

7. Service Specification

Route: 366

Contract Reference: QC51304

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	366
Terminus Points	Redbridge, Roding Lane South and Beckton Bus Station
Contract Basis	Incentivised
Commencement Date	26 th March 2016
Vehicle Type	60 capacity, dual door, single deck, minimum 10.8m long, subject to a satisfactory route test
Current Maximum Approved Dimensions	10.8 metres long and 2.44 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 1.10 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.95 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. 366.

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:

- Mondays to Saturdays daytime frequencies are increased from every 12 minutes to every 10 minutes.
- Saturdays early mornings, Sundays daytime and all evenings frequencies are increased from every 20 minutes to every 15 minutes.
- 60 capacity, dual door, single deck, minimum 10.8m long buses are specified, subject to a satisfactory route test.

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

Redbridge, Roding Lane South to Beckton Bus Station			Beckton Bus Station to Redbridge, Roding Lane South		
First departure no later than 0515.			First departure no later than 0420.		
0510 - 0655	Every 20 minutes		0415 - 0520	Every 20 minutes	
0656 - 0725	Every 15 minutes		0521 - 0550	Every 15 minutes	
0726 - 1925	Every 10 minutes		0551 - 1900	Every 10 minutes	
1926 - 0030	Every 15 minutes		1901 - 2350	Every 15 minutes	
Last departure no earlier than 0025.			Last departure no earlier than 2345.		
Pinchpoints					
East Beckton, Sainsbury's	0750 - 0820	15 minutes	Ilford Station	0655 - 0905	10 minutes
	0821 - 0920	10 minutes			
	1500 - 1630	10 minutes		1505 - 1635	10 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Redbridge, Roding Lane South to Beckton Bus Station			Beckton Bus Station to Redbridge, Roding Lane South		
First departure no later than 0515.			First departure no later than 0420.		
0510 - 0815	Every 20 minutes		0415 - 0755	Every 20 minutes	
0816 - 0900	Every 15 minutes		0756 - 0825	Every 15 minutes	
0901 - 1910	Every 10 minutes		0826 - 1815	Every 10 minutes	
1911 - 0030	Every 15 minutes		1816 - 2350	Every 15 minutes	
Last departure no earlier than 0025.			Last departure no earlier than 2345.		
Pinchpoints					
East Beckton, Sainsbury's	0900 - 0945	15 minutes	Ilford Station	0910 - 1110	10 minutes
	0946 - 1115	10 minutes			

3) SCHEDULE REQUIREMENTS & PINCHPOINTS – continued

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

Redbridge, Roding Lane South to Beckton Bus Station		Beckton Bus Station to Redbridge, Roding Lane South			
First departure no later than 0555.		First departure no later than 0550.			
0550 - 0925	Every 30 minutes	0545 - 0815	Every 30 minutes		
0926 - 1025	Every 20 minutes	0816 - 0915	Every 20 minutes		
1025 - 0030	Every 15 minutes	0916 - 2350	Every 15 minutes		
Last departure no earlier than 0025.		Last departure no earlier than 2345.			
Pinchpoints					
East Beckton, Sainsbury's	1010 - 1110	20 minutes	Ilford Station	1000 - 1130	15 minutes
	1111 - 1210	15 minutes			

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 366 should interwork with Route No. 145 between Redbridge, Evanston Gardens and Ilford High Road, Hainault Street on Sundays and all evenings and be separated during all other periods.
- 4.2) Route No. 366 should be separated from Route No. 262 between East Beckton, Sainsbury's and Woolwich Manor Way (at junction with Ferndale Street) during all periods.
- 4.3) Route No. 366 can suffer from unpredictable traffic delays in the Redbridge, Ilford and Barking areas.
- 4.4) 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. 366 and it is anticipated that some passenger demand for Route No. 366 may shift to this line when it opens. Route No. 366 will be reviewed closer to the opening date.
- 4.5) A proposal exists for a new bus/pedestrian/cycle bridge over the River Roding from Fresh Wharf Estate to Abbey Road. This would enable better access between Fresh Wharf Estate and Gascoigne Estate. If the infrastructure is delivered, Route No. 366 could be re-routed to use it.
- 4.6) Fresh Wharf Estate is a 17 acre former brownfield industrial site in Barking. Part of the site has planning permission for a mixed use regeneration programme (including 950 residential units plus space for café/restaurant, commercial, community and residential mooring use) which is likely to affect demand on Route No. 366.

