

7. Service Specification

Route: 363

Contract Reference: QC53604

This Service Specification forms section 7 of the ITT and should be read in conjunction with the ITT document, Version 1 dated 29 September 2011.

You are formally invited to tender for the provision of the bus service detailed below and in accordance with this Service Specification. Tenderers must ensure that a Compliant Tender is submitted and this will only be considered for evaluation if all parts of the Tender documents, as set out in section 11, have been received by the Corporation by the Date of Tender. The Tender must be fully completed in the required format, in accordance with the Instructions to Tenderers. A Compliant Tender must comply fully with the requirements of the Framework Agreement; adhere to the requirements of the Service Specification; and reflect the price of operating the Services with new vehicles.

Route Number	363
Terminus Points	Crystal Palace Bus Station and Elephant & Castle, London Road
Contract Basis	Incentivised
Commencement Date	12 th November 2016
Vehicle Type	87 capacity, dual door, double deck
Current Maximum Approved Dimensions	10.1 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 - 0.90 minutes
Minimum Operated Mileage	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 2nd November 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. 363.

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:

- Evening frequencies are increased from every 15 minutes to every 12 minutes.
- Sunday daytime frequencies are increased from every 15 minutes to every 12 minutes.

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

Crystal Palace Bus Station to Elephant & Castle London Road		Elephant & Castle, London Road to Crystal Palace Bus Station			
First departure no later than 0520.		First departure no later than 0600.			
0515 - 0605	Every 15 minutes	0555 - 0615	Every 15 minutes		
0606 - 1955	Every 10 minutes	0616 - 2040	Every 10 minutes		
1956 - 2355	Every 12 minutes	2041 - 0040	Every 12 minutes		
Last departure no earlier than 2350.		Last departure no earlier than 0035.			
Pinchpoints					
Old Kent Road, Tesco	0700 - 0900	10 minutes	Sydenham Hill, Lordship Lane	0710 - 0910	10 minutes
	1540 - 1640	10 minutes		1545 - 1645	10 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Crystal Palace Bus Station to Elephant & Castle London Road		Elephant & Castle, London Road to Crystal Palace Bus Station			
First departure no later than 0520.		First departure no later than 0600.			
0515 - 0735	Every 15 minutes	0555 - 0815	Every 15 minutes		
0736 - 1845	Every 10 minutes	0816 - 1930	Every 10 minutes		
1846 - 2355	Every 12 minutes	1931 - 0040	Every 12 minutes		
Last departure no earlier than 2350.		Last departure no earlier than 0035.			
Pinchpoints					
Old Kent Road, Tesco	0930 - 1130	10 minutes	Sydenham Hill, Lordship Lane	0930 - 1130	10 minutes

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

Crystal Palace Bus Station to Elephant & Castle London Road		Elephant & Castle, London Road to Crystal Palace Bus Station			
First departure no later than 0520.		First departure no later than 0600.			
0515 - 0820	Every 20 minutes	0555 - 0900	Every 20 minutes		
0821 - 0930	Every 15 minutes	0901 - 0930	Every 15 minutes		
0931 - 2355	Every 12 minutes	0931 - 0040	Every 12 minutes		
Last departure no earlier than 2350.		Last departure no earlier than 0035.			
Pinchpoints					
Old Kent Road, Tesco	1000 - 1135	12 minutes	Sydenham Hill, Lordship Lane	1000 - 1135	12 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 363 should interwork with Route No. N63 between Crystal Palace Bus Station and Elephant & Castle, London Road to form a seamless 24 service.
- 4.2) Route No. 363 can suffer from unpredictable traffic delays in the Peckham, Old Kent Road, Elephant & Castle areas.
- 4.3) As part of TfL's Road Modernisation Plan works are taking place at a number of locations in inner and central London that may lead to additional journey times. A scheme to redesign the Elephant and Castle Roundabout is due to be constructed during the lifetime of this contract.

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 363: Crystal Palace Bus Station - Elephant & Castle

Date of Structural Change: 12 November 2016.

