

7. Service Specification

Route: 294

Contract Reference: QC51303

This Service Specification forms section 7 of the ITT and should be read in conjunction with the ITT document, Version 1 dated 29 September 2011.

You are formally invited to tender for the provision of the bus service detailed below and in accordance with this Service Specification. Tenderers must ensure that a Compliant Tender is submitted and this will only be considered for evaluation if all parts of the Tender documents, as set out in section 11, have been received by the Corporation by the Date of Tender. The Tender must be fully completed in the required format, in accordance with the Instructions to Tenderers. A Compliant Tender must comply fully with the requirements of the Framework Agreement; adhere to the requirements of the Service Specification; and reflect the price of operating the Services with new vehicles.

| | |
|--|---|
| Route Number | 294 |
| Terminus Points | Havering Park, Firbank Road and Noak Hill, Tees Drive |
| Contract Basis | Incentivised |
| Commencement Date | 26 th March 2016 |
| Vehicle Type | 87 capacity, dual door, double deck buses |
| Current Maximum Approved Dimensions | 10.5 metres long and 2.55 metres wide |
| New Vehicles Mandatory | Yes |
| Hybrid Price Required | Yes |
| Sponsored Route | No |
| Advertising Rights | Operator |
| Minimum Performance Standard | Average Excess Wait Time - No more than 0.80 minutes |
| Extension Threshold | Average Excess Wait Time Threshold - 0.70 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 6th April 2015

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. 294.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 294.

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.

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

Operators should provide the following prices:

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

Cash Free Boarding was extended throughout London from 6th July 2014. Submitted tender prices should fully reflect the cost saving accrued from this change. Tenderers should also indicate the approximate additional cost if cash fares were still to be accepted.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| | | | | | |
|--|------------------|--|--------------------------|-------------|------------|
| Havering Park, Firbank Road to Noak Hill, Tees Drive | | Noak Hill, Tees Drive to Havering Park, Firbank Road | | | |
| First departure no later than 0515. | | First departure no later than 0520. | | | |
| 0510 - 0615 | Every 20 minutes | 0515 - 0620 | Every 20 minutes | | |
| 0616 - 1905 | Every 12 minutes | 0621 - 1855 | Every 12 minutes | | |
| 1906 - 2005 | Every 15 minutes | 1856 - 1940 | Every 15 minutes | | |
| 2006 - 0010 | Every 20 minutes | 1941 - 2400 | Every 20 minutes | | |
| Last departure no earlier than 0005. | | Last departure no earlier than 2355. | | | |
| Pinchpoints | | | | | |
| Ardleigh Green, Spencer Arms | 0645 - 0910 | 12 minutes | Romford, Parkside Avenue | 0655 - 0905 | 12 minutes |
| | 1505 - 1640 | 12 minutes | | 1500 - 1635 | 12 minutes |

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| | | | | | |
|--|------------------|--|--------------------------|-------------|------------|
| Havering Park, Firbank Road to Noak Hill, Tees Drive | | Noak Hill, Tees Drive to Havering Park, Firbank Road | | | |
| First departure no later than 0515. | | First departure no later than 0520. | | | |
| 0510 - 0815 | Every 20 minutes | 0515 - 0800 | Every 20 minutes | | |
| 0816 - 0900 | Every 15 minutes | 0801 - 0830 | Every 15 minutes | | |
| 0901 - 1905 | Every 12 minutes | 0831 - 1855 | Every 12 minutes | | |
| 1906 - 2005 | Every 15 minutes | 1856 - 1940 | Every 15 minutes | | |
| 2006 - 0010 | Every 20 minutes | 1941 - 2400 | Every 20 minutes | | |
| Last departure no earlier than 0005. | | Last departure no earlier than 2355. | | | |
| Pinchpoints | | | | | |
| Ardleigh Green, Spencer Arms | 0935 - 1100 | 12 minutes | Romford, Parkside Avenue | 0900 - 1100 | 12 minutes |

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

| | | | | | |
|--|------------------|--|--------------------------|-------------|------------|
| Havering Park, Firbank Road to Noak Hill, Tees Drive | | Noak Hill, Tees Drive to Havering Park, Firbank Road | | | |
| First departure no later than 0605. | | First departure no later than 0615. | | | |
| 0600 - 0010 | Every 20 minutes | 0610 - 2400 | Every 20 minutes | | |
| Last departure no earlier than 0005. | | Last departure no earlier than 2355. | | | |
| Pinchpoints | | | | | |
| Ardleigh Green, Spencer Arms | 0955 - 1135 | 20 minutes | Romford, Parkside Avenue | 0950 - 1130 | 20 minutes |

