

7. Service Specification

Route: 122

QC43501

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 | Plumstead to Crystal Palace Parade |
| Contract Basis | Incentivised |
| Commencement Date | 8 th February 2014 |
| Vehicle Type | 87 capacity, dual door, double deck buses |
| Current Maximum Approved Dimensions | 10.5 metres long and 2.5 metres wide |
| New Vehicles Mandatory | Yes |
| Hybrid Price Required | Yes |
| Sponsored Route | No |
| Advertising Rights | Operator |
| Minimum Performance Standard | Average Excess Wait Time - No more than 1.20 minutes |
| Extension Threshold | Average Excess Wait Time Threshold - 1.05 minutes |
| Minimum Operated Mileage Standard | No less than 98.00% |

The Date of Tender for this ITT is: No later than 12 Noon on Monday 18th February 2013

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. 122.

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:

Option 1:

- No changes are proposed to frequencies.

Option 2:

- One peak flow journey is specified during Mondays to Fridays schooldays ex Plumstead Station between 0735 and 0805 to provide a frequency of every 8-9 minutes (7 buses per hour) over half an hour.

Options 1 & 2:

- Route No. 122 is specified to stand at Plumstead, Pettman Crescent not Plumstead bus garage.
- The Boxing Day service should match the Sunday service.
- Tenderers must identify the cost of the Boxing Day element of this service separately.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY NON SCHOOLDAYS SCHEDULE REQUIREMENTS & PINCHPOINTS

| | | | | | |
|--|------------------|------------|---|------------------|------------|
| Plumstead Station to Crystal Palace Parade | | | Crystal Palace Parade to Plumstead Bus Garage, Plumstead Road | | |
| First departure no later than 0445. | | | First departure no later than 0500. | | |
| 0440 - 0505 | Every 20 minutes | | 0455 - 0600 | Every 20 minutes | |
| 0506 - 0535 | Every 15 minutes | | 0601 - 0645 | Every 15 minutes | |
| 0536 - 1935 | Every 12 minutes | | 0646 - 2045 | Every 12 minutes | |
| 1936 - 0010 | Every 15 minutes | | 2046 - 0035 | Every 15 minutes | |
| Last departure no earlier than 0005. | | | Last departure no earlier than 0030. | | |
| Pinchpoints | | | | | |
| Forest Hill Station | 0700 - 0900 | 12 minutes | Shooters Hill, Police Station | 0730 - 0905 | 12 minutes |
| | 1505 - 1630 | 12 minutes | | 1500 - 1635 | 12 minutes |

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1

| | |
|---|-------------|
| Sydenham Girls School to Plumstead Bus Garage, Plumstead Road | |
| 1528 | One journey |

The journey shown in Section 3.2 is specifically designed to meet the finish time of Sydenham Girls School in the Sydenham area.

| | | | | | |
|--|------------------|------------|---|------------------|------------|
| Plumstead Station to Crystal Palace Parade | | | Crystal Palace Parade to Plumstead Bus Garage, Plumstead Road | | |
| First departure no later than 0445. | | | First departure no later than 0500. | | |
| 0440 - 0505 | Every 20 minutes | | 0455 - 0600 | Every 20 minutes | |
| 0506 - 0535 | Every 15 minutes | | 0601 - 0645 | Every 15 minutes | |
| 0536 - 1935 | Every 12 minutes | | 0646 - 2045 | Every 12 minutes | |
| 1936 - 0010 | Every 15 minutes | | 2046 - 0035 | Every 15 minutes | |
| Last departure no earlier than 0005. | | | Last departure no earlier than 0030. | | |
| Pinchpoints | | | | | |
| Forest Hill Station | 0700 - 0900 | 12 minutes | Shooters Hill, Police Station | 0730 - 0905 | 12 minutes |
| | 1505 - 1630 | 12 minutes | | 1500 - 1635 | 12 minutes |

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 2

| | |
|---|-------------|
| Sydenham Girls School to Plumstead Bus Garage, Plumstead Road | |
| 1528 | One journey |

The journey shown in Section 3.2 is specifically designed to meet the finish time of Sydenham Girls School in the Sydenham area.

| | | | | | |
|--|---|------------|---|------------------|------------|
| Plumstead Station to Crystal Palace Parade | | | Crystal Palace Parade to Plumstead Bus Garage, Plumstead Road | | |
| First departure no later than 0445. | | | First departure no later than 0500. | | |
| 0440 - 0505 | Every 20 minutes | | 0455 - 0600 | Every 20 minutes | |
| 0506 - 0535 | Every 15 minutes | | 0601 - 0645 | Every 15 minutes | |
| 0536 - 0735 | Every 12 minutes | | 0646 - 2045 | Every 12 minutes | |
| 0736 - 0805 | Every 8-9 minutes (7 buses per hour) | | 2046 - 0035 | Every 15 minutes | |
| 0806 - 1935 | Every 12 minutes | | | | |
| 1936 - 0010 | Every 15 minutes | | | | |
| Last departure no earlier than 0005. | | | Last departure no earlier than 0030. | | |
| Pinchpoints | | | | | |
| Forest Hill Station | 0700 - 0900 | 12 minutes | Shooters Hill, Police Station | 0730 - 0905 | 12 minutes |
| | 1505 - 1630 | 12 minutes | | 1500 - 1635 | 12 minutes |

