

7. Service Specification

Route: 174

Contract Reference: QC49401

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 | 174 |
| Terminus Points | <p><u>Option 1</u> Harold Hill, Dagnam Park Square and Dagenham, C E M E (Mondays to Saturdays)</p> <p>Harold Hill, Dagnam Park Square and Dagenham, New Road/Ballards Road (Dagenham, Ballards Road towards Harold Hill, Dagnam Park Square) (Sundays)</p> <p><u>Option 2</u> Harold Hill, Dagnam Park Square and Dagenham, C E M E (Mondays to Sundays)</p> |
| Contract Basis | Incentivised |
| Commencement Date | 17 th October 2015 |
| Vehicle Type | 87 capacity, dual door, double deck buses |
| Current Maximum Approved Dimensions | 10.0 metres long and 2.55 metres wide |
| New Vehicles Mandatory | Yes |
| Hybrid Price Required | Yes |
| Sponsored Route | No |
| Advertising Rights | Operator |
| Minimum Performance Standard (Options 1 & 2) | Average Excess Wait Time - No more than 1.00 minutes |
| Extension Threshold (Options 1 & 2) | Average Excess Wait Time Threshold - 0.85 minutes |
| Minimum Operated Mileage Standard | No less than 98.00% |

7. Service Specification - continued

The Date of Tender for this ITT is: No later than 12 Noon on Monday 10th November 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, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. 174.

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 Sundays options are specified:

Option 1

- No changes are proposed.

Option 2

- Route No. 174 is extended from Dagenham, New Road/Ballards Road to Dagenham, C E M E on Sundays matching the structure on Mondays to Saturdays.
- Departure times ex Dagenham, C E M E on Sundays have been back projected from Dagenham, New Road/Ballards Road.

Tenderers should note that if they are supplying an alternative price based on using existing vehicles, these must be refurbished in line with the revised specification dated 1st March 2014. This applies to all contracts awarded from Tranche 471 onwards.

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.**

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.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

| | | | | | |
|--|------------------|--|-------------------------------|-------------|-----------|
| Harold Hill, Dagnam Park Square to Dagenham, C E M E | | Dagenham, C E M E to Harold Hill, Dagnam Park Square | | | |
| First departure no later than 0445. | | First departure no later than 0450. | | | |
| 0440 - 0530 | Every 15 minutes | 0445 - 0535 | Every 15 minutes | | |
| 0531 - 0605 | Every 12 minutes | 0536 - 0600 | Every 12 minutes | | |
| 0606 - 0625 | Every 10 minutes | 0601 - 0620 | Every 10 minutes | | |
| 0626 - 1910 | Every 8 minutes | 0621 - 0740 | Every 8 minutes | | |
| 1911 - 2010 | Every 10 minutes | 0741 - 0810 | Every 6 minutes | | |
| 2011 - 0015 | Every 15 minutes | 0811 - 1835 | Every 8 minutes | | |
| | | 1836 - 1935 | Every 10 minutes | | |
| | | 1936 - 2350 | Every 15 minutes | | |
| | | 2351 - 0055 | Every 20 minutes | | |
| Last departure no earlier than 0010. | | Last departure no earlier than 0050. | | | |
| Pinchpoints | | | | | |
| Dagenham, The Eastbrook | 0705 - 0905 | 8 minutes | Gallows Corner, Straight Road | 0720 - 0840 | 8 minutes |
| | 1505 - 1645 | 8 minutes | | 0841 - 0910 | 6 minutes |
| | | | | 1505 - 1645 | 8 minutes |

The journeys shown in Section 3.2 are specifically designed to meet the start times of Havering College of Further and Higher Education and Eastbrook School in the Harold Hill and Dagenham areas respectively.

3.2) MONDAY TO FRIDAY NON SCHOOLDAYS SCHEDULE REQUIREMENTS & PINCHPOINTS

| | | | | | |
|--|------------------|--|-------------------------------|-------------|-----------|
| Harold Hill, Dagnam Park Square to Dagenham, C E M E | | Dagenham, C E M E to Harold Hill, Dagnam Park Square | | | |
| First departure no later than 0445. | | First departure no later than 0450. | | | |
| 0440 - 0530 | Every 15 minutes | 0445 - 0535 | Every 15 minutes | | |
| 0531 - 0605 | Every 12 minutes | 0536 - 0600 | Every 12 minutes | | |
| 0606 - 0625 | Every 10 minutes | 0601 - 0620 | Every 10 minutes | | |
| 0626 - 1910 | Every 8 minutes | 0621 - 1835 | Every 8 minutes | | |
| 1911 - 2010 | Every 10 minutes | 1836 - 1935 | Every 10 minutes | | |
| 2011 - 0015 | Every 15 minutes | 1936 - 2350 | Every 15 minutes | | |
| | | 2351 - 0055 | Every 20 minutes | | |
| Last departure no earlier than 0010. | | Last departure no earlier than 0050. | | | |
| Pinchpoints | | | | | |
| Dagenham, The Eastbrook | 0705 - 0905 | 8 minutes | Gallows Corner, Straight Road | 0720 - 0900 | 8 minutes |
| | 1505 - 1645 | 8 minutes | | 1505 - 1645 | 8 minutes |

