

## 7. Service Specification

Route: 190

Contract Reference: QC49702

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.

<b>Terminus Points</b>	Richmond and West Brompton, Empress State Building
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	12 <sup>th</sup> December 2015
<b>Vehicle Type</b>	60 capacity, dual door, single deck, minimum 10.8m long, subject to a satisfactory route test
<b>Current Maximum Approved Dimensions</b>	10.1 metres long and 2.4 metres wide
<b>New Vehicles Mandatory</b>	Yes
<b>Hybrid Price Required</b>	Yes
<b>Sponsored Route</b>	No
<b>Advertising Rights</b>	Operator
<b>Minimum Performance Standard</b>	Departing on Time - No less than 78.00%
<b>Extension Threshold</b>	Departing on Time Threshold - 82.00%
<b>Minimum Operated Mileage Standard</b>	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 1<sup>st</sup> December 2014

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

## **SERVICE SPECIFICATION**

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

## 2) NOTES

### **Proposed Changes:**

At this time, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. 190.

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:

- Due to building works at Earls Court, Route No. 190 will not stand at Empress State Building stand. Tenderers should assume that a suitable stand will be made available within 5 minutes running time (in each direction) of this location.

**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 SCHEDULE REQUIREMENTS & PINCHPOINTS

Richmond, George Street to West Brompton, Empress State Building		West Brompton, Empress State Building to Richmond, Bus Station			
First departure no later than 0550.		First departure no later than 0550.			
0545 - 1925	Every 15 minutes	0545 - 2005	Every 15 minutes		
1926 - 0025	Every 20 minutes	2006 - 0105	Every 20 minutes		
Last departure no earlier than 0020.		Last departure no earlier than 0100.			
<b>Pinchpoints</b>					
Hammersmith Bus Station, Upper Level	0730 - 0830	15 minutes	Chiswick, Edensor Road	0730 - 0830	15 minutes
	1530 - 1630	15 minutes		1530 - 1700	15 minutes

#### 3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Richmond, George Street to West Brompton, Empress State Building		West Brompton, Empress State Building to Richmond, Bus Station			
First departure no later than 0550.		First departure no later than 0550.			
0545 - 0750	Every 20 minutes	0545 - 0750	Every 20 minutes		
0751 - 1900	Every 15 minutes	0751 - 1910	Every 15 minutes		
1901 - 0025	Every 20 minutes	1911 - 0105	Every 20 minutes		
Last departure no earlier than 0020.		Last departure no earlier than 0100.			
<b>Pinchpoints</b>					
Hammersmith Bus Station, Upper Level	0930 - 1100	15 minutes	Chiswick, Edensor Road	0930 - 1100	15 minutes

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

Richmond, George Street to West Brompton, Empress State Building		West Brompton, Empress State Building to Richmond, Bus Station			
First departure no later than 0650.		First departure no later than 0700.			
0645 - 0845	Every 30 minutes	0655 - 0855	Every 30 minutes		
0846 - 0025	Every 20 minutes	0856 - 0105	Every 20 minutes		
Last departure no earlier than 0020.		Last departure no earlier than 0100.			
<b>Pinchpoints</b>					
Hammersmith Bus Station, Upper Level	0930 - 1100	20 minutes	Chiswick, Edensor Road	0930 - 1100	20 minutes

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

#### **4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. 190 can suffer from unpredictable traffic delays in the Ravenscourt Park Station, Chiswick and Hammersmith areas
- 4.2) Football matches at Fulham and Chelsea football clubs can also cause traffic congestion in the surrounding area.
- 4.3) England home rugby matches at Twickenham stadium can also cause traffic congestion in the surrounding area.

#### **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 190: Richmond Bus Station - West Brompton, Empress State Building**

**Date of Structural Change:** 12 December 2015.

**Date of Service Change:** 12 December 2015.

**Reason for Issue:** New tender.

### **STREETS TRAVERSED**

**Towards West Brompton, Empress State Building:** George Street, The Square, The Quadrant, Kew Road, Richmond Circus, Lower Mortlake Road, Manor Circus, Lower Richmond Road, Clifford Avenue, Chiswick Bridge, Great Chertsey Road, Alexandra Avenue, Burlington Lane, Hogarth Lane, Devonshire Road, Dorchester Grove, Chiswick Lane, Chiswick High Road, King Street, Studland Street, Glenthorne Road, Beadon Road, Hammersmith Broadway, Hammersmith Bus Station Northern Entrance Ramp, Hammersmith Bus Station High Level, Fulham Palace Road, Lillie Road, Empress State Building Forecourt.

**Towards Richmond Bus Station:** Lillie Road, Fulham Palace Road, Hammersmith Bus Station High Level, Talgarth Road, Queen Caroline Street, King Street, Chiswick High Road, Chiswick Lane, Dorchester Grove, Hogarth Lane, Burlington Lane, Alexandra Avenue, Great Chertsey Road, Chiswick Bridge, Clifford Avenue, Lower Richmond Road, Manor Circus, Lower Mortlake Road, Richmond Circus, Kew Road, The Quadrant, The Square, Eton Street, Paradise Road, Church Terrace, Richmond Bus Station.

## **AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS**

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

### **RICHMOND BUS STATION, WAKEFIELD ROAD**

Private stand for five buses in bus station on north side of Wakefield Road.

Buses proceed from Richmond Bus Station direct to stand, departing via Richmond Bus Station, Wakefield Road, Lewis Road, Red Lion Street and Hill Street to George Street. Set down in Richmond Bus Station, at Alighting Point (BP2634 - Richmond Bus Station, Last Stop on LOR: BP2634 - Richmond Bus Station) and pick up in George Street, at Stop B (29982 - George Street, First Stop on LOR: 29982 - George Street).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 190 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:	Richmond.
OTHER INFORMATION:	Toilet facilities available (24 hours).

