

7. Service Specification

Route: 365/N365

QC42505

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	Orchard Village, Lower Mardyke Avenue to Havering Park, Clockhouse Lane/Hunters Grove
Contract Basis	Incentivised
Commencement Date	28 th September 2013
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	10.1 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	No
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard - Route No. 365	Average Excess Wait Time - No more than 0.90 minutes
Extension Threshold - Route No. 365	Average Excess Wait Time Threshold - 0.80 minutes
Minimum Operated Mileage Standard - Route No. 365	No less than 98.00%
Departing On Time - Route No. N365	Departing on Time - No less than 90.00%
Minimum Operated Mileage Standard - Route No. N365	No less than 99.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 19th November 2012

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 Nos. 365 & N365.

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:

- The destination blind 'Mardyke Estate' should be amended to 'Orchard Village' as the area has been re-named.
- **Tenderers must identify the cost of the Nightly element of this service separately.**
- The Boxing Day service should match the Sunday service.
- **Tenderers must identify the cost of the Boxing Day element of this service separately.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Orchard Village, Lower Mardyke Avenue to Havering Park, Clockhouse Lane/Hunters Grove#		Havering Park, Clockhouse Lane/Hunters Grove to Orchard Village, Lower Mardyke Avenue			
First departure no later than 0440.		First departure no later than 0455.			
0435 - 0640	Every 15 minutes	0450 - 0640	Every 15 minutes		
0641 - 1850	Every 12 minutes	0641 - 1850	Every 12 minutes		
1851 - 2020	Every 15 minutes	1851 - 2020	Every 15 minutes		
2021 - 0025	Every 20 minutes	2021 - 0045	Every 20 minutes		
Last departure no earlier than 0020.		Last departure no earlier than 0040.			
Pinchpoints					
Romford Market, St. Edwards Way	0715 - 0915	12 minutes	Elm Park Station	0710 - 0910	12 minutes
	1500 - 1635	12 minutes		1505 - 1630	12 minutes

Buses operating towards Havering Park, Clockhouse Lane/Hunters Grove are diverted in Romford after 2130 (until last bus) from South Street via Victoria Road to Mercury Gardens to resume line of routeing after the junction of Mercury Gardens & Western Road. Buses will consequently not serve the stop on Western Road. Buses operating towards Orchard Village, Lower Mardyke Avenue are unaffected and remain on normal line of route.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Orchard Village, Lower Mardyke Avenue to Havering Park, Clockhouse Lane/Hunters Grove#		Havering Park, Clockhouse Lane/Hunters Grove to Orchard Village, Lower Mardyke Avenue			
First departure no later than 0440.		First departure no later than 0455.			
0435 - 0825	Every 15 minutes	0450 - 0810	Every 15 minutes		
0826 - 1820	Every 12 minutes	0811 - 1850	Every 12 minutes		
1821 - 2020	Every 15 minutes	1851 - 2020	Every 15 minutes		
2021 - 0025	Every 20 minutes	2021 - 0045	Every 20 minutes		
Last departure no earlier than 0020.		Last departure no earlier than 0040.			
Pinchpoints					
Romford Market, St. Edwards Way	0900 - 1100	12 minutes	Elm Park Station	0905 - 1105	12 minutes

Buses operating towards Havering Park, Clockhouse Lane/Hunters Grove are diverted in Romford after 2130 (until last bus) from South Street via Victoria Road to Mercury Gardens to resume line of routeing after the junction of Mercury Gardens & Western Road. Buses will consequently not serve the stop on Western Road. Buses operating towards Orchard Village, Lower Mardyke Avenue are unaffected and remain on normal line of route.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Orchard Village, Lower Mardyke Avenue to Havering Park, Clockhouse Lane/Hunters Grove#		Havering Park, Clockhouse Lane/Hunters Grove to Orchard Village, Lower Mardyke Avenue			
First departure no later than 0620.		First departure no later than 0625.			
0615 - 0025	Every 20 minutes	0620 - 0045	Every 20 minutes		
Last departure no earlier than 0020.		Last departure no earlier than 0040.			
Pinchpoints					
Romford Market, St. Edwards Way	1035 - 1135	20 minutes	Elm Park Station	1035 - 1135	20 minutes

Buses operating towards Havering Park, Clockhouse Lane/Hunters Grove are diverted in Romford after 2130 (until last bus) from South Street via Victoria Road to Mercury Gardens to resume line of routeing after the junction of Mercury Gardens & Western Road. Buses will consequently not serve the stop on Western Road. Buses operating towards Orchard Village, Lower Mardyke Avenue are unaffected and remain on normal line of route.

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

3.4) SUNDAY NIGHTS/MONDAY MORNINGS TO FRIDAY NIGHTS/SATURDAY MORNINGS

Orchard Village, Lower Mardyke Avenue to Havering Park, Clockhouse Lane/Hunters Grove#		Havering Park, Clockhouse Lane/Hunters Grove to Orchard Village, Lower Mardyke Avenue	
First departure no later than 0050.		First departure no later than 0105.	
0045 - 0425	Every 30 minutes	0100 - 0440	Every 30 minutes
Last departure no earlier than 0420.		Last departure no earlier than 0435.	

Buses operating towards Havering Park, Clockhouse Lane/Hunters Grove are diverted in Romford after 2130 (until and including 0350 departure) from South Street via Victoria Road to Mercury Gardens to resume line of routeing after the junction of Mercury Gardens & Western Road. Buses will consequently not serve the stop on Western Road. Buses operating towards Orchard Village, Lower Mardyke Avenue are unaffected and remain on normal line of route.

Tenderers must identify the cost of the Nightly element of this service separately.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.5) SATURDAY NIGHTS/SUNDAY MORNINGS

Orchard Village, Lower Mardyke Avenue to Havering Park, Clockhouse Lane/Hunters Grove#		Havering Park, Clockhouse Lane/Hunters Grove to Orchard Village, Lower Mardyke Avenue	
First departure no later than 0050.		First departure no later than 0105.	
0045 - 0555	Every 30 minutes	0100 - 0610	Every 30 minutes
Last departure no earlier than 0550.		Last departure no earlier than 0605.	

Buses operating towards Havering Park, Clockhouse Lane/Hunters Grove are diverted in Romford after 2130 (until and including 0350 departure) from South Street via Victoria Road to Mercury Gardens to resume line of routing after the junction of Mercury Gardens & Western Road. Buses will consequently not serve the stop on Western Road. Buses operating towards Orchard Village, Lower Mardyke Avenue are unaffected and remain on normal line of route.

