

## 7. Service Specification

Route: 147

Contract Reference: QC51602

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>	Ilford High Road, Hainault Street and Canning Town Bus Station
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	<b>7<sup>th</sup> May 2016</b>
<b>Vehicle Type</b>	87 capacity, dual door, double deck buses
<b>Current Maximum Approved Dimensions</b>	10.5 metres long and 2.55 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 1.00 minutes
<b>Extension Threshold</b>	Average Excess Wait Time Threshold – 0.90 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 15<sup>th</sup> June 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. 147.

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:

- Ex Ilford High Road, Hainault Street, 1 peak flow journey is specified during the Mondays to Fridays AM peak to provide a frequency of every 5 minutes to arrive at East Ham Town Hall between 0800 and 0815.
- Ex Ilford High Road, Hainault Street, 1 peak flow journey is specified during the Mondays to Fridays AM peak to provide a frequency of every 5 minutes to arrive at East Ham Town Hall between 0845 and 0900.
- Ex Canning Town Bus Station, 1 peak flow journey is specified during the Mondays to Fridays PM peak to provide a frequency of every 5 minutes to arrive at East Ham Town Hall between 1715 and 1730.
- **Tenderers should refer to the schedules dated 01/04/2013 rather than the current emergency schedules**

**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.**

### **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

Ilford High Road, Hainault Street to Canning Town Bus Station			Canning Town Bus Station to Ilford High Road, Hainault Street		
First departure no later than 0500.			First departure no later than 0455.		
0455 - 0535	Every 12 minutes		0450 - 0530	Every 12 minutes	
0536 - 0605	Every 10 minutes		0531 - 0610	Every 10 minutes	
0606 - 0740	Every 8 minutes		0611 - 1640	Every 8 minutes	
0741 - 0755	Every 5 minutes*		1641 - 1655	Every 5 minutes^	
0756 - 0820	Every 8 minutes		1656 - 1900	Every 8 minutes	
0821 - 0835	Every 5 minutes**		1901 - 2000	Every 10 minutes	
0836 - 1850	Every 8 minutes		2001 - 0055	Every 12 minutes	
1851 - 1950	Every 10 minutes				
1951 - 0050	Every 12 minutes				
Last departure no earlier than 0045			Last departure no earlier than 0050.		
<b>Pinchpoints</b>					
Prince Regent Station	0700 - 0820	8 minutes	East Ham Station	0705 - 0905	8 minutes
	0821 - 0835	5 minutes		1505 - 1625	8 minutes
	0836 - 0900	8 minutes			
	1500 - 1630	8 minutes			

\* Buses should be scheduled to be no more than 5 minutes apart at East Ham, Ron Leighton Way between 0800 and 0815.

\*\* Buses should be scheduled to be no more than 5 minutes apart at East Ham, Ron Leighton Way between 0845 and 0900.

^ Buses should be scheduled to be no more than 5 minutes apart at East Ham Town Hall between 1715 and 1730.

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

Ilford High Road, Hainault Street to Canning Town Bus Station			Canning Town Bus Station to Ilford High Road, Hainault Street		
First departure no later than 0500.			First departure no later than 0455.		
0455 - 0545	Every 15 minutes		0450 - 0540	Every 15 minutes	
0546 - 0620	Every 12 minutes		0541 - 0615	Every 12 minutes	
0621 - 0820	Every 10 minutes		0616 - 0825	Every 10 minutes	
0821 - 1925	Every 8 minutes		0826 - 1900	Every 8 minutes	
1926 - 1955	Every 10 minutes		1901 - 2000	Every 10 minutes	
1956 - 0050	Every 12 minutes		2001 - 0055	Every 12 minutes	
Last departure no earlier than 0045			Last departure no earlier than 0050.		
Pinchpoints					
Prince Regent Station	0850 - 1100	8 minutes	East Ham Station	0850 - 1100	8 minutes