### **NORTH SHEEN, GASWORKS CORNER (from WEST BROMPTON, EMPRESS STATE BUILDING)**

Buses proceed from Lower Richmond Road via Manor Circus departing to Lower Richmond Road. Set down in Lower Richmond Road, at Stop H (BP396 - Manor Grove, Last Stop on LOR: BP396 - Manor Grove) and pick up in Lower Richmond Road, at Stop SL (25974 - Sandycombe Road, First Stop on LOR: 25974 - Sandycombe Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
BLIND DISPLAY:	North Sheen.

## **CHISWICK, EDENSOR ROAD**

Public stand for two buses on south side of Edensor Road, commencing 32 metres east of Edensor Avenue and extending 22 metres west.

### **From Richmond Bus Station.**

Buses proceed from Great Chertsey Road via Alexandra Avenue, Edensor Road and Corney Road to stand, departing via Edensor Road to Alexandra Avenue. Set down in Great Chertsey Road, at Stop R (16251 - Staveley Road, Last Stop on LOR: 16251 - Staveley Road) and pick up in Alexandra Avenue, at Stop Z (16253 - Alexandra Avenue, First Stop on LOR: 16253 - Alexandra Avenue).

### **From West Brompton, Empress State Building.**

Buses proceed from Alexandra Avenue via Edensor Road, Corney Road and Edensor Road to stand, departing via Edensor Road to Alexandra Avenue. Set down in Edensor Road, at Stop V (15390 - Cavendish School, Last Stop on LOR: 16255 - Hogarth Roundabout) and pick up in Alexandra Avenue, at Stop S (16254 - Alexandra Avenue, First Stop on LOR: 16254 - Alexandra Avenue).

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:	Chiswick, Edensor Road.

## **HAMMERSMITH BUS STATION, UPPER LEVEL**

### **From Richmond Bus Station.**

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

### **From West Brompton, Empress State Building.**

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

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



## **HAMMERSMITH, BROOK GREEN**

Public stand for 3 buses in Shepherd's Bush Road (west and north arms), commencing opposite a point 20 metres east of the centre of Barb Mews and extending 70 metres west and south.

### From Richmond Bus Station.

Buses proceed from Hammersmith Bus Station High Level via Talgarth Road, Queen Caroline Street, Hammersmith Broadway and Shepherd's Bush Road to stand, departing via Shepherd's Bush Road and Hammersmith Bus Station Northern Entrance Ramp to Hammersmith Bus Station High Level. Set down in Hammersmith Bus Station High Level, at Stop D (R0877 - Hammersmith Bus Station, Last Stop on LOR: R0877 - Hammersmith Bus Station) and pick up in Hammersmith Bus Station High Level, at Stop C (R0876 - Hammersmith Bus Station, First Stop on LOR: R0876 - Hammersmith Bus Station).

### From West Brompton, Empress State Building.

Buses proceed from Hammersmith Bus Station High Level via Talgarth Road, Queen Caroline Street, Hammersmith Broadway and Shepherd's Bush Road to stand, departing via Shepherd's Bush Road and Hammersmith Bus Station Northern Entrance Ramp to Hammersmith Bus Station High Level. Set down in Hammersmith Bus Station High Level, at Stop C (R0876 - Hammersmith Bus Station, Last Stop on LOR: R0876 - Hammersmith Bus Station) and pick up in Hammersmith Bus Station High Level, at Stop D (R0877 - Hammersmith Bus Station, First Stop on LOR: R0877 - Hammersmith Bus 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: Hammersmith.

## **W.BROMPTON, EMPRESS STATE B'DING**

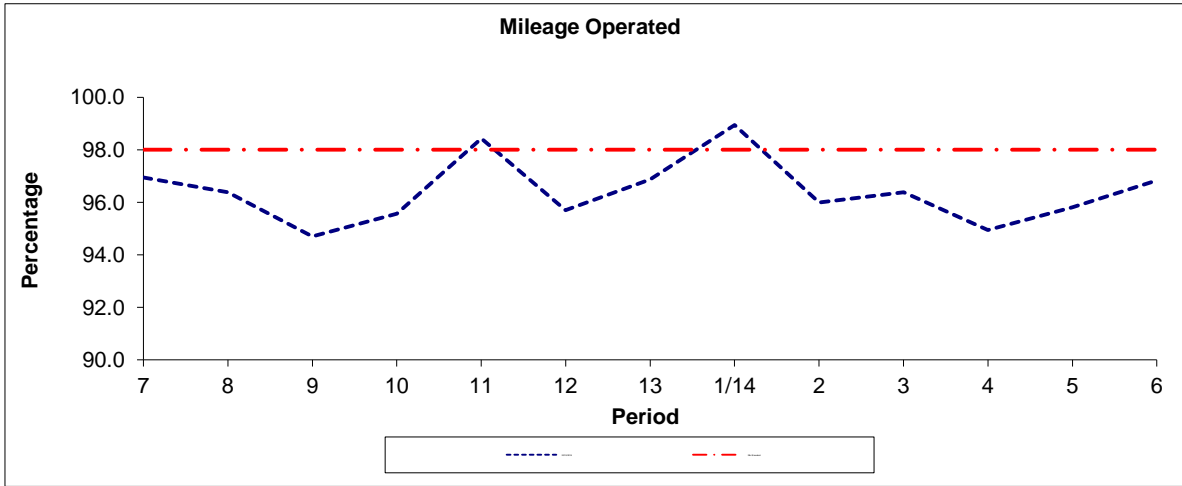
Private stand for four buses in two marked bays on east side of forecourt of Empress State Building.

Buses proceed from Empress State Building Forecourt direct to stand, departing via Empress State Building Forecourt to Lillie Road. Set down in Empress State Building Forecourt, at Stop BA (BP5257 - Empress State Building / W Brompton Stn <> # and pick up {Not Specified}, at Stop BB (2539 - Empress State Building / West Brompton, First Stop on LOR: 2539 - Empress State Building / West Brompton).

