

7. Service Specification

Route: E7

Contract Reference: QC51904

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 | E7 |
| Terminus Points | Ruislip Station and Ealing Broadway, Haven Green |
| Contract Basis | Incentivised |
| Commencement Date | 28th May 2016 |
| Vehicle Type | 60 capacity, dual door, single deck buses |
| Current Maximum Approved Dimensions | 10.2 metres long and 2.4 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 – 1.00 minutes |
| Minimum Operated Mileage Standard | No less than 98% |

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 29th June 2015

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. E7.

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 Sundays evening frequencies are increased from every 30 minutes to every 20 minutes.
- 60 capacity, dual door, single deck buses of a minimum of 10.8 metres long buses will be 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

| | | | | | |
|---|--------------------|---|-------------------------------|-------------|------------|
| Ruislip Station to Ealing Broadway, Haven Green | | Ealing Broadway, Haven Green to Ruislip Station | | | |
| First departure no later than 0500. | | First departure no later than 0450. | | | |
| 0455 - 0540 | Every 20 minutes | 0445 - 0555 | Every 20 minutes | | |
| 0541 - 0610 | Every 15 minutes | 0556 - 0625 | Every 15 minutes | | |
| 0611 - 2000 | Every 12 minutes * | 0626 - 2000 | Every 12 minutes ** | | |
| 2001 - 0055 | Every 20 minutes | 2001 - 0040 | Every 20 minutes | | |
| Last departure no earlier than 0050. | | Last departure no earlier than 0035. | | | |
| Pinchpoints | | | | | |
| Ruislip Road East, Argyle Road | 0700 - 0800 | 12 minutes | Ruislip Gardens Station | 0730 - 0830 | 12 minutes |
| | 1530 - 1630 | 12 minutes | | 1530 - 1630 | 12 minutes |

*Journeys departing from Ruislip Station between 0950 and 1550 operate via Ruislip High Street and Wood Lane Waitrose.

**Journeys departing from Ealing Broadway, Haven Green between 0900 and 1500 operate via Wood Lane Waitrose and Ruislip High Street.

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| | | | | | |
|---|--------------------|---|-------------------------------|-------------|------------|
| Ruislip Station to Ealing Broadway, Haven Green | | Ealing Broadway, Haven Green to Ruislip Station | | | |
| First departure no later than 0500. | | First departure no later than 0450. | | | |
| 0455 - 0700 | Every 30 minutes | 0445 - 0720 | Every 30 minutes | | |
| 0700 - 0800 | Every 20 minutes | 0721 - 0820 | Every 20 minutes | | |
| 0801 - 1855 | Every 12 minutes * | 0821 - 1830 | Every 12 minutes ** | | |
| 1856 - 1910 | Every 15 minutes | 1831 - 1900 | Every 15 minutes | | |
| 1911 - 0055 | Every 20 minutes | 1901 - 0040 | Every 20 minutes | | |
| Last departure no earlier than 0050. | | Last departure no earlier than 0035. | | | |
| Pinchpoints | | | | | |
| Ruislip Road East, Argyle Road | 0930 - 1130 | 12 minutes | Ruislip Gardens Station | 0930 - 1130 | 12 minutes |

*Journeys departing Ruislip Station between 0900 and 1810 operate via Ruislip High Street and Wood Lane Waitrose.

**Journeys departing Ealing Broadway, Haven Green between 0825 and 1725 operate via Wood Lane Waitrose and Ruislip High Street.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

| | | | | | |
|---|--------------------|---|-------------------------|-------------|------------|
| Ruislip Station to Ealing Broadway, Haven Green | | Ealing Broadway, Haven Green to Ruislip Station | | | |
| First departure no later than 0600. | | First departure no later than 0615. | | | |
| 0600 - 0830 | Every 30 minutes | 0610 - 0815 | Every 30 minutes | | |
| 0831 - 0055 | Every 20 minutes * | 0815 - 0040 | Every 20 minutes ** | | |
| Last departure no earlier than 0050. | | Last departure no earlier than 0035. | | | |
| Pinchpoints | | | | | |
| Ruislip Road East, Argyle Road | 1000 - 1200 | 20 minutes | Ruislip Gardens Station | 1015 - 1215 | 20 minutes |

***Journeys departing Ruislip Station between 0930 and 1710 operate via Ruislip High Street and Wood Lane Waitrose.**

****Journeys departing Ealing Broadway, Haven Green between 0840 and 1700 operate via Wood Lane Waitrose and Ruislip High Street.**

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. E7 should interwork, where possible, with other bus services.
- 4.2) Route No. E7 can suffer from unpredictable traffic delays in the Ealing area

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 E7: Ruislip Station - Ealing Broadway, Haven Green

Date of Structural Change: 28 May 2016.

Date of Service Change: 28 May 2016.

Reason for Issue: New tender.

STREETS TRAVERSED

Towards Ealing Broadway, Haven Green: Station Approach, Pembroke Road, West End Road, Ruislip Road, White Hart Roundabout, Ruislip Road, The Broadway, Ruislip Road East, Argyle Road, Drayton Green Road, Uxbridge Road, New Broadway, Spring Bridge Road, Haven Green (West Side), Haven Green (North Side), Haven Green (East Side).