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| | | | | | |
|--|------------------|------------|---|------------------|------------|
| Plumstead Station to Crystal Palace Parade | | | Crystal Palace Parade to Plumstead Bus Garage, Plumstead Road | | |
| First departure no later than 0445. | | | First departure no later than 0500. | | |
| 0440 - 0705 | Every 20 minutes | | 0455 - 0800 | Every 20 minutes | |
| 0706 - 1820 | Every 12 minutes | | 0801 - 1900 | Every 12 minutes | |
| 1821 - 0010 | Every 15 minutes | | 1901 - 0035 | Every 15 minutes | |
| Last departure no earlier than 0005. | | | Last departure no earlier than 0030. | | |
| Pinchpoints | | | | | |
| Forest Hill Station | 0900 - 1100 | 12 minutes | Shooters Hill, Police Station | 0905 - 1105 | 12 minutes |

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| | | | | | |
|--|------------------|------------|---|------------------|------------|
| Plumstead Station to Crystal Palace Parade | | | Crystal Palace Parade to Plumstead Bus Garage, Plumstead Road | | |
| First departure no later than 0535. | | | First departure no later than 0610. | | |
| 0530 - 0855 | Every 20 minutes | | 0605 - 0910 | Every 20 minutes | |
| 0856 - 0010 | Every 15 minutes | | 0911 - 0035 | Every 15 minutes | |
| Last departure no earlier than 0005. | | | Last departure no earlier than 0030. | | |
| Pinchpoints | | | | | |
| Forest Hill Station | 1025 - 1140 | 15 minutes | Shooters Hill, Police Station | 1025 - 1140 | 15 minutes |

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

4) OPERATIONAL CONSIDERATIONS

4.1) Route No. 122 can suffer unpredictable traffic delays in the Woolwich, Lewisham and Crystal Palace areas.

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 122: Plumstead Station - Crystal Palace Bus Station

Date of Structural Change: 8 February 2014.

Date of Service Change: 8 February 2014.

Reason for Issue: New Tender .

STREETS TRAVERSED

Towards Crystal Palace Bus Station: Plumstead Road, Woolwich New Road, Woolwich Common, Academy Road, Well Hall Road, Well Hall Roundabout, Rochester Way, Westhorpe Avenue, Yorkshire Grey Roundabout, Eltham Road, Lee High Road, Lee Bridge, Lewis Grove, Lewisham High Street, Ladywell Road, Adelaide Avenue, Brockley Road, Stondon Park, Brockley Rise, Cranston Road, Stanstead Road, Sunderland Road, Waldram Park Road, Waldram Crescent, Devonshire Road, Dartmouth Road, Kirkdale, Westwood Hill, Crystal Palace Parade.

Towards Plumstead Station: Crystal Palace Parade, Westwood Hill, Kirkdale, Dartmouth Road, Devonshire Road, Waldram Crescent, Waldram Park Road, Sunderland Road, Stanstead Road, Brockley Rise, Stondon Park, Brockley Road, Adelaide Avenue, Ladywell Road, Lewisham High Street, Molesworth Street, Lewisham High Street, Lewis Grove, Lee Bridge, Lee High Road, Eltham Road, Yorkshire Grey Roundabout, Westhorpe Avenue, Rochester Way, Well Hall Roundabout, Well Hall Road, Academy Road, Woolwich Common, Woolwich New Road, Grand Depot Road, Woolwich New Road, Plumstead 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.

PLUMSTEAD, PETTMAN CRESCENT

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 Plumstead Road via Pettman Crescent and Plumstead Road to stand, departing to Plumstead Road. Set down in Plumstead Road, at stop A (BP1283 - Plumstead Bus Garage, Last Stop on LOR: BP1283 - Plumstead Bus Garage) and pick up in Plumstead Road, at stop WM (36510 - Plumstead Road / Plumstead Station #, First Stop on LOR: 36510 - Plumstead Road / Plumstead Station #).

| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | No more than 2 buses on Route 122 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: | Plumstead. |
| OTHER INFORMATION: | Stand to be located five minutes from Plumstead Bus Garage. |

WOOLWICH ARSENAL STATION (from CRYSTAL PALACE BUS STATION)

Buses proceed from Woolwich New Road via Vincent Road and Burrage Road departing to Plumstead Road. Set down in Woolwich New Road, at Stop N (BP5480 - Woolwich Arsenal Station # [dlr], Last Stop on LOR: BP5480 - Woolwich Arsenal Station # [dlr]) and pick up in Plumstead Road, at Stop Z (BP4396 - Plumstead Road / Woolwich Public Market, First Stop on LOR: BP4396 - Plumstead Road / Woolwich Public Market).

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

WOOLWICH, MONK STREET (from CRYSTAL PALACE BUS STATION)

Public stand for five buses in Monk Street in three parts:

1 - For two buses on the west side commencing 52 metres north of Castile Road and extending 25 metres south.

2 - For two buses on the west side commencing 42 metres north of Calderwood Street extending 25 metres south.

3 - For one bus on east side commencing 10 metres north of Calderwood Street extending 13.5 metres north.

Buses proceed from Grand Depot Road via Woolwich New Road, Thomas Street, Calderwood Street, Monk Street, Bus Turning Circle and Monk Street to stand, departing via Monk Street, Calderwood Street and Thomas Street to Woolwich New Road. Set down in Grand Depot Road, at Stop D (26644 - Naafi Messing Store, Last Stop on LOR: 26644 - Naafi Messing Store) and pick up in Woolwich New Road, at Stop E (26642 - Claydown Mews, First Stop on LOR: 26642 - Claydown Mews).