Tenderers must identify the cost of the Nightly element of this service separately.

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 365 should interwork with Route No. N365 to form a seamless 24 hour service.
- 4.2) Route No. 365 should interwork with Route No. 165 between South Hornchurch, Cherry Tree and Elm Park Station during all periods, where possible.
- 4.3) Route No. 365 should be separated from Route No. 372 between South Hornchurch, Cherry Tree and Elm Park Station during all periods, where possible.
- 4.4) Route No. 365 should interwork with Route No. 294 between Romford Station and Romford, Parkside Avenue during all periods, where possible.
- 4.5) Route No. 365 can suffer unpredictable traffic delays in the Romford area.
- 4.6) Romford Market, which is held on Wednesdays, Fridays and Saturdays, can lead to traffic delays in the Romford area.

4) OPERATIONAL CONSIDERATIONS - continued

- 4.7) As a result of safety concerns, buses are currently diverted away from South Street and Western Road (towards Havering Park, Clockhouse Lane/Hunters Grove) every evening from 2130 hours. Route Nos. 365 & N365 will hence be diverted northbound (towards Havering Park, Clockhouse Lane/Hunters Grove) from South Street via Victoria Road and Mercury Gardens. The southbound routeing (towards Orchard Village, Lower Mardyke Avenue) will not be affected. This practice initially followed police requests but following improvements to Police resources and CCTV, meetings are on-going to encourage operators to return to serving the town centre.
- 4.8) Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital.

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 365: Orchard Village - Havering Park, Hunters Grove (24 hour service)

Date of Structural Change: 28 September 2013.

Date of Service Change: 28 September 2013.

Reason for Issue: New contract, not yet awarded (currently operated by First London East).

STREETS TRAVERSED

Towards Havering Park, Hunters Grove: Lower Mardyke Avenue, New Road, Cherry Tree Lane, South End Road, Mungo Park Road, Wood Lane, Rosewood Avenue, The Broadway, Elm Park Avenue, Abbs Cross Lane, Hornchurch Road, Roneo Link, Roneo Corner, Rom Valley Way, Private Road In Hospital Grounds, Bus Stop Lay-By Outside Bus Station, Private Road In Hospital Grounds, Oldchurch Rise, Oldchurch Road, Oldchurch Road Roundabout, Oldchurch Road, South Street, Western Road, Mercury Gardens, Main Road Roundabout, St Edwards Way, North Street, Havering Road, Collier Row Lane, Collier Row Roundabout, Clockhouse Lane, Hunters Grove Slip Road, Clockhouse Lane, Turning Circle, Clockhouse Lane.

Special Journey towards Havering Park, Hunters Grove between South Street and Mercury Gardens:

Between 2130 and 0500 every night buses operate from South Street, then via Victoria Road rejoining line of route at Mercury Gardens.

Towards Orchard Village: Clockhouse Lane, Collier Row Roundabout, Collier Row Lane, Havering Road, North Street, St Edwards Way, Main Road Roundabout, Mercury Gardens, Western Road, Grimshaw Way, Slaney Road, Chandlers Way, Eastern Road, South Street, Oldchurch Road, Oldchurch Road Roundabout, Oldchurch Road, Oldchurch Rise, Private Road In Hospital Grounds, Queens Hospital Bus Station, Private Road In Hospital Grounds, Rom Valley Way, Roneo Corner, Hornchurch Road, Abbs Cross Lane, Elm Park Avenue, The Broadway, Rosewood Avenue, Wood Lane, Mungo Park Road, South End Road, Cherry Tree Lane, Stanley Road South, Philip Road, Frederick Road, Lowen Road, Lower Mardyke Avenue.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

ORCHARD VILLAGE, LOWER MARDYKE AVENUE

Public stand for one bus on east side of Lower Mardyke Avenue, commencing at a point opposite the centre of No 53 and extending 11 metres north.

Buses proceed from Lower Mardyke Avenue direct to stand, departing to Lower Mardyke Avenue. Set down in Lower Mardyke Avenue, MA (34982 - Mardyke Estate, Last Stop on LOR: 34982 - Mardyke Estate) and pick up in Lower Mardyke Avenue, MA (34982 - Mardyke Estate, First Stop on LOR: 34982 - Mardyke Estate).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 365 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:	Orchard Village.

ELM PARK, ROSEWOOD AVENUE (from HAVERING PARK, HUNTERS GROVE)

Public stand for one bus on west side of Rosewood Avenue, commencing outside Nos 68/70 on north side of roundabout.

Buses proceed from Rosewood Avenue direct to stand, departing to Rosewood Avenue. Set down in Rosewood Avenue, at Stop S (26549 - Ambleside Avenue, Last Stop on LOR: 26549 - Ambleside Avenue) and pick up in Rosewood Avenue, at Stop B (26548 - Ambleside Avenue, First Stop on LOR: 26548 - Ambleside Avenue).

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:	Elm Park.

RONEO CORNER (from Orchard Village)

Buses proceed from Hornchurch Road (Westbound) via Roneo Link departing to Hornchurch Road. Set down in Hornchurch Road, at Stop RF (9772 - Park Lane, Last Stop on LOR: 9772 - Park Lane) and pick up in Hornchurch Road, at Stop RB (FC54 - Roneo Corner Tesco, First Stop on LOR: FC54 - Roneo Corner Tesco).

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

ROMFORD STATION, ATLANTA BOULEVARD

Private stand for 15 buses in marked bays in Bus Parking Area in Atlanta Boulevard on south side of Romford Station.

From Havering Park, Hunters Grove.

Buses proceed from South Street via Atlanta Boulevard to stand, departing via Atlanta Boulevard and South Street to Western Road. Set down in Atlanta Boulevard, at Alighting Point (BP148 - Romford Station #, Last Stop on LOR: 34119 - Western Road) and pick up in Western Road, at Stop P (34121 - Western Road, First Stop on LOR: 34121 - Western Road).

From Orchard Village.

Buses proceed from South Street via Atlanta Boulevard to stand, departing via Atlanta Boulevard to South Street. Set down in South Street, at Stop X (R0681 - Romford Station #, Last Stop on LOR: R0681 - Romford Station #) and pick up in South Street, at Stop Y (R0591 - Romford Station #, First Stop on LOR: R0591 - Romford 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:	Romford Station.

