

## 7. Service Specification

Route: 380

Contract Reference: QC54602

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

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

|  |   |
|--|---|
| <b>Terminus Points</b>                     | Belmarsh Prison and Lewisham                            |
| <b>Contract Basis</b>                      | Incentivised  |
| <b>Commencement Date</b>                   | 21 <sup>st</sup> January 2017                           |
| <b>Vehicle Type</b>                        | 60 capacity, dual door, single deck, minimum 10.8m long |
| <b>Current Maximum Approved Dimensions</b> | 10.6 metres long and 2.5 metres wide                    |
| <b>New Vehicles Mandatory</b>              | Yes   |
| <b>Hybrid Price Required</b>               | Yes   |
| <b>Sponsored Route</b>                     | No  |
| <b>Advertising Rights</b>                  | Operator  |
| <b>Minimum Performance Standard</b>        | Average Excess Wait Time - No more than 1.10 minutes    |
| <b>Extension Threshold</b>                 | Average Excess Wait Time Threshold - 1.00 minutes       |
| <b>Minimum Operated Mileage Standard</b>   | No less than 98.00%                                     |

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 18<sup>th</sup> January 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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 380.

- The existing Mondays to Fridays AM peak flow journey is retimed and an additional Mondays to Fridays AM peak flow journey is specified ex Belmarsh Prison. This will be implemented before the start of the new contract, subject to consultation.
- The frequency is increased from every 10 minutes to every 6 minutes between 0730 - 0800.
- The frequency is reduced from every 10 minutes to every 12 minutes between 0801 - 0830.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 380.

### **Hail & Ride Operation**

Hail and ride operation, with buses stopping wherever it is safe to set down and pick up passengers, applies on the following sections of Route No. 380:

#### **Towards Lewisham, Molesworth Street:**

The Village, Charlton Church Lane, Sundorne Road, Priolo Road

#### **Towards Belmarsh Prison:**

Hare And Billet Road, Tranquil Vale

### **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.

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

#### 3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

|  |                  |            |   |                  |            |
|--|------------------|------------|---|------------------|------------|
| Belmarsh Prison to Lewisham, Molesworth Street |                  |            | Lewisham High Street, Stop V to Belmarsh Prison |                  |            |
| First departure no later than 0455.            |                  |            | First departure no later than 0530.             |                  |            |
| 0450 - 0555                                    | Every 20 minutes |            | 0525 - 0610                                     | Every 20 minutes |            |
| 0556 - 0635                                    | Every 15 minutes |            | 0611 - 0625                                     | Every 15 minutes |            |
| 0636 - 0730                                    | Every 12 minutes |            | 0626 - 1630                                     | Every 12 minutes |            |
| 0731 - 0800                                    | Every 6 minutes  |            | 1631 - 1730                                     | Every 10 minutes |            |
| 0801 - 1940                                    | Every 12 minutes |            | 1731 - 2010                                     | Every 12 minutes |            |
| 1941 - 0015                                    | Every 15 minutes |            | 2011 - 0030                                     | Every 15 minutes |            |
| Last departure no earlier than 0010.           |                  |            | Last departure no earlier than 0025.            |                  |            |
| <b>Pinchpoints</b>                             |                  |            |   |                  |            |
| Blackheath, Royal Standard                     | 0730 - 0815      | 12 minutes | Broadwaters Estate, Goosander Way               | 0710 - 0910      | 12 minutes |
|  | 0816 - 0845      | 6 minutes  |   | 1510 - 1635      | 12 minutes |
|  | 1505 - 1630      | 12 minutes |   |                  |            |

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

|  |                  |            |   |                  |            |
|--|------------------|------------|---|------------------|------------|
| Belmarsh Prison to Lewisham, Molesworth Street |                  |            | Lewisham High Street, Stop V to Belmarsh Prison |                  |            |
| First departure no later than 0455.            |                  |            | First departure no later than 0530.             |                  |            |
| 0450 - 0615                                    | Every 20 minutes |            | 0525 - 0630                                     | Every 20 minutes |            |
| 0616 - 0725                                    | Every 15 minutes |            | 0631 - 0800                                     | Every 15 minutes |            |
| 0726 - 1745                                    | Every 12 minutes |            | 0801 - 1835                                     | Every 12 minutes |            |
| 1746 - 0015                                    | Every 15 minutes |            | 1836 - 0030                                     | Every 15 minutes |            |
| Last departure no earlier than 0010.           |                  |            | Last departure no earlier than 0025.            |                  |            |
| <b>Pinchpoints</b>                             |                  |            |   |                  |            |
| Blackheath, Royal Standard                     | 0910 - 1110      | 12 minutes | Broadwaters Estate, Goosander Way               | 0920 - 1120      | 12 minutes |

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

|  |                  |   |                                   |             |            |
|--|------------------|---|-----------------------------------|-------------|------------|
| Belmarsh Prison to Lewisham, Molesworth Street |                  | Lewisham High Street, Stop V to Belmarsh Prison |                                   |             |            |
| First departure no later than 0710.            |                  | First departure no later than 0730.             |                                   |             |            |
| 0705 - 0810                                    | Every 30 minutes | 0725 - 0830                                     | Every 30 minutes                  |             |            |
| 0811 - 0850                                    | Every 20 minutes | 0831 - 0910                                     | Every 20 minutes                  |             |            |
| 0851 - 0015                                    | Every 15 minutes | 0911 - 0030                                     | Every 15 minutes                  |             |            |
| Last departure no earlier than 0010.           |                  | Last departure no earlier than 0025.            |                                   |             |            |
| <b>Pinchpoints</b>                             |                  |   |                                   |             |            |
| Blackheath, Royal Standard                     | 1010 - 1110      | 15 minutes                                      | Broadwaters Estate, Goosander Way | 1020 - 1135 | 15 minutes |

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

### 4) OPERATIONAL CONSIDERATIONS

- 4.1) No. 380 can suffer from unpredictable traffic delays in the Lewisham area.
- 4.2) Lewisham Gateway is a major development in Lewisham Town Centre to promote regeneration. Significant changes to the highway are being made as part of the development. The site is bounded by Station Road, Lewisham High Street, Rennell Street and Molesworth Street. The majority of the development space is created by the removal of the existing northern roundabout and the removal of the bus station. Completion of the Lewisham Gateway project is expected to be in early 2016 when there will be a new road layout and new bus stops.