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.3) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| | | | | | |
|--|------------------|-----------|--|------------------|-----------|
| Harold Hill, Dagnam Park Square to Dagenham, C E M E | | | Dagenham, C E M E to Harold Hill, Dagnam Park Square | | |
| First departure no later than 0445. | | | First departure no later than 0450. | | |
| 0440 - 0525 | Every 20 minutes | | 0445 - 0530 | Every 20 minutes | |
| 0526 - 0640 | Every 15 minutes | | 0531 - 0645 | Every 15 minutes | |
| 0641 - 0705 | Every 12 minutes | | 0646 - 0710 | Every 12 minutes | |
| 0706 - 0735 | Every 10 minutes | | 0711 - 0750 | Every 10 minutes | |
| 0736 - 1805 | Every 8 minutes | | 0751 - 1805 | Every 8 minutes | |
| 1806 - 1855 | Every 10 minutes | | 1806 - 1905 | Every 10 minutes | |
| 1856 - 0015 | Every 15 minutes | | 1906 - 2350 | Every 15 minutes | |
| | | | 2351 - 0055 | Every 20 minutes | |
| Last departure no earlier than 0010. | | | Last departure no earlier than 0050. | | |
| Pinchpoints | | | | | |
| Dagenham, The Eastbrook | 0825 - 1105 | 8 minutes | Gallows Corner, Straight Road | 0825 - 1105 | 8 minutes |

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

OPTION 1

| | | | | | |
|---|------------------|------------|--|------------------|------------|
| Harold Hill, Dagnam Park Square to Dagenham, New Road/Ballards Road | | | Dagenham, Ballards Road to Harold Hill, Dagnam Park Square | | |
| First departure no later than 0605. | | | First departure no later than 0555. | | |
| 0600 - 0745 | Every 20 minutes | | 0550 - 0755 | Every 20 minutes | |
| 0746 - 0015 | Every 15 minutes | | 0756 - 2355 | Every 15 minutes | |
| | | | 2356 - 2400 | Every 20 minutes | |
| Last departure no earlier than 0010. | | | Last departure no earlier than 0055. | | |
| Pinchpoints | | | | | |
| Dagenham, The Eastbrook | 1000 - 1130 | 15 minutes | Gallows Corner, Straight Road | 0955 - 1125 | 15 minutes |

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

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

OPTION 2

| | | | | | |
|--|------------------|--|-------------------------------|-------------|------------|
| Harold Hill, Dagnam Park Square to Dagenham, C E M E | | Dagenham, C E M E to Harold Hill, Dagnam Park Square | | | |
| First departure no later than 0605. | | First departure no later than 0550. | | | |
| 0600 - 0745 | Every 20 minutes | 0545 - 0750 | Every 20 minutes | | |
| 0746 - 0015 | Every 15 minutes | 0751 - 2350 | Every 15 minutes | | |
| | | 2351 - 0055 | Every 20 minutes | | |
| Last departure no earlier than 0010. | | Last departure no earlier than 0050. | | | |
| Pinchpoints | | | | | |
| Dagenham, The Eastbrook | 1000 - 1130 | 15 minutes | Gallows Corner, Straight Road | 0955 - 1125 | 15 minutes |

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 174 should be separated from Route No. N86 between Harold Hill, Dagnam Park Square and Romford, Western Road during all periods.
- 4.2) Route No. 174 should be separated from Route No. 498 between Gallows Corner and Romford, Oldchurch Road (at junction with Oldchurch Rise) during all periods.
- 4.3) Route No. 174 should be separated from Route No. 175 between Dagenham Heathway Station and Dagenham, New Road/Ballards Road during all periods.
- 4.4) Route No. 174 can suffer from unpredictable traffic delays in the Romford and Dagenham areas.
- 4.5) Romford Market, which is held on Wednesdays, Fridays and Saturdays, can lead to traffic delays in the Romford area.
- 4.6) Further developments are progressing in Romford town centre, including the Market Square and the new Asda store at Liberty 2 (located at the junction of Main Road, St. Edwards Way and Mercury Gardens). Over the next 10 years, there should be fairly significant increases in residential and commercial properties within and along the inner ring road. This will affect demand on the route.

4) OPERATIONAL CONSIDERATIONS - continued

- 4.7) CEME is open from 0600 until 2200. However, access to the toilets is dependent on the security staff being available and not on their rounds between 0600 and 0830 and also after 1700 until close.
- 4.8) A community group has located to Dagenham, C E M E and operates a series of social clubs and religious services between 1100 until 1800 on Sundays with an estimated attendance of up to 200 people.
- 4.9) 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 No. 174 and it is anticipated that some passenger demand for Route No. 174 may shift to this line when it opens. Route No. 174 will be reviewed closer to the opening date.

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 174: Harold Hill, Dagnam Park Square - Dagenham, Marsh Way C E M E

Date of Structural Change: 17 October 2015.

Date of Service Change: 17 October 2015.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Dagenham, Marsh Way C E M E: Dagnam Park Drive, Hilldene Avenue, Straight Road, Gallows Corner, Main Road, Main Road Roundabout, Mercury Gardens, Western Road, Chandlers Way, Eastern Road, South Street, Oldchurch Road, Oldchurch Road Roundabout, Oldchurch Road, Dagenham Road, Oxlow Lane, Heathway, New Road, Marsh Way, C E M E Access Road, C E M E Reception Entrance Road.

Towards Harold Hill, Dagnam Park Square: C E M E Reception Entrance Road, C E M E Access Road, Marsh Way, New Road, Heathway, Oxlow Lane, Dagenham Road, Oldchurch Road, Oldchurch Road Roundabout, Oldchurch Road, South Street, Romford Station Forecourt, South Street, Western Road, Mercury Gardens, Main Road Roundabout, Main Road, Gallows Corner, Straight Road, Hilldene Avenue, Dagnam Park Drive, Leamington Road, Petersfield Avenue, Dagnam Park Drive.

Special Journey from Dagenham, New Road:

On Sunday buses operate from Ballards Road (Northern Arm), then via Ballards Road (Eastern Arm) to New 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.

