

7. Service Specification

Route: 252

QC42503

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 | Collier Row to Hornchurch Town Centre |
| Contract Basis | Incentivised |
| Commencement Date | 28 th September 2013 |
| Vehicle Type | 87 capacity, dual door, double deck buses are specified |
| Current Maximum Approved Dimensions | 10.1 metres long and 2.55 metres wide |
| New Vehicles Mandatory | Yes |
| Hybrid Price Required | No |
| Sponsored Route | No |
| Advertising Rights | Operator |
| Minimum Performance Standard | Average Excess Wait Time - No more than 0.90 minutes |
| Extension Threshold | Average Excess Wait Time Threshold - 0.80 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 19th November 2012

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. 252.

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:

- 87 capacity, dual door, double deck buses are specified.
- 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 SCHEDULE REQUIREMENTS & PINCHPOINTS

| | | | | | |
|--|------------------|---|---------------------------------|-------------|------------|
| Collier Row, Library to Hornchurch Town Centre | | Hornchurch Town Centre to Collier Row, Post Office# | | | |
| First departure no later than 0410. | | First departure no later than 0400. | | | |
| 0405 - 0510 | Every 30 minutes | 0355 - 0530 | Every 30 minutes | | |
| 0511 - 0610 | Every 15 minutes | 0531 - 0600 | Every 15 minutes | | |
| 0611 - 0655 | Every 12 minutes | 0601 - 0635 | Every 12 minutes | | |
| 0656 - 1835 | Every 10 minutes | 0636 - 1835 | Every 10 minutes | | |
| 1836 - 1935 | Every 12 minutes | 1836 - 1950 | Every 12 minutes | | |
| 1936 - 2105 | Every 15 minutes | 1951 - 2105 | Every 15 minutes | | |
| 2106 - 0110 | Every 20 minutes | 2106 - 0110 | Every 20 minutes | | |
| Last departure no earlier than 0105. | | Last departure no earlier than 0105. | | | |
| Pinchpoints | | | | | |
| Elm Park Station | 0720 - 0900 | 10 minutes | Romford Market, St. Edwards Way | 0705 - 0905 | 10 minutes |
| | 1505 - 1635 | 10 minutes | | 1500 - 1630 | 10 minutes |

Buses operating towards Collier Row, Post Office are diverted in Romford after 2130 (until last bus) from South Street via Victoria Road to Mercury Gardens to resume line of routing after the junction of Mercury Gardens & Western Road. Buses will consequently not serve the stop on Western Road. Buses operating towards Hornchurch Town Centre are unaffected and remain on normal line of route.

3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

| | |
|--|-------------|
| Sanders Drapers School (Hornchurch) to Romford Market, St. Edwards Way | |
| 1520* | One journey |

*** Buses should arrive at the school 30 minutes prior to the departure time to allow time for boarding.**

The journey shown in Section 3.2 is specifically designed to meet the finish time of Sanders Drapers School in the Hornchurch area.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.3) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| | | | | | |
|--|------------------|------------|---|------------------|------------|
| Collier Row, Library to Hornchurch Town Centre | | | Hornchurch Town Centre to Collier Row, Post Office# | | |
| First departure no later than 0410. | | | First departure no later than 0400. | | |
| 0405 - 0710 | Every 30 minutes | | 0355 - 0730 | Every 30 minutes | |
| 0711 - 0825 | Every 15 minutes | | 0731 - 0830 | Every 15 minutes | |
| 0826 - 1800 | Every 10 minutes | | 0831 - 1800 | Every 10 minutes | |
| 1801 - 1935 | Every 12 minutes | | 1801 - 1950 | Every 12 minutes | |
| 1936 - 2105 | Every 15 minutes | | 1951 - 2105 | Every 15 minutes | |
| 2106 - 0110 | Every 20 minutes | | 2106 - 0110 | Every 20 minutes | |
| Last departure no earlier than 0105. | | | Last departure no earlier than 0105. | | |
| Pinchpoints | | | | | |
| Elm Park Station | 0850 - 1100 | 10 minutes | Romford Market, St. Edwards Way | 0855 - 1055 | 10 minutes |

Buses operating towards Collier Row, Post Office are diverted in Romford after 2130 (until last bus) from South Street via Victoria Road to Mercury Gardens to resume line of routeing after the junction of Mercury Gardens & Western Road. Buses will consequently not serve the stop on Western Road. Buses operating towards Hornchurch Town Centre are unaffected and remain on normal line of route.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.4) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| | | | | | |
|--|------------------|---|---------------------------------|-------------|------------|
| Collier Row, Library to Hornchurch Town Centre | | Hornchurch Town Centre to Collier Row, Post Office# | | | |
| First departure no later than 0510. | | First departure no later than 0500. | | | |
| 0505 - 0910 | Every 30 minutes | 0455 - 0900 | Every 30 minutes | | |
| 0911 - 2105 | Every 15 minutes | 0901 - 2105 | Every 15 minutes | | |
| 2106 - 0110 | Every 20 minutes | 2106 - 0110 | Every 20 minutes | | |
| Last departure no earlier than 0105. | | Last departure no earlier than 0105. | | | |
| Pinchpoints | | | | | |
| Elm Park Station | 1035 - 1135 | 15 minutes | Romford Market, St. Edwards Way | 1010 - 1125 | 15 minutes |

Buses operating towards Collier Row, Post Office are diverted in Romford after 2130 (until last bus) from South Street via Victoria Road to Mercury Gardens to resume line of routeing after the junction of Mercury Gardens & Western Road. Buses will consequently not serve the stop on Western Road. Buses operating towards Hornchurch Town Centre are unaffected and remain on normal line of route.