### 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 380: Belmarsh Prison - Lewisham, Lewisham Centre

**Date of Structural Change:** 21 January 2017.

**Date of Service Change:** 21 January 2017.

**Reason for Issue:** New Contract.

### **STREETS TRAVERSED**

**Towards Lewisham, Lewisham Centre:** Western Way Roundabout, Battery Road, Battery Road (South Arm), Battery Road, Hill View Drive, Miles Drive, Merbury Road, Warepoint Drive, Whinchat Road, Goosander Way, Broadwater Road, Tom Cribb Road, Pettman Crescent, Plumstead Road, Woolwich New Road, Thomas Street, Wellington Street, Artillery Place, Frances Street, Woolwich Church Street, Prospect Vale, Woodland Terrace, Thorntree Road, Charlton Lane, Charlton Park Road, The Village, Charlton Church Lane, Sundorne Road, Priolo Road, Victoria Way, Eastcombe Avenue, Charlton Road, Vanbrugh Park, Charlton Way, Prince Charles Road, Montpelier Row, Montpelier Vale, Tranquil Vale, Hare And Billet Road, Wat Tyler Road, Lewisham Hill, Lewisham Road, Loampit Vale Roundabout, Molesworth Street.

**Towards Belmarsh Prison:** Lewisham High Street, Lewis Grove, Lee Bridge, Lewisham High Street, Loampit Vale Roundabout, Lewisham Road, Lewisham Hill, Wat Tyler Road, Hare And Billet Road, Tranquil Vale, Royal Parade, Montpelier Row, Prince Charles Road, Charlton Way, Vanbrugh Park, Westcombe Hill, Charlton Road, Eastcombe Avenue, Victoria Way, Wellington Gardens, Charlton Church Lane, The Village, Charlton Park Road, Charlton Lane, Thorntree Road, Woodland Terrace, Prospect Vale, Marshalls Grove, Samuel Street, Frances Street, Artillery Place, Wellington Street, Thomas Street, Woolwich New Road, Plumstead Road, Pettman Crescent, Tom Cribb Road, Broadwater Road, Goosander Way, Whinchat Road, Warepoint Drive, Merbury Road, Miles Drive, Hill View Drive, Battery Road, Battery Road (North Arm), Battery Road, Western Way Roundabout.

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

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

### **BELMARSH PRISON**

Public stand for 3 buses in slip road on south side of Western Way roundabout adjacent to Belmarsh Road commencing level with lamp standard No. 67T1497 and extending 35.6 metres east.

Buses proceed from Western Way Roundabout direct to stand, departing to Western Way Roundabout. Set down in Western Way Roundabout, (R0386 - Belmarsh Prison, Last Stop on LOR: R0386 - Belmarsh Prison) and pick up in Western Way Roundabout, G (R0386 - Belmarsh Prison, First Stop on LOR: R0386 - Belmarsh Prison).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 1 bus on Route 380 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: Belmarsh.  
OTHER INFORMATION: No toilet facilities available.

### **BROADWATER ROAD (from LEWISHAM, LEWISHAM CENTRE)**

Buses proceed from Broadwater Road via Goosander Way departing to Broadwater Road. Set down in Broadwater Road (BP2583 - Carronade Place, Last Stop on LOR: BP2583 - Carronade Place) and pick up in Broadwater Road (BP2568 - Carronade Place, First Stop on LOR: BP2568 - Carronade Place).

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

### **WOOLWICH ARSENAL STATION (from LEWISHAM, LEWISHAM CENTRE)**

Buses proceed from Woolwich New Road via Vincent Road and Burrage Road departing to Plumstead Road. Set down in Woolwich New Road, at stop Q (BP5481 - Woolwich Arsenal Station # [dlr], Last Stop on LOR: BP5481 - Woolwich Arsenal Station # [dlr]) and pick up in Plumstead Road, at stop Z (BP4396 - Plumstead Road / Woolwich Public Market, First Stop on LOR: BP4396 - Plumstead Road / Woolwich Public Market).

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

## **WOOLWICH, MONK STREET**

Public stand for five buses in Monk Street in three parts:

1 - For two buses on the west side commencing 52 metres north of Castile Road and extending 25 metres south.

2 - For two buses on the west side commencing 42 metres north of Calderwood Street extending 25 metres south.

3 - For one bus on east side commencing 10 metres north of Calderwood Street extending 13.5 metres north.

### **From Belmarsh Prison.**

Buses proceed from Woolwich New Road via Thomas Street, Calderwood Street and Monk Street to stand, departing via Monk Street, Bus Turning Circle, Monk Street, Calderwood Street and Thomas Street to Woolwich New Road. Set down in Woolwich New Road, at stop H (35482 - Woolwich Arsenal Station # [dlr], Last Stop on LOR: 35482 - Woolwich Arsenal Station # [dlr]) and pick up in Woolwich New Road, at stop Q (BP5481 - Woolwich Arsenal Station # [dlr], First Stop on LOR: BP5481 - Woolwich Arsenal Station # [dlr]).

