

7. Service Specification

Route: 177

Contract Reference: QC47501

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 | Thamesmead Town Centre and Peckham Bus Station |
| Contract Basis | Incentivised |
| Commencement Date | 30 th May 2015 |
| Vehicle Type | 87 capacity, dual door, double deck buses |
| Current Maximum Approved Dimensions | 10.7 metres long and 2.5 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 1.20 minutes |
| Extension Threshold | Average Excess Wait Time Threshold - 1.05 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 2nd June 2014

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. 177.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 177.

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 1st October 2013.

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.

Cash Free Boarding will be 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

| | | | | | |
|---|------------------|------------|---|------------------|------------|
| Thamesmead Town Centre to Peckham Bus Station | | | Peckham Bus Station to Thamesmead Town Centre | | |
| First departure no later than 0415. | | | First departure no later than 0500. | | |
| 0410 - 0500 | Every 15 minutes | | 0455 - 0600 | Every 15 minutes | |
| 0501 - 0600 | Every 12 minutes | | 0601 - 0700 | Every 12 minutes | |
| 0601 - 1900 | Every 10 minutes | | 0701 - 2005 | Every 10 minutes | |
| 1911 - 0015 | Every 12 minutes | | 2006 - 0110 | Every 12 minutes | |
| Last departure no earlier than 0010. | | | Last departure no earlier than 0105. | | |
| Pinchpoints | | | | | |
| Greenwich, Nelson Road | 0715 - 0915 | 10 minutes | Plumstead Corner | 0720 - 0745 | 12 minutes |
| | 1500 - 1630 | 10 minutes | | 0746 - 0920 | 10 minutes |
| | | | | 1505 - 1635 | 10 minutes |

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| | | | | | |
|---|------------------|------------|---|------------------|------------|
| Thamesmead Town Centre to Peckham Bus Station | | | Peckham Bus Station to Thamesmead Town Centre | | |
| First departure no later than 0415. | | | First departure no later than 0500. | | |
| 0410 - 0600 | Every 15 minutes | | 0455 - 0700 | Every 15 minutes | |
| 0601 - 0800 | Every 12 minutes | | 0701 - 0800 | Every 12 minutes | |
| 0801 - 1810 | Every 10 minutes | | 0801 - 1930 | Every 10 minutes | |
| 1811 - 0015 | Every 12 minutes | | 1931 - 0110 | Every 12 minutes | |
| Last departure no earlier than 0010. | | | Last departure no earlier than 0105. | | |
| Pinchpoints | | | | | |
| Greenwich, Nelson Road | 0905 - 1105 | 10 minutes | Plumstead Corner | 0910 - 1110 | 10 minutes |

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

| | | | | | |
|---|------------------|------------|---|------------------|------------|
| Thamesmead Town Centre to Peckham Bus Station | | | Peckham Bus Station to Thamesmead Town Centre | | |
| First departure no later than 0415. | | | First departure no later than 0500. | | |
| 0410 - 0745 | Every 15 minutes | | 0455 - 0930 | Every 15 minutes | |
| 0746 - 0015 | Every 12 minutes | | 0931 - 0110 | Every 12 minutes | |
| Last departure no earlier than 0010. | | | Last departure no earlier than 0105. | | |
| Pinchpoints | | | | | |
| Greenwich, Nelson Road | 1025 - 1125 | 12 minutes | Plumstead Corner | 1030 - 1130 | 12 minutes |

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 177 should be best separated from the journeys on Route No. 180 between Plumstead Corner and Greenwich, Nelson Road during all periods.
- 4.2) Route No. 177 can suffer from unpredictable traffic delays in the Woolwich and Greenwich areas.

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 177: Thamesmead, Town Centre - Peckham Bus Station

Date of Structural Change: 30 May 2015.

Date of Service Change: 30 May 2015.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Peckham Bus Station: Thamesmere Drive, Thamesmere Drive Roundabout, Central Way, Crossway, Summerton Way Roundabout, Crossway, Boiler House Roundabout, Carlyle Road, Harrow Manor Way, Eynsham Drive, Basildon Road, Bostall Hill, Plumstead High Street, Plumstead Road, Beresford Street, Woolwich High Street, Woolwich Church Street, Woolwich Road, Trafalgar Road, Romney Road, Nelson Road, Greenwich High Road, Deptford Bridge, Deptford Broadway, New Cross Road, Amersham Road, Parkfield Road, Lewisham Way, New Cross Road, Queen's Road, Peckham High Street, Peckham Bus Station.

Special Journey towards Peckham Bus Station between Plumstead Road and Woolwich Road:

operate from Plumstead Road, then via Woolwich New Road, Ha Ha Road, Repository Road, Hillreach, Little Heath, Charlton Park Road, The Village, Charlton Church Lane, Anchor And Hope Lane rejoining line of route at Woolwich Road.

Towards Thamesmead, Town Centre: Peckham Bus Station, Peckham High Street, Queen's Road, New Cross Road, Deptford Broadway, Deptford Bridge, Greenwich High Road, Greenwich Church Street, College Approach, King William Walk, Romney Road, Trafalgar Road, Woolwich Road, Woolwich Church Street, Woolwich High Street, John Wilson Street, Castile Road, Monk Street, Calderwood Street, Thomas Street, Woolwich New Road, Plumstead Road, Plumstead High Street, Bostall Hill, Basildon Road, Eynsham Drive, Harrow Manor Way, Carlyle Road, Boiler House Roundabout, Crossway, Summerton Way Roundabout, Crossway, Greenhaven Drive Roundabout, Crossway, Central Way, Thamesmere Drive.