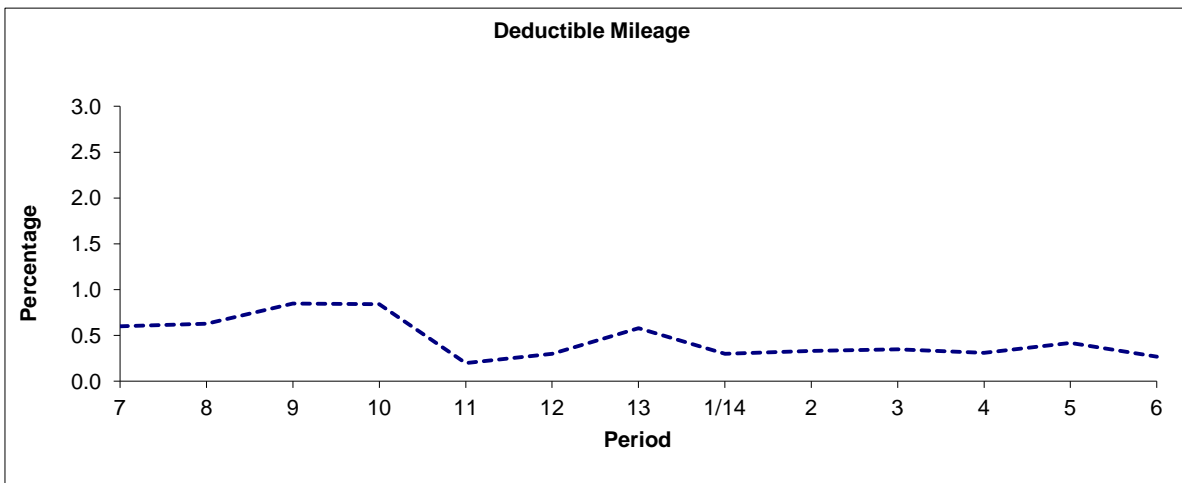
AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than two buses on Route 190 should be scheduled to stand at any one time  
MEAL RELIEFS: No meal relief vehicles to stand at any time.  
FERRY VEHICLES: No ferry vehicles to park on stand at any time.  
BLIND DISPLAY: West Brompton.  
OTHER INFORMATION: Toilet facilities available (24 hours).

**PART B - PERFORMANCE STATISTICS**

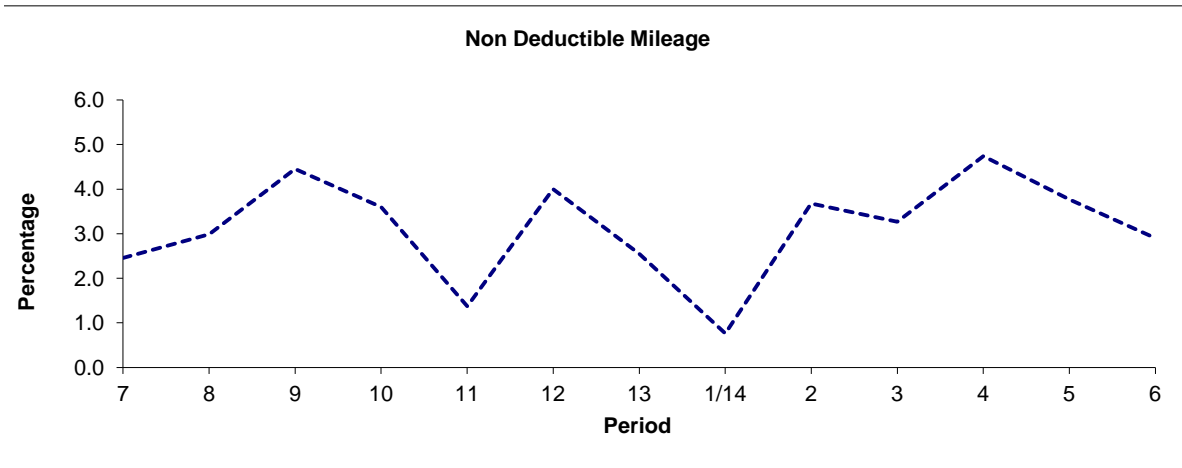
**Route 190**



Period	7	8	9	10	11	12	13	1/14	2	3	4	5	6
2013/2014	96.94	96.38	94.70	95.56	98.43	95.70	96.87	98.94	95.99	96.38	94.95	95.81	96.83
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	7	8	9	10	11	12	13	1/14	2	3	4	5	6
2013/2014	0.60	0.63	0.85	0.84	0.20	0.30	0.58	0.30	0.33	0.35	0.31	0.42	0.27

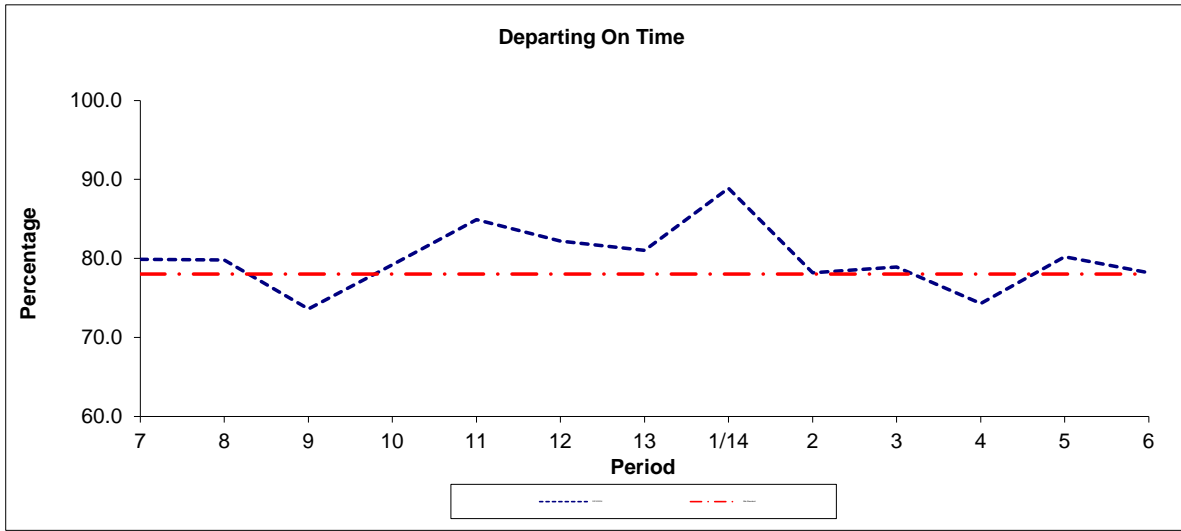


Period	7	8	9	10	11	12	13	1/14	2	3	4	5	6
2013/2014	2.46	2.99	4.45	3.60	1.37	4.00	2.55	0.76	3.68	3.27	4.74	3.77	2.90