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 252 can suffer unpredictable traffic delays in the Romford and Hornchurch areas.
- 4.2) Romford Market, which is held on Wednesdays, Fridays and Saturdays, can lead to traffic delays in the Romford area.
- 4.3) As a result of safety concerns, buses are currently diverted away from South Street and Western Road (towards Collier Row, Post Office) every evening from 2130 hours. Route No. 252 will hence be diverted northbound (towards Collier Row, Post Office) from South Street via Victoria Road and Mercury Gardens. The southbound routeing (towards Hornchurch Town Centre) will not be affected. This practice initially followed police requests but following improvements to Police resources and CCTV, meetings are on-going to encourage operators to return to serving the town centre.
- 4.4) Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital.

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 252: Collier Row, Library - Hornchurch, White Hart

Date of Structural Change: 28 September 2013.

Date of Service Change: 28 September 2013.

Reason for Issue: New contract, not yet awarded (currently operated by First London East).

STREETS TRAVERSED

Towards Hornchurch, White Hart: Collier Row Road, White Hart Lane, Mawney Road, St Edwards Way, Main Road Roundabout, Mercury Gardens, Western Road, Chandlers Way, Eastern Road, South Street, Rom Valley Way, Roneo Corner, Hornchurch Road, Roneo Link, Upper Rainham Road, Elm Park Avenue, The Broadway, Coronation Drive, South End Road, Airfield Way, Suttons Lane, Station Lane.

Towards Collier Row, Library: Hornchurch High Street, Station Lane, Suttons Lane, Airfield Way, South End Road, Coronation Drive, The Broadway, Elm Park Avenue, Upper Rainham Road, Roneo Link, Roneo Corner, Rom Valley Way, South Street, Western Road, Mercury Gardens, Main Road Roundabout, St Edwards Way, Circumnavigate Roundabout At Junction With London Road, St Edwards Way, Mawney Road, White Hart Lane, Collier Row Road.

Special Journey towards Collier Row, Library between South Street and Mercury Gardens: After 2130 every night buses operate from South Street, then via Victoria Road rejoining line of route at Mercury Gardens.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

COLLIER ROW, LIBRARY

Public stand for two buses on south side of Collier Row Road commencing outside No.29 at I/s 32.

Buses proceed from Collier Row Road via Collier Row Roundabout and Collier Row Road to stand, departing to Collier Row Road. Set down in Collier Row Road, at Stop WF (34546 - Collier Row / Clockhouse Lane, Last Stop on LOR: 34546 - Collier Row / Clockhouse Lane) and pick up in Collier Row Road, at Stop ET (18480 - Collier Row Library, First Stop on LOR: 18480 - Collier Row Library).

| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | No more than 2 buses on Route 252 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: | Collier Row. |

ROMFORD MARKET, ST EDWARDS WAY (from HORNCHURCH, WHITE HART)

Public stand for five buses in bus parking area on north side of St Edward's Way, at the junction with Church Lane.

Buses proceed from St Edwards Way via St Edwards Way Bus Stand to stand, departing via St Edwards Way Bus Stand to St Edwards Way. Set down in St Edwards Way, at Stop H (34116 - Romford Market, Last Stop on LOR: 34116 - Romford Market) and pick up in St Edwards Way, at Stop G (34094 - Romford Market, First Stop on LOR: 34094 - Romford Market).

| | |
|-------------------------|---|
| 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 Collier Row, Library.

Buses proceed from South Street via Atlanta Boulevard to stand, departing via Atlanta Boulevard and South Street to Western Road. Set down in Atlanta Boulevard, at Alighting Point (BP148 - Romford Station # and pick up in Western Road, at Stop P (34121 - Western Road, First Stop on LOR: 34121 - Western Road).

From Hornchurch, White Hart.

Buses proceed from South Street via Atlanta Boulevard to stand, departing via Atlanta Boulevard to South Street. Set down in South Street, at Stop X (R0681 - Romford Station #, Last Stop on LOR: R0681 - Romford Station #) and pick up in South Street, at Stop Y (R0591 - Romford Station #, First Stop on LOR: R0591 - 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.
OTHER INFORMATION: 24-hour toilet facilities available.

RONEO CORNER (from Collier Row, Library)

Buses proceed from Roneo Corner via Hornchurch Road and Roneo Link departing to Roneo Corner. Set down in Roneo Corner, at Stop RA (37151 - Roneo Corner, Last Stop on LOR: 37151 - Roneo Corner) and pick up in Roneo Corner, at Stop RT (37152 - Roneo Corner, First Stop on LOR: 37152 - Roneo Corner).

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

RONEO CORNER (from HORNCHURCH, WHITE HART)

Buses proceed from Upper Rainham Road via Roneo Link, Hornchurch Road and Roneo Link departing to Upper Rainham Road. Set down in Upper Rainham Road, at Stop RS (18375 - Gordon Avenue, Last Stop on LOR: 18375 - Gordon Avenue) and pick up in Upper Rainham Road, at Stop RH (18372 - Hayburn Way, First Stop on LOR: 18372 - Hayburn Way).

