

7. Service Specification

Route: E8

Contract Reference: QC51905

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	E8
Terminus Points	Brentford, County Court and Ealing Broadway, Haven Green
Contract Basis	Incentivised
Commencement Date	28th May 2016
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	10.2 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard - OPTION 1	Average Excess Wait Time - No more than 0.90 minutes
Extension Threshold - OPTION 1	Average Excess Wait Time Threshold - 0.85 minutes
Minimum Performance Standard - OPTION 2	Average Excess Wait Time - No more than 1.10 minutes
Extension Threshold - OPTION 2	Average Excess Wait Time Threshold - 1.00 minutes
Minimum Operated Mileage Standard - OPTION 1 & 2	No less than 98%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 29th June 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. E8.

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:

OPTIONS 1 & 2

- 87 capacity, dual door, double deck buses of a minimum of 10.1 metres long buses will be specified.
- Schooldays only journeys are withdrawn

OPTION 1

- Route No. E8 is specified to terminate at Brentford, County Court Stand not Commerce Road Bus Garage.

OPTION 2

- Route No. E8 is re-structured to operate between Hounslow Town Centre, Bell Corner and Ealing Broadway, Haven Green at all times. The section between London Road and Brentford, County Court is withdrawn.
- Towards Hounslow Town Centre, Bell Corner, Route No. E8 would follow its current line of route via London Road then continue via Twickenham Road, Amhurst Gardens, A315 London Road, Hounslow High Street, Hanworth Road, Grove Road and Lampton Road.
- Towards Ealing Broadway, Haven Green, Route No. E8 would leave the stand and follow Lampton Road, Steve Biko Way, Grove Road, Hanworth Road, Hounslow High Street, London Road, Amhurst Gardens, Twickenham Road, A315 London Road returning to line of route.
- **Please see Section 5 for a full list of streets traversed and standing arrangements.**

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.

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.**

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.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS OPTION 1

Brentford, County Court to Ealing Broadway, Haven Green			Ealing Broadway, Haven Green to Brentford, County Court		
First departure no later than 0420.			First departure no later than 0450.		
0415 - 0605	Every 15 minutes		0445 - 0635	Every 15 minutes	
0606 - 0635	Every 10 minutes		0636 - 0720	Every 10 minutes	
0636 - 1910	Every 8 minutes		0721 - 1935	Every 8 minutes	
1911 - 0110	Every 10 minutes		1936 - 0140	Every 10 minutes	
Last departure no earlier than 0105.			Last departure no earlier than 0135.		
Pinchpoints					
Hanwell Broadway	0730 - 0850	8 minutes	Boston Manor Station	0730 - 0850	8 minutes
	1530 - 1650	8 minutes		1530 - 1650	8 minutes

OPTION 2

Hounslow Town Centre, Bell Corner to Ealing Broadway, Haven Green			Ealing Broadway, Haven Green to Hounslow Town Centre, Bell Corner		
First departure no later than 0400.			First departure no later than 0450.		
0355 - 0545	Every 15 minutes		0445 - 0635	Every 15 minutes	
0546 - 0615	Every 10 minutes		0636 - 0720	Every 10 minutes	
0616 - 1850	Every 8 minutes		0721 - 1935	Every 8 minutes	
1851 - 0055	Every 10 minutes		1936 - 0140	Every 10 minutes	
Last departure no earlier than 0050.			Last departure no earlier than 0135.		
Pinchpoints					
Hanwell Broadway	0730 - 0850	8 minutes	Boston Manor Station	0730 - 0850	8 minutes
	1530 - 1650	8 minutes		1530 - 1650	8 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1

Brentford, County Court to Ealing Broadway, Haven Green		Ealing Broadway, Haven Green to Brentford, County Court			
First departure no later than 0420.		First departure no later than 0450.			
0415 - 0800	Every 15 minutes	0445 - 0805	Every 15 minutes		
0801 - 0835	Every 10 minutes	0806 - 0910	Every 10 minutes		
0836 - 1755	Every 8 minutes	0911 - 1850	Every 8 minutes		
1756 - 0110	Every 10 minutes	1851 - 0140	Every 10 minutes		
Last departure no earlier than 0105.		Last departure no earlier than 0135.			
Pinchpoints					
Hanwell Broadway	0930 - 1130	8 minutes	Boston Manor Station	0930 - 1130	8 minutes

OPTION 2

Hounslow Town Centre, Bell Corner to Ealing Broadway, Haven Green		Ealing Broadway, Haven Green to Hounslow Town Centre, Bell Corner			
First departure no later than 0400.		First departure no later than 0450.			
0355 - 0740	Every 15 minutes	0445 - 0805	Every 15 minutes		
0741 - 0815	Every 10 minutes	0806 - 0910	Every 10 minutes		
0816 - 1735	Every 8 minutes	0911 - 1850	Every 8 minutes		
1736 - 0055	Every 10 minutes	1851 - 0140	Every 10 minutes		
Last departure no earlier than 0050.		Last departure no earlier than 0135.			
Pinchpoints					
Hanwell Broadway	0930 - 1130	8 minutes	Boston Manor Station	0930 - 1130	8 minutes

