

## 7. Service Specification

Route: E3

QC44402

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>	Greenford, Red Lion to Chiswick, Edensor Road
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	31 <sup>st</sup> May 2014
<b>Vehicle Type</b>	87 capacity, dual door, double deck buses
<b>Current Maximum Approved Dimensions</b>	10.1 metres long and 2.55 metres wide <b>Tenderers should note that the railway bridges in Acton Lane (near Acton Town Hall) and The Avenue (near Turnham Green Station) each have a height restriction of 4.4 metres (14 feet 6 inches). This precludes the use, at any time, of double-deck buses that exceed this height.</b>
<b>New Vehicles Mandatory</b>	Yes
<b>Hybrid Price Required</b>	No
<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 - 0.95minutes
<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 17<sup>th</sup> June 2013

*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. E3.

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:

- **Option 1:** No Changes.
- **Option 2:** Mondays to Saturdays daytime frequencies to be reduced from every 6 - 7 minutes (9 buses per hour) to every 7 - 8 minutes (8 buses per hour).
- The Boxing Day service should match the Sunday service.
- **Tenderers must identify the cost of the Boxing Day element of this service separately.**

### **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.**

***All tender prices should be based on the gross fuel cost exclusive of BSOG payments which will not be claimable from DfT after 1<sup>st</sup> October 2013.***

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

##### Option 1

Greenford, Red Lion to Chiswick, Edensor Road		Chiswick, Edensor Road to Greenford, Red Lion			
First departure no later than 0435.		First departure no later than 0425.			
0430 - 0550	Every 15 minutes	0420 - 0555	Every 15 minutes		
0551 - 0605	Every 7 - 8 minutes (8 buses per hour)	0556 - 0625	Every 10 minutes		
0606 - 1920	Every 6 - 7 minutes (9 buses per hour)	0626 - 1835	Every 6 - 7 minutes (9 buses per hour)		
1921 - 1945	Every 7 - 8 minutes (8 buses per hour)	1836 - 1935	Every 7 - 8 minutes (8 buses per hour)		
1946 - 0100	Every 10 minutes	1936 - 0100	Every 10 minutes		
Last departure no earlier than 0055.		Last departure no earlier than 0055.			
<b>Pinchpoints</b>					
Acton Town Station	0730 - 0905	7 minutes	Northfields Station	0735 - 0900	7 minutes
	1530 - 1630	7 minutes		1500 - 1630	7 minutes

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

##### Option 2

Greenford, Red Lion to Chiswick, Edensor Road		Chiswick, Edensor Road to Greenford, Red Lion			
First departure no later than 0435.		First departure no later than 0425.			
0430 - 0550	Every 15 minutes	0420 - 0555	Every 15 minutes		
0551 - 1945	Every 7 - 8 minutes (8 buses per hour)	0556 - 0625	Every 10 minutes		
1946 - 0100	Every 10 minutes	0626 - 1935	Every 7 - 8 minutes (8 buses per hour)		
		1936 - 0100	Every 10 minutes		
Last departure no earlier than 0055.		Last departure no earlier than 0055.			
<b>Pinchpoints</b>					
Acton Town Station	0735 - 0905	8 minutes	Northfields Station	0730 - 0900	8 minutes
	1505 - 1635	8 minutes		1500 - 1630	8 minutes

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

#### Option 1

Greenford, Red Lion to Chiswick, Edensor Road		Chiswick, Edensor Road to Greenford, Red Lion			
First departure no later than 0435.		First departure no later than 0425.			
0430 - 0755	Every 15 minutes	0420 - 0810	Every 15 minutes		
0756 - 0855	Every 10 minutes	0811 - 0900	Every 10 minutes		
0856 - 1810	Every 6 - 7 minutes (9 buses per hour)	0901 - 1825	Every 6 - 7 minutes (9 buses per hour)		
1811 - 1905	Every 7 - 8 minutes (8 buses per hour)	1826 - 1855	Every 7 - 8 minutes (8 buses per hour)		
1906 - 0100	Every 10 minutes	1856 - 0100	Every 10 minutes		
Last departure no earlier than 0055.		Last departure no earlier than 0055.			
<b>Pinchpoints</b>					
Acton Town Station	0930 - 1135	7 minutes	Northfields Station	0935 - 1130	7 minutes