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: Woolwich.

WELL HALL ROUNDABOUT (from CRYSTAL PALACE BUS STATION)

Buses proceed from Westhorne Avenue via Rochester Way, Well Hall Roundabout and Rochester Way departing to Westhorne Avenue. Set down in Westhorne Avenue, at Stop G (26669 - Elmbrook Gardens, Last Stop on LOR: 26669 - Elmbrook Gardens) and pick up in Westhorne Avenue, at Stop P (26670 - Elmbrook Gardens, First Stop on LOR: 26670 - Elmbrook Gardens).

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

ELTHAM GREEN, WESTHORNE AVENUE (from Plumstead Station)

Buses proceed from Westhorne Avenue via Yorkshire Grey Roundabout departing to Westhorne Avenue. Set down in Westhorne Avenue, at Stop WB (26678 - Green Way, Last Stop on LOR: 26678 - Green Way) and pick up in Westhorne Avenue, at Stop EH (26677 - Green Way, First Stop on LOR: 26677 - Green Way).

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

LEWISHAM, MOLESWORTH STREET [NORTH]

Public stand for 10 buses on east side of Molesworth Street commencing 8 metres north of lamp standard no.22 in line with a point opposite the northern kerb line of exit road from office block, and extending 110 metres north.

From Crystal Palace Bus Station.

Buses proceed from Lewisham High Street via Lewis Grove, Lee Bridge, Lewisham High Street and Molesworth Street to stand, departing via Molesworth Street to Lewisham High Street. Set down in Lewisham High Street, at Stop V (BP1114 - Lewisham Centre, Last Stop on LOR: BP1114 - Lewisham Centre) and pick up in Lewisham High Street, at Stop Y (26286 - Morley Road, First Stop on LOR: 26286 - Morley Road).

From Plumstead Station.

Buses proceed from Lee High Road via Lee Bridge, Lewisham High Street and Molesworth Street to stand, departing via Molesworth Street to Lewisham High Street. Set down in Lee High Road, at Stop M (29292 - Belmont Hill, Last Stop on LOR: 29292 - Belmont Hill) and pick up in Lewisham High Street, at Stop V (BP1114 - Lewisham Centre, First Stop on LOR: BP1114 - Lewisham Centre).

| | |
|-------------------------|---|
| 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: | Lewisham, Shopping Centre. |

BROCKLEY RISE, HONOR OAK PARK (from Plumstead Station)

Public stand for one bus on north side of Honor Oak Park (east arm), commencing 6 metres east of Brockley Rise and extending 12 metres east.

Additional overflow stand for two buses on east side of Brockley Rise, commencing opposite party wall of 74/76 and extending 24 metres north.

Buses proceed from Stondon Park via Honor Oak Park to stand, departing via Honor Oak Park and Brockley Rise to Stondon Park. Set down in Honor Oak Park, at Alighting Point HE (BP1403 - Brockley Rise / Chandos, Last Stop on LOR: 26072 - Maclean Road) and pick up in Stondon Park, at Stop HC (34481 - Stondon Park / Honor Oak Park, First Stop on LOR: 34481 - Stondon Park / Honor Oak Park).

| | |
|-------------------------|---|
| 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: | Brockley Rise. |

FOREST HILL, WESTBOURNE DRIVE (from Plumstead Station)

Public stand for four buses on west side of Westbourne Drive, commencing 10 metres south of Waldram Park Road and extending 42 metres south.

Buses proceed from Waldram Park Road via Perry Vale, Church Vale and Westbourne Drive to stand, departing via Westbourne Drive to Waldram Park Road. Set down in Waldram Park Road, at Stop J (13856 - Waldram Park Road, Last Stop on LOR: 13856 - Waldram Park Road) and pick up in Waldram Park Road, at Stop L (13852 - Waldram Park Road, First Stop on LOR: 13852 - Waldram Park 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: Forest Hill.

SYDENHAM (from Plumstead Station)

Buses proceed from Kirkdale via A212 departing to Kirkdale. Set down in Kirkdale, at stop F (17317 - Sydenham Station # / Kirkdale, Last Stop on LOR: 17317 - Sydenham Station # / Kirkdale) and pick up in Kirkdale, at stop E (17316 - Sydenham Station # / Kirkdale, First Stop on LOR: 17316 - Sydenham Station # / Kirkdale).