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

OPTION 1

Brentford, County Court to Ealing Broadway, Haven Green			Ealing Broadway, Haven Green to Brentford, County Court		
First departure no later than 0510.			First departure no later than 0540.		
0505 - 0900	Every 20 minutes		0535 - 0920	Every 20 minutes	
0901 - 1005	Every 15 minutes		0921 - 1030	Every 15 minutes	
1006 - 0110	Every 10 minutes		1031 - 0140	Every 10 minutes	
Last departure no earlier than 0105.			Last departure no earlier than 0135.		
Pinchpoints					
Hanwell Broadway	1030 - 1230	10 minutes	Boston Manor Station	1100 - 1300	10 minutes

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

OPTION 2

Hounslow Town Centre, Bell Corner to Ealing Broadway, Haven Green			Ealing Broadway, Haven Green to Hounslow Town Centre, Bell Corner		
First departure no later than 0450.			First departure no later than 0540.		
0445 - 0840	Every 20 minutes		0535 - 0920	Every 20 minutes	
0841 - 0945	Every 15 minutes		0921 - 1030	Every 15 minutes	
0946 - 0055	Every 10 minutes		1031 - 0140	Every 10 minutes	
Last departure no earlier than 0050.			Last departure no earlier than 0135.		
Pinchpoints					
Hanwell Broadway	1030 - 1230	10 minutes	Boston Manor Station	1100 - 1300	10 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. E8 should be timed, where possible, so as to connect with first and last District Line departures/arrivals at Ealing Broadway Station and first and last Piccadilly Line trains at Boston Manor Station.
- 4.2) This route can suffer from unpredictable traffic delays in the Ealing and West Ealing Broadway areas.

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

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

LONDON BUSES - ROUTE DESCRIPTION

ROUTE E8: Brentford, County Court - Ealing Broadway, Haven Green

Date of Structural Change: 28 May 2016.

Date of Service Change: 28 May 2016.

Reason for Issue: New tender.

STREETS TRAVERSED

Towards Ealing Broadway, Haven Green: Back Lane, St Paul's Road, Half Acre, Boston Manor Road, Boston Road, Lower Boston Road, Uxbridge Road, West Ealing Broadway, Uxbridge Road, New Broadway, Spring Bridge Road, Haven Green (West Side), Haven Green (North Side), Haven Green (East Side).

Towards Brentford, County Court: The Broadway, New Broadway, Uxbridge Road, West Ealing Broadway, Uxbridge Road, Boston Road, Boston Manor Road, Half Acre, Brentford High Street, Alexandra Road, Back Lane.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

BRENTFORD, COUNTY COURT, BACK LANE, SOUTH SIDE

Public stand for three buses on south side of Back Lane, commencing 5 metres west of the western kerbline of Alexandra Road and extending 30 metres west.

Buses proceed from Back Lane direct to stand, departing to Back Lane. Set down in Back Lane, at stop Z2 (33873 - Brentford County Court, Last Stop on LOR: 6891 - Half Acre) and pick up in Back Lane, at stop BQ (36860 - Brentford County Court, First Stop on LOR: 6872 - Half Acre).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route E8 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: Brentford, County Court.

ELTHORNE PARK SCHOOL, BOSTON ROAD

Buses proceed out of service from Boston Road. Buses depart from out of service to Boston Road. Set down in Boston Road, at Stop K (6906 - Elthorne Park Road, Last Stop on LOR: 6906 - Elthorne Park Road) and pick up in Boston Road, at Stop W (6885 - Christopher Avenue, First Stop on LOR: 6885 - Christopher Avenue).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: Unscheduled curtailments only.
BLIND DISPLAY: Elthorne Park School.

HANWELL BROADWAY (from EALING BROADWAY, HAVEN GREEN)

Buses proceed from Boston Road departing to Lower Boston Road. Set down in Boston Road, at Stop K (6910 - Jessamine Road, Last Stop on LOR: 6910 - Jessamine Road) and pick up in Lower Boston Road, at Stop Y (34106 - Lower Boston Road, First Stop on LOR: 34106 - Lower Boston Road).

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

WEST EALING, MATTOCK LANE (from Brentford, County Court)

Public stand on south side of Mattock Lane, commencing at a point opposite Chapel Road, 6 metres east of lamp standard No 46 and extending 11 metres east.

Buses proceed from Uxbridge Road via Culmington Road and Mattock Lane to stand, departing via Mattock Lane, Northfield Avenue and Broadway to West Ealing Broadway.

Set down in Uxbridge Road, at Stop N (33863 - Dane Road, Last Stop on LOR: 33863 - Dane Road) and pick up in West Ealing Broadway, at Stop V (11785 - Melbourne Avenue, First Stop on LOR: 11785 - Melbourne 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: West Ealing.

EALING, SCOTCH COMMON (from EALING BROADWAY, HAVEN GREEN)

Public stand for one bus on south side of Scotch Common, commencing 42 metres east of Argyle Road and extending 20 metres east.