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 294 should interwork with Route No. 256 between Ardleigh Green, Spencers Arms and Harold Hill, Goodshays Drive during all evenings and Sundays.
- 4.2) Route No. 294 should interwork with Route No. 175 between Collier Row Lane (at junction with Collier Row Road) and Romford Station during all periods.
- 4.3) Route No. 294 can suffer from unpredictable traffic delays in the Romford area, particularly during the Mondays to Fridays peak periods.
- 4.4) Romford Market, which is held on Wednesdays, Fridays and Saturdays can lead to traffic delays in the Romford 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 services expected to commence in 2018. The construction impacts of Crossrail could affect Route No. 294 and it is anticipated that some passenger demand for Route No. 294 may shift to this line when it opens. Route No. 294 will be reviewed closer to the opening date.
- 4.6) Plans are underway to develop Harold Wood Hospital during the lifetime of this contract.

**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 294: Havering Park, Firbank Road - Noak Hill, Tees Drive

Date of Structural Change: 26 March 2016.

Date of Service Change: 26 March 2016.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Noak Hill, Tees Drive: Firbank Road, Turning Circle, Firbank Road, Cornell Way, Lodge Lane, Collier Row Road, Collier Row Roundabout, Collier Row Lane, Havering Road, North Street, St Edwards Way, Main Road Roundabout, Mercury Gardens, Western Road, Chandlers Way, Eastern Road, South Street, Brentwood Road, The Drill Roundabout, Balgores Lane, Station Road, Squirrels Heath Lane, Ardleigh Green Road, Squirrels Heath Road, Gubbins Lane, Gooshays Drive, Dagnam Park Drive, Whitchurch Road, Tees Drive.

Towards Havering Park, Firbank Road: Tees Drive, Noak Hill Road, North Hill Drive, Whitchurch Road, Dagnam Park Drive, Gooshays Drive, Gubbins Lane, Harold Wood Station Forecourt, Gubbins Lane, Squirrels Heath Road, Ardleigh Green Road, Squirrels Heath Lane, Station Road, Balgores Lane, The Drill Roundabout, Brentwood Road, South Street, Western Road, Mercury Gardens, Main Road Roundabout, St Edwards Way, North Street, Havering Road, Collier Row Lane, Collier Row Roundabout, Collier Row Road, Lodge Lane, Cornell Way, Firbank 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.

HAVERING PARK, FIRBANK ROAD

Public stand for two buses on north side of Firbank Road, commencing at lamp standard No 1 opposite No 1 and extending 22 metres west.

Buses proceed from Firbank Road direct to stand, departing via Firbank Road and Turning Circle to Firbank Road. Set down in Firbank Road (34622 - Havering Park, Last Stop on LOR: 34622 - Havering Park) and pick up in Firbank Road (34622 - Havering Park, First Stop on LOR: 34622 - Havering Park).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 294 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: Havering Park.

COLLIER ROW, WHITE HART LANE

From Noak Hill, Tees Drive.

Buses proceed from Collier Row Road via Melville Road, Lowshoe Lane and White Hart Lane departing to Collier Row Road. Set down in Collier Row Road, at stop ET (18480 - Collier Row Library, Last Stop on LOR: 18480 - Collier Row Library) and pick up in Collier Row Road, at stop WE (20575 - White Hart Lane, First Stop on LOR: 20575 - White Hart Lane).

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

ROMFORD, HAINAULT ROAD (from NOAK HILL, TEES DRIVE)

Public stand for three buses on east side of Hainault Road, commencing at a point opposite the party wall of Nos. 21/23 and extending 38 metres north.

Buses proceed from North Street via Eastern Avenue West and Hainault Road to stand, departing via Hainault Road to North Street. Set down in North Street, at Stop NB (4350 - Cedar Road, Last Stop on LOR: 4350 - Cedar Road) and pick up in North Street, at Stop NS (33997 - Romford Bus Garage, First Stop on LOR: 33997 - Romford Bus Garage).

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, Parkside Avenue.

ROMFORD, ST EDWARDS WAY (from NOAK HILL, TEES DRIVE)

Buses proceed from St Edwards Way departing 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: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Romford Market.

ROMFORD, ST EDWARDS WAY (from Havering Park, Firbank Road)

Buses proceed from St Edwards Way (Circling Roundabout Junction Of) via Main Road Roundabout (Circling Roundabout Junction Of), St Edwards Way and Main Road Roundabout departing to St Edwards Way. Set down in St Edwards Way, at Stop G (34094 - Romford Market, Last Stop on LOR: 34094 - Romford Market) and pick up in St Edwards Way, at Stop H (34116 - Romford Market, First Stop on LOR: 34116 - Romford Market).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
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 Havering Park, Firbank Road.