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

ELM PARK, ROSEWOOD AVENUE (from Collier Row, Library)

Buses proceed from The Broadway via Rosewood Avenue departing to The Broadway. Set down in The Broadway, M (18380 - Elm Park Station <>, Last Stop on LOR: 18380 - Elm Park Station <>) and pick up in The Broadway, C (18381 - Elm Park Station <>, First Stop on LOR: 18381 - Elm Park Station <>).

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

HORNCHURCH, SANDERS DRAPER SCHOOL

Buses depart from out of service to Suttons Lane. Pick up in Suttons Lane, A (27877 - Vaughan Avenue, First Stop on LOR: 27877 - Vaughan Avenue).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: None.
BLIND DISPLAY: Sanders Draper School.

HORNCHURCH TOWN CENTRE

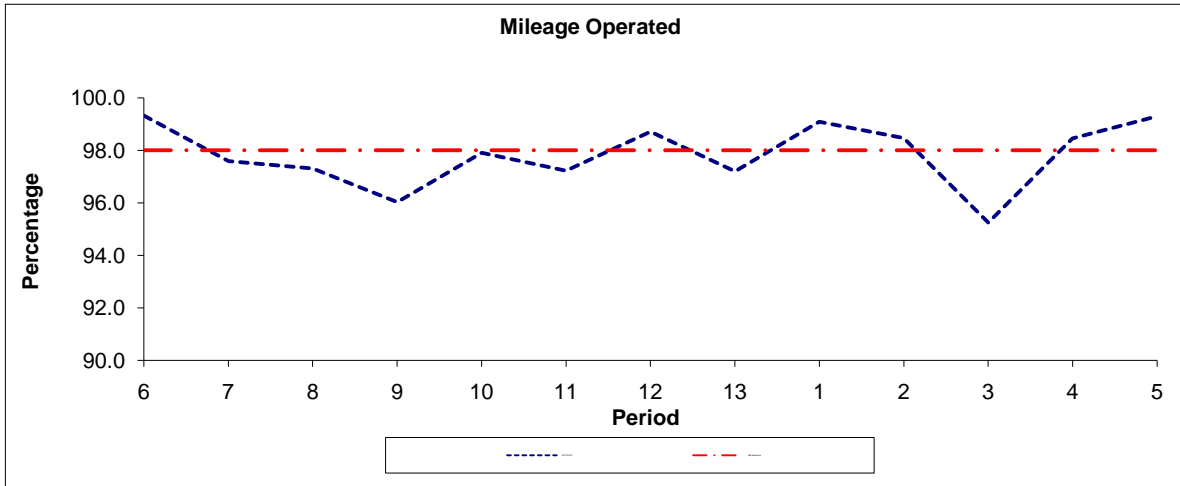
Public stand for two buses on west side of Station Lane, commencing at lamp standard No 3 and extending 22 metres south.

Buses proceed from Station Lane direct to stand, departing via Station Lane to Hornchurch High Street. Set down in Station Lane (37102 - Hornchurch Town Centre, Last Stop on LOR: 37102 - Hornchurch Town Centre) and pick up in Hornchurch High Street, at Stop F (8527 - Hornchurch Town Centre, First Stop on LOR: 8527 - Hornchurch Town Centre).

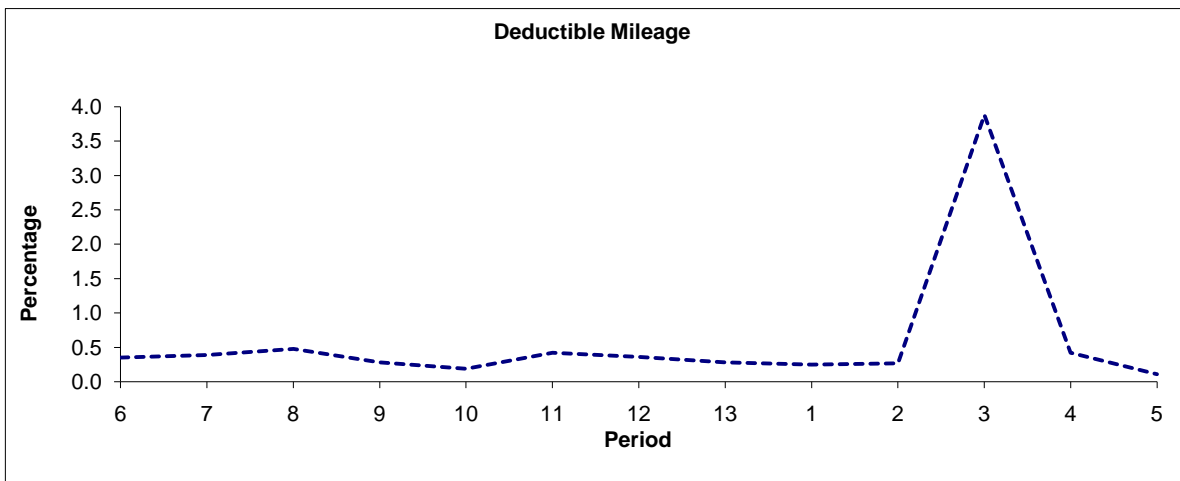
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 252 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Hornchurch, Town Centre.