### **From Lewisham, Lewisham Centre.**

Buses proceed from Wellington Street via Thomas Street, Calderwood Street and Monk Street to stand, departing via Monk Street, Bus Turning Circle, Monk Street, Calderwood Street and Thomas Street to Wellington Street. Set down in Wellington Street, at stop P (18756 - The Woolwich Centre, Last Stop on LOR: 18756 - The Woolwich Centre) and pick up in Wellington Street, at stop S (12927 - The Woolwich Centre, First Stop on LOR: 12927 - The Woolwich 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:          | Woolwich.                                       |

## **CHARLTON, HORNFAIR ROAD (from LEWISHAM, LEWISHAM CENTRE)**

Buses proceed from Charlton Road via Hornfair Road, Canberra Road and Marlborough Lane departing to Charlton Road. Set down in Charlton Road, at Stop BC (27879 - Blackheath / Royal Standard, Last Stop on LOR: 27879 - Blackheath / Royal Standard) and pick up in Charlton Road, at Stop BD (44007 - Blackheath / Royal Standard, First Stop on LOR: 44007 - Blackheath / Royal Standard).

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



### **BLACKHEATH, ROYAL STANDARD, CHARLTON ROAD (from Belmarsh Prison)**

Public offside stand for 2 buses on north side of Charlton Road (southern arm) commencing 7.8 metres west of lamp standard No. 03J0288 and extending 25 metres east.

Buses proceed from Charlton Road direct to stand, departing via Charlton Road and Westcombe Hill to Charlton Road. Set down in Charlton Road, at Stop BD (44007 - Blackheath / Royal Standard, Last Stop on LOR: 44007 - Blackheath / Royal Standard) and pick up in Charlton Road, at Stop BC (27879 - Blackheath / Royal Standard, First Stop on LOR: 27879 - Blackheath / Royal Standard).

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: Blackheath, Royal Standard.

### **Blackheath Village, Royal Parade (from Belmarsh Prison)**

Buses proceed from Tranquil Vale departing to Royal Parade. Set down in Tranquil Vale, F (BP2552 - Tranquil Vale, Last Stop on LOR: BP2552 - Tranquil Vale) and pick up in Royal Parade, at Stop G (19565 - Royal Parade, First Stop on LOR: 19565 - Royal Parade).

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

### **LEWISHAM, MOLESWORTH STREET [NORTH]**

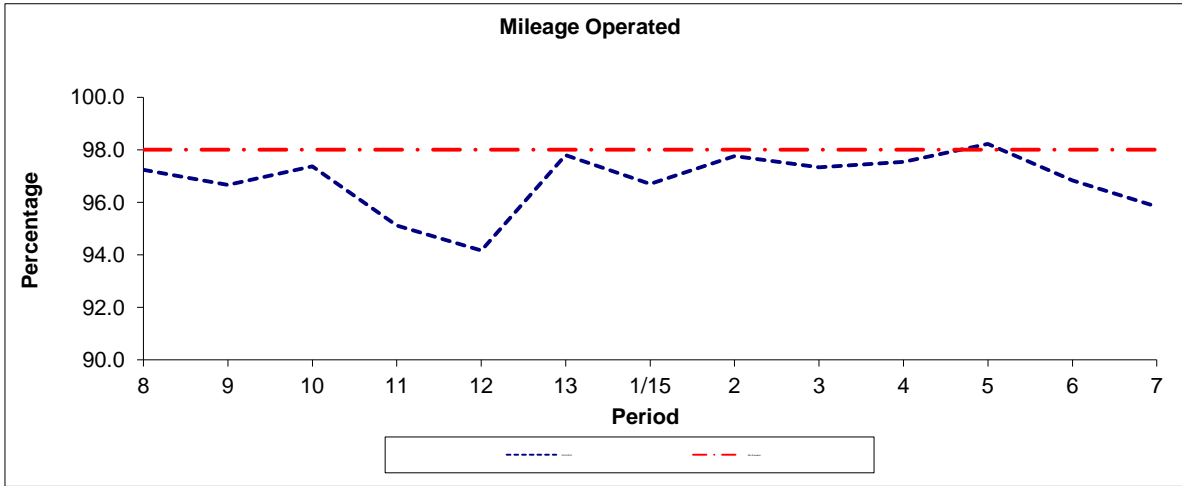
Public stand for 10 buses on east side of Molesworth Street commencing at lamp standard no.22 in line with a point opposite the southern kerb line of exit road from office block, and extending 118 metres north.

Buses proceed from Molesworth Street direct to stand, departing via Molesworth Street to Lewisham High Street. Set down in Molesworth Street, at Stop Q (BP393 - Molesworth Street, Last Stop on LOR: BP393 - Molesworth Street) and pick up in Lewisham High Street, at Stop V (BP1114 - Lewisham Centre, First Stop on LOR: BP1114 - Lewisham Centre).