Date of Service Change: 12 November 2016.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Elephant & Castle: Crystal Palace Parade, Westwood Hill, Sydenham Hill, London Road, Lordship Lane, Underhill Road, Melford Road, Wood Vale, Forest Hill Road, Peckham Rye, Rye Lane, Hanover Park, Clayton Road, Peckham High Street, Peckham Hill Street, Willowbrook Road, Sumner Road, Trafalgar Avenue, Old Kent Road, Bricklayer's Arms, New Kent Road, Elephant And Castle, London Road, Lambeth Road.

Towards Crystal Palace Bus Station: London Road, Elephant And Castle, New Kent Road, Bricklayer's Arms Roundabout, Old Kent Road, Trafalgar Avenue, Sumner Road, Willowbrook Road, Peckham Hill Street, Peckham High Street, Clayton Road, Hanover Park, Rye Lane, Peckham Rye, Forest Hill Road, Wood Vale, Melford Road, Underhill Road, Lordship Lane, London Road, Sydenham 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, (BP2419 - Crystal Palace Parade and pick up in Crystal Palace Parade, at Stop B (BP2417 - Crystal Palace Parade, First Stop on LOR: BP2419 - Crystal Palace Parade).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 363 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 toilet facilities available 24 hours a day.

HONOR OAK, FOREST HILL TAVERN (from ELEPHANT & CASTLE)

Public stand and stop on the northbound carriageway of Forest Hill Road commencing at a point opposite the junction with Therapia Road and extending 40m south.

Buses proceed from Forest Hill Road via Bus Only Slip Lane and Forest Hill Road to stand, departing to Forest Hill Road. Set down in Forest Hill Road, at Stop WR (13743 - Forest Hill Tavern, Last Stop on LOR: 27711 - Forest Hill Tavern) and pick up in Forest Hill Road, H (27711 - Forest Hill Tavern, First Stop on LOR: 13744 - Wood Vale / Forest Hill 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:	Honor Oak.

PECKHAM RYE, EAST SIDE (from ELEPHANT & CASTLE)

Public stand for two buses on east side of Peckham Rye, commencing 11 metres north of Nunhead Crescent and extending 20 metres north.

Buses proceed from Rye Lane via Peckham Rye and Peckham Rye (East Side) to stand, departing via Peckham Rye (East Side) and East Dulwich Road to Peckham Rye. Set down in Rye Lane, at Stop EA (1726 - Nigel Road) and pick up in Peckham Rye, at Stop WK (1492 - Peckham Rye / East Dulwich Road, First Stop on LOR: 1493 - Peckham Rye / East Dulwich 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:	Peckham Rye.

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.

From Crystal Palace Bus Station.

Buses proceed from Hanover Park via Clayton Road, Peckham High Street and Peckham Bus Station to stand, departing via Peckham Bus Station to Peckham High Street. Set down in Hanover Park, at Stop M (33440 - The Aylesham Centre, Last Stop on LOR: 29429 - Peckham Post Office) and pick up in Peckham High Street, at Stop F (29429 - Peckham Post Office).

From Elephant & Castle.

Buses proceed from Peckham Hill Street via Peckham High Street and Peckham Bus Station to stand, departing via Peckham Bus Station and Peckham High Street to Peckham Hill Street. Set down in Peckham Hill Street, at Stop D (446 - Peckham Library, Last Stop on LOR: 445 - Peckham Library) and pick up in Peckham Hill Street, at Stop C (445 - Peckham Library, First Stop on LOR: 446 - Peckham Library).

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:	Peckham.

BRICKLAYERS ARMS, BARTHOLOMEW STREET (from Crystal Palace Bus Station)

Buses proceed from Old Kent Road via Bricklayer's Arms Roundabout, Great Dover Street, Bartholomew Street, New Kent Road and Bricklayer's Arms Roundabout departing to Old Kent Road. Set down in Old Kent Road, at Stop BP (2554 - Old Kent Road / East Street, Last Stop on LOR: 2554 - Old Kent Road / East Street) and pick up in Old Kent Road, at Stop BK (918 - Bricklayer's Arms, First Stop on LOR: 918 - Bricklayer's Arms).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Bricklayer's Arms.