HAROLD HILL, DAGNAM PARK SQUARE

Public stand for two buses on west side of Dagnam Park Drive, commencing opposite No. 17 Dagnam Park Square and extending 30 metres south to a point opposite lamp standard No. 52.

Buses proceed from Dagnam Park Drive direct to stand, departing to Dagnam Park Drive. Set down in Dagnam Park Drive, at Stop DJ (35414 - Dagnam Park Square, Last Stop on LOR: 35414 - Dagnam Park Square) and pick up in Dagnam Park Drive, at Stop DJ (35414 - Dagnam Park Square, First Stop on LOR: 35414 - Dagnam Park Square).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 174 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: Harold Hill, Dagnam Park Square.

HAROLD HILL, GOOSHAYS DRIVE (from DAGENHAM, MARSH WAY C E M E)

Buses proceed from Hilldene Avenue via Circumnavigating Roundabout At Junction With North Hill Drive and North Hill Drive departing to Hilldene Avenue. Set down in Hilldene Avenue, at Stop HJ (26510 - Chippenham Road, Last Stop on LOR: 26510 - Chippenham Road) and pick up in Hilldene Avenue, at Stop HH (26511 - Chippenham Road, First Stop on LOR: 26511 - Chippenham Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Harold Hill, Gooshays Drive.

GALLOWS CORNER (from Harold Hill, Dagnam Park Square)

Buses proceed from Straight Road via Gallows Corner departing to Straight Road. Set down in Straight Road, at stop GE (20074 - Gallows Corner, Last Stop on LOR: 20074 - Gallows Corner) and pick up in Straight Road, at stop GL (20073 - Gallows Corner, First Stop on LOR: 20073 - Gallows Corner).

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

GALLOWS CORNER, MAIN ROAD (from DAGENHAM, MARSH WAY C E M E)

Buses proceed from Main Road via Gallows Corner departing to Main Road. Set down in Main Road, at stop GN (18470 - Upper Brentwood Road, Last Stop on LOR: 18470 - Upper Brentwood Road) and pick up in Main Road, at stop GQ (18469 - Upper Brentwood Road, First Stop on LOR: 18469 - Upper Brentwood Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Gallows Corner, Main Road.

ROMFORD MARKET

Private stand in Stagecoach's North Street Bus Garage.

From Dagenham, Marsh Way C E M E.

Buses proceed from Mercury Gardens via Main Road Roundabout, St Edwards Way, North Street, Seymer Road and North Street Bus Garage to stand, departing via North Street Bus Garage, Park Drive, North Street, St Edwards Way and Main Road Roundabout to Mercury Gardens. Set down in Mercury Gardens, at stop N (34120 - Mercury Gardens, Last Stop on LOR: 34120 - Mercury Gardens) and pick up in Mercury Gardens, at stop K (BP4873 - Mercury Gardens, First Stop on LOR: BP4873 - Mercury Gardens).

From Harold Hill, Dagnam Park Square.

Buses proceed from Mercury Gardens via Main Road Roundabout, St Edwards Way, North Street, Seymer Road and North Street Bus Garage to stand, departing via North Street Bus Garage, Park Drive, North Street, St Edwards Way and Main Road Roundabout to Mercury Gardens. Set down in Mercury Gardens, at stop K (BP4873 - Mercury Gardens, Last Stop on LOR: BP4873 - Mercury Gardens) and pick up in Mercury Gardens, at stop N (34120 - Mercury Gardens, First Stop on LOR: 34120 - Mercury Gardens).

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: Romford Market.

ROMFORD STATION, ATLANTA BOULEVARD

Private stand for 15 buses in marked bays in Bus Parking Area in Atlanta Boulevard on south side of Romford Station.

From Dagenham, Marsh Way C E M E.

Buses proceed from Atlanta Boulevard direct to stand, departing via Atlanta Boulevard and Romford Station Forecourt to South Street. Set down in Atlanta Boulevard, at Alighting Point (BP148 - Romford Station #, Last Stop on LOR: 18289 - Rom Valley Way) and pick up in South Street, at Stop T (R0680 - Romford Station #, First Stop on LOR: R0680 - Romford Station #).

From Harold Hill, Dagnam Park Square.

Buses proceed from South Street via Atlanta Boulevard to stand, departing via Atlanta Boulevard to Romford Station Forecourt. Set down in South Street, at Stop T (R0680 - Romford Station # and pick up in Romford Station Forecourt, at Stop Z (R0760 - Romford Station #, First Stop on LOR: R0760 - Romford 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: | Romford Station. |

DAGENHAM ROAD, EASTBROOK SCHOOL (from Harold Hill, Dagnam Park Square)

Buses proceed from Dagenham Road via Rainham Road South, The Bull Roundabout and Rainham Road South departing to Dagenham Road. Set down in Dagenham Road (25392 - Eastbrook School, Last Stop on LOR: 25392 - Eastbrook School) and pick up in Dagenham Road (25391 - Eastbrook School, First Stop on LOR: 25391 - Eastbrook School).

| | |
|-------------------------|--|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | Turning Point Only - Buses must not stand |
| BLIND DISPLAY: | Dagenham Road, Eastbrook School. |

DAGENHAM HEATHWAY, CHURCH ELM (from Harold Hill, Dagnam Park Square)

Public stand on south east side of Dagenham Avenue - definition to be supplied once dead bus stand flag is installed.

