

## 7. Service Specification

Route: 202

Contract Reference: QC48902

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>Route Number</b>	202
<b>Terminus Points</b>	Crystal Palace Parade and Blackheath, Royal Standard
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	12 <sup>th</sup> September 2015
<b>Vehicle Type</b>	Option 1: 60 capacity, dual door, single deck, minimum 10.8m long  Option 2: 87 capacity, dual door, double deck buses, subject to a satisfactory route test
<b>Current Maximum Approved Dimensions</b>	10.8 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 0.90 minutes
<b>Extension Threshold</b>	Average Excess Wait Time Threshold - 0.80 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 7<sup>th</sup> October 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. 202.

Tenderers should note that the following alterations are proposed as part of this Service Specification for introduction with the new Route Agreement:

Two vehicle options are specified:

#### **Option 1**

- 60 capacity, dual door, single deck, minimum 10.8m long are specified.

#### **Option 2**

- 87 capacity, dual door, double deck buses are 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.**

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

**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.**

**Full iBus Monitoring was introduced on all night routes with effect from 1 April 2014.**

**Tenderers are therefore advised that on contracts where there is a night service both the day and night elements will be incentivised from the commencement of the Route Agreement in accordance with clause 46 of Annex B Terms and Conditions, using the Minimum Performance Standard(s) specified in Part 1 of the ITT.**

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

Crystal Palace Parade to Blackheath, Royal Standard			Blackheath, Royal Standard to Crystal Palace Parade		
First departure no later than 0510.			First departure no later than 0450.		
0505 - 0550	Every 20 minutes		0445 - 0510	Every 20 minutes	
0551 - 0635	Every 15 minutes		0511 - 0540	Every 15 minutes	
0636 - 0700	Every 12 minutes		0541 - 0605	Every 12 minutes	
0701 - 2010	Every 10 minutes		0606 - 1945	Every 10 minutes	
2011 - 2045	Every 12 minutes		1946 - 2030	Every 12 minutes	
2046 - 0105	Every 15 minutes		2031 - 0020	Every 15 minutes	
Last departure no earlier than 0100.			Last departure no earlier than 0015.		
<b>Pinchpoints</b>					
St. Mildreds Road, Baring Road (Lee)	0730 - 0900	10 minutes	Lower Sydenham, Bell Green	0700 - 0900	10 minutes
	1505 - 1635	10 minutes		1505 - 1635	10 minutes

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

Crystal Palace Parade to Blackheath, Royal Standard			Blackheath, Royal Standard to Crystal Palace Parade		
First departure no later than 0510.			First departure no later than 0450.		
0505 - 0650	Every 20 minutes		0445 - 0610	Every 20 minutes	
0651 - 0805	Every 15 minutes		0611 - 0725	Every 15 minutes	
0806 - 0855	Every 12 minutes		0726 - 0840	Every 12 minutes	
0856 - 1820	Every 10 minutes		0841 - 1730	Every 10 minutes	
1821 - 1945	Every 12 minutes		1731 - 2015	Every 12 minutes	
1946 - 0105	Every 15 minutes		2016 - 0020	Every 15 minutes	
Last departure no earlier than 0100.			Last departure no earlier than 0015.		
<b>Pinchpoints</b>					
St. Mildreds Road, Baring Road (Lee)	0925 - 1105	10 minutes	Lower Sydenham, Bell Green	0905 - 1105	10 minutes

**3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued**

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

Crystal Palace Parade to Blackheath, Royal Standard		Blackheath, Royal Standard to Crystal Palace Parade			
First departure no later than 0600.		First departure no later than 0535.			
0555 - 0700	Every 30 minutes	0530 - 0635	Every 30 minutes		
0701 - 0900	Every 20 minutes	0636 - 0835	Every 20 minutes		
0901 - 0105	Every 15 minutes	0836 - 0020	Every 15 minutes		
Last departure no earlier than 0100.		Last departure no earlier than 0015.			
<b>Pinchpoints</b>					
St. Mildreds Road, Baring Road (Lee)	1000 - 1130	15 minutes	Lower Sydenham, Bell Green	1000 - 1130	15 minutes

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

**4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. 202 suffers from unpredictable traffic delays in the Crystal Palace and Catford areas.
- 4.2) Occasional sporting or cultural events at Crystal Palace may lead to delays from increased traffic congestion.
- 4.3) **Analysis of running time has been undertaken during both the Mondays to Fridays AM and PM peaks and it is expected that the full resource should be in service no later than 0730 and 1445 respectively.**
- 4.4) **Analysis of running time has also been undertaken during the Saturday shopping period and it is expected that the full resource should be in service between 1100 and 1830.**