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

#### Option 2

Greenford, Red Lion to Chiswick, Edensor Road		Chiswick, Edensor Road to Greenford, Red Lion			
First departure no later than 0435.		First departure no later than 0425.			
0430 - 0755	Every 15 minutes	0420 - 0810	Every 15 minutes		
0756 - 0855	Every 10 minutes	0811 - 0900	Every 10 minutes		
0856 - 1905	Every 7 - 8 minutes (8 buses per hour)	0901 - 1855	Every 7 - 8 minutes (8 buses per hour)		
1906 - 0100	Every 10 minutes	1856 - 0100	Every 10 minutes		
Last departure no earlier than 0055.		Last departure no earlier than 0055.			
<b>Pinchpoints</b>					
Acton Town Station	0935 - 1135	8 minutes	Northfields Station	0930 - 1130	8 minutes

### 3.5) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

#### Option 1 & 2

Greenford, Red Lion to Chiswick, Edensor Road		Chiswick, Edensor Road to Greenford, Red Lion			
First departure no later than 0435.		First departure no later than 0425.			
0430 - 0515	Every 20 minutes	0420 - 0625	Every 20 minutes		
0516 - 0915	Every 15 minutes	0625 - 0925	Every 15 minutes		
0916 - 0100	Every 10 minutes	0926 - 0100	Every 10 minutes		
Last departure no earlier than 0055.		Last departure no earlier than 0055.			
<b>Pinchpoints</b>					
Acton Town Station	1000 - 1200	10 minutes	Northfields Station	1000 - 1200	10 minutes

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

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

4.1) **Tenderers should note that the railway bridges in Acton Lane (near Acton Town Hall) and The Avenue (near Turnham Green Station) each have a height restriction of 4.4 metres (14 feet 6 inches). This precludes the use, at any time, of double-deck buses that exceed this height.**

4.2) Route No. E3 should be separated, where possible, from Route No. E2 between West Ealing Broadway and Northfields Station on early mornings.

Route No. E3 should be separated where possible, from Route No. N11 between Northfields Station and Turnham Green Station.

4.3) Route No. E3 can suffer from unpredictable traffic delays in the West Ealing Broadway and Acton areas.

4.4) The London Mela is an annual event held in the Gunnersbury Park area over the late Summer period. The arrangements for serving the area are flexible and depend on what advance information is provided. Prior to the event, London Buses Officials will discuss service provision with those Operators who are involved.

#### **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 E3: Greenford, Red Lion - Chiswick, Edensor Road

**Date of Structural Change:** 29 May 2014.

**Date of Service Change:** 29 May 2014.

**Reason for Issue:** New tender.

### **STREETS TRAVERSED**

**Towards Chiswick, Edensor Road:** Ruislip Road East, Greenford Avenue, Church Road, Uxbridge Road, West Ealing Broadway, Northfield Avenue, Little Ealing Lane, Pope's Lane, Gunnersbury Lane, Acton High Street, Acton Lane, Salisbury Street, Winchester Street, Acton Lane, Southfield Road, The Avenue, Turnham Green Terrace, Chiswick High Road, Town Hall Avenue, Heathfield Terrace, Sutton Court Road, Burlington Lane, Staveley Road, Alexandra Avenue, Edensor Road, Corney Road (Circumnavigate Roundabout At Junction), Edensor Road.

**Towards Greenford, Red Lion:** Edensor Road, Alexandra Avenue, Staveley Road, Burlington Lane, Sutton Court Road, Heathfield Terrace, Chiswick High Road, Turnham Green Terrace, The Avenue, Southfield Road, Acton Lane, Winchester Street, Acton High Street, Gunnersbury Lane, Pope's Lane, Little Ealing Lane, Northfield Avenue, West Ealing Broadway, Uxbridge Road, Church Road, Greenford Avenue, Ruislip Road East.

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

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

### **GREENFORD, RED LION**

Public stand for 5 buses in two sections (11 metres and 49 metres) on east side of Windmill Lane commencing 4 metres south of lamp standard No. D.C 678 and extending overall 66 metres south. Overflow stand for 3 buses in three sections (13 metres, 14 metres and 9 metres) on south side of Otter Road. First two sections commencing 1 metre west of No Entry signpost S4 and extending overall 34.5 metres east; third section commencing level with No Entry signpost S3 and extending 9 metres east.

