## 7. Service Specification

#### Route: 277 & N277

## Contract Reference: QC55206

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.

Crossharbour, AsdaOption 2: Dalston Junction Bus Station and Crossharbour, AsdaTerminus Points - Route No. N277Option 1: Highbury & Islington Station and Crossharbour, AsdaOption 2: Angel, White Lion Street and Crossharbour, AsdaContract BasisIncentivisedCommencement Date25th February 2017Vehicle Type87 capacity, dual door, double deck buses, subject to a satisfactory route testCurrent Maximum Approved Dimensions10.2 metres long and 2.55 metres wideNew Vehicles MandatoryYesSponsored RouteNoAdvertising RightsOperatorMinimum Performance Standard - Route No. 277Average Excess Wait Time - No more than 1.10 minutesMinimum Operated Mileage Standard - Route No. 277No less than 98.00%Minimum Operated Mileage - Route No. N277No less than 99.00%	Terminus Points - Route No. 277	<b>Option 1:</b> Highbury & Islington Station and
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	- Route No. N277	
Ctenderd Deute No. NO77	Minimum Operated Mileage	No less than 99.00%
Standard - Route No. N277	Standard - Route No. N277	

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 4<sup>th</sup> April 2016

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. 277 & N277.

#### Tenderers should refer to the schedules dated 16/05/2015 rather than the current emergency schedules.

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

Two options are specified:

#### **OPTION 1**

 The designation Route No. N277 is used for contractual purposes only. This service will be marketed as Route No. 277. This includes all publicity, including destination blind displays.

#### **OPTION 2**

- Route No. 277 only is restructured to operate between Dalston Junction and Crossharbour, Asda.
- The section between Dalston Junction and Highbury & Islington Station is withdrawn.
- Route No. N277 only is extended from Highbury & Islington Station to Angel, White Lion Street.
- Please see Section 5 for a full list of streets traversed and standing arrangements.

#### OPTIONS 1 & 2

- Route Nos. 277 & N277 are restructured to operate between Highbury & Islington Station and Crossharbour, Asda.
- The section between Upper Bank Street and Leamouth, Saffron Avenue is withdrawn.
- Please see Section 5 for a full list of streets traversed and standing arrangements.

87 capacity, dual door, double deck buses are sepcified, subject to a satisfactory route test.

- Arising from these changes (in Option 1 & Option 2), associated changes are proposed to Route No. D3 as specified in Tranche 534
- Tenderers must identify the cost of the Nightly element of this service separately.

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

Operators should provide the following prices:

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

Full iBus Monitoring was introduced on all night routes with effect from 1 April 2014.

Tenderers are therefore advised that on contracts where there is a night service both the day and night elements will be incentivised from the commencement of the Route Agreement in accordance with clause 46 of Annex B Terms and Conditions, using the Minimum Performance Standard(s) specified in Part 1 of the ITT.

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

## 3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

### **OPTION 1**

Highbury & Islington Station to			Crossharbour, Asda to Highbury &		
Crossharbour, Asda			Islington Station		
First departure	no later than (	)440.	First departure	no later than 0	435.
0435 - 0540	Every 12 minu	utes	0430 - 0535	Every 12 minu	utes
0541 - 0610	Every 10 minu	utes	0536 - 0555	Every 10 minu	utes
0611 - 0645	Every 8 minu	utes	0556 - 0620	Every 8 minu	utes
0646 - 2000	Every 6-7 mi	nutes	0621 - 1850	Every 6-7 mi	nutes
	(9 buses per h	nour)		(9 buses per h	nour)
2001 - 2030	Every 8 minutes		1851 - 1950	Every 8 minu	utes
2031 - 0005	Every 10 minutes		1951 - 0005	Every 10 minu	utes
Last departure	no earlier than	2400.	Last departure	no earlier than	2400.
Pinchpoints					
Limehouse,	0720 - 0905	7 minutes	Hackney	0700 - 0900	7 minutes
Burdett Road	1500 - 1630	7 minutes	Central	1500 - 1630	7 minutes
			Station,		
			Graham Road		

### **OPTION 2**

Dalston Junction Bus Station to			Crossharbour, Asda to Dalston Junction		
Crossharbour, Asda			Bus Station		
First departure	no later than 0	)450.	First departure no later than 0435.		435.
0445 - 0550	Every 12 minu	utes	0430 - 0535	Every 12 minu	utes
0551 - 0620	Every 10 minu	utes	0536 - 0555	Every 10 minu	utes
0621 - 0655	Every 8 minu	utes	0556 - 0620	Every 8 minu	utes
0656 - 2010	Every 6-7 mi	nutes	0621 - 1850	Every 6-7 mi	inutes
	(9 buses per h	nour)		(9 buses per l	nour)
2011 - 2040	Every 8 minutes		1851 - 1950	Every 8 minu	utes
2041 - 0015	Every 10 minutes		1951 - 0005	Every 10 minu	utes
Last departure	no earlier than	0010.	Last departure no earlier than 2400.		2400.
Pinchpoints	Pinchpoints				
Limehouse,	0720 - 0905	7 minutes	Hackney	0700 - 0900	7 minutes
Burdett Road	1500 - 1630	7 minutes	Central	1500 - 1630	7 minutes
			Station,		
			Graham Road		

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

# 3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

## **OPTION 1**

Highbury & Islington Station to		Crossharbour, Asda to Highbury &		ıry &	
Crossharbour, Asda		Islington Station			
First departure	no later than (	)440.	First departure	no later than 0	435.
0435 - 0625	Every 15 minu	utes	0430 - 0605	Every 15 minu	utes
0626 - 0650	Every 12 minu	utes	0606 - 0655	Every 12 minu	utes
0651 - 0750	Every 10 minu	utes	0656 - 0805	Every 10 minu	utes
0751 - 0825	Every 8 minu	utes	0806 - 0825	Every 8 minu	utes
0826 - 1910	Every 6-7 mi	nutes	0826 - 1825	Every 6-7 mi	nutes
	(9 buses per hour)			(9 buses per h	nour)
1911 - 2000	Every 8 minutes		1826 - 1920	Every 8 minu	utes
2001 - 0005	Every 10 minutes		1921 - 0005	Every 10 minu	utes
Last departure	no earlier than	2400.	Last departure	no earlier than	2400.
Pinchpoints					
Limehouse,	0855 - 1100	7 minutes	Hackney	0850 - 1050	7 minutes
Burdett Road			Central		
			Station,		
			Graham Road		

#### **OPTION 2**

Dalston Junction Bus Station to			Crossharbour, Asda to Dalston Junction		
Crossharbour, Asda		Bus Station			
First departure	no later than 0	)450.	First departure	no later than 0	435.
0445 - 0635	Every 15 minu	utes	0430 - 0605	Every 15 minu	utes
0636 - 0700	Every 12 minu	utes	0606 - 0655	Every 12 minu	utes
0701 - 0800	Every 10 minu	utes	0656 - 0805	Every 10 minu	utes
0801 - 0835	Every 8 minu	utes	0806 - 0825	Every 8 minu	utes
0836 - 1920	Every 6-7 minutes		0826 - 1825	Every 6-7 mi	inutes
	(9 buses per hour)			(9 buses per h	nour)
1921 - 2010	Every 8 minutes		1826 - 1920	Every 8 minu	utes
2011 - 0015	Every 10 minutes		1921 - 0005	Every 10 minu	utes
Last departure	Last departure no earlier than 0010.		Last departure	no earlier than	2400.
Pinchpoints					
Limehouse,	0855 - 1100	7 minutes	Hackney	0850 - 1050	7 minutes
Burdett Road			Central		
			Station,		
			Graham Road		

#### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

#### **OPTION 1**

Highbury & Islin	Highbury & Islington Station to		Crossharbour, Asda to Highbury &		
Crossharbour,	Asda		Islington Station		
First departure	no later than C	)440.	First departure	First departure no later than 0435.	
0435 - 0710	Every 15 minu	ites	0430 - 0735	Every 15 minu	utes
0711 - 0755	Every 12 minutes		0736 - 0820	Every 12 minu	utes
0756 - 0005	Every 10 minutes		0821 - 0005	Every 10 minu	utes
Last departure no earlier than 2400.		Last departure	no earlier than	2400.	
Pinchpoints					
Limehouse,	1005 - 1145	10 minutes	Hackney	1020 - 1120	10 minutes
Burdett Road			Central		
			Station,		
			Graham Road		

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

#### **OPTION 2**

Dalston Junction Bus Station to		Crossharbour, Asda to Dalston Junction			
Crossharbour,	Asda		Bus Station		
First departure	no later than C	450.	First departure no later than 0435.		435.
0445 - 0720	Every 15 minu	ites	0430 - 0735	Every 15 minu	ites
0721 - 0805	Every 12 minutes		0736 - 0820	Every 12 minu	ites
0806 - 0015	Every 10 minutes		0821 - 0005	Every 10 minu	ites
Last departure	Last departure no earlier than 0010.		Last departure no earlier than 2400.		
Pinchpoints					
Limehouse,	1005 - 1145	10 minutes	Hackney	1020 - 1120	10 minutes
Burdett Road			Central		
			Station,		
			Graham Road		

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

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

## 3.4) NIGHTLY

#### **OPTION 1**

Highbury & Islington Station to	Crossharbour, Asda to Highbury & Islington	
Crossharbour, Asda	Station	
First departure no later than 0015.	First departure no later than 0015.	
0010 - 0420 Every 30 minutes	0010 - 0420 Every 30 minutes	
Last departure no earlier than 0415.	Last departure no earlier than 0415.	

