

7. Service Specification

Route: 427

Contract Reference: QC56001

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	427
Terminus Points	Uxbridge Bus Station/Uxbridge Station, Belmont Road and Acton, Horn Lane
Contract Basis	Incentivised
Commencement Date	8 th April 2017
Vehicle Type	87 capacity, dual door, double deck
Current Maximum Approved Dimensions	10.5 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 1.30 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 6th June 2016.

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. 427.

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:

- Route No. 427 is re-structured to operate between Uxbridge Bus Station/Uxbridge Station, Belmont Road and Acton, Horn Lane.
- The section of routing between Acton, Marketplace and Acton, Old Town Hall, Salisbury Road is withdrawn.
- **Please see Section 5 for a full list of streets traversed and standing arrangements.**

A reconfiguration of Route No. 427 is forecast to be required following the start of Crossrail operation between West Drayton and Paddington in December 2019. To accommodate future changes, Route No. 427 will be tendered on the basis of a fixed term Quality Incentive contract, running from 8th April 2017 to 10th April 2020. LBSL will retain the right to vary the end date of the contract to take effect between 6th December 2019 and 4th December 2020, giving no less than four months' notice.

Operators should provide the following prices:

1. Annual diesel price - see note above.
2. Annual diesel-electric hybrid price - see note above.

Tenderers are also encouraged to offer alternative vehicle options in accordance with Part 9 of their tender, including but not limited to:

- **New two door, single staircase vehicles inspired by the New Routemaster in respect of both their external and internal design, to the appropriate specification agreed between TfL and the manufacturers.**
- **Vehicles that offer genuine increased capacity on two axles and are certified as such,**
- **Modifications to reduce emissions and fuel consumption (including energy storage, engine stop/start, extended zero-emission range and/or energy efficient components)**
- **Existing vehicles.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Uxbridge Bus Station to Acton, Horn Lane		Acton, Horn Lane to Uxbridge Station, Belmont Road			
First departure no later than 0435.		First departure no later than 0530.			
0430 - 0535	Every 15 minutes	0525 - 0630	Every 15 minutes		
0536 - 0625	Every 10 minutes	0631 - 0650	Every 10 minutes		
0626 - 1930	Every 8 minutes	0651 - 1950	Every 8 minutes		
1931 - 2000	Every 10 minutes	1951 - 2030	Every 10 minutes		
2001 - 2355	Every 12 minutes	2031 - 0040	Every 12 minutes		
Last departure no earlier than 2350.		Last departure no earlier than 0035.			
Pinchpoints					
Ealing Broadway, Christchurch	0730 - 0900	8 minutes	Hayes End, Angel Lane	0730 - 0900	8 minutes
	1530 - 1630	8 minutes		1530 - 1630	8 minutes

3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

Hayes By-Pass to Uxbridge Station, Belmont Road	
0813	One journey

The journey shown in Section 3.2 is specifically designed to meet the start times of schools in the Hillingdon area.

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Uxbridge Bus Station to Acton, Horn Lane		Acton, Horn Lane to Uxbridge Station, Belmont Road			
First departure no later than 0435.		First departure no later than 0530.			
0430 - 0750	Every 15 minutes	0525 - 0800	Every 15 minutes		
0751 - 0810	Every 10 minutes	0801 - 0830	Every 10 minutes		
0811 - 1800	Every 8 minutes	0831 - 1920	Every 8 minutes		
1801 - 1830	Every 10 minutes	1921 - 1930	Every 10 minutes		
1831 - 2355	Every 12 minutes	1931 - 0040	Every 12 minutes		
Last departure no earlier than 2350.		Last departure no earlier than 0035.			
Pinchpoints					
Ealing Broadway, Christchurch	0930 - 1100	8 minutes	Hayes End, Angel Lane	0930 - 1100	8 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - Continued

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

Uxbridge Bus Station to Acton, Horn Lane		Acton, Horn Lane to Uxbridge Station, Belmont Road			
First departure no later than 0435.		First departure no later than 0530.			
0430 - 0750	Every 15 minutes	0525 - 0830	Every 15 minutes		
0751 - 0850	Every 12 minutes	0831 - 0930	Every 12 minutes		
0851 - 1820	Every 10 minutes	0931 - 1910	Every 10 minutes		
1821 - 2355	Every 12 minutes	1911 - 0040	Every 12 minutes		
Last departure no earlier than 2350.		Last departure no earlier than 0035.			
Pinchpoints					
Ealing Broadway, Christchurch	1030 - 1130	10 minutes	Hayes End, Angel Lane	1030 - 1130	10 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 427 can suffer from unpredictable traffic delays in the Southall, Ealing and Acton areas.
- 4.2) Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. Major construction of the railway began in 2010, with the first services expected to commence through the central London tunnelled section in late 2018. The full Crossrail service will be operating from Heathrow and Reading to Abbey Wood and Shenfield in late 2019. The construction impacts of Crossrail could affect Route No. 427 and it is anticipated that some passenger demand for Route No. 427 may shift to this line when it opens. Route No. 427 will be reviewed after the opening date.