Buses proceed from South Street via Atlanta Boulevard to stand, departing via Atlanta Boulevard to South Street. Set down in Atlanta Boulevard, at Alighting Point (BP148 - Romford Station # and pick up in South Street, at Stop V (BP240 - Romford Station #, First Stop on LOR: BP240 - Romford Station #).

From Noak Hill, Tees Drive.

Buses proceed from South Street via Atlanta Boulevard to stand, departing via Atlanta Boulevard to South Street. Set down in Atlanta Boulevard, at Alighting Point (BP148 - Romford Station #, Last Stop on LOR: 18029 - Brentwood Road) 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. |

GIDEA PARK STATION (from Havering Park, Firbank Road)

Buses proceed from Station Road via Brentwood Road, The Drill Roundabout and Brentwood Road departing to Station Road. Set down in Station Road, at stop PB (27481 - Gidea Park Station #, Last Stop on LOR: 27481 - Gidea Park Station #) and pick up in Station Road, at stop PA (18495 - Gidea Park Station #, First Stop on LOR: 18495 - Gidea Park Station #).

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

HAROLD WOOD STATION, FORECOURT

From Havering Park, Firbank Road.

Buses proceed from Gubbins Lane departing to Harold Wood Station Forecourt. Set down in Gubbins Lane, at Stop J (20718 - St Peter's Church, Last Stop on LOR: 20718 - St Peter's Church) and pick up in Harold Wood Station Forecourt, at Stop B (18506 - Harold Wood Station #, First Stop on LOR: 18506 - Harold Wood Station #).

From Noak Hill, Tees Drive.

Buses proceed from Harold Wood Station Forecourt departing to Gubbins Lane. Set down in Harold Wood Station Forecourt, at Stop B (18506 - Harold Wood Station #, Last Stop on LOR: 18506 - Harold Wood Station #) and pick up in Gubbins Lane, at Stop A (29113 - Harold Wood Station #, First Stop on LOR: 29113 - Harold Wood Station #).

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

GOOSHAYS DRIVE (from Havering Park, Firbank Road)

Buses proceed from Gooshays Drive via Hilldene Avenue, Gooshays Drive, Hilldene Avenue, North Hill Drive and Hilldene Avenue departing to Gooshays Drive. Set down in Gooshays Drive, at Stop GV (25619 - Central Park Leisure Centre, Last Stop on LOR: 25619 - Central Park Leisure Centre) and pick up in Gooshays Drive, at Stop GP (25620 - Central Park Leisure Centre, First Stop on LOR: 25620 - Central Park Leisure Centre).

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

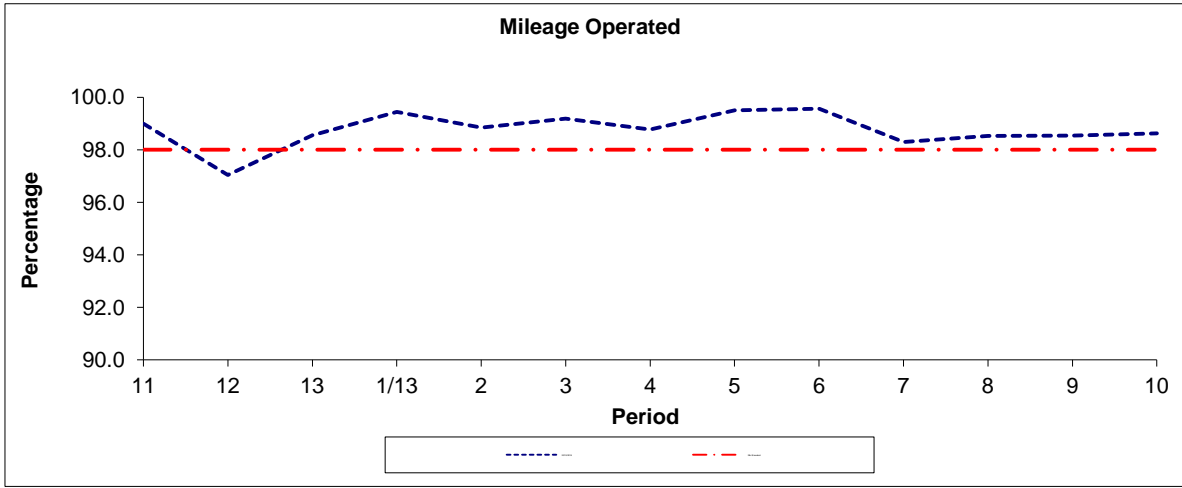
NOAK HILL, TEES DRIVE

Public stand for one bus on west side of Tees Drive, commencing 20 metres south of the centre of Wincanton Road and extending 18 metres south.
Buses proceed from Tees Drive direct to stand, departing to Tees Drive. Set down in Tees Drive (27472 - Noak Hill Road, Last Stop on LOR: 27472 - Noak Hill Road) and pick up in Tees Drive (27472 - Noak Hill Road, First Stop on LOR: 27472 - Noak Hill Road).