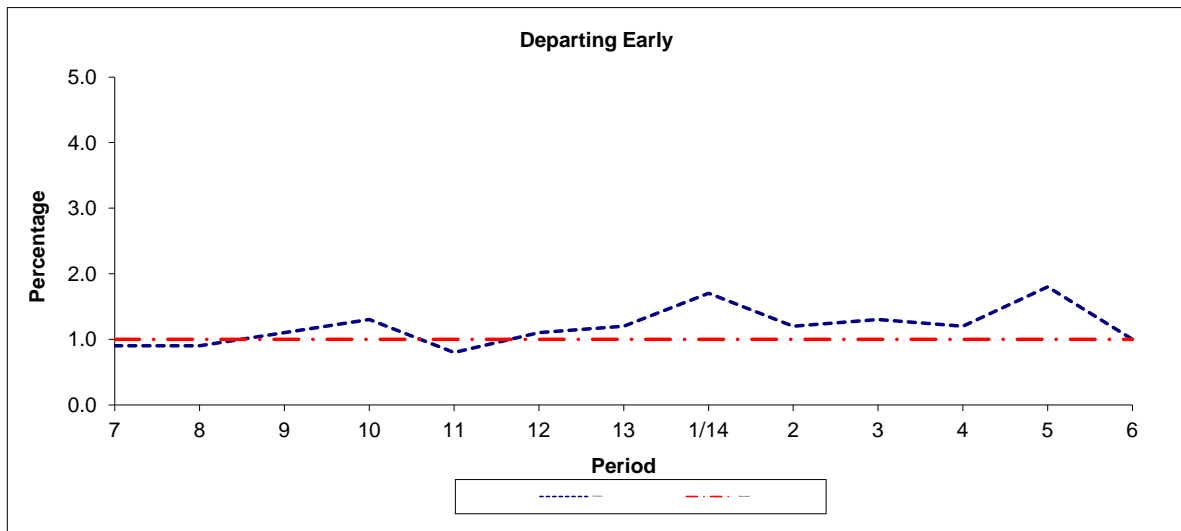
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 190**



Period	7	8	9	10	11	12	13	1/14	2	3	4	5	6
2013/2014	79.9	79.8	73.6	79.2	84.9	82.2	81.0	88.9	78.2	78.9	74.3	80.2	78.2
Min Standard	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0



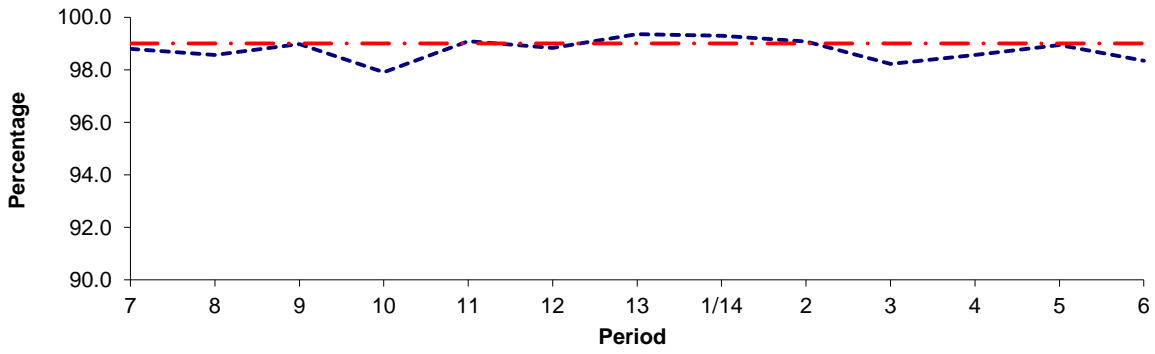
Period	7	8	9	10	11	12	13	1/14	2	3	4	5	6
2013/2014	0.9	0.9	1.1	1.3	0.8	1.1	1.2	1.7	1.2	1.3	1.2	1.8	1.0
Benchmark	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

