no later than 0510.		First departure no later than 0515.			
0505 - 0710	Every 15 minutes	0510 - 0700	Every 15 minutes		
0711 - 0810	Every 12 minutes	0701 - 0800	Every 12 minutes		
0811 - 0850	Every 10 minutes	0801 - 0820	Every 10 minutes		
0851 - 1805	Every 7-8 minutes (8 buses per hour)	0821 - 1750	Every 7-8 minutes (8 buses per hour)		
1806 - 2355	Every 10 minutes	1751 - 2340	Every 10 minutes		
2356 - 0015	Every 15 minutes	2341 - 2400	Every 15 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 2355.			
Pinchpoints					
Trafalgar Square, Charing Cross Station	0925 - 1110	8 minutes	Victoria Coach Station, Buckingham Palace Road	0845 - 1100	8 minutes

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

Fulham Broadway Station and Liverpool Street Station, Bus Station		Liverpool Street Station, Bus Station and Fulham Broadway Station			
First departure no later than 0510.		First departure no later than 0515.			
0505 - 0840	Every 15 minutes	0510 - 0830	Every 15 minutes		
0841 - 0905	Every 12 minutes	0831 - 0920	Every 12 minutes		
0906 - 2355	Every 10 minutes	0921 - 2340	Every 10 minutes		
2356 - 0015	Every 15 minutes	2341 - 2400	Every 15 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 2355.			
Pinchpoints					
Trafalgar Square, Charing Cross Station	0945 - 1135	10 minutes	Victoria Coach Station, Buckingham Palace Road	0945 - 1135	10 minutes

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

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.4) NIGHTLY

Ealing Broadway Station and Liverpool Street Station, Bus Station		Liverpool Street Station, Bus Station and Ealing Broadway Station	
First departure no later than 2345.		First departure no later than 0020.	
2340 - 0420	Every 30 minutes	0015 - 0455	Every 30 minutes
Last departure no earlier than 0415.		Last departure no earlier than 0450.	

Tenderers must identify the cost of the Nightly element of this service separately.

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 11 should interwork with Route No. N11 to form a seamless 24 hour service between Fulham Broadway Station and Liverpool Street Station, Bus Station.
- 4.2) Route No. 11 should interwork with Route No. 23 between Trafalgar Square, Charing Cross Road and Liverpool Street Station, Bus Station during Mondays to Fridays, Sundays and Saturday evening and be separated during Saturdays daytime.
- 4.3) Route No. N11 should be separated from Route No. N23 between Trafalgar Square, Charing Cross Road and Liverpool Street Station, Bus Station.
- 4.4) Route No. 11 should interwork with Route No. 211 between King's Road (at junction with Sydney Street) and Parliament Square (at junction with Parliament Street) during the Mondays to Fridays AM peak and be separated during all other periods.
- 4.5) Route Nos. 11 & N11 can suffer from unpredictable traffic delays along Kings Road and especially within Central London (Sloane Square, Trafalgar Square and City of London areas).
- 4.6) Route Nos. 11 & N11 can suffer from major disruption in the Fulham Broadway area during home matches of Chelsea Football Club.
- 4.7) Route Nos. 11 & N11 can suffer from disruption in the Sloane Square area during the week of the Chelsea Flower Show.

4) OPERATIONAL CONSIDERATIONS - continued

- 4.8) As part of the Victoria Station upgrade works, Allington Street is closed. From 3rd May 2011, Route Nos. 11 & N11 have been diverted from Buckingham Palace Road via Grosvenor Gardens and Lower Grosvenor Place to Bressenden Place towards Liverpool Street Station, Bus Station. From 27th May 2017, Route Nos. 11 & N11 will operate via their normal line of routing from Buckingham Palace Road via Terminus Place, Wilton Road and Allington Street to Bressenden Place towards Liverpool Street Station, Bus Station. The Victoria Station Upgrade (VSU) project is a scheme to enhance station capacity and relieve congestion.
- 4.9) Route No. 11 stands at Fulham Broadway stand between 0700 and 2000 on Mondays to Saturdays except bank holidays and at West Brompton, Empress State Building stand at all other times. This is because of concerns from residents and local businesses at Fulham Broadway.
- 4.10) The redevelopment of Earls Court will require the relocation of the bus stand at Empress State Building to within the new development site during the lifetime of this contract. This has to be agreed by Transport for London. No proposals have been forthcoming from the developer so far. The successful Tenderer will be kept up to date on progress.
- 4.11) The proposed night tube project may impact on the night bus network. A review is currently being undertaken and the successful Tenderer will be kept up to date about the potential implications of the night tube project on this route.**
- 4.12) Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. Major construction of the railway began in 2010, with services expected to commence in 2018. The construction impacts of Crossrail could affect Route Nos. 11 & N11 and it is anticipated that some passenger demand for Route Nos. 11 & N11 may shift to this line when it opens. Route Nos. 11 & N11 will be reviewed closer to the opening date.
- 4.13) Two continuous largely segregated cycle routes through central London are proposed. The East West Cycle Superhighway between Tower Hill and Acton and the North-South Cycle Superhighway between Elephant & Castle and Farringdon station. North of Farringdon station, the North-South route is planned to connect to a new Quietway back-street cycle route to King's Cross. This would provide cyclists with a route through central London on low-traffic streets.

**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 11: Fulham Broadway - Liverpool Street Station

Date of Structural Change: 31 October 2015.

Date of Service Change: 31 October 2015.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Liverpool Street Station: Harwood Road, New Kings Road, King's Road, Sloane Square, Lower Sloane Street, Pimlico Road, Buckingham Palace Road, Grosvenor Gardens, Lower Grosvenor Place, Bressenden Place, Victoria Street, Broad Sanctuary, Parliament Square, Parliament Street, Whitehall, Charing Cross, Trafalgar Square (South Side), Strand, Aldwych, Strand, Fleet Street, Ludgate Circus, Ludgate Hill, St Paul's Churchyard, Cannon Street, Queen Victoria Street, Mansion House Street, Threadneedle Street, Old Broad Street, Sun Street Passage.

Towards Fulham Broadway: Sun Street Passage, Old Broad Street, Threadneedle Street, Mansion House Street, Queen Victoria Street, Cannon Street, St Paul's Churchyard, Ludgate Hill, Ludgate Circus, Fleet Street, Strand, Charing Cross, Whitehall, Parliament Street, Parliament Square, Broad Sanctuary, Victoria Street, Buckingham Palace Road, Pimlico Road, Lower Sloane Street, Sloane Square, King's Road, New Kings Road, Harwood 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.

WEST BROMPTON, EMPRESS STATE BUILDING

Private stand for four buses in two marked bays on east side of forecourt of Empress State Building.

Buses proceed from Harwood Road via Fulham Broadway, Fulham Road, North End Road, Lillie Road and Empress State Building Forecourt to stand, departing via Empress State Building Forecourt, Lillie Road, North End Road, Fulham Road and Fulham Broadway to Harwood Road. Set down in Harwood Road, at Stop H (3649 - Fulham Town Hall, Last Stop on LOR: 3649 - Fulham Town Hall) and pick up in Harwood Road, at Stop R (1456 - Fulham Town Hall, First Stop on LOR: 1456 - Fulham Town Hall).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 3 buses on Route 11 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:	Fulham Broadway.
OTHER INFORMATION:	LBSL toilet facilities available 24 hours a day.

FULHAM BROADWAY, VANSTON PLACE

Public stand for three buses on the offside of Vanston Place, opposite The Samuel Lewis Partnership buildings commencing 30 metres from the junction of Fulham Road and extending 30 metres north.