ROMFORD MARKET, ST EDWARDS WAY (from Orchard Village)

Public stand for five buses in bus parking area on north side of St Edward's Way, at the junction with Church Lane.

Buses proceed from St Edwards Way via St Edwards Way Bus Stand to stand, departing via St Edwards Way Bus Stand to St Edwards Way. Set down in St Edwards Way, at Stop H (34116 - Romford Market, Last Stop on LOR: 34116 - Romford Market) and pick up in St Edwards Way, at Stop G (34094 - Romford Market, First Stop on LOR: 34094 - Romford Market).

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:	Romford Market.

ROMFORD, HAINAULT ROAD (from Orchard Village)

Public stand for three buses on east side of Hainault Road, commencing at a point opposite the party wall of Nos. 21/23 and extending 38 metres north.

Buses proceed from North Street via Eastern Avenue West and Hainault Road to stand, departing via Hainault Road to North Street. Set down in North Street, at Stop NB (4350 - Eastern Avenue, Last Stop on LOR: 4350 - Eastern Avenue) and pick up in North Street, at Stop NS (33997 - Romford Bus Garage, First Stop on LOR: 33997 - Romford Bus Garage).

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

COLLIER ROW (from Orchard Village)

Buses proceed from Collier Row Lane via Collier Row Roundabout departing to Collier Row Lane. Set down in Collier Row Lane, at Stop EL (18360 - Hulse Avenue, Last Stop on LOR: 18360 - Hulse Avenue) and pick up in Collier Row Lane, at Stop ED (14388 - Collier Row Roundabout / Rex Close, First Stop on LOR: 14388 - Collier Row Roundabout / Rex Close).

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

HAVERING PARK, CLOCKHOUSE LANE

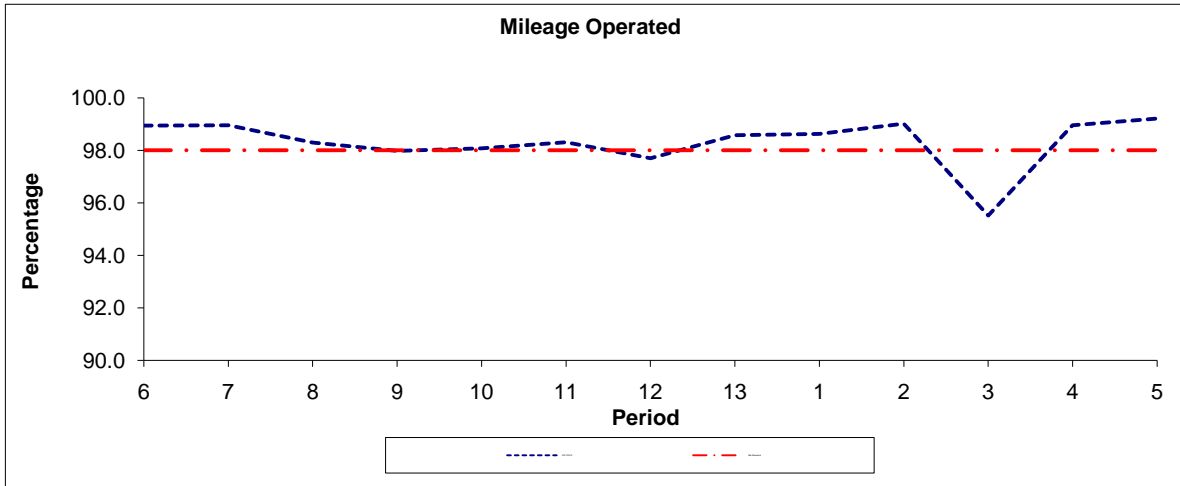
Public stand for two buses on east side of Clockhouse Lane, commencing at a point opposite the centre of No 191 and extending 20 metres north.

Buses proceed from Clockhouse Lane direct to stand, departing to Clockhouse Lane. Set down in Clockhouse Lane (34753 - Havering Park, Last Stop on LOR: 34753 - Havering Park) and pick up in Clockhouse Lane (34753 - Havering Park, First Stop on LOR: 34753 - Havering Park).

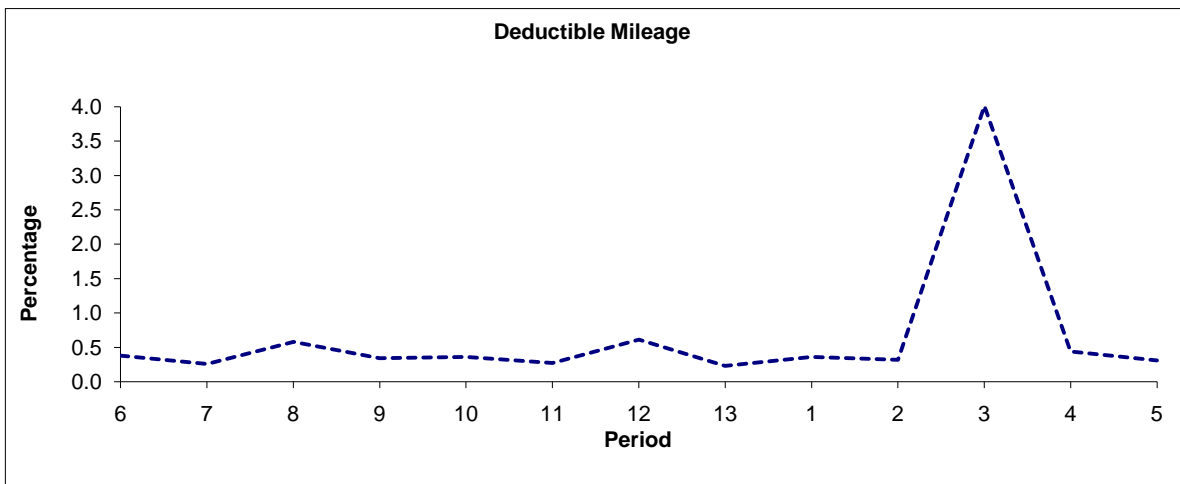
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 365 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Havering Park.