Buses proceed from Ruislip Road East via Greenford Road, Otter Road and Windmill Lane to stand, departing via Windmill Lane and The Broadway to Ruislip Road East. Set down in Ruislip Road East, at Stop M (BP095 - Clifton Road, Last Stop on LOR: BP095 - Clifton Road) and pick up in Ruislip Road East, at Stop K (2030 - Clifton Road, First Stop on LOR: 2030 - Clifton Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route E3 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:	Greenford Broadway.
OTHER INFORMATION:	Stand 2 is for use only if stand 1 is full. Engines must be switched off on stand. Toilets available 0700-2200 Mondays to Saturdays; 1000-1800 Sundays..

### **HANWELL BROADWAY (from CHISWICK, EDENSOR ROAD)**

Buses proceed from Uxbridge Road via Boston Road, Lower Boston Road, Uxbridge Road, Hanwell Broadway and Uxbridge Road departing to West Ealing Broadway. Set down in Uxbridge Road, at Stop E (3077 - Church Road, Last Stop on LOR: 33911 - Michael Gaynor Close) and pick up in West Ealing Broadway (3072 - Grosvenor Road, First Stop on LOR: 3072 - Grosvenor Road).

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



## **WEST EALING, MATTOCK LANE**

Public stand on south side of Mattock Lane, commencing at a point opposite Chapel Road, 6 metres east of lamp standard No 46 and extending 11 metres east.

### From Chiswick, Edensor Road.

Buses proceed from Northfield Avenue via Uxbridge Road, Culmington Road and Mattock Lane to stand, departing via Mattock Lane to Northfield Avenue. Set down in Northfield Avenue, at Stop G (15351 - The Lido, Last Stop on LOR: 15351 - The Lido) and pick up in Northfield Avenue (BP3542 - Sherwood Close, First Stop on LOR: BP3542 - Sherwood Close).

### From Greenford, Red Lion.

Buses proceed from West Ealing Broadway via Uxbridge Road, Culmington Road and Mattock Lane to stand, departing via Mattock Lane to Northfield Avenue. Set down in West Ealing Broadway, at Stop W (3073 - West Ealing Broadway, Last Stop on LOR: 3073 - West Ealing Broadway) and pick up in Northfield Avenue, at Stop G (15351 - The Lido, First Stop on LOR: 15351 - The Lido).

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:	West Ealing.

## **ACTON, HORN LANE, EAST SIDE (from CHISWICK, EDENSOR ROAD)**

Public stand for three buses on the offside of Horn Lane, east side, commencing in line with the entrance to Oakham House, and extending 35 metres south.

Additional overflow stand for one bus available on west side of Horn Lane forward of bus stop R0461.

Buses proceed from Acton High Street via Market Place and Horn Lane to stand, departing via Horn Lane and Steyne Road to Acton High Street. Set down in Horn Lane, at Stop Z2 (42 - Acton Market Place, Last Stop on LOR: 15368 - Acton Old Town Hall) and pick up in Acton High Street, at Stop D (R0742 - King Street, First Stop on LOR: R0742 - King 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:	Acton, Horn Lane.

### **ACTON, TOWN HALL (from Greenford, Red Lion)**

Public stand in Salisbury Street in two parts:

1. For 1 bus on north side commencing at a point 13 metres east of the eastern kerbline of Winchester Street and extending 11 metres east.
2. For 1 bus on south side commencing at a point 25 metres west of the junction with Acton Lane and extending 12 metres eastwards.

Buses proceed from Salisbury Street direct to stand, departing via Salisbury Street to Winchester Street. Set down in Salisbury Street, at Stop K (15367 - Acton Old Town Hall / Salisbury Street, Last Stop on LOR: 3043 - Acton Old Town Hall) and pick up in Winchester Street, at Stop L (15368 - Acton Old Town Hall, First Stop on LOR: 15368 - Acton Old Town Hall).

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:	Acton, High Street.

### **TURNHAM GREEN, HEATHFIELD TERRACE (from Greenford, Red Lion)**

Public stand for two buses on east side of Heathfield Terrace, commencing at lamp standard number 4 extending 27 metres north.

Buses proceed from Chiswick High Road via Heathfield Terrace to stand, departing via Heathfield Terrace to Sutton Lane North. Set down in Heathfield Terrace, at Stop Z1 (35055 - Turnham Green Church, Last Stop on LOR: 1039 - Chiswick Police Station) and pick up in Sutton Lane North, at Stop XX (15377 - Turnham Green / Sutton Lane North, First Stop on LOR: 15377 - Turnham Green / Sutton Lane North).

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:	Turnham Green.