## Tenderers must identify the cost of the Nightly element of this service separately.

#### **OPTION 2**

Angel, White Lion Street to Crossharbour,	Crossharbour, Asda to Angel, White Lion	
Asda	Street	
First departure no later than 0010.	First departure no later than 0015.	
0005 - 0415 Every 30 minutes	0010 - 0420 Every 30 minutes	
Last departure no earlier than 0410.	Last departure no earlier than 0415.	

# Tenderers must identify the cost of the Nightly element of this service separately.

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

- 4.1) Route No. 277 should interwork with Route No. N277 between Crossharbour, Asda to Dalston Junction Bus Station to form a seamless 24 hour service.
- 4.2) Route Nos. 277 & N277 can suffer from unpredictable traffic delays in the Highbury & Islington, Dalston and Hackney areas on Monday to Fridays, particularly during peak periods.

## 4.3) Stand space at Highbury and Islington Station is limited. Therefore, it is essential that the stand restriction of 2 buses is observed at all times.

- 4.4) Football matches at Arsenal Football Club can also cause traffic congestion in the Highbury & Islington area.
- 4.5) 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 the first services expected to commence through the central London tunnelled section in late 2018. The full Crossrail service will be operating from Heathrow and Reading to Abbey Wood and Shenfield in late 2019. The construction impacts of Crossrail could affect Route Nos. 277 & N277 and it is anticipated that some passenger demand for Route Nos. 277 & N277 may shift to this line when it opens. Route Nos. 277 & N277 will be reviewed after the opening date.
- 4.6) Two continuous largely segregated cycle routes through central London are due to open in March 2016. The East-West Cycle Superhighway will operate between Tower Hill and Acton and the North-South Cycle Superhighway will operate between Elephant & Castle and Farringdon station. North of Farringdon station, the North-South route is planned to connect to a new Quietway back-street cycle route to King's Cross. This would provide cyclists with a route through central London on low traffic streets. The impact of Cycle Superhighway on Route Nos. 277 & N27 will be reviewed after the opening date.
- 4.7) Heron Quay DLR Station is closed until 2019.Until this is re-opened Route Nos. 277 & N277 will double-un into Canary Wharf from West India Avenue. Once Heron Quay DLR Station has re-opened, buses will return to operate via Heron Quay & Bank Street.

# 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 277: Highbury & Islington Station - Crossharbour, Asda (24 hour service)

Date of Structural Change: 24 February 2017.Date of Service Change: 24 February 2017.Reason for Issue: New Tender.

## STREETS TRAVERSED

Towards Crossharbour, Asda: St Paul's Road, Balls Pond Road, Dalston Lane, Graham Road, Mare Street, Well Street, Cassland Road, Terrace Road, Church Crescent, Lauriston Road, Grove Road, Burdett Road, West India Dock Road, Westferry Road, Westferry Circus (Upper Level), West India Avenue, Cabot Square (North Side), The North Colonnade, Canada Square (North Side), The South Colonnade, Cabot Square, West India Avenue, Westferry Circus (Upper Level), Westferry Road, East Ferry Road, Asda Access Road.

**Towards Highbury & Islington Station:** Asda Access Road, East Ferry Road, Westferry Road, Westferry Circus (Upper Level), West India Avenue, Cabot Square (South Side), The North Colonnade, Canada Square (South Side), The South Colonnade, Cabot Square, West India Avenue, Westferry Circus (Upper Level), Westferry Road, Trinidad Street, Salter Street, West India Dock Road, Burdett Road, Grove Road, Lauriston Road, Well Street, Mare Street, Graham Road, Dalston Lane, Balls Pond Road, St Paul's 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.

#### **HIGHBURY & ISLINGTON STATION**

Public stand for two buses on east side of Highbury Corner commencing 37 metres south of the southern kerb line of St Paul's Road and extending 22 metres north. Buses proceed from St Paul's Road via Highbury Corner to stand, departing via Highbury Corner to St Paul's Road. Set down in St Paul's Road, at Stop D (11470 - Highbury Corner, Last Stop on LOR: 11470 - Highbury Corner) and pick up in St Paul's Road, at Stop C (11469 - St Paul's Road / Highbury Corner, First Stop on LOR: 11469 - St Paul's Road / Highbury Corner, First Stop on LOR: 11469 - St Paul's Road / Highbury Corner).

AVAILABILITY: OPERATING RESTRICTIONS:	
	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:	Highbury & Islington.
OTHER INFORMATION:	Toilet facilities available in Highbury & Islington Station 0600-0100 daily.

#### MILDMAY PARK (from CROSSHARBOUR, ASDA)

Public stand for three buses on south side of Dove Road, commencing at a point 52.4 metres east of Essex Road and extending 38.8 metres east.

Buses proceed from Balls Pond Road via Southgate Road and Dove Road to stand, departing via Dove Road and Essex Road to Balls Pond Road. Set down in Balls Pond Road, at Stop BH (913 - Southgate Road, Last Stop on LOR: 913 - Southgate Road) and pick up in Balls Pond Road, at Stop CC (2638 - Mildmay Park / Southgate Road, First Stop on LOR: 2638 - Mildmay Park / Southgate Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Mildmay Park.

#### HACKNEY WELL STREET (from CROSSHARBOUR, ASDA)

Buses proceed from Well Street via Mare Street and Bush Road to stand, departing via Bush Road, Sheep Lane, Westgate Street, The Triangle and Mare Street to Well Street. Set down in Well Street, at Stop LX (25446 - Shore Road, Last Stop on LOR: 25446 -Shore Road) and pick up in Well Street, at Stop LW (25445 - Shore Road, First Stop on LOR: 25445 - Shore Road).

AVAILABILITY: OPERATING RESTRICTIONS: MEAL RELIEFS: FERRY VEHICLES: BLIND DISPLAY:

At any time. Unscheduled curtailments only No meal relief vehicles to stand at any time. No ferry vehicles to park on stand at any time. Hackney Well Street.

#### LAURISTON ROAD, CHURCH CRESCENT

Public off side stand for one bus on west side of Church Crescent commencing 11 metres north of lamp standard Z2 extending13 metres north.

#### From Crossharbour, Asda.

Buses proceed from Lauriston Road via Church Crescent to stand, departing via Church Crescent to Lauriston Road. Set down in Lauriston Road, at Stop Q (14470 - Moulins Road, Last Stop on LOR: 14470 - Moulins Road) and pick up in Lauriston Road, at Stop W (14474 - Penshurst Road, First Stop on LOR: 14474 - Penshurst Road).

#### From Highbury & Islington Station.

Buses proceed from Church Crescent direct to stand, departing via Church Crescent to Lauriston Road. Set down in Church Crescent, at Stop V (BP4167 - Church Crescent, Last Stop on LOR: BP4167 - Church Crescent) and pick up in Lauriston Road, at Stop Q (14470 - Moulins Road, First Stop on LOR: 14470 - Moulins Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	South Hackney, Church Crescent.

#### MILE END STATION, GROVE ROAD

Private stand for six buses in bus station on west side of Grove Road, commencing 55 metres north of Mile End Road and extending 30 metres on offside and 30 metres on nearside.

#### From Crossharbour, Asda.

Buses proceed from Burdett Road via Grove Road and Mile End Bus Station to stand, departing via Mile End Bus Station to Grove Road. Set down in Burdett Road, at Stop B (1423 - Mile End Station <>, Last Stop on LOR: 1423 - Mile End Station <>) and pick up in Grove Road, at Stop H (1422 - Mile End Station <>/ Bow Road, First Stop on LOR: 1422 - Mile End Station <>/ Bow Road).

