

7. Service Specification

Route: H91

Contract Reference: QC51202

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.

Terminus Points	Hounslow West Station and Hammersmith Bus Station, Upper Level
Contract Basis	Incentivised
Commencement Date	5 th March 2016
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	10.6 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Average Excess Wait Time - No more than 1.00 minutes
Extension Threshold	Average Excess Wait Time Threshold – 0.85 minutes
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 13th April 2015

Tenderers should refer to section 3 of Part A for the Service Specification Explanatory Notes and Appendix B of section 5 for the Example Service Specification of the ITT document.

SERVICE SPECIFICATION

- 1) SERVICE SPEC - ROUTE SPECIFICATION INFORMATION
- 2) NOTES
- 3) SCHEDULE REQUIREMENTS & PINCHPOINTS
- 4) OPERATIONAL CONSIDERATIONS
- 5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS

2) NOTES

Proposed Changes:

At this time, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. H91.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. H91.

Tenderers are also encouraged to offer two axle vehicles with a longer wheelbase and increased capacity, subject to route constraints. Tenders offering such vehicles will be welcomed and carefully considered by the Corporation. Triaxle vehicles are not being considered by the Corporation at this time.

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

Operators should provide the following prices:

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

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

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hounslow West Station to Hammersmith Bus Station, Upper Level			Hammersmith Bus Station, Upper Level to Hounslow West Station		
First departure no later than 0500.			First departure no later than 0510.		
0455 - 0550	Every 20 minutes		0505 - 0620	Every 20 minutes	
0551 - 0620	Every 15 minutes		0621 - 0650	Every 15 minutes	
0621 - 0650	Every 12 minutes		0651 - 0720	Every 12 minutes	
0651 - 1850	Every 10 minutes		0721 - 1940	Every 10 minutes	
1851 - 1920	Every 12 minutes		1941 - 2020	Every 12 minutes	
1921 - 0010	Every 15 minutes		2021 - 0025	Every 15 minutes	
Last departure no earlier than 0005.			Last departure no earlier than 0020.		
Pinchpoints					
Turnham Green, Church	0700 - 0740	12 minutes	Osterley Station	0715 - 0745	12 minutes
	0741 - 0900	10 minutes		0746 - 0905	10 minutes
	1500 - 1700	10 minutes		1505 - 1705	10 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hounslow West Station to Hammersmith Bus Station, Upper Level			Hammersmith Bus Station, Upper Level to Hounslow West Station		
First departure no later than 0500.			First departure no later than 0510.		
0455 - 0750	Every 20 minutes		0505 - 0850	Every 20 minutes	
0751 - 0820	Every 15 minutes		0851 - 0920	Every 15 minutes	
0821 - 0850	Every 12 minutes		0921 - 0950	Every 12 minutes	
0851 - 1750	Every 10 minutes		0951 - 1850	Every 10 minutes	
1751 - 1820	Every 12 minutes		1851 - 1920	Every 12 minutes	
1821 - 0010	Every 15 minutes		1921 - 0025	Every 15 minutes	
Last departure no earlier than 0005.			Last departure no earlier than 0020.		
Pinchpoints					
Turnham Green, Church	0910 - 1110	10 minutes	Osterley Station	0945 - 1010	12 minutes
				1011 - 1110	10 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

Hounslow West Station to Hammersmith Bus Station, Upper Level		Hammersmith Bus Station, Upper Level to Hounslow West Station	
First departure no later than 0600.		First departure no later than 0610.	
0555 - 0830	Every 30 minutes	0605 - 0910	Every 30 minutes
0831 - 0920	Every 20 minutes	0911 - 0950	Every 20 minutes
0921 - 0010	Every 15 minutes	0951 - 0025	Every 15 minutes
Last departure no earlier than 0005.		Last departure no earlier than 0020.	
Pinchpoints			
Turnham Green, Church	1000 - 1130	15 minutes	Osterley Station 1020 - 1150 15 minutes

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

4) OPERATIONAL CONSIDERATIONS

4.1) Route No. H91 can suffer from unpredictable traffic delays along the Great West Road and in the Hammersmith 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 H91: Hounslow West Station - Hammersmith Bus Station

Date of Structural Change: 5 March 2016.