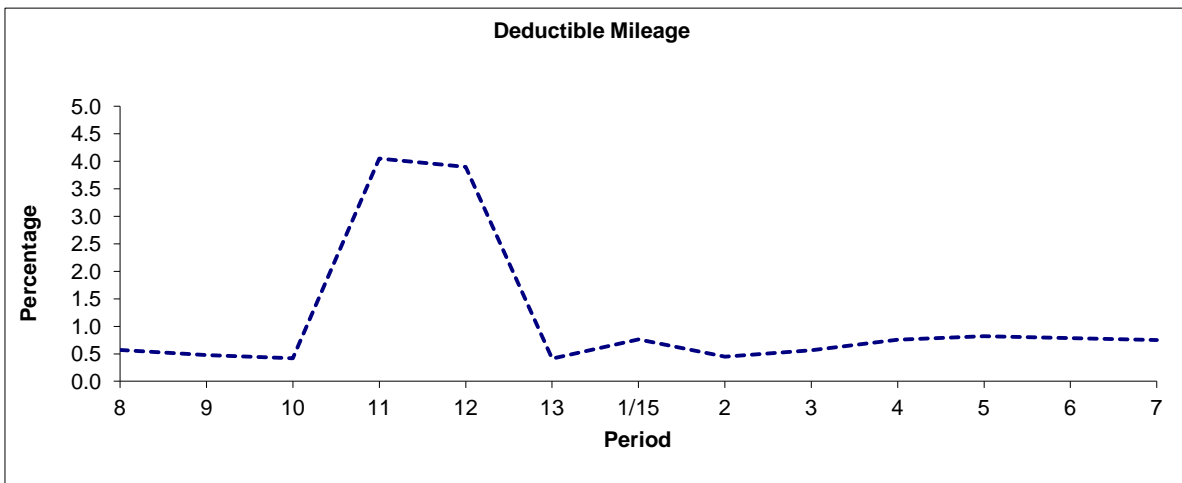
AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 2 buses on Route 380 should be scheduled to stand at any one time.  
MEAL RELIEFS: No meal relief vehicles to stand at any time.  
FERRY VEHICLES: No ferry vehicles to park on stand at any time.  
BLIND DISPLAY: Lewisham, Shopping Centre.  
OTHER INFORMATION: A maximum scheduled stand time of 10 minutes is permitted. Toilet facilities available, opening times TBC.

**PART B - PERFORMANCE STATISTICS**

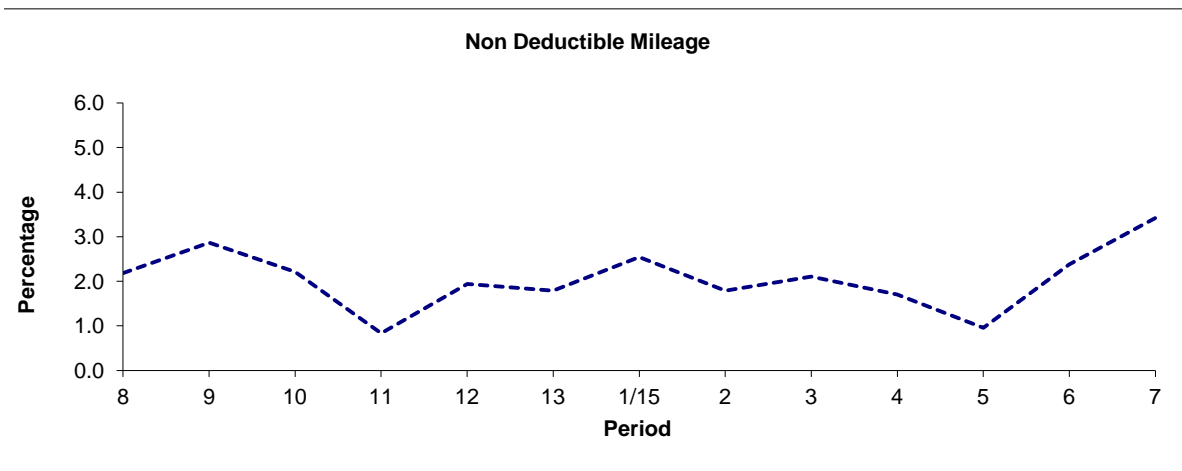
**Route 380**



| Period       | 8     | 9     | 10    | 11    | 12    | 13    | 1/15  | 2     | 3     | 4     | 5     | 6     | 7     |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2014/2015    | 97.24 | 96.66 | 97.37 | 95.11 | 94.16 | 97.79 | 96.70 | 97.76 | 97.33 | 97.54 | 98.22 | 96.84 | 95.83 |
| Min Standard | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 |



| Period    | 8    | 9    | 10   | 11   | 12   | 13   | 1/15 | 2    | 3    | 4    | 5    | 6    | 7    |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2014/2015 | 0.57 | 0.48 | 0.42 | 4.05 | 3.90 | 0.41 | 0.76 | 0.45 | 0.56 | 0.76 | 0.82 | 0.79 | 0.75 |