4) OPERATIONAL CONSIDERATIONS - continued

- 4.7) The Gascoigne Estate project will transform the eastern side of Gascoigne Estate in Barking and will create 1,579 new homes with capacity to house over 5,500 people, a medical centre, a 690 pupil primary school, a 1,850 pupil secondary school, a community centre, various retail and office spaces and various green spaces including a public square and play areas for children. The project is due for completion in its entirety in 2024 but construction for Phase 1 which is 421 new homes, the medical centre and part of the public square will commence in Spring 2015 which is likely to affect demand on Route No. 366.
- 4.8) A proposal exists for a new road link in the Royal Albert Basin to better serve planned new development which will incorporate homes and shops. This may affect Route No. 366
- 4.9) Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. Major construction of the railway began in 2010, with services expected to commence in 2018. The construction impacts of Crossrail could affect Route No. 366 and it is anticipated that some passenger demand for Route No. 366 may shift to this line when it opens. Route No. 366 will be reviewed closer to the opening date.

5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS

- 5.1) ROUTE RECORD
As per Busnet printout.
- 5.2) CURRENT PERFORMANCE
As per current print out.
- 5.3) QSI BY TIME OF DAY
As per current print out.
- 5.4) IBUS MILEAGE & QSI POINTS
As per current print out.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 366: Redbridge, Roding Lane South - Beckton Bus Station

Date of Structural Change: 26 March 2016.

Date of Service Change: 26 March 2016.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Beckton Bus Station: Roding Lane South, Redbridge Lane East, Redbridge Roundabout, Eastern Avenue, The Drive, Cranbrook Road, Chapel Road, Winston Way, Handforth Road, Clements Road, Ilford High Road, Riches Road, Winston Way, Ilford High Road, Green Lane, Sunnyside Road, Eton Road, South Park Drive, Loxford Lane, Ilford Lane, Fanshawe Avenue, Longbridge Road, Station Parade, Cambridge Road, Linton Road, London Road, Barking Road, Highbridge Road, Fresh Wharf Road, Fleet Road, Bus Only Link, Jenkins Lane, Eric Clarke Lane, Claps Gate Lane, Sainsburys Access Road, Claps Gate Lane, Royal Docks Road, Armada Way, Gallions Reach Access Road, Bus Turning Circle, Gallions Reach Access Road, Armada Way, Atlantis Avenue, Gallions Roundabout, Woolwich Manor Way, Ferndale Street, Cyprus Place, East Ham Manor Way, Woolwich Manor Way, Beckton Bus Station.

Towards Redbridge, Roding Lane South: Beckton Bus Station, Woolwich Manor Way, East Ham Manor Way, Cyprus Place, Ferndale Street, Woolwich Manor Way, Gallions Roundabout, Atlantis Avenue, Armada Way, Gallions Reach Access Road, Bus Turning Circle, Gallions Reach Access Road, Armada Way, Royal Docks Road, Claps Gate Lane, Sainsburys Access Road, Claps Gate Lane, Eric Clarke Lane, Jenkins Lane, Bus Only Link, Fleet Road, Fresh Wharf Road, Highbridge Road, Barking Road, London Road, Linton Road, Cambridge Road, Station Parade, Longbridge Road, Fanshawe Avenue, Ilford Lane, Loxford Lane, South Park Drive, Eton Road, Sunnyside Road, Green Lane, Winston Way, Riches Road, Ilford High Road, Clements Road, Ilford High Road, Bus-Only Right Turn, Cranbrook Road, The Drive, Eastern Avenue, Redbridge Roundabout, Eastern Avenue, Redbridge Station Forecourt, Redbridge Lane East, Falmouth Gardens, Roding Lane South.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

REDBRIDGE, RODING LANE SOUTH

Public stand for one bus on south-east side of Roding Lane South, commencing 11 metres south-west of the junction with Falmouth Gardens and extending 11 metres north-east. Buses proceed from Roding Lane South direct to stand, departing to Roding Lane South. Set down in Roding Lane South (OC667 - Roding Lane South, Last Stop on LOR: BP5303 - Falmouth Gardens) and pick up in Roding Lane South (OC667 - Roding Lane South, First Stop on LOR: BP5303 - Falmouth Gardens).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 366 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:	Redbridge.
OTHER INFORMATION:	Passengers may board or alight at any point between Redbridge Lane East and Roding Lane South. Passengers may also remain on the bus while it stands.

REDBRIDGE STATION (from BECKTON BUS STATION)

Private stand for three buses on station forecourt in two parts:

1. For one bus on east side of station buildings, commencing in line with the centre of the station car park entrance and extending 10 metres southwards.
2. For two buses in marked bays on north side of station buildings.