**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 202: Crystal Palace Bus Station - Blackheath, Royal Standard**

**Date of Structural Change:** 12 September 2015.

**Date of Service Change:** 12 September 2015.

**Reason for Issue:** New Tender.

#### **STREETS TRAVERSED**

**Towards Blackheath, Royal Standard:** Crystal Palace Parade, Westwood Hill, Sydenham Hill, Wells Park Road, Kirkdale, Sydenham Road, Bell Green, Perry Hill, Catford Hill, Catford Road, Rushey Green, Brownhill Road, St Mildreds Road, Westthorne Avenue, Burnt Ash Hill, Burnt Ash Road, Lee Road, Blackheath Village, Tranquil Vale, Royal Parade, Montpelier Row, Prince Charles Road, Charlton Way, Vanbrugh Park, Westcombe Hill, Charlton Road.

**Towards Crystal Palace Bus Station:** Charlton Road, Vanbrugh Park, Charlton Way, Prince Charles Road, Montpelier Row, Montpelier Vale, Blackheath Village, Lee Road, Burnt Ash Road, Burnt Ash Hill, Westthorne Avenue, St Mildreds Road, Brownhill Road, Plassy Road, Sangley Road, Rushey Green, Catford Road, Catford Hill, Perry Hill, Bell Green, Sydenham Road, Kirkdale, Wells Park Road, Sydenham Hill, Westwood Hill, Crystal Palace Parade.

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

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

### **CRYSTAL PALACE BUS STATION, WEST SIDE**

Private stand for 5 buses facing north in marked bays on west side of bus station on east side of Crystal Palace Parade opposite Farquhar Road.

Buses proceed from Crystal Palace Parade via Crystal Palace Bus Station West Side to stand, departing via Crystal Palace Bus Station West Side to Crystal Palace Parade. Set down in Crystal Palace Parade, at Stop A (BP2419 - Crystal Palace Parade, Last Stop on LOR: BP2419 - Crystal Palace Parade) and pick up in Crystal Palace Parade, at Stop B (BP2417 - Crystal Palace Parade, First Stop on LOR: BP2417 - Crystal Palace Parade).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 202 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:	Crystal Palace.
OTHER INFORMATION:	LBSL public toilet facilities available 24 hours daily.

### **LOWER SYDENHAM, SAINSBURYS**

Private stand for 4 buses in lay-by on north side of turning circle at east end of Sainsburys Access Road on north side of superstore.

#### **From Blackheath, Royal Standard.**

Buses proceed from Perry Hill via Bell Green, Sainsburys Access Road and Turning Circle to stand, departing via Turning Circle, Sainsburys Access Road and Bell Green to Perry Hill. Set down in Perry Hill, at Stop LX (19022 - Ardley Close, Last Stop on LOR: 19022 - Ardley Close) and pick up in Perry Hill, at Stop LW (19023 - Ardley Close, First Stop on LOR: 19023 - Ardley Close).

#### **From Crystal Palace Bus Station.**

Buses proceed from Bell Green via Sainsburys Access Road and Turning Circle to stand, departing via Turning Circle and Sainsburys Access Road to Bell Green. Set down in Bell Green, at Stop LZ (17394 - Bell Green / Southend Lane, Last Stop on LOR: 17394 - Bell Green / Southend Lane) and pick up in Bell Green, at Stop LQ (40008 - Bell Green / Southend Lane, First Stop on LOR: 40008 - Bell Green / Southend 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:	Lower Sydenham.

### **CATFORD, ST. DUNSTANS COLLEGE (from BLACKHEATH, ROYAL STANDARD)**

Public stand for two buses in 'bus only' slip road between south and north arms of Stanstead Road, facing north. Buses to stand abreast at forward position. Buses proceed from Catford Road via Stanstead Road and St. Dunstan's Slip Road to stand, departing via St. Dunstan's Slip Road and Stanstead Road to Catford Road. Set down in Unnamed Road, at Alighting Point (OC567 - Stanstead Road, Last Stop on LOR: 1596 - Catford & Catford Bridge Stations #) and pick up in Unnamed Road, at Alighting Point (OC567 - Stanstead Road, First Stop on LOR: 26020 - Catford & Catford Bridge Stations #).

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: Catford, St. Dunstan's.