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

Ilford High Road, Hainault Street to Canning Town Bus Station			Canning Town Bus Station to Ilford High Road, Hainault Street		
First departure no later than 0555.			First departure no later than 0550.		
0550 - 0655	Every 15 minutes		0545 - 0650	Every 15 minutes	
0656 - 0805	Every 12 minutes		0651 - 0825	Every 12 minutes	
0806 - 1815	Every 10 minutes		0826 - 1805	Every 10 minutes	
1816 - 0050	Every 12 minutes		1806 - 0055	Every 12 minutes	
Last departure no earlier than 0045			Last departure no earlier than 0050.		
<b>Pinchpoints</b>					
Prince Regent Station	1030 - 1130	10 minutes	East Ham Station	1025 - 1125	10 minutes

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

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

- 4.1) Route No. 147 can suffer from unpredictable traffic delays in the Barking Road, Canning Town Flyover area.
- 4.2) Football matches at West Ham United F.C. in Upton Park can cause traffic congestion in the area (Barking Road).
- 4.3) The use of vehicles longer than 10.5 metre is not possible in Little Ilford due to highway constraints.
- 4.4) Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. Major construction of the railway began in 2010, with services expected to commence in 2018. The construction impacts of Crossrail could affect Route No. 147 and it is anticipated that some passenger demand for Route No. 147 may shift to this line when it opens. Route No. 147 will be reviewed closer to the opening date.

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

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

## **LONDON BUSES - ROUTE DESCRIPTION**

### **ROUTE 147: Ilford High Road, Hainault Street - Canning Town Station**

**Date of Structural Change:** 7 May 2016.

**Date of Service Change:** 7 May 2016.

**Reason for Issue:** New Tender.

#### **STREETS TRAVERSED**

**Towards Canning Town Station:** Ilford High Road, Clements Road, Ilford High Road, Chapel Road, Ilford Hill, Romford Road, Dersingham Avenue, Church Road, Browning Road, Gladstone Avenue, High Street North, Ron Leighton Way, Barking Road, Prince Regent Lane, Victoria Dock Road, Munday Road, Radland Road, Tarling Road, Jude Street, George Street, Silvertown Way, Canning Town Bus Station.

**Towards Ilford High Road, Hainault Street:** Canning Town Bus Station, Silvertown Way, Hallsville Road, Ruscoe Road, Rogers Road, Tarling Road, Appleby Road, Munday Road, Victoria Dock Road, Prince Regent Lane, Barking Road, High Street North, Gladstone Avenue, Browning Road, Church Road, Little Ilford Lane, Romford Road, Ilford Hill, Chapel Road, Winston Way, Handforth Road, Clements Road, Ilford High 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.

#### **ILFORD, HAINAULT STREET**

Private stand for 17 buses standing abreast in marked bays in Bus Parking Area on east side of Hainault Street, with the first 4 bays (nearest entrance) restricted to midi-buses. Buses proceed from Ilford High Road via Hainault Street and Ilford Bus Station to stand, departing via Ilford Bus Station, Ley Street and Hainault Street to Ilford High Road. Set down in Ilford High Road, at Stop S (R0868 - Hainault Street, Last Stop on LOR: R0868 - Hainault Street) and pick up in Ilford High Road, at Stop V (FC41 - Hainault Street, First Stop on LOR: FC41 - Hainault Street).

**AVAILABILITY:** At any time.

**OPERATING RESTRICTIONS:** No more than 2 buses on Route 147 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:** Ilford.

### **ILFORD, RODEN STREET (from CANNING TOWN STATION)**

Private stand for five buses in bus parking area at junction of Chapel Road and Roden Street in 2 sections.

1. For four buses on the offside, extending 45 metres;
2. For one bus on nearside, extending 12 metres.

Buses proceed from Ilford Hill via Chapel Road and Sainsburys Bus Lay-By to stand, departing via Sainsburys Bus Lay-By and Roden Street to Chapel Road. Set down in Ilford Hill, at Stop E (1034 - Ilford Hill, Last Stop on LOR: R0757 - Ilford Hill) and pick up in Chapel Road, at Stop Y (BP1379 - Chapel Road, First Stop on LOR: BP1379 - Chapel 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:	Ilford Broadway.