Buses proceed from Eastern Avenue via Redbridge Roundabout, Eastern Avenue and Redbridge Station Forecourt to stand, departing via Redbridge Station Forecourt, Redbridge Lane East and Redbridge Roundabout to Eastern Avenue. Set down in Eastern Avenue, at Stop RC (1323 - Redbridge Station <>, Last Stop on LOR: 1323 - Redbridge Station <>) and pick up in Eastern Avenue, at Stop RH (15473 - Redbridge Station <>, First Stop on LOR: 15473 - Redbridge 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:	Redbridge Station.

ILFORD, HAINAULT STREET

Private stand for 17 buses standing abreast in marked bays in Bus Parking Area on east side of Hainault Street, with the first 4 bays (nearest entrance) restricted to midi-buses.

From Beckton Bus Station.

Buses proceed from Ilford High Road via Hainault Street and Ilford Bus Station to stand, departing via Ilford Bus Station, Ley Street, Griggs Approach, Winston Way and Handforth Road to Clements Road. Set down in Ilford High Road, at stop W (FC04 - Hainault Street, Last Stop on LOR: FC04 - Hainault Street) and pick up in Clements Road, at stop R (FC60 - Redbridge Central Library, First Stop on LOR: FC60 - Redbridge Central Library).

From Redbridge, Roding Lane South.

Buses proceed from Clements Road via Ilford High Road, Hainault Street and Ilford Bus Station to stand, departing via Ilford Bus Station, Ley Street, Griggs Approach, Winston Way and Riches Road to Ilford High Road. Set down in Clements Road, at stop R (FC60 - Redbridge Central Library, Last Stop on LOR: FC60 - Redbridge Central Library) and pick up in Ilford High Road, at stop W (FC04 - Hainault Street, First Stop on LOR: FC04 - Hainault Street).

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:	Ilford.

SOUTH PARK DRIVE, LOXFORD LANE

Private stand in Stagecoach's Barking Bus Garage on north side of Longbridge Road.

From Beckton Bus Station.

Buses proceed from Loxford Lane via South Park Drive, Longbridge Road and Barking Bus Garage to stand, departing via Barking Bus Garage, Longbridge Road and South Park Drive to Loxford Lane. Set down in Loxford Lane, at stop BX (BP2891 - Loxford School Of Science And Technology, Last Stop on LOR: BP2891 - Loxford School Of Science And Technology) and pick up in Loxford Lane, at stop BU (BP2890 - Loxford School Of Science And Technology, First Stop on LOR: BP2890 - Loxford School Of Science And Technology).

From Redbridge, Roding Lane South.

Buses proceed from South Park Drive via Longbridge Road and Barking Bus Garage to stand, departing via Barking Bus Garage and Longbridge Road to South Park Drive. Set down in South Park Drive (33349 - Eton Road, Last Stop on LOR: 33349 - Eton Road) and pick up in South Park Drive, at stop BT (33350 - Loxford Lane, First Stop on LOR: 33350 - Loxford Lane).

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 Park Drive, Loxford Lane.

BARKING, LONDON ROAD

Private stand for nine buses in bus parking area on north side of London Road, commencing 37 metres east of the eastern kerbline of North Street and extending 36 metres east.

From Beckton Bus Station.

Buses proceed from London Road via London Road Bus Stand to stand, departing via London Road Bus Stand to London Road. Set down in London Road, at stop P (695 - North Street, Last Stop on LOR: 695 - North Street) and pick up in London Road, at stop F (LE138 - North Street, First Stop on LOR: LE138 - North Street).

From Redbridge, Roding Lane South.

Buses proceed from London Road via London Road Bus Stand to stand, departing via London Road Bus Stand to London Road. Set down in London Road, at stop C (LE142 - Barking Town Centre, Last Stop on LOR: LE142 - Barking Town Centre) and pick up in London Road, at stop E (9540 - Barking Town Centre, First Stop on LOR: 9539 - Barking Town Centre).

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:	Barking, London Road.

EAST BECKTON, SAINSBURYS (from Redbridge, Roding Lane South)

Private stand for two buses extending 28 metres on the east side of the loop of the slip road adjacent to Sainsbury's.

Buses proceed from Sainsburys Access Road direct to stand, departing to Sainsburys Access Road. Set down in Sainsburys Access Road, at Stop B (BP556 - East Beckton / Sainsbury's, Last Stop on LOR: BP556 - East Beckton / Sainsbury's) and pick up in Sainsburys Access Road, at Stop A (BP557 - East Beckton / Sainsbury's, First Stop on LOR: BP557 - East Beckton / Sainsbury's).

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: East Beckton, Sainsbury's.

GALLIONS REACH STATION

From Beckton Bus Station.

