

7. Service Specification

Route: 467

Contract Reference: QC52507

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.

Terminus Points (Option 1)	Hook and Epsom Clock Tower
Terminus Points (Option 2)	Hook and Epsom General Hospital, Dorking Road
Contract Basis	Incentivised
Commencement Date	3 rd September 2016
Vehicle Type	87 capacity, dual door, double deck
Current Maximum Approved Dimensions	9.3 metres long and 2.4 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard (Both Options)	Departing on Time - No less than 86.00%
Extension Threshold (Both Options)	Departing on Time Threshold - 88.00%
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 3rd August 2015

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. 467.

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

OPTION 1

- No changes.

OPTION 2

- Route No. 467 is extended from Epsom Clock Tower to Epsom Hospital.

Tenderers are also encouraged to offer two axle vehicles with a longer wheelbase and increased capacity, subject to route constraints. Tenders offering such vehicles will be welcomed and carefully considered by the Corporation. Triaxle vehicles are not being considered by the Corporation at this time.

Operators should provide the following prices:

- 1. Annual diesel price - based on minimum 5 year contract.**
- 2. Annual hybrid price - based on minimum 5 year contract.**
- 3. Annual hybrid price - with upfront payment of capital difference between diesel and hybrid for 5 year contract.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY NON-SCHOOL DAYS SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1

Hook, North Star to Epsom, Clock Tower		Epsom, Clock Tower to Hook, Kingston By-Pass (South Side)	
0630, 0731, 0831, 0906, 1006, 1106, 1206, 1306, 1406, 1516, 1616, 1716 & 1829	Thirteen journeys	0700, 0825, 0920 , 1020, 1120, 1220, 1320, 1420, 1520, 1600, 1700, 1800 & 1900	Thirteen journeys

OPTION 2

Hook, North Star to Epsom General Hospital, Dorking Road		Epsom General Hospital, Dorking Road to Hook, Kingston By-Pass (South Side)	
0630, 0731, 0831, 0906, 1006, 1106, 1206, 1306, 1406, 1516, 1616, 1716 & 1829	Thirteen journeys	0650, 0815, 0910 , 1010, 1110, 1210, 1310, 1410, 1510, 1550, 1650, 1750 & 1850	Thirteen journeys

3.2) MONDAY TO THURSDAY SCHOOLDAYS SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1

Hook, North Star to Epsom, Clock Tower		Epsom, Clock Tower to Hook, Kingston By-Pass (South Side)	
0630, 0657, 0727*, 0826, 0906, 1006, 1106, 1206, 1306, 1406, 1616, 1716 & 1829	Thirteen journeys	0700, 0730**, 0825, 0920, 1020, 1120, 1320, 1420, 1600, 1700, 1800 & 1900	Twelve journeys

* The journey departing Hook Library at 0727 should be projected to Epsom General Hospital, Dorking Road.

** The journey departing Epsom, Clock Tower at 0730 should be projected to Hinchley Wood School.

Hinchley Wood School to Epsom, Clock Tower		Epsom General Hospital, Dorking Road to Hook, Kingston By-Pass	
1510	One journey	1510	One journey

The journeys shown in Section 3.2 are specifically designed to meet the start and finish times of Hinchley Wood School in the Hinchley Wood area.

OPTION 2

Hook, North Star to Epsom General Hospital, Dorking Road		Epsom General Hospital, Dorking Road to Hook, Kingston By-Pass (South Side)	
0630, 0657, 0727, 0826, 0906, 1006, 1106, 1206, 1306, 1406, 1616, 1716 & 1829	Thirteen journeys	0650, 0720**, 0815, 0910, 1010, 1110, 1310, 1410, 1510, 1550, 1550, 1750 & 1850	Thirteen journeys

** The journey departing Epsom General Hospital, Dorking Road at 0720 should be projected to Hinchley Wood School.

Hinchley Wood School to Epsom General Hospital, Dorking Road	
1510	One journey

The journeys shown in Section 3.2 are specifically designed to meet the start and finish times of Hinchley Wood School in the Hinchley Wood area.

3.3) FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS & PINCHPOINTS OPTION 1 OPTION 1

Hook, North Star to Epsom, Clock Tower		Epsom, Clock Tower to Hook, Kingston By-Pass (South Side)	
0630, 0657, 0727*, 0826, 0906, 1006, 1106, 1206, 1306, 1406, 1516, 1616, 1716 & 1829	Fourteen journeys	0700, 0730**, 0825, 0920, 1020, 1120, 1320, 1420, 1600, 1700, 1800 & 1900	Twelve journeys

* The journey departing Hook Library at 0727 should be projected to Epsom General Hospital, Dorking Road.