Buses proceed from Haven Green (East Side) via Haven Green (Diagonal), Castlebar Road, Castlebar Park, Pitshanger Lane and Scotch Common to stand, departing via Scotch Common, Argyle Road, Scotch Common, Pitshanger Lane, Castlebar Park, Castlebar Road, Haven Green (North Side) and Haven Green (East Side) to The Broadway. Set down in Haven Green (east Side), at stop X1 (BP996 - Ealing Broadway Station <> # and pick up in The Broadway, at stop F (19280 - Ealing Broadway Station <> #.

AVAILABILITY: Available from 15:30 until 16:00 only. Buses on Route E8 must not use this stand outside these times.
OPERATING RESTRICTIONS: No more than 1 bus on Route E8 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: West Ealing, Scotch Common.
OTHER INFORMATION: Only to be used on Monday to Friday school days.

EALING BROADWAY, HAVEN GREEN, STAND Z1/Z2

Public offside stand for 3 buses at Stops Z1 and Z2 on east side of Haven Green commencing 20 metres north of Haven Green (diagonal) and extending 27 metres north. Buses proceed from Haven Green (East Side) direct to stand, departing via Haven Green (East Side) to The Broadway. Set down in Haven Green (east Side), at Allighting Point X1 (BP996 - Ealing Broadway Station <> #, Last Stop on LOR: BP996 - Ealing Broadway Station <> #) and pick up in The Broadway, at Stop F (19280 - Ealing Broadway Station <> #, First Stop on LOR: 19280 - Ealing Broadway Station <> #).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route E8 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:	Ealing Broadway.
OTHER INFORMATION:	LUL toilet facilities available 0600-2200 daily.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE E8: Hounslow, Bell Corner - Ealing Broadway, Haven Green

Date of Structural Change: 29 May 2016.

Date of Service Change: 29 May 2016.

Reason for Issue: New tender.

STREETS TRAVERSED

Towards Ealing Broadway, Haven Green: Staines Road, Grove Road, Hanworth Road, Hounslow High Street, London Road, Amhurst Gardens, Twickenham Road, London Road, Brentford High Street, Half Acre, Boston Manor Road, Boston Road, Lower Boston Road, Uxbridge Road, West Ealing Broadway, Uxbridge Road, New Broadway, Spring Bridge Road, Haven Green (West Side), Haven Green (North Side), Haven Green (East Side).

Towards Hounslow, Bell Corner: The Broadway, New Broadway, Uxbridge Road, West Ealing Broadway, Uxbridge Road, Boston Road, Boston Manor Road, Half Acre, Brentford High Street, London Road, Twickenham Road, Amhurst Gardens, London Road, Hounslow High Street, Hanworth Road, Grove Road, Bell Road, Bath 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.

HOUNSLOW, BELL CORNER

Private stand for 3 buses in separate 12-metre marked bays in Bus Parking Area on north side of Bath Road adjacent to Bath Road Car Park and opposite Nos. 22-36.

Buses proceed from Bath Road via Bell Corner to stand, departing via Bell Corner, Bath Road and Steve Biko Way to Staines Road. Set down in Bath Road, at stop X (BP1993 - Bell Road / Bell Corner, Last Stop on LOR: 6176 - Market Place) and pick up in Staines Road, at stop Z2 (BP930 - The Bell, First Stop on LOR: 6175 - Market Place).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 1 bus on Route E8 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: Hounslow Bell Corner.

HOUNSLOW BUS STATION (from EALING BROADWAY, HAVEN GREEN)

Buses proceed from London Road via Hounslow Bus Station departing to London Road. Set down in London Road, at stop G (1778 - Hounslow Bus Station, Last Stop on LOR: 6176 - Market Place) and pick up in London Road, at stop F (1341 - Hounslow Bus Station, First Stop on LOR: 6175 - Market Place).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Hounslow Bus Station.

ISLEWORTH, FIRE STATION (from EALING BROADWAY, HAVEN GREEN)

Buses proceed from London Road via Spring Grove Road and Thornbury Road departing to London Road. Set down in London Road, at stop L (6201 - West Thames College, Last Stop on LOR: 6176 - Market Place) and pick up in London Road, at stop G (6200 - West Thames College, First Stop on LOR: 6175 - Market Place).

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

BRENTFORD COUNTY COURT (from EALING BROADWAY, HAVEN GREEN)

Buses proceed from Half Acre via Brentford High Street, Alexandra Road, Back Lane and St Paul's Road departing to Half Acre. Set down in Half Acre, at Stop SE (6891 - Half Acre, Last Stop on LOR: 6891 - Half Acre) and pick up in Half Acre, at Stop SH (6872 - Half Acre, First Stop on LOR: 6872 - Half Acre).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Brentford, County Court.

ELTHORNE PARK SCHOOL, BOSTON ROAD

Buses proceed out of service from Boston Road. Buses depart from out of service to Boston Road. Set down in Boston Road, at Stop K (6906 - Elthorne Park Road, Last Stop on LOR: 6906 - Elthorne Park Road) and pick up in Boston Road, at Stop W (6885 - Christopher Avenue, First Stop on LOR: 6885 - Christopher Avenue).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: None.
BLIND DISPLAY: Elthorne Park School.

HANWELL BROADWAY (from EALING BROADWAY, HAVEN GREEN)

Buses proceed from Boston Road departing to Lower Boston Road. Set down in Boston Road, at Stop K (6910 - Jessamine Road, Last Stop on LOR: 6910 - Jessamine Road) and pick up in Lower Boston Road, at Stop Y (34106 - Lower Boston Road, First Stop on LOR: 34106 - Lower Boston Road).