Buses proceed from Heathway via Dagenham Avenue to stand, departing via Dagenham Avenue, Lloyd Road and Hedgemans Road to Heathway. Set down in Heathway, at Stop E (20822 - Dagenham Heathway Station <>, Last Stop on LOR: 20822 - Dagenham Heathway Station <>) and pick up in Heathway, at Stop B (16970 - Dagenham Heathway Station <>, First Stop on LOR: 16970 - Dagenham Heathway 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: Dagenham Heathway.

DAGENHAM, BALLARDS ROAD (from Harold Hill, Dagnam Park Square)

Public stand for five buses in Ballards Road (western arm) on east side of central island, commencing at the southern kerbline of Oval Road South and extending 70 metres southwards to the northern kerbline of New Road.

Buses proceed from New Road via Ballards Road to stand, departing via Ballards Road, Ballards Road (Northern Arm) and Ballards Road (Eastern Arm) to New Road. Set down in New Road, at Stop D (27950 - Ballards Road / Princess Parade, Last Stop on LOR: 27950 - Ballards Road / Princess Parade) and pick up in New Road, at Stop Q (BP4609 - Ballards Road, First Stop on LOR: BP4609 - Ballards Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: None.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Dagenham, New Road.
OTHER INFORMATION: Curtailment point on Mondays to Saturdays, and normal terminus for Sundays.

DAGENHAM, C E M E

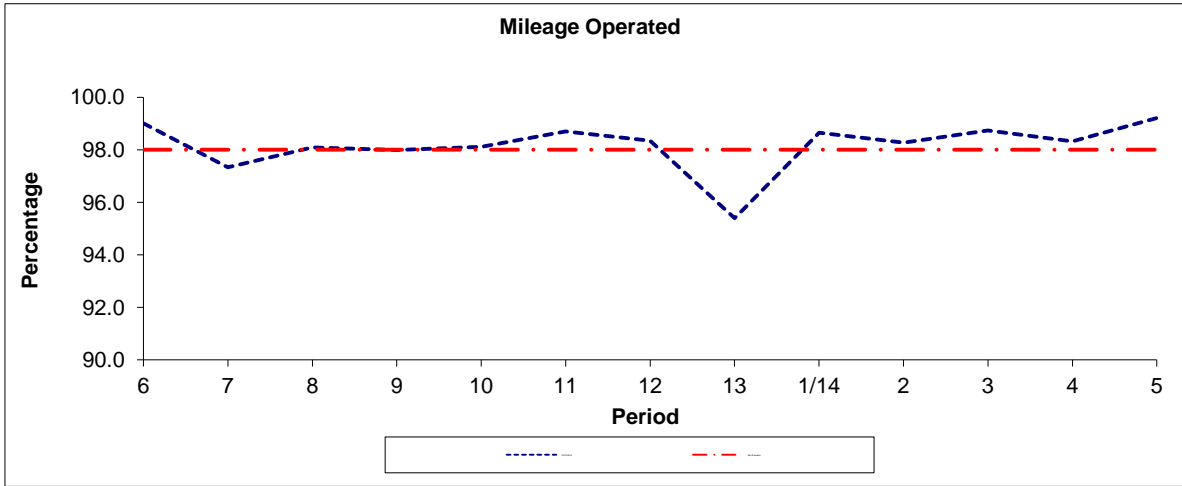
Private stand for two buses in entrance road to CEME Reception, commencing at a point 25 metres north of the junction with CEME Access Road and extending 24 metres south.

Buses proceed from C E M E Reception Entrance Road direct to stand, departing to C E M E Reception Entrance Road. Set down in C E M E Reception Entrance Road, on stand (BP4070 - C E M E, Last Stop on LOR: BP4070 - C E M E) and pick up in C E M E Reception Entrance Road (BP4070 - C E M E, First Stop on LOR: BP4070 - C E M E).

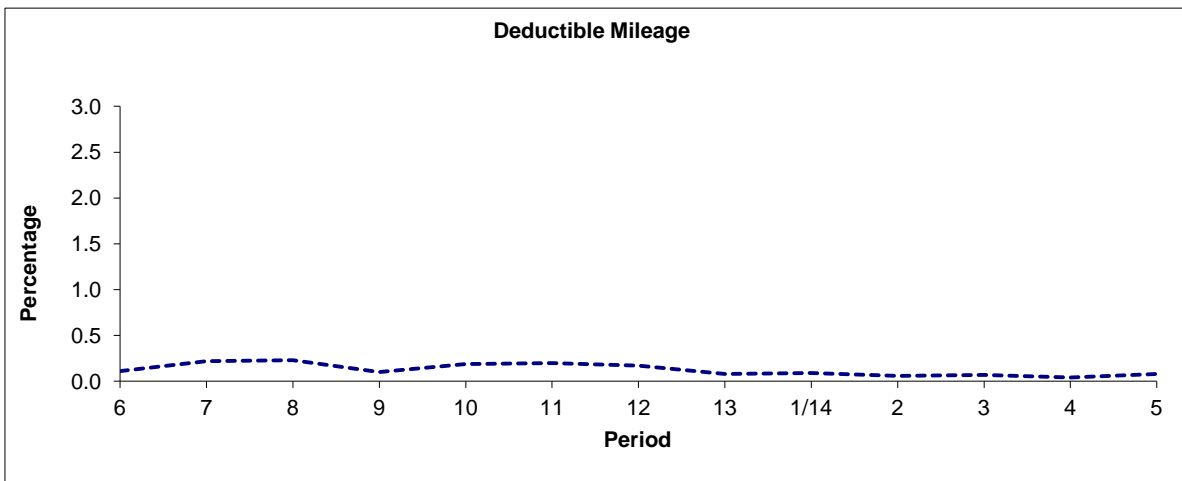
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 174 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Dagenham, Marsh Way.