PART B - PERFORMANCE STATISTICS

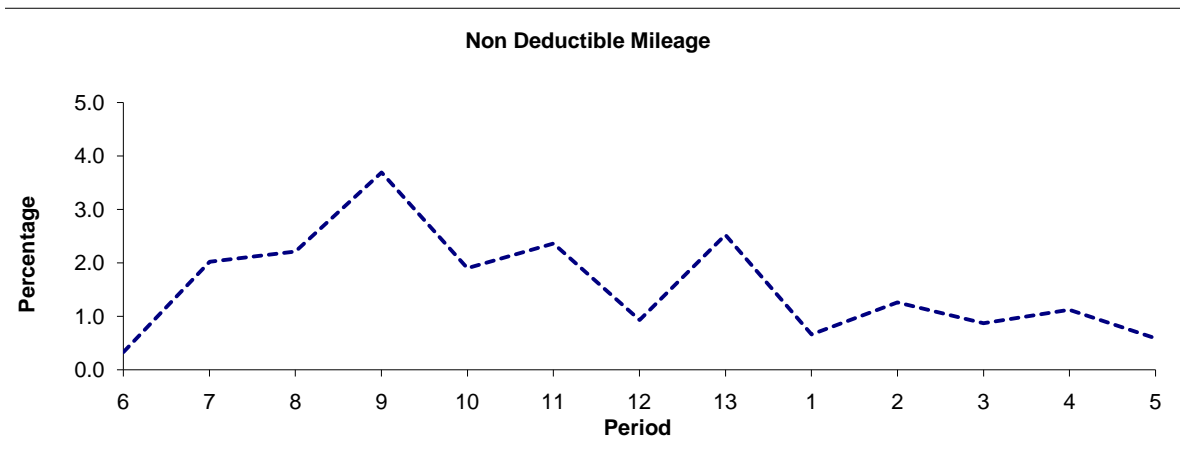
Route 252



| Period | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1 | 2 | 3 | 4 | 5 |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2011/2012 | 99.32 | 97.59 | 97.31 | 96.03 | 97.91 | 97.22 | 98.71 | 97.20 | 99.09 | 98.47 | 95.25 | 98.46 | 99.30 |
| 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 | 2 | 3 | 4 | 5 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2011/2012 | 0.35 | 0.39 | 0.48 | 0.28 | 0.19 | 0.42 | 0.36 | 0.28 | 0.25 | 0.27 | 3.88 | 0.42 | 0.11 |

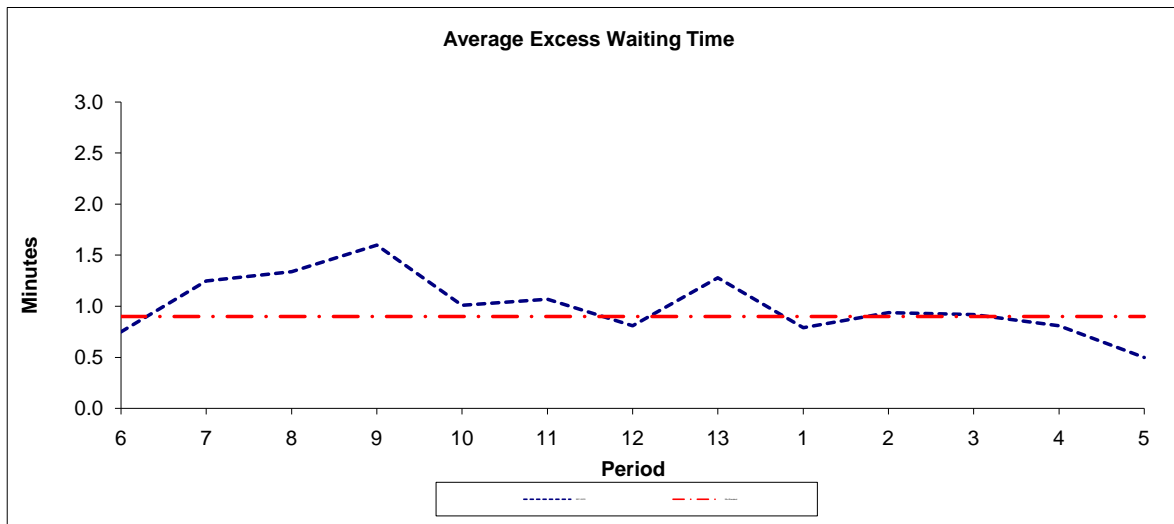


| Period | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1 | 2 | 3 | 4 | 5 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2011/2012 | 0.33 | 2.02 | 2.21 | 3.69 | 1.90 | 2.36 | 0.93 | 2.52 | 0.66 | 1.26 | 0.87 | 1.12 | 0.59 |