Buses proceed from Atlantis Avenue via Armada Way departing to Atlantis Avenue. Set down in Atlantis Avenue, at stop D (BP5108 - Gallions Reach Station [dlr], Last Stop on LOR: BP5108 - Gallions Reach Station [dlr]) and pick up in Atlantis Avenue, at stop C (BP3557 - Gallions Reach Station [dlr], First Stop on LOR: BP3557 - Gallions Reach Station [dlr]).

From Redbridge, Roding Lane South.

Buses proceed from Atlantis Avenue via Gallions Roundabout departing to Atlantis Avenue. Set down in Atlantis Avenue, at stop C (BP3557 - Gallions Reach Station [dlr], Last Stop on LOR: BP3557 - Gallions Reach Station [dlr]) and pick up in Atlantis Avenue, at stop D (BP5108 - Gallions Reach Station [dlr], First Stop on LOR: BP5108 - Gallions Reach Station [dlr]).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Gallions Reach Station.

GALLIONS REACH SHOPPING PARK (from Redbridge, Roding Lane South)

Public stand for three buses on west side of Gallions Reach Access Road to Shopping Park commencing one metre from turning circle extending 38 metres south.

Buses proceed from Gallions Reach Access Road direct to stand, departing via Gallions Reach Access Road and Bus Turning Circle to Gallions Reach Access Road. Set down in Gallions Reach Access Road, at Alighting Point AP (BP4624 - Gallions Reach Shopping Park, Last Stop on LOR: BP4623 - Gallions Reach Shopping Park) and pick up in Gallions Reach Access Road, at Stop S (BP4622 - Gallions Reach Shopping Park, First Stop on LOR: BP4622 - Gallions Reach Shopping Park).

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:	Gallions Reach Shopping Park.

BECKTON BUS STATION, SOUTH SIDE

Private stand for four buses on Routes 366 and 376 in 2 portions on south side of bus station on west side of Woolwich Manor Way.

1 - for two buses commencing at a point opposite stop B and extending 32 metres east.

2 - for two buses commencing at a point opposite stop A as an overflow stand and extending 28 metres east.

Buses proceed from Beckton Bus Station direct to stand, departing to Beckton Bus Station.

Set down in Beckton Bus Station, at stop A (BP5194 - Beckton Bus Station, Last Stop on LOR: BP5194 - Beckton Bus Station) and pick up in Beckton Bus Station, at stop B (BP5195 - Beckton Bus Station, First Stop on LOR: BP5195 - Beckton Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	None.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Beckton Station.

ROUTE 366 - 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	29,511.	97.1	8.33	0.56	8.88	63.7	32.4	3.7	0.1	0.2	59
0700 - 1000	65,935.	95.6	6.43	1.42	7.85	69.3	25.8	4.1	0.9	1.7	62
1000 - 1300	70,053.	97.1	6.00	1.33	7.33	72.3	24.7	2.7	0.3	1.1	68
1300 - 1600	72,076.	96.4	5.84	1.62	7.46	71.7	24.3	3.5	0.5	1.9	73
1600 - 1900	68,566.	97.1	6.07	1.71	7.78	69.4	25.8	3.9	0.9	2.3	67
1900 - 2200	54,559.	96.4	7.43	1.72	9.15	59.3	31.6	7.4	1.7	2.3	76
2200 - 2400	27,556.	101.3	10.03	0.87	10.91	50.3	39.2	9.4	1.1	0.2	85
Summary	388,256.	96.9	6.48	1.50	7.98	68.2	26.7	4.3	0.8	1.7	85

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	5,105.	97.3	10.00	0.35	10.35	51.4	41.9	6.5	0.2	0.3	43
0700 - 1000	11,743.	97.4	7.73	1.21	8.94	64.4	30.0	5.1	0.6	0.3	63
1000 - 1300	14,787.	97.3	6.08	1.07	7.15	73.2	24.2	2.4	0.2	0.9	42
1300 - 1600	14,954.	92.9	6.00	2.07	8.07	67.2	26.4	5.3	1.1	3.2	58
1600 - 1900	14,380.	95.2	6.14	1.92	8.05	67.6	26.3	4.7	1.3	3.1	75
1900 - 2200	9,554.	98.3	8.88	1.58	10.46	51.5	35.9	10.1	2.5	1.6	75
2200 - 2400	5,833.	99.3	10.06	1.25	11.32	48.7	37.4	12.0	2.0	0.3	59
Summary	76,356.	96.3	6.89	1.57	8.46	65.2	28.4	5.4	1.1	1.9	75