Date of Service Change: 5 March 2016.

Reason for Issue: New tender.

STREETS TRAVERSED

Towards Hammersmith Bus Station: Hounslow West Station Forecourt, Bath Road, Vicarage Farm Road, Great West Road, Chiswick Roundabout, Chiswick High Road, King Street, Studland Street, Glenthorne Road, Beadon Road, Hammersmith Broadway, Hammersmith Bus Station Northern Entrance Ramp, Hammersmith Bus Station High Level.

Towards Hounslow West Station: Hammersmith Bus Station High Level, Talgarth Road, Queen Caroline Street, King Street, Chiswick High Road, Chiswick Roundabout, Great West Road, Vicarage Farm Road, Bath Road, Hounslow West Station Forecourt.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

HOUNSLOW WEST STATION

Private stand for one bus in station forecourt commencing at lamp standard N801 extending 16 metres northwest.

Buses proceed from Hounslow West Station Forecourt direct to stand, departing to Hounslow West Station Forecourt. Set down in Hounslow West Station Forecourt, at Stop B (35737 - Hounslow West Station <>, Last Stop on LOR: 35737 - Hounslow West Station <>) and pick up in Hounslow West Station Forecourt, at Stop B (35737 - Hounslow West Station <>, First Stop on LOR: 35737 - Hounslow West Station <>).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route H91 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: Hounslow West.

LAMPTON CORNER (from HAMMERSMITH BUS STATION)

Buses proceed from Great West Road via Gresham Road, Spring Grove Road and Jersey Road departing to Great West Road. Set down in Great West Road, at Stop P (3017 - Osterley Station <>, Last Stop on LOR: 3017 - Osterley Station <>) and pick up in Great West Road, at Stop Q (15668 - Gresham Road, First Stop on LOR: 15668 - Gresham Road).

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

OSTERLEY, SYON LANE (from HAMMERSMITH BUS STATION)

Buses proceed from Great West Road via Unnamed Road, Warkworth Gardens, Northumberland Avenue and Syon Lane departing to Great West Road. Set down in Great West Road, at stop C (R0225 - Gillette Corner, Last Stop on LOR: R0225 - Gillette Corner) and pick up in Great West Road, at stop D (15660 - West Cross Centre, First Stop on LOR: 15660 - West Cross Centre).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Great West Road, Syon Lane.

GREAT WEST ROAD, EALING ROAD (from Hounslow West Station)

Buses proceed from Great West Road departing to Great West Road. Set down in Great West Road, at Stop BU (3314 - Ealing Road, Last Stop on LOR: 3314 - Ealing Road) and pick up in Great West Road, at Stop BW (R0221 - Windmill Road, First Stop on LOR: R0221 - Windmill Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Great West Road, Ealing Road.

GUNNERSBURY, CHISWICK ROUNDABOUT (from Hounslow West Station)

Buses proceed from Great West Road via Gunnersbury Roundabout departing to Great West Road. Set down in Great West Road, at Stop R (R0226 - Chiswick Roundabout / Gunnersbury, Last Stop on LOR: R0226 - Chiswick Roundabout / Gunnersbury) and pick up in Great West Road, at Stop M (14873 - Chiswick Roundabout / Gunnersbury, First Stop on LOR: 14873 - Chiswick Roundabout / Gunnersbury).

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

TURNHAM GREEN, CHISWICK HIGH ROAD (from Hounslow West Station)

Public stand for one bus on south side of Chiswick High Road, commencing at a point 46 metres east of and opposite Belmont Road and extending 12 metres east.

Buses proceed from Chiswick High Road via Town Hall Avenue, Heathfield Terrace and Chiswick High Road to stand, departing to Chiswick High Road. Set down in Chiswick High Road, at Stop S (R0209 - Chiswick Road, Last Stop on LOR: R0209 - Chiswick Road) and pick up in Chiswick High Road, at Stop CV (133 - Turnham Green Church, First Stop on LOR: 133 - Turnham Green Church).

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.