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

WEST EALING, MATTOCK LANE (from Hounslow, Bell Corner)

Public stand on south side of Mattock Lane, commencing at a point opposite Chapel Road, 6 metres east of lamp standard No 46 and extending 11 metres east.

Buses proceed from Uxbridge Road via Culmington Road and Mattock Lane to stand, departing via Mattock Lane, Northfield Avenue and Broadway to West Ealing Broadway. Set down in Uxbridge Road, at Stop N (33863 - Dane Road, Last Stop on LOR: 33863 - Dane Road) and pick up in West Ealing Broadway, at Stop V (11785 - Melbourne Avenue, First Stop on LOR: 19280 - Ealing Broadway 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: West Ealing.

EALING, SCOTCH COMMON (from EALING BROADWAY, HAVEN GREEN)

Public stand for one bus on south side of Scotch Common, commencing 42 metres east of Argyle Road and extending 20 metres east.

Buses proceed from Haven Green (East Side) via Haven Green (Diagonal), Castlebar Road, Castlebar Park, Pitshanger Lane and Scotch Common to stand, departing via Scotch Common, Argyle Road, Scotch Common, Pitshanger Lane, Castlebar Park, Castlebar Road, Haven Green (North Side) and Haven Green (East Side) to The Broadway. Set down in Haven Green (east Side), at stop X1 (BP996 - Ealing Broadway Station <> # and pick up in The Broadway, at stop F (19280 - Ealing Broadway Station <> #).

AVAILABILITY: Available from 15:30 until 16:00 only. Buses on Route E8 must not use this stand outside these times.
OPERATING RESTRICTIONS: No more than 1 bus on Route E8 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: West Ealing, Scotch Common.
OTHER INFORMATION: Only to be used on Monday to Friday school days.

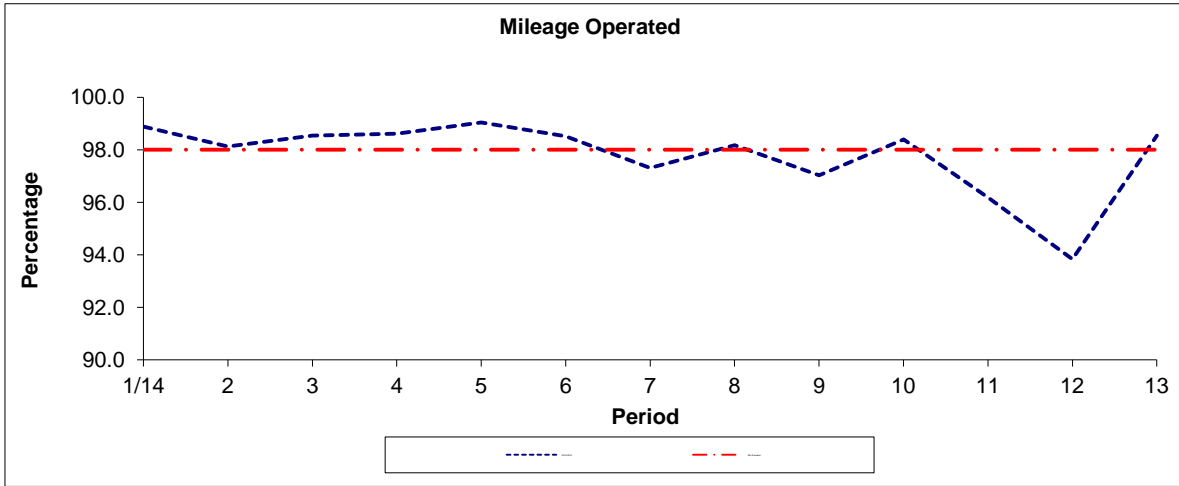
EALING BROADWAY, HAVEN GREEN, STAND Z1/Z2

Public offside stand for 3 buses at Stops Z1 and Z2 on east side of Haven Green commencing 20 metres north of Haven Green (diagonal) and extending 27 metres north. Buses proceed from Haven Green (East Side) direct to stand, departing via Haven Green (East Side) to The Broadway. Set down in Haven Green (east Side), at Allighting Point X1 (BP996 - Ealing Broadway Station <> #, Last Stop on LOR: BP996 - Ealing Broadway Station <> #) and pick up in The Broadway, at Stop F (19280 - Ealing Broadway Station <> #, First Stop on LOR: 19280 - Ealing Broadway Station <> #).