Special Journey towards Thamesmead, Town Centre between Woolwich Road and Castile Road:

operate from Woolwich Road, then via Anchor And Hope Lane, Charlton Church Lane, The Village, Charlton Park Road, Little Heath, Hillreach, Artillery Place, John Wilson Street rejoining line of route at Castile 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.

THAMESMEAD TOWN CENTRE, THAMESMERE DRIVE

Public stand for 5 buses in lay-by on west side of Thamesmere Drive opposite Claude Ramsey Library. Overflow stand for 2 buses on south side of Thamesmere Drive turning circle.

Buses proceed from Thamesmere Drive direct to stand, departing via Thamesmere Drive and Turning Circle to Thamesmere Drive. Set down in Thamesmere Drive, at Stop C (37417 - Thamesmead Town Centre and pick up in Thamesmere Drive, at Stop A (BP1582 - Thamesmead Town Centre, First Stop on LOR: BP1582 - Thamesmead Town Centre).

| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | No more than 2 buses on Route 177 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: | Thamesmead. |
| OTHER INFORMATION: | Toilets available in Safeway store 0800-1700. |

THAMESMEAD, BOILER HOUSE (from PECKHAM BUS STATION)

Buses proceed from Carlyle Road via Boiler House Roundabout departing to Carlyle Road. Set down in Carlyle Road, SK (34918 - Carlyle Road / Bentham Road, Last Stop on LOR: 34918 - Carlyle Road / Bentham Road) and pick up in Carlyle Road, SJ (35406 - Carlyle Road / Crossway, First Stop on LOR: 35406 - Carlyle Road / Crossway).

| | |
|-------------------------|--|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | Turning Point Only - Buses must not stand |
| BLIND DISPLAY: | Thamesmead, Boiler House. |

PLUMSTEAD BUS GARAGE

Private stand in Stagecoach's Plumstead Bus Garage.

From Peckham Bus Station.

Buses proceed from Plumstead Road via Pettman Crescent and Plumstead Bus Garage to stand, departing via Plumstead Bus Garage, Service Road and Pettman Crescent to Plumstead Road. Set down in Plumstead Road, at Stop A (BP1283 - Plumstead Bus Garage, Last Stop on LOR: BP1283 - Plumstead Bus Garage) and pick up in Plumstead Road, at Stop WM (36510 - Plumstead Road / Plumstead Station #, First Stop on LOR: 36510 - Plumstead Road / Plumstead Station #).

From Thamesmead, Town Centre.

Buses proceed from Plumstead High Street via Plumstead Road, Pettman Crescent, Service Road and Plumstead Bus Garage Forecourt to stand, departing via Plumstead Bus Garage Forecourt, Service Road and Pettman Crescent to Plumstead Road. Set down in Plumstead High Street, at Stop WK (26621 - Lakedale Road, Last Stop on LOR: 26621 - Lakedale Road) and pick up in Plumstead Road, at Stop C (26625 - Plumstead High Street / Plumstead Stn, First Stop on LOR: 26625 - Plumstead High Street / Plumstead Stn).

| | |
|-------------------------|---|
| 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: | Plumstead, Bus Garage. |

WOOLWICH, BERESFORD STREET (from Thamesmead, Town Centre)

Public stand for ten buses on south side of Beresford Street and Woolwich High Street in 3 parts:

1. For two buses commencing 25 metres south east of Macbean Street extending 31 metres south east.
2. For three buses as an overflow stand commencing 4 metres north west of lamp standard 06A0121 extending 36 metres south east.
3. For five buses as an overflow stand commencing 4 metres west of lamp standard 16AA1549 extending 61 metres east.

Buses proceed from Beresford Street direct to stand, departing via Beresford Street and Woolwich High Street to John Wilson Street. Set down in Beresford Street, at stop U (3681 - Beresford Square / Woolwich Arsenal Stn [dlr], Last Stop on LOR: 3681 - Beresford Square / Woolwich Arsenal Stn [dlr]) and pick up in John Wilson Street, at stop Y (37259 - John Wilson Street / Powis Street, First Stop on LOR: 37259 - John Wilson Street / Powis 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: | Woolwich. |

WOOLWICH, MONK STREET (from PECKHAM BUS STATION)

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

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

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

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

Buses proceed from John Wilson Street via Castile Road and Monk Street to stand, departing via Monk Street, Bus Turning Circle, Monk Street, Calderwood Street, Thomas Street, Woolwich New Road, Vincent Road and Burrage Road to Plumstead Road. Set down in John Wilson Street, at stop Y (37259 - John Wilson Street / Powis Street, Last Stop on LOR: 37259 - John Wilson Street / Powis Street) and pick up in Plumstead Road, at stop D (BP4397 - Plumstead Road / Woolwich Public Market, First Stop on LOR: BP4397 - Plumstead Road / Woolwich Public Market).

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

CHARLTON, ANCHOR & HOPE LANE

Public stand for two buses on east side of Anchor & Hope Lane, commencing 89 metres south of and opposite Bugsbys Way extending 20 metres north.

From Peckham Bus Station.

Buses proceed from Woolwich Road via Anchor And Hope Lane to stand, departing via Anchor And Hope Lane and Charlton Church Lane to Woolwich Road. Set down in Woolwich Road (18825 - Woolwich Road / Gallions Road, Last Stop on LOR: 18823 - Woolwich Road / Victoria Way) and pick up in Woolwich Road (10439 - Woolwich Road / Gallions Road, First Stop on LOR: 10439 - Woolwich Road / Gallions Road).

From Thamesmead, Town Centre.