STAMFORD BROOK BUS GARAGE (from Hounslow West Station)

Private stand for two buses on forecourt of London United's Stamford Brook Bus Garage. Buses proceed from Chiswick High Road via Stamford Brook Bus Garage Access Road to stand, departing via Stamford Brook Bus Garage Access Road, Stamford Brook Bus Garage Forecourt and Stamford Brook Bus Garage Access Road to Chiswick High Road. Set down in Chiswick High Road, at Stop OO (29149 - Chiswick Lane, Last Stop on LOR: 29149 - Chiswick Lane) and pick up in Chiswick High Road, at Stop RR (6153 - Chiswick Lane, First Stop on LOR: 6153 - Chiswick Lane).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: Unscheduled curtailments only
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Stamford Brook, Chiswick Lane.

STAMFORD BROOK BUS GARAGE (from HAMMERSMITH BUS STATION)

Private stand for two buses on forecourt of London United's Stamford Brook Bus Garage. Buses proceed from Chiswick High Road via Stamford Brook Bus Garage Access Road to stand, departing via Stamford Brook Bus Garage Access Road, Stamford Brook Bus Garage Forecourt and Stamford Brook Bus Garage Access Road to Chiswick High Road. Set down in Chiswick High Road, at Stop PP (1038 - Stamford Brook Bus Garage, Last Stop on LOR: 1038 - Stamford Brook Bus Garage) and pick up in Chiswick High Road, at stop H (1037 - Stamford Brook Bus Garage, First Stop on LOR: 1037 - Stamford Brook Bus Garage).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: Unscheduled curtailments only
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Stamford Brook Bus Garage.

RAVENSCOURT PARK (from Hounslow West Station)

Buses proceed from King Street via Studland Street, Glenthorne Road and Dalling Road departing to King Street. Set down in King Street, at Stop C (6144 - Dalling Road, Last Stop on LOR: 6144 - Dalling Road) and pick up in King Street, at Stop D (BP1501 - Ravenscourt Park Station <>, First Stop on LOR: BP1501 - Ravenscourt Park Station <>).

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

HAMMERSMITH BUS STATION, UPPER LEVEL, STAND Z1

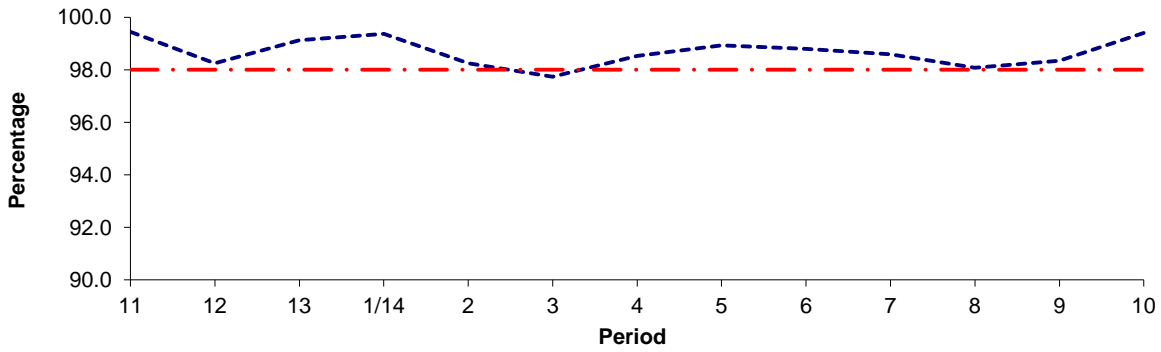
Private stand for 2 buses in Hammersmith Upper Level Bus Station at Stop Z1. Buses proceed from Hammersmith Bus Station High Level direct to stand, departing to Hammersmith Bus Station High Level. Set down in Hammersmith Bus Station High Level, at Stop Z1 (R0874 - Hammersmith Bus Station, Last Stop on LOR: R0874 - Hammersmith Bus Station) and pick up in Hammersmith Bus Station High Level, at Stop B (R0876 - Hammersmith Bus Station, First Stop on LOR: R0876 - Hammersmith Bus Station).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route H91 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: Hammersmith.