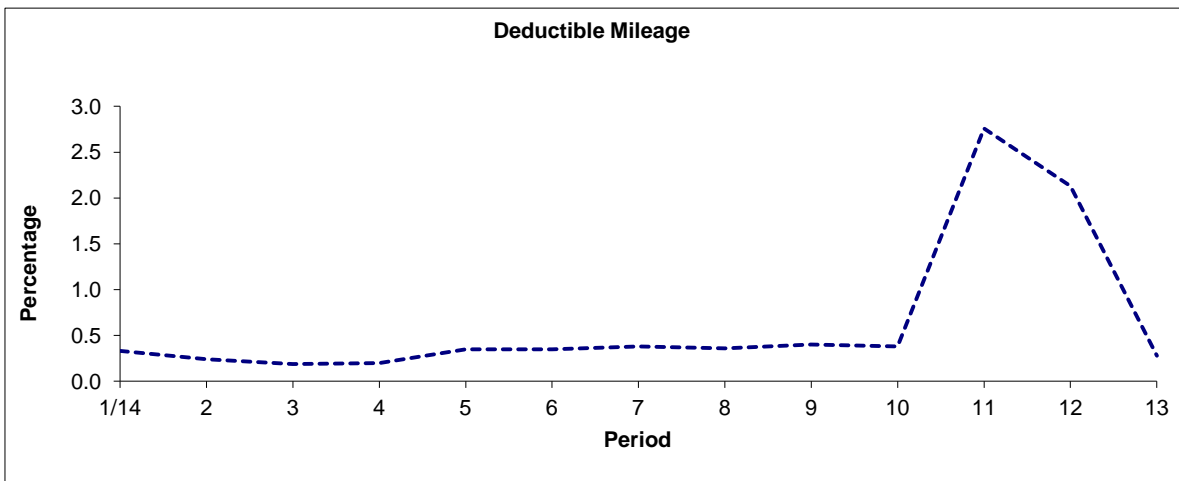
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route E8 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Ealing Broadway.
OTHER INFORMATION:	LUL toilet facilities available 0600-2200 daily.

PART B - PERFORMANCE STATISTICS

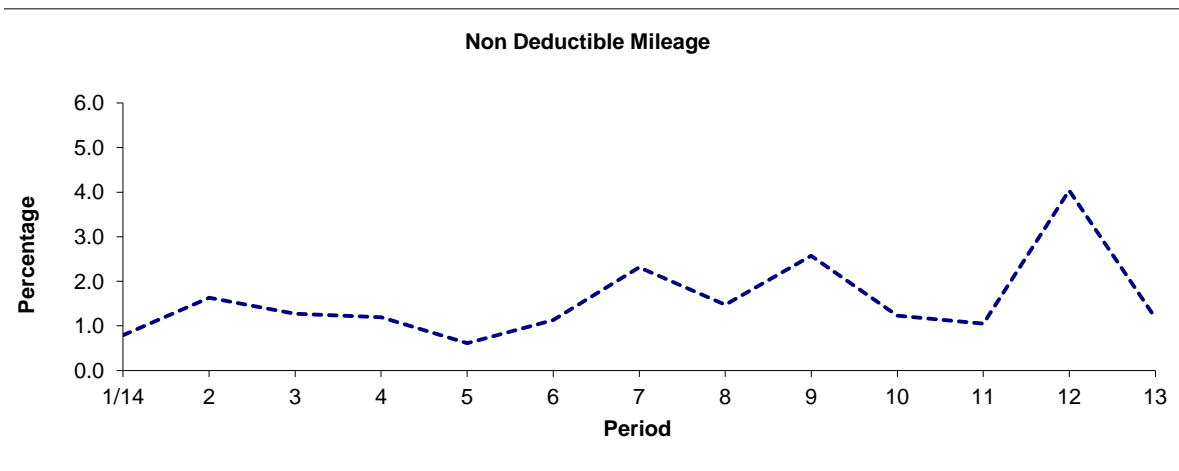
Route E8



Period	1/14	2	3	4	5	6	7	8	9	10	11	12	13
2014/2015	98.88	98.13	98.54	98.61	99.04	98.52	97.31	98.17	97.03	98.39	96.19	93.83	98.54
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	1/14	2	3	4	5	6	7	8	9	10	11	12	13
2014/2015	0.33	0.24	0.19	0.20	0.35	0.35	0.38	0.36	0.40	0.38	2.76	2.13	0.28