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

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

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 427: Uxbridge Station - Acton, Marketplace

Date of Structural Change: 20 May 2017.

Date of Service Change: 20 May 2017.

Reason for Issue: Route restructured to stand at Acton, Horn Lane.

STREETS TRAVERSED

Towards Acton, Marketplace: Bakers Road, Belmont Road, Uxbridge High Street, Harefield Road, Oxford Road Roundabout, Oxford Road, Cross Street, Vine Street, Uxbridge High Street, Hillingdon Road, Hillingdon Hill, Uxbridge Road, Ossie Garvin Roundabout, Uxbridge Road, The Broadway, Southall High Street, Uxbridge Road, West Ealing Broadway, Uxbridge Road, New Broadway, The Broadway, The Mall, Uxbridge Road, Acton High Street.

Towards Uxbridge Station: Uxbridge Road, The Mall, The Broadway (Ealing), New Broadway, Uxbridge Road, West Ealing Broadway, Uxbridge Road, Southall High Street, The Broadway, Uxbridge Road, Ossie Garvin Roundabout, Uxbridge Road, Hillingdon Hill, Hillingdon Road, Uxbridge High Street, Vine Street, Hillingdon Road, Cowley Road, Trumper Way, Oxford Road, Oxford Road Roundabout, Harefield Road, Uxbridge High Street, Belmont 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.

DUMMY STAND WITHIN 5 MINUTES

Dummy stand to be used for specifications where a stand definition is unknown but will be within 5 minutes of the set down and pick up points.

Buses proceed from Belmont Road direct to stand, departing to Bakers Road. Set down in Belmont Road, at stop D (BP3290 - Belmont Road, Last Stop on LOR: BP3290 - Belmont Road) and pick up in Bakers Road, at stop O (20487 - Uxbridge Station <>, First Stop on LOR: 20487 - Uxbridge Station <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 427 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:	Uxbridge.

HILLINGDON HILL, UXBRIDGE ROAD (from ACTON, MARKETPLACE)

Public stand for one bus on south side of Uxbridge Road, commencing 43 metres west of Harlington Road and extending 12 metres east.

Buses proceed from Uxbridge Road via Turn Through Gap In Central Reservation At The Junction With Crossway and Uxbridge Road to stand, departing via Uxbridge Road and Turn Through Gap In Central Reservation At The Junction With Crossway to Uxbridge Road. Set down in Uxbridge Road, at Stop UM (C50 - Coney Green and pick up in Uxbridge Road, at Stop UB (27577 - St John's Church, First Stop on LOR: 27577 - St John's Church).

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:	Coney Green.

HAYES END, ANGEL LANE (from ACTON, MARKETPLACE)

Public stand for one articulated or three double deck buses in bay on south side of Uxbridge Road, commencing 1 metre east of Church Close and extending 32 metres east. Buses proceed from Uxbridge Road direct to stand, departing via Uxbridge Road, Angel Lane, Roundabout At Junction With Morgan's Lane and Morgan's Lane to Uxbridge Road. Set down in Uxbridge Road, at Stop XE (3119 - Park Road, Last Stop on LOR: 3119 - Park Road) and pick up in Uxbridge Road, at Stop XB (3124 - Hayes Police Station, First Stop on LOR: 3124 - Hayes Police 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: Hayes End.

HAYES BY-PASS ROUNDABOUT (from ACTON, MARKETPLACE)

Public stand for three articulated or five double deck buses in layby on south side of Uxbridge Road (westbound), commencing 60 metres east of southbound slip road to Hayes By-pass and extending 54 metres east. Buses proceed from Uxbridge Road direct to stand, departing via Ossie Garvin Roundabout to Uxbridge Road. Set down in Uxbridge Road (3111 - Hayes By-pass, Last Stop on LOR: 3111 - Hayes By-pass) and pick up in Uxbridge Road (3110 - Hayes By-pass, First Stop on LOR: 3110 - Hayes By-pass).