PART B - PERFORMANCE STATISTICS

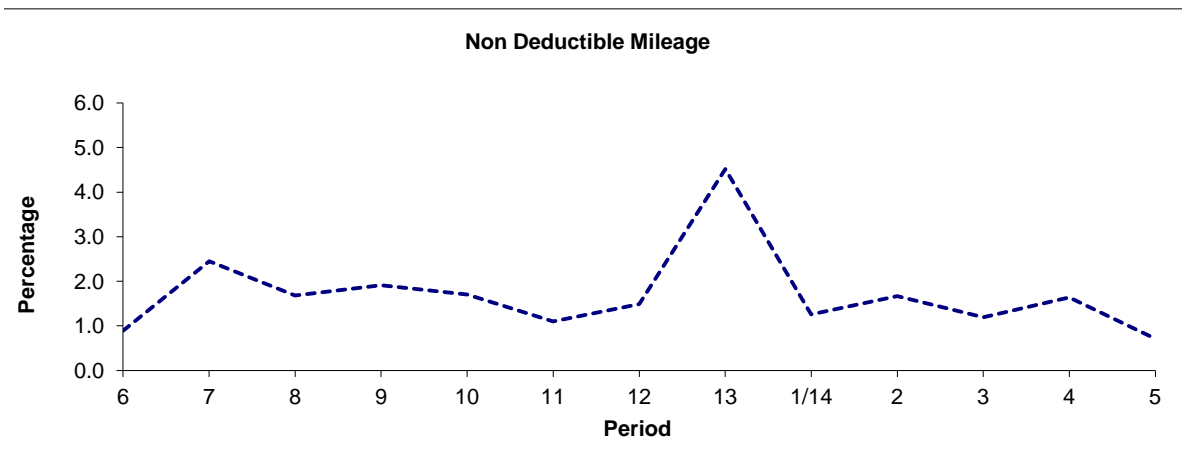
Route 174



| Period | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/14 | 2 | 3 | 4 | 5 |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2013/2014 | 99.00 | 97.33 | 98.09 | 97.99 | 98.11 | 98.70 | 98.34 | 95.40 | 98.65 | 98.27 | 98.74 | 98.32 | 99.21 |
| Min Standard | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 |



| Period | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/14 | 2 | 3 | 4 | 5 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2013/2014 | 0.11 | 0.22 | 0.23 | 0.10 | 0.19 | 0.20 | 0.17 | 0.08 | 0.09 | 0.06 | 0.07 | 0.04 | 0.08 |

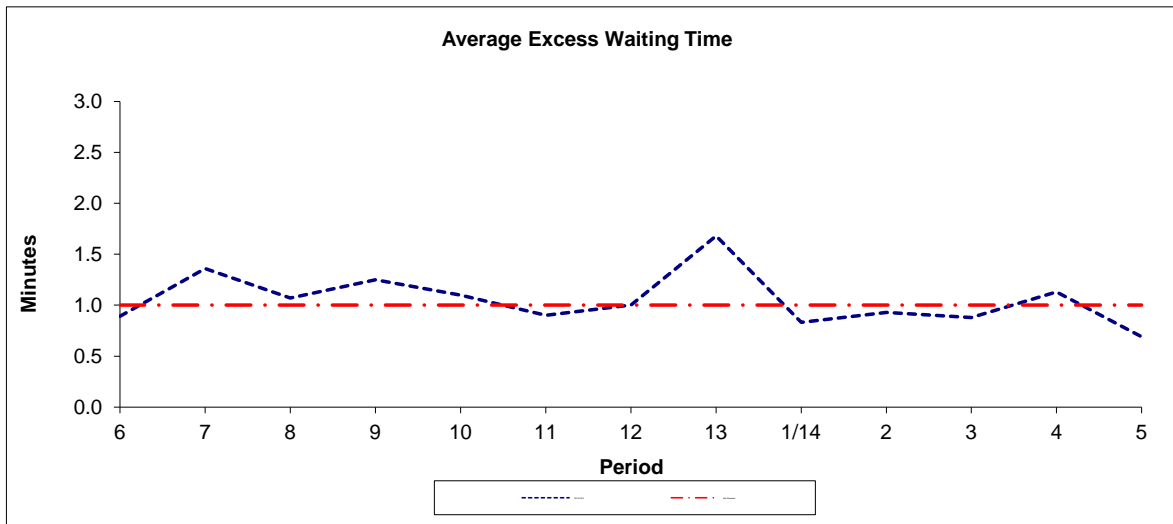


| Period | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/14 | 2 | 3 | 4 | 5 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2013/2014 | 0.89 | 2.45 | 1.68 | 1.91 | 1.70 | 1.10 | 1.49 | 4.52 | 1.26 | 1.67 | 1.19 | 1.64 | 0.71 |