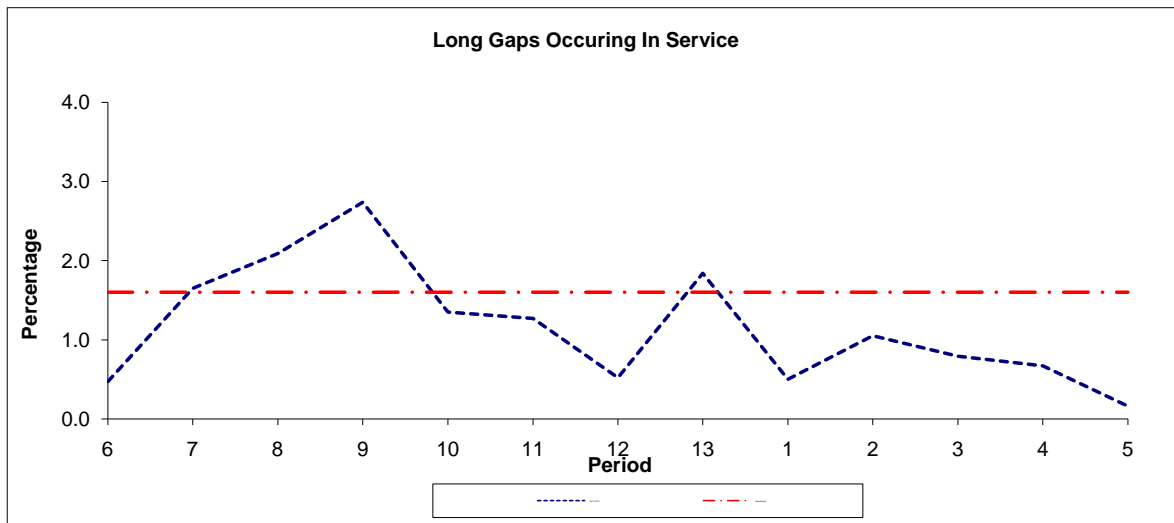
Note : Mileage is based on 4 weeks data
 Performance affected by industrial action in p3 2012/13.

PART B - PERFORMANCE STATISTICS

Route 252



| Period | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1 | 2 | 3 | 4 | 5 |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2011-2012 | 0.75 | 1.25 | 1.34 | 1.60 | 1.01 | 1.07 | 0.81 | 1.28 | 0.79 | 0.94 | 0.92 | 0.81 | 0.50 |
| Min Standard | 0.90 | 0.90 | 0.90 | 0.90 | 0.90 | 0.90 | 0.90 | 0.90 | 0.90 | 0.90 | 0.90 | 0.90 | 0.90 |



| Period | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1 | 2 | 3 | 4 | 5 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2011-2012 | 0.47 | 1.65 | 2.09 | 2.74 | 1.35 | 1.27 | 0.52 | 1.84 | 0.50 | 1.05 | 0.79 | 0.67 | 0.16 |
| Benchmark | 1.60 | 1.60 | 1.60 | 1.60 | 1.60 | 1.60 | 1.60 | 1.60 | 1.60 | 1.60 | 1.60 | 1.60 | 1.60 |

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

ROUTE 252 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 2 2011/12 TO QUARTER 1 2012/13 (25/06/11 - 22/06/12)

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 | 33,247. | 97.7 | 8.38 | 0.39 | 8.76 | 70.3 | 25.8 | 3.4 | 0.4 | 0.0 | 66.1 |
| 0700 - 1000 | 80,676. | 97.8 | 4.98 | 1.12 | 6.09 | 82.4 | 16.2 | 1.3 | 0.1 | 1.5 | 43.7 |
| 1000 - 1300 | 81,150. | 98.9 | 5.00 | 0.80 | 5.80 | 85.3 | 14.2 | 0.5 | 0.0 | 0.5 | 44.5 |
| 1300 - 1600 | 83,049. | 97.2 | 4.94 | 0.88 | 5.82 | 84.1 | 15.0 | 0.8 | 0.1 | 0.9 | 43.1 |
| 1600 - 1900 | 79,360. | 95.4 | 5.04 | 1.70 | 6.74 | 77.0 | 19.9 | 2.6 | 0.5 | 3.0 | 79.6 |
| 1900 - 2200 | 54,809. | 99.9 | 6.99 | 0.85 | 7.84 | 66.8 | 29.8 | 3.1 | 0.3 | 0.5 | 87.1 |
| 2200 - 2400 | 24,348. | 100.5 | 9.94 | 0.59 | 10.53 | 49.8 | 41.5 | 8.0 | 0.7 | 0.1 | 64.4 |
| Summary | 436,639. | 97.8 | 5.53 | 1.08 | 6.61 | 78.4 | 19.4 | 1.9 | 0.2 | 1.4 | 87.1 |

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 | 3,224. | 98.8 | 15.17 | 0.30 | 15.46 | 32.8 | 32.5 | 29.8 | 4.9 | 0.0 | 65.8 |
| 0700 - 1000 | 13,364. | 99.1 | 7.08 | 0.60 | 7.68 | 77.7 | 19.7 | 2.2 | 0.4 | 0.1 | 65.5 |
| 1000 - 1300 | 17,077. | 98.3 | 4.97 | 0.59 | 5.57 | 86.7 | 13.0 | 0.3 | 0.0 | 0.3 | 49.1 |
| 1300 - 1600 | 16,932. | 99.2 | 5.00 | 0.94 | 5.94 | 84.2 | 14.8 | 1.0 | 0.1 | 1.0 | 48.0 |
| 1600 - 1900 | 16,531. | 98.9 | 5.14 | 0.50 | 5.64 | 86.2 | 13.6 | 0.2 | 0.0 | 0.2 | 43.1 |
| 1900 - 2200 | 11,265. | 99.1 | 6.99 | 0.51 | 7.49 | 68.4 | 29.4 | 2.1 | 0.1 | 0.1 | 45.4 |
| 2200 - 2400 | 5,103. | 100.4 | 9.94 | 0.57 | 10.51 | 49.7 | 41.1 | 8.6 | 0.6 | 0.0 | 46.1 |
| Summary | 83,496. | 99.0 | 5.97 | 0.65 | 6.62 | 79.8 | 18.0 | 1.9 | 0.2 | 0.4 | 65.8 |