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: Hayes By-Pass.

SOUTHALL, TOWN HALL, AVENUE ROAD

Public stand in three parts:

- 1 - Main stand in bay on east side of Avenue Road, commencing 28 metres south of Boyd Avenue and extending 18 metres north.
- 2 - Overflow stand on south side of Cambridge Road commencing 48 metres west of Avenue Road and extending 28 metres east.
- 3 - Additional overflow stand on south side of Cambridge Road commencing 69 metres west of Avenue Road and extending 15 metres east.

From Acton, Marketplace.

Buses proceed from Southall High Street via South Road, Hamilton Road and Avenue Road to stand, departing via Cambridge Road and South Road to Southall High Street. Set down in Southall High Street, at Stop K (R0107 - Southall Police Station, Last Stop on LOR: R0107 - Southall Police Station) and pick up in Southall High Street, at Stop R (3094 - Southall Police Station, First Stop on LOR: 3094 - Southall Police Station).

From Uxbridge Station.

Buses proceed from The Broadway via South Road, Hamilton Road and Avenue Road to stand, departing via Cambridge Road and South Road to The Broadway. Set down in The Broadway, at Stop J (4576 - Southall Broadway / St Georges Avenue, Last Stop on LOR: 4576 - Southall Broadway / St Georges Avenue) and pick up in The Broadway, at Stop G (3097 - Abbots Road, First Stop on LOR: 3097 - Abbots 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:	Southall, Town Hall.
OTHER INFORMATION:	Buses should use the stand in Avenue Road unless full. An overflow stand is available in Cambridge Road. Due to a derelict building on the corner of Avenue Road and Southall High Street, buses must not use Avenue Road to rejoin Southall High Street.

SOUTHALL PARK, UXBRIDGE ROAD (from ACTON, MARKETPLACE)

Public stand on the north side of Uxbridge Road opposite Southall Park.

Buses proceed from Uxbridge Road via Gap In Central Reservation and Uxbridge Road to stand, departing to Uxbridge Road. Set down in Uxbridge Road, at Stop U (1936 - Dormer's Wells Lane, Last Stop on LOR: 3089 - Lyndhurst Avenue) and pick up in Uxbridge Road, at Stop UB (1935 - Dormer's Wells Lane, First Stop on LOR: 1935 - Dormer's Wells 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:	Southall Park.

EALING HOSPITAL, UXBRIDGE ROAD

Public stand for up to 3 buses on south side of Uxbridge Road commencing 71 metres west of exit from Ealing Hospital Grounds and extending 29 metres east.

From Acton, Marketplace.

Buses proceed from Uxbridge Road direct to stand, departing via Uxbridge Road and Turn Through Gap In Central Reservation to Uxbridge Road. Set down in Uxbridge Road, at Stop Q (3082 - Ealing Hospital, Last Stop on LOR: 3082 - Ealing Hospital) and pick up in Uxbridge Road, at Stop P (3081 - Ealing Hospital / Wharncliffe Drive, First Stop on LOR: 3081 - Ealing Hospital / Wharncliffe Drive).

From Uxbridge Station.

Buses proceed from Uxbridge Road via Private Road In Ealing Hospital Grounds and Uxbridge Road to stand, departing to Uxbridge Road. Set down in Uxbridge Road, at Stop P (3081 - Ealing Hospital / Wharncliffe Drive, Last Stop on LOR: 3081 - Ealing Hospital / Wharncliffe Drive) and pick up in Uxbridge Road, at Stop UJ (3179 - St Bernard's Gatehouse / Windmill Park, First Stop on LOR: 3179 - St Bernard's Gatehouse / Windmill Park).

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:	Ealing Hospital.

EALING BROADWAY, HAVEN GREEN, STAND Z3/Z4

Public stand for 5 buses at Stops Z3 and Z4 on south side of Haven Green (diagonal) commencing 11 metres west of lamp standard No. 37S8 and extending 49 metres east.

From Acton, Marketplace.

Buses proceed from The Mall via The Broadway, Spring Bridge Road, Haven Green (West Side), Haven Green (North Side), Haven Green (East Side) and Haven Green (Diagonal) to stand, departing via Haven Green (Diagonal), Haven Green (North Side), Haven Green (East Side) and The Broadway to The Mall. Set down in The Mall, at Stop K (733 - Ealing Broadway Station <> #, Last Stop on LOR: 733 - Ealing Broadway Station <> #) and pick up in The Mall, at Stop EM (20519 - North Common Road, First Stop on LOR: 20519 - North Common Road).