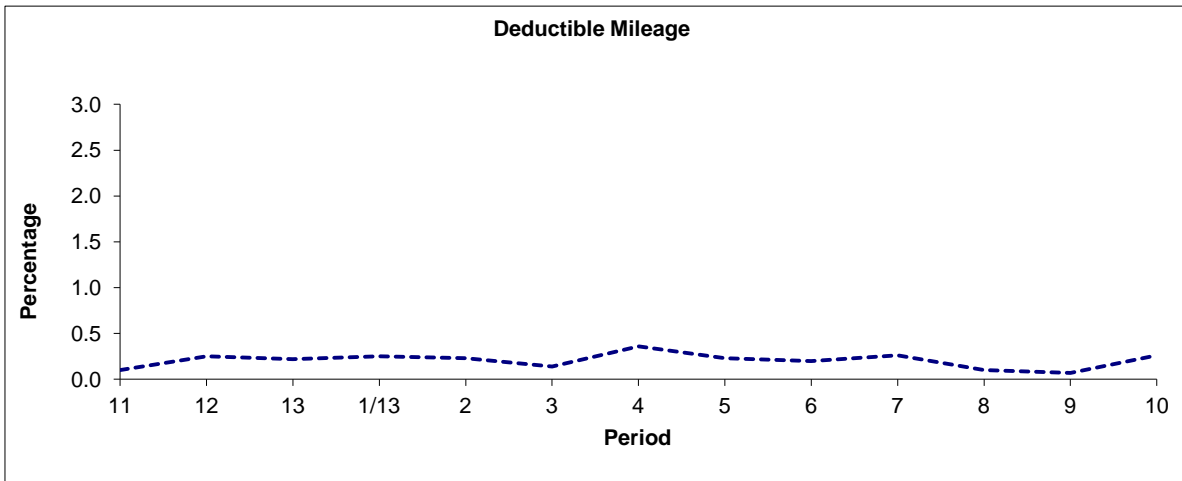
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 294 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Noak Hill.

PART B - PERFORMANCE STATISTICS

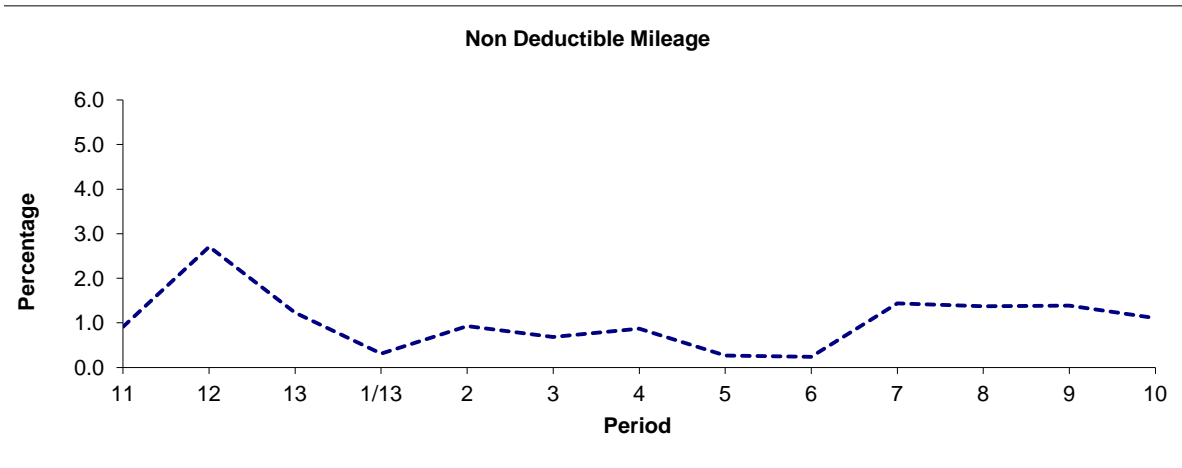
Route 294



| Period | 11 | 12 | 13 | 1/13 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2013/2014 | 98.99 | 97.04 | 98.55 | 99.44 | 98.84 | 99.18 | 98.77 | 99.50 | 99.56 | 98.30 | 98.53 | 98.54 | 98.63 |
| 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 | 1/13 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2013/2014 | 0.10 | 0.25 | 0.22 | 0.25 | 0.23 | 0.14 | 0.36 | 0.23 | 0.20 | 0.26 | 0.10 | 0.07 | 0.26 |