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

**PART B - PERFORMANCE STATISTICS**

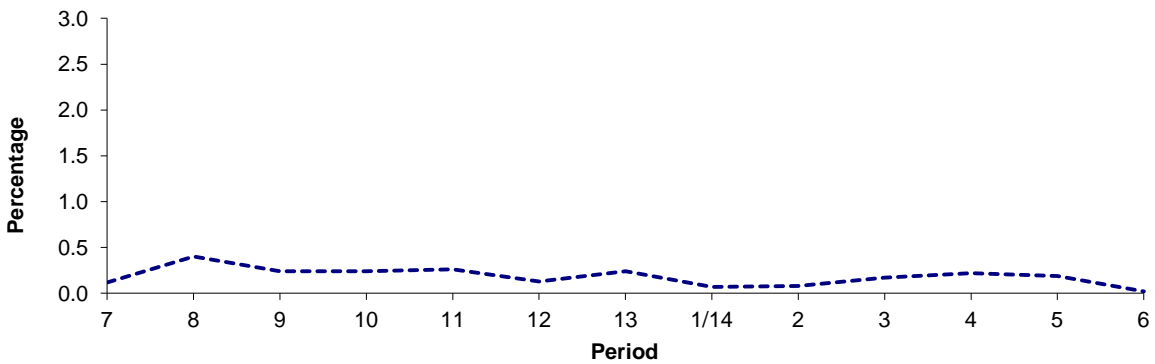
**Route N11**

**Mileage Operated**



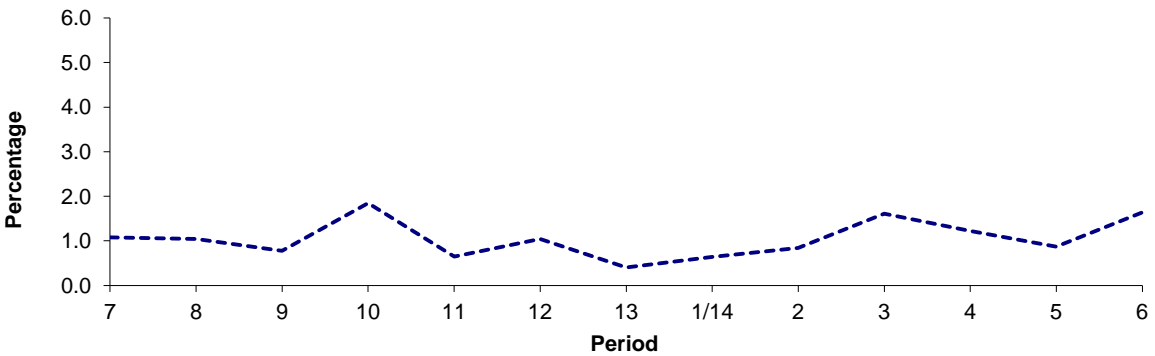
Period	7	8	9	10	11	12	13	1/14	2	3	4	5	6
2013/2014	98.80	98.56	98.98	97.91	99.09	98.83	99.36	99.29	99.08	98.22	98.56	98.94	98.34
Min Standard	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00

**Deductible Mileage**



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

**Non Deductible Mileage**

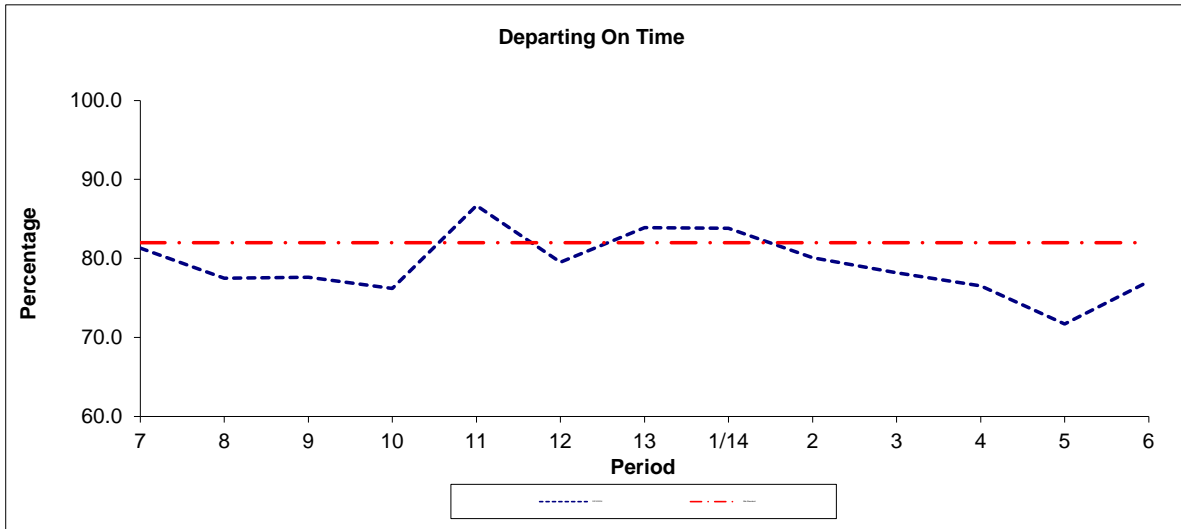


Period	7	8	9	10	11	12	13	1/14	2	3	4	5	6
2013/2014	1.08	1.04	0.78	1.85	0.65	1.04	0.40	0.64	0.84	1.61	1.22	0.87	1.64

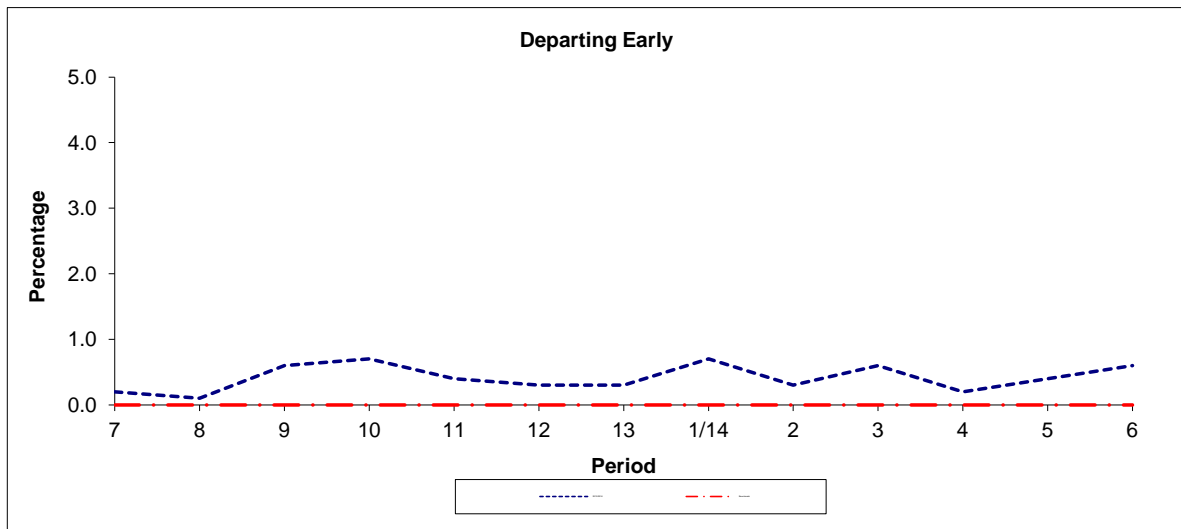
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route N11**