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 | 3,950. | 100.6 | 15.05 | -0.01 | 15.05 | 37.4 | 30.2 | 28.9 | 3.6 | 1.0 | 44.9 |
| 0700 - 1000 | 8,386. | 98.5 | 11.99 | 0.35 | 12.34 | 49.8 | 33.4 | 15.1 | 1.8 | 0.0 | 63.2 |
| 1000 - 1300 | 12,667. | 97.0 | 7.33 | 0.72 | 8.05 | 64.7 | 31.7 | 2.9 | 0.7 | 0.7 | 45.5 |
| 1300 - 1600 | 12,404. | 95.7 | 7.31 | 1.84 | 9.15 | 61.5 | 31.1 | 6.3 | 1.1 | 1.2 | 81.4 |
| 1600 - 1900 | 12,209. | 99.8 | 7.33 | 0.69 | 8.02 | 66.2 | 31.6 | 2.0 | 0.1 | 0.1 | 46.1 |
| 1900 - 2200 | 11,191. | 99.4 | 7.77 | 0.48 | 8.25 | 62.7 | 34.7 | 2.2 | 0.4 | 0.3 | 58.3 |
| 2200 - 2400 | 5,838. | 100.0 | 9.99 | 0.39 | 10.38 | 49.9 | 43.4 | 6.2 | 0.4 | 0.0 | 43.8 |
| Summary | 66,645. | 98.3 | 8.14 | 0.87 | 9.02 | 61.2 | 32.8 | 5.2 | 0.8 | 0.5 | 81.4 |

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 | 40,421. | 98.1 | 9.46 | 0.35 | 9.82 | 64.6 | 26.8 | 7.6 | 1.1 | 0.1 | 66.1 |
| 0700 - 1000 | 102,426. | 98.0 | 5.50 | 1.03 | 6.54 | 80.4 | 17.3 | 2.1 | 0.2 | 1.3 | 65.5 |
| 1000 - 1300 | 110,894. | 98.6 | 5.26 | 0.76 | 6.02 | 83.2 | 16.0 | 0.7 | 0.1 | 0.5 | 49.1 |
| 1300 - 1600 | 112,385. | 97.3 | 5.20 | 0.99 | 6.19 | 81.8 | 16.7 | 1.4 | 0.2 | 0.9 | 81.4 |
| 1600 - 1900 | 108,100. | 96.4 | 5.27 | 1.47 | 6.74 | 77.0 | 20.3 | 2.3 | 0.4 | 2.4 | 79.6 |
| 1900 - 2200 | 77,265. | 99.7 | 7.07 | 0.77 | 7.84 | 66.5 | 30.3 | 2.9 | 0.3 | 0.4 | 87.1 |
| 2200 - 2400 | 35,289. | 100.4 | 9.95 | 0.56 | 10.50 | 49.8 | 41.7 | 7.8 | 0.7 | 0.1 | 64.4 |
| Summary | 586,780. | 98.1 | 5.83 | 1.01 | 6.84 | 76.9 | 20.5 | 2.2 | 0.3 | 1.2 | 87.1 |

Transport for London - QSI Point and Mileage List

Route 252 (via Western Road) Reason for
 Service change 30096 Re-issue
 Date 7 June 2012

QSI Points are shaded in blue

| OUT DIRECTION | | | | |
|--|-------------|-------------------------|--------|-------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| COLRLB S | COLRLB S | COLLIER ROW, LIBRARY | | |
| COLRLB | 18480 | Collier Row Library | 0 | 0.00 |
| | 18478 | Melville Road | 156 | 0.10 |
| COLRWH | 29524 | Collier Row Road | 403 | 0.25 |
| | 29395 | Howe Close | 233 | 0.14 |
| | 29205 | Valiant Close | 176 | 0.11 |
| | 29202 | Cross Road | 377 | 0.23 |
| | 29201 | Percy Road | 212 | 0.13 |
| | 18406 | Birch Road | 251 | 0.16 |
| | 18404 | Susan Close | 231 | 0.14 |
| ESTAMR | 18402 | Eastern Avenue | 277 | 0.17 |
| | 18400 | Oak Street | 372 | 0.23 |
| | 18398 | Como Street | 377 | 0.23 |
| | 34113 | North Street | 437 | 0.27 |
| ROMFSE | 34094 | Romford Market | 464 | 0.29 |
| | LE135 | Mercury Gardens | 270 | 0.17 |
| | R0656 | Western Road | 365 | 0.23 |
| ROMFSN | R0591 | Romford Station | 491 | 0.31 |
| | 18028 | Thurloe Gardens | 272 | 0.17 |
| | R0500 | Brentwood Road | 257 | 0.16 |
| | 37088 | Clydesdale Road | 250 | 0.16 |
| ROMFRC | 37151 | Roneo Corner | 326 | 0.20 |
| | 18372 | Hayburn Way | 390 | 0.24 |
| | 18374 | Gordon Avenue | 397 | 0.25 |
| | 18376 | Chestnut Avenue | 280 | 0.17 |
| | 18378 | Laburnum Avenue | 276 | 0.17 |
| | R0106 | Harrow Lodge Park | 333 | 0.21 |
| | 18432 | Warren Drive | 402 | 0.25 |
| | 18430 | Woburn Avenue | 340 | 0.21 |
| ELMPSN | 18380 | Elm Park Station | 284 | 0.18 |
| | 20990 | Arbour Way | 289 | 0.18 |
| | 18382 | Calbourne Avenue | 199 | 0.12 |
| | 37096 | Wood Lane | 301 | 0.19 |
| | 37097 | Heron Flight Avenue | 315 | 0.20 |
| | 37192 | Dowding Way | 288 | 0.18 |
| | 37095 | Gosport Drive | 350 | 0.22 |
| SHRNAW | 37100 | Airfield Way Tesco | 440 | 0.27 |
| | 37101 | Hornchurch Country Park | 442 | 0.27 |
| | 36643 | Miramar Way | 260 | 0.16 |
| | 34130 | St Georges Hospital | 239 | 0.15 |
| SNDRSC | 27876 | Vaughan Avenue | 306 | 0.19 |
| HORNSN | BP1789 | Hornchurch Station | 429 | 0.27 |
| | 18267 | Devonshire Road | 467 | 0.29 |
| HORNTC | 37102 | Hornchurch Town Centre | 346 | 0.21 |
| TOTAL ROUTE MILEAGE - OUT DIRECTION | | | 13570 | 8.43 |
| | | | metres | miles |