#### From Highbury & Islington Station.

Buses proceed from Grove Road via Mile End Bus Station to stand, departing via Mile End Bus Station to Grove Road. Set down in Grove Road, at Stop H (1422 - Mile End Station <>/ Bow Road, Last Stop on LOR: 1422 - Mile End Station <>/ Bow Road) and pick up in Grove Road (14483 - Lichfield Road, First Stop on LOR: 14483 - Lichfield Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Mile End.

#### LIMEHOUSE, BURDETT ROAD

Private stand for two buses in bus station at the junction of East India Dock Road and Burdett Road, commencing 20 metres east of eastern kerbline of Burdett Road and extending 30 metres south.

#### From Crossharbour, Asda.

Buses proceed from West India Dock Road via East India Dock Road and Limehouse Bus Station to stand, departing via Limehouse Bus Station to Burdett Road. Set down in Salter Street, at Stop WL (BP638 - Salter Street, Last Stop on LOR: BP638 - Salter Street) and pick up in Burdett Road, at Stop WR (R0780 - East India Dock Road, First Stop on LOR: R0780 - East India Dock Road).

#### From Highbury & Islington Station.

Buses proceed from Burdett Road via East India Dock Road and Limehouse Bus Station to stand, departing via Limehouse Bus Station to Burdett Road. Set down in Burdett Road, at Stop WR (R0780 - East India Dock Road, Last Stop on LOR: R0780 - East India Dock Road) and pick up in Burdett Road, at Stop WO (25270 - East India Dock Road, First Stop on LOR: 25270 - East India Dock Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Limehouse, Burdett Road.

#### CANARY WHARF, TRAFALGAR WAY (from Highbury & Islington Station)

Public stand for up to two buses on southbound carriageway of Trafalgar Way,149 metres south of Broadwalk Place and 204 metres north of Cartier Circle. Buses proceed from Trafalgar Way direct to stand, departing via Trafalgar Way, Cartier Circle, Churchill Place and The South Colonnade to Canada Square (South). Set down in Trafalgar Way (LE235 - Billingsgate Market, Last Stop on LOR: LE235 - Billingsgate Market) and pick up in Canada Square, at Stop J (R0314 - Canada Square South, First Stop on LOR: R0314 - Canada Square South).

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:	Canary Wharf.

#### CROSSHARBOUR, ASDA

Private stand for 5 buses in marked bays in Asda car park.

Additional overflow stand for 2 buses on west side of East Ferry Road, between entrance and exit of Asda store.

Buses proceed from Asda Access Road direct to stand, departing to Asda Access Road. Set down in Asda Access Road (OC673 - Isle Of Dogs Asda, Last Stop on LOR: BP3588 -Canada Square North) and pick up in Asda Access Road, at Stop CE (R0752 -Crossharbour Asda, First Stop on LOR: LE193 - Westferry Circus).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	
	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:	Crossharbour.

## LONDON BUSES - ROUTE DESCRIPTION

### **ROUTE 277: Dalston Junction Bus Station - Crossharbour, Asda**

Date of Structural Change: 25 February 2017.Date of Service Change: 25 February 2017.Reason for Issue: New Tender.

### STREETS TRAVERSED

Towards Crossharbour, Asda: Dalston Junction Bus Station, Kingsland Road, Dalston Lane, Graham Road, Mare Street, Well Street, Cassland Road, Terrace Road, Church Crescent, Lauriston Road, Grove Road, Burdett Road, West India Dock Road, Westferry Road, Westferry Circus (Upper Level), West India Avenue, Cabot Square (North Side), The North Colonnade, Canada Square (North Side), The South Colonnade, Cabot Square, West India Avenue, Westferry Circus (Upper Level), West India Avenue, Cabot Square, The North Colonnade, Canada Square, The South Colonnade, Cabot Square, The North Colonnade, Canada Square, The South Colonnade, Cabot Square, West India Avenue, Westferry Circus (Upper Level), Westferry Road, East Ferry Road, Asda Access Road.

**Towards Dalston Junction Bus Station:** Asda Access Road, East Ferry Road, Westferry Road, Westferry Circus (Upper Level), West India Avenue, Cabot Square (South Side), The North Colonnade, Canada Square (South Side), The South Colonnade, Cabot Square, West India Avenue, Westferry Circus (Upper Level), Westferry Road, Trinidad Street, Salter Street, West India Dock Road, Burdett Road, Grove Road, Lauriston Road, Well Street, Mare Street, Graham Road, Dalston Lane, Kingsland Road, Forest 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.

#### DALSTON JUNCTION, BUS STATION

Private stand for 6 buses in bus station.

Buses proceed from Kingsland Road via Forest Road and Dalston Junction Bus Station to stand, departing to Dalston Junction Bus Station. Set down in Kingsland Road, at Stop D (2095 - Kingsland Road / Forest Road, Last Stop on LOR: 320 - Dalston Junction #) and pick up in Dalston Junction Bus Station, at Stop N (BP5617 - Dalston Junction #, First Stop on LOR: 14219 - Dalston Lane / Dalston Junction Station #).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 277 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:	Dalston Junction.
OTHER INFORMATION:	Toilet facilities available at Dalston Junction bus station.

#### MILDMAY PARK (from CROSSHARBOUR, ASDA)

Public stand for three buses on south side of Dove Road, commencing at a point 52.4 metres east of Essex Road and extending 38.8 metres east.

Buses proceed from Balls Pond Road via Southgate Road and Dove Road to stand, departing via Dove Road and Essex Road to Balls Pond Road. Set down in Balls Pond Road, at Stop BH (913 - Southgate Road, Last Stop on LOR: 913 - Southgate Road) and pick up in Balls Pond Road, at Stop CC (2638 - Mildmay Park / Southgate Road, First Stop on LOR: 2638 - Mildmay Park / Southgate Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Mildmay Park.

#### HACKNEY WELL STREET (from CROSSHARBOUR, ASDA)

Buses proceed from Well Street via Mare Street and Bush Road to stand, departing via Bush Road, Sheep Lane, Westgate Street, The Triangle and Mare Street to Well Street. Set down in Well Street, at Stop LX (25446 - Shore Road, Last Stop on LOR: 25446 -Shore Road) and pick up in Well Street, at Stop LW (25445 - Shore Road, First Stop on LOR: 25445 - Shore Road).

AVAILABILITY: OPERATING RESTRICTIONS: MEAL RELIEFS: FERRY VEHICLES: BLIND DISPLAY:

At any time. Unscheduled curtailments only No meal relief vehicles to stand at any time. No ferry vehicles to park on stand at any time. Hackney Well Street.

#### LAURISTON ROAD, CHURCH CRESCENT

Public off side stand for one bus on west side of Church Crescent commencing 11 metres north of lamp standard Z2 extending13 metres north.

#### From Crossharbour, Asda.

Buses proceed from Lauriston Road via Church Crescent to stand, departing via Church Crescent to Lauriston Road. Set down in Lauriston Road, at Stop Q (14470 - Moulins Road, Last Stop on LOR: 14470 - Moulins Road) and pick up in Lauriston Road, at Stop W (14474 - Penshurst Road, First Stop on LOR: 14474 - Penshurst Road).

#### From Dalston Junction Bus Station.

Buses proceed from Church Crescent direct to stand, departing via Church Crescent to Lauriston Road. Set down in Church Crescent, at Stop V (BP4167 - Church Crescent, Last Stop on LOR: BP4167 - Church Crescent) and pick up in Lauriston Road, at Stop Q (14470 - Moulins Road, First Stop on LOR: 14470 - Moulins Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	South Hackney, Church Crescent.

#### MILE END STATION, GROVE ROAD

Private stand for six buses in bus station on west side of Grove Road, commencing 55 metres north of Mile End Road and extending 30 metres on offside and 30 metres on nearside.

#### From Crossharbour, Asda.

Buses proceed from Burdett Road via Grove Road and Mile End Bus Station to stand, departing via Mile End Bus Station to Grove Road. Set down in Burdett Road, at Stop B (1423 - Mile End Station <>, Last Stop on LOR: 1423 - Mile End Station <>) and pick up in Grove Road, at Stop H (1422 - Mile End Station <>/ Bow Road, First Stop on LOR: 1422 - Mile End Station <>/ Bow Road).

#### From Dalston Junction Bus Station.

Buses proceed from Grove Road via Mile End Bus Station to stand, departing via Mile End Bus Station to Grove Road. Set down in Grove Road, at Stop H (1422 - Mile End Station <>/ Bow Road, Last Stop on LOR: 1422 - Mile End Station <>/ Bow Road) and pick up in Grove Road (14483 - Lichfield Road, First Stop on LOR: 14483 - Lichfield Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Mile End.