ELEPHANT & CASTLE, LAMBETH ROAD

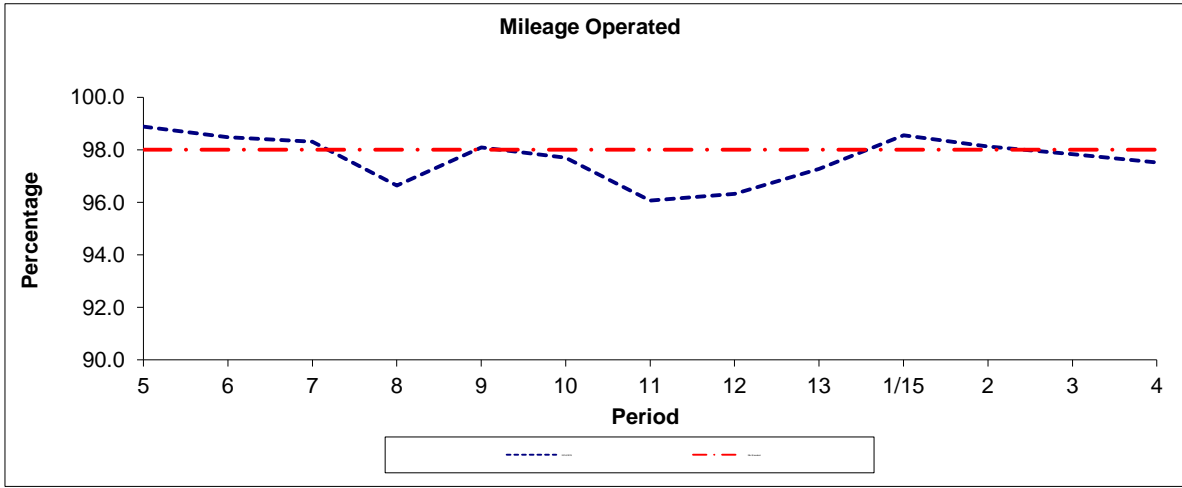
Public stand for 7 buses on south side of Lambeth Road commencing 1.5 metres east of lamp standard No. 1357/06 and extending 83 metres east.

Buses proceed from Lambeth Road direct to stand, departing via Lambeth Road, St George's Road, Westminster Bridge Road and St George's Circus to London Road. Set down in Lambeth Road, at Stop Z2 (R0430 - Lambeth Road and pick up in London Road, at Stop E (26212 - Elephant & Castle / London Road, First Stop on LOR: BP3718 - Elephant & Castle / London Road).

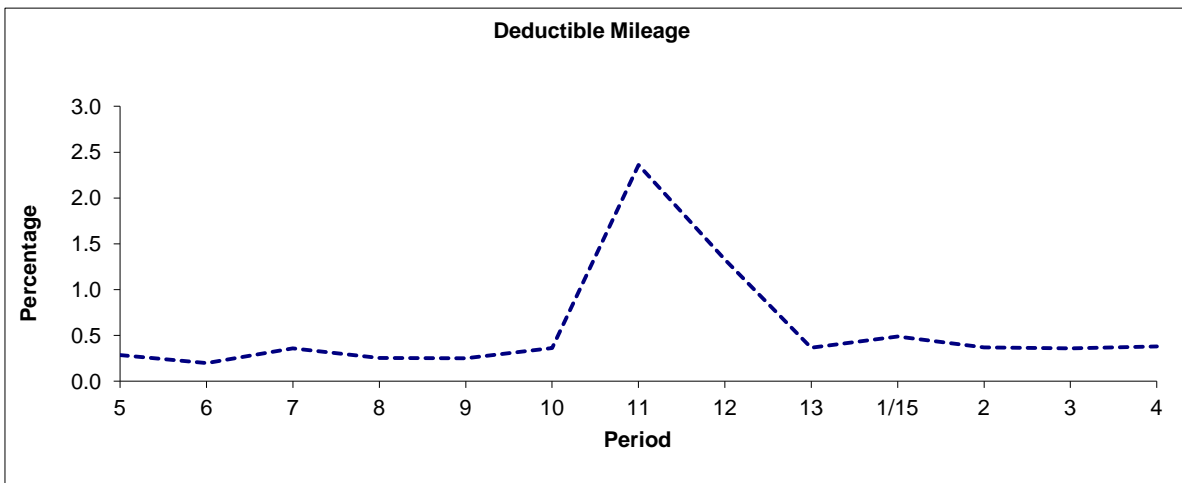
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 363 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Elephant & Castle.
OTHER INFORMATION: No toilets available.