** The journey departing Epsom, Clock Tower at 0730 should be projected to Hinchley Wood School.

Hinchley Wood Scool to Copt Gilders Estate, Gilders Road		Epsom General Hospital, Dorking Road to Hook, Kingston By-Pass	
1340	One journey	1510	One journey

The journeys shown in Section 3.3 are specifically designed to meet the start and finish times of Hinchley Wood School in the Hinchley Wood area.

OPTION 2

Hook, North Star to Epsom General Hospital, Dorking Road		Epsom General Hospital, Dorking Road to Hook, Kingston By-Pass (South Side)	
0630, 0657, 0727, 0826, 0906, 1006, 1106, 1206, 1306, 1406, 1516, 1616, 1716 & 1829	Fourteen journeys	0650, 0720**, 0815, 0910, 1010, 1110, 1310, 1410, 1510, 1550, 1650, 1750 & 1850	Thirteen journeys

** The journey departing Epsom General Hospital, Dorking Road at 0720 should be projected to Hinchley Wood School.

Hinchley Wood Scool to Copt Gilders Estate, Gilders Road	
1340	One journey

The journeys shown in Section 3.3 are specifically designed to meet the start and finish times of Hinchley Wood School in the Hinchley Wood area.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.4) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1

Hook, North Star to Epsom, Clock Tower		Epsom, Clock Tower to Hook, Kingston By-Pass (South Side)	
0629, 0729, 0829, 0929, 1029, 1106, 1206, 1306, 1406, 1516, 1616, 1729 & 1829	Thirteen journeys	0700, 0800, 0900, 1010, 1120, 1220, 1320, 1420, 1520, 1600, 1700, 1800 & 1900	Thirteen journeys

OPTION 2

Hook, North Star to Epsom General Hospital, Dorking Road		Epsom General Hospital, Dorking Road to Hook, Kingston By-Pass (South Side)	
0629, 0729, 0829, 0929, 1029, 1106, 1206, 1306, 1406, 1516, 1616, 1729 & 1829	Thirteen journeys	0650, 0750, 0850, 1000, 1110, 1210, 1310, 1410, 1510, 1550, 1650, 1750 & 1850	Thirteen journeys

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 467 can suffer from unpredictable delays in the Epsom area, particularly during peak periods.

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 467: Hinchley Wood School - Epsom Clock Tower

Date of Structural Change: 3 September 2016.

Date of Service Change: 3 September 2016.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Epsom Clock Tower: Hinchley Wood School Playground, Hinchley Wood School Grounds, Claygate Lane, Kingston By-Pass, Kingston By-Pass Slip Road, Hook Rise North (Kingston By-Pass), Ace Of Spades Roundabout, Hook Road, Leatherhead Road, Garrison Lane, Church Lane, Stokesby Road, Gilders Road, Moor Lane, Chessington Road, Ewell High Street, Epsom Road, East Street, Epsom High Street, Ashley Road, Ashley Avenue, South Street, Epsom High Street.

School Journey towards Epsom Hospital:

operate from East Street, then via Epsom High Street, Ashley Road, Ashley Avenue, South Street, Dorking Road, Woodcote Road, Woodcote Green Road, Woodcote Side to Dorking Road.

Towards Hinchley Wood School: Epsom High Street, East Street, Epsom Road, Ewell High Street, Spring Street, Chessington Road, Moor Lane, Gilders Road, Stokesby Road, Church Lane, Garrison Lane, Leatherhead Road, Hook Road, Ace Of Spades Roundabout, Hook Rise South (Kingston By-Pass), Kingston By-Pass, Manor Road South, Manor Road North, Claygate Lane, Hinchley Wood School Grounds.

School Journey from Epsom Hospital:

operate from Dorking Road, then via South Street to Epsom High Street.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

HINCHLEY WOOD SCHOOL

Buses proceed out of service from Hinchley Wood School Grounds. Buses depart from out of service to Hinchley Wood School Playground. Set down in Hinchley Wood School Grounds (OC467 - Hinchley Wood School, Last Stop on LOR: 15731 - Elmcroft Drive) and pick up in Hinchley Wood School Playground (OC466 - Hinchley Wood School, First Stop on LOR: OC466 - Hinchley Wood School).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: None.
BLIND DISPLAY: Hinchley Wood School.

HOOK, NORTH STAR STAND (from EPSOM CLOCK TOWER)

Public stand for one bus on east side of Hook Road at bus stop 4518. Buses proceed from Hook Road via Ace Of Spades Roundabout and Hook Road to stand, departing to Hook Road. Set down in Hook Road, at Stop HN (15731 - Elmcroft Drive, Last Stop on LOR: 15731 - Elmcroft Drive) and pick up in Hook Road, at Stop HE (4518 - The North Star, First Stop on LOR: 4518 - The North Star).