Special Journey towards Ealing Broadway, Haven Green between Pembroke Road and West End Road:

During shopping hours buses serve Wood Lane, Waitrose and operate from Pembroke Road, then via Ruislip High Street, Ickenham Road, Wood Lane rejoining line of route at West End Road.

Towards Ruislip Station: Haven Green (East Side), The Broadway, New Broadway, Uxbridge Road, Drayton Green Road, Argyle Road, Ruislip Road East, The Broadway, Ruislip Road, White Hart Roundabout, Ruislip Road, West End Road, Pembroke Road, Station Approach.

Special Journey towards Ruislip Station between West End Road and Pembroke Road:

During shopping hours buses serve Wood Lane, Waitrose and operate from West End Road, then via Wood Lane, Ickenham Road, Ruislip High Street rejoining line of route at Pembroke Road.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

RUISLIP STATION APPROACH, EAST SIDE

Private stand for two buses on east side of Ruislip Station Approach, commencing 35 metres south of Pembroke Road and extending 25 metres north.

Buses proceed from Station Approach direct to stand, departing to Station Approach. Set down in Station Approach, at Stop Z1 (27858 - Ruislip Station <>, Last Stop on LOR: 27858 - Ruislip Station <>) and pick up in Station Approach, at Stop B (27862 - Ruislip Station <>, First Stop on LOR: 27862 - Ruislip Station <>).

| | |
|-------------------------|--|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | No more than 2 buses on Route E7 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: | Ruislip. |
| OTHER INFORMATION: | LUL toilet facilities available 24 hours. |

RUISLIP GARDENS (from EALING BROADWAY, HAVEN GREEN)

Buses proceed from West End Road via Ruislip Gardens Station Forecourt departing to West End Road. Set down in West End Road, at Stop B (20791 - Ruislip Gardens Station <>, Last Stop on LOR: 20791 - Ruislip Gardens Station <>) and pick up in West End Road, at Stop A (20792 - Ruislip Gardens Station <>, First Stop on LOR: 20792 - Ruislip Gardens Station <>).

| | |
|-------------------------|--|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | Turning Point Only - Buses must not stand |
| BLIND DISPLAY: | Ruislip Gardens. |

YEADING, WHITE HART

Public stand for one bus on south west side of Old Ruislip Road, alongside the green, commencing at a point 9 metres west of the centre of Hawtry Avenue and extending 13 metres eastwards.

From Ealing Broadway, Haven Green.

Buses proceed from Ruislip Road via Old Ruislip Road to stand, departing via Old Ruislip Road, Ruislip Road and White Hart Roundabout to Ruislip Road. Set down in Hawtrey Avenue, on stand (29601 - Hawtrey Avenue, Last Stop on LOR: 14890 - Wayfarer Road) and pick up in Ruislip Road, at Stop Y (15785 - Church Road, First Stop on LOR: 15785 - Church Road).

From Ruislip Station.

Buses proceed from Ruislip Road via Old Ruislip Road to stand, departing via Old Ruislip Road to Ruislip Road. Set down in Ruislip Road, at Stop T (37105 - Old Ruislip Road, Last Stop on LOR: 37105 - Old Ruislip Road) and pick up in Ruislip Road, at Stop M (29289 - Old Ruislip Road, First Stop on LOR: 29289 - Old Ruislip Road).

| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | Unscheduled curtailments only. |
| MEAL RELIEFS: | No meal relief vehicles to stand at any time. |
| FERRY VEHICLES: | No ferry vehicles to park on stand at any time. |
| BLIND DISPLAY: | Yeading, White Hart. |

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.

From Ealing Broadway, Haven Green.

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 L (33862 - Clifton Road, First Stop on LOR: 33862 - Clifton Road).

From Ruislip Station.

Buses proceed from The Broadway via Greenford Road, Otter Road and Windmill Lane to stand, departing via Windmill Lane to The Broadway. Set down in The Broadway, at Stop J (2031 - Greenford Broadway, Last Stop on LOR: 2031 - Greenford Broadway) and pick up in The Broadway, at Stop N (2032 - Greenford Broadway, First Stop on LOR: 2032 - Greenford Broadway).

| | |
|-------------------------|--|
| 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: | Greenford Broadway. |
| OTHER INFORMATION: | Stand 2 is for use only if stand 1 is full. Engines must be switched off on stand. |

EALING, COURTFIELD GARDENS (from Ruislip Station)

Buses proceed from Argyle Road via Courtfield Gardens, Drayton Green and Sutherland Road departing to Argyle Road. Set down in Argyle Road, at Stop AD (33860 - Cleveland Road, Last Stop on LOR: 33860 - Cleveland Road) and pick up in Argyle Road, at Stop DU (33859 - Sutherland Avenue, First Stop on LOR: 33859 - Sutherland Avenue).

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|-------------------------|--|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | Turning Point Only - Buses must not stand |
| BLIND DISPLAY: | West Ealing, Sutherland Avenue. |

WEST EALING, MATTOCK LANE (from Ruislip Station)

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.