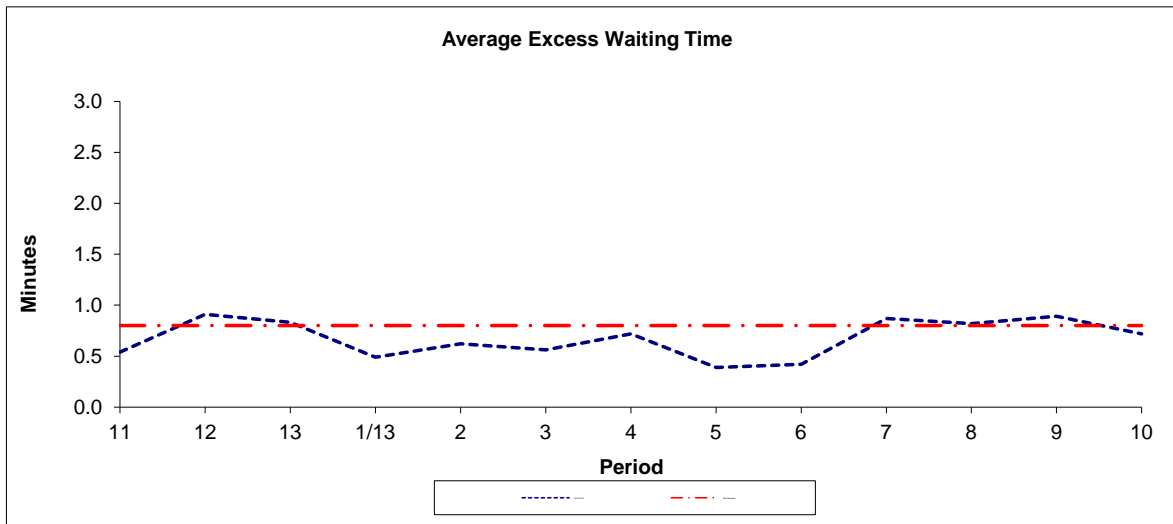


| Period | 11 | 12 | 13 | 1/13 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2013/2014 | 0.91 | 2.71 | 1.23 | 0.31 | 0.93 | 0.68 | 0.87 | 0.27 | 0.24 | 1.44 | 1.37 | 1.39 | 1.11 |

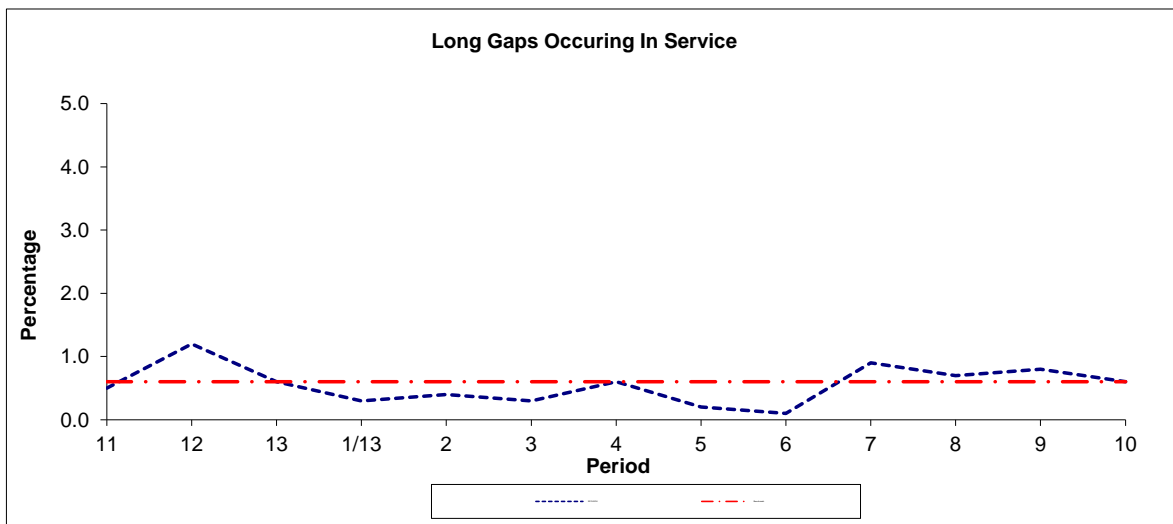
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 294



| Period | 11 | 12 | 13 | 1/13 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2013-2014 | 0.54 | 0.91 | 0.83 | 0.49 | 0.62 | 0.56 | 0.72 | 0.39 | 0.42 | 0.87 | 0.82 | 0.89 | 0.72 |
| Min Standard | 0.80 | 0.80 | 0.80 | 0.80 | 0.80 | 0.80 | 0.80 | 0.80 | 0.80 | 0.80 | 0.80 | 0.80 | 0.80 |



| Period | 11 | 12 | 13 | 1/13 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|-----------|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2013-2014 | 0.5 | 1.2 | 0.6 | 0.3 | 0.4 | 0.3 | 0.6 | 0.2 | 0.1 | 0.9 | 0.7 | 0.8 | 0.6 |
| Benchmark | 0.6 | 0.6 | 0.6 | 0.6 | 0.6 | 0.6 | 0.6 | 0.6 | 0.6 | 0.6 | 0.6 | 0.6 | 0.6 |