## **CHISWICK, EDENSOR ROAD**

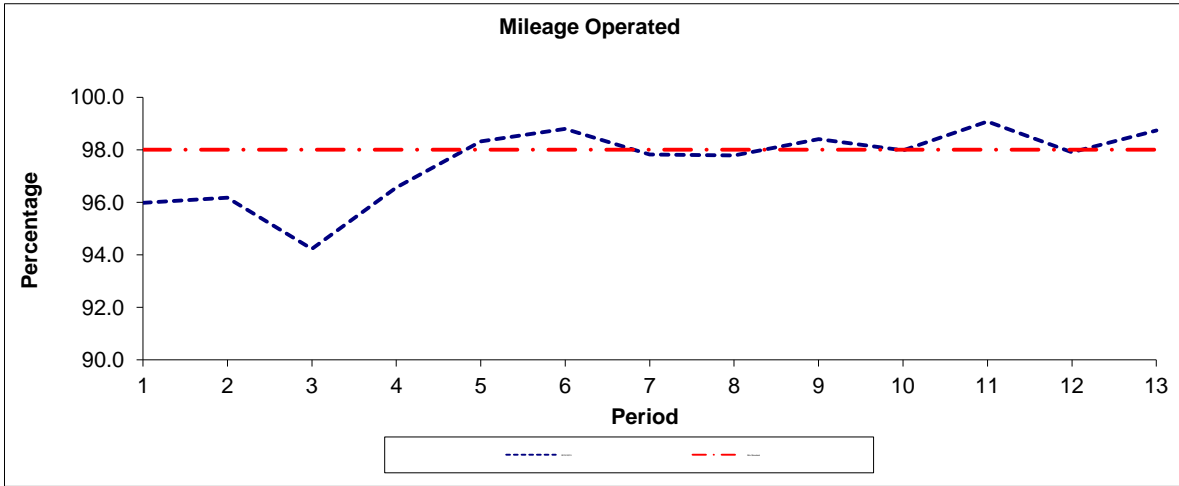
Public stand for two buses on south side of Edensor Road, commencing 32 metres east of Edensor Avenue and extending 22 metres west.

Buses proceed from Edensor Road direct to stand, departing to Edensor Road. Set down in Edensor Road, at Stop W (20287 - Edensor Road / New Chiswick Pool, Last Stop on LOR: 20287 - Edensor Road / New Chiswick Pool) and pick up in Edensor Road, at Stop W (20287 - Edensor Road / New Chiswick Pool, First Stop on LOR: 20287 - Edensor Road / New Chiswick Pool).

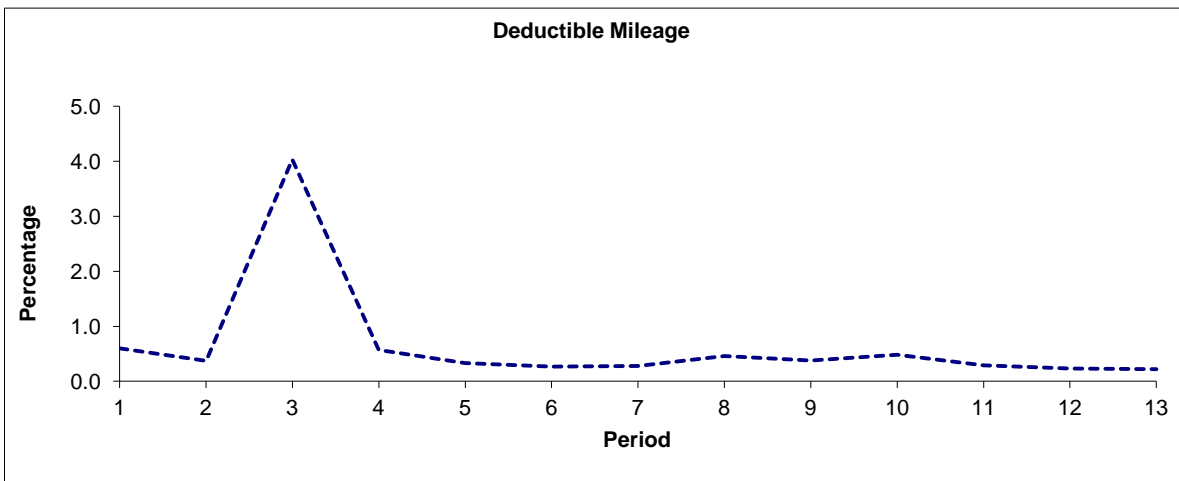
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route E3 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Chiswick, Edensor Road.
OTHER INFORMATION:	Toilets available at Chiswick swimming pool 0700-2200 Mondays, Wednesdays and Fridays; 0900-2200 Tuesdays and Thursdays; 0900-1800 Saturdays and Sundays..