### **CATFORD, RUSHEY GREEN (from BLACKHEATH, ROYAL STANDARD)**

Buses proceed from Plassy Road via Sangley Road and Rushey Green departing to Brownhill Road. Set down in Plassy Road, at Stop F (34081 - Plassy Road, Last Stop on LOR: 34081 - Plassy Road) and pick up in Brownhill Road, at Stop E (34080 - Brownhill Road / The Catford Centre, First Stop on LOR: 34080 - Brownhill Road / The Catford Centre).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
BLIND DISPLAY: Catford, Town Centre.

### **CATFORD, RUSHEY GREEN (from Crystal Palace Bus Station)**

Buses proceed from Brownhill Road departing to Plassy Road. Set down in Brownhill Road, at Stop E (34080 - Brownhill Road / The Catford Centre, Last Stop on LOR: 34080 - Brownhill Road / The Catford Centre) and pick up in Plassy Road, at Stop F (34081 - Plassy Road, First Stop on LOR: 34081 - Plassy Road).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
BLIND DISPLAY: Catford, Town Centre.



### **LEE GREEN (from Crystal Palace Bus Station)**

Buses proceed from Burnt Ash Road via Dorville Road, Cambridge Drive and Eltham Road departing to Burnt Ash Road. Set down in Burnt Ash Road, at Stop F (R0410 - Burnt Ash Road / Lee Road, Last Stop on LOR: 17842 - Micheldever Road) and pick up in Burnt Ash Road, at Stop F (R0410 - Burnt Ash Road / Lee Road, First Stop on LOR: R0410 - Burnt Ash Road / Lee Road).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
BLIND DISPLAY: Lee Green.  
OTHER INFORMATION: Hesitation point only - No buses to stand at any time.

### **BLACKHEATH VILLAGE, ROYAL PARADE (from Crystal Palace Bus Station)**

Public stand for 2 buses on north side of Royal Parade commencing 9 metres east of lamp standard No. 6 and extending 21.3 metres west.

Buses proceed from Royal Parade direct to stand, departing via Royal Parade and Montpelier Vale to Blackheath Village. Set down in Royal Parade, at Alighting Point (35320 - Royal Parade, Last Stop on LOR: 19565 - Royal Parade) and pick up in Blackheath Village, at Stop E (34268 - Blackheath Station #, First Stop on LOR: 34268 - Blackheath 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: Blackheath Village.

### **BLACKHEATH, ROYAL STANDARD, SLIP ROAD**

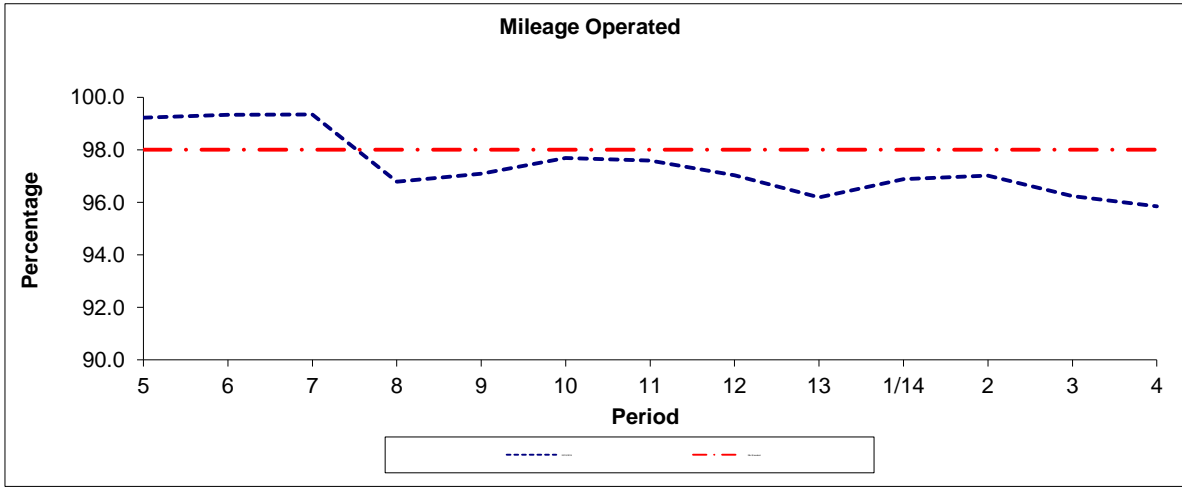
Private stand for 3 buses standing abreast in marked bays in lay-by adjacent to slip road at junction of Charlton Road and Invicta Road between Charlton Road (northern arm) and Charlton Road (southern arm).