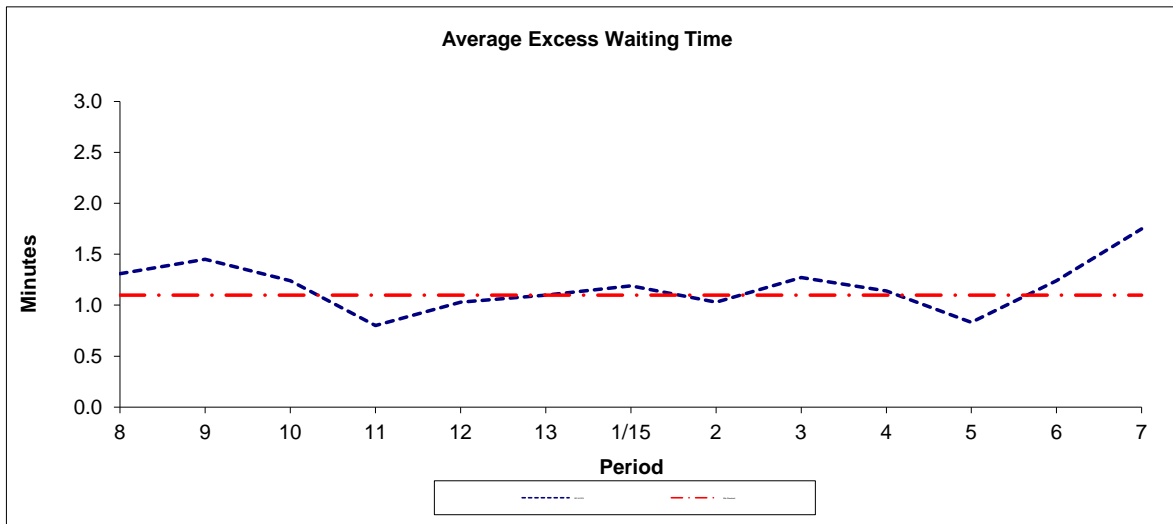


| Period    | 8    | 9    | 10   | 11   | 12   | 13   | 1/15 | 2    | 3    | 4    | 5    | 6    | 7    |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2014/2015 | 2.19 | 2.87 | 2.21 | 0.84 | 1.94 | 1.79 | 2.54 | 1.79 | 2.10 | 1.70 | 0.96 | 2.38 | 3.42 |

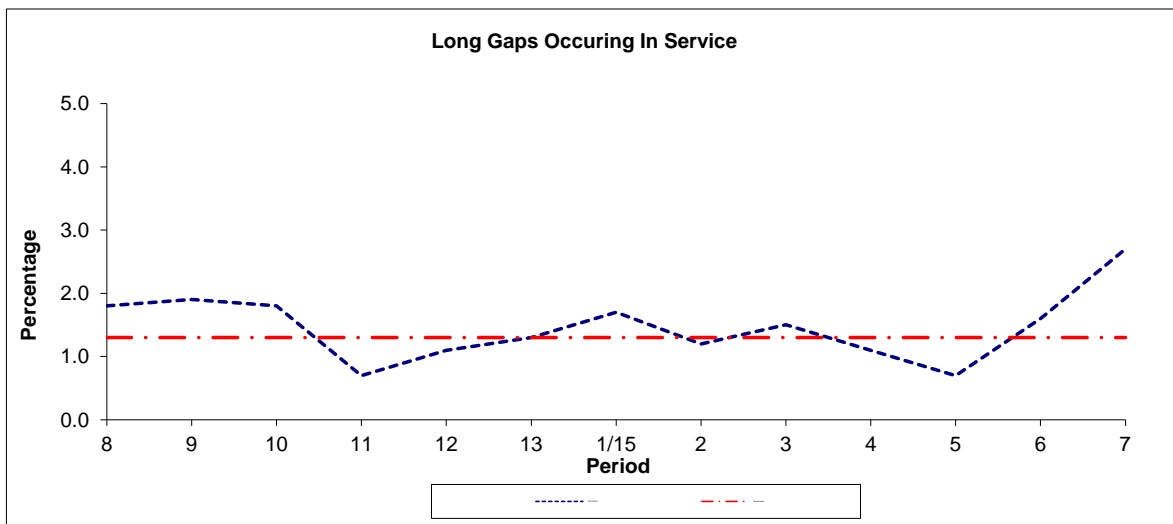
**Note :** Mileage is based on 4 weeks data  
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

**PART B - PERFORMANCE STATISTICS**

**Route 380**



| Period       | 8    | 9    | 10   | 11   | 12   | 13   | 1/15 | 2    | 3    | 4    | 5    | 6    | 7    |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2014-2015    | 1.31 | 1.45 | 1.24 | 0.80 | 1.03 | 1.10 | 1.19 | 1.03 | 1.27 | 1.14 | 0.83 | 1.24 | 1.75 |
| 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    | 8   | 9   | 10  | 11  | 12  | 13  | 1/15 | 2   | 3   | 4   | 5   | 6   | 7   |
|-----------|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|
| 2014-2015 | 1.8 | 1.9 | 1.8 | 0.7 | 1.1 | 1.3 | 1.7  | 1.2 | 1.5 | 1.1 | 0.7 | 1.6 | 2.7 |
| 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.

**ROUTE 380 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 3 14/15 TO QUARTER 2 15/16 (13/09/14 - 18/09/15)**

**MONDAY - FRIDAY**

| 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 (%) | Probability of Waiting > 30 mins (%) | Long Gaps (%) | Maximum Gap (mins) |
|----------------------|-----------------|-----------------|--------------------|-------------|-------------|-------------|--------------------------------------|---------------------------------------|---------------------------------------|--------------------------------------|---------------|--------------------|
| 05:00 - 07:00        | 24,766.         | 24,296.         | 98.1               | 8.78        | <b>0.34</b> | 9.12        | 65.7                                 | 31.5                                  | 2.7                                   | 0.1                                  | 0.4           | 88                 |
| 07:00 - 10:00        | 69,154.         | 66,431.         | 96.1               | 5.84        | <b>1.17</b> | 7.01        | 74.9                                 | 21.9                                  | 2.6                                   | 0.6                                  | 1.7           | 71                 |
| 10:00 - 13:00        | 67,668.         | 65,419.         | 96.7               | 6.00        | <b>1.10</b> | 7.09        | 74.7                                 | 22.9                                  | 2.0                                   | 0.5                                  | 1.2           | 83                 |
| 13:00 - 16:00        | 67,852.         | 65,404.         | 96.4               | 5.99        | <b>1.20</b> | 7.20        | 73.1                                 | 24.1                                  | 2.3                                   | 0.4                                  | 1.2           | 65                 |
| 16:00 - 19:00        | 69,113.         | 65,628.         | 95.0               | 5.83        | <b>1.80</b> | 7.63        | 70.4                                 | 25.1                                  | 3.8                                   | 0.6                                  | 2.4           | 93                 |
| 19:00 - 22:00        | 60,263.         | 59,517.         | 98.8               | 6.51        | <b>1.22</b> | 7.73        | 69.1                                 | 27.6                                  | 2.8                                   | 0.5                                  | 1.3           | 67                 |
| 22:00 - 24:00        | 36,280.         | 36,365.         | 100.2              | 7.46        | <b>0.35</b> | 7.81        | 66.7                                 | 32.2                                  | 1.0                                   | 0.1                                  | 0.1           | 47                 |
| <b>All Locations</b> | <b>395,096.</b> | <b>383,060.</b> | <b>97.0</b>        | <b>6.14</b> | <b>1.26</b> | <b>7.40</b> | <b>72.1</b>                          | <b>24.7</b>                           | <b>2.7</b>                            | <b>0.5</b>                           | <b>1.5</b>    | <b>93</b>          |