### **LITTLE ILFORD LANE, ROMFORD ROAD (from CANNING TOWN STATION)**

Buses proceed from Romford Road departing to Dersingham Avenue. Set down in Romford Road, at stop N (4645 - Little Ilford Lane, Last Stop on LOR: 4645 - Little Ilford Lane) and pick up in Dersingham Avenue, at stop T (BP2734 - Wolferton Road, First Stop on LOR: BP2734 - Wolferton Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
BLIND DISPLAY:	Little Ilford Lane, Romford Road.



## **EAST HAM, WORDSWORTH AVENUE**

Public stand for two buses on south side of Wordsworth Avenue, commencing 63 metres west of the kerbline of High Street North and extending 25 metres East.

### **From Canning Town Station.**

Buses proceed from High Street North via Wordsworth Avenue to stand, departing via Wordsworth Avenue, Woodhouse Grove and Plashet Grove to High Street North. Set down in High Street North, at Stop B (27642 - East Ham Station <>, Last Stop on LOR: 27642 - East Ham Station <>) and pick up in High Street North, at Stop A (2899 - East Ham Station <>, First Stop on LOR: 2899 - East Ham Station <>).

### **From Ilford High Road, Hainault Street.**

Buses proceed from Gladstone Avenue via High Street North and Wordsworth Avenue to stand, departing via Wordsworth Avenue, Woodhouse Grove, Plashet Grove and High Street North to Gladstone Avenue. Set down in Gladstone Avenue, at Stop H (27641 - High Street North, Last Stop on LOR: 27641 - High Street North) and pick up in Gladstone Avenue, at Stop G (27709 - High Street North, First Stop on LOR: 27709 - High Street 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:	East Ham Station.

## **EAST HAM, NEWHAM TOWN HALL (from CANNING TOWN STATION)**

Public stand for four buses on west side of Wellington Road, commencing at lamp standard No 3 and extending 47 metres south.

Buses proceed from Barking Road via High Street South, Nelson Street and Wellington Road to stand, departing via Wellington Road to Barking Road. Set down in Barking Road, at Stop S (20770 - High Street North, Last Stop on LOR: 20770 - High Street North) and pick up in Barking Road, at Stop Q (1894 - Bartle Avenue, First Stop on LOR: 1894 - Bartle Avenue).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	By arrangement.
FERRY VEHICLES:	By arrangement.
BLIND DISPLAY:	East Ham, Newham Town Hall.

## **UPTON PARK, CLAUGHTON ROAD**

Public stand on west side of Cloughton Road, commencing 14 metres south of the kerbline of Barking Road and extending 20 metres south.

### **From Canning Town Station.**

Buses proceed from Barking Road via Central Park Road, Boundary Road and Cloughton Road to stand, departing via Cloughton Road to Barking Road. Set down in Barking Road, at Stop O (1202 - Upton Park / Green Street, Last Stop on LOR: 1202 - Upton Park / Green Street) and pick up in Barking Road, at Stop S (1884 - New City Road, First Stop on LOR: 1884 - New City Road).

### **From Ilford High Road, Hainault Street.**

Buses proceed from Barking Road via Central Park Road, Boundary Road and Cloughton Road to stand, departing via Cloughton Road to Barking Road. Set down in Barking Road, at Stop P (28111 - Upton Park / Green Street, Last Stop on LOR: 28111 - Upton Park / Green Street) and pick up in Barking Road, at Stop O (1202 - Upton Park / Green Street, First Stop on LOR: 1202 - Upton Park / Green 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:	Upton Park, Boleyn.
OTHER INFORMATION:	-Turning point only - buses must not stand.

## **PRINCE REGENT D L R STATION (from Ilford High Road, Hainault Street)**

Stand for four buses in two portions:

1. Private stand for two buses on north side of bus station at eastern end.
2. Public stand for two buses in layby on south side of Connaught Road commencing 10 metres west of lamp standard 26G108 and extending 20 metres east.