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: Hook.

CHESSINGTON, COPT GILDERS ESTATE (from Hinchley Wood School)

Buses proceed from Gilders Road departing to Gilders Road. Set down in Gilders Road, at Stop R (R0111 - Copt Gilders, Last Stop on LOR: R0111 - Copt Gilders) and pick up in Gilders Road, at Stop S (25577 - Copt Gilders, First Stop on LOR: 25577 - Copt Gilders).

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

EWELL, GREEN MAN (from Hinchley Wood School)

Buses proceed from Ewell High Street via Reigate Road and Ewell By-Pass departing to Epsom Road. Set down in Ewell High Street (BP3928 - The Spring, Last Stop on LOR: BP3928 - The Spring) and pick up in Epsom Road (BP3949 - Mongers Lane, First Stop on LOR: BP3949 - Mongers Lane).

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

EPSOM, CLOCK TOWER

Public stand for four buses on north side of Epsom High Street commencing outside No.112 and extending 40 metres west.
Buses proceed from Epsom High Street direct to stand, departing to Epsom High Street. Set down in Epsom High Street, on stand (OC43 - Epsom Town Centre, Last Stop on LOR: OC43 - Epsom Town Centre) and pick up in Epsom High Street, at Stop B (OC58 - Epsom Clock Tower, First Stop on LOR: OC58 - Epsom Clock Tower).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 buses on Route 467 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: Epsom.

EPSOM HOSPITAL

Buses proceed out of service from Dorking Road. Buses depart from out of service to Dorking Road. Set down in Dorking Road, Alighting Point only (BP4901 - Epsom Hospital, Last Stop on LOR: BP4901 - Epsom Hospital) and pick up in Dorking Road, at Stop R (BP4901 - Epsom Hospital, First Stop on LOR: BP4901 - Epsom Hospital).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: None.
BLIND DISPLAY: Epsom Hospital.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 467: Hinchley Wood School - Epsom Hospital

Date of Structural Change: 4 September 2016.

Date of Service Change: 4 September 2016.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Epsom Hospital: Hinchley Wood School Playground, Hinchley Wood School Grounds, Claygate Lane, Kingston By-Pass, Kingston By-Pass Slip Road, Hook Rise North (Kingston By-Pass), Ace Of Spades Roundabout, Hook Road, Leatherhead Road, Garrison Lane, Church Lane, Stokesby Road, Gilders Road, Moor Lane, Chessington Road, Ewell High Street, Epsom Road, East Street, Epsom High Street, Ashley Road, Ashley Avenue, South Street, Dorking Road, Woodcote Road, Woodcote Green Road, Woodcote Side, Dorking Road.

Towards Hinchley Wood School: Dorking Road, South Street, Epsom High Street, East Street, Epsom Road, Ewell High Street, Spring Street, Chessington Road, Moor Lane, Gilders Road, Stokesby Road, Church Lane, Garrison Lane, Leatherhead Road, Hook Road, Ace Of Spades Roundabout, Hook Rise South (Kingston By-Pass), Kingston By-Pass, Manor Road South, Manor Road North, Claygate Lane, Hinchley Wood School Grounds.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

HINCHLEY WOOD SCHOOL

Buses proceed out of service from Hinchley Wood School Grounds. Buses depart from out of service to Hinchley Wood School Playground. Set down in Hinchley Wood School Grounds (OC467 - Hinchley Wood School, Last Stop on LOR: 15731 - Elmcroft Drive) and pick up in Hinchley Wood School Playground (OC466 - Hinchley Wood School, First Stop on LOR: OC466 - Hinchley Wood School).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: None.
BLIND DISPLAY: Hinchley Wood School.

HOOK, NORTH STAR STAND (from EPSOM CLOCK TOWER)

Public stand for one bus on east side of Hook Road at bus stop 4518. Buses proceed from Hook Road via Ace Of Spades Roundabout and Hook Road to stand, departing to Hook Road. Set down in Hook Road, at Stop HN (15731 - Elmcroft Drive, Last Stop on LOR: 15731 - Elmcroft Drive) and pick up in Hook Road, at Stop HE (4518 - The North Star, First Stop on LOR: 4518 - The North Star).

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: Hook.

CHESSINGTON, COPT GILDERS ESTATE (from Hinchley Wood School)

Buses proceed from Gilders Road departing to Gilders Road. Set down in Gilders Road, at Stop R (R0111 - Copt Gilders, Last Stop on LOR: R0111 - Copt Gilders) and pick up in Gilders Road, at Stop S (25577 - Copt Gilders, First Stop on LOR: 25577 - Copt Gilders).