#### LIMEHOUSE, BURDETT ROAD

Private stand for two buses in bus station at the junction of East India Dock Road and Burdett Road, commencing 20 metres east of eastern kerbline of Burdett Road and extending 30 metres south.

#### From Crossharbour, Asda.

Buses proceed from West India Dock Road via East India Dock Road and Limehouse Bus Station to stand, departing via Limehouse Bus Station to Burdett Road. Set down in Salter Street, at Stop WL (BP638 - Salter Street, Last Stop on LOR: BP638 - Salter Street) and pick up in Burdett Road, at Stop WR (R0780 - East India Dock Road, First Stop on LOR: R0780 - East India Dock Road).

#### From Dalston Junction Bus Station.

Buses proceed from Burdett Road via East India Dock Road and Limehouse Bus Station to stand, departing via Limehouse Bus Station to Burdett Road. Set down in Burdett Road, at Stop WR (R0780 - East India Dock Road, Last Stop on LOR: R0780 - East India Dock Road) and pick up in Burdett Road, at Stop WO (25270 - East India Dock Road, First Stop on LOR: 25270 - East India Dock Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Limehouse, Burdett Road.

#### CANARY WHARF, TRAFALGAR WAY (from Dalston Junction Bus Station)

Public stand for up to two buses on southbound carriageway of Trafalgar Way,149 metres south of Broadwalk Place and 204 metres north of Cartier Circle. Buses proceed from Trafalgar Way direct to stand, departing via Trafalgar Way, Cartier Circle, Churchill Place and The South Colonnade to Canada Square (South). Set down in Trafalgar Way (LE235 - Billingsgate Market, Last Stop on LOR: LE235 - Billingsgate Market) and pick up in Canada Square, at Stop J (R0314 - Canada Square South, First Stop on LOR: R0314 - Canada Square South).

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:	Canary Wharf.

#### CROSSHARBOUR, ASDA

Private stand for 5 buses in marked bays in Asda car park.

Additional overflow stand for 2 buses on west side of East Ferry Road, between entrance and exit of Asda store.

Buses proceed from Asda Access Road direct to stand, departing to Asda Access Road. Set down in Asda Access Road, at alighting point (OC673 - Isle Of Dogs Asda, Last Stop on LOR: BP3588 - Canada Square North) and pick up in Asda Access Road, at Stop CE (R0752 - Crossharbour Asda, First Stop on LOR: LE193 - Westferry Circus).

AVAILABILITY: OPERATING RESTRICTIONS:	At any time. No more than 2 buses on Route 277 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:	Crossharbour.

## LONDON BUSES - ROUTE DESCRIPTION

### ROUTE N277: Islington, Angel, White Lion Street - Crossharbour, Asda

Date of Structural Change: 25 February 2017.Date of Service Change: 25 February 2017.Reason for Issue: New Contract.

### STREETS TRAVERSED

**Towards Crossharbour, Asda:** White Lion Street, Islington High Street, Upper Street, Highbury Corner, St Paul's Road, Balls Pond Road, Dalston Lane, Graham Road, Mare Street, Well Street, Cassland Road, Terrace Road, Church Crescent, Lauriston Road, Grove Road, Burdett Road, West India Dock Road, Westferry Road, Westferry Circus (Upper Level), West India Avenue, Cabot Square (North Side), The North Colonnade, Canada Square (North Side), The North Colonnade, Churchill Place, The South Colonnade, Canada Square, The South Colonnade, Cabot Square, West India Avenue, Westferry Road, East Ferry Road, Asda Access Road.

Towards Islington, Angel, White Lion Street: Asda Access Road, East Ferry Road, Westferry Road, Westferry Circus (Upper Level), West India Avenue, Cabot Square (South Side), The South Colonnade, Canada Square (South Side), The South Colonnade, Churchill Place, The North Colonnade, Canada Square, The North Colonnade, Cabot Square, West India Avenue, Westferry Circus (Upper Level), Westferry Road, Trinidad Street, Salter Street, West India Dock Road, Burdett Road, Grove Road, Lauriston Road, Well Street, Mare Street, Graham Road, Dalston Lane, Balls Pond Road, St Paul's Road, Highbury Corner, Upper Street, Islington High Street, Pentonville Road, Baron Street, White Lion Street.

## AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

#### **ISLINGTON, ANGEL, WHITE LION STREET**

Stand on north side of White Lion Street.

Buses proceed from Baron Street via White Lion Street to stand, departing to White Lion Street. Set down in Baron Street, at Stop T (9487 - Baron Street / Chapel Market and pick up in White Lion Street, at Stop U (9488 - White Lion Street.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	
	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:	Islington, Angel.

### HIGHBURY & ISLINGTON STATION (from CROSSHARBOUR, ASDA)

Public stand for two buses on east side of Highbury Corner commencing 37 metres south of the southern kerb line of St Paul's Road and extending 22 metres north. Buses proceed from St Paul's Road direct to stand, departing via Highbury Corner to St Paul's Road. Set down in St Paul's Road, at Stop D (11470 - Highbury Corner and pick up in St Paul's Road, at Stop C (11469 - St Paul's Road / Highbury Corner.

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:	Highbury & Islington.

#### MILDMAY PARK (from CROSSHARBOUR, ASDA)

Public stand for three buses on south side of Dove Road, commencing at a point 52.4 metres east of Essex Road and extending 38.8 metres east.

Buses proceed from Balls Pond Road via Southgate Road and Dove Road to stand, departing via Dove Road and Essex Road to Balls Pond Road. Set down in Balls Pond Road, at Stop BH (913 - Southgate Road and pick up in Balls Pond Road, at Stop CC (2638 - Mildmay Park / Southgate Road.

AVAILABILITY: OPERATING RESTRICTIONS:	At any time. 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:	Mildmay Park.

#### HACKNEY WELL STREET (from CROSSHARBOUR, ASDA)

Buses proceed from Well Street via Mare Street and Bush Road to stand, departing via Bush Road, Sheep Lane, Westgate Street, The Triangle and Mare Street to Well Street. Set down in Well Street, at Stop LX (25446 - Shore Road and pick up in Well Street, at Stop LW (25445 - Shore Road.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Hackney Well Street.

#### LAURISTON ROAD, CHURCH CRESCENT

Public off side stand for one bus on west side of Church Crescent commencing 11 metres north of lamp standard Z2 extending13 metres north.

#### From Crossharbour, Asda.

Buses proceed from Lauriston Road via Church Crescent to stand, departing via Church Crescent to Lauriston Road. Set down in Lauriston Road, at Stop Q (14470 - Moulins Road and pick up in Lauriston Road, at Stop W (14474 - Penshurst Road.

#### From Islington, Angel, White Lion Street.

Buses proceed from Church Crescent direct to stand, departing via Church Crescent to Lauriston Road. Set down in Church Crescent, at Stop V (BP4167 - Church Crescent and pick up in Lauriston Road, at Stop Q (14470 - Moulins Road.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	South Hackney, Church Crescent.

#### MILE END STATION, GROVE ROAD

Private stand for six buses in bus station on west side of Grove Road, commencing 55 metres north of Mile End Road and extending 30 metres on offside and 30 metres on nearside.

From Crossharbour, Asda.

Buses proceed from Burdett Road via Grove Road and Mile End Bus Station to stand, departing via Mile End Bus Station to Grove Road. Set down in Burdett Road, at Stop B (1423 - Mile End Station <> and pick up in Grove Road, at Stop H (1422 - Mile End Station <>/ Bow Road.

From Islington, Angel, White Lion Street.

Buses proceed from Grove Road via Mile End Bus Station to stand, departing via Mile End Bus Station to Grove Road. Set down in Grove Road, at Stop H (1422 - Mile End Station <>/ Bow Road and pick up in Grove Road (14483 - Lichfield Road.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Mile End.

#### LIMEHOUSE, BURDETT ROAD

Private stand for two buses in bus station at the junction of East India Dock Road and Burdett Road, commencing 20 metres east of eastern kerbline of Burdett Road and extending 30 metres south.

#### From Crossharbour, Asda.

Buses proceed from West India Dock Road via East India Dock Road and Limehouse Bus Station to stand, departing via Limehouse Bus Station to Burdett Road. Set down in Salter Street, at Stop WL (BP638 - Salter Street and pick up in Burdett Road, at Stop WR (R0780 - East India Dock Road.