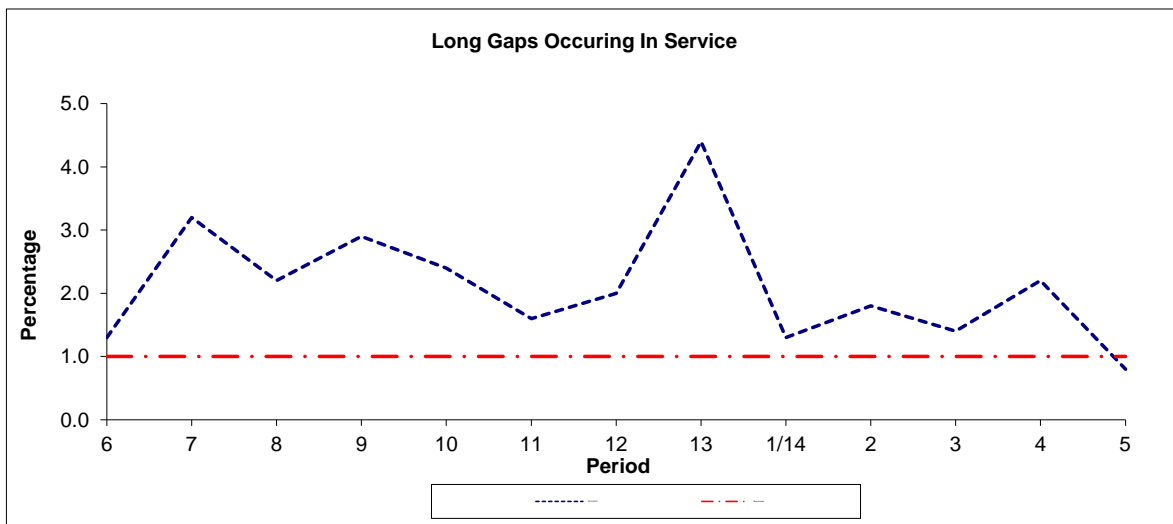
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 174



| Period | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/14 | 2 | 3 | 4 | 5 |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2013-2014 | 0.89 | 1.36 | 1.07 | 1.25 | 1.10 | 0.90 | 1.00 | 1.68 | 0.83 | 0.93 | 0.88 | 1.13 | 0.69 |
| Min Standard | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |



| Period | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/14 | 2 | 3 | 4 | 5 |
|-----------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|
| 2013-2014 | 1.3 | 3.2 | 2.2 | 2.9 | 2.4 | 1.6 | 2.0 | 4.4 | 1.3 | 1.8 | 1.4 | 2.2 | 0.8 |
| Benchmark | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 |

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

**ROUTE 174 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 2 13/14 TO QUARTER 1 14/15 (22/06/13 - 20/06/14)**

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 | 47,522. | 98.4 | 5.60 | 0.36 | 5.96 | 86.1 | 13.7 | 0.2 | 0.0 | 0.0 | 44 |
| 0700 - 1000 | 103,657. | 97.8 | 3.91 | 1.07 | 4.98 | 89.3 | 9.9 | 0.7 | 0.1 | 2.4 | 47 |
| 1000 - 1300 | 99,815. | 99.1 | 3.99 | 0.94 | 4.93 | 90.8 | 8.8 | 0.4 | 0.1 | 1.3 | 86 |
| 1300 - 1600 | 103,031. | 96.7 | 3.91 | 1.13 | 5.04 | 88.5 | 10.6 | 0.7 | 0.1 | 2.5 | 53 |
| 1600 - 1900 | 100,326. | 95.9 | 3.99 | 1.76 | 5.75 | 83.9 | 14.1 | 1.7 | 0.3 | 4.6 | 60 |
| 1900 - 2200 | 67,980. | 98.6 | 5.83 | 0.91 | 6.75 | 74.9 | 23.2 | 1.6 | 0.2 | 1.3 | 69 |
| 2200 - 2400 | 35,446. | 100.5 | 7.56 | 0.38 | 7.94 | 65.5 | 33.1 | 1.3 | 0.1 | 0.1 | 53 |
| Summary | 557,777. | 97.8 | 4.37 | 1.16 | 5.53 | 85.3 | 13.5 | 1.0 | 0.1 | 2.5 | 86 |

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 | 6,596. | 97.8 | 8.25 | 0.44 | 8.69 | 63.9 | 34.2 | 1.8 | 0.2 | 0.1 | 50 |
| 0700 - 1000 | 19,428. | 99.9 | 4.39 | 0.44 | 4.83 | 92.9 | 7.0 | 0.1 | 0.0 | 0.2 | 37 |
| 1000 - 1300 | 21,117. | 98.9 | 3.98 | 0.68 | 4.66 | 92.6 | 7.2 | 0.1 | 0.0 | 0.8 | 32 |
| 1300 - 1600 | 20,993. | 99.4 | 3.99 | 0.91 | 4.90 | 91.0 | 8.5 | 0.4 | 0.1 | 1.5 | 66 |
| 1600 - 1900 | 20,622. | 98.8 | 4.07 | 0.65 | 4.72 | 92.3 | 7.4 | 0.2 | 0.0 | 0.8 | 36 |
| 1900 - 2200 | 11,934. | 99.4 | 6.97 | 0.77 | 7.74 | 66.6 | 30.4 | 2.8 | 0.2 | 0.6 | 54 |
| 2200 - 2400 | 7,356. | 98.9 | 7.55 | 0.56 | 8.11 | 64.4 | 33.2 | 2.2 | 0.1 | 0.1 | 63 |
| Summary | 108,046. | 99.2 | 4.68 | 0.70 | 5.38 | 87.1 | 12.2 | 0.7 | 0.1 | 0.8 | 66 |