Buses proceed from Harwood Road via Fulham Broadway, Jerdan Place and Vanston Place to stand, departing via Vanston Place and Fulham Broadway to Harwood Road. Set down in Harwood Road, at Stop H (3649 - Fulham Town Hall, Last Stop on LOR: 3649 - Fulham Town Hall) and pick up in Harwood Road, at Stop R (1456 - Fulham Town Hall, First Stop on LOR: 1456 - Fulham Town Hall).

AVAILABILITY:	Available from 07:00 until 20:00 only. Buses on Route 11 must not use this stand outside these times.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 11 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:	Fulham Broadway.
OTHER INFORMATION:	THIS STAND CAN BE USED MONDAY-SATURDAY (EXCEPT BANK HOLIDAYS) AT THE ABOVE TIMES ONLY. AT ALL OTHER TIMES, BUSES MUST USE THE STAND AT WEST BROMPTON, EMPRESS STATE BUILDING.No toilet facilities available at present.

CHELSEA, KINGS ROAD (from LIVERPOOL STREET STATION)

Public stand for two buses on south side of Kings Road, commencing outside No.421 and extending 20 metres east.

Buses proceed from King's Road direct to stand, departing via King's Road, Hobury Street, Lamont Road and Shalcomb Street to King's Road. Set down in King's Road Stand, at stop QZ (29615 - Chelsea Worlds End, Last Stop on LOR: 1446 - Beaufort Street) and pick up in King's Road, at stop QH (11296 - Hobury Street / Worlds End, First Stop on LOR: 11296 - Hobury Street / Worlds End).

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: Chelsea, World's End.

SLOANE SQUARE, LOWER SLOANE ST. (from LIVERPOOL STREET STATION)

Buses proceed from Lower Sloane Street via Sloane Square departing to Lower Sloane Street. Set down in Lower Sloane Street, at Stop K (893 - Sloane Square Station <>, Last Stop on LOR: 893 - Sloane Square Station <>) and pick up in Lower Sloane Street, at Stop M (R0098 - Sloane Square Station<>/ Lower Sloane St, First Stop on LOR: R0098 - Sloane Square Station<>/ Lower Sloane St).

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

VICTORIA COACH STATION

From Fulham Broadway.

Buses proceed from Buckingham Palace Road via Elizabeth Street, Elizabeth Bridge, Bulleid Way and Eccleston Bridge departing to Buckingham Palace Road. Set down in Buckingham Palace Road, at Stop W (7820 - Victoria Coach Station, Last Stop on LOR: 7820 - Victoria Coach Station) and pick up in Buckingham Palace Road, at Stop V (7819 - Victoria Coach Station, First Stop on LOR: 7819 - Victoria Coach Station).

From Liverpool Street Station.

Buses proceed from Buckingham Palace Road via Semley Place, Ebury Street and Elizabeth Street departing to Buckingham Palace Road. Set down in Buckingham Palace Road, at Stop V (7819 - Victoria Coach Station, Last Stop on LOR: 7819 - Victoria Coach Station) and pick up in Buckingham Palace Road, at Stop T (35312 - Eccleston Bridge, First Stop on LOR: 35312 - Eccleston Bridge).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Victoria, Coach Station.

VICTORIA, VAUXHALL BRIDGE ROAD

Public stand for five buses on west side of Vauxhall Bridge Road commencing at the steps to the rear entrance of Parnell House.

From Fulham Broadway.

Buses proceed from Terminus Place via Wilton Road and Vauxhall Bridge Road to stand, departing via Vauxhall Bridge Road, Neathouse Place and Wilton Road to Victoria Street. Set down in Terminus Place, at Stop E (35314 - Victoria Station <>#, Last Stop on LOR: 35312 - Eccleston Bridge) and pick up in Victoria Street, at Stop G (37303 - Victoria Station <>#, First Stop on LOR: 37303 - Victoria Station <>#).

From Liverpool Street Station.

Buses proceed from Victoria Street via Buckingham Palace Road, Terminus Place, Wilton Road and Vauxhall Bridge Road to stand, departing via Vauxhall Bridge Road, Neathouse Place, Wilton Road, Victoria Street and Buckingham Palace Road to Terminus Place. Set down in Victoria Street, at Stop G (37303 - Victoria Station <>#, Last Stop on LOR: 37303 - Victoria Station <>#) and pick up in Terminus Place, at Stop E (35314 - Victoria Station <>#, First Stop on LOR: BP4407 - Bressenden Place / Victoria Station <>#).

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

WESTMINSTER, GREAT SMITH STREET (from Fulham Broadway)

Buses proceed from Victoria Street via Broad Sanctuary, Parliament Square (West And North And East And South Sides) and Broad Sanctuary departing to Victoria Street. Set down in Victoria Street, at Stop R (20179 - Westminster Abbey, Last Stop on LOR: 20179 - Westminster Abbey) and pick up in Victoria Street, at Stop V (128 - Great Smith Street / Westminster Abbey, First Stop on LOR: 128 - Great Smith Street / Westminster Abbey).

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

TRAFALGAR SQUARE (from Fulham Broadway)

Buses proceed from Whitehall via Charing Cross, Trafalgar Square (South Side) and Charing Cross departing to Whitehall. Set down in Whitehall, at Alighting Point (7867 - Horse Guards Parade, Last Stop on LOR: 7867 - Horse Guards Parade) and pick up in Whitehall, Stop N (152 - Whitehall / Trafalgar Square, First Stop on LOR: 152 - Whitehall / Trafalgar Square).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Whitehall, Horse Guards.

ALDWYCH, EAST ARM (from Fulham Broadway)

Public offside stand for 6 buses on south side of Aldwych (east arm) commencing 10 metres west of Melbourne Place and extending 67 metres west. Overflow public stand for 3 buses on south side of Strand commencing 10 metres east of Surrey Street and extending 36 metres east.

Buses proceed from Aldwych direct to stand, departing via Aldwych to Strand. Set down in Aldwych, at Stop D (14628 - Aldwych, Last Stop on LOR: 14628 - Aldwych) and pick up in Strand, at Stop R (34323 - Aldwych / Somerset House, First Stop on LOR: 34323 - Aldwych / Somerset House).

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: Aldwych.

LUDGATE CIRCUS (from Fulham Broadway)

Buses proceed from Fleet Street via Ludgate Circus, New Bridge Street, Blackfriars Bridge, Turn Through Central Island, Blackfriars Bridge, New Bridge Street and Ludgate Circus departing to Fleet Street. Set down in Fleet Street, E (969 - Ludgate Circus, Last Stop on LOR: 969 - Ludgate Circus) and pick up in Fleet Street, H (202 - Shoe Lane, First Stop on LOR: 202 - Shoe Lane).

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

MANSION HOUSE STATION (from Fulham Broadway)

Buses proceed from St Paul's Churchyard via Cannon Street, New Change, Cheapside, Newgate Street, King Edward Street, Angel Street, St Martin's Le Grand, Cheapside and New Change departing to Cannon Street. Set down in St Paul's Churchyard, at stop SK (8601 - St Paul's Cathedral, Last Stop on LOR: 8601 - St Paul's Cathedral) and pick up in Cannon Street, at stop SH (1152 - St Paul's Churchyard, First Stop on LOR: 1152 - St Paul's Churchyard).

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

LIVERPOOL STREET BUS STATION

Private stand for 10 buses in Liverpool Street Bus Station in Sun Street Passage.
Five buses to stand in the enclosed section and five buses to stand in Sun Street Passage.
The 3 bus stand on the south side of Sun Street Passage must only be used by routes 11/N11.

Buses proceed from Sun Street Passage via Liverpool Street Bus Station to stand, departing via Liverpool Street Bus Station to Sun Street Passage. Set down in Sun Street Passage (OC509 - Liverpool Street Station, Last Stop on LOR: OC509 - Liverpool Street Station) and pick up in Sun Street Passage, at Stop C (R0815 - Liverpool Street Station <>#, First Stop on LOR: R0815 - Liverpool Street Station <>#).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 3 buses on Route 11 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:	Liverpool Street.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE N11: Ealing Broadway - Liverpool Street Station

Date of Structural Change: 31 October 2015.