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

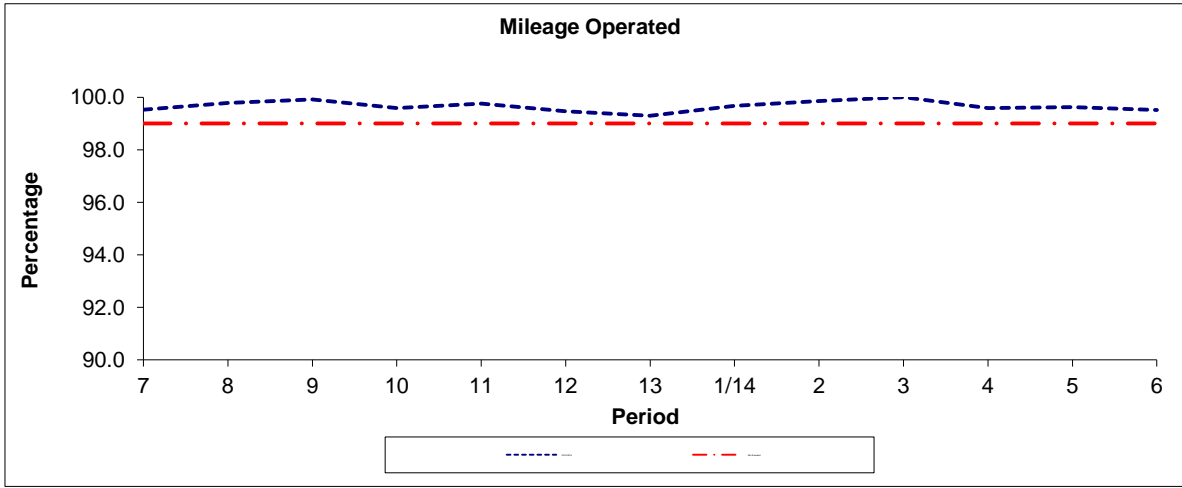


Period	7	8	9	10	11	12	13	1/14	2	3	4	5	6
2013/2014	0.2	0.1	0.6	0.7	0.4	0.3	0.3	0.7	0.3	0.6	0.2	0.4	0.6
Benchmark	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

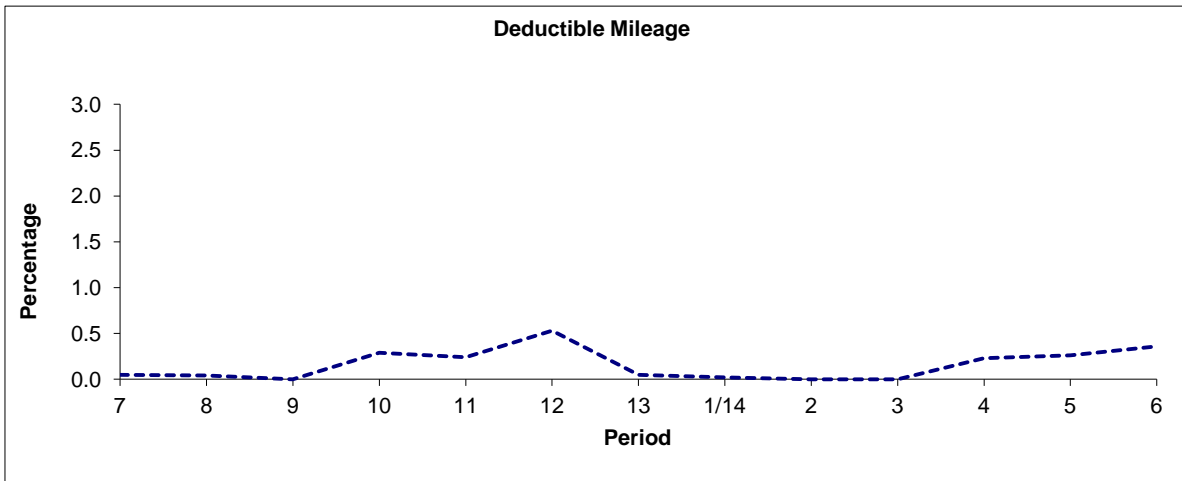
**Note :** Reliability is actual performance under full iBus (4 weeks data).  
Minimum Standards and Benchmarks are those applicable under the new contract.

**PART B - PERFORMANCE STATISTICS**

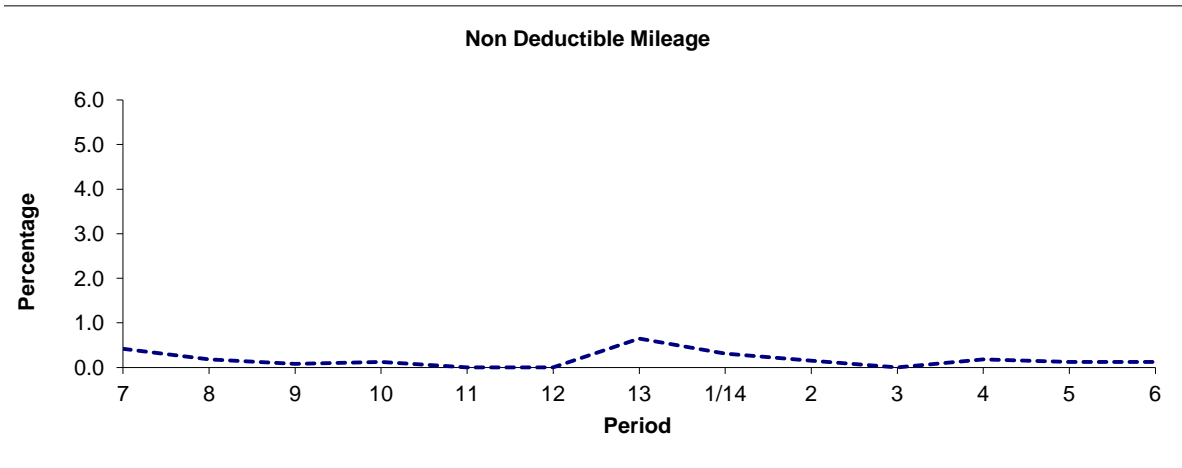
**Route N295**



Period	7	8	9	10	11	12	13	1/14	2	3	4	5	6
2013/2014	99.53	99.78	99.92	99.59	99.76	99.47	99.30	99.67	99.85	100.00	99.59	99.62	99.52
Min Standard	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00