PART B - PERFORMANCE STATISTICS

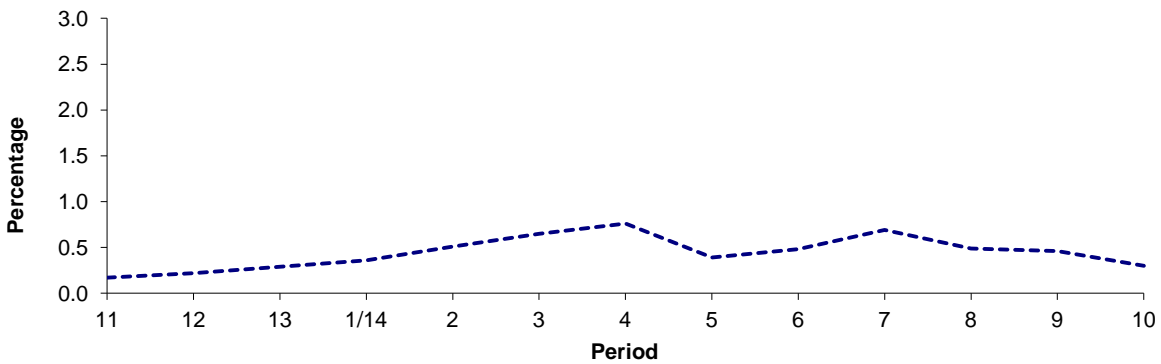
Route H91

Mileage Operated



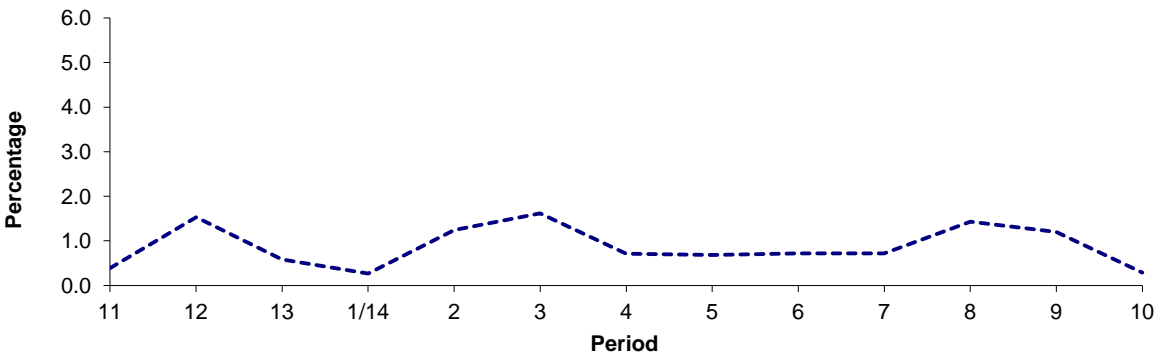
Period	11	12	13	1/14	2	3	4	5	6	7	8	9	10
2013/2014	99.44	98.25	99.13	99.37	98.25	97.73	98.53	98.93	98.80	98.59	98.08	98.34	99.41
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	11	12	13	1/14	2	3	4	5	6	7	8	9	10
2013/2014	0.17	0.22	0.29	0.36	0.51	0.65	0.76	0.39	0.48	0.69	0.49	0.46	0.30