From Uxbridge Station.

Buses proceed from New Broadway via Spring Bridge Road, Haven Green (West Side), Haven Green (North Side), Haven Green (East Side) and Haven Green (Diagonal) to stand, departing via Haven Green (Diagonal), Haven Green (North Side), Haven Green (East Side) and The Broadway to New Broadway. Set down in New Broadway, at Stop X (737 - Christchurch, Last Stop on LOR: BP5620 - Bond Street) and pick up in New Broadway, at Stop M (738 - Christchurch, First Stop on LOR: 738 - Christchurch).

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:	Ealing Broadway.

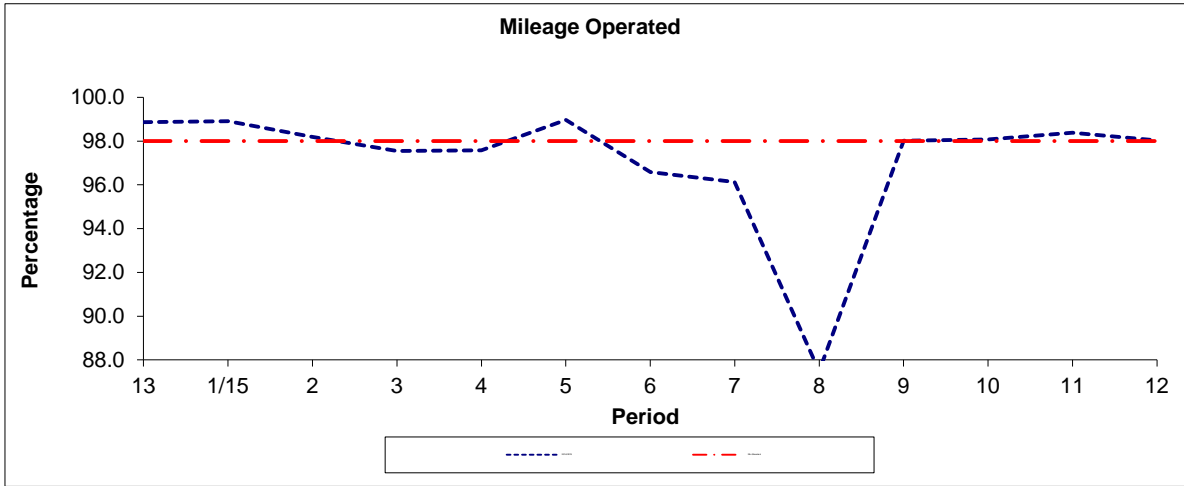
ACTON, HORN LANE, WEST SIDE

Public stand for 2 buses in Horn Lane, west side, commencing at the southern kerbline of Rectory Road and extending 25 metres southwards. For use by buses on route 70 only. Buses proceed from Acton High Street via Market Place and Horn Lane to stand, departing via Horn Lane, Steyne Road and Acton High Street to Uxbridge Road. Set down in Acton High Street, at stop D (R0742 - King Street, Last Stop on LOR: R0742 - King Street) and pick up in Uxbridge Road, at stop A (34178 - Denehurst Gardens, First Stop on LOR: 34178 - Denehurst Gardens).

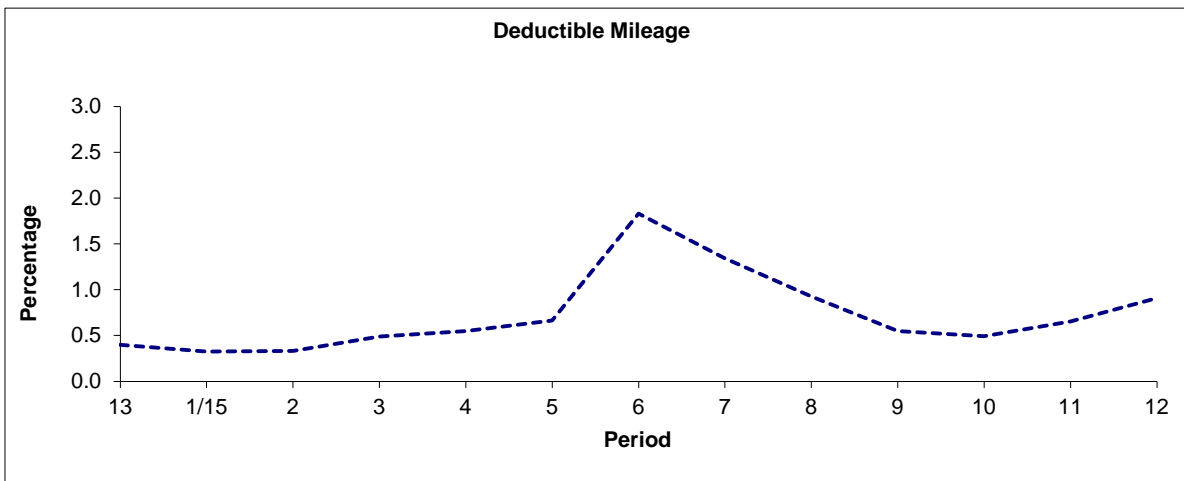
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 427 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Acton, Horn Lane.