Buses proceed from Drayton Green Road via Uxbridge Road, Culmington Road and Mattock Lane to stand, departing via Mattock Lane and Northfield Avenue to Drayton Green Road. Set down in Drayton Green Road, at Stop F (33854 - Drayton Green Road, Last Stop on LOR: 33854 - Drayton Green Road) and pick up in Drayton Green Road, at Stop E (33855 - Drayton Green Road, First Stop on LOR: 33855 - Drayton Green Road).

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

EALING BROADWAY, HAVEN GREEN, STAND A

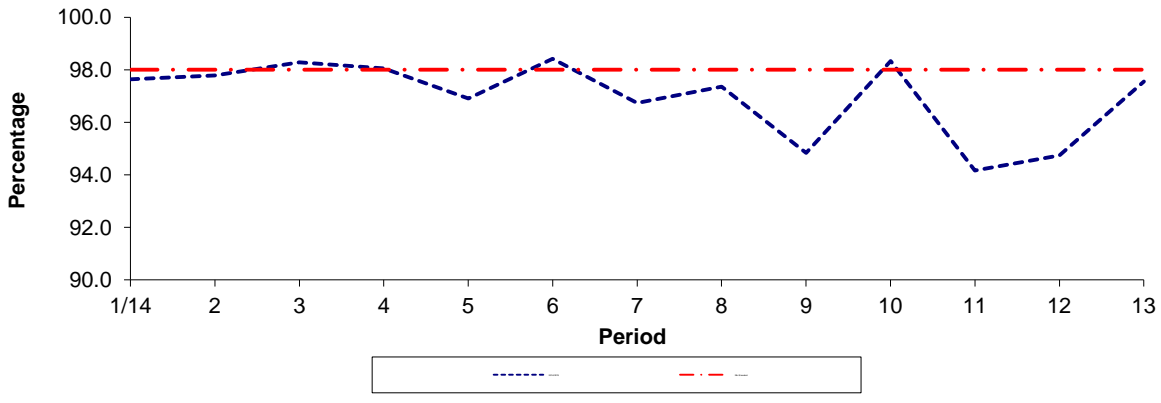
Public stand for 1 bus at Stop A on east side of Haven Green outside No. 36 The Parade. Buses proceed from Haven Green (East Side) direct to stand, departing to Haven Green (East Side). Set down in Haven Green (east Side), at Stop A (BP1008 - Ealing Broadway Station <> # / Haven Green, Last Stop on LOR: BP1008 - Ealing Broadway Station <> # / Haven Green) and pick up in Haven Green (east Side), at Stop A (BP1008 - Ealing Broadway Station <> # / Haven Green, First Stop on LOR: BP1008 - Ealing Broadway Station <> # / Haven Green).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route E7 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: Ealing Broadway.
OTHER INFORMATION: Toilets available in LUL station daily, 0600-2200.