PART B - PERFORMANCE STATISTICS

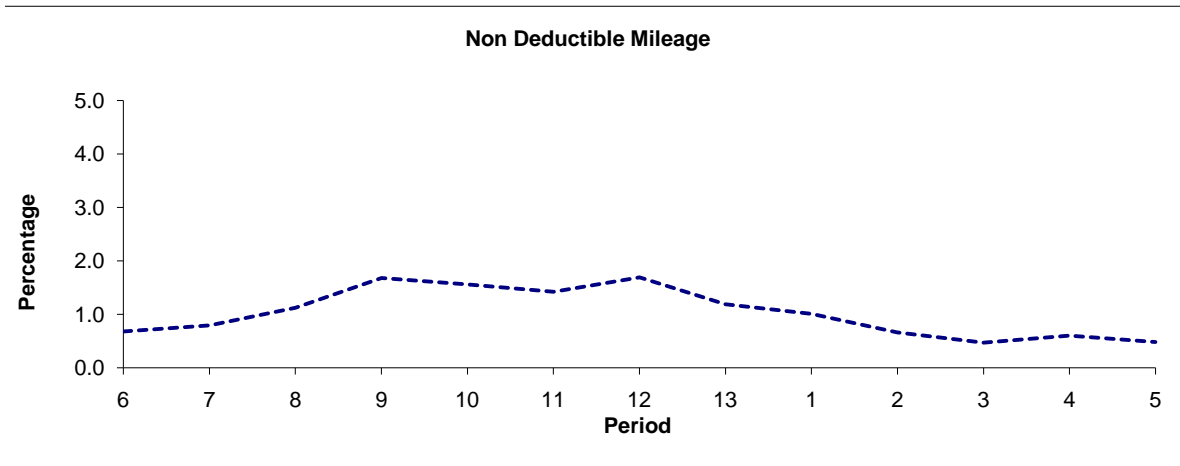
Route 365



Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2011/2012	98.94	98.95	98.30	97.98	98.08	98.31	97.70	98.58	98.63	99.02	95.52	98.96	99.21
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	6	7	8	9	10	11	12	13	1	2	3	4	5
2011/2012	0.38	0.26	0.58	0.34	0.36	0.27	0.61	0.23	0.36	0.32	4.01	0.44	0.31

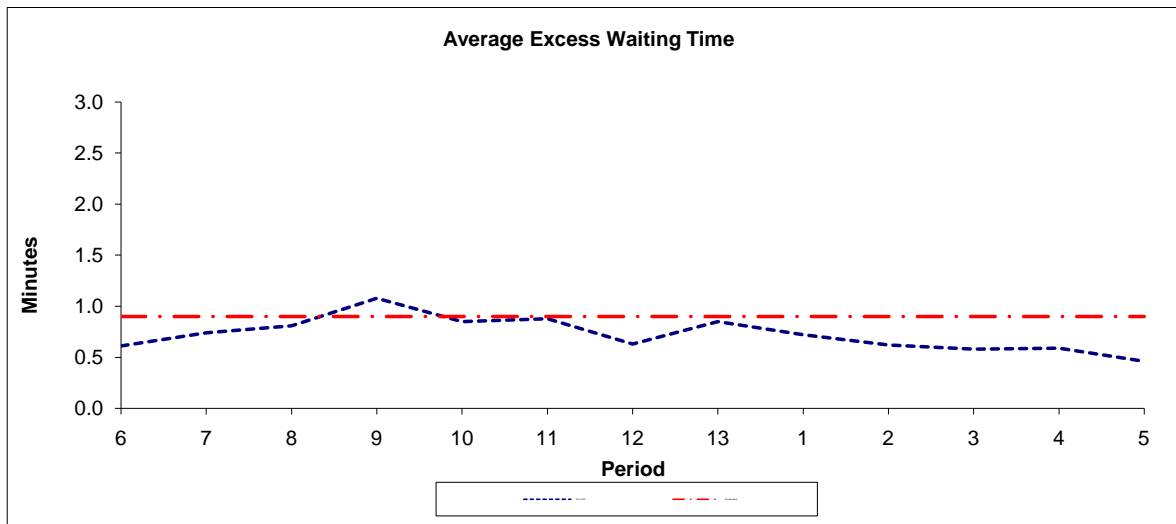


Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2011/2012	0.68	0.79	1.12	1.68	1.56	1.42	1.69	1.19	1.01	0.66	0.47	0.60	0.48

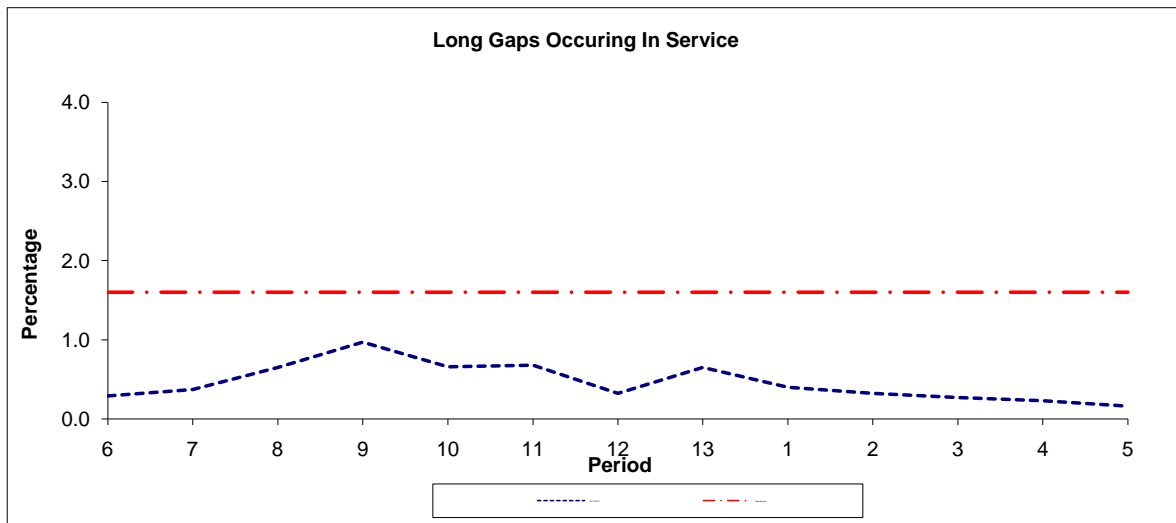
Note : Mileage is based on 4 weeks data
 Performance affected by industrial action in p3 2012/13.