Buses proceed from Charlton Road direct to stand, departing to Charlton Road. Set down in Charlton Road, at Stop BB (35453 - Blackheath / Royal Standard, Last Stop on LOR: 35453 - Blackheath / Royal Standard) and pick up in Charlton Road, at Stop BD (44007 - Blackheath / Royal Standard, First Stop on LOR: 44007 - Blackheath / Royal Standard).

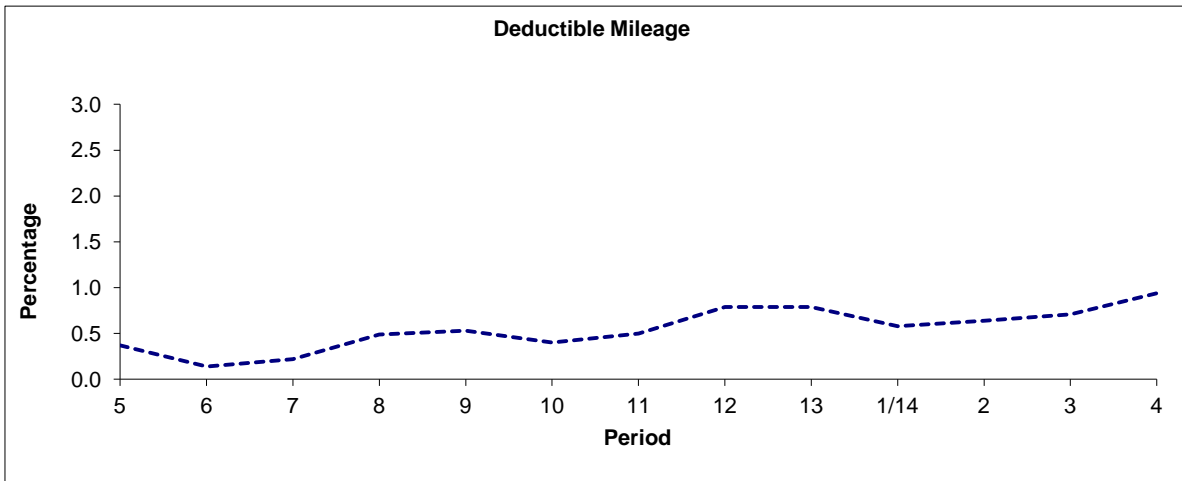
AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 2 buses on Route 202 should be scheduled to stand at any one time.  
MEAL RELIEFS: No meal relief vehicles to stand at any time.  
FERRY VEHICLES: No ferry vehicles to park on stand at any time.  
BLIND DISPLAY: Blackheath, Royal Standard.  
OTHER INFORMATION: Buses to stand abreast. London Borough toilet facilities available 24 hours daily.

**PART B - PERFORMANCE STATISTICS**

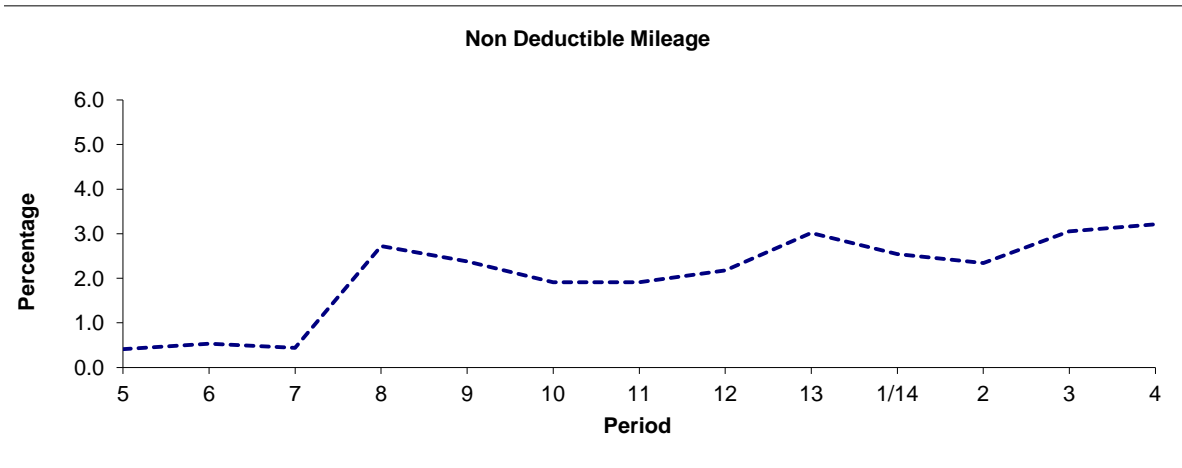
**Route 202**



Period	5	6	7	8	9	10	11	12	13	1/14	2	3	4
2013/2014	99.22	99.33	99.34	96.79	97.09	97.69	97.59	97.03	96.19	96.88	97.02	96.24	95.85
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	5	6	7	8	9	10	11	12	13	1/14	2	3	4
2013/2014	0.37	0.14	0.22	0.49	0.53	0.40	0.50	0.79	0.79	0.58	0.64	0.71	0.94