Date of Service Change: 31 October 2015.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Liverpool Street Station: The Broadway, New Broadway, Uxbridge Road, Northfield Avenue, Little Ealing Lane, Pope's Lane, Gunnersbury Lane, Acton High Street, Acton Lane, Salisbury Street, Winchester Street, Acton Lane, Southfield Road, The Avenue, Turnham Green Terrace, Chiswick High Road, King Street, Studland Street, Glenthorne Road, Beadon Road, Hammersmith Broadway, Hammersmith Bus Station Northern Entrance Ramp, Hammersmith Bus Station High Level, Fulham Palace Road, Lillie Road, Munster Road, Dawes Road, North End Road, Fulham Road, Fulham Broadway, Harwood Road, New Kings Road, King's Road, Sloane Square, Lower Sloane Street, Pimlico Road, Buckingham Palace Road, Grosvenor Gardens, Lower Grosvenor Place, Bressenden Place, Victoria Street, Broad Sanctuary, Parliament Square, Parliament Street, Whitehall, Charing Cross, Trafalgar Square (South Side), Strand, Aldwych, Strand, Fleet Street, Ludgate Circus, Ludgate Hill, St Paul's Churchyard, Cannon Street, Queen Victoria Street, Mansion House Street, Threadneedle Street, Old Broad Street, Sun Street Passage.

Towards Ealing Broadway: Sun Street Passage, Old Broad Street, Threadneedle Street, Mansion House Street, Queen Victoria Street, Cannon Street, St Paul's Churchyard, Ludgate Hill, Ludgate Circus, Fleet Street, Strand, Charing Cross, Whitehall, Parliament Street, Parliament Square, Broad Sanctuary, Victoria Street, Buckingham Palace Road, Pimlico Road, Lower Sloane Street, Sloane Square, King's Road, New Kings Road, Harwood Road, Fulham Broadway, Fulham Road, North End Road, Dawes Road, Munster Road, Lillie Road, Fulham Palace Road, Hammersmith Bus Station High Level, Talgarth Road, Queen Caroline Street, King Street, Chiswick High Road, Turnham Green Terrace, The Avenue, Southfield Road, Acton Lane, Winchester Street, Acton High Street, Gunnersbury Lane, Pope's Lane, Little Ealing Lane, Northfield Avenue, Uxbridge Road, New Broadway, Spring Bridge Road, Haven Green (West Side), Haven Green (North Side), Haven Green (East Side).

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

EALING BROADWAY, HAVEN GREEN, STAND B

Private offside stand for 3 buses in lay-by on east side of Haven Green opposite No.36 The Parade.

Buses proceed from Haven Green (East Side) direct to stand, departing via Haven Green (East Side) to The Broadway. Set down in Haven Green (east Side), at Stop X1 (BP996 - Ealing Broadway Station <> #, Last Stop on LOR: BP996 - Ealing Broadway Station <> #) and pick up in The Broadway, at Stop F (19280 - Ealing Broadway Station <> #, First Stop on LOR: 19280 - Ealing Broadway Station <> #).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route N11 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:	Ealing Broadway.
OTHER INFORMATION:	No toilet facilities available.

NORTHFIELDS STATION (from LIVERPOOL STREET STATION)

Buses proceed from Northfield Avenue via Northfields Depot Access Road departing to Northfield Avenue. Set down in Northfield Avenue, at Stop F (15357 - Julien Road, Last Stop on LOR: 15357 - Julien Road) and pick up in Northfield Avenue, at Stop C (15356 - Julien Road, First Stop on LOR: 15356 - Julien Road).

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

ACTON, HORN LANE, EAST SIDE (from LIVERPOOL STREET STATION)

Public stand for three buses on the offside of Horn Lane, east side, commencing in line with the entrance to Oakham House, and extending 35 metres south.

Additional overflow stand for one bus available on west side of Horn Lane forward of bus stop R0461.

Buses proceed from Acton High Street via Market Place and Horn Lane to stand, departing via Horn Lane and Steyne Road to Acton High Street. Set down in Acton High Street, at Stop E (17303 - Acton Market Place, Last Stop on LOR: 17303 - Acton Market Place) and pick up in Acton High Street, at Stop D (R0742 - King Street, First Stop on LOR: R0742 - King Street).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Acton, High Street.

HAMMERSMITH BUS STATION, UPPER LEVEL

From Ealing Broadway.

Buses proceed from Hammersmith Bus Station High Level departing to Hammersmith Bus Station High Level. Set down in Hammersmith Bus Station High Level, at Stop Z1 (R0874 - Hammersmith Bus Station, Last Stop on LOR: 29966 - Hammersmith Stn / H'smith & City Line<->) and pick up in Hammersmith Bus Station High Level, at Stop B (R0876 - Hammersmith Bus Station, First Stop on LOR: R0876 - Hammersmith Bus Station).

From Liverpool Street Station.

Buses proceed from Hammersmith Bus Station High Level departing to Hammersmith Bus Station High Level. Set down in Hammersmith Bus Station High Level, at Stop E (R0879 - Hammersmith Bus Station, Last Stop on LOR: 33001 - Hammersmith Broadway) and pick up in Hammersmith Bus Station High Level, at Stop C (R0877 - Hammersmith Bus Station, First Stop on LOR: R0877 - Hammersmith Bus Station).

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

CHELSEA, BEAUFORT STREET (from LIVERPOOL STREET STATION)

Public stand for two buses on south side of Kings Road, commencing outside No.421 and extending 20 metres east.

Buses proceed from King's Road direct to stand, departing via King's Road, Hobury Street, Lamont Road and Shalcomb Street to King's Road. Set down in King's Road, at Stop QN (1446 - Beaufort Street, Last Stop on LOR: 1446 - Beaufort Street) and pick up in King's Road, at Stop QH (11296 - Hobury Street / Worlds End, First Stop on LOR: 11296 - Hobury Street / Worlds End).

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: Chelsea, World's End.

TRAFALGAR SQUARE (from Ealing Broadway)

Buses proceed from Whitehall via Charing Cross, Trafalgar Square (South Side) and Charing Cross departing to Whitehall. Set down in Whitehall, at Alighting Point (7867 - Horse Guards Parade, Last Stop on LOR: 7867 - Horse Guards Parade) and pick up in Whitehall, at Stop N (152 - Whitehall / Trafalgar Square, First Stop on LOR: 152 - Whitehall / Trafalgar Square).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Whitehall, Horse Guards.

ALDWYCH, EAST ARM (from Ealing Broadway)

Public offside stand for 6 buses on south side of Aldwych (east arm) commencing 10 metres west of Melbourne Place and extending 67 metres west. Overflow public stand for 3 buses on south side of Strand commencing 10 metres east of Surrey Street and extending 36 metres east.

Buses proceed from Aldwych direct to stand, departing via Aldwych to Strand. Set down in Aldwych, at Stop D (14628 - Aldwych, Last Stop on LOR: 14628 - Aldwych) and pick up in Strand, at Stop R (34323 - Aldwych / Somerset House, First Stop on LOR: 34323 - Aldwych / Somerset House).

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: Aldwych.

LUDGATE CIRCUS (from Ealing Broadway)

Buses proceed from Fleet Street via Ludgate Circus, New Bridge Street, Blackfriars Bridge, Turn Through Central Island, Blackfriars Bridge, New Bridge Street and Ludgate Circus departing to Fleet Street. Set down in Fleet Street, E (969 - Ludgate Circus, Last Stop on LOR: 969 - Ludgate Circus) and pick up in Fleet Street, H (202 - Shoe Lane, First Stop on LOR: 202 - Shoe Lane).