Buses proceed from Woolwich Road via Anchor And Hope Lane to stand, departing via Anchor And Hope Lane to Woolwich Road. Set down in Woolwich Road, at Stop F (18828 - Charlton Station # / Woolwich Road, Last Stop on LOR: 18828 - Charlton Station # / Woolwich Road) and pick up in Woolwich Road, at Stop E (26701 - Charlton Station / Woolwich Road, First Stop on LOR: 26701 - Charlton Station / Woolwich 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: | Charlton. |

EAST GREENWICH LIBRARY

Public stand for two buses on north east side of Tunnel Avenue, commencing 2 metres from north west flank wall of the Fire Station and extending 19 metres north west.

From Peckham Bus Station.

Buses proceed from Woolwich Road via Denham Street and Tunnel Avenue to stand, departing via Tunnel Avenue to Woolwich Road. Set down in Woolwich Road, P (18820 - Marlton Street, Last Stop on LOR: 18820 - Marlton Street) and pick up in Woolwich Road, at Stop D (34401 - East Greenwich Library, First Stop on LOR: 34401 - East Greenwich Library).

From Thamesmead, Town Centre.

Buses proceed from Woolwich Road via Denham Street and Tunnel Avenue to stand, departing via Tunnel Avenue, Woolwich Road and Horn Lane Roundabout to Woolwich Road. Set down in Woolwich Road, at Stop D (34401 - East Greenwich Library, Last Stop on LOR: 34401 - East Greenwich Library) and pick up in Woolwich Road, at Stop H (26703 - Rainton Road, First Stop on LOR: 26703 - Rainton 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: | East Greenwich. |

GREENWICH, CUTTY SARK (from Thamesmead, Town Centre)

Buses proceed from Nelson Road via Greenwich Church Street and College Approach departing to King William Walk. Set down in Nelson Road, at Stop E (40015 - Greenwich Town Centre / Nelson Road, Last Stop on LOR: 40015 - Greenwich Town Centre / Nelson Road) and pick up in King William Walk, at Stop C (29439 - Greenwich Town Centre / Cutty Sark, First Stop on LOR: 29439 - Greenwich Town Centre / Cutty Sark).

| | |
|-------------------------|--|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | Turning Point Only - Buses must not stand |
| BLIND DISPLAY: | Greenwich, Cutty Sark. |

GREENWICH, CUTTY SARK (from PECKHAM BUS STATION)

Buses proceed from King William Walk departing to Nelson Road. Set down in King William Walk, at Stop C (29439 - Greenwich Town Centre / Cutty Sark, Last Stop on LOR: 29439 - Greenwich Town Centre / Cutty Sark) and pick up in Nelson Road, at Stop E (40015 - Greenwich Town Centre / Nelson Road, First Stop on LOR: 40015 - Greenwich Town Centre / Nelson Road).

| | |
|-------------------------|--|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | Turning Point Only - Buses must not stand |
| BLIND DISPLAY: | Greenwich, Cutty Sark. |

DEPTFORD BRIDGE (from Thamesmead, Town Centre)

Buses proceed from Deptford Bridge via Deptford Church Street departing to Deptford Bridge. Set down in Deptford Bridge, at stop T (4627 - Deptford Bridge [dlr], Last Stop on LOR: 4627 - Deptford Bridge [dlr]) and pick up in Deptford Bridge, Y (BP4896 - Deptford Bridge [dlr], First Stop on LOR: BP4896 - Deptford Bridge [dlr]).

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

NEW CROSS, MARQUIS OF GRANBY (from Thamesmead, Town Centre)

Buses proceed from Lewisham Way departing to New Cross Road. Set down in Lewisham Way, at stop X (26416 - Marquis Of Granby / Goldsmiths, Last Stop on LOR: 26416 - Marquis Of Granby / Goldsmiths) and pick up in New Cross Road, at stop T (4631 - Marquis Of Granby, First Stop on LOR: 4631 - Marquis Of Granby).

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

NEW CROSS GATE, SAINSBURY'S (from Thamesmead, Town Centre)

Private stand for three buses in the north-western corner of the Sainsbury's car park. Buses proceed from New Cross Road via Sainsburys Access Road to stand, departing via Sainsburys Access Road to New Cross Road. Set down in New Cross Road, at stop O (26343 - New Cross Gate Station #, Last Stop on LOR: 26343 - New Cross Gate Station #) and pick up in New Cross Road, at stop R (BP1237 - New Cross Gate Station #, First Stop on LOR: BP1237 - New Cross Gate Station #).

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: New Cross Gate.

PECKHAM BUS STATION

Private stand for up to 12 buses in Peckham Bus Station. Buses to stand abreast in 2 portions - 4 buses to stand facing east and 8 buses to stand facing south.