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

CRYSTAL PALACE BUS STATION, WEST SIDE

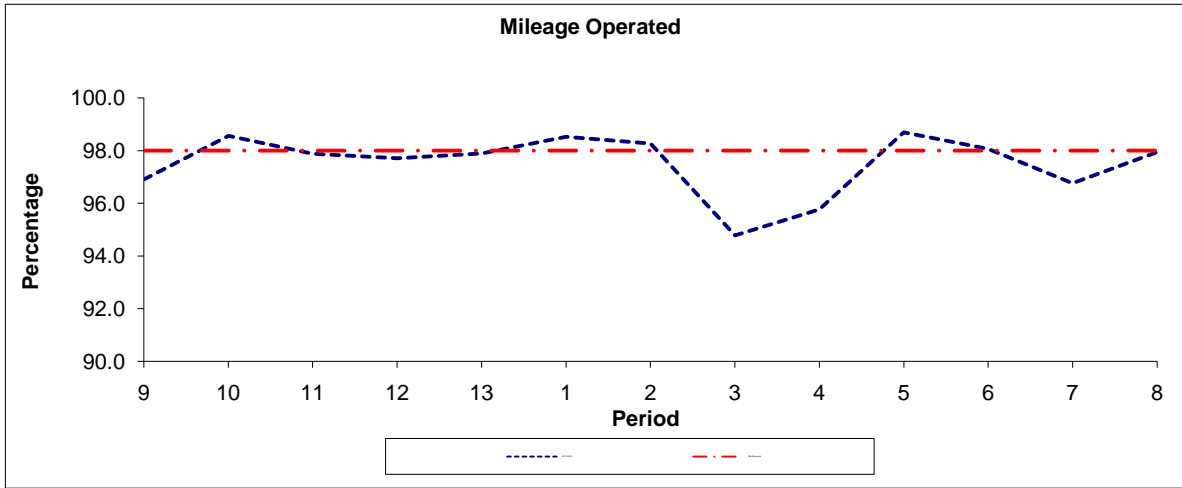
Private stand for 5 buses facing north in marked bays on west side of bus station on east side of Crystal Palace Parade opposite Farquhar Road.

Buses proceed from Crystal Palace Parade via Crystal Palace Bus Station West Side to stand, departing via Crystal Palace Bus Station West Side to Crystal Palace Parade. Set down in Crystal Palace Parade, at Stop A (BP2419 - Crystal Palace Parade, Last Stop on LOR: BP2419 - Crystal Palace Parade) and pick up in Crystal Palace Parade, at Stop B (BP2417 - Crystal Palace Parade, First Stop on LOR: BP2417 - Crystal Palace Parade).

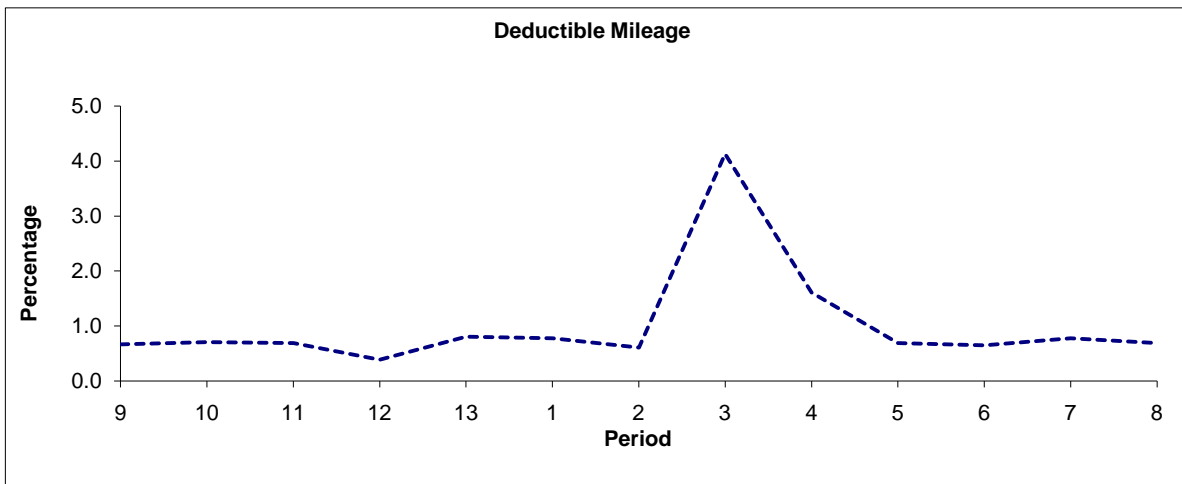
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 122 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Crystal Palace.

PART B - PERFORMANCE STATISTICS

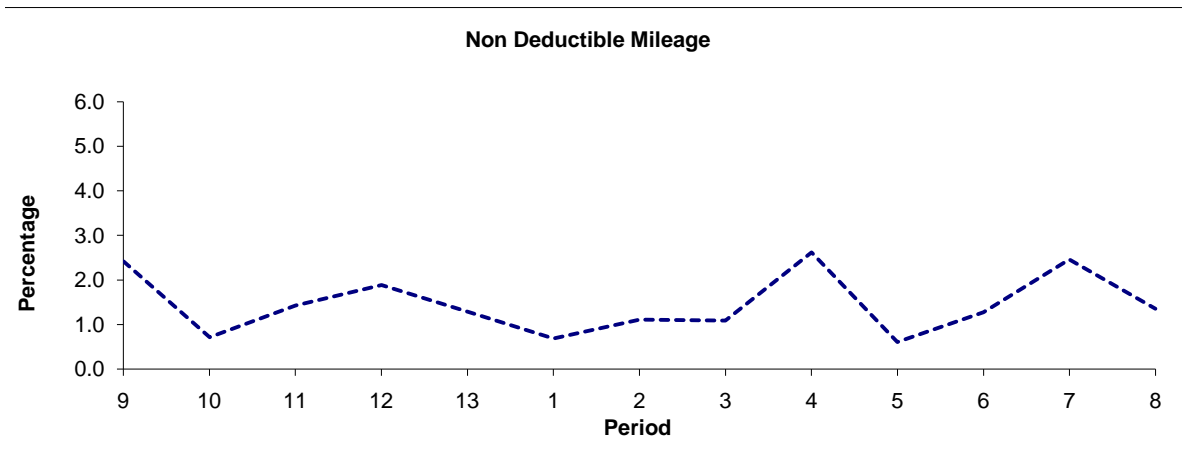
Route 122



| Period | 9 | 10 | 11 | 12 | 13 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2011/2012 | 96.91 | 98.57 | 97.88 | 97.72 | 97.90 | 98.53 | 98.28 | 94.78 | 95.77 | 98.70 | 98.07 | 96.76 | 97.95 |
| 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 | 9 | 10 | 11 | 12 | 13 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2011/2012 | 0.67 | 0.71 | 0.69 | 0.39 | 0.81 | 0.78 | 0.61 | 4.13 | 1.61 | 0.69 | 0.65 | 0.78 | 0.69 |