**PART B - PERFORMANCE STATISTICS**

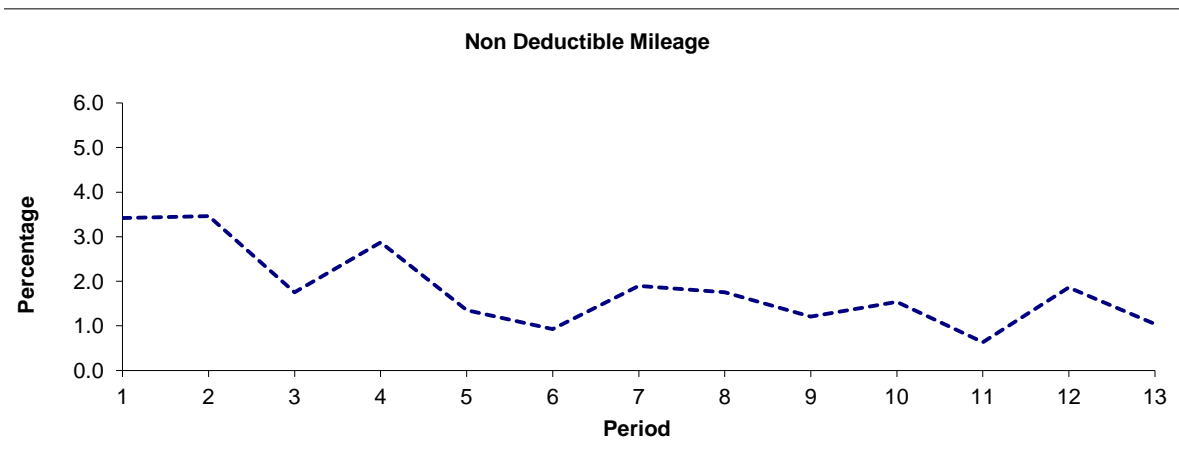
**Route E3**



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2012/2013	95.98	96.17	94.22	96.56	98.32	98.80	97.82	97.79	98.41	97.98	99.08	97.91	98.74
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	1	2	3	4	5	6	7	8	9	10	11	12	13
2012/2013	0.60	0.37	4.03	0.57	0.33	0.27	0.28	0.46	0.38	0.48	0.29	0.23	0.22

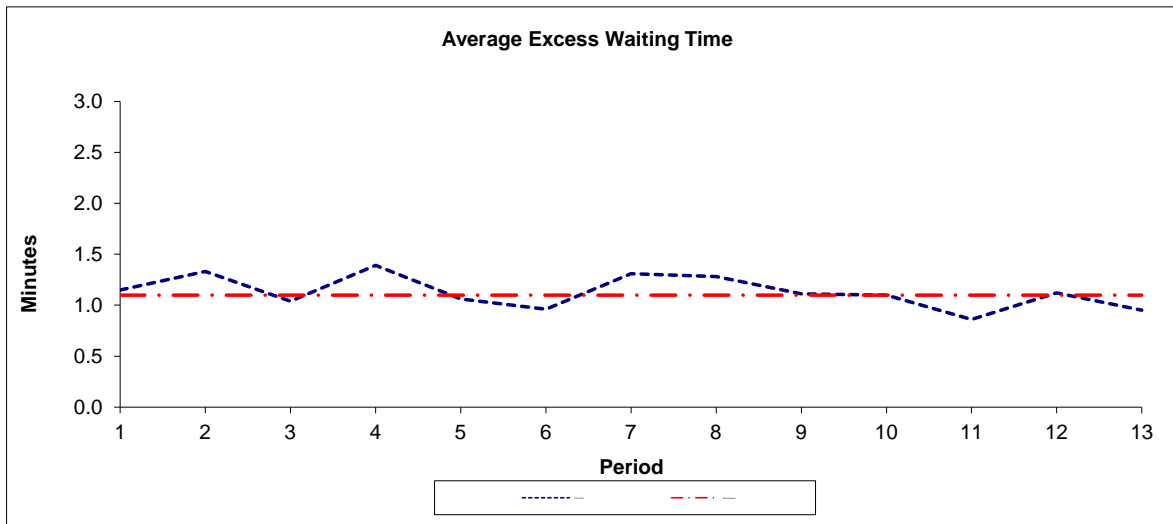


Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2012/2013	3.42	3.46	1.75	2.87	1.35	0.93	1.90	1.75	1.21	1.54	0.63	1.86	1.04