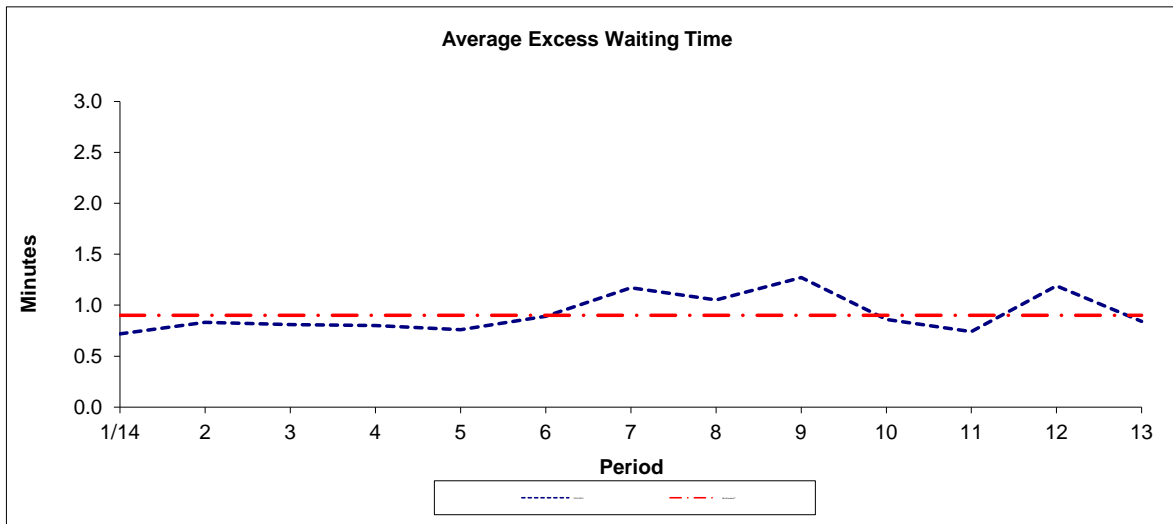


Period	1/14	2	3	4	5	6	7	8	9	10	11	12	13
2014/2015	0.79	1.63	1.27	1.19	0.61	1.13	2.31	1.47	2.57	1.23	1.05	4.04	1.18

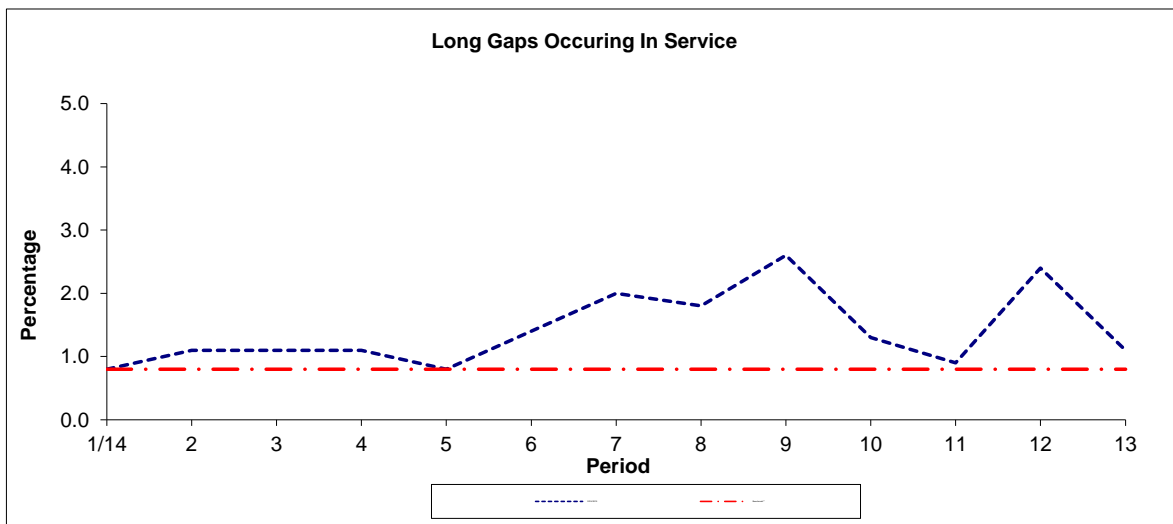
Note : Mileage is based on 4 weeks data
 Deductible mileage performance adversely affected by industrial action by drivers in periods 11 and 12.

PART B - PERFORMANCE STATISTICS

Route E8



Period	1/14	2	3	4	5	6	7	8	9	10	11	12	13
2014/2015	0.72	0.83	0.81	0.80	0.76	0.89	1.17	1.05	1.27	0.86	0.74	1.19	0.84
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	1/14	2	3	4	5	6	7	8	9	10	11	12	13
2014/2015	0.8	1.1	1.1	1.1	0.8	1.4	2.0	1.8	2.6	1.3	0.9	2.4	1.1
Benchmark**	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8

Note : Reliability is actual performance under full iBus (4 weeks data).
 Minimum Standards and Benchmarks are those applicable under the new contract.
 ** A Minimum Standard of 1.10 minutes EWT and Long Gaps Benchmark of 1.3% would apply under Option 2.

**ROUTE E8 - FULL IBUS RESULTS BY TIME OF DAY
 QUARTERS 1 TO 4 14/15 (01/04/14 - 31/03/15)**

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	20,644.	99.9	6.43	0.26	6.69	79.6	20.3	0.1	0.0	0.0	31
0700 - 1000	50,199.	99.0	4.00	0.64	4.65	93.3	6.5	0.2	0.0	0.7	53
1000 - 1300	49,712.	97.9	4.00	0.71	4.71	92.9	7.0	0.1	0.0	0.6	33
1300 - 1600	50,106.	97.9	3.96	0.91	4.87	90.6	9.0	0.3	0.1	1.4	53
1600 - 1900	51,092.	95.0	3.90	1.49	5.39	86.5	12.4	0.9	0.1	3.2	70
1900 - 2200	41,937.	97.7	4.64	1.24	5.88	83.0	15.7	1.1	0.1	2.1	50
2200 - 2400	26,172.	100.4	5.00	0.46	5.46	89.3	10.5	0.2	0.0	0.2	36
Summary	289,862.	97.9	4.16	0.96	5.12	89.3	10.2	0.5	0.1	1.6	70