Period	7	8	9	10	11	12	13	1/14	2	3	4	5	6
2013/2014	0.05	0.04	0.00	0.29	0.24	0.53	0.05	0.02	0.00	0.00	0.23	0.26	0.36

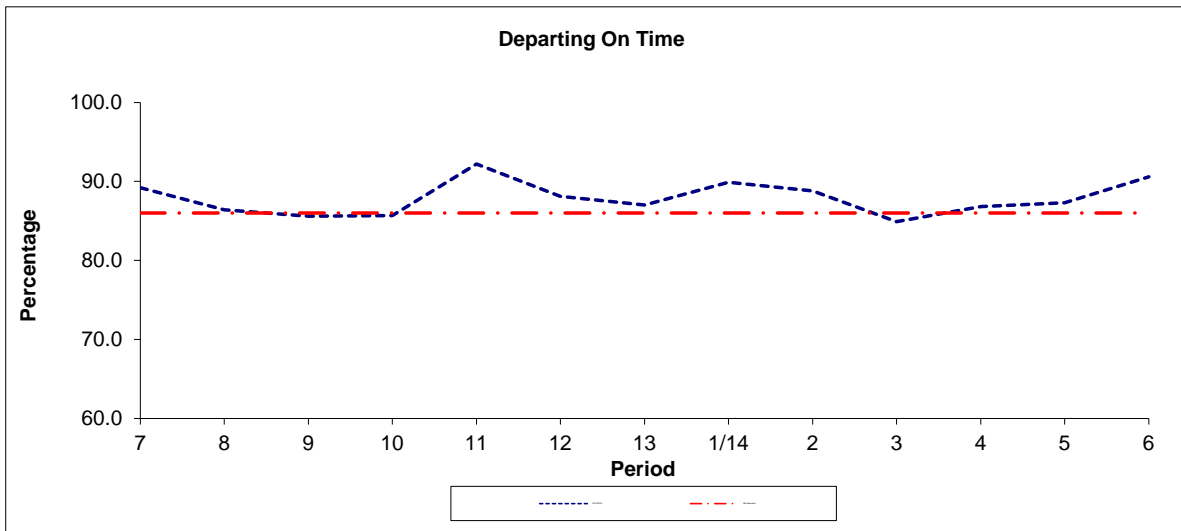


Period	7	8	9	10	11	12	13	1/14	2	3	4	5	6
2013/2014	0.42	0.18	0.08	0.12	0.00	0.00	0.65	0.31	0.15	0.00	0.18	0.12	0.12

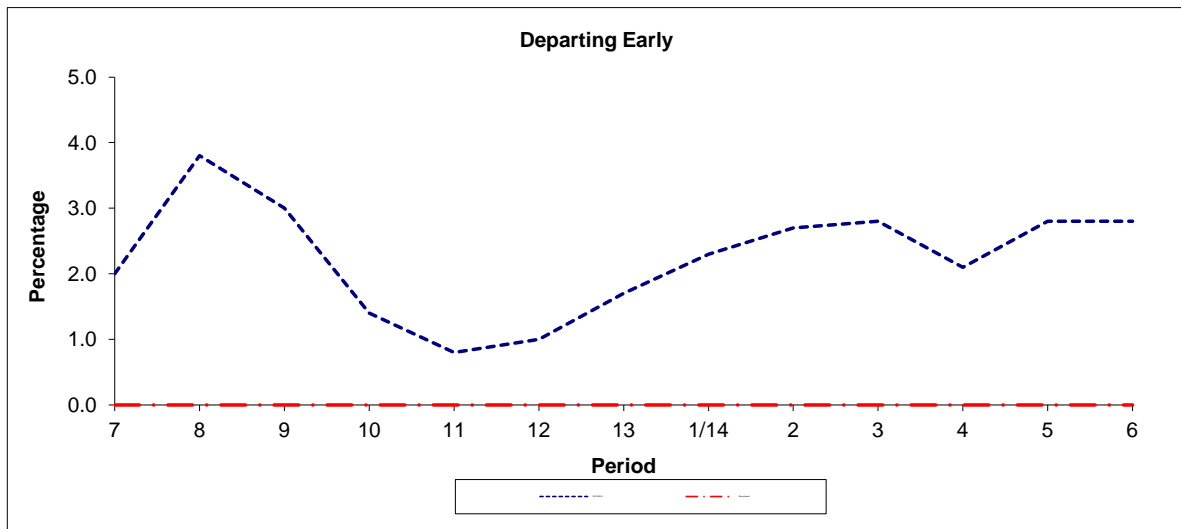
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route N295**



Period	7	8	9	10	11	12	13	1/14	2	3	4	5	6
2013/2014	89.2	86.4	85.6	85.7	92.2	88.1	87.0	89.9	88.8	84.9	86.8	87.3	90.6
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	7	8	9	10	11	12	13	1/14	2	3	4	5	6
2013/2014	2.0	3.8	3.0	1.4	0.8	1.0	1.7	2.3	2.7	2.8	2.1	2.8	2.8
Benchmark	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

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

**ROUTE 190 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 3 13/14 TO QUARTER 2 14/15 (14/09/13 - 12/09/14)**

**MONDAY - FRIDAY**

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	12,246.	96.1	99.5	96.4	0.5	0.2	2.9
0700 - 1000	35,568.	99.5	96.5	78.1	3.7	1.3	16.9
1000 - 1300	35,389.	96.9	97.1	82.8	3.0	0.8	13.4
1300 - 1600	33,923.	98.4	96.2	81.8	4.0	1.0	13.2
1600 - 1900	34,373.	95.6	93.1	74.9	7.2	1.5	16.4
1900 - 2200	30,151.	97.3	94.6	79.6	6.1	1.2	13.1
2200 - 2400	17,340.	99.5	98.7	92.7	1.4	0.7	5.2
<b>Summary</b>	<b>198,990.</b>	<b>97.6</b>	<b>96.1</b>	<b>80.2</b>	<b>4.6</b>	<b>1.1</b>	<b>14.1</b>