Non Deductible Mileage

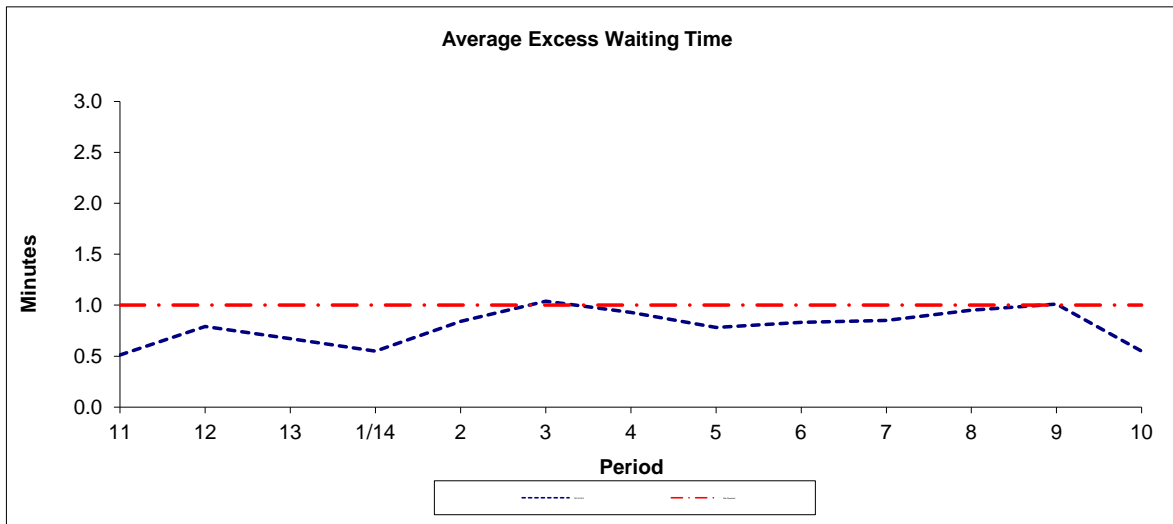


Period	11	12	13	1/14	2	3	4	5	6	7	8	9	10
2013/2014	0.39	1.53	0.58	0.27	1.24	1.62	0.71	0.68	0.72	0.72	1.43	1.20	0.29

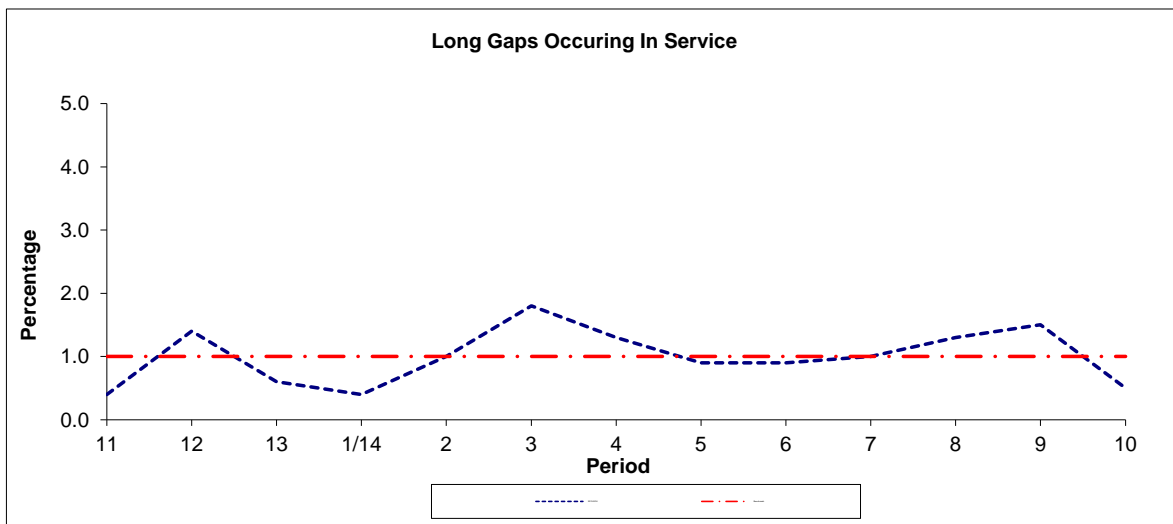
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route H91



Period	11	12	13	1/14	2	3	4	5	6	7	8	9	10
2013-2014	0.51	0.79	0.67	0.55	0.84	1.04	0.93	0.78	0.83	0.85	0.95	1.01	0.55
Min Standard	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00



Period	11	12	13	1/14	2	3	4	5	6	7	8	9	10
2013-2014	0.4	1.4	0.6	0.4	1.0	1.8	1.3	0.9	0.9	1.0	1.3	1.5	0.5
Benchmark	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

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

Transport for London - QSI Points and Live Mileage List

Route H91 (direct via Chiswick High Road)