PART B - PERFORMANCE STATISTICS

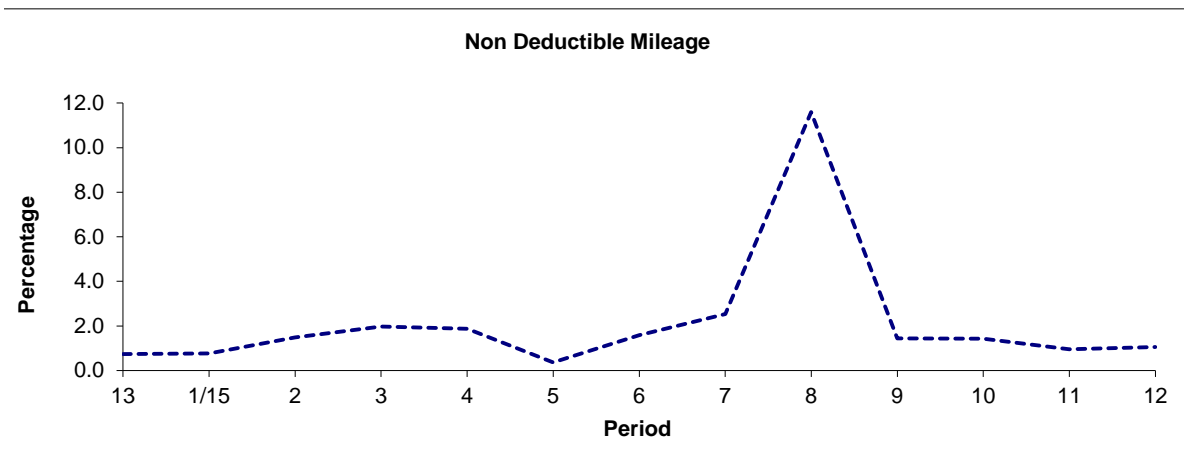
Route 427



Period	13	1/15	2	3	4	5	6	7	8	9	10	11	12
2014/2015	98.86	98.91	98.19	97.54	97.58	98.97	96.58	96.13	87.48	98.02	98.07	98.39	98.04
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	1/15	2	3	4	5	6	7	8	9	10	11	12
2014/2015	0.40	0.32	0.33	0.49	0.55	0.66	1.83	1.34	0.93	0.55	0.49	0.66	0.91