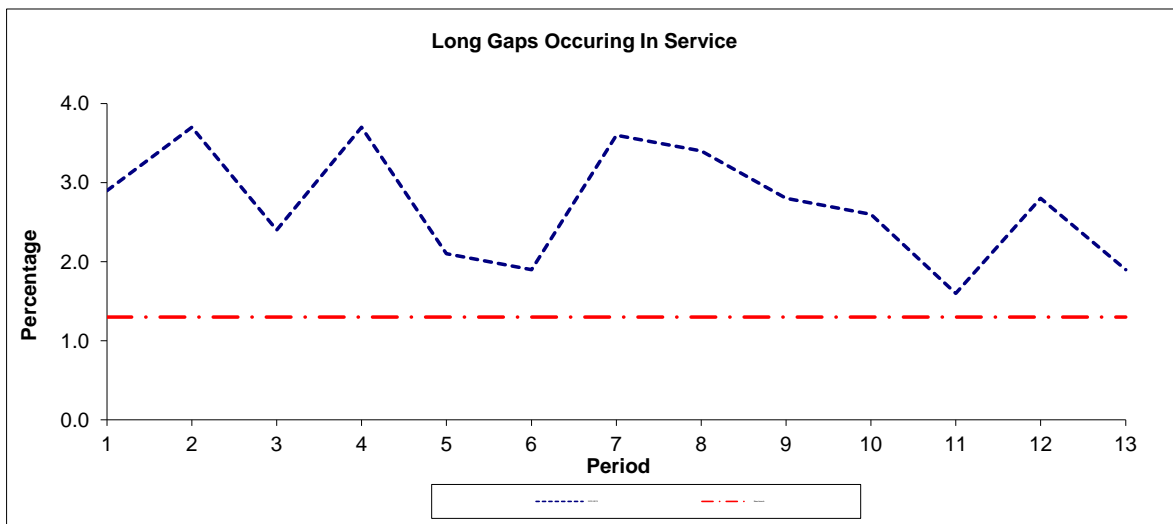
**Note :** Mileage is based on 4 weeks data  
 Performance affected by industrial action in p3 2012/13.

**PART B - PERFORMANCE STATISTICS**

**Route E3**



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2012-2013	1.15	1.33	1.04	1.39	1.06	0.96	1.31	1.28	1.11	1.10	0.86	1.12	0.95
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	1	2	3	4	5	6	7	8	9	10	11	12	13
2012-2013	2.90	3.70	2.40	3.70	2.10	1.90	3.60	3.40	2.80	2.60	1.60	2.80	1.90
Benchmark	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30

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

**ROUTE E3 - FULL IBUS RESULTS BY TIME OF DAY**  
**QUARTERS 1 to 4 2012/13 (01/04/12 - 31/03/13)**

**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	58,547.	98.0	5.59	<b>0.52</b>	6.11	83.6	15.9	0.5	0.0	0.1	52
0700 - 1000	146,279.	97.4	3.36	<b>1.03</b>	4.39	92.3	7.2	0.4	0.1	2.8	57
1000 - 1300	147,984.	95.8	3.31	<b>1.17</b>	4.48	91.9	7.6	0.4	0.1	3.0	73
1300 - 1600	144,992.	98.3	3.36	<b>1.17</b>	4.53	91.2	8.3	0.4	0.1	3.1	52
1600 - 1900	147,491.	97.3	3.32	<b>1.33</b>	4.65	90.2	9.0	0.6	0.1	4.1	74
1900 - 2200	117,318.	97.1	4.08	<b>1.43</b>	5.51	85.0	13.8	1.1	0.2	3.5	100
2200 - 2400	64,571.	100.7	4.95	<b>0.99</b>	5.95	84.0	15.2	0.8	0.1	0.9	47
<b>Summary</b>	<b>827,182.</b>	<b>97.5</b>	<b>3.56</b>	<b>1.18</b>	<b>4.74</b>	<b>90.1</b>	<b>9.3</b>	<b>0.6</b>	<b>0.1</b>	<b>3.1</b>	<b>100</b>