Service change 23622

Date 15 October 2009

TRANCHE 512

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HWSTSN S	HWSTSN S	HOUNSLOW WEST STATION		
HWSTSN	35737	Hounslow West Station	0	0.00
	15672	Hounslow West Station	220	0.14
	15671	Vicarage Farm Road	421	0.26
	15670	Greencroft Road	337	0.21
	3416	Sutton Lane	332	0.21
LAMPBH	14815	Lampton Road	713	0.44
	15668	Gresham Road	409	0.25
OSTYSN	R0224	Osterley Station	442	0.27
	15666	Osterley Library	481	0.30
	15664	Ridgeway Road	191	0.12
	3414	Wood Lane	335	0.21
	15662	St Francis Of Assisi Church	431	0.27
OSTYSL	1363	Gillette Corner	209	0.13
	15660	West Cross Centre	299	0.19
	14843	West Cross Way	305	0.19
	1361	Boston Manor Road	517	0.32
	15657	Windmill Road	394	0.24
BTFDER	3314	Ealing Road	321	0.20
	15656	Clayponds Avenue	386	0.24
	15654	Lionel Road	603	0.37
	15652	Vantage West	166	0.10
GUNNRA	R0226	Chiswick Roundabout / Gunnersbury	359	0.22
	6158	Oxford Road North	498	0.31
	1049	Gunnersbury Station	153	0.10
	R0209	Chiswick Road	350	0.22
TURNCH	134	Turnham Green Church	415	0.26
	33871	Clifton Gardens	235	0.15
	27402	Chiswick Police Station	263	0.16
	29149	Chiswick Lane	326	0.20
V GR	1037	Stamford Brook Bus Garage	266	0.17
	29874	Goldhawk Road / Youngs Corner	178	0.11
	6148	Ravenscourt Park	478	0.30
	6146	Ravenscourt Park Station	172	0.11
	6144	Dalling Road	133	0.08
	BP3195	Lamington Street	428	0.27
	20412	Iffley Road	136	0.08
	29966	Hammersmith Str/Hammersmith & City	352	0.22
HAMMBU	R0874	Hammersmith Bus Station	240	0.15
HAMMBU S	HAMMBU S	Hammersmith Bus Station, Upper Level	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			12494 metres	7.76 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HAMMBU S	HAMMBU S	Hammersmith Bus Station, Upper Level		
HAMMBU	R0876	Hammersmith Bus Station	0	0.00
	51781	Kings Mall Shopping Centre	497	0.31
	24779	Hammersmith Town Hall	392	0.24
	BP1501	Ravenscourt Park Station	210	0.13
	6149	Ravenscourt Park	329	0.20
	174	Goldhawk Road	256	0.16
V GR	1038	Stamford Brook Bus Garage	381	0.24
	6153	Chiswick Lane	277	0.17
	1039	Chiswick Police Station	442	0.27
TURNCH	133	Turnham Green Church	426	0.26
	6157	Chiswick Road	328	0.20
	27303	Gunnersbury Station	308	0.19
	6159	Power Road	331	0.21
GUNNRA	14873	Chiswick Roundabout / Gunnersbury	415	0.26
	BP2616	Vantage West	378	0.23
	15355	Clayponds Avenue	809	0.50
BTFDER	3315	Ealing Road	164	0.10
	R0221	Windmill Road	372	0.23
	15659	Boston Manor Road	704	0.44
	14842	West Cross Way	337	0.21
OSTYSL	R0225	Gillette Corner	450	0.28
	15661	St Francis Of Assisi Church	389	0.24
	3413	Wood Lane	310	0.19
	15663	Ridgeway Road	476	0.30
	15665	Osterley Library	276	0.17
OSTYSN	3017	Osterley Station	381	0.24
	15667	Gresham Road	455	0.28
LAMPBH	1368	Lampton Road	392	0.24
	3417	Sutton Lane	582	0.36
	15669	Burton Gardens	479	0.30
	1366	Vicarage Farm Road	317	0.20
HWSTSN	35737	Hounslow West Station	633	0.39
HWSTSN S	HWSTSN S	HOUNSLOW WEST STATION	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			12496 metres	7.76 miles