PART B - PERFORMANCE STATISTICS

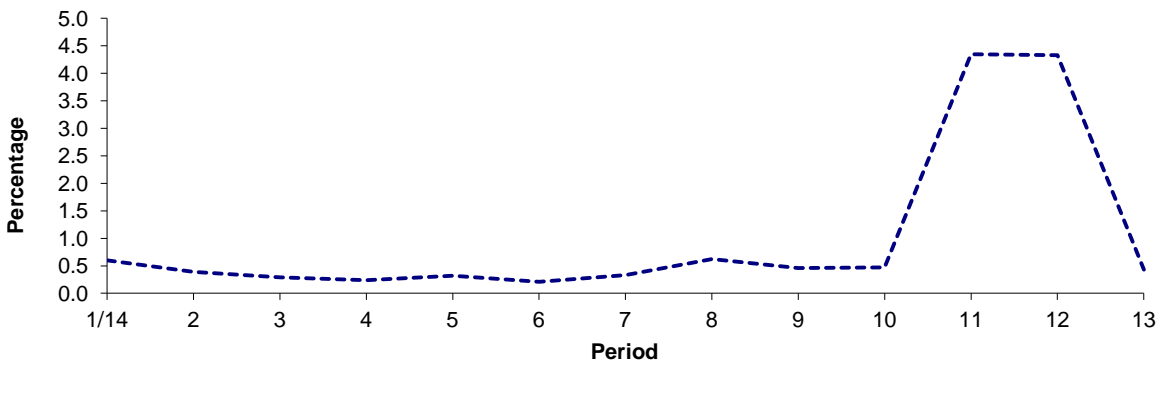
Route E7

Mileage Operated



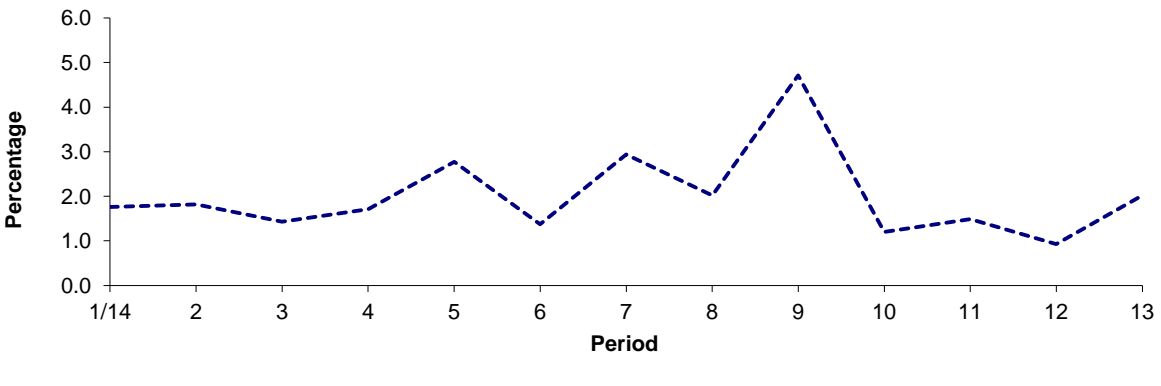
| Period | 1/14 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2014/2015 | 97.64 | 97.79 | 98.28 | 98.05 | 96.91 | 98.42 | 96.73 | 97.36 | 94.83 | 98.33 | 94.16 | 94.74 | 97.55 |
| 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 |

Deductible Mileage



| Period | 1/14 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2014/2015 | 0.60 | 0.39 | 0.29 | 0.24 | 0.32 | 0.21 | 0.33 | 0.62 | 0.46 | 0.47 | 4.35 | 4.33 | 0.43 |

Non Deductible Mileage

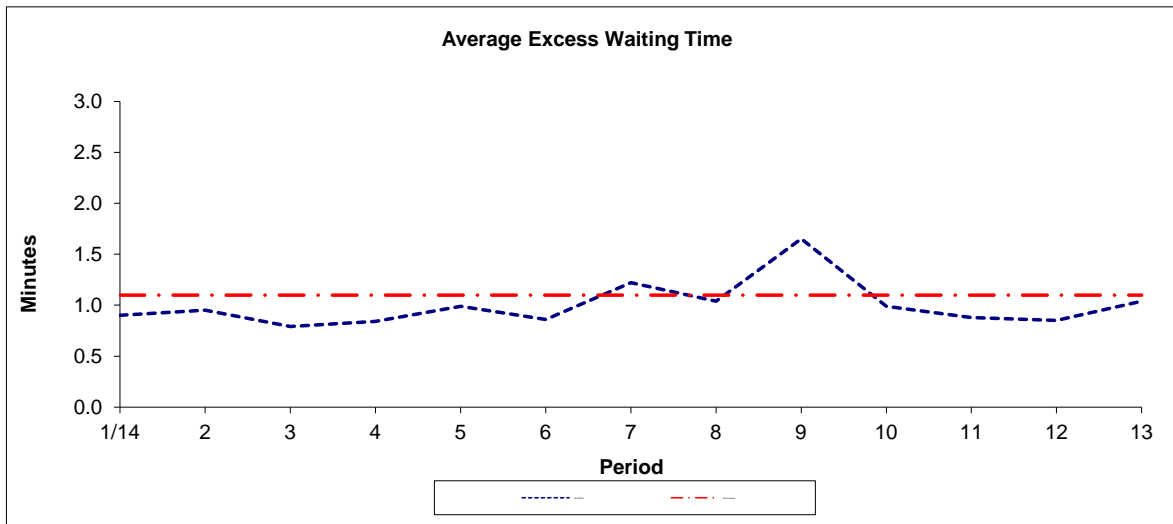


| Period | 1/14 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2014/2015 | 1.76 | 1.82 | 1.43 | 1.71 | 2.77 | 1.37 | 2.94 | 2.02 | 4.71 | 1.20 | 1.49 | 0.93 | 2.02 |

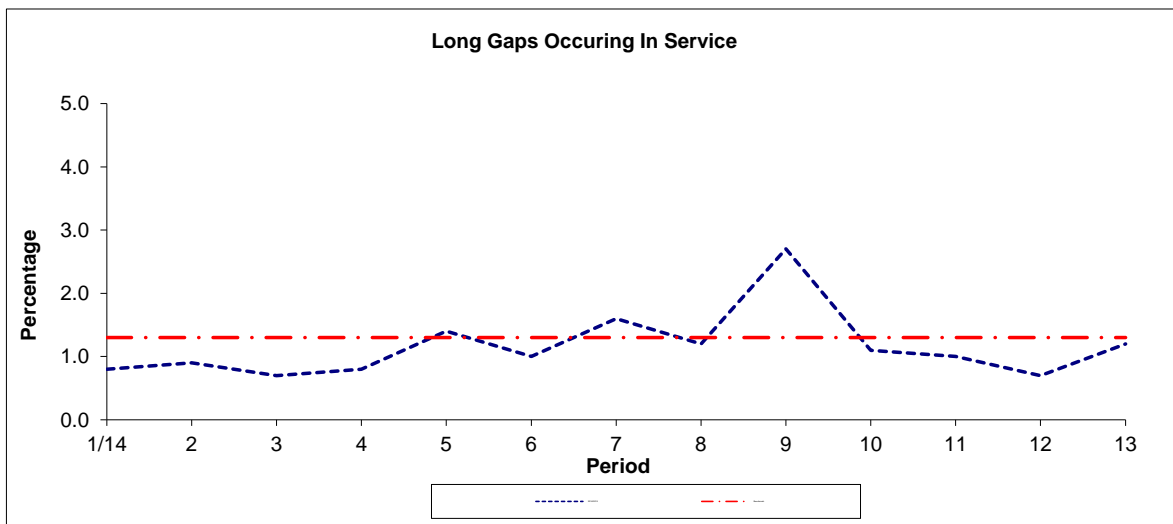
Note : Mileage is based on 4 weeks data
 Deductible mileage performance adversely affected by industrial action by drivers in periods 11 and 12.