PART B - PERFORMANCE STATISTICS

Route 365



Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2011-2012	0.61	0.74	0.81	1.08	0.85	0.88	0.63	0.85	0.72	0.62	0.58	0.59	0.46
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

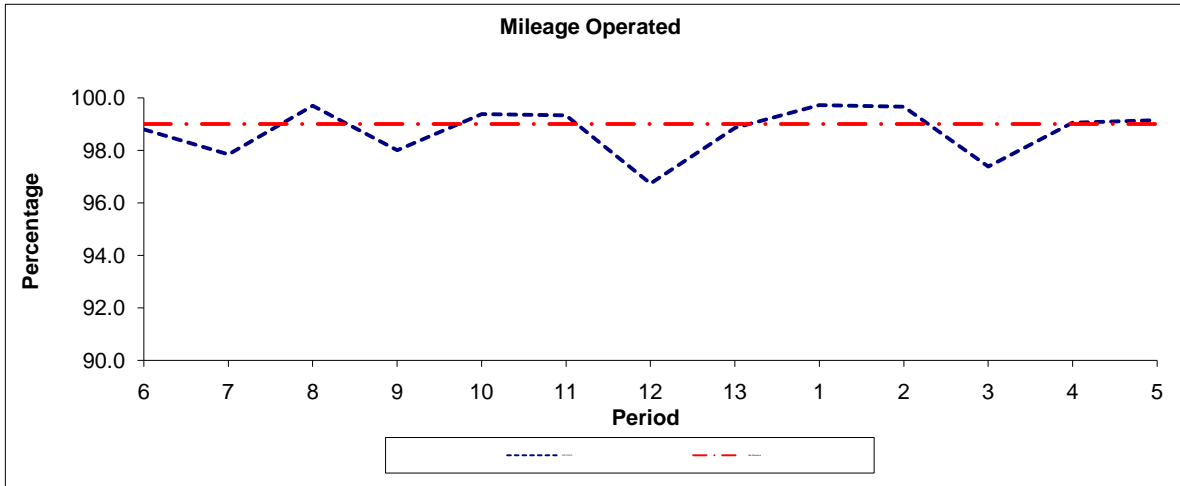


Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2011-2012	0.29	0.37	0.65	0.97	0.66	0.68	0.32	0.65	0.40	0.32	0.27	0.23	0.16
Benchmark	1.60	1.60	1.60	1.60	1.60	1.60	1.60	1.60	1.60	1.60	1.60	1.60	1.60

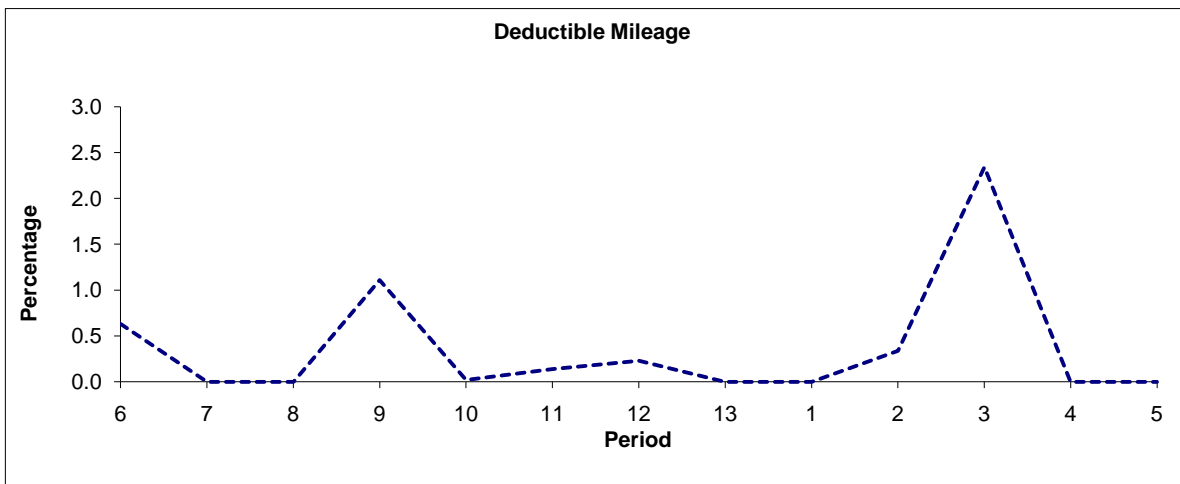
Note : Reliability is actual performance under full iBus (4 weeks data).
 Minimum Standards and Benchmarks are those applicable under the new contract.

PART B - PERFORMANCE STATISTICS

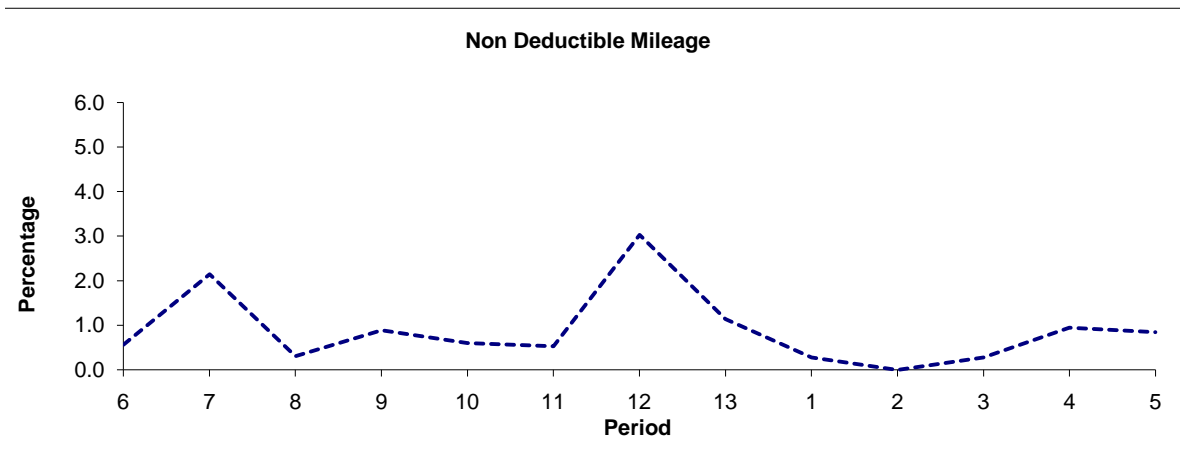
Route N365



Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2011/2012	98.80	97.85	99.69	98.00	99.38	99.33	96.74	98.86	99.72	99.66	97.38	99.05	99.15
Min Standard	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00



Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2011/2012	0.63	0.00	0.00	1.11	0.02	0.14	0.23	0.00	0.00	0.34	2.34	0.00	0.00

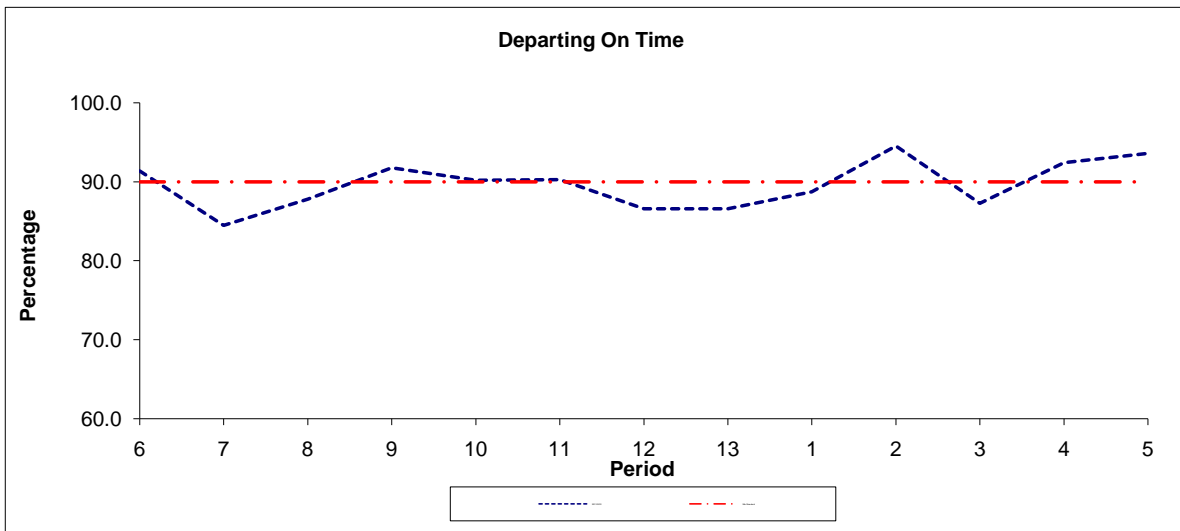


Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2011/2012	0.57	2.15	0.31	0.89	0.60	0.53	3.03	1.14	0.28	0.00	0.28	0.95	0.85

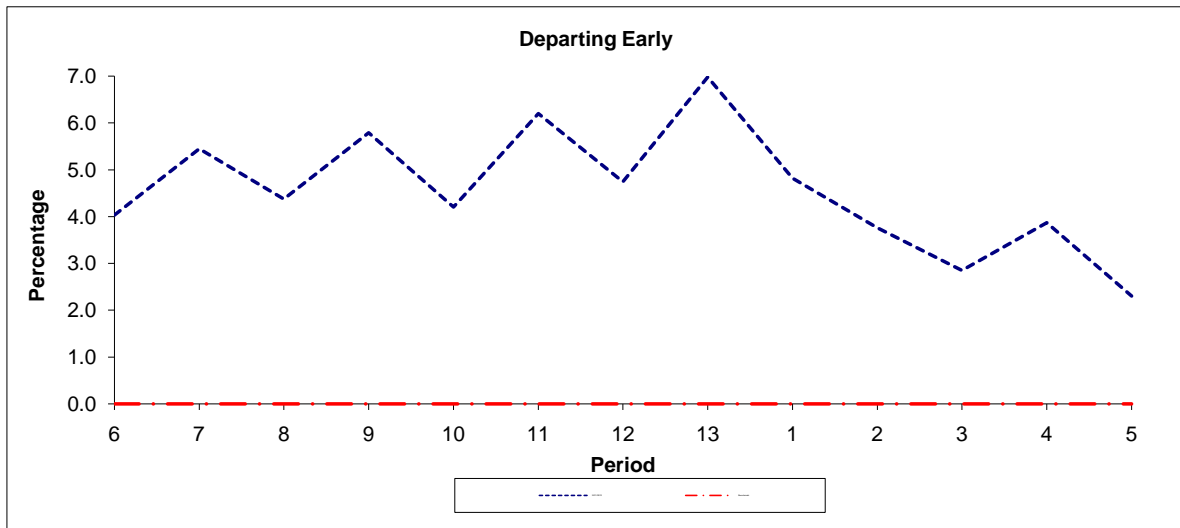
Note : Mileage is based on 4 weeks data
 Performance affected by industrial action in p3 2012/13.

PART B - PERFORMANCE STATISTICS

Route N365



Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2011/2012	91.40	84.48	87.80	91.80	90.21	90.29	86.58	86.61	88.75	94.55	87.28	92.44	93.62
Min Standard	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00



Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2011/2012	4.03	5.45	4.37	5.79	4.20	6.20	4.74	6.98	4.82	3.76	2.85	3.87	2.30
Benchmark	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

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

ROUTE 365 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 2 2011/12 TO QUARTER 1 2012/13 (25/06/11 - 22/06/12)

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	31,322.	99.7	7.43	0.29	7.73	67.7	31.8	0.5	0.0	0.0	40.1
0700 - 1000	62,121.	98.1	5.96	0.83	6.80	76.3	22.2	1.4	0.1	0.5	48.2
1000 - 1300	61,428.	99.6	5.94	0.65	6.59	78.3	20.9	0.8	0.1	0.3	54.0
1300 - 1600	61,312.	97.9	5.96	0.78	6.74	76.2	22.3	1.5	0.1	0.6	50.0
1600 - 1900	62,074.	98.1	5.94	1.11	7.05	75.2	22.6	2.0	0.2	0.9	55.3
1900 - 2200	42,424.	100.1	7.87	0.64	8.51	60.8	35.1	3.8	0.4	0.3	57.6
2200 - 2400	19,884.	99.8	9.98	0.30	10.28	49.7	42.7	6.0	1.6	0.2	91.1
Summary	340,565.	98.8	6.38	0.80	7.18	73.2	24.7	1.9	0.2	0.5	91.1