ROUTE H91 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 4 13/14 TO QUARTER 3 14/15 (04/01/14 - 02/01/15)

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	22,367.	96.4	8.29	0.72	9.01	65.3	31.4	3.1	0.2	0.0	47
0700 - 1000	62,330.	102.3	5.00	1.04	6.04	83.5	15.0	1.3	0.3	1.5	77
1000 - 1300	61,245.	108.3	4.98	0.45	5.43	87.6	12.0	0.4	0.0	0.4	58
1300 - 1600	62,485.	100.7	4.91	0.71	5.62	86.0	13.5	0.5	0.1	0.6	46
1600 - 1900	63,968.	101.9	4.80	1.03	5.83	83.8	14.6	1.3	0.3	1.8	73
1900 - 2200	49,658.	104.6	5.91	0.77	6.68	76.4	22.0	1.4	0.2	0.8	74
2200 - 2400	27,323.	98.6	7.41	0.57	7.98	65.3	32.2	2.1	0.5	0.5	47
Summary	349,376.	102.7	5.24	0.81	6.05	82.6	16.1	1.1	0.2	1.1	77

SATURDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	3,933.	96.4	9.99	0.48	10.47	51.1	41.1	7.5	0.4	0.1	46
0700 - 1000	8,354.	104.2	7.74	0.59	8.34	68.4	27.1	4.2	0.3	0.3	60
1000 - 1300	12,779.	99.2	5.12	0.91	6.03	83.3	15.4	1.1	0.2	1.2	49
1300 - 1600	13,014.	100.3	5.00	1.14	6.14	82.4	15.6	1.6	0.4	1.9	56
1600 - 1900	12,303.	101.6	5.16	0.93	6.09	82.0	16.4	1.2	0.4	1.4	71
1900 - 2200	9,013.	101.2	7.05	1.06	8.11	66.0	29.8	3.4	0.8	1.1	78
2200 - 2400	5,915.	98.0	7.40	0.56	7.96	65.5	32.6	1.7	0.2	0.2	54
Summary	65,311.	100.5	5.89	0.92	6.81	77.2	20.3	2.1	0.4	1.2	78

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	1,445.	103.5	14.69	-0.01	14.69	48.7	24.0	23.2	4.1	1.1	45
0700 - 1000	5,047.	103.5	13.08	0.01	13.09	45.2	34.5	17.8	2.5	0.0	62
1000 - 1300	8,801.	101.9	7.72	0.41	8.14	65.5	32.1	2.1	0.4	0.3	53
1300 - 1600	9,060.	102.9	7.43	0.76	8.19	65.4	31.4	2.7	0.5	0.5	64
1600 - 1900	9,342.	102.9	7.29	0.48	7.77	67.3	31.0	1.7	0.1	0.1	46
1900 - 2200	9,281.	100.5	7.30	0.71	8.01	65.5	31.4	2.9	0.2	0.3	49
2200 - 2400	6,019.	102.8	7.50	0.65	8.15	65.6	31.8	2.2	0.3	0.3	55
Summary	48,995.	102.3	8.06	0.53	8.59	63.8	31.7	4.0	0.6	0.3	64

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	27,745.	96.7	8.72	0.67	9.39	63.0	32.3	4.4	0.3	0.1	47
0700 - 1000	75,731.	102.6	5.61	0.95	6.56	80.4	16.9	2.3	0.4	1.3	77
1000 - 1300	82,825.	106.2	5.30	0.52	5.82	84.5	14.7	0.7	0.1	0.5	58
1300 - 1600	84,559.	100.9	5.17	0.78	5.96	83.4	15.5	0.9	0.1	0.8	64
1600 - 1900	85,613.	102.0	5.07	0.97	6.03	82.1	16.3	1.3	0.3	1.6	73
1900 - 2200	67,952.	103.6	6.20	0.80	7.01	73.9	24.0	1.8	0.3	0.8	78
2200 - 2400	39,257.	99.2	7.42	0.58	8.00	65.4	32.2	2.0	0.4	0.5	55
Summary	463,682.	102.3	5.57	0.80	6.37	80.3	18.0	1.5	0.3	1.0	78