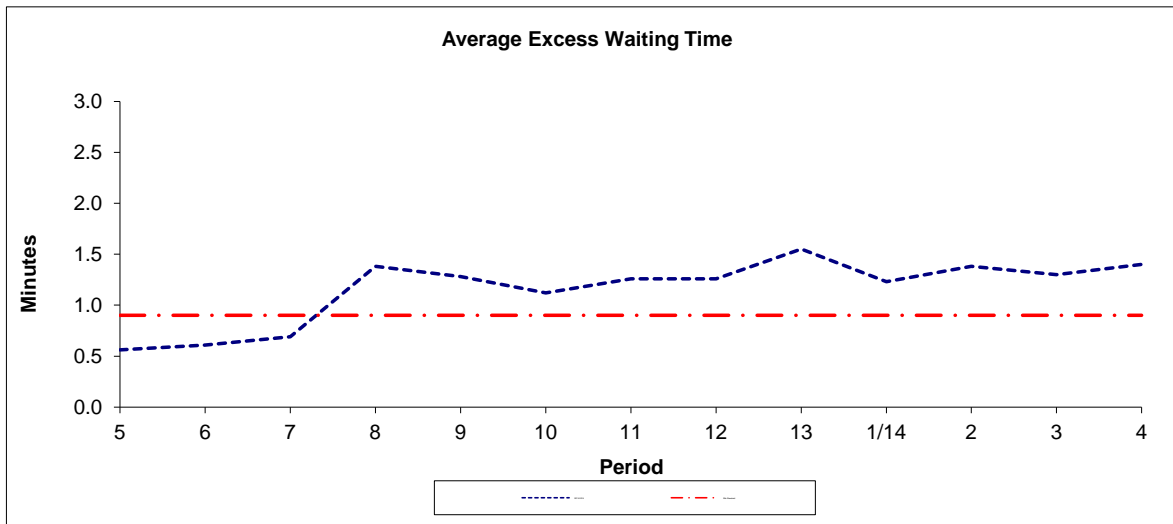


Period	5	6	7	8	9	10	11	12	13	1/14	2	3	4
2013/2014	0.41	0.53	0.44	2.72	2.38	1.91	1.91	2.18	3.02	2.54	2.34	3.05	3.21

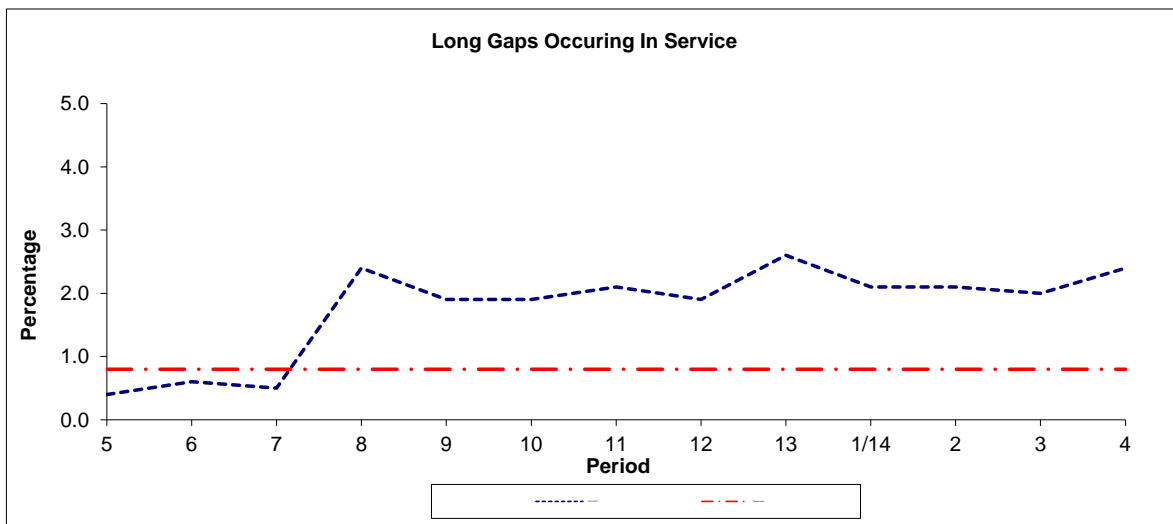
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 202**