PART B - PERFORMANCE STATISTICS

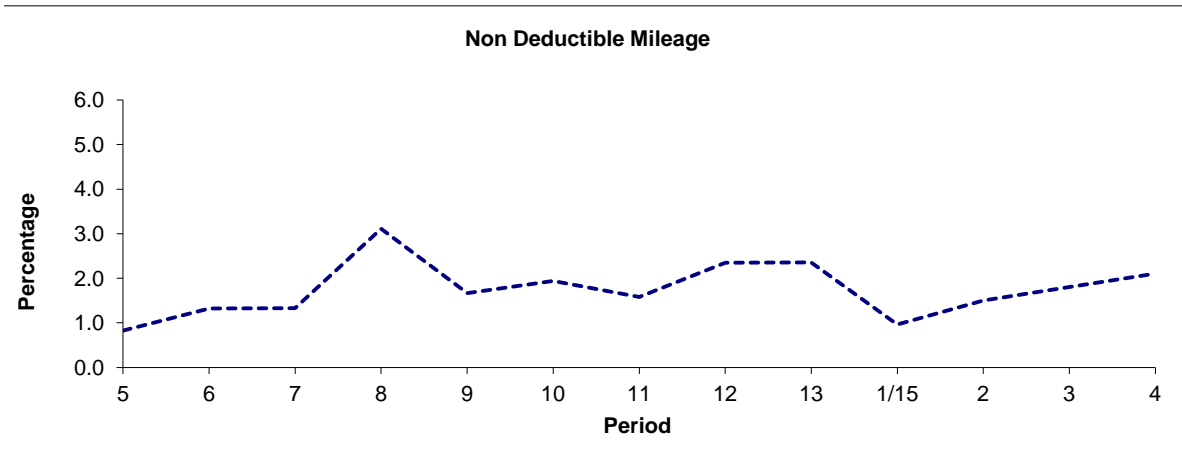
Route 363



Period	5	6	7	8	9	10	11	12	13	1/15	2	3	4
2014/2015	98.88	98.48	98.31	96.64	98.08	97.70	96.06	96.32	97.28	98.55	98.13	97.84	97.52
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	1/15	2	3	4
2014/2015	0.29	0.20	0.36	0.26	0.25	0.36	2.36	1.33	0.37	0.49	0.37	0.36	0.38

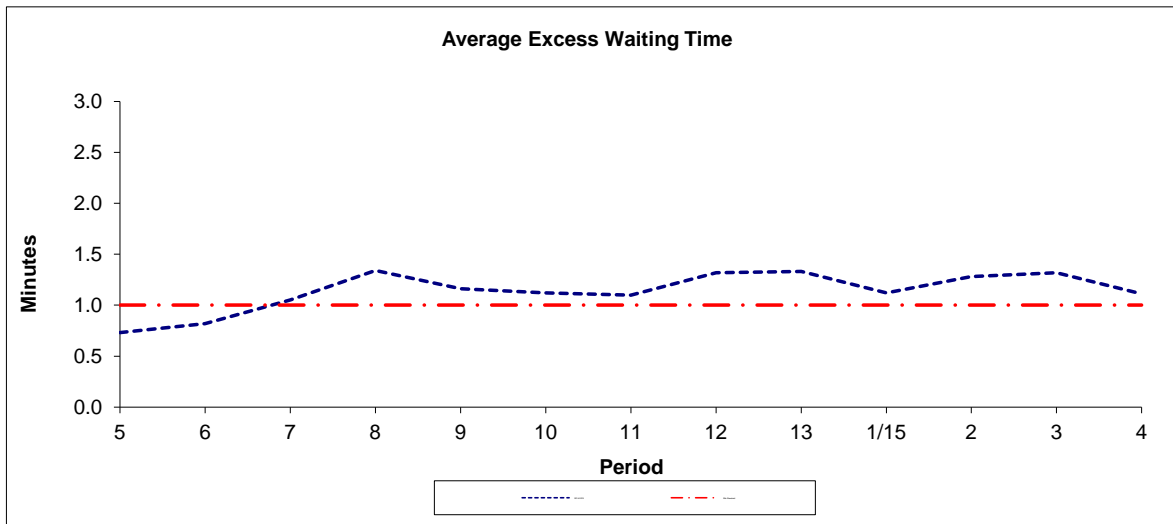


Period	5	6	7	8	9	10	11	12	13	1/15	2	3	4
2014/2015	0.83	1.32	1.33	3.11	1.66	1.94	1.58	2.35	2.35	0.96	1.50	1.81	2.10