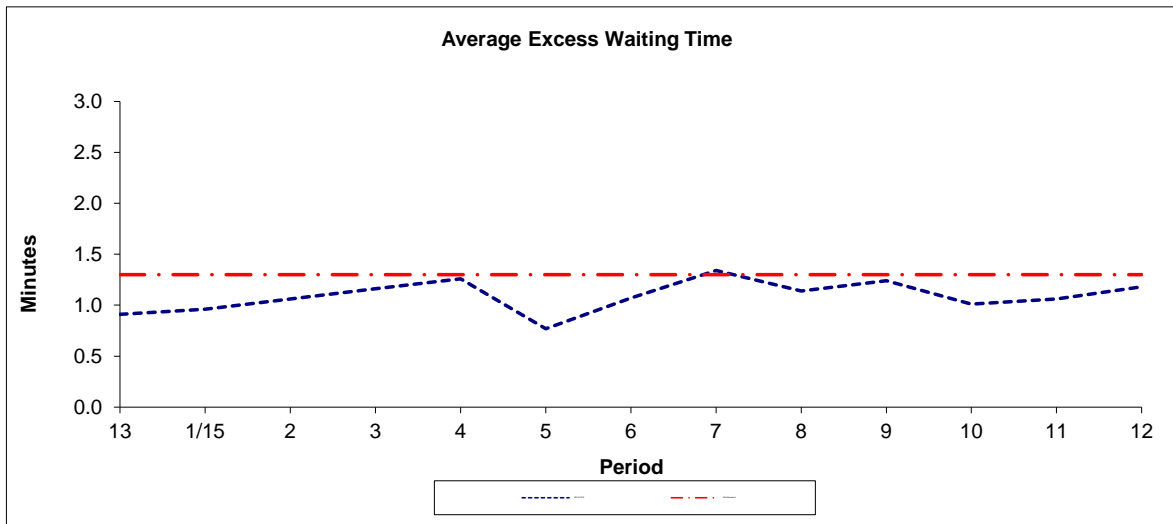


Period	13	1/15	2	3	4	5	6	7	8	9	10	11	12
2014/2015	0.74	0.77	1.48	1.97	1.87	0.37	1.59	2.53	11.59	1.43	1.43	0.96	1.05

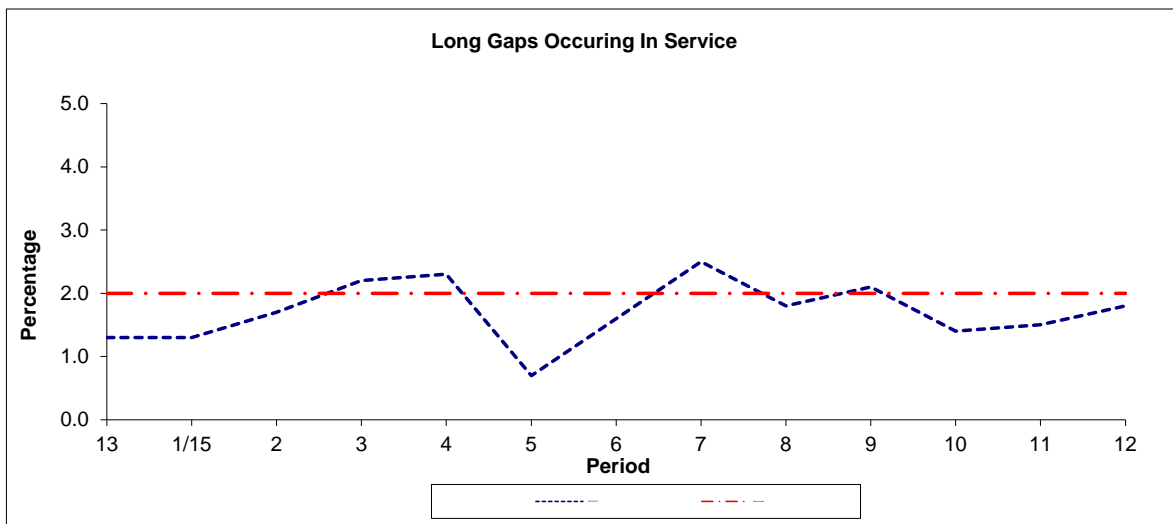
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 427



Period	13	1/15	2	3	4	5	6	7	8	9	10	11	12
2014-2015	0.91	0.96	1.06	1.16	1.26	0.77	1.07	1.34	1.14	1.24	1.01	1.06	1.18
Min Standard	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30



Period	13	1/15	2	3	4	5	6	7	8	9	10	11	12
2014-2015	1.3	1.3	1.7	2.2	2.3	0.7	1.6	2.5	1.8	2.1	1.4	1.5	1.8
Benchmark	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

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

**ROUTE 427 - FULL iBUS RESULTS BY TIME OF DAY
 QUARTER 4 14/15 TO QUARTER 3 15/16 (03/01/15 - 08/01/16)**

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	27,464	26,883	97.9	6.13	0.52	6.64	80.3	19.1	0.6	0.1	0.3	41
07:00 - 10:00	79,568	77,623	97.6	3.99	0.88	4.86	91.0	8.6	0.3	0.0	1.1	44
10:00 - 13:00	76,496	76,354	99.8	4.06	0.80	4.86	91.0	8.8	0.2	0.0	0.8	68
13:00 - 16:00	78,059	74,647	95.6	4.00	1.20	5.20	87.5	11.8	0.6	0.1	2.1	60
16:00 - 19:00	77,311	75,611	97.8	3.98	1.45	5.43	86.1	12.9	0.9	0.1	2.8	59
19:00 - 22:00	66,346	66,233	99.8	4.58	1.15	5.74	82.3	16.5	1.2	0.1	2.3	55
22:00 - 24:00	34,499	35,835	103.9	5.95	0.81	6.75	76.8	21.8	1.3	0.1	0.5	55
Locations	439,743	433,186	98.5	4.22	1.08	5.30	87.2	12.1	0.6	0.1	1.7	68