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	3,720.	99.3	7.50	0.20	7.70	66.1	33.8	0.2	0.0	0.0	32
0700 - 1000	8,458.	100.2	5.07	0.32	5.39	88.9	11.0	0.0	0.0	0.1	25
1000 - 1300	10,503.	98.3	4.00	0.54	4.54	94.4	5.5	0.1	0.0	0.4	34
1300 - 1600	10,445.	97.2	4.00	1.07	5.07	89.9	9.2	0.8	0.1	2.1	46
1600 - 1900	10,176.	96.7	4.10	1.00	5.11	89.7	9.3	0.9	0.1	2.0	43
1900 - 2200	8,458.	98.7	4.95	0.76	5.71	86.1	13.5	0.4	0.0	0.5	34
2200 - 2400	5,604.	100.4	5.00	0.40	5.40	89.4	10.5	0.1	0.0	0.1	26
Summary	57,364.	98.4	4.40	0.75	5.16	89.7	9.8	0.5	0.1	1.1	46

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	2,451.	100.4	9.91	0.21	10.12	55.8	40.2	3.9	0.1	1.5	79
0700 - 1000	5,226.	98.9	9.07	0.26	9.33	57.2	40.1	2.6	0.1	0.0	43
1000 - 1300	8,929.	97.1	5.38	0.68	6.06	84.4	15.0	0.6	0.1	0.5	39
1300 - 1600	9,436.	92.8	4.97	1.57	6.54	78.3	19.6	1.9	0.2	2.1	43
1600 - 1900	9,431.	99.0	4.97	0.89	5.86	84.7	14.6	0.6	0.0	0.6	50
1900 - 2200	9,223.	100.2	5.00	0.46	5.46	88.9	11.0	0.1	0.0	0.1	30
2200 - 2400	6,156.	99.9	5.00	0.34	5.34	90.1	9.9	0.0	0.0	0.0	20
Summary	50,852.	97.9	5.54	0.84	6.38	80.9	18.0	1.1	0.1	0.8	79

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	26,815.	99.8	6.76	0.25	7.01	76.6	23.0	0.4	0.0	0.1	79
0700 - 1000	63,883.	99.2	4.34	0.60	4.94	91.2	8.5	0.3	0.0	0.6	53
1000 - 1300	69,144.	97.8	4.16	0.68	4.83	92.2	7.6	0.2	0.0	0.6	39
1300 - 1600	69,987.	97.1	4.07	1.00	5.08	89.2	10.1	0.6	0.1	1.6	53
1600 - 1900	70,699.	95.8	4.02	1.38	5.40	86.7	12.3	0.9	0.1	2.8	70
1900 - 2200	59,618.	98.2	4.72	1.10	5.81	84.1	14.9	0.9	0.1	1.7	50
2200 - 2400	37,932.	100.3	5.00	0.44	5.44	89.4	10.4	0.1	0.0	0.1	36
Summary	398,078.	98.0	4.32	0.92	5.25	88.5	10.9	0.5	0.1	1.4	79

Transport for London - QSI Points and Live Mileage List

Route E8 OPTION 1 (Brentford County Court - Ealing Broadway)
 Service change 22441
 Date 30 September 2009

TRANCHE 519

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
BTFDCC	38860	Brentford County Court		
	6872	Brentford Police Station	210	0.13
	6873	Windmill Road	195	0.12
	6875	Brentford Station	328	0.20
	6876	Great West Road	207	0.13
	6877	Manor Vale	183	0.11
	26220	The Ride	178	0.11
	20687	Swyncombe Avenue	395	0.25
BOSMSN	6881	Boston Manor Station	335	0.21
	6883	Haslemere Avenue	364	0.23
ELTNPS	6885	Christopher Avenue	302	0.19
	6886	Elthorne Park Road	225	0.14
	6887	Cumberland Road	107	0.07
	34106	Lower Boston Road	514	0.32
HWELBY	4637	Lower Boston Road	489	0.30
	33866	Hanwell Broadway	363	0.23
	3072	Grosvenor Road	433	0.27
	3073	West Ealing Broadway	317	0.20
UXRDNA	3067	Bedford Road	245	0.15
	33863	Dane Road	400	0.25
	3062	St Leonard's Road	226	0.14
	BP5620	Ealing Town Hall		
EALBHX1	BP996	Ealing Broadway Station		
	EALBHGZS	Ealing Broadway, Haven Green, Stand Z1/Z2	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			7155	4.45
			metres	miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
EALBHGZS	EALBHGZS	Ealing Broadway, Haven Green, Stand Z1/Z2		
EALBSN	19280	Ealing Broadway Station	0	0.00
	18849	Ealing Town Hall	474	0.29
	BP1361	St Leonards Road	334	0.21
	33864	Dane Road	289	0.18
UXRDNA	3066	Northfield Avenue	197	0.12
	11785	Melbourne Avenue	452	0.28
	33911	Michael Gaynor Close	415	0.26
	3077	Church Road	212	0.13
	1245	Hanwell Broadway	234	0.15
HWELBY	6910	Jessaming Road	114	0.07
	6909	Rosebank Road	347	0.22
	6907	Cumberland Road	375	0.23
	6906	Elthorne Park Road	179	0.11
	6905	Christopher Avenue	282	0.18
	6903	Haslemere Avenue	220	0.14
BOSMSN	10901	Boston Manor Station	351	0.22
	20686	Swyncombe Avenue	329	0.20
	26221	The Ride	277	0.17
	6897	Manor Vale	226	0.14
	6896	Great West Road	118	0.07
	6895	Brentford Station	290	0.18
	6893	Windmill Road	284	0.18
BTFDHA	6891	Brentford Police Station	352	0.22
	6173	Brentford County Court	220	0.14
BTFDCC	BP5166	Alexandra Road	59	0.04
TOTAL ROUTE MILEAGE - BACK DIRECTION			6630	4.12
			metres	miles