#### From Islington, Angel, White Lion Street.

Buses proceed from Burdett Road via East India Dock Road and Limehouse Bus Station to stand, departing via Limehouse Bus Station to Burdett Road. Set down in Burdett Road, at Stop WR (R0780 - East India Dock Road and pick up in Burdett Road, at Stop WO (25270 - East India Dock Road.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Limehouse, Burdett Road.

#### CANARY WHARF, TRAFALGAR WAY (from Islington, Angel, White Lion Street)

Public stand for up to two buses on southbound carriageway of Trafalgar Way,149 metres south of Broadwalk Place and 204 metres north of Cartier Circle.

Buses proceed from Trafalgar Way direct to stand, departing via Trafalgar Way, Cartier Circle, Churchill Place and The South Colonnade to Canada Square (South). Set down in Trafalgar Way (LE235 - Billingsgate Market and pick up in Canada Square, at Stop J (R0314 - Canada Square South.

AVAILABILITY: OPERATING RESTRICTIONS: MEAL RELIEFS: FERRY VEHICLES: BLIND DISPLAY:

At any time. Unscheduled curtailments only. No meal relief vehicles to stand at any time. No ferry vehicles to park on stand at any time. Canary Wharf.

#### CROSSHARBOUR, ASDA

Private stand for 5 buses in marked bays in Asda car park.

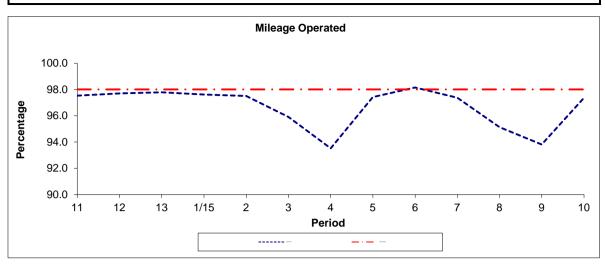
Additional overflow stand for 2 buses on west side of East Ferry Road, between entrance and exit of Asda store.

Buses proceed from Asda Access Road direct to stand, departing to Asda Access Road. Set down in Asda Access Road (OC673 - Isle Of Dogs Asda and pick up in Asda Access Road, at Stop CE (R0752 - Crossharbour Asda.

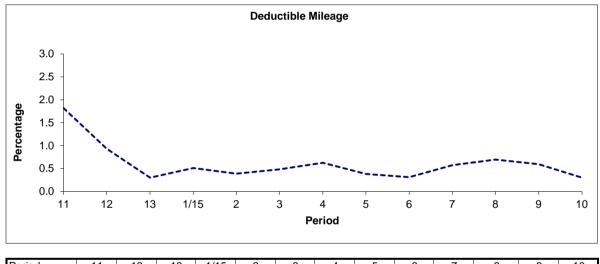
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route N277 should be
	scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Crossharbour.

#### PART B - PERFORMANCE STATISTICS

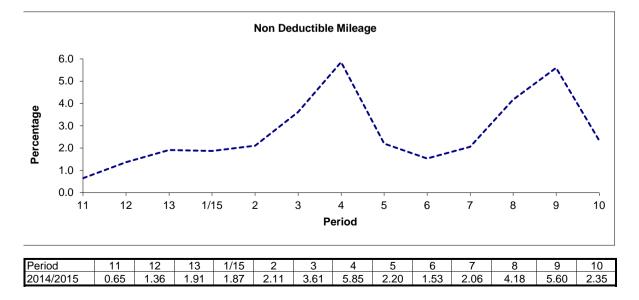
#### Route 277



Period	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014/2015	97.53	97.71	97.79	97.62	97.50	95.90	93.52	97.42	98.16	97.37	95.13	93.81	97.35
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

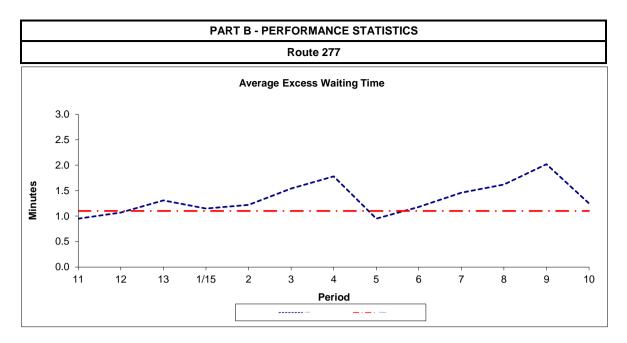


Period	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014/2015	1.82	0.93	0.30	0.51	0.39	0.48	0.63	0.38	0.31	0.57	0.69	0.59	0.30

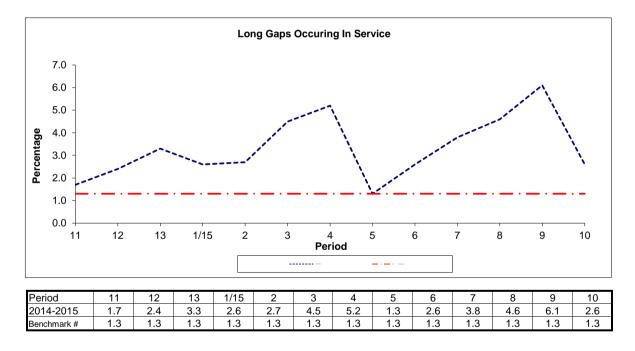


#### Note : Mileage is based on 4 weeks data

Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.



Period	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014-2015	0.95	1.07	1.31	1.15	1.22	1.54	1.78	0.95	1.18	1.46	1.62	2.02	1.25
Min Standard #	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10

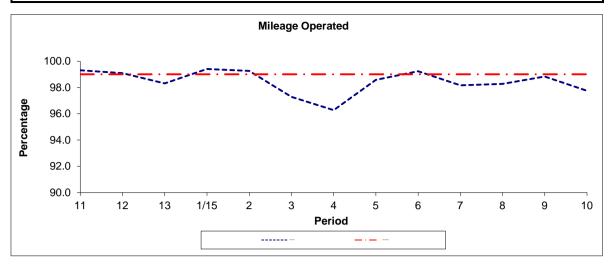


 Note :
 Reliability is actual performance under full iBus (4 weeks data).

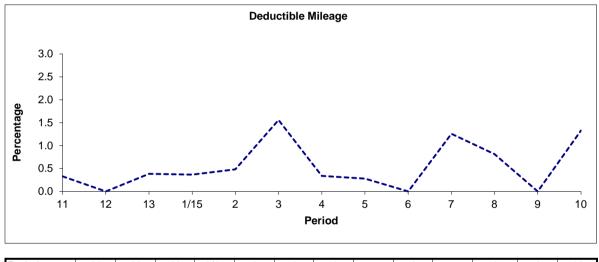
 # Minimum Standards and Benchmarks are those applicable under the new contract (options 1 and 2).

#### **PART B - PERFORMANCE STATISTICS**

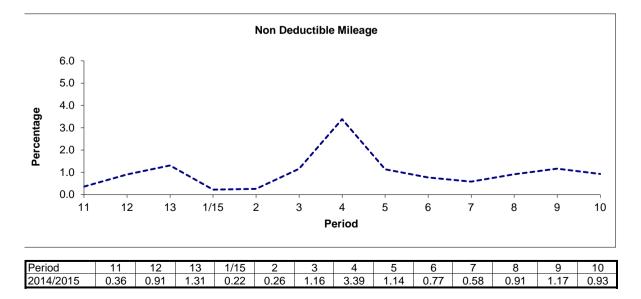
Route N277

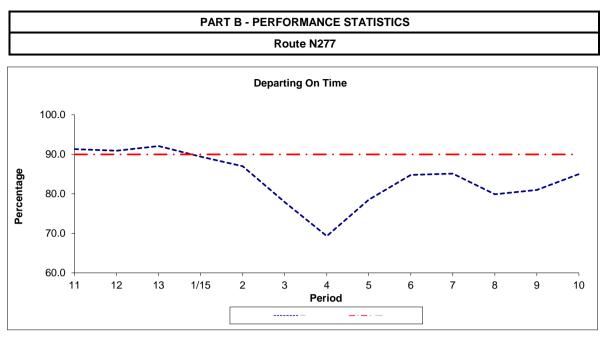


Period	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014/2015	99.31	99.09	98.31	99.41	99.26	97.29	96.27	98.58	99.23	98.16	98.27	98.83	97.75
Min Standard	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00

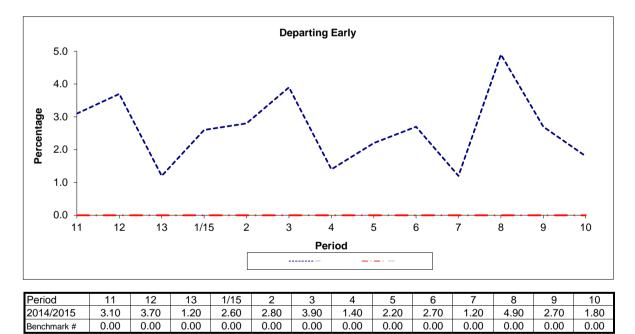


Period	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014/2015	0.33	0.00	0.38	0.37	0.48	1.56	0.34	0.28	0.00	1.26	0.82	0.00	1.33





Period	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014/2015	91.3	90.9	92.1	89.4	87.0	77.9	69.3	78.5	84.8	85.1	79.9	81.0	85.0
Min Standard #	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0



Note :	Reliability is actual performance under full iBus (4 weeks data).
	# Minimum Standards and Benchmarks are those applicable under the new contract (options 1 and 2).