Period	5	6	7	8	9	10	11	12	13	1/14	2	3	4
2013-2014	0.56	0.61	0.69	1.38	1.28	1.12	1.26	1.26	1.55	1.23	1.38	1.30	1.40
Min Standard	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90



Period	5	6	7	8	9	10	11	12	13	1/14	2	3	4
2013-2014	0.40	0.60	0.50	2.40	1.90	1.90	2.10	1.90	2.60	2.10	2.10	2.00	2.40
Benchmark	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80

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

**ROUTE 202 - FULL iBUS RESULTS BY TIME OF DAY  
QUARTER 2 13/14 TO QUARTER 1 14/15 (22/06/13 - 20/06/14)**

**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	26,975.	99.2	6.69	<b>0.35</b>	7.04	79.6	19.6	0.7	0.0	0.1	41
0700 - 1000	59,601.	97.5	5.21	<b>1.06</b>	6.27	81.0	17.1	1.5	0.4	1.7	73
1000 - 1300	58,786.	98.3	5.22	<b>0.86</b>	6.08	82.8	16.0	1.0	0.2	1.0	64
1300 - 1600	59,042.	95.9	5.15	<b>1.22</b>	6.38	79.4	18.2	1.9	0.5	2.2	70
1600 - 1900	57,893.	97.8	5.28	<b>1.58</b>	6.86	77.2	19.9	2.4	0.5	2.7	75
1900 - 2200	51,429.	98.3	5.77	<b>0.93</b>	6.70	76.2	22.2	1.3	0.3	1.0	67
2200 - 2400	26,467.	100.9	7.50	<b>0.58</b>	8.07	65.7	32.0	1.9	0.4	0.4	63
<b>Summary</b>	<b>340,193.</b>	<b>97.9</b>	<b>5.42</b>	<b>1.13</b>	<b>6.55</b>	<b>78.8</b>	<b>19.1</b>	<b>1.7</b>	<b>0.4</b>	<b>1.7</b>	<b>75</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	4,086.	98.2	9.57	<b>0.19</b>	9.76	56.7	39.9	3.3	0.1	0.1	39
0700 - 1000	10,468.	99.2	6.14	<b>0.38</b>	6.51	80.1	19.3	0.5	0.1	0.2	40
1000 - 1300	11,773.	95.7	5.31	<b>0.96</b>	6.27	80.6	17.8	1.3	0.2	1.2	65
1300 - 1600	12,061.	96.3	5.21	<b>1.58</b>	6.79	77.1	20.1	2.3	0.5	2.5	60
1600 - 1900	11,725.	94.5	5.37	<b>1.32</b>	6.70	76.8	20.6	2.2	0.4	2.1	61
1900 - 2200	9,442.	98.9	6.44	<b>1.33</b>	7.77	68.7	27.3	3.3	0.7	1.6	50
2200 - 2400	5,323.	100.5	7.50	<b>0.66</b>	8.15	65.3	32.6	2.0	0.1	0.1	49
<b>Summary</b>	<b>64,878.</b>	<b>97.2</b>	<b>5.74</b>	<b>1.13</b>	<b>6.87</b>	<b>76.2</b>	<b>21.5</b>	<b>2.0</b>	<b>0.4</b>	<b>1.6</b>	<b>65</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	1,932.	100.3	14.49	<b>-0.02</b>	14.47	55.9	23.3	18.8	2.0	8.2	47
0700 - 1000	7,486.	96.9	9.28	<b>0.46</b>	9.74	56.2	39.1	4.2	0.6	0.3	51
1000 - 1300	9,161.	97.2	7.37	<b>1.04</b>	8.41	63.7	31.6	3.8	0.8	0.8	80
1300 - 1600	8,920.	97.6	7.44	<b>1.55</b>	8.99	61.5	31.7	4.9	1.8	1.8	90
1600 - 1900	8,765.	99.6	7.46	<b>0.90</b>	8.36	64.3	32.3	2.8	0.6	0.6	80
1900 - 2200	8,695.	98.8	7.49	<b>0.79</b>	8.28	64.2	32.9	2.7	0.2	0.2	50
2200 - 2400	5,984.	102.0	7.51	<b>0.35</b>	7.86	66.6	32.2	1.1	0.1	0.1	46
<b>Summary</b>	<b>50,943.</b>	<b>98.6</b>	<b>7.70</b>	<b>0.98</b>	<b>8.68</b>	<b>62.7</b>	<b>32.6</b>	<b>3.8</b>	<b>0.9</b>	<b>1.0</b>	<b>90</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	32,993.	99.1	7.31	<b>0.32</b>	7.63	75.7	22.1	2.1	0.1	0.5	47
0700 - 1000	77,555.	97.7	5.48	<b>0.97</b>	6.45	79.8	18.3	1.6	0.4	1.5	73
1000 - 1300	79,720.	97.8	5.47	<b>0.90</b>	6.37	80.4	18.1	1.3	0.2	1.0	80
1300 - 1600	80,023.	96.2	5.39	<b>1.31</b>	6.70	77.3	19.9	2.2	0.6	2.2	90
1600 - 1900	78,383.	97.5	5.49	<b>1.49</b>	6.98	75.9	21.1	2.4	0.5	2.4	80
1900 - 2200	69,566.	98.4	6.04	<b>0.96</b>	7.00	73.9	24.0	1.7	0.3	1.0	67
2200 - 2400	37,774.	101.0	7.50	<b>0.56</b>	8.05	65.8	32.1	1.8	0.3	0.3	63
<b>Summary</b>	<b>456,014.</b>	<b>97.9</b>	<b>5.67</b>	<b>1.12</b>	<b>6.79</b>	<b>77.0</b>	<b>20.7</b>	<b>1.9</b>	<b>0.4</b>	<b>1.6</b>	<b>90</b>