SUNDAY AND BANK HOLIDAYS

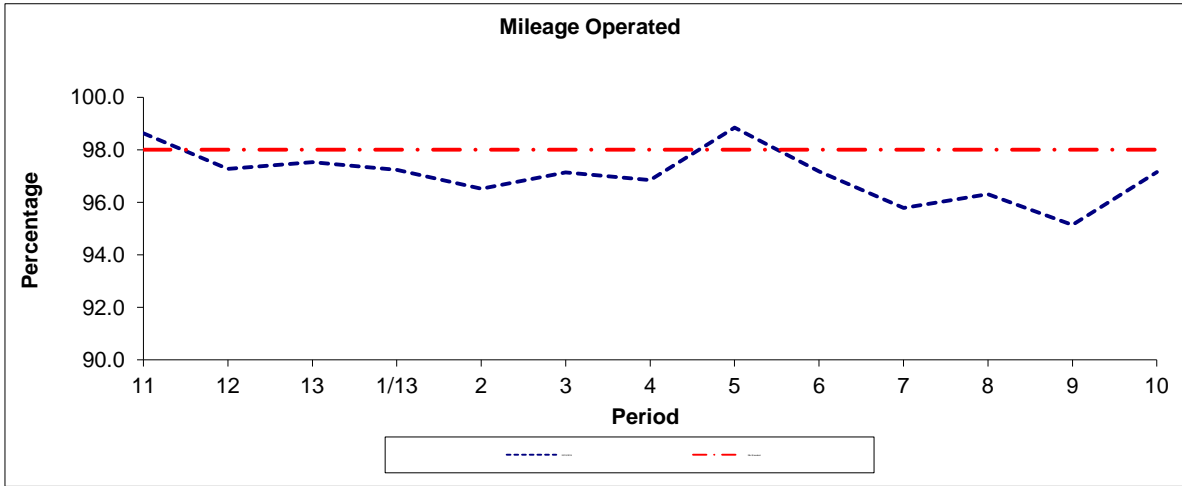
Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	2,268.	98.1	14.71	-0.09	14.62	60.1	17.4	19.9	2.7	5.1	62
0700 - 1000	7,339.	99.3	13.26	0.38	13.65	40.4	37.4	19.4	2.8	0.0	96
1000 - 1300	10,145.	98.3	9.86	0.57	10.43	51.0	40.0	8.1	0.9	0.2	72
1300 - 1600	9,702.	100.1	9.97	0.98	10.96	48.9	39.3	9.7	2.1	0.5	103
1600 - 1900	9,769.	97.4	9.98	1.28	11.25	47.7	38.5	11.1	2.6	0.5	83
1900 - 2200	9,704.	98.9	10.06	1.09	11.15	48.3	39.6	10.5	1.7	0.2	68
2200 - 2400	6,569.	98.0	9.98	0.87	10.84	49.8	39.4	9.3	1.4	0.2	61
Summary	55,496.	98.6	10.33	0.90	11.24	48.4	38.7	10.9	2.0	0.4	103

ALL DAYS

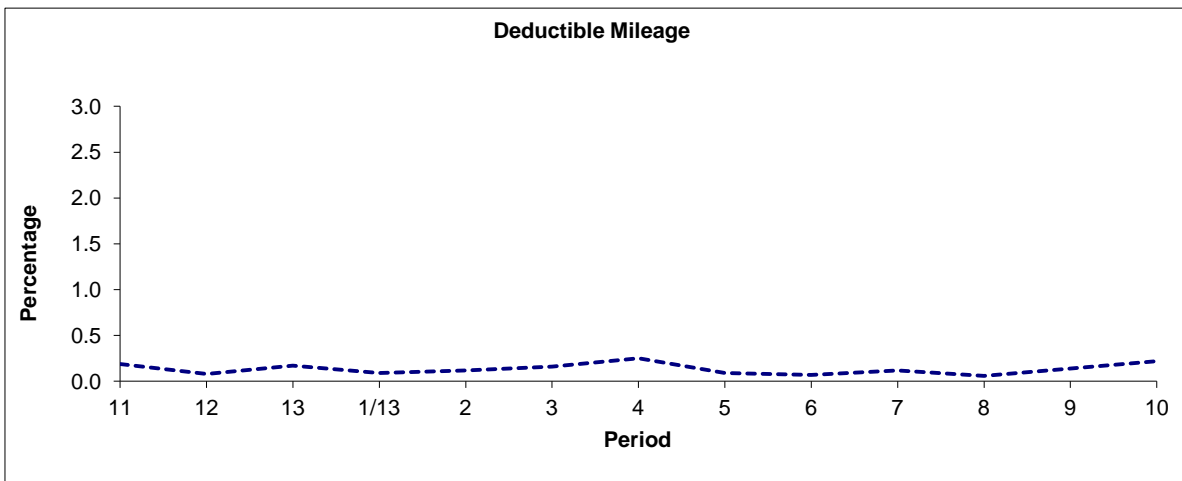
Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	36,884.	97.2	8.77	0.51	9.27	62.1	32.6	4.9	0.3	0.5	62
0700 - 1000	85,017.	96.2	6.87	1.35	8.22	67.5	26.7	4.9	0.9	1.5	96
1000 - 1300	94,985.	97.3	6.45	1.20	7.65	70.1	26.4	3.2	0.3	1.0	72
1300 - 1600	96,732.	96.3	6.29	1.62	7.92	68.6	26.2	4.4	0.8	2.0	103
1600 - 1900	92,715.	96.8	6.45	1.69	8.14	67.1	27.1	4.7	1.1	2.2	83
1900 - 2200	73,817.	96.9	7.91	1.63	9.54	57.1	33.0	8.1	1.8	2.0	76
2200 - 2400	39,958.	100.4	10.03	0.92	10.95	50.1	39.0	9.7	1.3	0.2	85
Summary	520,108.	97.0	6.89	1.45	8.34	65.9	28.1	5.0	0.9	1.6	103