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 | 2,648. | 97.8 | 9.90 | 0.11 | 10.01 | 70.3 | 26.3 | 3.2 | 0.1 | 1.1 | 80 |
| 0700 - 1000 | 10,557. | 99.6 | 8.19 | 0.26 | 8.45 | 62.5 | 35.8 | 1.7 | 0.1 | 0.0 | 44 |
| 1000 - 1300 | 11,695. | 99.4 | 7.33 | 0.54 | 7.87 | 66.1 | 31.8 | 1.9 | 0.2 | 0.2 | 47 |
| 1300 - 1600 | 11,810. | 98.9 | 7.37 | 0.90 | 8.27 | 64.7 | 31.8 | 3.1 | 0.4 | 0.4 | 50 |
| 1600 - 1900 | 11,833. | 100.2 | 7.42 | 0.40 | 7.82 | 66.5 | 32.4 | 1.1 | 0.1 | 0.1 | 46 |
| 1900 - 2200 | 11,579. | 99.7 | 7.47 | 0.30 | 7.77 | 66.3 | 33.0 | 0.7 | 0.0 | 0.0 | 36 |
| 2200 - 2400 | 7,636. | 100.5 | 7.64 | 0.20 | 7.84 | 65.6 | 33.9 | 0.5 | 0.0 | 0.0 | 31 |
| Summary | 67,758. | 99.6 | 7.51 | 0.50 | 8.02 | 65.6 | 32.5 | 1.7 | 0.2 | 0.2 | 80 |

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 | 56,766. | 98.3 | 6.06 | 0.36 | 6.43 | 82.7 | 16.7 | 0.6 | 0.0 | 0.1 | 80 |
| 0700 - 1000 | 133,642. | 98.3 | 4.15 | 0.98 | 5.13 | 88.3 | 10.9 | 0.7 | 0.1 | 2.1 | 47 |
| 1000 - 1300 | 132,627. | 99.1 | 4.36 | 0.85 | 5.22 | 88.3 | 11.1 | 0.5 | 0.1 | 1.1 | 86 |
| 1300 - 1600 | 135,834. | 97.3 | 4.28 | 1.07 | 5.35 | 86.5 | 12.5 | 0.9 | 0.1 | 2.1 | 66 |
| 1600 - 1900 | 132,781. | 96.7 | 4.32 | 1.51 | 5.83 | 83.2 | 15.1 | 1.5 | 0.2 | 3.8 | 60 |
| 1900 - 2200 | 91,493. | 98.8 | 6.16 | 0.83 | 6.98 | 72.9 | 25.2 | 1.6 | 0.2 | 1.1 | 69 |
| 2200 - 2400 | 50,438. | 100.3 | 7.57 | 0.38 | 7.95 | 65.4 | 33.2 | 1.3 | 0.1 | 0.1 | 63 |
| Summary | 733,581. | 98.2 | 4.70 | 1.04 | 5.74 | 83.7 | 15.1 | 1.0 | 0.1 | 2.1 | 86 |

Transport for London - QSI points and Live Mileage List

Route 174 - MON-SAT Reason for
 Service change 34352 Re-issue
 Date 17 July 2013

QSI Points are highlighted.

| OUT DIRECTION | | | | |
|--|-------------|-------------------------------------|--------|-------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| HHILDS S | HHILDS S | HAROLD HILL, DAGNAM PARK SQUARE | | |
| HHILDS | 35414 | Dagnam Park Square | 0 | 0.00 |
| | 34137 | Sheffield Drive | 135 | 0.08 |
| | 34138 | Settle Road | 294 | 0.18 |
| | 35412 | Sedgefield Crescent | 375 | 0.23 |
| | 27919 | Harkness Close | 380 | 0.24 |
| | 27918 | Brookside School | 341 | 0.21 |
| HHILGD | 26511 | Chippenham Road | 272 | 0.17 |
| | 26509 | Hilldene Avenue Shopping Centre | 223 | 0.14 |
| | 26507 | Chatteris Avenue | 368 | 0.23 |
| | 34778 | Charlbury Crescent | 254 | 0.16 |
| | 20066 | Grange Road | 238 | 0.15 |
| | 20068 | Myrtle Road | 186 | 0.12 |
| | 20070 | Heaton Avenue | 342 | 0.21 |
| | R0308 | Faringdon Avenue | 319 | 0.20 |
| GALWSR | 20074 | Gallows Corner | 227 | 0.14 |
| | 18469 | Upper Brentwood Road | 342 | 0.21 |
| | 3542 | Castellan Avenue | 310 | 0.19 |
| GIDPBL | 3296 | Balgores Lane | 589 | 0.37 |
| | 3541 | Repton Avenue | 480 | 0.30 |
| | 20512 | Raphael Park | 310 | 0.19 |
| | 2491 | Pettits Lane | 248 | 0.15 |
| | BP4873 | Mercury Gardens | 475 | 0.30 |
| | R0656 | Western Road | 335 | 0.21 |
| ROMFSN | R0680 | Romford Station | 403 | 0.25 |
| | R0337 | Rom Valley Way | 430 | 0.27 |
| | 18290 | Oldchurch Rise For Queen's Hospital | 367 | 0.23 |
| | 18292 | Crow Lane | 307 | 0.19 |
| | 18294 | Norwood Avenue | 303 | 0.19 |
| | 25378 | Rush Green Road | 189 | 0.12 |
| | 25380 | Rush Green School | 225 | 0.14 |
| RUSHBC | 25382 | Barking & Dagenham College | 261 | 0.16 |
| | 25384 | Valentines Way | 285 | 0.18 |
| | 25386 | Eastbrookend Country Park | 324 | 0.20 |
| | 25388 | The Chase | 344 | 0.21 |
| | 25390 | Park Drive | 388 | 0.24 |
| | 25392 | Eastbrook School | 295 | 0.18 |
| DAGMTE | 25394 | Rainham Road North | 253 | 0.16 |
| | 25396 | Hunters Hall Road | 434 | 0.27 |
| | 25398 | Croppath Road | 175 | 0.11 |
| | 25399 | Heathway | 187 | 0.12 |
| | 18344 | Eastfield Road | 260 | 0.16 |
| | 14694 | Halbutt Street | 432 | 0.27 |
| | 2290 | Reede Road | 212 | 0.13 |
| DGHYSN | 20822 | Dagenham Heathway Station | 280 | 0.17 |
| | 14119 | Church Elm Lane | 231 | 0.14 |
| | 15470 | Arnold Road | 448 | 0.28 |
| | 1711 | Nutbrowne Road | 271 | 0.17 |
| DAGMNB** | 27950 | Ballards Road / Princess Parade | 524 | 0.33 |
| | 25125 | Ford's East Entrance | 482 | 0.30 |
| | 14718 | Thames Avenue | 265 | 0.16 |
| | BP4668 | South Street | 289 | 0.18 |
| | BP4069 | Marsh Way | 679 | 0.42 |
| DAGMCM | BP4070 | C E M E | 566 | 0.35 |
| DAGMCM S | DAGMCM S | DAGENHAM C E M E | 0 | 0.00 |
| TOTAL ROUTE MILEAGE - OUT DIRECTION | | | 17152 | 10.66 |
| | | | metres | miles |