456,014.

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

Route 202  
 Service change 21978  
 Date 30 September 2009

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CPALBS S	CPALBS S	CRYSTAL PALACE BUS STATION		
<b>CPALPD</b>	<b>BP2417</b>	<b>Crystal Palace Parade</b>	<b>0</b>	<b>0.00</b>
	17839	Crystal Palace Parade / College Road	345	0.21
	27731	Westwood Hill	333	0.21
	27729	Dome Hill Park	315	0.20
	27727	Wells Park Road	261	0.16
	46023	Canbury Mews	208	0.13
	46021	Sydenham Hill Estate	213	0.13
<b>USYDWP**</b>	<b>46019</b>	<b>Coombe Road</b>	<b>193</b>	<b>0.12</b>
	46016	Churchley Road	353	0.22
	17315	Peak Hill	216	0.13
<b>KIRKWH</b>	<b>17317</b>	<b>Cobbs Corner</b>	<b>269</b>	<b>0.17</b>
	1822	Newlands Park	360	0.22
<b>SYDMST**</b>	<b>17400</b>	<b>Sydenham Rd/Mayow Rd</b>	<b>312</b>	<b>0.19</b>
	17399	Highclere Street	424	0.26
	17396	Kirtley Road	329	0.20
<b>LSYDBG</b>	<b>17394</b>	<b>Bell Green / Southend Lane</b>	<b>142</b>	<b>0.09</b>
	19023	Ardley Close	272	0.17
	17848	Houston Road	229	0.14
	17846	Castlands Road	297	0.18
	17844	Elm Lane	418	0.26
	17751	Beechfield Road	157	0.10
	26020	Catford & Catford Bridge Stations	659	0.41
<b>CATFTH</b>	<b>8409</b>	<b>Catford Road/Lewisham Town Hall</b>	<b>287</b>	<b>0.18</b>
	34080	Brownhill Road / The Catford Centre	239	0.15
	17477	Jutland Road	404	0.25
	17479	Brownhill Road/St Fillans Road	289	0.18
	17481	Torridon Road	475	0.30
	17483	Parkcroft Road	672	0.42
<b>STMRBR</b>	<b>17485</b>	<b>Baring Road</b>	<b>355</b>	<b>0.22</b>
	37428	Westhorne Avenue	209	0.13
	13428	Lee Station	157	0.10
	17842	Micheldever Road	362	0.22
<b>LEEGLG</b>	<b>1930</b>	<b>Burnt Ash Road / Lee Road</b>	<b>508</b>	<b>0.32</b>
	17840	Lee Road/Manor Road	361	0.22
	17838	Priory Park	321	0.20
<b>BHTHSN</b>	<b>33777</b>	<b>Blackheath Station</b>	<b>357</b>	<b>0.22</b>
	19565	Royal Parade	372	0.23
	18772	The Clarendon Hotel	236	0.15
	18771	Prince Charles Road / Maze Hill	584	0.36
	19622	Vanbrugh Park / Beaconsfield Road	504	0.31
<b>BHTHRS</b>	<b>35453</b>	<b>Blackheath / Royal Standard</b>	<b>469</b>	<b>0.29</b>
<b>BHTHRSSS</b>	<b>BHTHRSSS</b>	<b>BLACKHEATH, ROYAL STANDARD, SLIP ROAD</b>	<b>0</b>	<b>0.00</b>
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>			13466 metres	8.37 miles