**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 (%) | Probability of Waiting > 30 mins (%) | Long Gaps (%) | Maximum Gap (mins) |
|----------------------|----------------|----------------|--------------------|-------------|-------------|-------------|--------------------------------------|---------------------------------------|---------------------------------------|--------------------------------------|---------------|--------------------|
| 05:00 - 07:00        | 4,610.         | 4,583.         | 99.4               | 9.67        | <b>0.24</b> | 9.91        | 57.4                                 | 38.9                                  | 3.2                                   | 0.4                                  | 0.6           | 45                 |
| 07:00 - 10:00        | 13,378.        | 12,971.        | 97.0               | 6.41        | <b>0.56</b> | 6.97        | 75.1                                 | 23.6                                  | 1.1                                   | 0.3                                  | 0.6           | 43                 |
| 10:00 - 13:00        | 14,290.        | 13,999.        | 98.0               | 5.99        | <b>0.82</b> | 6.81        | 76.5                                 | 21.8                                  | 1.3                                   | 0.3                                  | 0.7           | 48                 |
| 13:00 - 16:00        | 14,174.        | 13,753.        | 97.0               | 6.00        | <b>1.28</b> | 7.27        | 73.5                                 | 23.1                                  | 2.5                                   | 1.0                                  | 1.9           | 65                 |
| 16:00 - 19:00        | 14,016.        | 13,452.        | 96.0               | 6.01        | <b>1.47</b> | 7.48        | 72.4                                 | 23.5                                  | 2.9                                   | 1.1                                  | 2.3           | 66                 |
| 19:00 - 22:00        | 11,766.        | 11,501.        | 97.7               | 7.11        | <b>0.95</b> | 8.06        | 65.9                                 | 30.8                                  | 2.5                                   | 0.8                                  | 1.0           | 58                 |
| 22:00 - 24:00        | 7,599.         | 7,585.         | 99.8               | 7.44        | <b>0.47</b> | 7.92        | 66.2                                 | 32.3                                  | 1.3                                   | 0.2                                  | 0.2           | 57                 |
| <b>All Locations</b> | <b>79,833.</b> | <b>77,844.</b> | <b>97.5</b>        | <b>6.36</b> | <b>1.02</b> | <b>7.38</b> | <b>72.4</b>                          | <b>24.8</b>                           | <b>2.1</b>                            | <b>0.7</b>                           | <b>1.3</b>    | <b>66</b>          |

**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 (%) | Probability of Waiting > 30 mins (%) | Long Gaps (%) | Maximum Gap (mins) |
|----------------------|----------------|----------------|--------------------|-------------|-------------|-------------|--------------------------------------|---------------------------------------|---------------------------------------|--------------------------------------|---------------|--------------------|
| 05:00 - 07:00        | 90.            | 89.            | 98.9               | 9.67        | <b>0.07</b> | 9.73        | 58.3                                 | 36.9                                  | 4.9                                   | 0.0                                  | 0.6           | 29                 |
| 07:00 - 10:00        | 7,561.         | 7,444.         | 98.5               | 11.35       | <b>0.30</b> | 11.65       | 56.6                                 | 33.6                                  | 8.3                                   | 1.5                                  | 3.0           | 60                 |
| 10:00 - 13:00        | 12,344.        | 12,140.        | 98.3               | 7.54        | <b>0.57</b> | 8.11        | 64.4                                 | 33.0                                  | 1.9                                   | 0.7                                  | 0.7           | 51                 |
| 13:00 - 16:00        | 12,423.        | 12,285.        | 98.9               | 7.47        | <b>0.88</b> | 8.35        | 63.7                                 | 32.7                                  | 2.7                                   | 0.9                                  | 0.9           | 53                 |
| 16:00 - 19:00        | 12,638.        | 12,447.        | 98.5               | 7.42        | <b>0.79</b> | 8.22        | 64.7                                 | 32.6                                  | 2.2                                   | 0.4                                  | 0.4           | 55                 |
| 19:00 - 22:00        | 12,825.        | 12,787.        | 99.7               | 7.43        | <b>0.46</b> | 7.89        | 66.0                                 | 32.7                                  | 1.2                                   | 0.1                                  | 0.1           | 40                 |
| 22:00 - 24:00        | 8,581.         | 8,615.         | 100.4              | 7.45        | <b>0.20</b> | 7.65        | 67.2                                 | 32.4                                  | 0.4                                   | 0.0                                  | 0.0           | 34                 |
| <b>All Locations</b> | <b>66,462.</b> | <b>65,807.</b> | <b>99.0</b>        | <b>7.85</b> | <b>0.63</b> | <b>8.48</b> | <b>63.9</b>                          | <b>32.8</b>                           | <b>2.6</b>                            | <b>0.6</b>                           | <b>0.8</b>    | <b>60</b>          |