PART B - PERFORMANCE STATISTICS

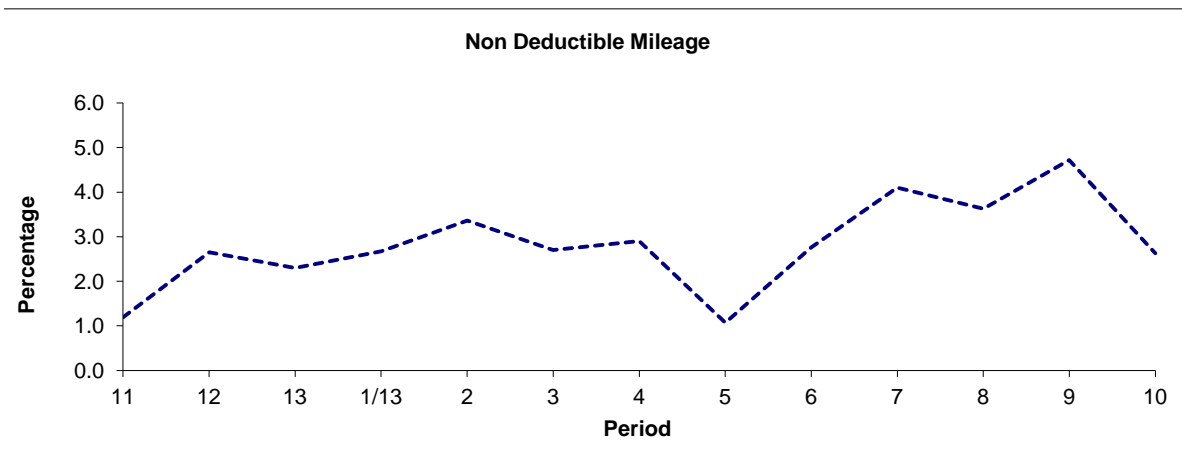
Route 366



Period	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2013/2014	98.62	97.27	97.53	97.24	96.52	97.14	96.85	98.84	97.17	95.78	96.31	95.14	97.15
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	0.19	0.08	0.17	0.09	0.12	0.16	0.25	0.09	0.07	0.12	0.06	0.14	0.22