**\*\* It is envisaged that SYDMST will be replaced by USYDWP (towards Blackheath, Royal Standard) before or during this contract.**

**TRANCHE 489**

<b>BACK DIRECTION</b>				
<b>Timing Point Code</b>	<b>Stop Number</b>	<b>Stop Name</b>	<b>Metres</b>	<b>Miles</b>
BHTRSSS	BHTRSSS	BLACKHEATH, ROYAL STANDARD, SLIP ROAD		
<b>BHTRRS</b>	<b>44007</b>	<b>Blackheath/Royal Standard</b>	<b>0</b>	<b>0.00</b>
	20453	Vanbrugh Park / Stratheden Road	211	0.13
	19621	Vanbrugh Park / Beaconsfield Road	312	0.19
	18770	Prince Charles Road / Maze Hill	377	0.23
	18773	The Clarendon Hotel	627	0.39
<b>BHTHSN</b>	<b>34268</b>	<b>Blackheath Station</b>	<b>449</b>	<b>0.28</b>
	17837	Priory Park	437	0.27
	R0568	Manor Way	321	0.20
<b>LEEGLG</b>	<b>R0410</b>	<b>Burnt Ash Road / Lee Road</b>	<b>353</b>	<b>0.22</b>
	17841	Handen Road	314	0.20
	13429	Lee Station	397	0.25
	BP2742	Westhorne Avenue	300	0.19
<b>STMRRB</b>	<b>17486</b>	<b>Baring Road</b>	<b>205</b>	<b>0.13</b>
	17484	Parkcroft Road	341	0.21
	14432	Brownhill Road/Wellmeadow Rd	362	0.22
	17482	Torridon Road	425	0.26
	BP3538	Stainton Road	203	0.13
	17480	Brownhill Road/St Fillans Road	328	0.20
	17478	Jutland Road	261	0.16
	34081	Plassy Road	280	0.17
<b>CATFTH</b>	<b>110</b>	<b>Catford Road/Lewisham Town Hall</b>	<b>420</b>	<b>0.26</b>
	1596	Catford & Catford Bridge Stations	223	0.14
	17750	Beechfield Road	533	0.33
	17843	Elm Lane	446	0.28
	17845	Castlands Road	335	0.21
	17847	Houston Road	158	0.10
	19022	Ardley Close	347	0.22
<b>LSYDBG</b>	<b>40008</b>	<b>Bell Green / Southend Lane</b>	<b>213</b>	<b>0.13</b>
	17395	Southend Lane	178	0.11
	17398	Highclere Street	296	0.18
	19021	Knighton Park Road	313	0.19
	17401	Sydenham Rd/Mayow Rd	202	0.13
	1821	Newlands Park	280	0.17
<b>KIRKWH</b>	<b>17316</b>	<b>Cobbs Corner</b>	<b>384</b>	<b>0.24</b>
	17314	Peak Hill	285	0.18
	46017	Churchley Road	223	0.14
<b>USYDWP</b>	<b>46018</b>	<b>Coombe Road</b>	<b>326</b>	<b>0.20</b>
	46020	Sydenham Hill Estate	202	0.13
	46022	Canbury Mews	202	0.13
	27728	Wells Park Road	211	0.13
	27730	Dome Hill Park	289	0.18
	35161	Sydenham Hill/Bluebell Close	229	0.14
	19020	Crystal Palace Parade/Fountain Drive	275	0.17
	13379	Crystal Palace Parade / College Road	220	0.14
<b>CPALPD</b>	<b>BP2419</b>	<b>Crystal Palace Parade</b>	<b>318</b>	<b>0.20</b>
<b>CPALBS S</b>	<b>CPALBS S</b>	<b>CRYSTAL PALACE BUS STATION</b>	<b>0</b>	<b>0.00</b>
<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>			<b>13611</b>	<b>8.46</b>
			metres	miles