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

ROUTE 294 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 4 13/14 TO QUARTER 3 14/15 (04/01/14 - 02/01/15)

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 | 18,565. | 96.2 | 9.50 | 0.29 | 9.78 | 63.1 | 32.6 | 4.1 | 0.2 | 1.2 | 79 |
| 0700 - 1000 | 54,795. | 98.3 | 6.02 | 0.94 | 6.95 | 76.0 | 21.7 | 1.9 | 0.4 | 1.1 | 57 |
| 1000 - 1300 | 54,856. | 98.4 | 6.00 | 0.72 | 6.72 | 77.1 | 21.8 | 1.0 | 0.1 | 0.4 | 60 |
| 1300 - 1600 | 56,099. | 98.4 | 5.95 | 0.66 | 6.61 | 77.9 | 20.9 | 1.1 | 0.1 | 0.4 | 70 |
| 1600 - 1900 | 54,573. | 99.0 | 6.01 | 0.93 | 6.94 | 75.3 | 22.8 | 1.7 | 0.2 | 0.8 | 56 |
| 1900 - 2200 | 38,203. | 99.6 | 8.37 | 0.52 | 8.88 | 57.9 | 37.4 | 4.3 | 0.5 | 0.3 | 91 |
| 2200 - 2400 | 22,649. | 99.8 | 9.80 | 0.32 | 10.12 | 51.4 | 43.8 | 4.5 | 0.4 | 0.1 | 70 |
| Summary | 299,740. | 98.6 | 6.53 | 0.75 | 7.28 | 72.8 | 24.9 | 2.0 | 0.3 | 0.7 | 91 |

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 | 3,470. | 100.1 | 10.09 | 0.27 | 10.36 | 56.4 | 38.8 | 4.5 | 0.3 | 1.3 | 44 |
| 0700 - 1000 | 9,008. | 98.5 | 7.92 | 0.44 | 8.36 | 66.8 | 30.6 | 2.5 | 0.1 | 0.1 | 44 |
| 1000 - 1300 | 11,580. | 99.1 | 6.01 | 0.53 | 6.54 | 77.8 | 21.4 | 0.7 | 0.0 | 0.2 | 37 |
| 1300 - 1600 | 11,565. | 98.7 | 6.03 | 0.70 | 6.72 | 77.6 | 20.9 | 1.4 | 0.2 | 0.6 | 49 |
| 1600 - 1900 | 11,513. | 98.7 | 6.03 | 0.50 | 6.54 | 78.4 | 20.8 | 0.7 | 0.1 | 0.3 | 43 |
| 1900 - 2200 | 7,924. | 100.0 | 8.39 | 0.41 | 8.80 | 57.9 | 37.8 | 4.0 | 0.3 | 0.2 | 52 |
| 2200 - 2400 | 4,705. | 99.3 | 9.92 | 0.32 | 10.24 | 50.9 | 43.8 | 4.9 | 0.4 | 0.0 | 49 |
| Summary | 59,765. | 99.0 | 6.82 | 0.53 | 7.35 | 72.4 | 25.7 | 1.8 | 0.1 | 0.3 | 52 |

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 | 1,711. | 97.1 | 10.00 | 0.12 | 10.13 | 66.5 | 29.6 | 3.1 | 0.8 | 1.9 | 43 |
| 0700 - 1000 | 7,633. | 98.8 | 9.96 | 0.21 | 10.18 | 50.3 | 44.4 | 5.1 | 0.2 | 0.0 | 61 |
| 1000 - 1300 | 7,857. | 99.6 | 9.74 | 0.38 | 10.12 | 51.1 | 42.8 | 5.5 | 0.6 | 0.1 | 56 |
| 1300 - 1600 | 7,679. | 99.5 | 9.85 | 0.46 | 10.31 | 50.3 | 42.7 | 6.5 | 0.5 | 0.2 | 59 |
| 1600 - 1900 | 7,576. | 99.9 | 10.02 | 0.28 | 10.30 | 49.9 | 43.2 | 6.7 | 0.2 | 0.1 | 53 |
| 1900 - 2200 | 7,577. | 99.2 | 10.05 | 0.34 | 10.39 | 49.5 | 43.8 | 6.2 | 0.5 | 0.1 | 97 |
| 2200 - 2400 | 5,078. | 102.4 | 10.02 | 0.09 | 10.11 | 50.9 | 45.0 | 4.0 | 0.1 | 0.0 | 51 |
| Summary | 45,111. | 99.7 | 9.92 | 0.33 | 10.25 | 50.5 | 43.1 | 6.0 | 0.4 | 0.1 | 97 |