PART B - PERFORMANCE STATISTICS

Route E7



| Period | 1/14 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2014/2015 | 0.90 | 0.95 | 0.79 | 0.84 | 0.99 | 0.86 | 1.22 | 1.04 | 1.65 | 0.99 | 0.88 | 0.85 | 1.04 |
| 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 | 1/14 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 |
|-----------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2014/2015 | 0.8 | 0.9 | 0.7 | 0.8 | 1.4 | 1.0 | 1.6 | 1.2 | 2.7 | 1.1 | 1.0 | 0.7 | 1.2 |
| 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 E7 - FULL IBUS RESULTS BY TIME OF DAY
QUARTERS 1 TO 4 14/15 (01/04/14 - 31/03/15)

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 | 26,551. | 96.9 | 7.62 | 0.45 | 8.07 | 71.7 | 26.5 | 1.7 | 0.1 | 0.1 | 44 |
| 0700 - 1000 | 53,121. | 94.8 | 5.82 | 1.41 | 7.23 | 73.0 | 23.2 | 3.2 | 0.7 | 2.1 | 62 |
| 1000 - 1300 | 52,154. | 97.8 | 5.94 | 0.77 | 6.71 | 77.3 | 21.6 | 1.0 | 0.1 | 0.5 | 56 |
| 1300 - 1600 | 51,390. | 98.1 | 5.94 | 0.89 | 6.83 | 75.7 | 22.4 | 1.6 | 0.3 | 0.9 | 53 |
| 1600 - 1900 | 51,886. | 96.3 | 5.96 | 1.55 | 7.51 | 71.9 | 23.8 | 3.5 | 0.8 | 2.2 | 65 |
| 1900 - 2200 | 33,567. | 99.6 | 9.21 | 0.78 | 9.99 | 54.6 | 30.3 | 12.9 | 2.2 | 1.2 | 101 |
| 2200 - 2400 | 13,270. | 100.5 | 15.00 | 0.09 | 15.09 | 33.5 | 33.9 | 29.5 | 3.1 | 0.0 | 91 |
| Summary | 281,939. | 97.3 | 6.72 | 1.08 | 7.80 | 70.2 | 24.3 | 4.7 | 0.8 | 1.4 | 101 |

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 | 2,854. | 97.6 | 15.00 | 0.68 | 15.68 | 34.5 | 30.7 | 29.6 | 5.3 | 0.0 | 63 |
| 0700 - 1000 | 8,206. | 100.3 | 8.42 | 0.34 | 8.76 | 68.1 | 28.1 | 3.5 | 0.2 | 0.0 | 60 |
| 1000 - 1300 | 10,790. | 97.5 | 6.00 | 0.64 | 6.64 | 77.1 | 21.9 | 0.8 | 0.2 | 0.5 | 44 |
| 1300 - 1600 | 10,825. | 96.5 | 6.00 | 1.24 | 7.24 | 73.3 | 23.7 | 2.6 | 0.5 | 1.5 | 59 |
| 1600 - 1900 | 11,056. | 99.8 | 5.93 | 0.79 | 6.72 | 77.3 | 21.3 | 1.3 | 0.1 | 0.6 | 45 |
| 1900 - 2200 | 5,616. | 99.1 | 11.36 | 0.35 | 11.71 | 43.3 | 35.3 | 19.1 | 2.4 | 0.2 | 62 |
| 2200 - 2400 | 2,904. | 99.7 | 15.00 | 0.10 | 15.10 | 33.4 | 33.7 | 29.8 | 3.1 | 0.0 | 62 |
| Summary | 52,251. | 98.5 | 7.56 | 0.73 | 8.29 | 68.0 | 25.3 | 5.9 | 0.8 | 0.6 | 63 |