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	5,115	5,027	98.3	7.50	0.56	8.06	65.7	32.7	1.5	0.2	0.5	37
07:00 - 10:00	14,774	14,572	98.6	5.12	0.71	5.84	84.5	14.9	0.6	0.0	0.4	47
10:00 - 13:00	18,217	18,277	100.3	3.98	0.68	4.66	92.6	7.3	0.1	0.0	0.7	33
13:00 - 16:00	18,120	17,881	98.7	4.00	0.92	4.92	90.6	9.2	0.2	0.0	1.1	32
16:00 - 19:00	18,038	17,737	98.3	4.02	1.05	5.07	89.0	10.1	0.7	0.1	2.0	42
19:00 - 22:00	13,359	13,051	97.7	5.30	1.29	6.59	76.5	21.2	1.9	0.4	2.2	60
22:00 - 24:00	8,349	8,341	99.9	5.83	0.97	6.80	76.4	21.9	1.6	0.1	0.9	51
Locations	95,972	94,886	98.9	4.50	0.91	5.41	86.7	12.6	0.7	0.1	1.2	60

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	5,205	5,161	99.2	7.50	0.44	7.94	66.1	32.7	1.1	0.1	0.4	37
07:00 - 10:00	11,247	11,188	99.5	6.36	0.54	6.90	76.6	22.6	0.7	0.1	0.2	39
10:00 - 13:00	14,653	14,388	98.2	4.99	0.79	5.78	84.8	14.7	0.5	0.1	0.5	35
13:00 - 16:00	14,400	13,852	96.2	5.00	1.29	6.29	80.8	17.4	1.5	0.3	1.8	60
16:00 - 19:00	14,261	14,664	102.8	5.03	0.97	6.00	82.9	16.0	1.0	0.2	1.2	61
19:00 - 22:00	12,908	12,604	97.6	5.66	0.94	6.59	77.3	21.4	1.1	0.2	0.8	49
22:00 - 24:00	8,259	8,369	101.3	5.98	0.61	6.59	78.2	20.9	0.9	0.0	0.3	37
Locations	80,933	80,226	99.1	5.34	0.93	6.28	80.7	18.1	1.0	0.2	1.0	61

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	37,784	37,071	98.1	6.37	0.52	6.89	77.7	21.5	0.7	0.1	0.4	41
07:00 - 10:00	105,589	103,383	97.9	4.21	0.85	5.05	89.7	9.9	0.3	0.0	1.0	47
10:00 - 13:00	109,366	109,019	99.7	4.16	0.77	4.94	90.5	9.2	0.2	0.0	0.8	68
13:00 - 16:00	110,579	106,380	96.2	4.11	1.17	5.28	87.2	12.0	0.7	0.1	1.9	60
16:00 - 19:00	109,610	108,012	98.5	4.09	1.35	5.44	86.2	12.9	0.9	0.1	2.5	61
19:00 - 22:00	92,613	91,888	99.2	4.82	1.15	5.97	80.8	17.8	1.3	0.2	2.1	60
22:00 - 24:00	51,107	52,545	102.8	5.93	0.81	6.74	76.9	21.7	1.3	0.1	0.6	55
Locations	616,648	608,298	98.6	4.37	1.04	5.41	86.5	12.8	0.7	0.1	1.6	68