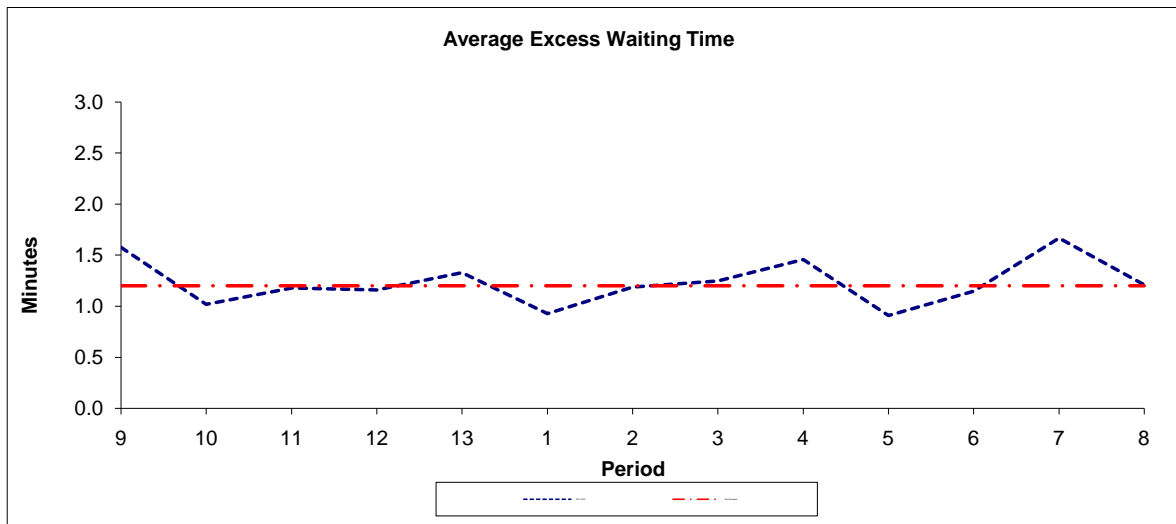


| Period | 9 | 10 | 11 | 12 | 13 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2011/2012 | 2.42 | 0.72 | 1.43 | 1.89 | 1.29 | 0.69 | 1.11 | 1.09 | 2.62 | 0.61 | 1.28 | 2.46 | 1.36 |

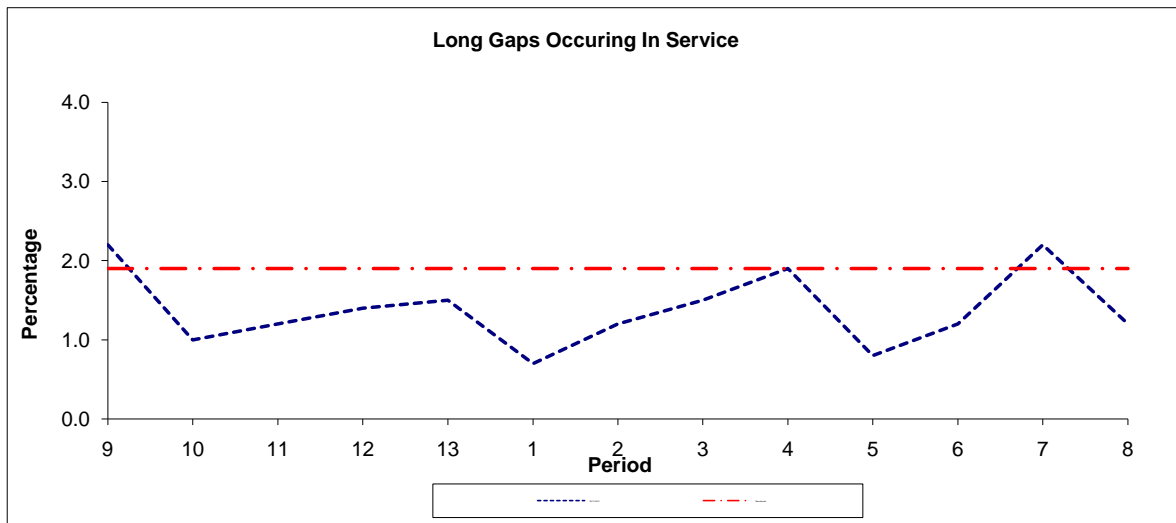
Note : Mileage is based on 4 weeks data
 Performance affected by industrial action in p3 2012/13.