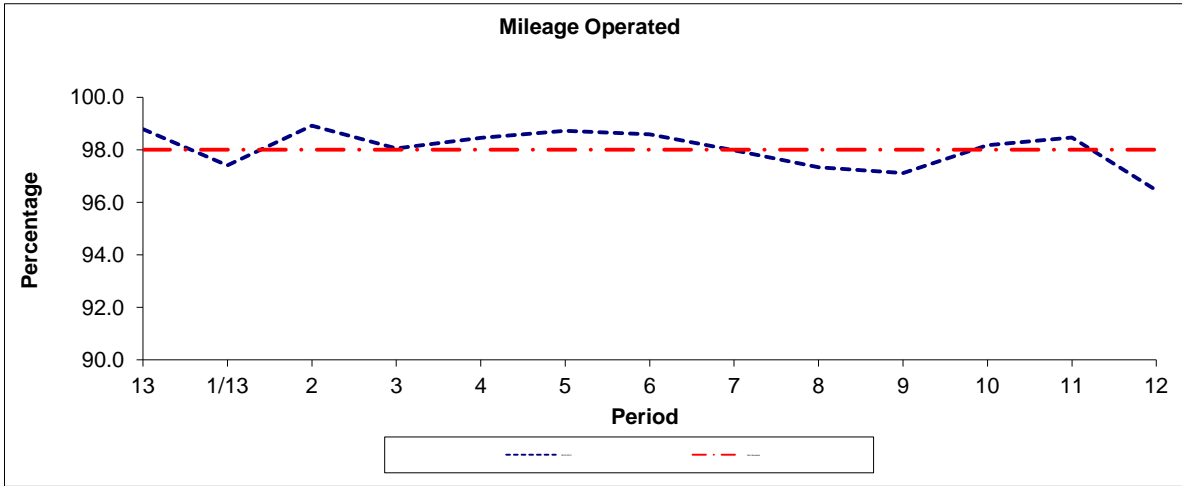
All buses must be fitted with an audible-reversing device.

Buses proceed from Peckham Bus Station direct to stand, departing to Peckham Bus Station. Set down in Peckham Bus Station, at Alighting Point (BP1344 - Peckham Bus Station, Last Stop on LOR: BP1344 - Peckham Bus Station) and pick up in Peckham Bus Station, at Stop H (37419 - Peckham Bus Station, First Stop on LOR: 37419 - Peckham Bus Station).

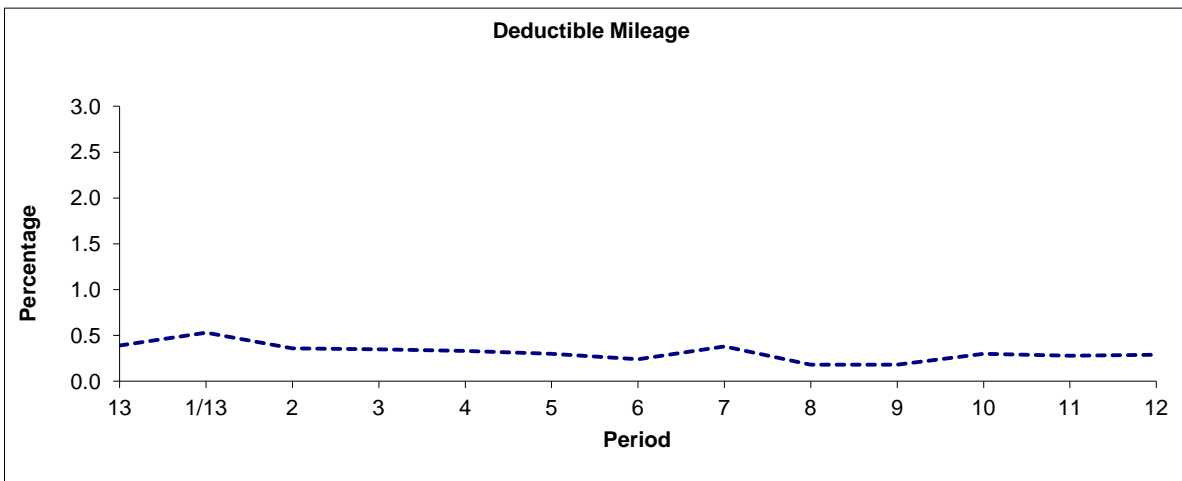
| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | No more than 2 buses on Route 177 should be scheduled to stand at any one time. |
| MEAL RELIEFS: | No meal relief vehicles to stand at any time. |
| FERRY VEHICLES: | No ferry vehicles to park on stand at any time. |
| BLIND DISPLAY: | Peckham. |
| OTHER INFORMATION: | Toilets available in station 24 hours a day for drivers only. |

PART B - PERFORMANCE STATISTICS

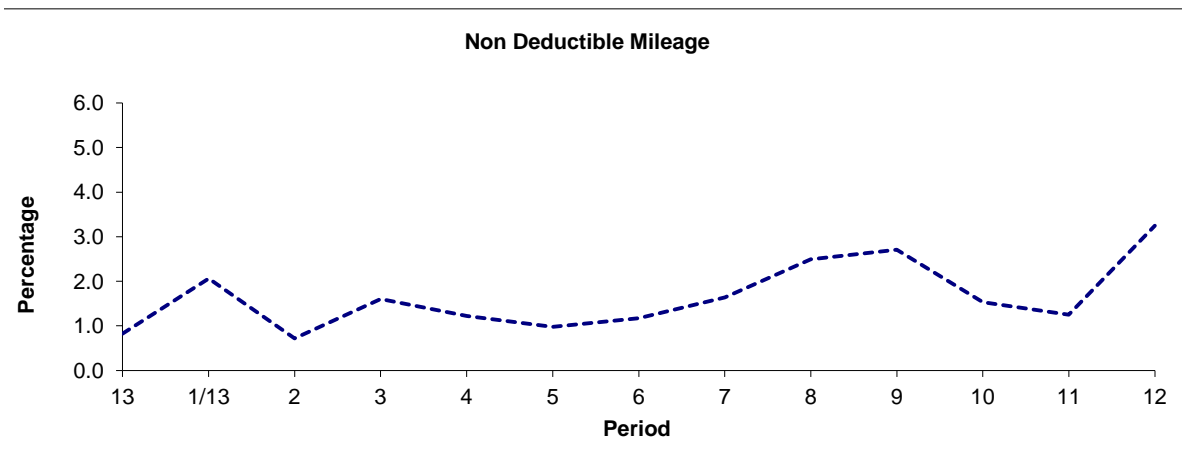
Route 177



| Period | 13 | 1/13 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2012/2013 | 98.78 | 97.41 | 98.92 | 98.05 | 98.45 | 98.72 | 98.59 | 97.98 | 97.33 | 97.11 | 98.17 | 98.47 | 96.46 |
| 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 | 13 | 1/13 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2012/2013 | 0.39 | 0.53 | 0.36 | 0.35 | 0.33 | 0.30 | 0.24 | 0.38 | 0.18 | 0.18 | 0.30 | 0.28 | 0.29 |