SUNDAY AND BANK HOLIDAYS

| Time Period | Expected Buses | On AVL (%) | Scheduled Waiting Time (SWT) (mins) | Excess Waiting Time (EWT) (mins) | Actual Waiting Time (AWT) (mins) | Probability of Waiting < 10 mins (%) | Probability of Waiting 10-20 mins (%) | Probability of Waiting 20-30 mins (%) | Probability of Waiting > 30 mins (%) | Long Gaps (%) | Maximum Gap (mins) |
|----------------|----------------|-------------|-------------------------------------|----------------------------------|----------------------------------|--------------------------------------|---------------------------------------|---------------------------------------|--------------------------------------|---------------|--------------------|
| 0500 - 0700 | 1,411. | 104.3 | 15.00 | -0.03 | 14.97 | 47.8 | 22.9 | 26.0 | 3.3 | 5.2 | 37 |
| 0700 - 1000 | 6,054. | 100.0 | 12.24 | 0.13 | 12.36 | 44.4 | 39.9 | 14.2 | 1.6 | 0.0 | 61 |
| 1000 - 1300 | 7,356. | 97.0 | 9.89 | 0.69 | 10.57 | 49.0 | 41.7 | 8.3 | 1.0 | 0.3 | 83 |
| 1300 - 1600 | 7,350. | 95.9 | 9.89 | 1.63 | 11.52 | 47.5 | 36.9 | 12.0 | 3.7 | 0.9 | 64 |
| 1600 - 1900 | 7,126. | 101.6 | 9.89 | 0.91 | 10.79 | 49.0 | 38.2 | 10.8 | 2.1 | 0.4 | 69 |
| 1900 - 2200 | 4,920. | 99.9 | 14.67 | 0.25 | 14.92 | 33.8 | 33.7 | 28.9 | 3.6 | 0.0 | 64 |
| 2200 - 2400 | 3,188. | 99.6 | 15.00 | 0.09 | 15.09 | 33.5 | 33.6 | 29.7 | 3.1 | 0.0 | 64 |
| Summary | 37,405. | 99.0 | 11.18 | 0.80 | 11.99 | 45.0 | 37.7 | 14.9 | 2.5 | 0.4 | 83 |

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 | 30,816. | 97.3 | 8.75 | 0.46 | 9.21 | 66.5 | 26.9 | 5.8 | 0.8 | 0.3 | 63 |
| 0700 - 1000 | 67,381. | 96.0 | 6.35 | 1.26 | 7.61 | 71.2 | 24.4 | 3.7 | 0.7 | 1.9 | 62 |
| 1000 - 1300 | 70,300. | 97.7 | 6.40 | 0.74 | 7.14 | 74.1 | 23.9 | 1.8 | 0.2 | 0.5 | 83 |
| 1300 - 1600 | 69,565. | 97.6 | 6.36 | 1.02 | 7.38 | 72.4 | 24.1 | 2.8 | 0.7 | 1.0 | 64 |
| 1600 - 1900 | 70,068. | 97.4 | 6.33 | 1.40 | 7.74 | 70.3 | 24.9 | 4.0 | 0.8 | 1.9 | 69 |
| 1900 - 2200 | 44,103. | 99.6 | 10.10 | 0.67 | 10.76 | 50.8 | 31.3 | 15.5 | 2.4 | 0.9 | 101 |
| 2200 - 2400 | 19,362. | 100.2 | 15.00 | 0.09 | 15.09 | 33.5 | 33.8 | 29.6 | 3.1 | 0.0 | 91 |
| Summary | 371,595. | 97.6 | 7.25 | 1.01 | 8.26 | 67.5 | 25.7 | 5.8 | 1.0 | 1.2 | 101 |

Transport for London - QSI Points and Live Mileage List

Route E7 via Wood Lane
 Service change 19539
 Date 25 November 2009

TRANCHE 519

QSI Points are highlighted.

| OUT DIRECTION | | | | |
|--|-------------|------------------------------|--------------|------------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| RUISSNE | 27862 | Ruislip Station | 0 | 0.00 |
| | 15771 | Brickwall Lane | 130 | 0.08 |
| | 19214 | Midcroft | 225 | 0.14 |
| | BP160 | Church Avenue | 561 | 0.35 |
| WDLAWR | BP158 | Chichester Avenue | 478 | 0.30 |
| | 15772 | Grosvenor Vale | 601 | 0.37 |
| | 20793 | Northdown Close | 309 | 0.19 |
| | 29082 | Berkeley Close | 346 | 0.21 |
| RSGDSN | 20792 | Ruislip Gardens Station | 388 | 0.24 |
| | 20790 | R.A.F. Northolt | 389 | 0.24 |
| | 20788 | n Approach / South Ruislip S | 389 | 0.24 |
| | 15781 | Polish War Memorial | 568 | 0.35 |
| | 15911 | Harvey Road | 735 | 0.46 |
| | 29290 | Henson Place | 377 | 0.23 |
| YEADWH | 37105 | Old Ruislip Road | 474 | 0.29 |
| | 15785 | Church Road | 417 | 0.26 |
| | 14889 | Wayfarer Road | 386 | 0.24 |
| | 20494 | Broadmead Road | 440 | 0.27 |
| | 15787 | Adrienne Avenue | 376 | 0.23 |
| RSRDFM | 15789 | Greenford High School | 356 | 0.22 |
| | 15791 | Eastmead Avenue | 424 | 0.26 |
| | 15300 | Pembroke Road | 341 | 0.21 |
| GNFDBY | 2031 | Greenford Broadway | 380 | 0.24 |
| GNFDRL | 33862 | Clifton Road | 247 | 0.15 |
| | 17025 | Greenford Avenue | 619 | 0.38 |
| | 17026 | Cuckoo Avenue | 232 | 0.14 |
| | 25078 | Gurnell Leisure Centre | 508 | 0.32 |
| RSREAR | 15678 | Ruislip Road East | 416 | 0.26 |
| | 15681 | Scotch Common | 381 | 0.24 |
| | 33860 | Cleveland Road | 503 | 0.31 |
| | 33858 | Sutherland Avenue | 539 | 0.33 |
| | 33857 | West Ealing Station | 235 | 0.15 |
| UXRDNA | 33854 | Drayton Green Road | 329 | 0.20 |
| | 33863 | Dane Road | 319 | 0.20 |
| | 3062 | St Leonard's Road | 226 | 0.14 |
| | 3058 | Longfield Avenue | 270 | 0.17 |
| | BP5620 | Ealing Town Hall | | |
| EALBHGA | BP1008 | Ealing Bdy Stn / Haven Green | | |
| EALBHGAS | EALBHGAS | Broadway, Haven Green, S | 0 | 0.00 |
| TOTAL ROUTE MILEAGE - OUT DIRECTION | | | 14798 metres | 9.20 miles |