**ALL DAYS**

| 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 (%) | Probability of Waiting > 30 mins (%) | Long Gaps (%) | Maximum Gap (mins) |
|----------------------|-----------------|-----------------|--------------------|-------------|-------------|-------------|--------------------------------------|---------------------------------------|---------------------------------------|--------------------------------------|---------------|--------------------|
| 05:00 - 07:00        | 29,466.         | 28,968.         | 98.3               | 8.88        | <b>0.33</b> | 9.21        | 64.8                                 | 32.3                                  | 2.8                                   | 0.1                                  | 0.4           | 88                 |
| 07:00 - 10:00        | 90,093.         | 86,846.         | 96.4               | 6.17        | <b>1.07</b> | 7.24        | 74.0                                 | 22.6                                  | 2.8                                   | 0.6                                  | 1.7           | 71                 |
| 10:00 - 13:00        | 94,302.         | 91,558.         | 97.1               | 6.18        | <b>0.99</b> | 7.17        | 73.8                                 | 23.9                                  | 1.9                                   | 0.5                                  | 1.0           | 83                 |
| 13:00 - 16:00        | 94,449.         | 91,442.         | 96.8               | 6.16        | <b>1.18</b> | 7.34        | 72.1                                 | 24.9                                  | 2.4                                   | 0.6                                  | 1.3           | 65                 |
| 16:00 - 19:00        | 95,767.         | 91,527.         | 95.6               | 6.01        | <b>1.66</b> | 7.67        | 70.1                                 | 25.7                                  | 3.5                                   | 0.7                                  | 2.2           | 93                 |
| 19:00 - 22:00        | 84,854.         | 83,805.         | 98.8               | 6.69        | <b>1.10</b> | 7.79        | 68.3                                 | 28.6                                  | 2.5                                   | 0.5                                  | 1.1           | 67                 |
| 22:00 - 24:00        | 52,460.         | 52,565.         | 100.2              | 7.46        | <b>0.35</b> | 7.80        | 66.7                                 | 32.2                                  | 0.9                                   | 0.1                                  | 0.1           | 57                 |
| <b>All Locations</b> | <b>541,391.</b> | <b>526,711.</b> | <b>97.3</b>        | <b>6.33</b> | <b>1.17</b> | <b>7.50</b> | <b>71.4</b>                          | <b>25.5</b>                           | <b>2.6</b>                            | <b>0.5</b>                           | <b>1.4</b>    | <b>93</b>          |

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

**TRANCHE 546**

Route 380  
 Service change 28871  
 Date 18/11/2011  
 QSI points are highlighted

|                  |                |
|------------------|----------------|
| Reason for Issue | Mileage Update |
|------------------|----------------|

| OUT DIRECTION                              |             |                                      |               |              |
|--|-------------|--------------------------------------|---------------|--------------|
| Timing Point Code                          | Stop Number | Stop Name                            | Metres        | Miles        |
| BMSHPR                                     | R0386       | Belmarsh Prison                      |               |              |
|  | BP2575      | Goldfinch Road                       | 122           | 0.08         |
|  | BP4554      | Kentlea Road                         | 379           | 0.24         |
| HVDRBD                                     | BP4555      | Barnham Drive                        | 463           | 0.29         |
|  | BP4556      | Miles Drive                          | 462           | 0.29         |
|  | BP2573      | Bluebird Way                         | 354           | 0.22         |
|  | BP2572      | Ridge Close                          | 139           | 0.09         |
|  | BP2571      | Gallions Park                        | 189           | 0.12         |
|  | BP2570      | Wigeon Path                          | 276           | 0.17         |
| BWTRGW                                     | BP2569      | Heronsgate Primary School            | 222           | 0.14         |
|  | BP2568      | Carronade Place                      | 200           | 0.12         |
|  | BP2567      | Tom Cribb Road                       | 182           | 0.11         |
| PLUMSN                                     | 36604       | Plumstead Road / Plumstead Station   | 860           | 0.53         |
|  | 34579       | Greenwich Community College          | 268           | 0.17         |
|  | 8931        | Maxeys Road                          | 229           | 0.14         |
|  | BP4396      | umstead Road / Woolwich Public Marl  | 434           | 0.27         |
| WOOLAS                                     | 35482       | Woolwich Arsenal Station             | 257           | 0.16         |
|  | 12927       | The Woolwich Centre                  | 248           | 0.15         |
|  | 18757       | Artillery Place / John Wilson Street | 361           | 0.22         |
|  | 18758       | Artillery Place / Frances Street     | 270           | 0.17         |
|  | BP312       | Red Barracks Road                    | 354           | 0.22         |
| WLDYSN                                     | BP315       | Woolwich Dockyard Station            | 272           | 0.17         |
|  | 18834       | Prospect Vale                        | 294           | 0.18         |
|  | BP320       | Morris Walk Estate                   | 310           | 0.19         |
|  | BP319       | St Thomas Church                     | 168           | 0.10         |
|  | BP353       | Kinveachy Gardens                    | 261           | 0.16         |
|  | BP336       | Pound Park Road                      | 191           | 0.12         |
|  | BP357       | Charlton Lane                        | 302           | 0.19         |
|  | 18764       | Charlton Park Road                   | 292           | 0.18         |
| CVILSL                                     | BP347       | Warren Walk                          | 540           | 0.34         |
|  | BP334       | Nadine Street                        | 277           | 0.17         |
|  | BP330       | Sundorne Road                        | 274           | 0.17         |
|  | BP331       | Victoria Way                         | 198           | 0.12         |
|  | BP350       | Wyndcliff Road                       | 380           | 0.24         |
|  | BP349       | Bramshot Avenue                      | 275           | 0.17         |
|  | 44007       | Blackheath / Royal Standard          | 524           | 0.33         |
| BHTHRS                                     | 20453       | Vanbrugh Park / Stratheden Road      | 211           | 0.13         |
|  | 19621       | Vanbrugh Park / Beaconsfield Road    | 312           | 0.19         |
|  | 18770       | Prince Charles Road / Maze Hill      | 377           | 0.23         |
|  | 18773       | The Clarendon Hotel                  | 627           | 0.39         |
| BHTHVL                                     | BP2552      | Tranquil Vale                        | 459           | 0.29         |
|  | H1158       |                                      | 381           | 0.24         |
|  | H0404       | Orchard Road                         | 268           | 0.17         |
|  | H0406       | Dartmouth Hill                       | 489           | 0.30         |
|  | H0407       | Eliot Hill                           | 389           | 0.24         |
| LEWSMS                                     | BP393       | Molesworth Street                    | 856           | 0.53         |
| <b>Total Route Mileage - Out Direction</b> |             |                                      | <b>15196</b>  | <b>9.44</b>  |
|  |             |                                      | <b>Metres</b> | <b>Miles</b> |