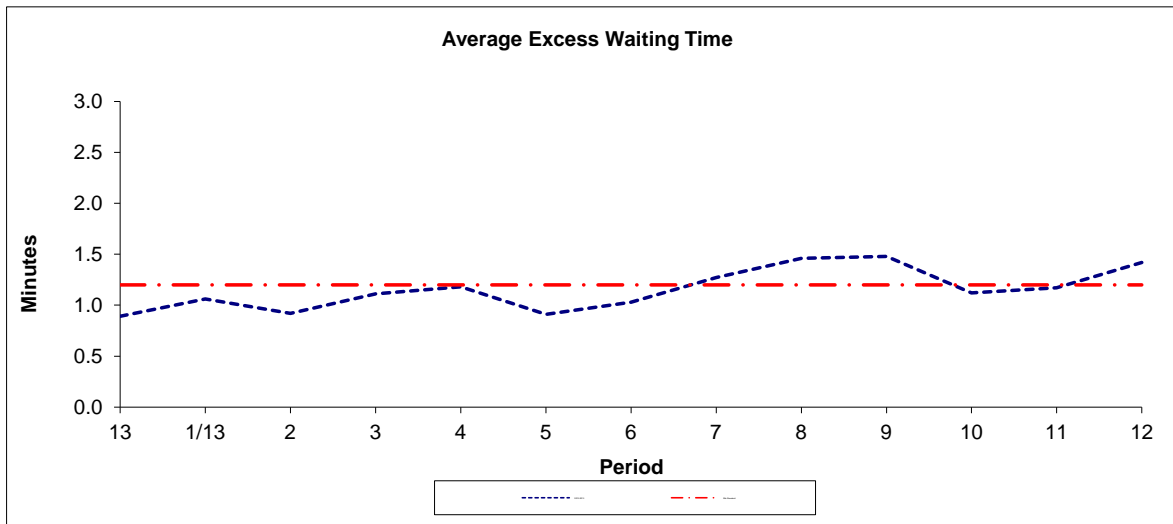


| Period | 13 | 1/13 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2012/2013 | 0.83 | 2.06 | 0.72 | 1.60 | 1.22 | 0.98 | 1.17 | 1.64 | 2.49 | 2.71 | 1.53 | 1.25 | 3.25 |

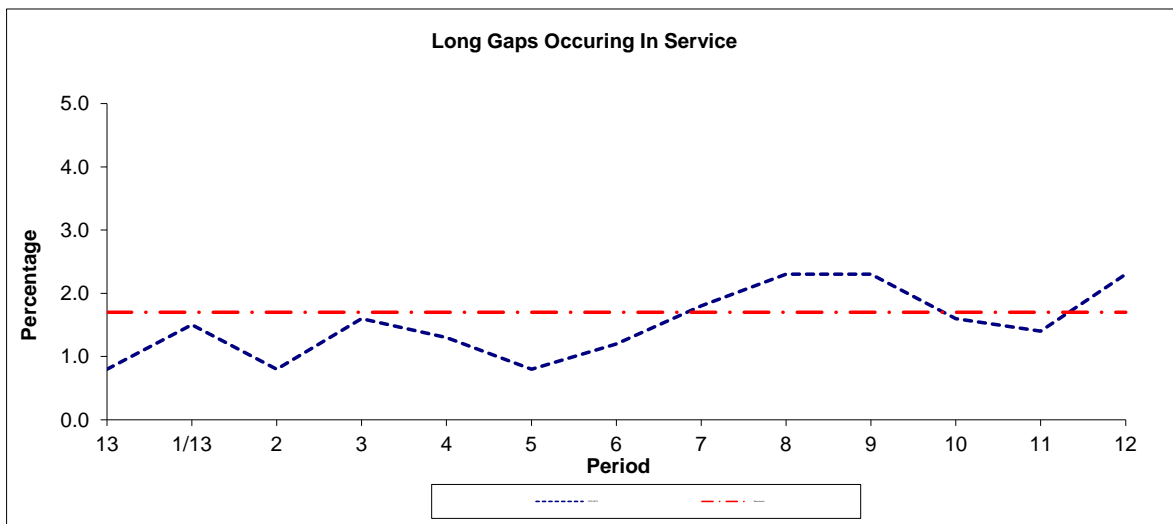
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 177



| Period | 13 | 1/13 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2012-2013 | 0.89 | 1.06 | 0.92 | 1.11 | 1.18 | 0.91 | 1.03 | 1.27 | 1.46 | 1.48 | 1.12 | 1.17 | 1.42 |
| Min Standard | 1.20 | 1.20 | 1.20 | 1.20 | 1.20 | 1.20 | 1.20 | 1.20 | 1.20 | 1.20 | 1.20 | 1.20 | 1.20 |



| Period | 13 | 1/13 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
|-----------|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2012-2013 | 0.8 | 1.5 | 0.8 | 1.6 | 1.3 | 0.8 | 1.2 | 1.8 | 2.3 | 2.3 | 1.6 | 1.4 | 2.3 |
| Benchmark | 1.7 | 1.7 | 1.7 | 1.7 | 1.7 | 1.7 | 1.7 | 1.7 | 1.7 | 1.7 | 1.7 | 1.7 | 1.7 |