| BACK DIRECTION | | | | |
|---|-------------|-----------------------------------|--------------|------------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| EALBHGAS | EALBHGAS | ng Broadway, Haven Green, Stand A | | |
| EALBHGA | BP1008 | Ealing Bdy Stn / Haven Green | 0 | 0.00 |
| | 18849 | Ealing Town Hall | 568 | 0.35 |
| | BP1361 | St Leonards Road | 334 | 0.21 |
| | 33864 | Dane Road | 289 | 0.18 |
| UXRDNA | 33855 | Drayton Green Road | 357 | 0.22 |
| | 33856 | West Ealing Station | 314 | 0.20 |
| | 33859 | Sutherland Avenue | 278 | 0.17 |
| | BP4527 | St Stephens Avenue | 315 | 0.20 |
| | 33861 | Cleveland Road | 278 | 0.17 |
| | 20388 | Scotch Common | 410 | 0.25 |
| RSREAR | 15679 | Ruislip Road East | 271 | 0.17 |
| | 25079 | Gurnell Leisure Centre | 568 | 0.35 |
| | 17027 | Cuckoo Avenue | 321 | 0.20 |
| | 17024 | Greenford Avenue | 272 | 0.17 |
| GNFDRL | BP095 | Clifton Road | 679 | 0.42 |
| GNFDBY | 2032 | Greenford Broadway | 257 | 0.16 |
| | 15299 | Pembroke Road | 390 | 0.24 |
| | 15792 | Beechwood Avenue | 429 | 0.27 |
| RSRDFM | 15790 | Greenford Sports Centre | 409 | 0.25 |
| | 15788 | Adrienne Avenue | 234 | 0.15 |
| | 20495 | Broadmead Road | 496 | 0.31 |
| | 14890 | Wayfarer Road | 468 | 0.29 |
| YEADWH | 15786 | Yeading Lane | 587 | 0.36 |
| | 29289 | Old Ruislip Road | 445 | 0.28 |
| | 15910 | Harvey Road | 606 | 0.38 |
| | 15782 | Polish War Memorial | 608 | 0.38 |
| | 20787 | Station Approach | 464 | 0.29 |
| | 20789 | R.A.F. Northolt | 593 | 0.37 |
| RSGDSN | 20791 | Ruislip Gardens Station | 366 | 0.23 |
| | 29081 | Berkeley Close | 380 | 0.24 |
| | 15774 | Northdown Close | 356 | 0.22 |
| | 15773 | Grosvenor Vale | 404 | 0.25 |
| | BP159 | Ruislip R.F.C. | 161 | 0.10 |
| WDLAWR | BP249 | Chichester Avenue | 390 | 0.24 |
| | 16355 | Church Avenue | 425 | 0.26 |
| | 15769 | Midcroft | 575 | 0.36 |
| | 15770 | Brickwall Lane | 136 | 0.08 |
| RUISSNE | 27858 | Ruislip Station | 196 | 0.12 |
| | RUISSNES | .IP STATION APPROACH, EAST | 0 | 0.00 |
| TOTAL ROUTE MILEAGE - BACK DIRECTION | | | 14629 metres | 9.09 miles |

Transport for London - QSI Points and Live Mileage List

Route E7 not via Wood Lane Waitrose
 Service change 19539
 Date 25 November 2009

TRANCHE 519

QSI Points are highlighted.