Buses proceed from Prince Regent Lane via Prince Regent Bus Station to stand, departing via Prince Regent Bus Station and Victoria Dock Road to Prince Regent Lane. Set down in Prince Regent Lane, at Stop M (8122 - Victoria Dock Road, Last Stop on LOR: 8122 - Victoria Dock Road) and pick up in Prince Regent Lane, at Stop L (8123 - Victoria Dock Road, First Stop on LOR: 8123 - Victoria Dock Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	By arrangement.
BLIND DISPLAY:	Prince Regent.

### **CANNING TOWN BUS STATION, STAND E3**

Private stand for 2 buses at Stand E3 on east side of Canning Town Bus Station at south-west corner of junction of Barking Road and Silvertown Way.

Buses proceed from Canning Town Bus Station direct to stand, departing to Canning Town Bus Station. Set down in Canning Town Bus Station, at stop A (BP2284 - Canning Town Station <> [dlr], Last Stop on LOR: BP2284 - Canning Town Station <> [dlr]) and pick up in Canning Town Bus Station, at stop B (BP2278 - Canning Town Bus Station, First Stop on LOR: BP2278 - Canning Town Bus Station).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 147 should be scheduled to stand at any one time.

MEAL RELIEFS: No meal relief vehicles to stand at any time.

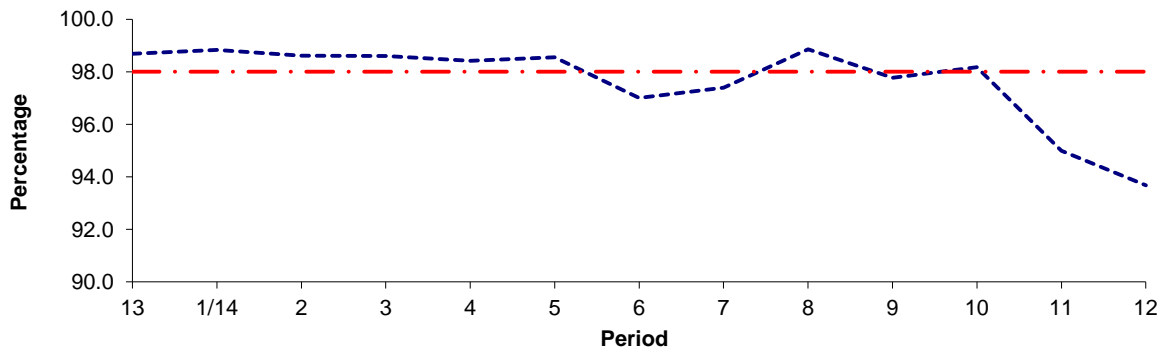
FERRY VEHICLES: No ferry vehicles to park on stand at any time.

BLIND DISPLAY: Canning Town Station.