** NB : DAGMNB is required as a QSI point on Mon-Sat only.

TRANCHE 494

Removal of evening re-routeing in Romford Town

| BACK DIRECTION | | | | |
|---|--------------------|-------------------------------------|-----------------|----------------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| DAGMCM S | DAGMCM S | DAGENHAM C E M E | | |
| DAGMCM | BP4070 | C E M E | 0 | 0.00 |
| | BP4067 | Fairview Industrial Park | 399 | 0.25 |
| | BP4068 | Marsh Way | 835 | 0.52 |
| | 18389 | South Street | 484 | 0.30 |
| | BP5061 | Lower Mardyke Avenue | 241 | 0.15 |
| | 1029 | Thames Avenue | 204 | 0.13 |
| | BP4426 | East Entrance | 295 | 0.18 |
| DAGMNB** | BP4609 | Ballards Road | 421 | 0.26 |
| | 27451 | Chequers Lane | 226 | 0.14 |
| | 1710 | Nutbrowne Road | 443 | 0.28 |
| | 15469 | Arnold Road | 293 | 0.18 |
| | R0175 | Hedgemans Road | 418 | 0.26 |
| DGHYSN | 16970 | Dagenham Heathway Station | 290 | 0.18 |
| | BP2818 | Holgate Road | 219 | 0.14 |
| | 14693 | Halbutt Street | 259 | 0.16 |
| | 18343 | Eastfield Road | 284 | 0.18 |
| | 14951 | Oxlow Lane | 162 | 0.10 |
| | 23397 | Robinson Road | 272 | 0.17 |
| | 25395 | Hunters Hall Road | 280 | 0.17 |
| DAGMTE | 25393 | Rainham Road North | 337 | 0.21 |
| | 25391 | Eastbrook School | 387 | 0.24 |
| | 25389 | Park Drive | 302 | 0.19 |
| | 25387 | The Chase | 280 | 0.17 |
| | 25385 | Eastbrookend Country Park | 337 | 0.21 |
| | 25383 | Valentines Way | 383 | 0.24 |
| RUSHBC | 25381 | Barking & Dagenham College | 310 | 0.19 |
| | 25379 | Rush Green School | 238 | 0.15 |
| | 25377 | Rush Green Road | 234 | 0.15 |
| | 18295 | Norwood Avenue | 180 | 0.11 |
| | 18293 | Crow Lane | 315 | 0.20 |
| | 18291 | Oldchurch Rise For Queen's Hospital | 311 | 0.19 |
| | 18289 | Rom Valley Way | 315 | 0.20 |
| ROMFSN | R0760 | Romford Station | 453 | 0.28 |
| | 34120 | Mercury Gardens | 650 | 0.40 |
| | 18468 | Romford Police Station | 348 | 0.22 |
| | 2492 | Pettits Lane | 346 | 0.21 |
| | 20511 | Raphael Park | 251 | 0.16 |
| | 9002 | Repton Avenue | 276 | 0.17 |
| GIDPBL | 4348 | Links Avenue | 517 | 0.32 |
| | 9003 | Castellan Avenue | 469 | 0.29 |
| | 18470 | Upper Brentwood Road | 261 | 0.16 |
| GALWSR | 20073 | Gallows Corner | 382 | 0.24 |
| | 20071 | Faringdon Avenue | 312 | 0.19 |
| | 20069 | Heaton Avenue | 282 | 0.18 |
| | 20067 | Myrtle Road | 329 | 0.20 |
| | 20065 | Grange Road | 216 | 0.13 |
| | BP1588 | Charlbury Crescent | 201 | 0.12 |
| | 26506 | Chatteris Avenue | 279 | 0.17 |
| | 26508 | Hilldene Avenue Shopping Centre | 357 | 0.22 |
| HHILGD | 26510 | Chippenham Road | 196 | 0.12 |
| | 27917 | Brookside School | 289 | 0.18 |
| | 35411 | Harkness Close | 350 | 0.22 |
| | 35413 | Sedgefield Crescent | 352 | 0.22 |
| | 35415 | Wickford Drive | 191 | 0.12 |
| | 34135 | Redruth Road | 234 | 0.15 |
| | BP4965 | Petersfield Avenue | 241 | 0.15 |
| | 34134 | St Neot's Road | 149 | 0.09 |
| | 35418 | Tarnworth Road | 267 | 0.17 |
| HHILDS | 35414 | Dagnam Park Square | 292 | 0.18 |
| HHILDS S | HHILDS S | HAROLD HILL, DAGNAM PARK SQUARE | 0 | 0.00 |
| | 0 | 0 | 0 | 0.00 |
| TOTAL ROUTE MILEAGE - BACK DIRECTION | | | 18444 metres | 11.46 miles |