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	6,095.	100.3	7.78	0.24	8.02	64.9	34.3	0.8	0.0	0.0	34.1
0700 - 1000	11,492.	100.3	6.57	0.32	6.89	75.8	23.9	0.2	0.0	0.0	48.5
1000 - 1300	12,925.	98.0	5.94	0.69	6.63	77.3	21.7	0.8	0.2	0.4	51.9
1300 - 1600	12,753.	99.0	6.01	0.78	6.79	76.5	22.4	1.1	0.0	0.3	41.7
1600 - 1900	12,846.	98.6	5.94	0.57	6.51	77.7	21.8	0.5	0.0	0.1	29.4
1900 - 2200	9,113.	100.1	8.02	0.52	8.54	60.7	35.8	3.2	0.2	0.1	41.1
2200 - 2400	4,434.	100.6	9.98	0.27	10.24	50.0	43.0	6.2	0.8	0.2	56.0
Summary	69,658.	99.3	6.51	0.59	7.10	73.5	25.1	1.3	0.1	0.2	56.0

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	1,386.	104.3	9.42	-0.48	8.93	77.1	20.2	2.0	0.8	6.3	25.7
0700 - 1000	8,397.	98.5	9.74	0.45	10.19	51.6	41.7	5.9	0.8	0.2	50.4
1000 - 1300	8,835.	98.5	9.66	0.39	10.05	52.3	41.2	6.0	0.5	0.1	78.5
1300 - 1600	8,685.	100.6	9.67	0.34	10.01	52.3	42.3	5.1	0.3	0.1	55.9
1600 - 1900	8,890.	99.1	9.73	0.26	9.99	51.6	43.0	5.2	0.2	0.0	46.7
1900 - 2200	8,396.	99.8	9.82	0.25	10.07	50.7	43.6	5.4	0.2	0.0	45.3
2200 - 2400	5,130.	99.3	9.98	0.33	10.31	49.7	44.0	5.4	0.9	0.1	46.0
Summary	49,719.	99.4	9.73	0.32	10.05	52.0	42.2	5.4	0.4	0.1	78.5

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	38,803.	99.9	7.55	0.26	7.81	67.7	31.6	0.6	0.1	0.3	40.1
0700 - 1000	82,010.	98.4	6.20	0.77	6.97	75.1	23.3	1.5	0.1	0.5	50.4
1000 - 1300	83,188.	99.2	6.36	0.62	6.99	75.2	23.4	1.4	0.1	0.3	78.5
1300 - 1600	82,750.	98.3	6.35	0.73	7.09	73.7	24.4	1.8	0.1	0.5	55.9
1600 - 1900	83,810.	98.3	6.30	0.97	7.27	73.2	24.5	2.1	0.2	0.7	55.3
1900 - 2200	59,933.	100.1	8.11	0.58	8.69	59.6	36.1	3.9	0.4	0.3	57.6
2200 - 2400	29,448.	99.9	9.98	0.30	10.28	49.7	42.9	5.9	1.4	0.2	91.1
Summary	459,942.	99.0	6.72	0.73	7.44	71.2	26.4	2.1	0.2	0.5	91.1

ROUTE N365 - FULL iBUS RESULTS BY DAY TYPE
QUARTER 2 2011/12 TO QUARTER 1 2012/13 (25/06/11 - 22/06/12)

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	31,399.	99.4	99.0	89.1	1.4	5.9	3.5
Summary	31,399.	99.4	99.0	89.1	1.4	5.9	3.5

SATURDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	6,507.	98.1	97.2	88.5	2.1	3.7	5.7
Summary	6,507.	98.1	97.2	88.5	2.1	3.7	5.7

SUNDAY AND BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	7,114.	98.7	96.3	89.5	3.6	3.0	3.9
Summary	7,114.	98.7	96.3	89.5	3.6	3.0	3.9

ALL DAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	45,020.	99.1	98.3	89.1	2.1	4.7	4.1
Summary	45,020.	99.1	98.3	89.1	2.1	4.7	4.1

Transport for London - QSI Point and Mileage List

Route 365 (via Western Road)
 Service change 29569
 Date 07/06/2012

Reason for Issue

Version Detail

QSI Points are shaded in blue

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ORCHLM	34982	Orchard Village, Lower Mardyke Avenue		
	18388	South Street	411	0.26
	BP4562	Askwith Road	265	0.16
	8510	Spencer Road	198	0.12
	18387	Betterton Road	168	0.10
	29926	Dunedin Road	401	0.25
	26558	Edmund Road	167	0.10
	26557	Stanley Road South	341	0.21
SHRNCT	26554	Rainham Road	320	0.20
	29339	Alexandra Road	248	0.15
	29409	Ford Lane	418	0.26
	29337	Mungo Park Road / South End Road	546	0.34
	29335	Kingaby Gardens	248	0.15
	29333	Freeborne Gardens	428	0.27
	29331	Wood Lane	295	0.18
	26550	Aldingham Gardens	203	0.13
	26548	Ambleside Avenue	372	0.23
ELMPSN	18381	Elm Park Station	306	0.19
	26546	Elm Parade	188	0.12
	25707	Brian Close	215	0.13
	18427	Abbs Cross School	292	0.18
	18426	Suttons Avenue	237	0.15
	18424	Stanley Road	340	0.21
	18422	Abbs Cross Lane	671	0.42
	18031	Harrow Lodge Park	227	0.14
	12905	Hyland Way	507	0.32
	9772	Park Lane	550	0.34
ROMFRC	37152	Roneo Corner	536	0.33
ROMFHP	BP4885	Queen's Hospital	713	0.44
	18289	Rom Valley Way	539	0.33
ROMFSN	R0681	Romford Station	361	0.22
ROMFWR	34121	Western Road	419	0.26
ROMFSE	34116	Romford Market	631	0.39
	34141	The Avenue	494	0.31
	18245	Park Drive	183	0.11
ROMFPA	4350	Eastern Avenue	309	0.19
	18354	Parklands School	359	0.22
	18355	Hainault Road	358	0.22
	18358	Hillfoot Road	483	0.30
	18360	Hulse Avenue	341	0.21
COLRTS	18421	Collier Row / Nth Romford Community Ctr	504	0.31
	18419	Burland Road	301	0.19
	20546	Larchwood Avenue	257	0.16
	18417	Hunters Grove	283	0.18
HAVPCL	34753	Havering Park	218	0.14
Total Route Mileage - Out Direction			15851	9.85
			Metres	Miles