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

LIVERPOOL STREET BUS STATION

Private stand for 10 buses in Liverpool Street Bus Station in Sun Street Passage. Five buses to stand in the enclosed section and five buses to stand in Sun Street Passage. The 3 bus stand on the south side of Sun Street Passage must only be used by routes 11/N11.

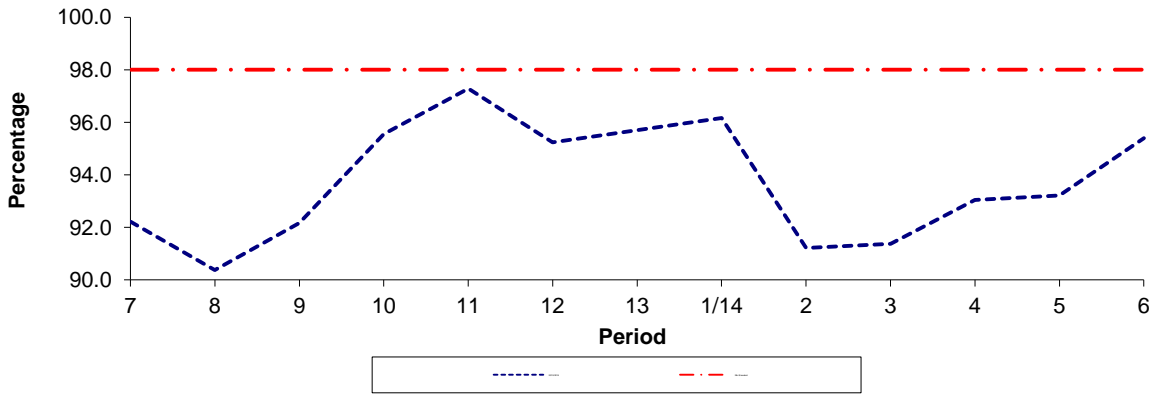
Buses proceed from Sun Street Passage via Liverpool Street Bus Station to stand, departing via Liverpool Street Bus Station to Sun Street Passage. Set down in Sun Street Passage, at Alighting Point (OC509 - Liverpool Street Station, Last Stop on LOR: OC509 - Liverpool Street Station) and pick up in Sun Street Passage, at Stop C (R0815 - Liverpool Street Station <>#, First Stop on LOR: R0815 - Liverpool Street Station <>#).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route N11 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: Liverpool Street.
OTHER INFORMATION: LBSL toilet facilities available 24 hours a day.

PART B - PERFORMANCE STATISTICS

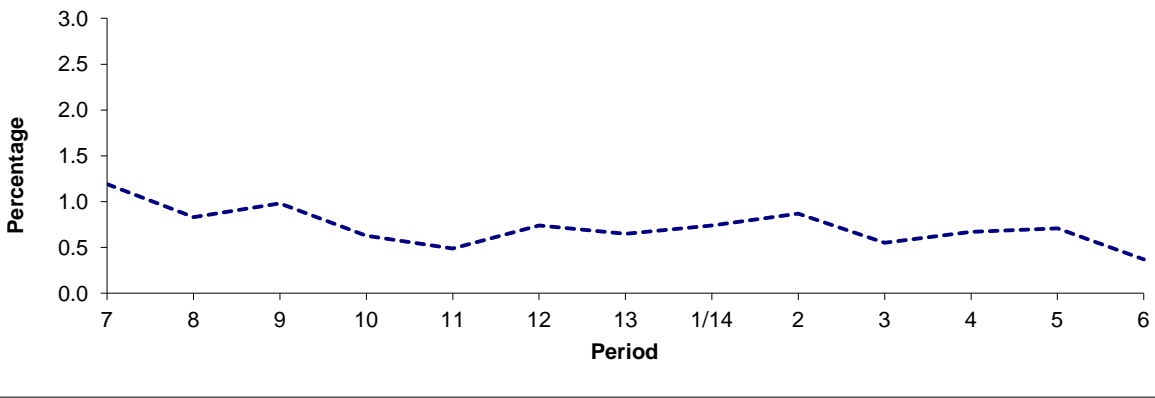
Route 11

Mileage Operated



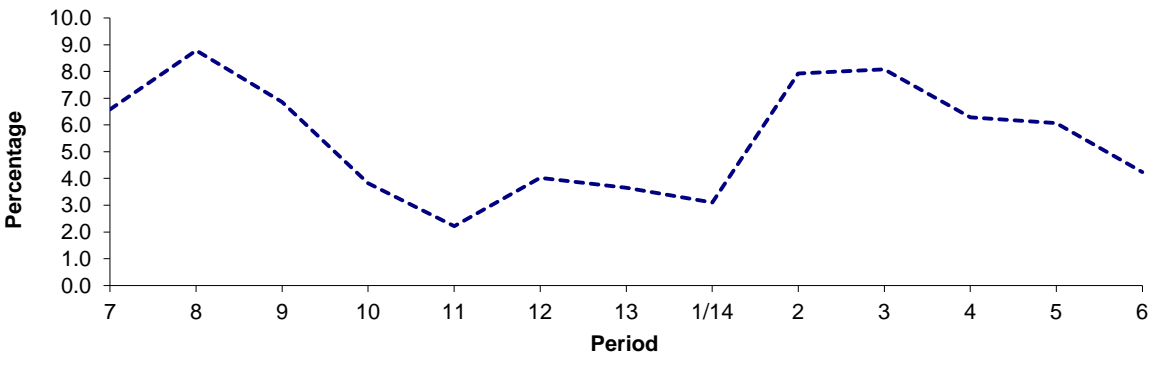
Period	7	8	9	10	11	12	13	1/14	2	3	4	5	6
2013/2014	92.22	90.38	92.16	95.55	97.29	95.24	95.70	96.16	91.21	91.37	93.04	93.22	95.39
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	7	8	9	10	11	12	13	1/14	2	3	4	5	6
2013/2014	1.19	0.83	0.98	0.63	0.49	0.74	0.65	0.74	0.87	0.55	0.67	0.71	0.37

Non Deductible Mileage

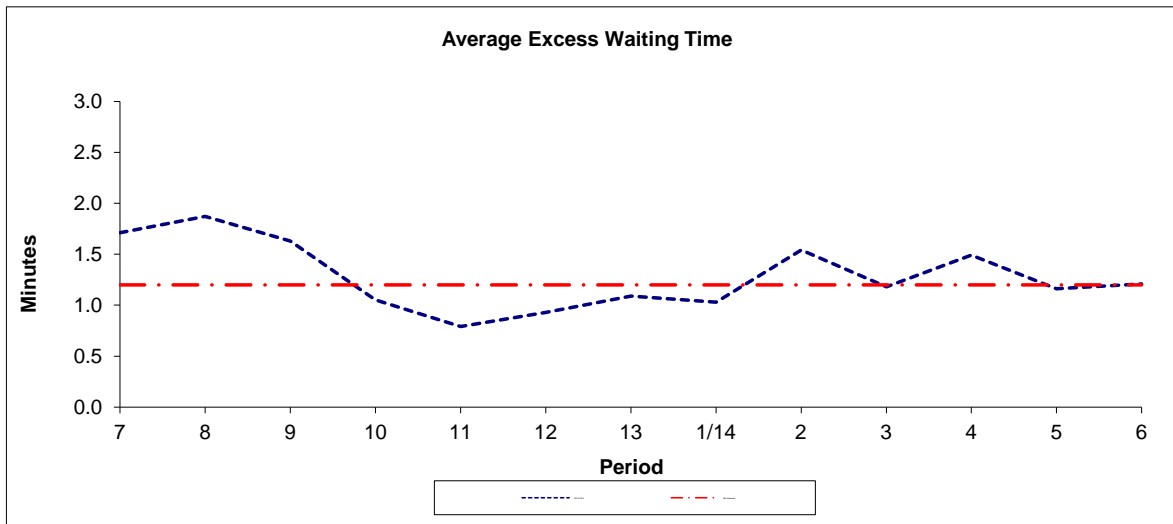


Period	7	8	9	10	11	12	13	1/14	2	3	4	5	6
2013/2014	6.59	8.79	6.86	3.82	2.22	4.02	3.65	3.10	7.92	8.08	6.29	6.07	4.24