## PART B - PERFORMANCE STATISTICS

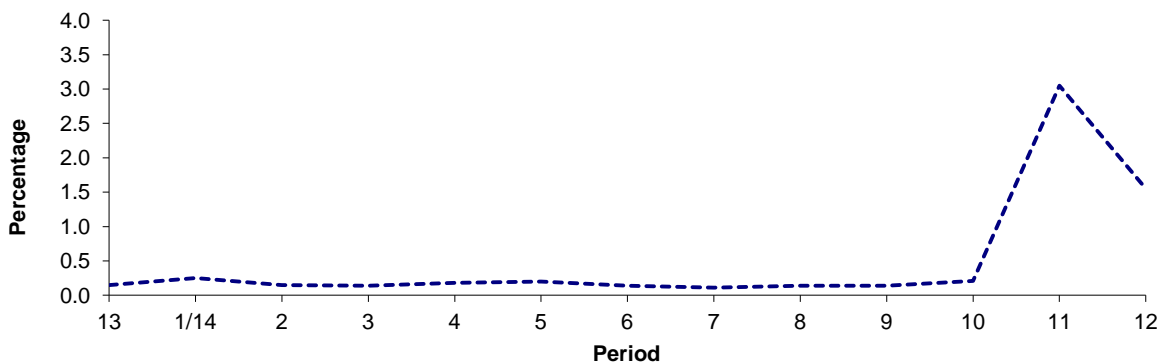
### Route 147

**Mileage Operated**



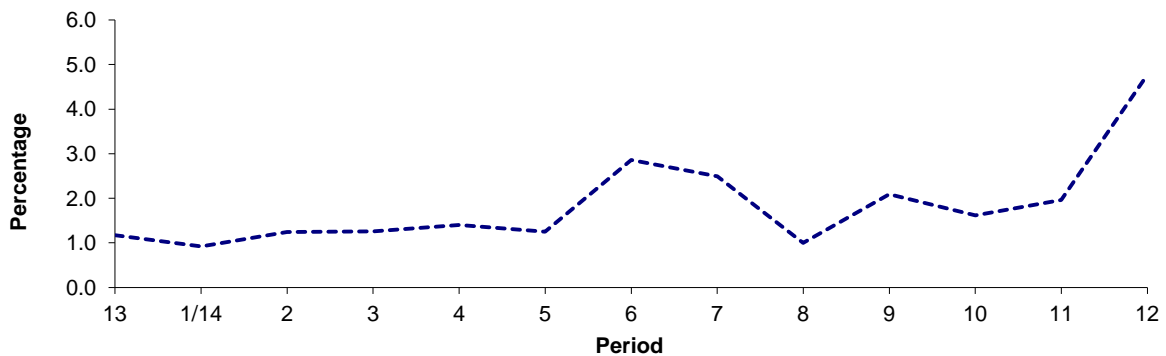
Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	98.68	98.83	98.61	98.60	98.42	98.55	97.00	97.40	98.86	97.77	98.17	94.99	93.68
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

**Deductible Mileage**



Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	0.15	0.25	0.15	0.14	0.18	0.20	0.14	0.11	0.14	0.14	0.21	3.05	1.55

**Non Deductible Mileage**

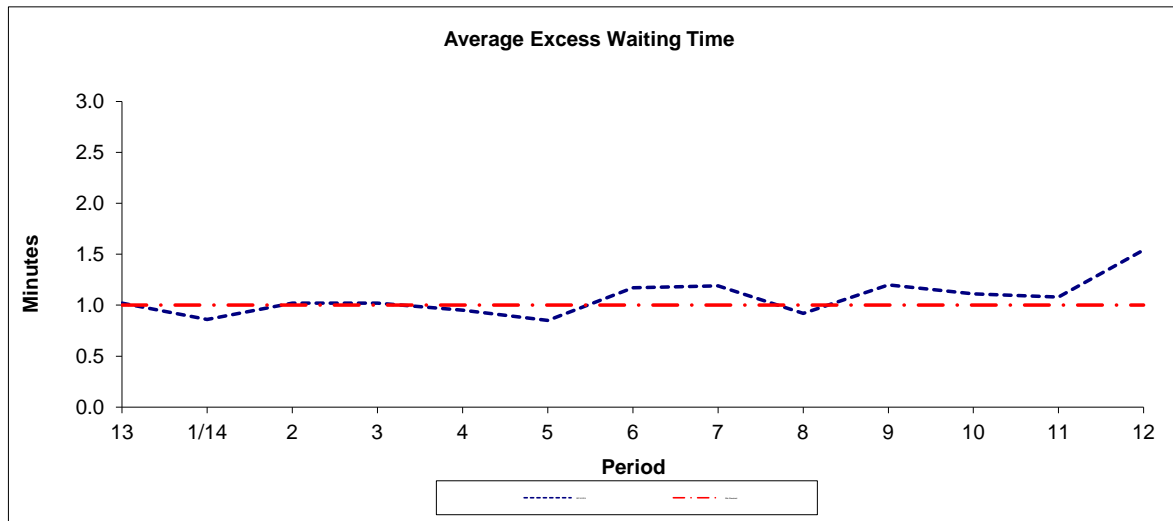


Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	1.17	0.92	1.24	1.26	1.40	1.25	2.86	2.49	1.00	2.09	1.62	1.96	4.77