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

EWELL, GREEN MAN (from Hinchley Wood School)

Buses proceed from Ewell High Street via Reigate Road and Ewell By-Pass departing to Epsom Road. Set down in Ewell High Street (BP3928 - The Spring, Last Stop on LOR: BP3928 - The Spring) and pick up in Epsom Road (BP3949 - Mongers Lane, First Stop on LOR: BP3949 - Mongers Lane).

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

EPSOM, CLOCK TOWER (from Hinchley Wood School)

Public stand for four buses on north side of Epsom High Street commencing outside No.112 and extending 40 metres west.
Buses proceed from Epsom High Street direct to stand, departing to Epsom High Street. Set down in Epsom High Street (OC43 - Epsom Town Centre and pick up in Epsom High Street, at Stop C (OC58 - Epsom Clock Tower, First Stop on LOR: OC58 - Epsom 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: Epsom.

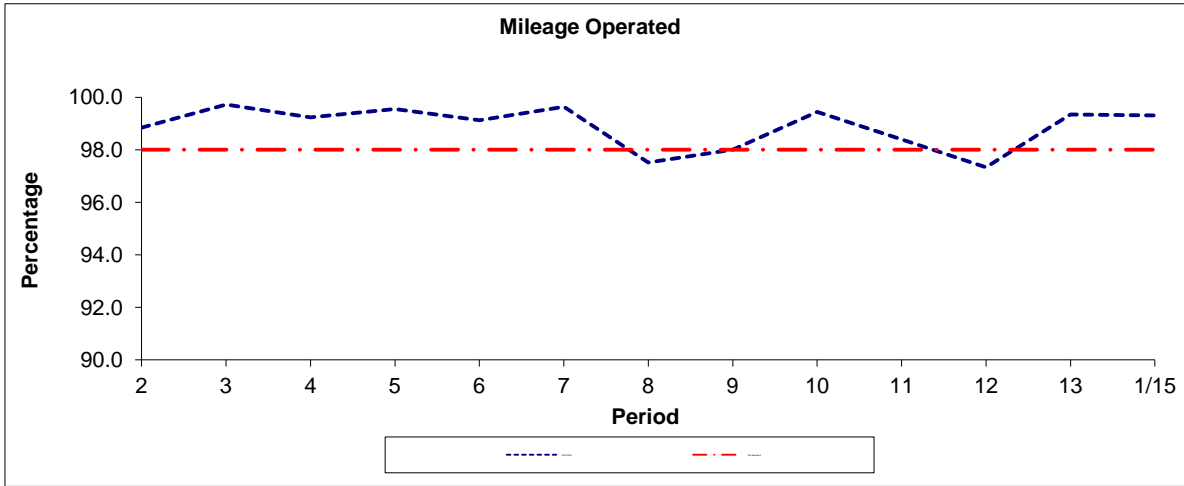
EPSOM HOSPITAL

Buses proceed out of service from Dorking Road. Buses depart from out of service to Dorking Road. Set down in Dorking Road, Alighting Point only (BP4901 - Epsom Hospital, Last Stop on LOR: OC61 - Ashley Road) and pick up in Dorking Road, at Stop R (BP4901 - Epsom Hospital, First Stop on LOR: OC58 - Epsom Clock Tower).

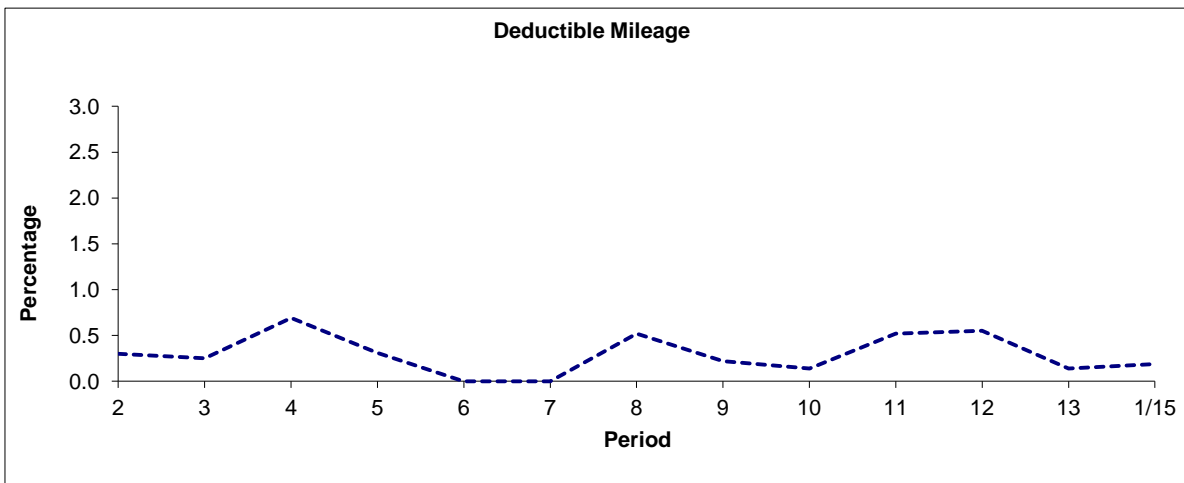
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: None.
BLIND DISPLAY: Epsom Hospital.