**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	2,039.	99.8	99.6	98.6	0.4	0.9	0.2
0700 - 1000	6,659.	97.8	97.7	90.5	2.6	0.8	6.1
1000 - 1300	7,272.	94.5	94.8	80.4	5.7	1.6	12.3
1300 - 1600	7,110.	93.7	90.3	69.8	10.6	2.1	17.5
1600 - 1900	7,429.	93.7	92.1	77.1	8.6	2.1	12.2
1900 - 2200	5,668.	97.5	91.8	69.0	9.3	1.4	20.3
2200 - 2400	3,721.	98.4	98.2	92.1	1.9	0.5	5.6
<b>Summary</b>	<b>39,898.</b>	<b>95.8</b>	<b>94.1</b>	<b>77.9</b>	<b>7.3</b>	<b>1.6</b>	<b>13.2</b>

**SUNDAY AND BANK HOLIDAYS**

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	148.	96.6	100.0	97.4	0.0	0.0	2.6
0700 - 1000	4,602.	99.2	99.7	96.3	0.3	0.4	2.9
1000 - 1300	5,842.	97.4	97.0	77.5	4.1	1.1	17.4
1300 - 1600	5,823.	95.2	92.6	70.5	8.2	1.4	20.0
1600 - 1900	6,115.	95.3	94.6	76.3	5.9	1.6	16.3
1900 - 2200	6,029.	98.3	94.1	80.4	6.5	1.2	11.9
2200 - 2400	4,038.	99.5	99.2	96.0	1.0	1.1	1.9
<b>Summary</b>	<b>32,597.</b>	<b>97.3</b>	<b>95.9</b>	<b>79.2</b>	<b>5.2</b>	<b>1.2</b>	<b>14.4</b>

**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	14,433.	96.6	99.5	96.7	0.4	0.3	2.6
0700 - 1000	46,829.	99.3	97.0	80.1	3.4	1.2	15.3
1000 - 1300	48,503.	96.6	96.7	81.8	3.6	1.0	13.7
1300 - 1600	46,856.	97.3	94.9	78.9	5.4	1.2	14.6
1600 - 1900	47,917.	95.2	93.2	75.3	7.2	1.5	16.0
1900 - 2200	41,848.	97.4	94.1	78.3	6.6	1.2	13.9
2200 - 2400	25,099.	99.4	98.7	93.1	1.4	0.7	4.8
<b>Summary</b>	<b>271,485.</b>	<b>97.3</b>	<b>95.8</b>	<b>79.8</b>	<b>5.0</b>	<b>1.2</b>	<b>14.0</b>



## Transport for London - QSI Points and Live Mileage List

Route 190  
 Service change 29341  
 Date 07/01/2012

Reason for Issue
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QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
RICHGS	29982	George Street		
	16350	The Quadrant	284	0.18
RICHSN	14726	Richmond Station	121	0.08
	16239	Richmond Circus	410	0.25
	16242	Sheendale Road	212	0.13
	9347	Manor Circus	317	0.20
	25974	Sandycombe Road	252	0.16
	16243	Marksbury Avenue	306	0.19
NORSLM	16245	Mortlake Road	257	0.16
	16247	Mortlake Cemetary	435	0.27
	16249	Hartington Road	789	0.49
	16251	Staveley Road	547	0.34
CSWKER	16254	Alexandra Avenue	360	0.22
	16256	Hogarth Roundabout	473	0.29
	26231	Balfern Grove	650	0.40
	16259	Upham Park Road	299	0.19
V GR	1037	Stamford Brook Bus Garage	230	0.14
	29874	Goldhawk Road / Young's Corner	178	0.11
	6148	Ravenscourt Park	478	0.30
	6146	Ravenscourt Park Station	172	0.11
	6144	Dalling Road	133	0.08
	BP3195	Lamington Street	428	0.27
	20412	Iffley Road	136	0.08
	29966	Hammersmith Stn/H'smith & City Line	352	0.22
HAMMBU	R0877	Hammersmith Bus Station	298	0.19
	33000	Hammersmith Broadway	148	0.09
CHAXHP	8886	Charing Cross Hospital	491	0.31
	401	Greyhound Road	143	0.09
	4655	Bothwell Street	325	0.20
LLRDMR	11240	Fulham Cross	340	0.21
	10244	Fulham Pools	399	0.25
	11234	Mulgrave Road	278	0.17
	BP1227	North End Road	248	0.15
WBROES	BP5257	Empress State Bldg / W Brompton Stn	256	0.16
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>			10745 metres	6.68 miles

**TRANCHE 497**

## Richmond Bus Station

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WBROES	2539	Empress State Building / West Bromptor		
	11235	North End Road	178	0.11
	10243	Mulgrave Road	331	0.21
	11239	Fulham Pools	234	0.15
LLRDMR	11242	Fulham Cross	466	0.29
	400	Greyhound Road	388	0.24
CHAXHP	8887	Charing Cross Hospital	362	0.22
	33001	Hammersmith Broadway	330	0.21
HAMMBU	R0876	Hammersmith Bus Station	415	0.26
	51781	Kings Mall Shopping Centre	497	0.31
	24779	Hammersmith Town Hall	392	0.24
	BP1501	Ravenscourt Park Station	210	0.13
	6149	Ravenscourt Park	329	0.20
	174	Goldhawk Road	256	0.16
V GR	1038	Stamford Brook Bus Garage	381	0.24
	26232	Balfern Grove	541	0.34
	29449	Dorchester Grove	170	0.11
	16255	Hogarth Roundabout	445	0.28
CSWKER	16253	Alexandra Avenue	643	0.40
	16252	Staveley Road	238	0.15
	16250	Hartington Road	566	0.35
	16248	Mortlake Cemetery	679	0.42
NORSLM	16246	Mortlake Road	472	0.29
	BP396	Manor Grove	386	0.24
	R0293	Manor Circus	479	0.30
	16241	Sheendale Road	206	0.13
	16240	Richmond Circus	363	0.23
RICHSN	20703	Richmond Station	366	0.23
	16351	The Quadrant	175	0.11
RICHBS	BP2634	Richmond Bus Station	429	0.27
<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>			10927	6.79
			metres	miles