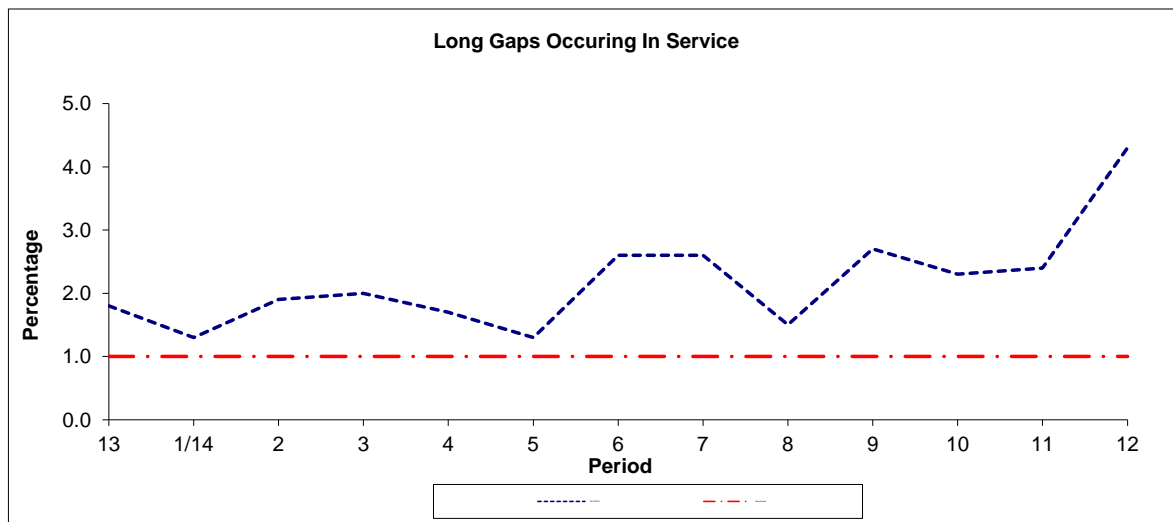
**Note :** Mileage is based on 4 weeks data  
Deductible mileage performance adversely affected by industrial action by drivers in periods 11 and 12.

## PART B - PERFORMANCE STATISTICS

### Route 147



Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013-2014	1.02	0.86	1.02	1.02	0.95	0.85	1.17	1.19	0.92	1.20	1.11	1.08	1.54
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	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013-2014	1.8	1.3	1.9	2.0	1.7	1.3	2.6	2.6	1.5	2.7	2.3	2.4	4.3
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.