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

**ROUTE 177 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 4 12/13 TO QUARTER 3 13/14 (05/01/13 - 03/01/14)**

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 | 46,938. | 97.4 | 6.39 | 0.36 | 6.75 | 78.3 | 21.0 | 0.6 | 0.0 | 0.2 | 55 |
| 0700 - 1000 | 93,403. | 97.2 | 5.20 | 1.03 | 6.23 | 81.5 | 16.9 | 1.3 | 0.2 | 1.3 | 66 |
| 1000 - 1300 | 97,102. | 98.8 | 5.02 | 0.82 | 5.84 | 85.0 | 14.3 | 0.7 | 0.1 | 0.7 | 73 |
| 1300 - 1600 | 98,819. | 97.1 | 4.97 | 1.12 | 6.09 | 81.9 | 16.7 | 1.2 | 0.2 | 1.4 | 64 |
| 1600 - 1900 | 97,664. | 96.8 | 4.97 | 1.63 | 6.61 | 78.3 | 19.1 | 2.2 | 0.4 | 2.7 | 70 |
| 1900 - 2200 | 87,253. | 99.9 | 5.43 | 1.05 | 6.48 | 78.6 | 19.8 | 1.5 | 0.2 | 1.4 | 61 |
| 2200 - 2400 | 53,275. | 100.6 | 5.99 | 0.84 | 6.84 | 76.6 | 21.8 | 1.5 | 0.1 | 0.6 | 46 |
| Summary | 574,454. | 98.1 | 5.16 | 1.14 | 6.30 | 80.7 | 17.6 | 1.4 | 0.2 | 1.5 | 73 |

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 | 8,645. | 97.4 | 7.23 | 0.50 | 7.74 | 69.1 | 29.6 | 1.3 | 0.1 | 0.1 | 40 |
| 0700 - 1000 | 18,184. | 98.0 | 5.67 | 0.50 | 6.17 | 82.4 | 17.2 | 0.4 | 0.0 | 0.2 | 35 |
| 1000 - 1300 | 20,176. | 98.9 | 5.10 | 0.68 | 5.78 | 85.3 | 14.2 | 0.5 | 0.0 | 0.4 | 29 |
| 1300 - 1600 | 20,592. | 98.2 | 5.00 | 1.06 | 6.06 | 82.6 | 16.0 | 1.1 | 0.2 | 1.4 | 49 |
| 1600 - 1900 | 20,527. | 97.9 | 5.01 | 1.01 | 6.02 | 83.4 | 15.4 | 1.1 | 0.2 | 1.3 | 52 |
| 1900 - 2200 | 17,777. | 98.9 | 5.53 | 1.42 | 6.95 | 74.5 | 22.4 | 2.5 | 0.5 | 2.2 | 50 |
| 2200 - 2400 | 11,190. | 99.2 | 6.00 | 1.26 | 7.26 | 72.8 | 24.5 | 2.4 | 0.3 | 1.1 | 44 |
| Summary | 117,091. | 98.4 | 5.27 | 0.93 | 6.20 | 81.6 | 17.1 | 1.1 | 0.2 | 1.0 | 52 |

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 | 9,233. | 98.2 | 7.49 | 0.37 | 7.86 | 66.5 | 32.5 | 0.9 | 0.1 | 0.1 | 36 |
| 0700 - 1000 | 16,019. | 98.7 | 6.94 | 0.65 | 7.59 | 69.9 | 28.3 | 1.7 | 0.1 | 0.2 | 42 |
| 1000 - 1300 | 18,691. | 98.1 | 6.05 | 0.81 | 6.86 | 76.2 | 22.4 | 1.2 | 0.3 | 0.7 | 57 |
| 1300 - 1600 | 18,746. | 97.9 | 5.97 | 1.22 | 7.19 | 73.6 | 23.6 | 2.2 | 0.6 | 1.3 | 80 |
| 1600 - 1900 | 19,075. | 98.6 | 5.99 | 0.89 | 6.88 | 75.4 | 23.2 | 1.3 | 0.1 | 0.5 | 52 |
| 1900 - 2200 | 18,617. | 101.2 | 5.98 | 0.82 | 6.79 | 76.4 | 22.1 | 1.3 | 0.1 | 0.6 | 50 |
| 2200 - 2400 | 12,280. | 99.9 | 6.00 | 0.65 | 6.65 | 78.0 | 20.7 | 1.1 | 0.2 | 0.5 | 43 |
| Summary | 112,661. | 98.9 | 6.11 | 0.89 | 7.01 | 74.8 | 23.5 | 1.5 | 0.3 | 0.7 | 80 |