0.00

0.00

0.00

0.00

0.00

0.00

0.00

Benchmark #

0.00

0.00

0.00

0.00

#### ROUTE 277 - FULL IBUS RESULTS BY TIME OF DAY QUARTER 4 14/15 TO QUARTER 3 15/16 (03/01/15 - 08/01/16)

#### MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)			Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	39,186.	38,707.	98.8	5.01	0.81	5.82	85.2	14.2	0.6	0.1	0.7	43
07:00 - 10:00	93,798.	90,662.	96.7	3.36	1.23	4.59	91.1	8.4	0.4	0.1	3.1	80
10:00 - 13:00	93,228.	91,844.	98.5	3.34	1.05	4.39	93.0	6.7	0.2	0.0	2.2	56
13:00 - 16:00	93,683.	91,203.	97.4	3.30	1.21	4.51	91.1	8.3	0.5	0.1	3.5	48
16:00 - 19:00	88,345.	83,860.	94.9	3.47	1.82	5.29	86.0	12.2	1.5	0.3	6.1	56
19:00 - 22:00	74,384.	71,855.	96.6	4.03	1.28	5.32	86.7	12.4	0.7	0.2	2.7	72
22:00 - 24:00	40,096.	39,334.	98.1	4.95	1.26	6.21	81.1	17.4	1.3	0.2	1.6	62
Locations	522,720.	507,465.	97.1	3.57	1.33	4.90	89.1	10.0	0.7	0.2	3.5	80

#### SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)		Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	5,528.	5,250.	95.0	7.18	1.21	8.38	66.2	29.5	3.7	0.6	0.8	49
07:00 - 10:00	15,917.	15,381.	96.6	4.02	1.38	5.40	86.9	12.2	0.7	0.1	2.4	56
10:00 - 13:00	19,186.	19,088.	99.5	3.34	0.88	4.22	94.4	5.5	0.1	0.0	1.4	30
13:00 - 16:00	19,134.	18,594.	97.2	3.35	1.31	4.66	90.7	8.4	0.8	0.1	3.6	44
16:00 - 19:00	18,946.	17,871.	94.3	3.38	1.52	4.90	88.8	9.9	1.0	0.3	4.7	44
19:00 - 22:00	13,770.	13,412.	97.4	4.48	1.99	6.46	78.0	18.8	2.7	0.4	5.1	46
22:00 - 24:00	8,232.	7,771.	94.4	5.00	1.83	6.83	76.5	19.3	3.1	1.1	4.2	68
Locations	100,713.	97,367.	96.7	3.77	1.39	5.16	87.5	11.1	1.1	0.2	3.4	68

#### SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)		Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	6,011.	5,686.	94.6	7.49	1.29	8.79	60.9	32.0	5.8	1.3	1.3	57
07:00 - 10:00	11,967.	11,604.	97.0	5.76	1.65	7.41	74.5	22.2	3.1	0.3	1.5	60
10:00 - 13:00	14,008.	13,662.	97.5	4.98	1.11	6.09	82.7	15.8	1.4	0.2	1.5	52
13:00 - 16:00	14,163.	13,800.	97.4	5.00	1.43	6.43	78.9	18.9	2.0	0.3	2.2	47
16:00 - 19:00	14,557.	13,628.	93.6	4.97	2.15	7.12	74.0	22.2	3.2	0.5	3.7	58
19:00 - 22:00	14,450.	14,114.	97.7	4.99	1.88	6.87	76.1	20.8	2.7	0.4	3.0	62
22:00 - 24:00	9,829.	9,537.	97.0	4.90	1.26	6.15	82.1	16.4	1.4	0.2	1.7	59
Locations	84,985.	82,031.	96.5	5.12	1.60	6.71	77.5	19.8	2.4	0.3	2.4	62

#### ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)			Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	50,725.	49,643.	97.9	5.40	0.88	6.28	81.6	16.9	1.3	0.2	0.7	57
07:00 - 10:00	121,682.	117,647.	96.7	3.54	1.27	4.80	89.9	9.5	0.6	0.1	3.0	80
10:00 - 13:00	126,422.	124,594.	98.6	3.54	1.03	4.58	91.9	7.7	0.4	0.1	2.0	56
13:00 - 16:00	126,980.	123,597.	97.3	3.50	1.25	4.76	89.6	9.6	0.7	0.1	3.3	48
16:00 - 19:00	121,848.	115,359.	94.7	3.61	1.82	5.43	85.1	12.9	1.6	0.4	5.7	58
19:00 - 22:00	102,604.	99,381.	96.9	4.21	1.45	5.66	84.2	14.3	1.2	0.2	3.1	72
22:00 - 24:00	58,157.	56,642.	97.4	4.95	1.35	6.30	80.5	17.6	1.6	0.3	2.0	68
Locations	708,418.	686,863.	97.0	3.75	1.36	5.11	87.7	11.1	0.9	0.2	3.4	80

#### ROUTE N277 - FULL IBUS RESULTS BY TIME OF DAY QUARTER 4 14/15 TO QUARTER 3 15/16 (03/01/15 - 08/01/16)

#### MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	32,722.	32,027.	97.9	97.3	88.0	4.1	2.6	5.4
All Locations	32,722.	32,027.	97.9	97.3	88.0	4.1	2.6	5.4

#### SATURDAY

Time Range 00:00 - 05:00	Expected Buses 6.625.	Observed Buses 6.413.	Observed Buses (%) 96.8	Linked Buses (%) 96.2	On Time (%)	Non Arrival / Not Linked (%) 6.0	Early (%) 2.9	Late (%) 9.5
All Locations	6,625.	6,413.					2.9	9.5

#### SUNDAY AND BANK HOLIDAYS

Time Range 00:00 - 05:00	Expected Buses 7,246.	Observed Buses 6,904.	Observed Buses (%) 95.3	Linked Buses (%) 93.8	On Time (%)	Non Arrival / Not Linked (%) 7.7	Early (%) 2.5	Late (%) 14.6
All Locations	7,246.	6,904.	95.3	93.8	75.2	7.7	2.5	14.6

#### ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	46,593.	45,344.	97.3	96.6	83.5	5.4	2.6	8.5
All	46,593.	45,344.	97.3	96.6	83.5	5.4	2.6	8.5
Locations								

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

v2.0 - Mileage directly imported from Caesar

TRANCHE 552

Option 1 : Rerouteing to Crossharbour

Route	277 and N277 (Option 1)						
Service change	28944						
Date	12/01/2013						
QSI Points are highlighted.							