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 | 23,746. | 96.9 | 9.58 | 0.28 | 9.86 | 62.5 | 33.2 | 4.1 | 0.2 | 1.2 | 79 |
| 0700 - 1000 | 71,436. | 98.4 | 6.37 | 0.86 | 7.23 | 74.0 | 23.5 | 2.1 | 0.4 | 0.9 | 61 |
| 1000 - 1300 | 74,293. | 98.6 | 6.41 | 0.65 | 7.07 | 74.3 | 24.1 | 1.4 | 0.2 | 0.4 | 60 |
| 1300 - 1600 | 75,343. | 98.6 | 6.36 | 0.65 | 7.00 | 75.0 | 23.1 | 1.7 | 0.2 | 0.4 | 70 |
| 1600 - 1900 | 73,662. | 99.0 | 6.39 | 0.82 | 7.21 | 73.2 | 24.5 | 2.1 | 0.2 | 0.7 | 56 |
| 1900 - 2200 | 53,704. | 99.6 | 8.55 | 0.48 | 9.04 | 57.0 | 38.1 | 4.4 | 0.5 | 0.3 | 97 |
| 2200 - 2400 | 32,432. | 100.2 | 9.84 | 0.29 | 10.13 | 51.2 | 44.0 | 4.5 | 0.3 | 0.1 | 70 |
| Summary | 404,616. | 98.8 | 6.88 | 0.68 | 7.56 | 70.7 | 26.7 | 2.3 | 0.3 | 0.6 | 97 |

Transport for London - QSI Points and Live Mileage List

Route 294

Service change 38323

Date 11/10/2014

QSI Points are highlighted.

| |
|------------------|
| Reason for Issue |
|------------------|

| OUT DIRECTION | | | | |
|-------------------------------------|-------------|------------------------------------|--------|-------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| HAVPFR | 34622 | Havering Park | | |
| | 34621 | Havering Park | 126 | 0.08 |
| | 34620 | Charlotte Gardens | 259 | 0.16 |
| | 34617 | Portmore Gardens | 466 | 0.29 |
| | 34616 | Stapleford Gardens | 226 | 0.14 |
| | 29528 | Frinton Road | 578 | 0.36 |
| | 29525 | Gobions Farm | 379 | 0.24 |
| COLRWH | 20575 | White Hart Lane | 199 | 0.12 |
| | 34546 | Collier Row / Clockhouse Lane | 372 | 0.23 |
| COLRCL | 14388 | Collier Row Roundabout / Rex Close | 235 | 0.15 |
| | 18359 | Hulse Avenue | 315 | 0.20 |
| | 18357 | Mowbrays Road | 384 | 0.24 |
| | 18356 | Hainault Road | 277 | 0.17 |
| | 18353 | Parklands School | 568 | 0.35 |
| NS GR | 33997 | Romford Bus Garage | 513 | 0.32 |
| | 18246 | The Avenue | 231 | 0.14 |
| ROMFSE | 34094 | Romford Market | 550 | 0.34 |
| | LE135 | Mercury Gardens | 270 | 0.17 |
| | 34119 | Western Road | 284 | 0.18 |
| ROMFSN | R0591 | Romford Station | 597 | 0.37 |
| | 18028 | Thurloe Gardens | 272 | 0.17 |
| | 18482 | South Street | 205 | 0.13 |
| | 18484 | Albert Road | 363 | 0.23 |
| | 18486 | Princes Road | 326 | 0.20 |
| | 18488 | Frances Bardsley Academy | 296 | 0.18 |
| | 18490 | Cranham Road | 297 | 0.18 |
| | 18492 | Salisbury Road | 175 | 0.11 |
| | 18494 | The Drill Roundabout | 397 | 0.25 |
| GIDPSN | 27481 | Gidea Park Station | 395 | 0.25 |
| | 18498 | Upper Brentwood Road | 217 | 0.13 |
| | R0782 | Northumberland Avenue | 296 | 0.18 |
| | 18500 | Hardley Crescent | 183 | 0.11 |
| ARGNSA | 11118 | Ardleigh Green School | 483 | 0.30 |
| | 9240 | Southend Arterial Road | 272 | 0.17 |
| | 18502 | Rosslyn Avenue | 490 | 0.30 |
| | 20718 | St Peter's Church | 360 | 0.22 |
| HDWDSN | 29113 | Harold Wood Station | 430 | 0.27 |
| | 29163 | Arundel Road | 385 | 0.24 |
| | BP5441 | St Neot's Road | 278 | 0.17 |
| | 25625 | Camborne Avenue | 159 | 0.10 |
| | 25615 | Kingsbridge Road | 316 | 0.20 |
| | 25617 | Harold Hill Community Centre | 288 | 0.18 |
| HHILGD | 25619 | Central Park Leisure Centre | 285 | 0.18 |
| | 27917 | Brookside School | 342 | 0.21 |
| | 27920 | Lindfield Road | 356 | 0.22 |
| | 27921 | Wigton Way | 326 | 0.20 |
| | 27470 | Whitchurch Road | 363 | 0.23 |
| | 27471 | Priory Road | 290 | 0.18 |
| NHILTD | 27472 | Noak Hill Road | 179 | 0.11 |
| Total Route Mileage - Out Direction | | | 15853 | 9.85 |
| | | | 15853 | 9.85 |