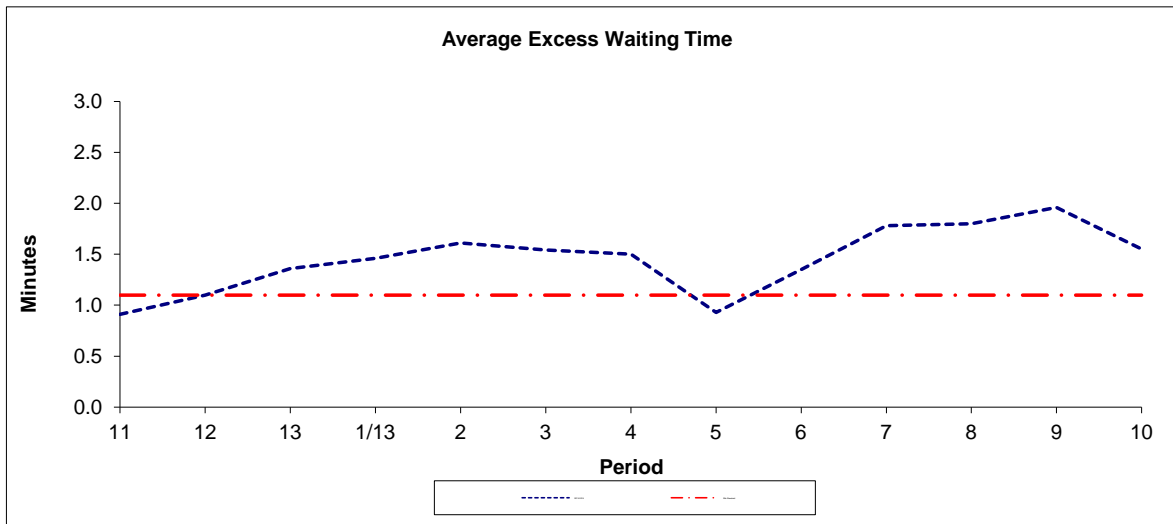


Period	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2013/2014	1.19	2.65	2.30	2.67	3.36	2.70	2.90	1.07	2.76	4.10	3.63	4.72	2.63

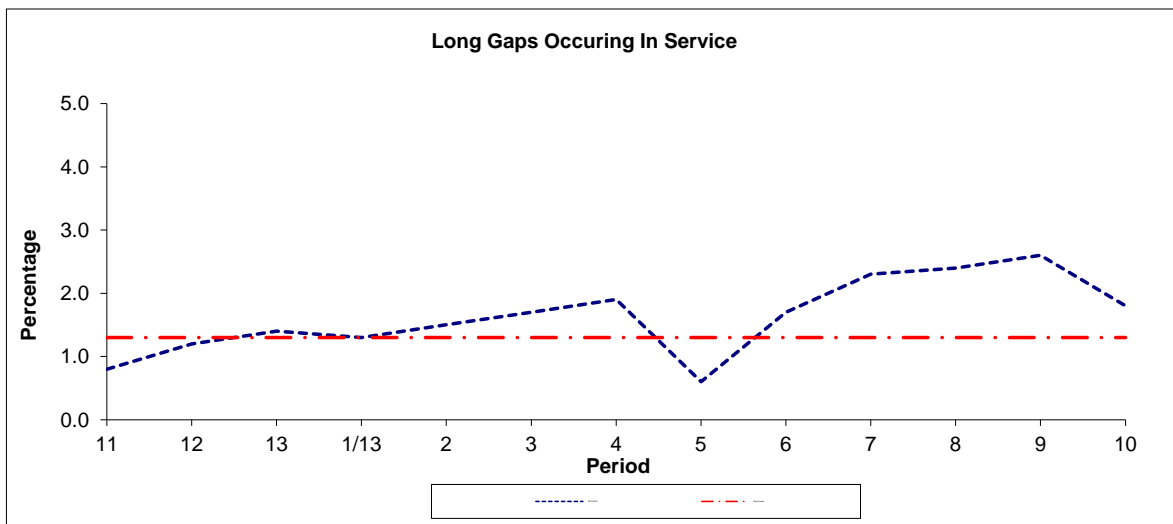
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 366



Period	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2013-2014	0.91	1.10	1.36	1.46	1.61	1.54	1.50	0.93	1.35	1.78	1.80	1.96	1.55
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



Period	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2013-2014	0.8	1.2	1.4	1.3	1.5	1.7	1.9	0.6	1.7	2.3	2.4	2.6	1.8
Benchmark	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3

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

Transport for London - QSI Points and Live Mileage List

Route 366
 Service change 29983
 Date 30/06/2012
 QSI Points are highlighted.