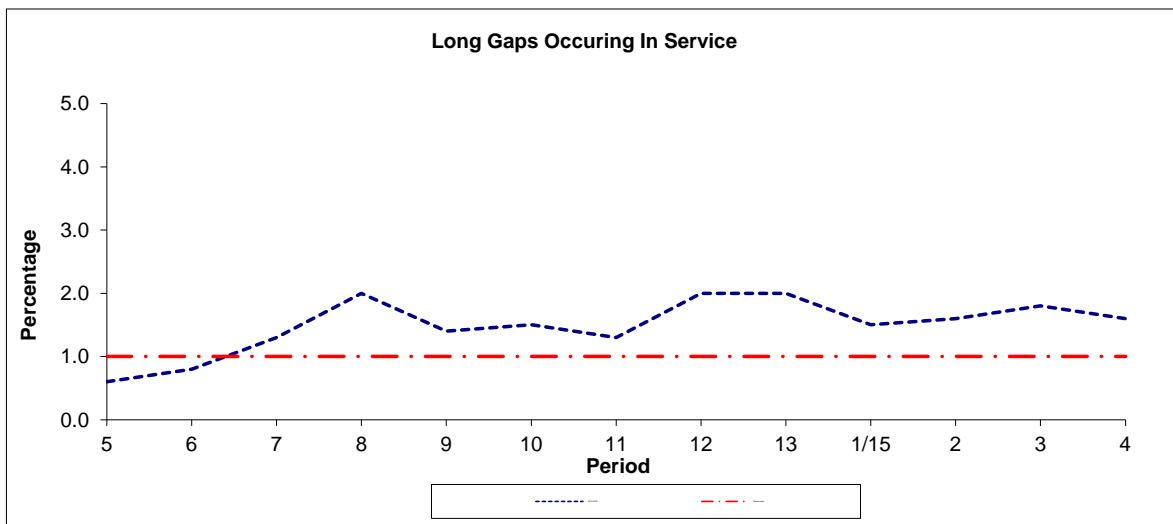
Note : Mileage is based on 4 weeks data
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

PART B - PERFORMANCE STATISTICS

Route 363



Period	5	6	7	8	9	10	11	12	13	1/15	2	3	4
2014-2015	0.73	0.82	1.05	1.34	1.16	1.12	1.10	1.32	1.33	1.12	1.28	1.32	1.11
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	5	6	7	8	9	10	11	12	13	1/15	2	3	4
2014-2015	0.6	0.8	1.3	2.0	1.4	1.5	1.3	2.0	2.0	1.5	1.6	1.8	1.6
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 363
 Service change 20288
 Date 21 October 2009