# **ROUTE 147 - 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	27,184.	100.2	4.90	0.25	5.15	92.3	7.6	0.1	0.0	0.1	29
0700 - 1000	55,220.	99.7	3.96	0.69	4.65	92.9	6.9	0.2	0.0	0.8	40
1000 - 1300	54,730.	98.0	4.03	0.63	4.66	93.0	6.8	0.1	0.0	0.6	42
1300 - 1600	55,390.	99.0	3.90	1.04	4.95	89.5	9.8	0.6	0.1	2.1	45
1600 - 1900	54,385.	94.7	4.01	1.56	5.57	85.0	13.1	1.5	0.4	4.0	57
1900 - 2200	41,240.	98.1	5.09	1.48	6.57	77.6	19.4	2.4	0.5	3.1	70
2200 - 2400	23,980.	100.8	6.00	0.59	6.59	79.2	20.1	0.7	0.1	0.3	70
<b>Summary</b>	<b>312,129.</b>	<b>98.3</b>	<b>4.22</b>	<b>1.04</b>	<b>5.25</b>	<b>88.0</b>	<b>11.0</b>	<b>0.9</b>	<b>0.2</b>	<b>2.1</b>	<b>70</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	4,624.	98.9	6.32	0.29	6.62	81.2	18.6	0.2	0.0	0.0	31
0700 - 1000	10,498.	99.9	4.39	0.42	4.81	93.4	6.6	0.0	0.0	0.1	25
1000 - 1300	11,714.	97.4	3.99	0.84	4.84	90.7	9.0	0.3	0.0	1.3	30
1300 - 1600	11,438.	98.4	4.01	1.42	5.43	86.5	12.0	1.3	0.3	3.5	59
1600 - 1900	11,393.	96.5	3.99	1.24	5.24	87.2	11.2	1.2	0.4	3.2	51
1900 - 2200	8,984.	95.8	4.97	1.76	6.73	76.0	20.4	3.0	0.6	3.8	54
2200 - 2400	5,140.	100.3	6.00	0.75	6.75	77.3	21.4	1.2	0.0	0.3	34
<b>Summary</b>	<b>63,791.</b>	<b>97.9</b>	<b>4.31</b>	<b>1.11</b>	<b>5.42</b>	<b>86.6</b>	<b>12.1</b>	<b>1.1</b>	<b>0.2</b>	<b>2.3</b>	<b>59</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	2,096.	99.8	7.43	0.26	7.69	78.2	21.4	0.3	0.1	2.0	39
0700 - 1000	9,380.	98.8	5.30	0.51	5.81	85.8	14.0	0.2	0.0	0.1	36
1000 - 1300	10,353.	99.7	4.88	0.51	5.39	88.5	11.2	0.2	0.0	0.3	31
1300 - 1600	10,130.	98.2	4.97	0.94	5.91	83.8	15.0	1.0	0.2	1.2	56
1600 - 1900	9,901.	98.6	5.11	0.82	5.93	83.5	15.3	1.0	0.3	1.2	45
1900 - 2200	8,564.	99.8	5.89	0.82	6.71	78.2	20.4	1.0	0.3	0.8	78
2200 - 2400	5,645.	100.8	6.00	0.44	6.44	79.8	19.8	0.4	0.0	0.1	49
<b>Summary</b>	<b>56,069.</b>	<b>99.2</b>	<b>5.24</b>	<b>0.72</b>	<b>5.97</b>	<b>83.7</b>	<b>15.4</b>	<b>0.7</b>	<b>0.2</b>	<b>0.8</b>	<b>78</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	33,904.	100.0	5.16	0.26	5.42	90.3	9.6	0.1	0.0	0.2	39
0700 - 1000	75,098.	99.6	4.06	0.66	4.72	92.6	7.2	0.2	0.0	0.8	40
1000 - 1300	76,797.	98.1	4.12	0.66	4.77	92.1	7.6	0.2	0.0	0.7	42
1300 - 1600	76,958.	98.8	4.03	1.09	5.12	88.4	10.7	0.8	0.1	2.2	59
1600 - 1900	75,679.	95.5	4.11	1.46	5.57	85.1	13.1	1.4	0.4	3.7	57
1900 - 2200	58,788.	98.0	5.16	1.44	6.60	77.5	19.6	2.4	0.5	2.9	78
2200 - 2400	34,765.	100.7	6.00	0.59	6.59	79.0	20.2	0.7	0.1	0.3	70
<b>Summary</b>	<b>431,989.</b>	<b>98.4</b>	<b>4.32</b>	<b>1.02</b>	<b>5.34</b>	<b>87.4</b>	<b>11.5</b>	<b>0.9</b>	<b>0.2</b>	<b>2.0</b>	<b>78</b>