PART B - PERFORMANCE STATISTICS

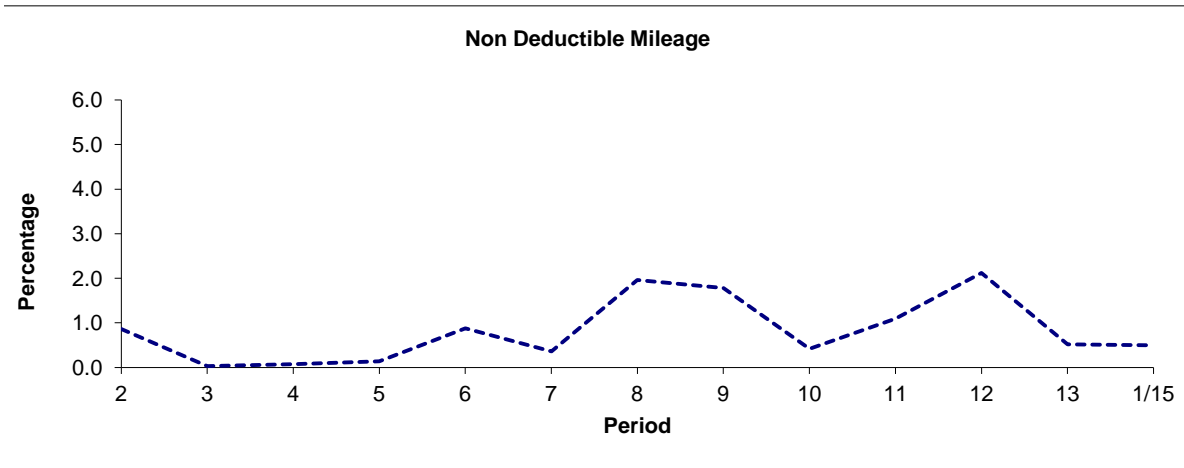
Route 467



Period	2	3	4	5	6	7	8	9	10	11	12	13	1/15
2014/2015	98.84	99.72	99.24	99.55	99.12	99.64	97.52	98.00	99.44	98.39	97.33	99.34	99.31
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	2	3	4	5	6	7	8	9	10	11	12	13	1/15
2014/2015	0.30	0.25	0.69	0.31	0.00	0.00	0.52	0.22	0.14	0.52	0.55	0.14	0.19