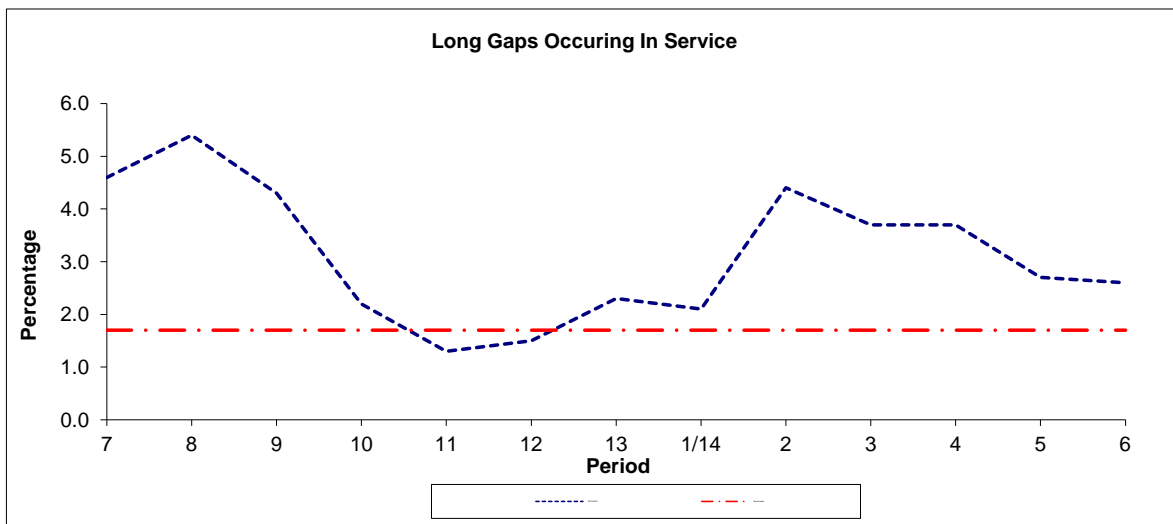
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 11



Period	7	8	9	10	11	12	13	1/14	2	3	4	5	6
2013-2014	1.71	1.87	1.63	1.05	0.79	0.93	1.09	1.03	1.54	1.18	1.49	1.16	1.21
Min Standard	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20



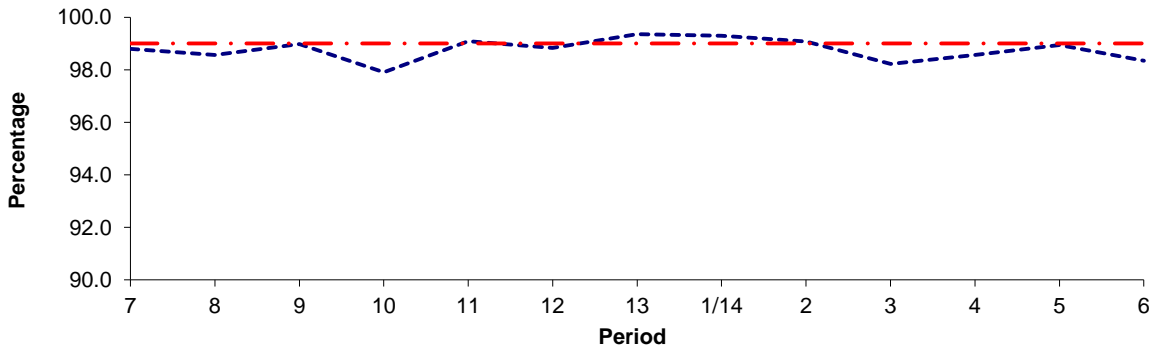
Period	7	8	9	10	11	12	13	1/14	2	3	4	5	6
2013-2014	4.6	5.4	4.3	2.2	1.3	1.5	2.3	2.1	4.4	3.7	3.7	2.7	2.6
Benchmark	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7

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

PART B - PERFORMANCE STATISTICS

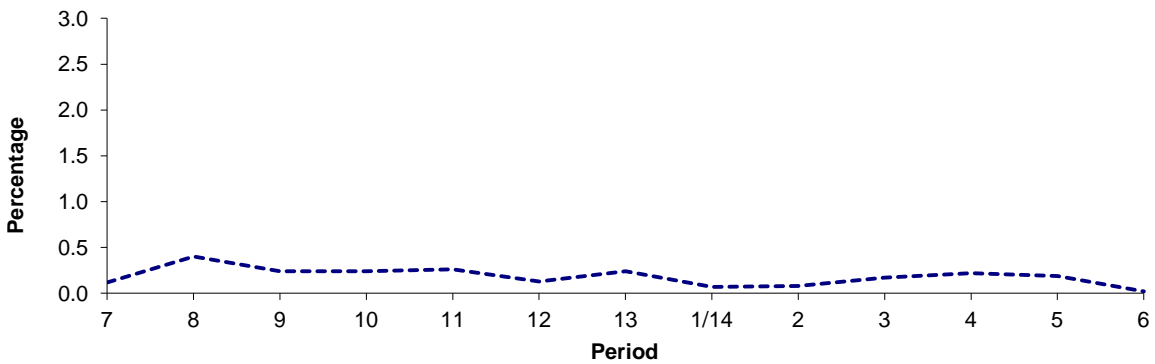
Route N11

Mileage Operated



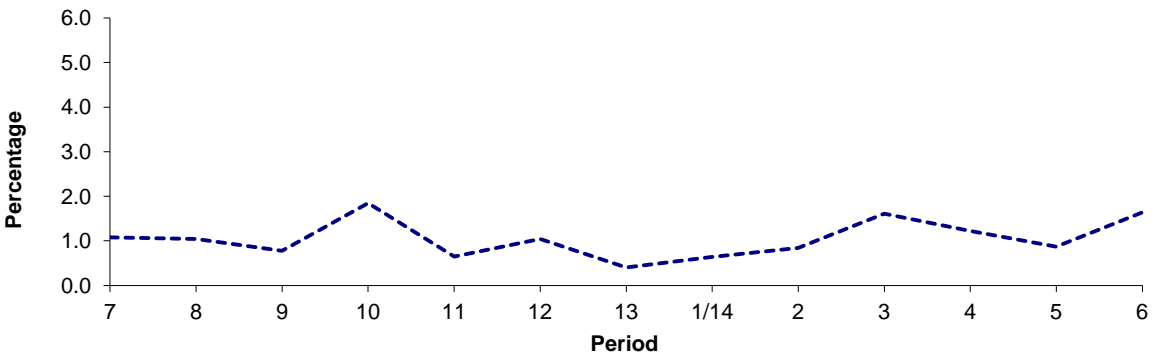
Period	7	8	9	10	11	12	13	1/14	2	3	4	5	6
2013/2014	98.80	98.56	98.98	97.91	99.09	98.83	99.36	99.29	99.08	98.22	98.56	98.94	98.34
Min Standard	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00

Deductible Mileage



Period	7	8	9	10	11	12	13	1/14	2	3	4	5	6
2013/2014	0.12	0.40	0.24	0.24	0.26	0.13	0.24	0.07	0.08	0.17	0.22	0.19	0.02