TRANCHE 536

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CPALBS S	CPALBS S	CRYSTAL PALACE BUS STATION		
CPALPD	BP2417	Crystal Palace Parade	0	0.00
	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
	27725	Droitwich Close	305	0.19
	27723	Crescent Wood Road	237	0.15
	27721	Sydenham Hill / Kirkdale	381	0.24
	27719	Horniman Park	392	0.24
SYDHLL	2016	Lordship Lane / Wood Vale	228	0.14
	27717	Underhill Road / Melford Road	271	0.17
	27715	Melford Road	287	0.18
	27713	Langton Rise	316	0.20
	27712	Wood Vale / Forest Hill Road	364	0.23
HNOKFH	27711	Forest Hill Tavern	213	0.13
	13742	Dunstans Road	411	0.26
	13740	Friern Road	271	0.17
	13736	Peckham Rye / Barry Road	360	0.22
	9473	The Gardens	149	0.09
PCKRED	1492	Peckham Rye / East Dulwich Road	228	0.14
	1727	Nigel Road	338	0.21
	13782	Heaton Road	206	0.13
PCKRSN	13780	Peckham Rye Station	357	0.22
PECKCA	33440	Hanover Park	313	0.19
PECKHS	445	Peckham Library	652	0.41
	13772	Bonar Road	117	0.07
PKHLCW	13770	Commercial Way	163	0.10
	13768	Bird In Bush Road	202	0.13
	13766	St George's Way	406	0.25
	13764	Waite Street	313	0.19
	R0467	Nile Terrace	186	0.12
OKRDTS	23105	Dunton Road	361	0.22
	2554	Old Kent Road/East Street	459	0.29
OKRDBAO	26743	Bricklayer's Arms	322	0.20
	34288	Tower Bridge Road	356	0.22
	2573	Rodney Place	314	0.20
	33627	Elephant & Castle / New Kent Road	295	0.18
ELEFLN	BP3718	Elephant & Castle / London Road	356	0.22
ELEFLH	R0430	Lambeth Road	491	0.31
ELEFLH S	ELEFLH S	ELPHANT & CASTLE, LAMBETH ROAD	0	0.00

TOTAL ROUTE MILEAGE - OUT DIRECTION	11874 metres	7.38 miles
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BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ELEFLH S	ELEFLH S	ELPHANT & CASTLE, LAMBETH ROAD		
ELEFLN	26212	Elephant & Castle / London Road	0	0.00
	27400	Elephant & Castle / New Kent Road	315	0.20
	2574	Rodney Place	243	0.15
	26746	Tower Bridge Road	398	0.25
OKRDBAO	918	Bricklayer's Arms	465	0.29
	BP599	Old Kent Road / East Street	270	0.17
OKRDTS	BP127	Dunton Road	437	0.27
	1174	Nile Terrace	414	0.26
	13765	Waite Street	230	0.14
	13767	St George's Way	266	0.17
PKHLCW	13769	Bird In Bush Road	323	0.20
	13771	Commercial Way	160	0.10
	13773	Bonar Road	184	0.11
PECKHS	446	Peckham Library	215	0.13
PECKPO	29429	Peckham Post Office	174	0.11
	33441	Hanover Park	615	0.38
PCKRSN	13781	Peckham Rye Station	262	0.16
	1726	Nigel Road	390	0.24
PCKRED	1493	Peckham Rye / East Dulwich Road	394	0.24
	9472	The Gardens	280	0.17
	13739	Friern Road	344	0.21
	13741	Dunstans Road	460	0.29
HNOKFH	13743	Forest Hill Tavern	260	0.16
	13744	Wood Vale / Forest Hill Road	298	0.19
	27714	Langton Rise	435	0.27
	27716	Melford Road	264	0.16
	27718	Underhill Road	388	0.24
SYDHLL	2017	Lordship Lane / Wood Vale	121	0.08
	27720	Horniman Park	263	0.16
	27722	Sydenham Hill / Kirkdale	520	0.32
	27724	Crescent Wood Road	329	0.20
	27726	Droitwich Close	195	0.12
	27728	Wells Park Road	285	0.18
	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
CPALPD	BP2419	Crystal Palace Parade	318	0.20
CPALBS S	CPALBS S	CRYSTAL PALACE BUS STATION	0	0.00

TOTAL ROUTE MILEAGE - BACK DIRECTION	11528 metres	7.16 miles
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ROUTE 363 - FULL IBUS RESULTS BY TIME OF DAY
QUARTER 2 14/15 TO QUARTER 1 15/16 (21/06/14 - 26/06/15)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	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)
05:00 - 07:00	16,878.	16,423.	97.3	6.42	0.40	6.82	82.1	17.3	0.6	0.0	0.3	66
07:00 - 10:00	54,212.	53,543.	98.8	4.94	0.98	5.91	83.7	15.2	1.0	0.1	1.2	58
10:00 - 13:00	53,887.	52,815.	98.0	4.99	0.88	5.87	84.2	15.0	0.7	0.1	0.8	51
13:00 - 16:00	52,818.	51,737.	98.0	4.95	1.22	6.17	80.6	17.6	1.6	0.2	1.9	63
16:00 - 19:00	53,031.	51,160.	96.5	4.98	1.71	6.70	78.0	19.1	2.5	0.4	2.9	56
19:00 - 22:00	46,788.	46,661.	99.7	5.56	1.24	6.80	75.3	22.3	2.2	0.3	1.7	65
22:00 - 24:00	23,389.	23,548.	100.7	7.44	0.73	8.17	65.7	31.6	2.4	0.3	0.3	56
All Locations Summary	301,003.	295,887.	98.3	5.18	1.19	6.37	80.0	18.2	1.6	0.2	1.7	66