Tranche 425

Mileage Update

| BACK DIRECTION | | | | |
|---|--------------------|-------------------------------|---------------|--------------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| HORNTC S | HORNTC S | HORNCHURCH TOWN CENTRE | | |
| HORNTC | 8527 | Hornchurch Town Centre | 0 | 0.00 |
| | FC73 | The Avenue | 226 | 0.14 |
| | 18268 | Devonshire Road | 270 | 0.17 |
| HORNSN | 8531 | Hornchurch Station | 331 | 0.21 |
| SNDRSC | 27877 | Vaughan Avenue | 495 | 0.31 |
| | 34131 | St Georges Hospital | 364 | 0.23 |
| | 37103 | Hornchurch Country Park | 403 | 0.25 |
| SHRNAW | 37093 | Airfield Way Tesco | 476 | 0.30 |
| | 37099 | Gosport Drive | 376 | 0.23 |
| | 37098 | Dowding Way | 439 | 0.27 |
| | BP935 | Heron Flight Avenue | 197 | 0.12 |
| | 37094 | Wood Lane | 439 | 0.27 |
| | 18383 | Calbourne Avenue | 275 | 0.17 |
| | 20989 | Arbour Way | 219 | 0.14 |
| ELMPSN | 18381 | Elm Park Station | 329 | 0.20 |
| | 18429 | Woburn Avenue | 110 | 0.07 |
| | 18431 | Carfax Road | 471 | 0.29 |
| | 29460 | Harrow Lodge Park | 295 | 0.18 |
| | 18379 | Laburnum Avenue | 428 | 0.27 |
| | 18377 | Chestnut Avenue | 298 | 0.19 |
| | 18375 | Gordon Avenue | 424 | 0.26 |
| ROMFRC | 37152 | Roneo Corner | 362 | 0.22 |
| | 37089 | Clydesdale Road | 432 | 0.27 |
| | 18029 | Brentwood Road | 334 | 0.21 |
| ROMFSN | R0681 | Romford Station | 380 | 0.24 |
| ROMFWR | 34121 | Western Road | 419 | 0.26 |
| ROMFSE | 34116 | Romford Market | 631 | 0.39 |
| | 34115 | North Street | 319 | 0.20 |
| | R0332 | Mawney Road | 544 | 0.34 |
| | 34112 | Olive Street | 222 | 0.14 |
| | 18397 | Como Street | 279 | 0.17 |
| | 18399 | Oak Street | 312 | 0.19 |
| ESTAMR | 18401 | Eastern Avenue | 347 | 0.22 |
| | 18403 | Susan Close | 284 | 0.18 |
| | 18405 | Birch Road | 249 | 0.15 |
| | 29200 | Percy Road | 226 | 0.14 |
| | 29203 | Cross Road | 253 | 0.16 |
| | 29204 | Valiant Close | 335 | 0.21 |
| | 29394 | Howe Close | 176 | 0.11 |
| COLRWH | 29523 | Collier Row Road | 292 | 0.18 |
| | 20575 | White Hart Lane | 135 | 0.08 |
| | 18479 | Melville Road | 217 | 0.13 |
| COLRPO | 34546 | Collier Row / Clockhouse Lane | 155 | 0.10 |
| TOTAL ROUTE MILEAGE - BACK DIRECTION | | | 13768 | 8.56 |
| | | | metres | miles |

Transport for London - QSI Point and Mileage List

Route 252 (Via Victoria Road) Reason for
 Service change 29563 Re-issue
 Date 7 June 2012