Reason for Issue

		OUT DIRECTION		
Timing Point Code	Stop Number	Stop Name	Metres	Miles
H Y IS S N	11469	StPaul's Road / Highbury Corner		
	17293	Highbury Grove	226	0.14
	17295	Clephane Road	533	0.33
	908	ewington Green Road / Essex Roa	176	0.11
	2638	Mildmay Park / Southgate Road	239	0.15
	2639	C ulford R oad	228	0.14
	13506	Dalston Junction Station	346	0.21
DALSJC	14219	Dalston Lane / Dalston J unction	176	0.11
	783	G raham R oad / S tannard R oad	414	0.26
	1114	Greenwood Road	272	0.17
	2648	R oyal Oak R oad	261	0.16
HCKCGR	20997	Mare Street	316	0.20
	307	Hackney Town Hall	204	0.13
	2276	St Thomas's Square	328	0.20
	25445	Well Street / Shore Road	444	0.28
	14466	Holcroft R oad	294	0.18
	BP3699	Terrace Road	201	0.12
	BP4167	Church Crescent	153	0.10
LAURCC	14474	Lauriston Road	187	0.12
	14476	Victoria Park Road	295	0.18
	14478	Victoria Park	431	0.27
	2955	R oman R oad	281	0.17
	18213	StBarnabas Church	165	0.10
	14482	Arbery Road	206	0.13
	14484	Lichfield Road	209	0.13
MNS NG R	1422	Mile End Station / Bow Road	167	0.10
	1424	Mile End Station	177	0.11
	14488	Eric Street	448	0.28
	R0381	Mile End Park Leisure Centre	182	0.11
	R0781	StPaul's Way	188	0.12
	14496	Pixley Street	320	0.20
LIME B R	R 0780	East India Dock Road	309	0.19
	36875	Limehouse Police Station	152	0.09
	15128	Westferry Station	345	0.21
	LE 186	C abot S quare	495	0.31
CNWFSN	R0315	Canary Wharf Station	295	0.18
	BP3588	Canada Square North	214	0.13
	R0314	Canada Square South		
	BP2355	Canary Wharf Station		
	BP2356	West India Avenue		
	15130	Marsh Wall / Heron Quay		
WFRYCS	3200	C uba S treet	197	0.12
	15132	Barkantine Clinic / Hutchings Stree	269	0.17
	15134	S ir J ohn Mcdougal G ardens	257	0.16
MILLDB	13418	Arnhem Wharf Primary School	264	0.16
	15136	Crews Street / The Space Theatre	240	0.15
	15138	StEdmund's School	231	0.14
	15140	Harbinger School	232	0.14
	16353	Maconochies Road	167	0.10
IG NS WE	15142	East Ferry Road	326	0.20
	BP2335	Mudchute Station / Spindrift Ave	321	0.20
	BP5153	Mudchute Station	232	0.14
CHBRAS	OC 673	Isle Of Dogs Asda	480	0.30
		Total Route Mileage - Out Direction		8.36
			Metres	Miles

iming Point	Stop	BACK DIRECTION		
Code	Number	Stop Name	Metres	Miles
CHBRAS	R 0752	C rossharbour Asda		
	BP5152	Mudchute Station	319	0.20
	36868	Millwall Park	396	0.25
IG NS WC	15141	Langbourne Place	423	0.26
	15139	Harbinger School	331	0.21
	15137	StEdmund's School	304	0.19
	15135	Crews Street	199	0.12
MILLDB	559	Arnhem Wharf Primary School	220	0.14
	15133	Sir John Mcdougal Gardens	249	0.15
	15131	Barkantine Clinic / Hutchings Stree	136	0.08
WFRYBS	3201	Byng Street	225	0.14
	15129	Marsh Wall / Heron Quay	221	0.14
	LE 186	West India Avenue		
	R 0315	Canary Wharf Station	295	0.18
	BP3588	Canada Square North	214	0.13
	R 0314	Canada Square South		
CNWFSN	BP2355	Canary Wharf Station	175	0.11
	LE 190	Columbus Courtyard	346	0.21
	LE 193	, Westferry Circus	148	0.09
	BP1231	, Westferry Station	454	0.28
	BP 638	Salter Street	108	0.07
LIMEBR	25270	East India Dock Road	357	0.22
	14495	Pixley Street	275	0.17
	27785	, StPaul's Way	171	0.11
	20927	Turners Road	148	0.09
	14487	E ric Street	426	0.26
	14485	Bow Common Lane	129	0.08
	1423	Mile End Station	178	0.11
MNS NG R	FC17	Mile End Station / Mile End Road	250	0.16
	14483	Lichfield Road	125	0.08
	14481	Arbery Road	306	0.19
	14479	StBarnabas Church	174	0.11
	14477	Old Ford Road	215	0.13
	BP940	Victoria Park	256	0.15
	14473	Victoria Park Road	380	0.24
LAURCC	14470	Moulins Road	376	0.24
LAUNCE	14470	Terrace Road	169	0.23
	14471	Well Street / Holcroft Road	155	0.11
	25446	Well Street / Shore Road	325	0.10
	25446	St Thomas's Square	325	0.20
	306	Hackney Town Hall	372	0.24
HCKCGR	308	Graham Road / Hackney Central	278	0.23
HEREGR	BP 5484		338	
	1115 BP 5484	R oyal Oak R oad Greenwood R oad	338 206	0.21 0.13
	782		206	0.13
DALSIC		Queensbridge Road / Dalston Lane		
DALSJC	320	Dalston Junction	336	0.21
	2640	Balls Pond Road / Burder Road	319	0.20
	913	Southgate Road	363	0.23
	905	ssex Road / Newington Green Roa	220	0.14
	909	StPaul's Road / Ramsey Walk	90	0.06
	17294	Clephane Road	214	0.13
HY IS S N	9242	StPaul's Road / Highbury Grove	634	0.39
	11470	Highbury Corner	157	0.10

Metres

Miles

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

v2.0 - Mileage directly imported from Caesar

TRANCHE 552

Option 2 : Rerouteing to Crossharbour and withdrawal Highbury Corner to Dalston Junction

 Route
 277 (Option 2)

 Service change
 28944

 Date
 12/01/2013

 QSI Points are highlighter
 2

Reason for Issue

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
DALSBS	BP5617	Dalston Junction Bus Station		
	14219	Dalston Lane / Dalston Junction	243	0.15
	783	G raham R oad / S tannard R oad	414	0.26
	1114	Greenwood Road	272	0.17
	2648	R oyal Oak R oad	261	0.16
HCKCGR	20997	Mare Street	316	0.20
	307	Hackney Town Hall	204	0.13
	2276	St Thomas's Square	328	0.20
	25445	Well Street / Shore Road	444	0.28
	14466	Holcroft R oad	294	0.18
	BP 3699	Terrace Road	201	0.12
	BP4167	Church Crescent	153	0.10
LAURCC	14474	Lauriston Road	187	0.12
	14476	Victoria Park Road	295	0.18
	14478	Victoria Park	431	0.27
	2955	Roman Road	281	0.17
	18213	St Barnabas Church	165	0.10
	14482	Arbery Road	206	0.13
	14484	Lichfield Road	209	0.13
MNS NG R	1422	Mile End Station / Bow Road	167	0.10
	1424	Mile End Station	177	0.11
	14488	Eric Street	448	0.28
	R 0381	Mile End Park Leisure Centre	182	0.11
	R 0781	StPaul's Way	188	0.12
	14496	Pixley Street	320	0.20
LIME B R	R 0780	East India Dock Road	309	0.19
	36875	Limehouse Police Station	152	0.09
	15128	Westferry Station	345	0.21
	LE 186	C abot S quare	495	0.31
CNWFSN	R 0315	Canary Wharf Station	295	0.18
	BP3588	Canada Square North	214	0.13
	R0314	Canada S quare S outh		
	BP2355	Canary Wharf Station		
	BP2356	West India Avenue		
	15130	Marsh Wall / Heron Quay		
WFRYCS	3200	Cuba Street	197	0.12
	15132	Barkantine Clinic / Hutchings Stree	269	0.17
	15134	S ir J ohn Mcdougal Gardens	257	0.16
MILLDB	13418	Arnhem Wharf Primary School	264	0.16
	15136	Crews Street/The Space Theatre	240	0.15
	15138	StEdmund's School	231	0.14
	15140	Harbinger School	232	0.14
	16353	Maconochies Road	167	0.10
IG NS WE	15142	East Ferry Road	326	0.20
	BP2335	Mudchute Station /Spindrift Ave	321	0.20
	BP5153	Mudchute Station	232	0.14
CHBRAS	OC 673	Isle Of Dogs Asda	480	0.30
		Total Route Mileage - Out Direction		7.29
			Metres	Miles