Transport for London - QSI Points and Live Mileage List

Route E8 OPTION 2 (Hounslow - Ealing Broadway)
 Service change 22441
 Date 30 September 2009

TRANCHE 519

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HOUNBL	BP930	The Bell		
	15580	Treaty Centre	359	0.22
	BP2285	Hounslow High Street	397	0.25
HOUNBSL	1341	Hounslow Bus Station	327	0.20
	6205	Bridge Road	316	0.20
	BP4509	Star Road	214	0.13
	6202	Thornbury Road	189	0.12
ISLEFS	6200	West Thames College	205	0.13
	6197	Isleworth Station	334	0.21
	6195	Linkfield Road	170	0.11
	6193	Wood Lane	179	0.11
	BP3651	Alton Close	170	0.11
WMDXHP	4568	Twickenham Rd / West Middlesex Hospital	422	0.26
	27569	Park Road	363	0.23
ISLEBC	6187	Busch Corner	166	0.10
	6183	Syon Lane	251	0.16
	6181	Beech Avenue	200	0.12
	6179	Brent Lea	245	0.15
	6175	Brentford Magistrates Court	469	0.29
BTFDHA	6872	Brentford Police Station	243	0.15
	6873	Windmill Road	195	0.12
	6875	Brentford Station	328	0.20
	6876	Great West Road	207	0.13
	6877	Manor Vale	183	0.11
	26220	The Ride	178	0.11
	20687	Swyncombe Avenue	395	0.25
BOSMSN	6881	Boston Manor Station	335	0.21
	6883	Haslemere Avenue	364	0.23
ELTNPS	6885	Christopher Avenue	302	0.19
	6886	Elthorne Park Road	225	0.14
	6887	Cumberland Road	107	0.07
	34106	Lower Boston Road	514	0.32
HWELBY	4637	Lower Boston Road	489	0.30
	33866	Hanwell Broadway	363	0.23
	3072	Grosvenor Road	433	0.27
	3073	West Ealing Broadway	317	0.20
UXRDNA	3067	Bedford Road	245	0.15
	33863	Dane Road	400	0.25
	3062	St Leonard's Road	226	0.14
	BP5620	Ealing Town Hall	427	0.27
EALBHX1	BP996	Ealing Broadway Station	772	0.48
	EALBHGZS	Ealing Broadway, Haven Green, Stand Z1/Z2	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			12224	7.60

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
EALBHGZS	EALBHGZS	Ealing Broadway, Haven Green, Stand Z1/Z2		
EALBSN	19280	Ealing Broadway Station	0	0.00
	18849	Ealing Town Hall	474	0.29
	BP1361	St Leonards Road	334	0.21
	33864	Dane Road	289	0.18
UXRDNA	3066	Northfield Avenue	197	0.12
	11785	Melbourne Avenue	452	0.28
	33911	Michael Gaynor Close	415	0.26
	3077	Church Road	212	0.13
	1245	Hanwell Broadway	234	0.15
HWELBY	6910	Jessaming Road	114	0.07
	6909	Rosebank Road	347	0.22
	6907	Cumberland Road	375	0.23
	6906	Elthorne Park Road	179	0.11
	6905	Christopher Avenue	282	0.18
	6903	Haslemere Avenue	220	0.14
BOSMSN	10901	Boston Manor Station	351	0.22
	20686	Swyncombe Avenue	329	0.20
	26221	The Ride	277	0.17
	6897	Manor Vale	226	0.14
	6896	Great West Road	118	0.07
	6895	Brentford Station	290	0.18
	6893	Windmill Road	284	0.18
BTFDHA	6891	Brentford Police Station	352	0.22
	6176	Brentford Magistrates Court	168	0.10
	6180	Brent Lea	489	0.30
	6184	Syon Lane	315	0.20
ISLEBC	6188	Busch Corner	340	0.21
	6402	Teesdale Gardens	329	0.20
WMDXHP	6461	wickenham Rd / West Middlesex Hospit	278	0.17
	BP3624	Alton Close	205	0.13
	BP3625	London Road	154	0.10
	6196	Linkfield Road	261	0.16
	2778	Isleworth Station	215	0.13
ISLEFS	6201	West Thames College	353	0.22
	2792	Star Road	411	0.26
	6206	Bridge Road	277	0.17
HOUNBSL	1778	Hounslow Bus Station	218	0.14
	BP1747	Fair Street	436	0.27
	BP1748	Douglas Road	193	0.12
	BP929	Treaty Centre	342	0.21
HOUNBL	BP1993	Bell Road / Bell Corner	317	0.20
TOTAL ROUTE MILEAGE - BACK DIRECTION			11335	7.24
			metres	miles