QSI Points are shaded in blue

| OUT DIRECTION | | | | |
|--|-------------|-------------------------|--------|-------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| COLRLB S | COLRLB S | COLLIER ROW, LIBRARY | | |
| COLRLB | 18480 | Collier Row Library | 0 | 0.00 |
| | 18478 | Melville Road | 156 | 0.10 |
| COLRWH | 29524 | Collier Row Road | 403 | 0.25 |
| | 29395 | Howe Close | 233 | 0.14 |
| | 29205 | Valiant Close | 176 | 0.11 |
| | 29202 | Cross Road | 377 | 0.23 |
| | 29201 | Percy Road | 212 | 0.13 |
| | 18406 | Birch Road | 251 | 0.16 |
| | 18404 | Susan Close | 231 | 0.14 |
| ESTAMR | 18402 | Eastern Avenue | 277 | 0.17 |
| | 18400 | Oak Street | 372 | 0.23 |
| | 18398 | Como Street | 377 | 0.23 |
| | 34113 | North Street | 437 | 0.27 |
| ROMFSE | 34094 | Romford Market | 464 | 0.29 |
| | LE135 | Mercury Gardens | 270 | 0.17 |
| | R0656 | Western Road | 365 | 0.23 |
| ROMFSN | R0591 | Romford Station | 491 | 0.31 |
| | 18028 | Thurloe Gardens | 272 | 0.17 |
| | R0500 | Brentwood Road | 257 | 0.16 |
| | 37088 | Clydesdale Road | 250 | 0.16 |
| ROMFRC | 37151 | Roneo Corner | 326 | 0.20 |
| | 18372 | Hayburn Way | 390 | 0.24 |
| | 18374 | Gordon Avenue | 397 | 0.25 |
| | 18376 | Chestnut Avenue | 280 | 0.17 |
| | 18378 | Laburnum Avenue | 276 | 0.17 |
| | R0106 | Harrow Lodge Park | 333 | 0.21 |
| | 18432 | Warren Drive | 402 | 0.25 |
| | 18430 | Woburn Avenue | 340 | 0.21 |
| ELMPSN | 18380 | Elm Park Station | 284 | 0.18 |
| | 20990 | Arbour Way | 289 | 0.18 |
| | 18382 | Calbourne Avenue | 199 | 0.12 |
| | 37096 | Wood Lane | 301 | 0.19 |
| | 37097 | Heron Flight Avenue | 315 | 0.20 |
| | 37192 | Dowding Way | 288 | 0.18 |
| | 37095 | Gosport Drive | 350 | 0.22 |
| SHRNAW | 37100 | Airfield Way Tesco | 440 | 0.27 |
| | 37101 | Hornchurch Country Park | 442 | 0.27 |
| | 36643 | Miramar Way | 260 | 0.16 |
| | 34130 | St Georges Hospital | 239 | 0.15 |
| SNDRSC | 27876 | Vaughan Avenue | 306 | 0.19 |
| HORNSN | BP1789 | Hornchurch Station | 429 | 0.27 |
| | 18267 | Devonshire Road | 467 | 0.29 |
| HORNTC | 37102 | Hornchurch Town Centre | 346 | 0.21 |
| TOTAL ROUTE MILEAGE - OUT DIRECTION | | | 13570 | 8.43 |
| | | | metres | miles |

Tranche 425

Mileage Update

| BACK DIRECTION | | | | |
|---|-------------|-------------------------------|-----------------|---------------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| HORNTC S | HORNTC S | HORNCHURCH TOWN CENTRE | | |
| HORNTC | 8527 | Hornchurch Town Centre | 0 | 0.00 |
| | FC73 | The Avenue | 226 | 0.14 |
| | 18268 | Devonshire Road | 270 | 0.17 |
| HORNSN | 8531 | Hornchurch Station | 331 | 0.21 |
| SNDRSC | 27877 | Vaughan Avenue | 495 | 0.31 |
| | 34131 | St Georges Hospital | 364 | 0.23 |
| | 37103 | Hornchurch Country Park | 403 | 0.25 |
| SHRNAW | 37093 | Airfield Way Tesco | 476 | 0.30 |
| | 37099 | Gosport Drive | 376 | 0.23 |
| | 37098 | Dowding Way | 439 | 0.27 |
| | BP935 | Heron Flight Avenue | 197 | 0.12 |
| | 37094 | Wood Lane | 439 | 0.27 |
| | 18383 | Calbourne Avenue | 275 | 0.17 |
| | 20989 | Arbour Way | 219 | 0.14 |
| ELMPSN | 18381 | Elm Park Station | 329 | 0.20 |
| | 18429 | Woburn Avenue | 110 | 0.07 |
| | 18431 | Carfax Road | 471 | 0.29 |
| | 29460 | Harrow Lodge Park | 295 | 0.18 |
| | 18379 | Laburnum Avenue | 428 | 0.27 |
| | 18377 | Chestnut Avenue | 298 | 0.19 |
| | 18375 | Gordon Avenue | 424 | 0.26 |
| ROMFRC | 37152 | Roneo Corner | 362 | 0.22 |
| | 37089 | Clydesdale Road | 432 | 0.27 |
| | 18029 | Brentwood Road | 334 | 0.21 |
| ROMFSN | R0681 | Romford Station | 380 | 0.24 |
| ROMFSE | 34116 | Romford Market | 1050 | 0.65 |
| | 34115 | North Street | 319 | 0.20 |
| | R0332 | Mawney Road | 544 | 0.34 |
| | 34112 | Olive Street | 222 | 0.14 |
| | 18397 | Como Street | 279 | 0.17 |
| | 18399 | Oak Street | 312 | 0.19 |
| ESTAMR | 18401 | Eastern Avenue | 347 | 0.22 |
| | 18403 | Susan Close | 284 | 0.18 |
| | 18405 | Birch Road | 249 | 0.15 |
| COLRWH | 29523 | Collier Row Road | 292 | 0.18 |
| | 20575 | White Hart Lane | 135 | 0.08 |
| | 18479 | Melville Road | 217 | 0.13 |
| COLRPO | 34546 | Collier Row / Clockhouse Lane | 155 | 0.10 |
| | 18479 | Melville Road | 217 | 0.13 |
| COLRPO | 34546 | Collier Row / Clockhouse Lane | 155 | 0.10 |
| TOTAL ROUTE MILEAGE - BACK DIRECTION | | | 13150 metres | 8.17 miles |