iming Point	Stop	BACK DIRECTION		
Code	Number	Stop Name	Metres	Miles
CHBRAS	R 0752	Crossharbour Asda		
	BP5152	Mudchute S tation	319	0.20
	36868	Millwall Park	396	0.25
IG NS WC	15141	Langbourne Place	423	0.26
	15139	Harbinger School	331	0.21
	15137	StEdmund's School	304	0.19
	15135	Crews Street	199	0.12
MILLDB	559	Arnhem Wharf Primary School	220	0.14
	15133	S ir J ohn Mcdougal Gardens	249	0.15
	15131	Barkantine Clinic / Hutchings Stree	136	0.08
WFRYBS	3201	Byng Street	225	0.14
	15129	Marsh Wall / Heron Quay	221	0.14
	LE 186	West India Avenue		
	R 0315	Canary Wharf Station	295	0.18
	BP3588	Canada S guare North	214	0.13
	R 0314	Canada Square South		
CNWFSN	BP2355	Canary Wharf Station	175	0.11
	LE 190	Columbus Courtyard	346	0.21
	LE 193	Westferry Circus	148	0.09
	BP1231	Westferry Station	454	0.28
	BP 638	Salter Street	108	0.07
LIME B R	25270	East India Dock Road	357	0.22
	14495	Pixley Street	275	0.17
	27785	St Paul's Way	171	0.11
	20927	Turners Road	148	0.09
	14487	Eric Street	426	0.26
	14485	Bow Common Lane	129	0.08
	1423	Mile End Station	178	0.11
MNS NG R	FC 17	Mile End Station / Mile End Road	250	0.16
	14483	Lichfield Road	125	0.08
	14481	Arbery Road	306	0.19
	14479	St Barnabas Church	174	0.11
	14477	Old Ford Road	215	0.13
	BP940	Victoria Park	215	0.15
	14473	Victoria Park Road	380	0.10
LAURCC	14470	Moulins Road	376	0.24
chonee	14470	Terrace Road	169	0.23
	14471	Well S treet / Holcroft R oad	155	0.10
	25446	Well Street / Shore Road	325	0.20
	23446	St Thomas's Square	385	0.20
	306	Hackney Town Hall	385	0.24
HCKCGR	308	Graham Road / Hackney Central	278	0.23
HERCON	BP 5484	Royal Oak Road	338	0.17
	BP5484 1115	Royal Oak Road Greenwood Road	338 206	0.21
	782			
		Queensbridge Road / Dalston Lane	286	0.18
	320	Dalston Junction	336	0.21
DALSJC	2095	Kingsland Road /Forest Road	275	0.17
		otal Route Mileage - Back Direction		7.11

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

v2.0 - Mileage directly imported from Caesar
TRANCHE 552

Option 2 : Rerouteing to Crossharbour and extension to Islington Angel

Reason for Issue

		OUT DIRECTION		
Timing Point	Stop			
Code	Number	Stop Name	Metres	Miles
IS L NWL	9488 25146	White Lion Street Angel Station	247	0.15
ISENIIS	9996	Theberton Street	341	0.15
	29792	St Mary's Church	249	0.15
	26500	Islington Town Hall	318	0.20
	10002	Highbury Corner	341	0.21
	11100	St Paul's Road / Highbury	200	0.40
HY IS S N	11469 17293	Corner Highbury Grove	286 226	0.18
	17295	Clephane Road	533	0.14
	908	ewington Green Road / Essex Roa	176	0.11
	2638	Mildmay Park / Southgate Road	239	0.15
	2639	C ulford R oad	228	0.14
	13506	Dalston Junction Station	346	0.21
DALSJC	14219	Dalston Lane / Dalston J unction	176	0.11
	783	G raham R oad / S tannard R oad	414	0.26
	1114	Greenwood Road	272	0.17
	2648	R oyal O ak R oad	261	0.16
HCKCGR	20997	Mare Street	316	0.20
	307	Hackney Town Hall	204	0.13
	2276	St Thomas's Square	328	0.20
	25445 14466	Well Street / Shore Road Holcroft Road	444 294	0.28
	14466 BP3699	Holcroft Road Terrace Road	294 201	0.18 0.12
	BP 3699 BP 4167	Church Crescent	153	0.12
LAURCC	14474	Lauriston Road	187	0.10
Litten Co	14476	Victoria Park Road	295	0.12
	14478	Victoria Park	431	0.27
	2955	R oman R oad	281	0.17
	18213	St Barnabas Church	165	0.10
	14482	Arbery Road	206	0.13
	14484	Lichfield Road	209	0.13
MNS NG R	1422	Mile End Station / Bow Road	167	0.10
	1424	Mile End Station	177	0.11
	14488	Eric Street	448	0.28
	R 0381 R 0781	Mile End Park Leisure Centre St Paul's Way	182 188	0.11 0.12
	14496	Pixley Street	320	0.12
LIMEBR	R 0780	East India Dock Road	309	0.20
child bit	36875	Limehouse Police Station	152	0.09
	15128	Westferry Station	345	0.21
	LE 186	C abot S quare	495	0.31
CNWFSN	R 0315	Canary Wharf Station	295	0.18
	BP3588	Canada Square North	214	0.13
	R0314	Canada S quare S outh		
	BP2355	Canary Wharf Station		
	BP2356	West India Avenue		
WEDVER	15130	Marsh Wall / Heron Quay	107	0.12
WFRYCS	3200	C uba S treet Barkantine C linic / Hutchings S tree	197	0.12
	15132 15134	Sir John Mcdougal Gardens	269 257	0.17 0.16
MILLDB	13134	Arnhem Wharf Primary School	264	0.16
	15136	Crews Street / The Space Theatre	240	0.15
	15138	StEdmund's School	231	0.14
	15140	Harbinger School	232	0.14
	16353	Maconochies Road	167	0.10
IG NS WE	15142	East Ferry Road	326	0.20
	BP2335	Mudchute Station / Spindrift Ave	321	0.20
	BP5153	Mudchute Station	232	0.14
CHBRAS	OC 673	Isle Of Dogs Asda	480	0.30
		Total Route Mileage - Out Direction	Mater	9.41 Milos
			Metres	Miles

		BACK DIRECTION		
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CHBRAS	R 0752	C rossharbour Asda		
	BP5152	Mudchute S tation	319	0.20
	36868	Millwall Park	396	0.25
IG NS WC	15141	Langbourne Place	423	0.26
	15139	Harbinger S chool	331	0.21
	15137	StEdmund's School	304	0.19
	15135	C rews S treet	199	0.12
MILLDB	559	Arnhem Wharf Primary School	220	0.14
	15133	S ir J ohn Mcdougal Gardens	249	0.15
	15131	Barkantine Clinic / Hutchings Stree	136	0.08
WFRYBS	3201	Byng Street	225	0.14
	15129	Marsh Wall / Heron Quay	221	0.14
	LE 186	West India Avenue		
	R 0315	Canary Wharf Station	295	0.18
	BP3588	Canada Square North	214	0.13
CNWFSN	R 0314	Canada S quare S outh	175	0.11
CIVWESIN	BP2355 LE190	Canary Wharf Station Columbus Courtyard	346	0.11
	LE 190 LE 193	Westferry Circus	346 148	0.21
	BP1231	Westferry Circus Westferry Station	148 454	0.09
	BP 1231 BP 638	Salter Street	454 108	0.28
LIMEBR	25270	East India Dock Road	357	0.22
CHILD II	14495	Pixley Street	275	0.17
	27785	, StPaul's Way	171	0.11
	20927	Turners Road	148	0.09
	14487	Eric Street	426	0.26
	14485	Bow Common Lane	129	0.08
	1423	Mile End Station	178	0.11
MNS NG R	FC17	Mile End Station / Mile End Road	250	0.16
	14483	Lichfield Road	125	0.08
	14481	Arbery Road	306	0.19
	14479	St Barnabas Church	174	0.11
	14477	Old Ford Road	215	0.13
	BP940	Victoria Park	256	0.16
	14473	Victoria Park Road	380	0.24
LAURCC	14470	Moulins Road	376	0.23
	14471 14467	Terrace Road	169	0.11
	25446	Well S treet / Holcroft R oad Well S treet / S hore R oad	155 325	0.10 0.20
	23446	St Thomas's Square	385	0.20
	306	Hackney Town Hall	372	0.24
HCKCGR	308	Graham Road / Hackney Central	278	0.17
	BP5484	Royal Oak Road	338	0.21
	1115	G reenwood R oad	206	0.13
	782	Queensbridge Road / Dalston Lane	286	0.18
DALSJC	320	Dalston J unction	336	0.21
	2640	Balls Pond Road / Burder Road	319	0.20
	913	Southgate Road	363	0.23
	905	ssex Road / Newington Green Roa	220	0.14
	909	StPaul's Road / Ramsey Walk	90	0.06
	17294	Clephane Road	214	0.13
	9242	StPaul's Road/Highbury Grove	634	0.39
H Y IS S N	11470	Highbury Corner	157	0.10
	80001	Upper Street / Laycock Street	310	0.19
	33092	Islington Town Hall	232	0.14
	29748	St Mary's Church	432	0.27
	9995	Is lington Green	264	0.16
ISLNHS	36602	Angel Station	315	0.20
ISLNWL	361 9488	Pentonville Road / Baron Street White Lion Street	304	0.19
IJ LIN WL	3400	Winte Lion Street		
		otal Route Mileage - Back Direction		9.41

otal Route Mileage - Back Direction		9.41
	Metres	Miles
	Metres	Miles