Reason for Is

OUT DIRECTION					
Timing Point	Code	Stop Number	Stop Name	Metres	Miles
REDBRL	BP5303		Falmouth Gardens		
		HC160	Hail & Ride Section Starts Here	167	0.10
		HC161	Hail & Ride Section	699	0.43
		HC162	Hail & Ride Section Ends Here	187	0.12
REDBEG	15473		Evanston Gardens	417	0.26
		20977	The Drive / Eastern Avenue	290	0.18
		19339	Wanstead Lane	348	0.22
		19337	Cranbrook Primary School	169	0.11
		13427	St Andrew's Church	222	0.14
		19335	Seymour Gardens	308	0.19
		19333	De Vere Gardens	188	0.12
		19331	Cranbrook Road	229	0.14
		15440	Coventry Road	323	0.20
ILFDSN	FC03		Ilford Station	507	0.32
		FC60	Ilford Central Library	625	0.39
ILFDHS	FC45		Hainault Street	352	0.22
		HC163	Hail & Ride Section Starts Here	629	0.39
SYSRMR	OC669		Sunnyside Road	803	0.50
		HC164	Hail & Ride Section	431	0.27
		HC165	Hail & Ride Section Ends Here	186	0.12
		33349	Eton Road	94	0.06
SPDRLL	BP2890		Loxford School Of Science and Technology	381	0.24
		BP2889	Loxford Youth Centre	315	0.20
		BP2888	Bankside Road	460	0.29
		BP2887	Loxford Hall	157	0.10
		9550	Loxford Polyclinic	353	0.22
		9548	Park Avenue	249	0.15
		9544	Longbridge Road	318	0.20
BARKSN	BP5755		Barking Station	353	0.22
BARKLR	LE142		Barking Town Centre	470	0.29
		LE138	North Street	210	0.13
		1904	Barking Tesco	374	0.23
		BP5653	Quay Road	910	0.57
EBECSH	BP1640		Beckton Showcase Cinema	783	0.49
		BP1995	Beckton Triangle Retail Park	985	0.61
EBECSY	BP556		Sainsbury's East Beckton	442	0.27
		BP1994	Beckton Triangle Retail Park	533	0.33
GALRSP	BP4623		Gallions Reach Shopping Park	1837	1.14
		BP5371	Beckton Dlr Depot	692	0.43
		BP5355	Armada Point	579	0.36
		BP3557	Gallions Reach Station	316	0.20
CYPSWF	BP771		Ferndale Street	565	0.35
		LE123	Devalls Close	385	0.24
		BP092	Cyprus Station	135	0.08
		20830	Royal Docks Medical Centre	161	0.10
CYPSSG	R0171		Savage Gardens	231	0.14
BCKTBS	BP5194		Beckton Bus Station	383	0.24
Total Route Mileage - Out Direction				19751	12.27
				Metres	Miles

TRANCHE 513

Issue

Buses towards Beckton will no longer use Redbridge Station Forecourt

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
BCKTBS	BP5195	Beckton Bus Station		
	37125	Beckton Station	276	0.17
CYPSSG	2876	Savage Gardens	334	0.21
	20831	Strait Road	247	0.15
	LE124	Cyprus Station	190	0.12
	BP235	Woolwich Manor Way	329	0.20
CYPSWF	BP770	Gallions Reach Roundabout	269	0.17
	BP5108	Gallions Reach Station	352	0.22
	BP5354	Armada Point	263	0.16
	BP5372	Beckton Dlr Depot	613	0.38
GALRSP	BP4622	Gallions Reach Shopping Park	655	0.41
	BP1995	Beckton Triangle Retail Park	1716	1.07
EBECYS	BP557	Sainsbury's East Beckton	454	0.28
	BP1994	Beckton Triangle Retail Park	574	0.36
EBECSH	BP1641	Beckton Showcase Cinema	983	0.61
	BP5652	Quay Road	819	0.51
	695	North Street	1402	0.87
BARKLR	9539	Barking Town Centre	243	0.15
BARKSN	LE171	Barking Station	610	0.38
	14677	Longbridge Road	298	0.19
	R0338	Victoria Road	362	0.22
	BP2894	Loxford Hall	435	0.27
	BP2893	Bankside Road	137	0.09
	BP2892	Loxford Youth Centre	462	0.29
	BP2891	Loxford School Of Science and Technology	292	0.18
SPDRLL	33350	Loxford Lane	195	0.12
	HC166	Hail & Ride Section Starts Here	335	0.21
SYSRMR	OC668	Sunnyside Road	647	0.40
	HC167	Hail & Ride Section	709	0.44
	HC168	Hail & Ride Section Ends Here	101	0.06
	FC53	Winston Way Primary School	171	0.11
ILFDHS	FC04	Hainault Street	396	0.25
	BP3460	Ilford Central Library	353	0.22
	FC40	High Road Ilford	243	0.15
ILFDSN	FC39	Ilford Station	198	0.12
	LE126	Beal Road	437	0.27
	15438	Northbrook Road	219	0.14
	19332	De Vere Gardens	383	0.24
	19334	Seymour Gardens	275	0.17
	13426	St Andrew's Church	337	0.21
	19336	Cranbrook Primary School	198	0.12
	19338	Wanstead Lane	190	0.12
	BP678	Castleview Gardens	196	0.12
	1648	The Drive	189	0.12
	1323	Redbridge Stn / Redbridge Roundabout	430	0.27
REDBSN	BP1743	Redbridge Station	630	0.39
	HC169	Hail & Ride Section Starts Here	93	0.06
	HC170	Hail & Ride Section	495	0.31
	HC171	Hail & Ride Section Ends Here	166	0.10
	BP921	Vista Drive	134	0.08
	HC273	Hail & Ride Section	89	0.06
	HC274	Hail & Ride Section	547	0.34
REDBRL	BP5303	Falmouth Gardens	105	0.07
Total Route Mileage - Back Direction			20776	12.91
			Metres	Miles