Non Deductible Mileage

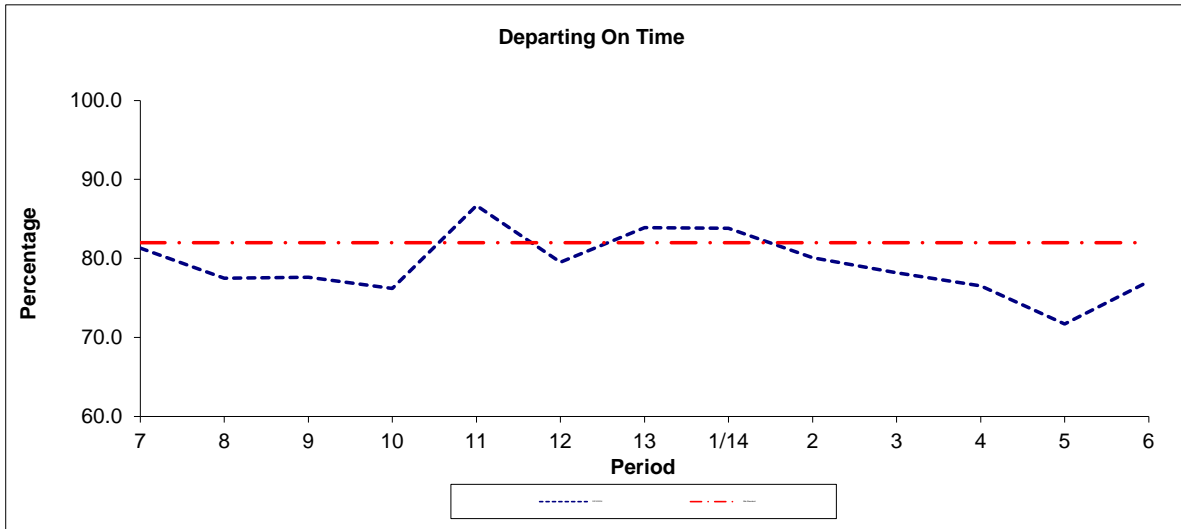


Period	7	8	9	10	11	12	13	1/14	2	3	4	5	6
2013/2014	1.08	1.04	0.78	1.85	0.65	1.04	0.40	0.64	0.84	1.61	1.22	0.87	1.64

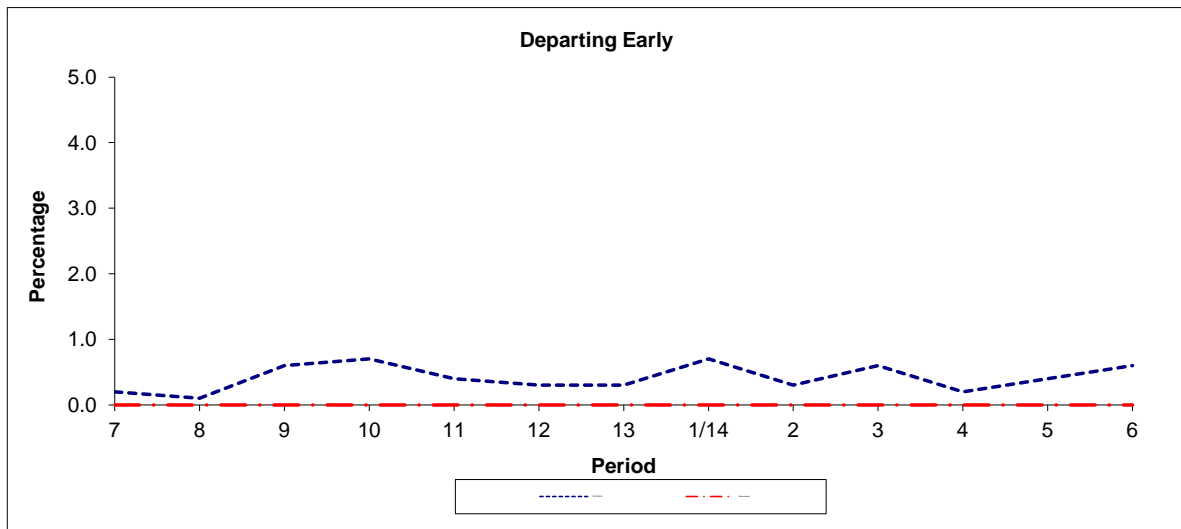
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route N11



Period	7	8	9	10	11	12	13	1/14	2	3	4	5	6
2013/2014	81.3	77.5	77.6	76.2	86.7	79.5	83.9	83.8	80.1	78.2	76.5	71.7	77.1
Min Standard	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0



Period	7	8	9	10	11	12	13	1/14	2	3	4	5	6
2013/2014	0.2	0.1	0.6	0.7	0.4	0.3	0.3	0.7	0.3	0.6	0.2	0.4	0.6
Benchmark	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

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

ROUTE 11 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 3 13/14 TO QUARTER 2 14/15 (14/09/13 - 12/09/14)

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	35,365.	96.5	5.18	0.70	5.88	87.5	12.1	0.4	0.0	0.5	69
0700 - 1000	89,304.	95.2	3.70	1.08	4.78	90.1	9.2	0.6	0.1	2.5	46
1000 - 1300	84,207.	91.1	3.79	1.56	5.35	85.5	12.8	1.4	0.4	4.7	57
1300 - 1600	84,673.	91.9	3.77	1.62	5.39	85.9	12.6	1.3	0.2	4.4	70
1600 - 1900	86,192.	95.3	3.78	1.21	5.00	89.1	9.8	0.9	0.2	3.2	63
1900 - 2200	71,143.	99.6	4.52	1.08	5.60	85.2	13.5	1.1	0.2	2.1	68
2200 - 2400	44,401.	98.9	4.94	1.02	5.96	82.9	15.8	1.1	0.2	1.4	64
Summary	495,285.	95.0	3.94	1.28	5.23	87.3	11.5	1.0	0.2	3.3	70

SATURDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	4,664.	99.3	7.56	0.32	7.88	68.5	30.3	1.1	0.1	0.2	36
0700 - 1000	13,393.	96.2	5.10	1.05	6.15	81.9	16.9	1.1	0.1	1.2	48
1000 - 1300	16,984.	94.2	3.87	1.52	5.39	85.7	12.4	1.5	0.5	4.4	70
1300 - 1600	16,637.	94.6	3.80	1.75	5.55	85.4	12.4	1.7	0.5	5.1	58
1600 - 1900	16,799.	96.3	3.88	1.50	5.38	85.6	12.5	1.5	0.4	4.4	77
1900 - 2200	13,866.	99.3	4.89	1.32	6.21	81.0	16.9	1.7	0.4	2.3	71
2200 - 2400	9,370.	98.1	4.99	0.97	5.97	82.4	16.5	1.0	0.1	1.1	37
Summary	91,713.	96.4	4.28	1.44	5.71	84.0	14.2	1.5	0.4	3.7	77

SUNDAY AND BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	5,168.	100.3	7.50	0.39	7.90	69.3	29.3	1.2	0.1	0.3	46
0700 - 1000	10,763.	99.6	6.50	0.74	7.24	73.5	24.7	1.6	0.2	0.5	47
1000 - 1300	13,858.	98.0	4.99	1.13	6.12	81.7	15.9	1.6	0.8	2.3	79
1300 - 1600	14,095.	96.4	4.97	1.56	6.53	79.3	17.9	2.1	0.7	2.8	95
1600 - 1900	14,516.	97.6	4.96	1.31	6.27	80.7	17.2	1.8	0.3	2.2	52
1900 - 2200	15,452.	100.8	4.86	1.10	5.96	83.3	15.4	1.1	0.2	1.5	74
2200 - 2400	9,905.	101.7	5.01	0.56	5.57	87.0	12.3	0.6	0.2	0.7	52
Summary	83,757.	99.0	5.15	1.18	6.33	80.5	17.4	1.6	0.4	2.0	95