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 | 64,816. | 97.5 | 6.55 | 0.38 | 6.93 | 76.6 | 22.7 | 0.7 | 0.1 | 0.2 | 55 |
| 0700 - 1000 | 127,606. | 97.5 | 5.32 | 0.97 | 6.29 | 81.0 | 17.5 | 1.2 | 0.2 | 1.2 | 66 |
| 1000 - 1300 | 135,969. | 98.7 | 5.15 | 0.80 | 5.95 | 84.1 | 15.2 | 0.7 | 0.1 | 0.7 | 73 |
| 1300 - 1600 | 138,157. | 97.4 | 5.08 | 1.12 | 6.20 | 81.2 | 17.3 | 1.3 | 0.2 | 1.4 | 80 |
| 1600 - 1900 | 137,266. | 97.2 | 5.07 | 1.50 | 6.57 | 78.6 | 19.1 | 2.0 | 0.4 | 2.3 | 70 |
| 1900 - 2200 | 123,647. | 99.9 | 5.50 | 1.07 | 6.58 | 77.8 | 20.4 | 1.6 | 0.2 | 1.4 | 61 |
| 2200 - 2400 | 76,745. | 100.3 | 5.99 | 0.87 | 6.86 | 76.3 | 22.0 | 1.5 | 0.2 | 0.6 | 46 |
| Summary | 804,206. | 98.3 | 5.27 | 1.09 | 6.35 | 80.3 | 18.1 | 1.4 | 0.2 | 1.4 | 80 |

Transport for London - QSI Points and Live Mileage List

Route 177
 Service change 25974
 Date 24/09/2010

QSI Points are highlighted.

| OUT DIRECTION | | | | |
|-------------------|-------------|---|--------|-------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| THMDTC | BP1582 | Thamesmead Leisure Centre | 0 | 0.00 |
| | 36669 | Linton Mead Primary School | 310 | 0.19 |
| | 36673 | Hoveton Road | 373 | 0.23 |
| | 36674 | Nickelby Close | 227 | 0.14 |
| | 36675 | Eastgate Close | 539 | 0.33 |
| | 36677 | Lister Walk | 343 | 0.21 |
| | 36678 | Poplar Place | 351 | 0.22 |
| THMDBH | 35406 | Carlyle Road / Crossway | 378 | 0.23 |
| | 34812 | Newacres Library | 782 | 0.49 |
| | 34583 | Eynsham Drive / Harrow Manor Way | 347 | 0.22 |
| | 34581 | Peterstone Road | 297 | 0.18 |
| | 29368 | Chalcombe Road | 260 | 0.16 |
| EYDRSH | 29366 | Felixstowe Road | 204 | 0.13 |
| | 29364 | Eynsham Drive / Blithdale Road | 450 | 0.28 |
| | 26609 | Cassilda Road | 330 | 0.21 |
| | 9170 | Basildon Road / Bostall Hill | 186 | 0.12 |
| PLUMCR | 26615 | Plumstead Corner / Rockmount Road | 453 | 0.28 |
| | 26617 | Plumstead High St / Police Station | 340 | 0.21 |
| | 26619 | Bannockburn Road | 220 | 0.14 |
| | 26621 | Lakedale Road | 204 | 0.13 |
| PLUMSN | 36510 | Plumstead Road / Plumstead Station | 553 | 0.34 |
| | 34579 | Greenwich Community College | 246 | 0.15 |
| | 8931 | Maxey Road | 229 | 0.14 |
| WOOLPR | BP4397 | Plumstead Road / Woolwich Public Market | 404 | 0.25 |
| | 3681 | Beresford Square / Woolwich Arsenal Stn | 171 | 0.11 |
| | 26687 | Woolwich Ferry | 551 | 0.34 |
| | 26693 | Kingsman Street | 507 | 0.32 |
| | 18834 | Prospect Vale | 302 | 0.19 |
| | 18832 | Warspite Road | 341 | 0.21 |
| | 29687 | Holborn College | 337 | 0.21 |
| | 14452 | Thames Barrier | 131 | 0.08 |
| | 34292 | Woolwich Road / Charlton Lane | 229 | 0.14 |
| | BP2409 | Stone Lake Retail Park | 156 | 0.10 |
| CHARAH | 18828 | Charlton Station / Woolwich Road | 272 | 0.17 |
| | 10439 | Woolwich Road / Gallions Road | 325 | 0.20 |
| | 29161 | Woolwich Road / Victoria Way | 132 | 0.08 |
| | 18822 | Rainton Road | 254 | 0.16 |
| | 34401 | East Greenwich Library | 463 | 0.29 |
| | 18821 | Marlton Street | 235 | 0.15 |
| | 19620 | Calvert Road | 148 | 0.09 |
| EGRNVH | 20627 | Vanbrugh Hill | 147 | 0.09 |
| | 13829 | Tyler Street | 248 | 0.15 |
| | 13827 | Trafalgar Road / Maze Hill | 425 | 0.26 |
| | 13825 | Trafalgar Estate | 214 | 0.13 |
| | 26707 | National Maritime Museum | 322 | 0.20 |
| GNCHNR | 40015 | Greenwich Town Centre / Nelson Road | 162 | 0.10 |
| | 13823 | Greenwich High Road / Royal Hill | 233 | 0.14 |
| | 13819 | Greenwich Station | 316 | 0.20 |
| | 13815 | Millers House | 422 | 0.26 |
| | 26712 | Greenwich High Road / Blackheath Road | 163 | 0.10 |
| DEPTDB | 4627 | Deptford Bridge | 197 | 0.12 |
| | 485 | Florence Road | 384 | 0.24 |
| | 13714 | New Cross Station | 191 | 0.12 |
| | 26416 | Marquis Of Granby / Goldsmiths | 387 | 0.24 |
| | 26343 | New Cross Gate Station | 323 | 0.20 |
| NX GR | 24648 | New Cross Bus Garage | 418 | 0.26 |
| | 1972 | New Cross Fire Station | 242 | 0.15 |
| | 1971 | Pomeroy Street | 264 | 0.16 |
| | 26734 | Queen's Road Peckham Station | 434 | 0.27 |
| | 1967 | Carlton Grove | 280 | 0.17 |
| PECKBS | BP1344 | Peckham Bus Station | 375 | 0.23 |

| | | | |
|--|--|--------|-------|
| TOTAL ROUTE MILEAGE - OUT DIRECTION | | 18727 | 11.64 |
| | | metres | miles |