**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	8,856.	98.0	7.50	<b>0.46</b>	7.96	65.0	33.9	0.9	0.2	0.2	46
0700 - 1000	19,653.	98.8	5.49	<b>0.70</b>	6.19	81.8	17.5	0.7	0.0	0.3	44
1000 - 1300	30,052.	98.8	3.42	<b>0.91</b>	4.32	93.0	6.8	0.2	0.0	1.9	53
1300 - 1600	30,811.	98.7	3.34	<b>1.04</b>	4.38	92.8	7.0	0.2	0.0	2.4	30
1600 - 1900	31,142.	98.6	3.30	<b>0.94</b>	4.24	93.8	6.1	0.1	0.0	1.9	32
1900 - 2200	22,332.	98.1	4.58	<b>1.16</b>	5.74	83.5	15.7	0.7	0.1	1.7	41
2200 - 2400	13,687.	100.5	4.96	<b>0.98</b>	5.94	83.5	15.7	0.7	0.1	0.8	48
<b>Summary</b>	<b>156,533.</b>	<b>98.7</b>	<b>3.95</b>	<b>0.94</b>	<b>4.89</b>	<b>89.4</b>	<b>10.2</b>	<b>0.4</b>	<b>0.0</b>	<b>1.7</b>	<b>53</b>

**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	8,807.	98.1	8.77	<b>0.47</b>	9.25	58.3	38.2	3.2	0.3	0.1	69
0700 - 1000	17,491.	99.1	6.90	<b>0.48</b>	7.38	72.3	26.7	1.0	0.0	0.1	54
1000 - 1300	24,299.	99.1	4.95	<b>0.83</b>	5.78	84.2	14.8	0.8	0.2	1.0	62
1300 - 1600	24,596.	98.7	4.85	<b>1.19</b>	6.04	82.5	16.1	1.3	0.1	1.5	52
1600 - 1900	25,258.	98.7	4.78	<b>1.05</b>	5.83	84.0	15.1	0.8	0.2	1.4	68
1900 - 2200	24,752.	98.7	4.89	<b>1.00</b>	5.90	83.8	15.6	0.6	0.0	0.8	59
2200 - 2400	16,190.	100.5	4.96	<b>0.78</b>	5.74	85.5	14.1	0.4	0.0	0.5	38
<b>Summary</b>	<b>141,393.</b>	<b>99.0</b>	<b>5.14</b>	<b>0.95</b>	<b>6.08</b>	<b>82.1</b>	<b>16.8</b>	<b>0.9</b>	<b>0.1</b>	<b>1.0</b>	<b>69</b>

**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	76,210.	98.0	6.01	<b>0.51</b>	6.52	79.9	19.3	0.7	0.1	0.1	69
0700 - 1000	183,423.	97.7	3.73	<b>0.97</b>	4.70	90.4	9.1	0.5	0.1	2.4	57
1000 - 1300	202,335.	96.7	3.52	<b>1.09</b>	4.61	91.2	8.3	0.4	0.1	2.6	73
1300 - 1600	200,399.	98.4	3.52	<b>1.15</b>	4.68	90.5	9.0	0.5	0.1	2.8	52
1600 - 1900	203,891.	97.7	3.46	<b>1.26</b>	4.72	90.0	9.3	0.6	0.1	3.6	74
1900 - 2200	164,402.	97.4	4.24	<b>1.35</b>	5.58	84.7	14.2	1.0	0.1	2.9	100
2200 - 2400	94,448.	100.6	4.96	<b>0.96</b>	5.92	84.1	15.1	0.7	0.1	0.8	48
<b>Summary</b>	<b>1,125,108.</b>	<b>97.9</b>	<b>3.77</b>	<b>1.13</b>	<b>4.90</b>	<b>89.2</b>	<b>10.2</b>	<b>0.6</b>	<b>0.1</b>	<b>2.7</b>	<b>100</b>