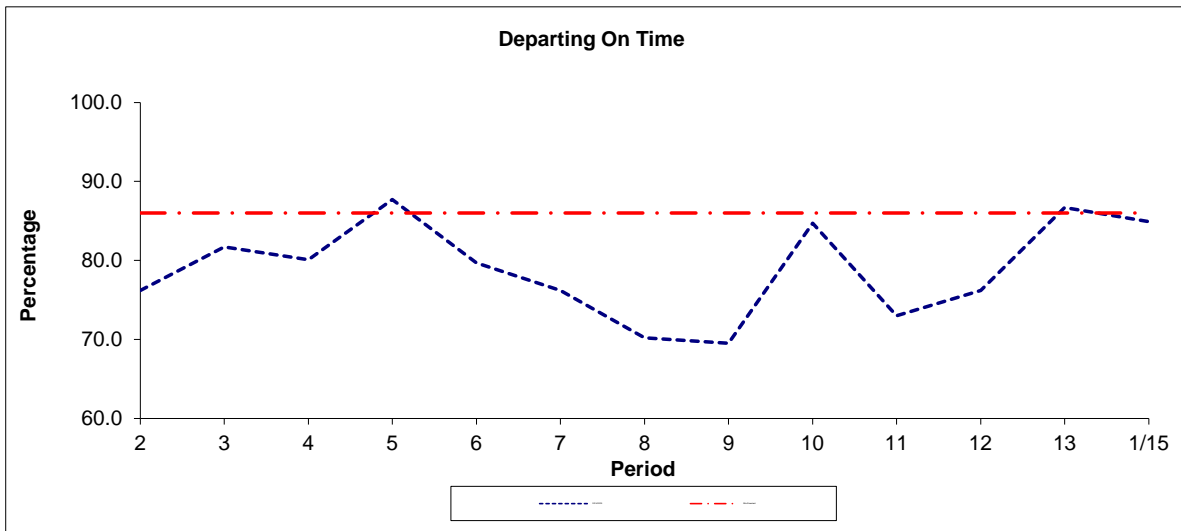


Period	2	3	4	5	6	7	8	9	10	11	12	13	1/15
2014/2015	0.86	0.03	0.07	0.14	0.88	0.36	1.96	1.78	0.42	1.09	2.12	0.52	0.50

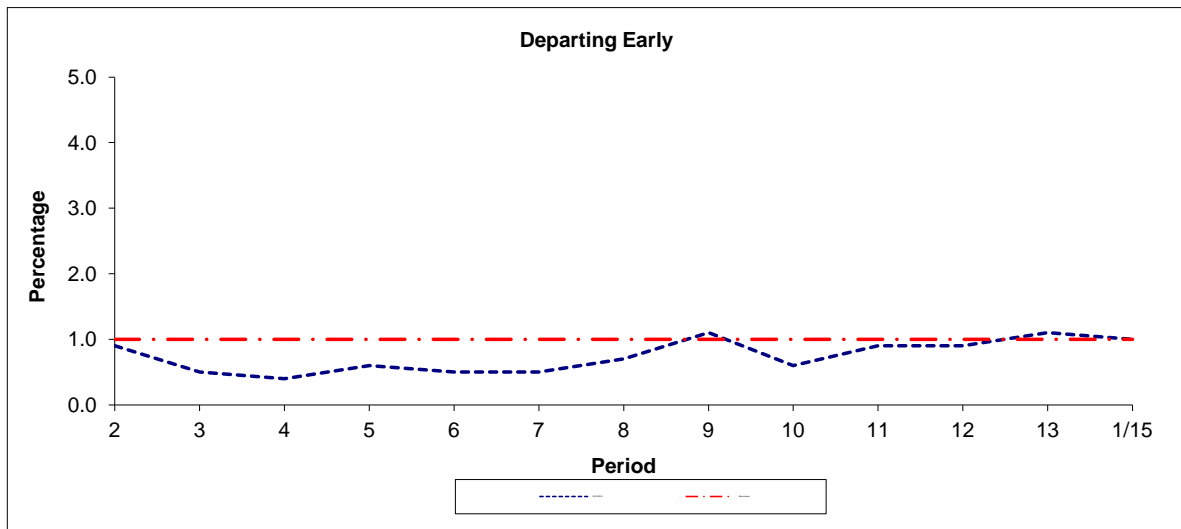
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 467



Period	2	3	4	5	6	7	8	9	10	11	12	13	1/15
2014/2015	76.2	81.7	80.1	87.7	79.7	76.2	70.2	69.5	84.7	73.0	76.2	86.7	84.9
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	2	3	4	5	6	7	8	9	10	11	12	13	1/15
2014/2015	0.9	0.5	0.4	0.6	0.5	0.5	0.7	1.1	0.6	0.9	0.9	1.1	1.0
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 both options in the new contract.

**ROUTE 467 - FULL iBUS RESULTS BY TIME OF DAY
 QUARTERS 1 TO 4 2014/15 (01/04/14 - 31/03/15)**

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	1,360.	99.6	98.5	93.5	1.4	0.0	5.0
0700 - 1000	8,854.	97.4	92.0	71.7	9.1	0.7	18.5
1000 - 1300	7,230.	99.4	98.7	89.2	1.3	0.4	9.0
1300 - 1600	7,703.	99.1	98.0	82.1	2.0	1.1	14.8
1600 - 1900	7,246.	99.1	95.1	71.1	4.8	0.9	23.3
1900 - 2200	1,213.	105.4	95.1	60.7	5.2	0.2	33.9
Summary	33,606.	99.0	95.8	77.1	4.5	0.7	17.8

SATURDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	254.	105.9	100.0	95.0	0.0	0.0	5.0
0700 - 1000	1,538.	98.8	98.6	88.7	1.9	1.1	8.3
1000 - 1300	1,534.	100.0	96.7	74.9	3.3	0.7	21.0
1300 - 1600	1,516.	99.7	98.2	87.7	1.7	0.1	10.5
1600 - 1900	1,538.	100.1	97.3	84.1	2.7	0.8	12.4
1900 - 2200	260.	95.0	99.6	88.8	0.4	1.9	8.8
Summary	6,640.	99.7	97.8	83.9	2.3	0.7	13.1