Transport for London - QSI Points and Live Mileage List

Route 177
 Service change 25974
 Date 24/09/2010

QSI Points are highlighted.

| BACK DIRECTION | | | | |
|---|-------------|---|--------|-------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| PECKBS** | 37419 | Peckham Bus Station | 0 | 0.00 |
| | 1965 | Peckham Post Office | 162 | 0.10 |
| QPECKCG** | 1966 | Carlton Grove | 288 | 0.18 |
| | 26733 | Queen's Road Peckham Station | 420 | 0.26 |
| | 1970 | Pomeroy Street | 220 | 0.14 |
| | BP5550 | New Cross Fire Station | 366 | 0.23 |
| NX GR | 33101 | New Cross Bus Garage | 254 | 0.16 |
| | BP1237 | New Cross Gate Station | 411 | 0.26 |
| | 4631 | Marquis Of Granby | 326 | 0.20 |
| | 13715 | New Cross Station | 234 | 0.15 |
| | 486 | Deptford High Street | 307 | 0.19 |
| DEPTDB | BP4896 | Deptford Bridge | 342 | 0.21 |
| | 26711 | Greenwich High Road / Blackheath Road | 175 | 0.11 |
| | 26710 | Millers House | 201 | 0.12 |
| | BP2456 | Greenwich Station | 405 | 0.25 |
| | 26709 | Greenwich High Road / Roan Street | 283 | 0.18 |
| | 29439 | Greenwich Town Centre / Cutty Sark | 428 | 0.27 |
| GNCHNM | 8624 | National Maritime Museum | 163 | 0.10 |
| | 13824 | Trafalgar Estate | 405 | 0.25 |
| | 13826 | Trafalgar Road / Maze Hill | 257 | 0.16 |
| | 13828 | King William Lane | 177 | 0.11 |
| | 13830 | Tyler Street | 193 | 0.12 |
| EGRNVH | 34293 | Vanbrugh Hill | 179 | 0.11 |
| | 18820 | Marlton Street | 357 | 0.22 |
| | 34284 | East Greenwich Library | 187 | 0.12 |
| | 26703 | Rainton Road | 394 | 0.24 |
| | 18823 | Woolwich Road / Victoria Way | 308 | 0.19 |
| | 18825 | Woolwich Road / Gallions Road | 315 | 0.20 |
| CHARAH | 26701 | Charlton Station / Woolwich Road | 215 | 0.13 |
| | BP2408 | Stone Lake Retail Park | 330 | 0.21 |
| | 26699 | Woolwich Road / Charlton Lane | 159 | 0.10 |
| | 29851 | Holborn College | 226 | 0.14 |
| | 37977 | Warspite Road | 498 | 0.31 |
| | R0563 | Frances Street | 444 | 0.28 |
| | 26692 | Kingsman Street | 179 | 0.11 |
| | 35487 | Woolwich Ferry | 203 | 0.13 |
| | 37259 | John Wilson Street / Powis Street | 313 | 0.19 |
| | 37149 | Thomas Street / Greens End | 610 | 0.38 |
| WOOLAS | BP5480 | Woolwich Arsenal Station | 214 | 0.13 |
| | BP5540 | Plumstead Road / Woolwich Public Market | 308 | 0.19 |
| | R0385 | Maxey Road | 442 | 0.27 |
| PD GRP | BP1283 | Plumstead Bus Garage | 272 | 0.17 |
| PLUMSN | 26625 | Plumstead High Street / Plumstead Stn | 374 | 0.23 |
| | 1817 | Lakedale Road | 413 | 0.26 |
| | 26618 | Plumstead High Street / Police Station | 311 | 0.19 |
| | 9167 | Purrett Road | 242 | 0.15 |
| PLUMCR | 26613 | Plumstead Corner / Church Manorway | 180 | 0.11 |
| | 26610 | Basildon Road / Bostall Hill | 455 | 0.28 |
| | 26608 | Cassilda Road | 190 | 0.12 |
| | 29363 | Eynsham Drive / Blithdale Road | 325 | 0.20 |
| EYDRSH | 29365 | Felixstowe Road | 505 | 0.31 |
| | 29367 | Peterstone Road | 363 | 0.23 |
| | 34582 | Boxgrove Road | 158 | 0.10 |
| | 34584 | Eynsham Drive / Harrow Manor Way | 230 | 0.14 |
| | 34813 | Newacres Library | 243 | 0.15 |
| THMDBH | 34918 | Carlyle Road / Bentham Road | 718 | 0.45 |
| | 36531 | Poplar Place | 332 | 0.21 |
| | 36530 | Curlew Close | 301 | 0.19 |
| | 37181 | Lister Walk | 133 | 0.08 |
| | 36676 | Manordene Road | 439 | 0.27 |
| | 36522 | Nickelby Close | 416 | 0.26 |
| | 36529 | Hoveton Road | 285 | 0.18 |
| | 36670 | Linton Mead Primary School | 353 | 0.22 |
| THMDTC | 37417 | Thamesmead Town Centre | 386 | 0.24 |
| TOTAL ROUTE MILEAGE - BACK DIRECTION | | | 19522 | 12.13 |
| | | | metres | miles |

** The QSI point at Peckham Carlton Grove may be replaced by one at Peckham Bus Station at a future date.