PART B - PERFORMANCE STATISTICS

Route 122



| Period | 9 | 10 | 11 | 12 | 13 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2011-2012 | 1.58 | 1.02 | 1.18 | 1.16 | 1.33 | 0.93 | 1.19 | 1.25 | 1.46 | 0.91 | 1.15 | 1.67 | 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 | 9 | 10 | 11 | 12 | 13 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|-----------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2011-2012 | 2.2 | 1.0 | 1.2 | 1.4 | 1.5 | 0.7 | 1.2 | 1.5 | 1.9 | 0.8 | 1.2 | 2.2 | 1.2 |
| Benchmark | 1.9 | 1.9 | 1.9 | 1.9 | 1.9 | 1.9 | 1.9 | 1.9 | 1.9 | 1.9 | 1.9 | 1.9 | 1.9 |

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

ROUTE 122 - FULL iBUS RESULTS BY TIME OF DAY
QUARTERS 3 to 2 2011/12 (17/09/11 - 14/09/12)

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 | 30,655. | 95.5 | 7.41 | 0.82 | 8.23 | 70.8 | 26.6 | 2.3 | 0.4 | 0.3 | 67 |
| 0700 - 1000 | 75,021. | 95.4 | 5.90 | 1.38 | 7.28 | 73.3 | 22.9 | 3.1 | 0.7 | 2.0 | 70 |
| 1000 - 1300 | 73,443. | 99.3 | 5.92 | 1.09 | 7.01 | 75.3 | 22.6 | 1.8 | 0.4 | 1.1 | 94 |
| 1300 - 1600 | 76,183. | 96.8 | 5.79 | 1.13 | 6.92 | 75.2 | 22.2 | 2.3 | 0.4 | 1.4 | 67 |
| 1600 - 1900 | 74,370. | 97.1 | 5.90 | 1.74 | 7.65 | 71.2 | 24.2 | 3.7 | 0.8 | 2.5 | 88 |
| 1900 - 2200 | 67,254. | 98.0 | 6.25 | 1.42 | 7.67 | 69.5 | 26.2 | 3.6 | 0.6 | 1.7 | 62 |
| 2200 - 2400 | 38,912. | 100.8 | 7.50 | 0.94 | 8.44 | 64.1 | 32.1 | 3.3 | 0.5 | 0.5 | 65 |
| Summary | 435,838. | 97.5 | 6.03 | 1.34 | 7.37 | 72.6 | 23.9 | 2.9 | 0.6 | 1.7 | 94 |

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 | 4,571. | 97.3 | 10.00 | 0.52 | 10.52 | 50.9 | 42.3 | 5.7 | 1.0 | 0.2 | 48 |
| 0700 - 1000 | 14,178. | 97.8 | 6.73 | 0.74 | 7.47 | 73.9 | 23.9 | 2.1 | 0.1 | 0.3 | 57 |
| 1000 - 1300 | 15,438. | 96.3 | 6.05 | 0.84 | 6.89 | 75.3 | 23.1 | 1.5 | 0.1 | 0.6 | 68 |
| 1300 - 1600 | 15,505. | 99.1 | 6.00 | 1.18 | 7.18 | 73.8 | 23.5 | 2.3 | 0.4 | 1.2 | 50 |
| 1600 - 1900 | 15,292. | 97.7 | 5.99 | 0.97 | 6.96 | 74.7 | 23.2 | 1.8 | 0.4 | 1.0 | 69 |
| 1900 - 2200 | 12,451. | 98.3 | 7.17 | 1.25 | 8.42 | 63.7 | 31.4 | 4.3 | 0.6 | 0.9 | 57 |
| 2200 - 2400 | 8,240. | 99.4 | 7.50 | 1.28 | 8.78 | 62.6 | 32.3 | 4.4 | 0.6 | 0.6 | 62 |
| Summary | 85,675. | 97.9 | 6.41 | 1.00 | 7.41 | 72.0 | 25.2 | 2.4 | 0.4 | 0.8 | 69 |

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 | 3,094. | 97.9 | 10.00 | 0.12 | 10.12 | 64.1 | 30.4 | 4.4 | 1.0 | 2.4 | 43 |
| 0700 - 1000 | 11,307. | 96.7 | 9.05 | 0.79 | 9.84 | 56.3 | 37.6 | 5.5 | 0.7 | 0.2 | 53 |
| 1000 - 1300 | 13,901. | 97.6 | 7.37 | 0.96 | 8.33 | 63.5 | 31.9 | 3.9 | 0.7 | 0.8 | 51 |
| 1300 - 1600 | 13,796. | 98.3 | 7.39 | 1.53 | 8.92 | 62.1 | 31.5 | 5.4 | 1.1 | 1.1 | 66 |
| 1600 - 1900 | 14,082. | 99.5 | 7.34 | 0.93 | 8.27 | 64.9 | 31.5 | 3.2 | 0.4 | 0.5 | 51 |
| 1900 - 2200 | 13,536. | 99.8 | 7.41 | 0.80 | 8.20 | 64.4 | 32.4 | 2.8 | 0.4 | 0.4 | 48 |
| 2200 - 2400 | 9,236. | 101.7 | 7.50 | 0.56 | 8.06 | 66.0 | 32.2 | 1.6 | 0.2 | 0.2 | 118 |
| Summary | 78,952. | 98.8 | 7.59 | 1.01 | 8.60 | 63.1 | 32.3 | 3.9 | 0.7 | 0.7 | 118 |