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

Route 427
 Service change 24735
 Date 20/12/2010
 QSI Points are highlighted

Revised to stand at Acton Marketplace

Reason for Issue	Revised structure
------------------	-------------------

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
UXBRSN	20487	Uxbridge Station		
	1813	Uxbridge High Street	152	0.09
	34774	Crown Walk	525	0.33
	35013	Vine Street	383	0.24
	3153	St Andrews Church	434	0.27
	3151	Manor Way	264	0.16
	3147	The Greenway	434	0.27
	6852	Hillingdon Cemetery	496	0.31
HILLCH	27577	St John's Church	292	0.18
	6848	Harlington Road	185	0.11
	6846	Long Lane	323	0.20
	3135	Hillingdon School	283	0.18
	3133	Lees Road	354	0.22
	3130	Heath Road	318	0.20
	3126	Hewens Road	313	0.19
	3124	Hayes Police Station	394	0.24
HYSEAL	3122	Hayes End	256	0.16
	3118	Park Road	269	0.17
	3116	Rosedale Park	185	0.11
	3114	Uxbridge County Court	318	0.20
	6819	Church Road	329	0.20
	6816	Belmore Parade	223	0.14
	3548	Craven Close	311	0.19
	3112	The Grapes	356	0.22
HYSHBP	3110	Hayes By-Pass	447	0.28
	3108	Brookside Road	316	0.20
	3104	Hayes Bridge	315	0.20
	3100	Trinity Road	306	0.19
	3096	Northcote Avenue	415	0.26
	4576	Southall Broadway	292	0.18
STHLTH	3094	Southall Police Station	273	0.17
	3092	Southall Park	256	0.16
	1935	Dormer's Wells Lane	347	0.22
	3088	Lyndhurst Avenue	209	0.13
	34280	Iron Bridge	312	0.19
	3083	St Bernard's Gatehouse / Windmill Park	551	0.34
EALGHU	3081	Ealing Hospital	145	0.09
	4637	Lower Boston Road	510	0.32
HWELBY	33866	Hanwell Broadway	363	0.23
	3072	Grosvenor Road	433	0.27
	15349	Leeland Road	369	0.23
	3067	Bedford Road	193	0.12
	3064	Broughton Road	334	0.21
	BP4276	St Leonards Road	276	0.17
	3058	Longfield Avenue	286	0.18
EALBCH	BP5620	Christchurch		
	734	Ealing Broadway Station		
	20519	North Common Road	399	0.25
	3053	Hanger Lane	299	0.19
	688	Ealing Common Station	334	0.21
	3051	Birch Grove	356	0.22
	3049	Twyford Avenue	217	0.13
	2036	Acton Tram Depot	291	0.18
ACTNHS	R0742	King Street	371	0.23
ACTNHL S		ACTON HORN LANE		
TOTAL ROUTE MILEAGE - OUT DIRECTION			16612 metres	10.32 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ACTNHL S		ACTON HORN LANE		
ACTNUR	34178	Acton Tram Depot		
	3050	Twyford Avenue	308	0.19
	3052	Birch Grove	277	0.17
	4639	Ealing Common Station	138	0.09
	1407	Hanger Lane	444	0.28
	733	Ealing Broadway	518	0.32
EALBCH	738	Christchurch	433	0.27
	18463	Ealing Police Station	368	0.23
	3063	Dane Road	346	0.21
	3066	Northfield Avenue	219	0.14
	3069	The Lido	182	0.11
	3071	West Ealing Broadway	349	0.22
	3037	Grosvenor Road	262	0.16
	3077	Church Road	286	0.18
HWELBY	1245	Hanwell Broadway	234	0.15
	3080	Half Acre Road	296	0.18
EALGHU	3082	Ealing Hospital	439	0.27
	3179	St Bernard's Gatehouse / Windmill Park	168	0.10
	4578	Iron Bridge	527	0.33
	3089	Lyndhurst Avenue	273	0.17
	1936	Dormer's Wells Lane	296	0.18
	3093	Southall Park	299	0.19
STHLTH	R0107	Southall Police Station	264	0.16
	4575	Herbert Road	334	0.21
	3097	Northcote Avenue	209	0.13
	3101	Trinity Road	417	0.26
	3103	Hayes Bridge	258	0.16
	3105	Delamere Road	207	0.13
	3109	Springfield Road	360	0.22
HYSHBP	3111	Hayes By-Pass	197	0.12
	3549	The Grapes	426	0.26
	6817	Central Avenue	438	0.27
	29270	Belmore Parade	253	0.16
	27578	Church Road	204	0.13
	3115	Uxbridge County Court	355	0.22
	37200	Rosedale Park	266	0.17
	3119	Park Road	196	0.12
HYSEAL	3123	Hayes End	347	0.22
	3125	Morgans Lane	317	0.20
	3127	West Drayton Road	288	0.18
	3131	New Road	251	0.16
	3134	Lees Road	411	0.26
	3136	Hillingdon School	263	0.16
	3138	Long Lane	318	0.20
	C50	Coney Green	252	0.16
HILLCH	3141	St John's Church	400	0.25
	6853	Hillingdon Cemetery	238	0.15
	3148	The Greenway	361	0.22
	3152	Manor Way	444	0.28
	3228	St Andrew's Church	321	0.20
	BP1609	Civic Centre	285	0.18
	34773	Crown Walk	661	0.41
UXBRBR	BP3290	Belmont Road	677	0.42
TOTAL ROUTE MILEAGE - BACK DIRECTION			16880 metres	10.49 miles