| OUT DIRECTION | | | | |
|--|---------------|--|--------------|------------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| | | RUISSNES LIP STATION APPROACH, EAST SIDE | | |
| RUISSNE | 27862 | Ruislip Station | 0 | 0.00 |
| | 15772 | Grosvenor Vale | 738 | 0.46 |
| | 20793 | Northdown Close | 309 | 0.19 |
| | 29082 | Berkeley Close | 346 | 0.21 |
| RSGDSN | 20792 | Ruislip Gardens Station | 388 | 0.24 |
| | 20790 | R.A.F. Northolt | 389 | 0.24 |
| | 20788 | tion Approach / South Ruislip Stat | 389 | 0.24 |
| | 15781 | Polish War Memorial | 568 | 0.35 |
| | 15911 | Harvey Road | 735 | 0.46 |
| | 29290 | Henson Place | 377 | 0.23 |
| YEADWH | 37105 | Old Ruislip Road | 474 | 0.29 |
| | 15785 | Church Road | 417 | 0.26 |
| | 14889 | Wayfarer Road | 386 | 0.24 |
| | 20494 | Broadmead Road | 440 | 0.27 |
| | 15787 | Adrienne Avenue | 376 | 0.23 |
| RSRDFM | 15789 | Greenford High School | 356 | 0.22 |
| | 15791 | Eastmead Avenue | 424 | 0.26 |
| | 15300 | Pembroke Road | 341 | 0.21 |
| GNFDBY | 2031 | Greenford Broadway | 380 | 0.24 |
| GNFDRL | 33862 | Clifton Road | 247 | 0.15 |
| | 17025 | Greenford Avenue | 619 | 0.38 |
| | 17026 | Cuckoo Avenue | 232 | 0.14 |
| | 25078 | Gurnell Leisure Centre | 508 | 0.32 |
| RSREAR | 15678 | Ruislip Road East | 416 | 0.26 |
| | 15681 | Scotch Common | 381 | 0.24 |
| | 33860 | Cleveland Road | 503 | 0.31 |
| | 33858 | Sutherland Avenue | 539 | 0.33 |
| | 33857 | West Ealing Station | 235 | 0.15 |
| LXRDNA | 33854 | Drayton Green Road | 329 | 0.20 |
| | 33863 | Dane Road | 319 | 0.20 |
| | 3062 | St Leonard's Road | 226 | 0.14 |
| | 3058 | Longfield Avenue | 270 | 0.17 |
| | BP5620 | Ealing Town Hall | | |
| EALBHGA | BP1008 | Ealing Bdy Stn / Haven Green | | |
| EALBHGAS | EALBHGAS | ing Broadway, Haven Green, Stan | 0 | 0.00 |
| TOTAL ROUTE MILEAGE - OUT DIRECTION | | | 13541 metres | 8.41 miles |

| BACK DIRECTION | | | | |
|---|-------------|------------------------------------|--------------|------------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| | | ing Broadway, Haven Green, Stand A | | |
| EALBHGA | BP1008 | Ealing Bdy Stn / Haven Green | 0 | 0.00 |
| | 18849 | Ealing Town Hall | 568 | 0.35 |
| | BP1361 | St Leonards Road | 334 | 0.21 |
| | 33864 | Dane Road | 289 | 0.18 |
| LXRDNA | 33855 | Drayton Green Road | 357 | 0.22 |
| | 33856 | West Ealing Station | 314 | 0.20 |
| | 33859 | Sutherland Avenue | 278 | 0.17 |
| | BP4527 | St Stephens Avenue | 315 | 0.20 |
| | 33861 | Cleveland Road | 278 | 0.17 |
| | 20388 | Scotch Common | 410 | 0.25 |
| RSREAR | 15679 | Ruislip Road East | 271 | 0.17 |
| | 25079 | Gurnell Leisure Centre | 568 | 0.35 |
| | 17027 | Cuckoo Avenue | 321 | 0.20 |
| | 17024 | Greenford Avenue | 272 | 0.17 |
| GNFDRL | BP095 | Clifton Road | 679 | 0.42 |
| GNFDBY | 2032 | Greenford Broadway | 257 | 0.16 |
| | 15299 | Pembroke Road | 390 | 0.24 |
| | 15792 | Beechwood Avenue | 429 | 0.27 |
| RSRDFM | 15790 | Greenford Sports Centre | 409 | 0.25 |
| | 15788 | Adrienne Avenue | 234 | 0.15 |
| | 20495 | Broadmead Road | 496 | 0.31 |
| | 14890 | Wayfarer Road | 468 | 0.29 |
| YEADWH | 15786 | Yeading Lane | 587 | 0.36 |
| | 29289 | Old Ruislip Road | 445 | 0.28 |
| | 15910 | Harvey Road | 606 | 0.38 |
| | 15782 | Polish War Memorial | 608 | 0.38 |
| | 20787 | Station Approach | 464 | 0.29 |
| | 20789 | R.A.F. Northolt | 593 | 0.37 |
| RSGDSN | 20791 | Ruislip Gardens Station | 366 | 0.23 |
| | 29081 | Berkeley Close | 380 | 0.24 |
| | 15774 | Northdown Close | 356 | 0.22 |
| | 15773 | Grosvenor Vale | 404 | 0.25 |
| | BP159 | Ruislip R.F.C. | 161 | 0.10 |
| RUISSNE | 27858 | Ruislip Station | 467 | 0.29 |
| RUISSNES | RUISSNES | LIP STATION APPROACH, EAST | 0 | 0.00 |
| TOTAL ROUTE MILEAGE - BACK DIRECTION | | | 13374 metres | 8.31 miles |