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 | 38,320. | 95.9 | 7.85 | 0.74 | 8.59 | 68.2 | 28.5 | 2.8 | 0.5 | 0.4 | 67 |
| 0700 - 1000 | 100,506. | 95.9 | 6.13 | 1.29 | 7.42 | 72.5 | 23.7 | 3.2 | 0.6 | 1.8 | 70 |
| 1000 - 1300 | 102,782. | 98.6 | 6.10 | 1.03 | 7.14 | 73.9 | 23.8 | 2.0 | 0.4 | 0.9 | 94 |
| 1300 - 1600 | 105,484. | 97.4 | 5.99 | 1.18 | 7.17 | 73.6 | 23.4 | 2.6 | 0.4 | 1.3 | 67 |
| 1600 - 1900 | 103,744. | 97.5 | 6.05 | 1.58 | 7.63 | 71.0 | 24.8 | 3.5 | 0.7 | 2.1 | 88 |
| 1900 - 2200 | 93,241. | 98.3 | 6.49 | 1.33 | 7.83 | 68.2 | 27.6 | 3.6 | 0.6 | 1.4 | 62 |
| 2200 - 2400 | 56,388. | 100.7 | 7.50 | 0.93 | 8.43 | 64.2 | 32.2 | 3.2 | 0.5 | 0.5 | 118 |
| Summary | 600,465. | 97.7 | 6.23 | 1.26 | 7.49 | 71.6 | 24.9 | 3.0 | 0.5 | 1.5 | 118 |

Transport for London - QSI Points and Mileage

Route 122
 Service change 30436
 Date 21/07/2012



QSI Points are highlighted in blue.

| OUT DIRECTION | | | | |
|--|-------------|---|--------------|--------------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| PLUMSN | 36510 | Plumstead Road / Plumstead Station | | |
| | 34579 | Greenwich Community College | 246 | 0.15 |
| | 8931 | Maxey Road | 229 | 0.14 |
| | BP4396 | Plumstead Road / Woolwich Public Market | 434 | 0.27 |
| WOOLAS | 35483 | Woolwich Arsenal Station | 280 | 0.17 |
| | 26642 | Claydown Mews | 464 | 0.29 |
| | 44027 | Gunner Lane | 260 | 0.16 |
| | 26646 | Nightingale Place | 305 | 0.19 |
| | 26650 | Woolwich Common | 463 | 0.29 |
| | 26652 | Royal Garrison Church | 394 | 0.24 |
| SHOOPS | 26653 | Well Hall Road / Shooters Hill Road | 475 | 0.30 |
| | 26656 | Well Hall Road / Broad Walk | 234 | 0.15 |
| | 26658 | Well Hall Road / Dunblane Road | 203 | 0.13 |
| | 26660 | Arbroath Road | 385 | 0.24 |
| | 26662 | Well Hall Road / Well Hall Roundabout | 267 | 0.17 |
| | 26670 | Elmbrook Gardens | 316 | 0.20 |
| | 26672 | Westhorne Avenue / Briset Road | 327 | 0.20 |
| | 26676 | Haimo Road | 413 | 0.26 |
| | 26678 | Green Way | 253 | 0.16 |
| ELTYG | 20134 | Eltham Road / Westhorne Avenue | 303 | 0.19 |
| | 19655 | Cedarhurst Drive | 329 | 0.20 |
| | 19653 | Eltham Road / Kidbrooke Park Road | 306 | 0.19 |
| | 19652 | Courtlands Avenue | 259 | 0.16 |
| | 19650 | Weigall Road | 152 | 0.09 |
| | BP4667 | Cambridge Drive | 185 | 0.11 |
| LEEGLG | 18188 | Lee Green | 349 | 0.22 |
| | 19646 | Lampmead Road | 301 | 0.19 |
| | 19644 | Dacre Park | 301 | 0.19 |
| | 19640 | Brandram Road | 300 | 0.19 |
| | 3383 | Belmont Park | 346 | 0.21 |
| | 19638 | Marischal Road | 222 | 0.14 |
| | 29292 | Belmont Hill | 228 | 0.14 |
| LEWSHX | BP1115 | Lewisham Centre | 327 | 0.20 |
| | 26286 | Morley Road | 227 | 0.14 |
| | 27767 | Wearside Road | 481 | 0.30 |
| | 13892 | Ladywell Station | 307 | 0.19 |
| | 13886 | Prendergast School | 454 | 0.28 |
| | 13884 | Adelaide Avenue / St Margaret's Road | 348 | 0.22 |
| | 26076 | Braxfield Road | 227 | 0.14 |
| | 26074 | Dalrymple Road | 226 | 0.14 |
| CFPKSN | 13875 | Crofton Park Station | 281 | 0.17 |
| | 13873 | Brockley Jack | 152 | 0.09 |
| | 26072 | Maclean Road | 289 | 0.18 |
| BKRSCD | 13869 | Brockley Rise / the Chandos | 330 | 0.21 |
| | 26415 | Duncombe Hill | 128 | 0.08 |
| | 13865 | Brockley Park | 258 | 0.16 |
| | 13863 | Brockley Rise / Cranston Road | 243 | 0.15 |
| | 26030 | Forest Hill Fire Station | 251 | 0.16 |
| | 13856 | Waldrum Park Road | 330 | 0.21 |
| | 35750 | Forest Hill Station / Waldrum Crescent | 302 | 0.19 |
| FRHLSN | 29309 | Forest Hill Station / Devonshire Road | 193 | 0.12 |
| | 17308 | Dartmouth Road / Thorpewood Avenue | 455 | 0.28 |
| | 17310 | Sydenham Police Station | 398 | 0.25 |
| | 17312 | Sydenham / the Woodman | 226 | 0.14 |
| | 17315 | Peak Hill | 257 | 0.16 |
| KIRKWH | 17317 | Sydenham Station / Kirkdale | 269 | 0.17 |
| | R0083 | Sydenham Station / Westwood Hill | 188 | 0.12 |
| | 17831 | Sydenham High School | 474 | 0.29 |
| | 17832 | Charleville Circus | 168 | 0.10 |
| | 17834 | Crystal Palace Park Road | 243 | 0.15 |
| | 19020 | Crystal Palace Parade / Fountain Drive | 468 | 0.29 |
| | 13379 | Crystal Palace Parade / College Road | 220 | 0.14 |
| CPALPD | BP2419 | Crystal Palace Parade | 318 | 0.20 |
| Total Route Mileage - Out Direction | | | 18567 | 11.54 |
| | | | 18567 | 11.54 |