Route E3  
 Service change 26806  
 Date 15/01/2011  
 Version Detail

Reason for Issue
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OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
GNFDRL	2030	Clifton Road		
	15346	Brentside High School	687	0.43
	14091	Kennedy Road	196	0.12
	14089	Bordars Road	332	0.21
	11465	Hall Drive	321	0.20
GNFDDB	15347	Drayton Bridge Road	453	0.28
	14087	Hanwell Station	279	0.17
HWELCR	14085	Nightingale Road	383	0.24
	3072	Grosvenor Road	517	0.32
	3073	West Ealing Broadway	317	0.20
UXRDNA	18464	The Lido	445	0.28
	BP3542	Sherwood Close	320	0.20
	15353	Hessel Road	247	0.15
	R0458	Graham Avenue	289	0.18
NFLDSN	14093	Northfields Station	527	0.33
	15356	Julien Road	130	0.08
	15358	South Ealing Road	560	0.35
POPLLR	15361	Lionel Road North	546	0.34
	14692	Knights Avenue	403	0.25
	17288	Gunnersbury Park	434	0.27
ACTNSN	15364	Gunnersbury Avenue	336	0.21
	33852	Acton Town Station	383	0.24
	15366	Hillcrest Road	272	0.17
ACTNHS	2037	Acton Fire Station	202	0.13
	R0742	King Street	361	0.22
	3043	Acton Old Town Hall	257	0.16
TURNNS	20819	Petersfield Road	559	0.35
	15370	Wilkinson Way	288	0.18
	17350	St Peter's Church	247	0.15
	15372	Rugby Road	230	0.14
	15374	Blandford Road	287	0.18
	15375	Bedford Road	311	0.19
	11761	Turnham Green Station	233	0.14
TURNCH	20294	Chardin Road	218	0.14
	1039	Chiswick Police Station	362	0.22
	R0214	Turnham Green Church	328	0.20
CSWKSN	15378	Chiswick Town Hall	278	0.17
	15380	Barrowgate Road	313	0.19
	15382	Chesterfield Road	344	0.21
	15385	Lawford Road	197	0.12
	15387	Chiswick Station	364	0.23
CSWKER	15388	Chiswick House	232	0.14
	37286	Staveley Road	231	0.14
	15390	Cavendish School	439	0.27
	20287	ensor Road / New Chiswick Pr	372	0.23
Total Route Mileage - Out Directi			15030	9.34
			15030	9.34

## Mileage update

BACK DIRECTION					
Timing Point Code	Stop Number	Stop Name	Metres	Miles	
CSWKER	20287	Edensor Road / New Chiswick Poo			
	16253	Alexandra Avenue	367	0.23	
	37285	Staveley Road	235	0.15	
	15389	Chiswick House	241	0.15	
CSWKSN	15386	Chiswick Station	313	0.19	
	15384	Lawford Road	343	0.21	
	15383	Chesterfield Road	213	0.13	
	15381	Barrowgate Road	355	0.22	
	15379	Chiswick Town Hall	278	0.17	
	1040	Clifton Gardens	360	0.22	
	TURNCH	33869	Chiswick Police Station	256	0.16
TURNNS	11760	Turnham Green Station	405	0.25	
	15376	Bedford Road	231	0.14	
	15373	Marlborough Crescent	247	0.15	
	15371	Rugby Road	345	0.21	
	17349	St Peter's Church	345	0.21	
	15369	Wilkinson Way	240	0.15	
	20818	Meon Road	281	0.17	
	15368	Acton Old Town Hall	214	0.13	
	ACTNHS	2038	Steyne Road	487	0.30
		15365	Mill Hill Road	465	0.29
ACTNSN	33851	Acton Town Station	419	0.26	
	15363	Gunnersbury Avenue	285	0.18	
	17289	Gunnersbury Park	332	0.21	
	15362	Knights Avenue	435	0.27	
POPLLR	15360	Lionel Road North	451	0.28	
	15359	South Ealing Road	317	0.20	
	15357	Julien Road	652	0.41	
NFLDSN	14092	Northfields Station	259	0.16	
	15354	Graham Avenue	492	0.31	
	15352	Hessel Road	250	0.16	
	BP3543	Sherwood Close	250	0.16	
UXRDNA	15351	The Lido	330	0.21	
	3069	The Lido	134	0.08	
	11785	Melbourne Avenue	271	0.17	
	33911	Michael Gaynor Close	415	0.26	
HWELCR	14084	Nightingale Road	338	0.21	
	14086	Hanwell Station	510	0.32	
GNFDDB	15348	Drayton Bridge Road	262	0.16	
	11466	Hall Drive	380	0.24	
	14088	Gifford Gardens	463	0.29	
	14090	Kennedy Road	186	0.12	
	15345	Brentside High School	203	0.13	
GNFDRL	BP095	Clifton Road	677	0.42	
Total Route Mileage - Back Directio			14532	9.03	
			14532	9.03	