| |
|--------------------|
| TRANCHE 513 |
|--------------------|

| |
|---------------------------|
| First stop re-arrangement |
|---------------------------|

| BACK DIRECTION | | | | |
|-------------------|-------------|--------------------------------------|--------|-------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| NHILTD | 27472 | Noak Hill Road | | |
| | 20056 | Cummings Hall Lane | 187 | 0.12 |
| | 27468 | Wincanton Road | 283 | 0.18 |
| | 27467 | Ashbourne Road | 190 | 0.12 |
| | 27469 | Troopers Drive | 148 | 0.09 |
| | 27923 | Tees Drive | 212 | 0.13 |
| | 27922 | Wigton Way | 455 | 0.28 |
| | 27919 | Harkness Close | 354 | 0.22 |
| | 27918 | Brookside School | 341 | 0.21 |
| HHILGD | 25620 | Central Park Leisure Centre | 211 | 0.13 |
| | 25618 | Harold Hill Community Centre | 300 | 0.19 |
| | 25616 | Kingsbridge Road | 327 | 0.20 |
| | 25626 | Camborne Avenue | 309 | 0.19 |
| | 29114 | Arundel Road | 407 | 0.25 |
| HDWDSN | 18506 | Harold Wood Station | 468 | 0.29 |
| | BP2379 | St Peter's Church | 292 | 0.18 |
| | 18503 | Recreation Avenue | 220 | 0.14 |
| | 18501 | Rosslyn Avenue | 300 | 0.19 |
| | 9239 | Southend Arterial Road | 233 | 0.14 |
| ARGNSA | 11119 | Ardleigh Green School | 468 | 0.29 |
| | 18499 | Hardley Crescent | 476 | 0.30 |
| | 27680 | Westmoreland Avenue | 311 | 0.19 |
| GIDPSN | 18495 | Gidea Park Station | 362 | 0.22 |
| | 18493 | The Drill Roundabout | 593 | 0.37 |
| | 18491 | Salisbury Road | 202 | 0.13 |
| | 18489 | Cranham Road | 234 | 0.15 |
| | 18487 | Frances Bardsley Academy | 275 | 0.17 |
| | 18485 | Princes Road | 365 | 0.23 |
| | 18483 | Albert Road | 323 | 0.20 |
| | 18481 | South Street | 311 | 0.19 |
| | 18029 | Brentwood Road | 80 | 0.05 |
| ROMFSN | BP240 | Romford Station | 466 | 0.29 |
| | 34121 | Western Road | 324 | 0.20 |
| ROMFSE | 34116 | Romford Market | 639 | 0.40 |
| | 34141 | The Avenue | 494 | 0.31 |
| NS GR | 18245 | Park Drive | 183 | 0.11 |
| ROMFPA | 4350 | Cedar Road | 309 | 0.19 |
| | 18354 | Parklands School | 359 | 0.22 |
| | 18355 | Hainault Road | 358 | 0.22 |
| | 18358 | Hillfoot Road | 483 | 0.30 |
| | 18360 | Hulse Avenue | 341 | 0.21 |
| COLRCL | 18480 | Collier Row Library | 471 | 0.29 |
| | 18478 | Melville Road | 156 | 0.10 |
| COLRWH | 18477 | White Hart Lane | 289 | 0.18 |
| | 29526 | Hog Hill Road | 190 | 0.12 |
| | 29527 | Frinton Road | 450 | 0.28 |
| | 29529 | Stapleford Gardens | 326 | 0.20 |
| | 1238 | Portmore Gardens | 373 | 0.23 |
| | R0335 | Charlotte Gardens | 313 | 0.19 |
| HAVPFR | 34622 | Havering Park | 372 | 0.23 |
| | | Total Route Mileage - Back Direction | 16133 | 10.02 |
| | | | 16133 | 10.02 |