TRANCHE 435

| BACK DIRECTION | | | | |
|---|-------------|---|--------------|--------------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| CPALPD | BP2417 | Crystal Palace Parade | | |
| | 17839 | Crystal Palace Parade / College Road | 345 | 0.21 |
| | 17835 | Crystal Palace Park Road | 364 | 0.23 |
| | 17833 | Charleville Circus | 379 | 0.24 |
| | 17830 | Sydenham High School | 417 | 0.26 |
| | BP672 | Sydenham Station / Westwood Hill | 337 | 0.21 |
| KIRKWH | 17316 | Sydenham Station / Kirkdale | 161 | 0.10 |
| | 17314 | Peak Hill | 285 | 0.18 |
| | 17313 | Sydenham / the Woodman | 258 | 0.16 |
| SYDMGS | BP157 | Sydenham Police Station | 293 | 0.18 |
| | 17309 | Dartmouth Road / Thorpewood Avenue | 177 | 0.11 |
| FRHLSN | 17307 | Forest Hill Station / Dartmouth Road | 467 | 0.29 |
| | 13852 | Waldram Park Road | 415 | 0.26 |
| | 13859 | Forest Hill Fire Station | 426 | 0.26 |
| | 26414 | Stanstead Road / Colfe Rd | 166 | 0.10 |
| | 13862 | Brockley Park | 313 | 0.19 |
| | 13864 | Duncombe Hill | 274 | 0.17 |
| BKRSCD | 34481 | Stondon Park / Honor Oak Park | 287 | 0.18 |
| | 26071 | Maclean Road | 152 | 0.09 |
| | 13872 | Brockley Jack | 251 | 0.16 |
| | BP4996 | Crofton Park Station | 245 | 0.15 |
| CFPKSN | 13874 | Beecroft Road | 195 | 0.12 |
| | 26073 | Dalrymple Road | 177 | 0.11 |
| | 13881 | Roundel Close | 218 | 0.14 |
| | 13883 | Adelaide Avenue / Montague Avenue | 326 | 0.20 |
| | 13885 | Prendergast School | 194 | 0.12 |
| | 13891 | Ladywell Station | 491 | 0.31 |
| | 27766 | Wearside Road | 295 | 0.18 |
| | 26284 | Ladywell Leisure Centre | 249 | 0.15 |
| LEWSHV | BP1114 | Lewisham Centre | 549 | 0.34 |
| | 283 | Belmont Hill | 338 | 0.21 |
| | 19637 | Belmont Park | 239 | 0.15 |
| | 3384 | Manor Park | 285 | 0.18 |
| | 19639 | Brandram Road | 306 | 0.19 |
| | 19643 | Dacre Park | 263 | 0.16 |
| | 19645 | Lampmead Road | 265 | 0.16 |
| LEEGLG | BP4533 | Lee Green / the Old Tigers Head | 141 | 0.09 |
| | 19647 | Cambridge Drive | 389 | 0.24 |
| | 19649 | Weigall Road | 239 | 0.15 |
| | 19651 | Courtlands Avenue | 233 | 0.14 |
| | 8424 | Eltham Road / Kidbrooke Park Road | 219 | 0.14 |
| | 19654 | Sutcliffe Park | 362 | 0.22 |
| ELTYG | 26679 | Eltham Road / Westhorpe Avenue | 255 | 0.16 |
| | 26677 | Green Way | 233 | 0.14 |
| | 26675 | Haimo Road | 283 | 0.18 |
| | 26673 | Westhorpe Avenue / Briset Road | 321 | 0.20 |
| | 26671 | Westhorpe Avenue / Kidbrooke Lane | 182 | 0.11 |
| | 26669 | Elmbrook Gardens | 165 | 0.10 |
| | 26661 | Dickson Road | 338 | 0.21 |
| | 26659 | Arbroath Road | 270 | 0.17 |
| | 26657 | Well Hall Road / Dunblane Road | 307 | 0.19 |
| | 26655 | Well Hall Road / Broad Walk | 359 | 0.22 |
| SHOOPS | 26654 | Academy Road / Shooters Hill Road | 279 | 0.17 |
| | 26651 | Royal Garrison Church | 405 | 0.25 |
| | 26647 | Ha Ha Road | 615 | 0.38 |
| | 26645 | Gunner Lane | 306 | 0.19 |
| | 26644 | Naafi Messing Store | 383 | 0.24 |
| WOOLAS | BP5480 | Woolwich Arsenal Station | 542 | 0.34 |
| | BP5540 | Plumstead Road / Woolwich Public Market | 308 | 0.19 |
| | R0385 | Maxey Road | 442 | 0.27 |
| PD GRP | BP1283 | Plumstead Bus Garage | 272 | 0.17 |
| Total Route Mileage - Back Direction | | | 18250 | 11.34 |
| | | | 18250 | 11.34 |