ALL DAYS

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	45,197.	97.2	5.58	0.64	6.22	84.3	15.1	0.5	0.1	0.5	69
0700 - 1000	113,460.	95.7	3.95	1.06	5.01	88.6	10.6	0.7	0.1	2.3	48
1000 - 1300	115,049.	92.4	3.94	1.50	5.44	85.1	13.0	1.4	0.4	4.4	79
1300 - 1600	115,405.	92.9	3.90	1.63	5.53	85.2	13.1	1.5	0.3	4.3	95
1600 - 1900	117,507.	95.8	3.91	1.25	5.16	87.9	10.8	1.1	0.2	3.2	77
1900 - 2200	100,461.	99.7	4.60	1.11	5.71	84.4	14.1	1.2	0.2	2.1	74
2200 - 2400	63,676.	99.2	4.96	0.95	5.91	83.4	15.4	1.0	0.2	1.3	64
Summary	670,755.	95.7	4.10	1.29	5.39	86.3	12.4	1.1	0.2	3.2	95

**ROUTE N11 - FULL iBUS RESULTS BY TIME OF DAY
 QUARTER 3 13/14 TO QUARTER 2 14/15 (14/09/13 - 12/09/14)**

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	52,990.	99.0	98.1	82.0	1.7	0.2	16.0
Summary	52,990.	99.0	98.1	82.0	1.7	0.2	16.0

SATURDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	11,037.	98.6	97.9	80.5	1.9	0.6	17.1
Summary	11,037.	98.6	97.9	80.5	1.9	0.6	17.1

SUNDAY AND BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	11,684.	97.3	95.4	71.7	4.2	0.7	23.4
Summary	11,684.	97.3	95.4	71.7	4.2	0.7	23.4

ALL DAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	75,711.	98.7	97.7	79.2	2.3	0.4	18.0
Summary	75,711.	98.7	97.7	79.2	2.3	0.4	18.0

Transport for London - QSI Points and Live Mileage List

Route 11

Service change 30401

Date 07/06/2012

Reason for Issue

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
FULHBY	1456	Fulham Town Hall		
	1462	Tyrawley Road	251	0.16
	11263	Rumbold Road	322	0.20
	1808	Worlds End Health Centre	383	0.24
	37444	Edith Grove / Worlds End	205	0.13
	11296	Hobury Street / Worlds End	238	0.15
CHELBF	1448	Beaufort Street	298	0.19
	35905	Old Church Street	223	0.14
	11294	Carlyle Square	223	0.14
	1573	Chelsea Old Town Hall	286	0.18
	1824	Markham Street	198	0.12
	11291	Duke Of York Square	350	0.22
	20968	Cadogan Gardens / Sloane Square	209	0.13
SLSQLS	R0098	Sloane Square Station/ Lower Sloane St	351	0.22
	9418	Chelsea Bridge Road	318	0.20
	35311	Ebury Bridge Road	310	0.19
VCCSBP	7820	Victoria Coach Station	270	0.17
	35312	Eccleston Bridge	176	0.11
VCSNBP	BP5458	Victoria Station / Grosvenor Gardens	360	0.22
	14973	Westminster Cathedral	850	0.53
	20434	Westminster City Hall	241	0.15
	7863	New Scotland Yard	147	0.09
	20179	Westminster Abbey	293	0.18
WMINPS	996	Westminster Station / Parliament Square	520	0.32
	7867	Horse Guards Parade	250	0.16
TFSQCC	BP3506	Trafalgar Square / Charing Cross Stn	572	0.36
	7853	Southampton Street / Covent Garden	369	0.23
AWCHWA	14628	Aldwych	341	0.21
	1853	The Royal Courts Of Justice	380	0.24
	3177	Fetter Lane	389	0.24
	969	Ludgate Circus	238	0.15
LUDGCS	14501	Ludgate Hill / Old Bailey	240	0.15
	8601	St Paul's Cathedral	315	0.20
	8551	Mansion House Station	199	0.12
BANKSNQ	4770	Bank Station / Queen Victoria Street	233	0.14
	8606	Bank Station / Threadneedle Street	289	0.18
	37665	Great Winchester Street	359	0.22
LVSTBS	OC509	Liverpool Street Station	265	0.16
Total Route Mileage - Out Direction			11461	7.12
			metres	miles

TRANCHE 497

Mileage Update

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
LVSTBS	R0815	Liverpool Street Station		
	8589	Great Winchester Street	346	0.21
	8588	Threadneedle Street	131	0.08
BANKSNQ	8596	Bank Station / Queen Victoria Street	428	0.27
	1152	St Paul's Churchyard	425	0.26
	8602	St Paul's Cathedral	193	0.12
LUDGCS	8581	City Thameslink Stn / Ludgate Circus	289	0.18
	202	Shoe Lane	222	0.14
	8570	Fetter Lane	117	0.07
	3178	Chancery Lane	149	0.09
	20462	The Royal Courts Of Justice	245	0.15
AWCHSM	34323	Aldwych / Somerset House	226	0.14
	14627	Savoy Street	318	0.20
	7852	Bedford Street	229	0.14
TFSQCC	146	Trafalgar Square / Charing Cross Stn	273	0.17
	152	Whitehall / Trafalgar Square	240	0.15
	R0470	Horse Guards Parade	234	0.15
WMINPS	BP5568	Westminster Station / Parliament Square	210	0.13
	128	Great Smith Street / Westminster Abbey	662	0.41
	7864	New Scotland Yard	262	0.16
	20472	Westminster City Hall	212	0.13
	7861	Westminster Cathedral / Victoria Station	257	0.16
VCSNVS	37303	Victoria Station	205	0.13
	7817	Grosvenor Gardens / Victoria	138	0.09
VCCSBP	7819	Victoria Coach Station	451	0.28
	9395	Ebury Bridge Road	328	0.20
	9417	Royal Hospital Road	380	0.24
SLSQLS	893	Sloane Square Station	189	0.12
	36881	Duke Of York Square	346	0.21
	25136	Walpole Street	161	0.10
	11292	Markham Street	221	0.14
	11293	Chelsea Old Town Hall	226	0.14
	11295	Carlyle Square	312	0.19
CHELBF	1446	Beaufort Street	328	0.20
	11297	Edith Grove / Worlds End	408	0.25
	1809	Worlds End Health Centre	435	0.27
	11264	Rumbold Road	349	0.22
	1461	Tyrawley Road	332	0.21
FULHBY	3649	Fulham Town Hall	298	0.19
Total Route Mileage - Back Direction			10775	6.70
			metres	miles