| BACK DIRECTION                             |             |  |               |              |
|--|-------------|--|---------------|--------------|
| Timing Point Code                          | Stop Number | Stop Name                              | Metres        | Miles        |
| LEWSHV                                     | BP1114      | Lewisham Centre                        |               |              |
|  | BP1119      | Lewisham Clock Tower                   | 228           | 0.14         |
|  | BP191       | Lewisham Station                       | 361           | 0.22         |
|  | H0369       | Walerland Road                         | 261           | 0.16         |
|  | H0370       | St Austell Road                        | 214           | 0.13         |
|  | H0371       | Dartmouth Grove                        | 245           | 0.15         |
|  | H0372       | Dartmouth Hill                         | 169           | 0.11         |
|  | H0373       | Mounts Pond Road                       | 348           | 0.22         |
|  | H0374       | Vale Eliot Place                       | 317           | 0.20         |
| BHTHRP                                     | 19565       | Royal Parade                           | 429           | 0.27         |
|  | 18772       | The Clarendon Hotel                    | 236           | 0.15         |
|  | 18771       | Prince Charles Road / Maze Hill        | 584           | 0.36         |
|  | 19622       | Vanbrugh Park / Beaconsfield Road      | 504           | 0.31         |
| BHTHRS                                     | 27879       | Blackheath / Royal Standard            | 570           | 0.35         |
|  | BP338       | Bramshot Avenue                        | 353           | 0.22         |
|  | BP329       | Wyndcliff Road                         | 333           | 0.21         |
|  | BP333       | Victoria Way                           | 301           | 0.19         |
|  | BP335       | Elliscombe Road                        | 358           | 0.22         |
|  | BP848       | Sundorne Road                          | 136           | 0.08         |
|  | BP343       | Nadine Street                          | 175           | 0.11         |
| CVILSL                                     | BP342       | Warren Walk                            | 302           | 0.19         |
|  | 13532       | Charlton Village                       | 263           | 0.16         |
|  | BP351       | Charlton Lane                          | 471           | 0.29         |
|  | BP355       | Pound Park Road                        | 321           | 0.20         |
|  | BP337       | Kinveachy Gardens                      | 154           | 0.10         |
|  | BP352       | St Thomas Church                       | 188           | 0.12         |
|  | BP321       | Morris Walk Estate                     | 193           | 0.12         |
|  | BP314       | Samuel Street                          | 377           | 0.23         |
| WLDYSN                                     | BP316       | Woolwich Dockyard Station              | 159           | 0.10         |
|  | BP311       | Red Barracks Road                      | 256           | 0.16         |
|  | 18759       | Artillery Place / Frances Street       | 319           | 0.20         |
|  | 18756       | Wellington Street / John Wilson Street | 475           | 0.30         |
| WOOLAS                                     | BP5481      | Woolwich Arsenal Station               | 430           | 0.27         |
|  | BP5540      | umstead Road / Woolwich Public Marl    | 286           | 0.18         |
|  | R0385       | Maxeys Road                            | 442           | 0.27         |
| PLUMPC                                     | 36508       | Plumstead Bus Garage                   | 413           | 0.26         |
|  | BP2584      | Tom Cribb Road                         | 307           | 0.19         |
|  | BP2583      | Carronade Place                        | 181           | 0.11         |
| BWTRGW                                     | BP2582      | Heronsgate Primary School              | 312           | 0.19         |
|  | BP2581      | Wigeon Path                            | 203           | 0.13         |
|  | BP2580      | Gallions Park                          | 237           | 0.15         |
|  | BP2579      | Ridge Close                            | 211           | 0.13         |
|  | BP2578      | Bluebird Way                           | 126           | 0.08         |
|  | BP4558      | Miles Drive                            | 378           | 0.23         |
| HVDRBD                                     | BP4557      | Barnham Drive                          | 411           | 0.26         |
|  | BP4559      | New Acres Road                         | 442           | 0.27         |
|  | BP2576      | Goldfinch Road                         | 347           | 0.22         |
|  | BP878       | Princess Alice                         | 126           | 0.08         |
| BMSHPR                                     | R0386       | Belmarsh Prison                        | 156           | 0.10         |
| <b>Total Route Mileage - Back Director</b> |             |  | <b>14608</b>  | <b>9.08</b>  |
|  |             |  | <b>Metres</b> | <b>Miles</b> |