BANK HOLIDAY (NO SUNDAY SERVICE)

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	5.	100.0	100.0	60.0	0.0	0.0	40.0
0700 - 1000	30.	100.0	100.0	100.0	0.0	0.0	0.0
1000 - 1300	30.	100.0	100.0	81.5	0.0	0.0	18.5
1300 - 1600	30.	100.0	100.0	100.0	0.0	0.0	0.0
1600 - 1900	30.	100.0	100.0	100.0	0.0	0.0	0.0
1900 - 2200	5.	100.0	100.0	100.0	0.0	0.0	0.0
Summary	130.	100.0	100.0	94.5	0.0	0.0	5.5

ALL DAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	1,619.	100.6	98.7	93.6	1.3	0.0	5.1
0700 - 1000	10,422.	97.6	93.0	73.3	8.5	0.7	17.5
1000 - 1300	8,794.	99.5	98.3	86.6	1.7	0.4	11.3
1300 - 1600	9,249.	99.2	98.0	83.1	1.9	1.0	14.0
1600 - 1900	8,814.	99.3	95.5	72.7	4.5	0.9	21.9
1900 - 2200	1,478.	103.5	95.9	64.7	4.5	0.5	30.3
Summary	40,376.	99.1	96.2	78.1	4.1	0.7	17.1

Transport for London - QSI Points and Live Mileage List

TRANCHE 525

Route 467 Option 1 - Unchanged structure and frequencies
 Service change 37162
 Date 12 July 2014

Revised standing arrangements in Hook

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HYWDKB S	HYWDKB S	Hinchley Wood School, Kingston By-Pass		
HYWDSC**	OC466	Hinchley Wood School	0	0.00
	15732	Elmcroft Drive	0	0.00
HOOKNS S	HOOKNS S	Hook, North Star Stand	0	0.00
HOOKNS	4518	The North Star	0	0.00
	C17	Hook Parade	289	0.18
HOOKWH	R0127	Holmwood Road	286	0.18
	19364	Bridge Road	364	0.23
	4524	Ellingham Road	265	0.16
	16746	Garrison Lane	415	0.26
	33921	Chessington Community College	211	0.13
CHSSSS	33588	Chessington South Station	114	0.07
	33590	Reynolds Avenue	390	0.24
	33938	Church Lane	268	0.17
CPTGGR	R0111	Copt Gilders	341	0.21
	BP2820	Moor Lane	442	0.27
WEWLDA	BP3407	Headley Close	386	0.24
WEWLRL	BP3408	Nightingale Drive	493	0.31
	BP3409	Chessington Close	371	0.23
	BP3550	Hook Road	253	0.16
	BP3410	Hook Arena	352	0.22
WEWLPR	BP3411	Plough Road	321	0.20
	BP3412	Riverholme Drive	269	0.17
WEWLMR	BP3413	Meadowview Road	269	0.17
	BP3414	Ewell West Station	392	0.24
	BP3928	The Spring	528	0.33
EWVLGM	BP3951	Reigate Road / Green Man	481	0.30
	BP3948	Mongers Lane	159	0.10
	BP3946	Hessle Grove	350	0.22
	BP3945	Windmill Lane	283	0.18
	BP3943	Kiln Lane	266	0.17
	BP3940	Rainbow Leisure Centre	411	0.26
	OC60	Epsom High Street	407	0.25
EPSMAR	OC61	Ashley Road	226	0.14
EPSMCT	OC43	Epsom Town Centre	0	0.00
EPSMCT S	EPSMCT S	EPSOM, CLOCK TOWER	0	0.00
EPSMSA S	EPSMSA S	Epsom, Station Approach	0	0.00
	BP4908	Avenue Road	710	0.44
	BP4906	Woodcote Green Road	400	0.25
	BP4904	Hylands Road	295	0.18
EPSMHN	BP4901	Epsom Hospital	1119	0.70
EPSMHN S	EPSMHN S	Epsom Hospital, Dorking Road (North Side)	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			12126 metres	7.53 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
EPSMHN S	EPSMHN S	Epsom Hospital, Dorking Road (North Side)		
EPSMHN	BP4901	Epsom Hospital	0	0.00
	BP4898	Elmslie Close	298	0.19
EPSMSA S	EPSMSA S	Epsom, Station Approach	0	0.00
EPSMCT S	EPSMCT S	EPSOM, CLOCK TOWER	0	0.00
EPSMCT	OC58	Epsom Clock Tower	810	0.50
	OC59	Epsom High Street	285	0.18
	BP3941	Rainbow Leisure Centre	404	0.25
	BP3942	Kiln Lane	274	0.17
	BP3944	Windmill Lane	248	0.15
	BP3947	Hessle Grove	450	0.28
	BP3949	Mongers Lane	258	0.16
EWVLGM	BP3950	Reigate Road / Green Man	207	0.13
	BP2836	The Spring	423	0.26
	BP3415	Ewell West Station	515	0.32
WEWLMR	BP3416	Meadowview Road	357	0.22
	BP3417	Riverholme Drive	290	0.18
WEWLPR	BP3418	Plough Road	301	0.19
	BP3419	Hook Arena	395	0.25
	BP3420	Hook Road	321	0.20
	BP3421	Chessington Close	285	0.18
WEWLRL	BP3422	Nightingale Drive	266	0.17
WEWLDA	BP3423	Headley Close	414	0.26
	BP2819	Gilders Road	519	0.32
CPTGGR	25577	Copt Gilders	368	0.23
	33592	Stokesby Road	278	0.17
	33591	Reynolds Avenue	329	0.20
	BP2730	Selby Close	238	0.15
CHSSSS	33389	Chessington South Station	223	0.14
	35376	Chessington Community College	135	0.08
	4523	Ellingham Road	522	0.32
	25571	Mansfield Road	481	0.30
HOOKWH	15735	Holmwood Road	287	0.18
	15733	Hook Parade	224	0.14
	4517	The North Star	345	0.21
HOOKKB	15731	Elmcroft Drive	296	0.18
HOOKNS S	HOOKNS S	Hook, North Star Stand	0	0.00
HYWDSC	OC467	Hinchley Wood School	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			11046 metres	6.86 miles