Tranche 425

Mileage Update

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HAVPCL	34753	Havering Park		
	18418	Hunters Grove	105	0.07
	20545	Larchwood Avenue	342	0.21
	18420	Burland Road	163	0.10
	29906	Collier Row / Nth Romford Community Ctr	375	0.23
COLRTS	14388	Collier Row Roundabout / Rex Close	161	0.10
	18359	Hulse Avenue	311	0.19
	18357	Mowbrays Road	388	0.24
	18356	Hainault Road	277	0.17
	18353	Parklands School	568	0.35
NS GR	33997	Romford Bus Garage	513	0.32
	18246	The Avenue	231	0.14
ROMFSE	34094	Romford Market	550	0.34
	LE135	Mercury Gardens	270	0.17
	34119	Western Road	284	0.18
ROMFSN	R0591	Romford Station	597	0.37
	R0337	Rom Valley Way	342	0.21
ROMFHP	BP4886	Queen's Hospital	564	0.35
ROMFRC	37151	Roneo Corner	717	0.45
	FC54	Roneo Corner Tesco	244	0.15
	9773	Park Lane	354	0.22
	12904	Hyland Way	464	0.29
	18032	Harrow Lodge Park	287	0.18
	14696	Abbs Cross Gardens	541	0.34
	18423	Stanley Road	442	0.27
	18425	Suttons Avenue	339	0.21
	18428	Abbs Cross School	343	0.21
	25708	Brian Close	310	0.19
	26547	Elm Parade	204	0.13
ELMPSN	18380	Elm Park Station	231	0.14
	26549	Ambleside Avenue	294	0.18
	26551	Aldingham Gardens	362	0.22
	R0074	Wood Lane	186	0.12
	29332	Freeborne Gardens	303	0.19
	29336	Kingaby Gardens	452	0.28
	29408	Albysn Close	300	0.19
	29338	Ford Lane	474	0.29
	29340	Alexandra Road	409	0.25
SHRNCT	26555	Rainham Road	261	0.16
	34978	Hubert Road	362	0.22
	34979	Philip Road	236	0.15
	34980	Frederick Road	317	0.20
	34981	Mardyke Estate / Lowen Road	665	0.41
ORCHLM	34982	Orchard Village, Lower Mardyke Avenue	225	0.14
		Total Route Mileage - Back Direction	15363	9.55
			Metres	Miles

Transport for London - QSI Point and Mileage List

Route 365
 Service change 29569
 Date 07/06/2012 (Via Victoria Road)

Reason for Issue

Version Detail

QSI Points are shaded in blue

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ORCHLM	34982	Orchard Village, Lower Mardyke Avenue		
	18388	South Street	411	0.26
	BP4562	Askwith Road	265	0.16
	8510	Spencer Road	198	0.12
	18387	Betterton Road	168	0.10
	29926	Dunedin Road	401	0.25
	26558	Edmund Road	167	0.10
	26557	Stanley Road South	341	0.21
SHRNCT	26554	Rainham Road	320	0.20
	29339	Alexandra Road	248	0.15
	29409	Ford Lane	418	0.26
	29337	Mungo Park Road / South End Road	546	0.34
	29335	Kingaby Gardens	248	0.15
	29333	Freeborne Gardens	428	0.27
	29331	Wood Lane	295	0.18
	26550	Aldingham Gardens	203	0.13
	26548	Ambleside Avenue	372	0.23
ELMPSN	18381	Elm Park Station	306	0.19
	26546	Elm Parade	188	0.12
	25707	Brian Close	215	0.13
	18427	Abbs Cross School	292	0.18
	18426	Suttons Avenue	237	0.15
	18424	Stanley Road	340	0.21
	18422	Abbs Cross Lane	671	0.42
	18031	Harrow Lodge Park	227	0.14
	12905	Hyland Way	507	0.32
	9772	Park Lane	550	0.34
ROMFRC	37152	Roneo Corner	536	0.33
ROMFHP	BP4885	Queen's Hospital	713	0.44
	18289	Rom Valley Way	539	0.33
ROMFSN	R0681	Romford Station	361	0.22
ROMFSE	34116	Romford Market	631	0.39
	34141	The Avenue	494	0.31
	18245	Park Drive	183	0.11
ROMFPA	4350	Eastern Avenue	309	0.19
	18354	Parklands School	359	0.22
	18355	Hainault Road	358	0.22
	18358	Hillfoot Road	483	0.30
	18360	Hulse Avenue	341	0.21
COLRTS	18421	Collier Row / Nth Romford Community Ctr	504	0.31
	18419	Burland Road	301	0.19
	20546	Larchwood Avenue	257	0.16
	18417	Hunters Grove	283	0.18
HAVPCL	34753	Havering Park	218	0.14
Total Route Mileage - Out Direction			15432	9.59
			Metres	Miles

Mileage Update

BACK DIRECTION					
Timing Point	Code	Stop Number	Stop Name	Metres	Miles
	HAVPCL	34753	Havering Park		
		18418	Hunters Grove	105	0.07
		20545	Larchwood Avenue	342	0.21
		18420	Burland Road	163	0.10
		29906	Collier Row / Nth Romford Community Ctr	375	0.23
	COLRTS	14388	Collier Row Roundabout / Rex Close	161	0.10
		18359	Hulse Avenue	311	0.19
		18357	Mowbrays Road	388	0.24
		18356	Hainault Road	277	0.17
		18353	Parklands School	568	0.35
	NS GR	33997	Romford Bus Garage	513	0.32
		18246	The Avenue	231	0.14
	ROMFSE	34094	Romford Market	550	0.34
		LE135	Mercury Gardens	270	0.17
		34119	Western Road	284	0.18
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		R0337	Rom Valley Way	342	0.21
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		FC54	Roneo Corner Tesco	244	0.15
		9773	Park Lane	354	0.22
		12904	Hyland Way	464	0.29
		18032	Harrow Lodge Park	287	0.18
		14696	Abbs Cross Gardens	541	0.34
		18423	Stanley Road	442	0.27
		18425	Suttons Avenue	339	0.21
		18428	Abbs Cross School	343	0.21
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		R0074	Wood Lane	186	0.12
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		29336	Kingaby Gardens	452	0.28
		29408	Albys Close	300	0.19
		29338	Ford Lane	474	0.29
		29340	Alexandra Road	409	0.25
	SHRNCT	26555	Rainham Road	261	0.16
		34978	Hubert Road	362	0.22
		34979	Philip Road	236	0.15
		34980	Frederick Road	317	0.20
		34981	Mardyke Estate / Lowen Road	665	0.41
	ORCHLM	34982	Orchard Village, Lower Mardyke Avenue	225	0.14
			Total Route Mileage - Back Direction	15363	9.55
				Metres	Miles