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	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)
05:00 - 07:00	2,774.	2,781.	100.3	7.51	0.34	7.84	71.6	27.4	0.9	0.0	0.3	35
07:00 - 10:00	9,900.	9,672.	97.7	5.72	0.53	6.25	81.8	17.7	0.4	0.1	0.3	49
10:00 - 13:00	11,057.	10,893.	98.5	5.01	0.73	5.74	85.5	13.9	0.4	0.1	0.6	47
13:00 - 16:00	11,148.	10,867.	97.5	4.99	1.21	6.20	80.9	17.7	1.2	0.3	1.5	61
16:00 - 19:00	11,315.	11,113.	98.2	4.98	1.25	6.23	80.4	18.2	1.3	0.1	1.4	60
19:00 - 22:00	8,693.	8,704.	100.1	6.34	1.16	7.49	70.0	26.9	2.8	0.3	1.1	46
22:00 - 24:00	4,896.	4,963.	101.4	7.46	0.55	8.01	66.1	31.4	2.2	0.3	0.3	37
All Locations Summary	59,783.	58,993.	98.7	5.43	0.97	6.40	79.6	19.0	1.2	0.2	1.0	61

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	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)
05:00 - 07:00	2,267.	2,285.	100.8	9.90	0.10	10.00	61.7	33.4	4.5	0.4	0.5	41
07:00 - 10:00	6,289.	6,235.	99.1	9.10	0.50	9.60	56.9	38.4	4.3	0.4	0.1	51
10:00 - 13:00	7,852.	7,769.	98.9	7.40	0.49	7.88	66.3	32.1	1.4	0.3	0.3	54
13:00 - 16:00	7,976.	7,787.	97.6	7.43	1.08	8.51	62.9	32.6	3.7	0.8	0.8	63
16:00 - 19:00	8,033.	7,842.	97.6	7.45	1.33	8.78	62.1	32.3	4.9	0.7	0.7	61
19:00 - 22:00	8,251.	8,320.	100.8	7.45	0.95	8.40	64.2	32.4	2.9	0.5	0.5	87
22:00 - 24:00	5,520.	5,588.	101.2	7.52	0.32	7.84	67.3	31.8	0.8	0.1	0.1	39
All Locations Summary	46,188.	45,826.	99.2	7.64	0.88	8.52	63.3	32.9	3.3	0.5	0.5	87

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	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)
05:00 - 07:00	21,919.	21,489.	98.0	6.75	0.37	7.12	79.7	19.4	0.9	0.1	0.3	66
07:00 - 10:00	70,401.	69,450.	98.6	5.20	0.92	6.12	82.2	16.5	1.1	0.1	1.1	58
10:00 - 13:00	72,796.	71,477.	98.2	5.28	0.81	6.08	82.3	16.9	0.7	0.1	0.7	54
13:00 - 16:00	71,942.	70,391.	97.8	5.23	1.20	6.43	78.7	19.3	1.7	0.3	1.7	63
16:00 - 19:00	72,379.	70,115.	96.9	5.22	1.62	6.85	76.7	20.3	2.6	0.4	2.5	61
19:00 - 22:00	63,732.	63,685.	99.9	5.88	1.19	7.08	73.3	24.1	2.3	0.3	1.5	87
22:00 - 24:00	33,805.	34,099.	100.9	7.45	0.65	8.10	66.0	31.6	2.1	0.2	0.3	56
All Locations Summary	406,974.	400,706.	98.5	5.45	1.13	6.58	78.3	19.7	1.7	0.2	1.5	87