Transport for London - QSI Points and Live Mileage List

Route N11

Service change 30399

Date 07/06/2012

Reason for Issue

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
EALBSN	19280	Ealing Broadway Station		
	18849	Ealing Town Hall	473	0.29
	BP1361	St Leonard's Road	334	0.21
	33864	Dane Road	289	0.18
	18464	Dean Gardens/Mattock Lane	338	0.21
	BP3542	Sherwood Close	320	0.20
	15353	Hessel Road	247	0.15
	R0458	Graham Avenue	289	0.18
NFLDSN	14093	Northfields Station	527	0.33
	15356	Julien Road	130	0.08
	15358	South Ealing Road	560	0.35
	15361	Lionel Road North	546	0.34
	14692	Knights Avenue	403	0.25
	17288	Gunnersbury Park	434	0.27
	15364	Gunnersbury Avenue	336	0.21
	33852	Acton Town Station	383	0.24
	15366	Hillcrest Road	272	0.17
	2037	Acton Fire Station	202	0.13
ACTNHS	R0742	King Street	361	0.22
	3043	Acton Old Town Hall	373	0.23
	20819	Petersfield Road	443	0.28
	15370	Wilkinson Way	288	0.18
	17350	St Peter's Church	247	0.15
	15372	Rugby Road	230	0.14
	15374	Blandford Road	287	0.18
	15375	Bedford Road	311	0.19
TURNNS	11761	Turnham Green Station	233	0.14
	20294	Chardin Road	218	0.14
	29149	Chiswick Lane	209	0.13
	1037	Stamford Brook Bus Garage	266	0.17
	29874	Goldhawk Road / Young's Corner	178	0.11
	6148	Ravenscourt Park	478	0.30
	6146	Ravenscourt Park Station	172	0.11
	6144	Dalling Road	133	0.08
	BP3195	Lamington Street	428	0.27
	20412	Iffley Road	136	0.08
	29966	Hammersmith Stn / H'smith & City Line	352	0.22
HAMMBU	R0877	Hammersmith Bus Station	293	0.18
	33000	Hammersmith Broadway	153	0.10
CHAXHP	8886	Charing Cross Hospital	491	0.31
	401	Greyhound Road	143	0.09
	4655	Bothwell Street	325	0.20
	11249	Munster Road / Fulham Cross	347	0.22
	11247	Hannell Road	148	0.09
	11245	Sherbrooke Road	387	0.24
	11243	Shorrols Road	229	0.14
	1459	North End Road	214	0.13
	9327	Fulham Broadway	243	0.15
FULHBY	1456	Fulham Town Hall	286	0.18
	1462	Tyrawley Road	251	0.16
	11263	Rumbold Road	322	0.20
	1808	Worlds End Health Centre	383	0.24
	37444	Edith Grove / Worlds End	205	0.13
	11296	Hobury Street / Worlds End	238	0.15
CHELBF	1448	Beaufort Street	298	0.19
	35905	Old Church Street	223	0.14
	11294	Carlyle Square	223	0.14
	1573	Chelsea Old Town Hall	286	0.18
	1824	Markham Street	198	0.12
	11291	Duke Of York Square	350	0.22
	20968	Cadogan Gardens / Sloane Square	209	0.13
SLSQLS	R0098	Sloane Square Station / Lower Sloane St	351	0.22
	9418	Chelsea Bridge Road	318	0.20
	35311	Ebury Bridge Road	310	0.19
VCCSBP	7820	Victoria Coach Station	270	0.17
	35312	Eccleston Bridge	176	0.11
VCSNBP	BP5458	Victoria Station / Grosvenor Gardens	360	0.22
	14973	Westminster Cathedral	850	0.53
	20434	Westminster City Hall	241	0.15
	7863	New Scotland Yard	147	0.09
	20179	Westminster Abbey	293	0.18
WMINPS	996	Westminster Station / Parliament Square	520	0.32
	7867	Horse Guards Parade	250	0.16
TFSQCC	BP3506	Trafalgar Square / Charing Cross Stn	572	0.36
	7853	Southampton Street / Covent Garden	369	0.23
AWCHWA	14628	Aldwych	341	0.21
	1853	The Royal Courts Of Justice	380	0.24
	3177	Fetter Lane	389	0.24
	969	Ludgate Circus	238	0.15
LUDGCS	14501	Ludgate Hill / Old Bailey	240	0.15
	8601	St Paul's Cathedral	315	0.20
	8551	Mansion House Station	199	0.12
BANKSNQ	4770	Bank Station / Queen Victoria Street	233	0.14
	8606	Bank Station / Threadneedle Street	289	0.18
	37665	Great Winchester Street	359	0.22
LVSTBS	OC509	Liverpool Street Station	265	0.16
Total Route Mileage - Out Direction			26146 metres	16.25 miles

TRANCHE 497

Mileage Update

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
LVSTBS	R0615	Liverpool Street Station		
	8589	Great Winchester Street	346	0.21
	8588	Threadneedle Street	131	0.08
BANKSNQ	8596	Bank Station / Queen Victoria Street	428	0.27
	1152	St Paul's Churchyard	425	0.26
	8602	St Paul's Cathedral	193	0.12
LUDGCS	8581	City Thameslink Stn / Ludgate Circus	289	0.18
	202	Shoe Lane	222	0.14
	8570	Fetter Lane	117	0.07
	3178	Chancery Lane	149	0.09
	20462	The Royal Courts Of Justice	245	0.15
AWCHSM	34323	Aldwych / Somerset House	226	0.14
	14627	Savoy Street	318	0.20
	7852	Bedford Street	229	0.14
TFSQCC	146	Trafalgar Square / Charing Cross Stn	273	0.17
	152	Whitehall / Trafalgar Square	240	0.15
	R0470	Horse Guards Parade	234	0.15
WMINPS	BP5568	Westminster Station / Parliament Square	210	0.13
	128	Great Smith Street / Westminster Abbey	662	0.41
	7864	New Scotland Yard	262	0.16
	20472	Westminster City Hall	212	0.13
	7861	Westminster Cathedral / Victoria Station	257	0.16
VCSNVS	37303	Victoria Station	205	0.13
	7817	Grosvenor Gardens / Victoria	138	0.09
VCCSBP	7819	Victoria Coach Station	451	0.28
	9395	Ebury Bridge Road	328	0.20
	9417	Royal Hospital Road	380	0.24
SLSQLS	893	Sloane Square Station	189	0.12
	36881	Duke Of York Square	346	0.21
	25136	Walpole Street	161	0.10
	11292	Markham Street	221	0.14
	11293	Chelsea Old Town Hall	226	0.14
	11295	Carlyle Square	312	0.19
CHELBF	1446	Beaufort Street	328	0.20
	11297	Edith Grove / Worlds End	408	0.25
	1809	Worlds End Health Centre	435	0.27
	11264	Rumbold Road	349	0.22
	1461	Tyrawley Road	332	0.21
FULHBY	3649	Fulham Town Hall	298	0.19
	9328	Fulham Broadway	251	0.16
	1460	North End Road	309	0.19
	11244	Shorolds Road	217	0.13
	11246	Sherbrooke Road	287	0.18
	11248	Munster Road	297	0.18
	11242	Fulham Cross	275	0.17
	400	Greyhound Road	388	0.24
CHAXHP	8887	Charing Cross Hospital	362	0.22
	33001	Hammersmith Broadway	330	0.21
HAMMBU	R0876	Hammersmith Bus Station	415	0.26
	51781	Kings Mall Shopping Centre	497	0.31
	24779	Hammersmith Town Hall	392	0.24
	BP1501	Ravenscourt Park Station	210	0.13
	6149	Ravenscourt Park	329	0.20
	174	Goldhawk Road	256	0.16
	1038	Stamford Brook Bus Garage	381	0.24
	6153	Chiswick Lane	277	0.17
TURNNS	11760	Turnham Green Station	346	0.21
	15376	Bedford Road	231	0.14
	15373	Marlborough Crescent	247	0.15
	15371	Rugby Road	345	0.21
	17349	St Peter's Church	345	0.21
	15369	Wilkinson Way	240	0.15
	20818	Meon Road	281	0.17
	15368	Acton Old Town Hall	214	0.13
	3044	Acton Old Town Hall	112	0.07
ACTNHS	2038	Steyne Road	375	0.23
	15365	Mill Hill Road	465	0.29
	33851	Acton Town Station	419	0.26
	15363	Gunnersbury Avenue	285	0.18
	17289	Gunnersbury Park	332	0.21
	15362	Knights Avenue	435	0.27
	15360	Lionel Road North	451	0.28
	15359	South Ealing Road	317	0.20
	15357	Julien Road	652	0.41
NFLDSN	14092	Northfields Station	259	0.16
	15354	Graham Avenue	492	0.31
	15352	Hessel Road	250	0.16
	BP3543	Sherwood Close	250	0.16
	15351	Dean Gardens/Mattock Lane	330	0.21
	33863	Dane Road	310	0.19
	3062	St Leonard's Road	226	0.14
	BP5620	Bond Street	427	0.27
EALBHG	BP996	Ealing Broadway Station	712	0.44
Total Route Mileage - Back Direction			25596	15.90
			metres	miles