** This QSI point applies for trips departing Hinchley Wood School only.

Transport for London - QSI Points and Live Mileage List

TRANCHE 525

Route 467 Option 2 - Extend to Epsom Hospital at all times
 Service change 37162
 Date 12 July 2014

Revised standing arrangements in Hook

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HYWDKB S	HYWDKB S	Hinchley Wood School, Kingston By-Pass		
HYWDSC**	OC466	Hinchley Wood School	0	0.00
	15732	Elmcroft Drive	0	0.00
HOOKNS S	HOOKNS S	Hook, North Star Stand	0	0.00
HOOKNS	4518	The North Star	0	0.00
	C17	Hook Parade	289	0.18
HOOKWH	R0127	Holmwood Road	286	0.18
	19364	Bridge Road	364	0.23
	4524	Ellingham Road	265	0.16
	16746	Garrison Lane	415	0.26
	33921	Chessington Community College	211	0.13
CHSSSS	33588	Chessington South Station	114	0.07
	33590	Reynolds Avenue	390	0.24
	33938	Church Lane	268	0.17
CPTGGR	R0111	Copt Gilders	341	0.21
	BP2820	Moor Lane	442	0.27
WEWLDA	BP3407	Headley Close	386	0.24
WEWLRL	BP3408	Nightingale Drive	493	0.31
	BP3409	Chessington Close	371	0.23
	BP3550	Hook Road	253	0.16
	BP3410	Hook Arena	352	0.22
WEWLPR	BP3411	Plough Road	321	0.20
	BP3412	Riverholme Drive	269	0.17
WEWLMR	BP3413	Meadowview Road	269	0.17
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	BP3948	Mongers Lane	159	0.10
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	BP3945	Windmill Lane	283	0.18
	BP3943	Kiln Lane	266	0.17
	BP3940	Rainbow Leisure Centre	411	0.26
	OC60	Epsom High Street	407	0.25
EPSMAR	OC61	Ashley Road	226	0.14
EPSMCT	OC43	Epsom Town Centre	0	0.00
EPSMCT S	EPSMCT S	EPSOM, CLOCK TOWER	0	0.00
EPSMSA S	EPSMSA S	Epsom, Station Approach	0	0.00
	BP4908	Avenue Road	710	0.44
	BP4906	Woodcote Green Road	400	0.25
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EPSMHN	BP4901	Epsom Hospital	0	0.00
	BP4898	Elmslie Close	298	0.19
EPSMSA S	EPSMSA S	Epsom, Station Approach	0	0.00
EPSMCT S	EPSMCT S	EPSOM, CLOCK TOWER	0	0.00
EPSMCT	OC58	Epsom Clock Tower	810	0.50
	OC59	Epsom High Street	285	0.18
	BP3941	Rainbow Leisure Centre	404	0.25
	BP3942	Kiln Lane	274	0.17
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