## Transport for London - QSI Points and Live Mileage List

Route 147  
 Service change 32181  
 Date 14/11/2012

Reason for Issue

QSI points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ILFDHS	FC41	Hainault Street		
	BP3460	Ilford Central Library	270	0.17
IFBYHR	37219	Ilford Broadway	358	0.22
	BP1379	Chapel Road	283	0.18
	14535	Dersingham Avenue	504	0.31
	BP2734	Wolferton Road	339	0.21
	BP2735	Church Road	358	0.22
LILFCR	R0363	Little Ilford School	346	0.21
	27636	Ruskin Avenue	391	0.24
	27638	St Barnabas Church	249	0.15
	27640	Browning Road	261	0.16
	27641	High Street North	245	0.15
EHAMSN	2899	East Ham Station	189	0.12
	BP132	Bendish Road	237	0.15
EHAMRL	BP759	Pilgrims Way	330	0.21
	1894	Bartle Avenue	348	0.22
	1892	Aintree Avenue	183	0.11
	1890	Dickens Road	361	0.22
	1888	Upton Park / Priory Road	171	0.11
UPPKBN	28111	Upton Park / Green Street	176	0.11
	1884	New City Road	435	0.27
PLASGG	8104	Beaumont Road	559	0.35
	8108	Newham University Hospital	262	0.16
	8110	Bennett Road	339	0.21
	BP5263	Newham Leisure Centre	122	0.08
	8116	Newham Way	238	0.15
	8118	Mortlake Road	209	0.13
	35039	Tree Road	171	0.11
PREGSN	8122	Victoria Dock Road	340	0.21
	BP098	Custom House Station	533	0.33
	FC28	Custom House Station	148	0.09
	35272	Bridgeland Road	282	0.18
	BP086	Munday Road / Royal Victoria	246	0.15
KRHERR	35914	Hallsville Primary School	319	0.20
	BP2723	St Lukes Square	417	0.26
	9498	Brunel Street	162	0.10
CANNBS	BP2284	Canning Town Station	510	0.32
Total Route Mileage - Out Directi			10891	6.77
			Metres	Miles

<b>TRANCHE 516</b>
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End of VDR diversion
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BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CANNBS	BP2278	Canning Town Bus Station		
	35910	Shirley Street	351	0.22
	35911	Rogers Road	227	0.14
KRHETR	35274	Keir Hardie Estate	168	0.10
	35328	Tarling Road	217	0.13
	R0708	The Appleby Centre	214	0.13
	35271	Bridgeland Road	473	0.29
	FC29	Custom House Station	231	0.14
	BP728	Custom House Station	208	0.13
	8186	Prince Regent Station	327	0.20
PREGSN	8123	Victoria Dock Road	145	0.09
	35038	Tree Road	271	0.17
	BP4485	Newham Way	316	0.20
	8113	Bennett Road	484	0.30
	8109	Newham University Hospital	383	0.24
	8107	Wigston Road	109	0.07
PLASGG	4893	Plaistow Prince Regent Lane	336	0.21
	1885	New City Road	220	0.14
	BP3755	Samson Street	180	0.11
UPPKBN	1202	Upton Park / Green Street	210	0.13
	36928	Upton Park / Priory Road	249	0.15
	1891	Arragon Road	228	0.14
	1893	Katherine Road	228	0.14
	1895	Bartle Avenue	305	0.19
EHAMTH	20770	High Street North	208	0.13
	2892	Kempton Road	279	0.17
	2896	Caledon Road	137	0.09
	LE213	Bendish Road	242	0.15
EHAMSN	27642	East Ham Station	158	0.10
	27709	High Street North	254	0.16
	27639	Browning Road	243	0.15
	27637	St Barnabas Church	291	0.18
	27635	Sheridan Road	233	0.14
	27633	Church Road	268	0.17
LILFCR	27631	St Stephens Church	306	0.19
	27629	Wolferton Road	386	0.24
	4645	Little Ilford Lane	343	0.21
	14540	North Circular Road	251	0.16
	R0757	Ilford Hill	430	0.27
IFBYCR	FC44	Chapel Road	149	0.09
	FC60	Ilford Central Library	475	0.30
ILFDHS	R0868	Hainault Street	242	0.15
Total Route Mileage - Back Direction			10975	6.82
			Metres	Miles