

7. Service Specification

Route: EL1 & NEL1

Contract Reference: QC55209

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	Ilford, Ilford Hill and Barking Riverside, Crown Street
Contract Basis	Incentivised
Commencement Date	18 th February 2017
Vehicle Type	Option 1: 87 capacity, dual door, diesel double deck, subject to a satisfactory route test Option 2: 87 capacity, dual door, hybrid double deck, subject to a satisfactory route test Option 3: New Routemaster (NRM) with one person operation (OPO) (see attached letter), subject to a satisfactory route test
Current Maximum Approved Dimensions	10.4 metres long and 2.52 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	TfL and See Section 2 for further information
Minimum Performance Standard	Average Excess Wait Time - No more than 0.70 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.65 minutes
Minimum Operated Mileage Standard	No less than 98.00%
Departing On Time - Route No. NEL1	Departing on Time - No less than 90.00%
Minimum Operated Mileage Standard - Route No. NEL1	No less than 99.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 4th April 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) MINI SERVICE SPEC - ROUTE SPECIFICATION INFORMATION
- 2) NOTES
- 3) SCHEDULE REQUIREMENTS & PINCHPOINTS
- 4) OPERATIONAL CONSIDERATIONS
- 5) IBUS MILEAGE & QSI POINTS

2) NOTES

Proposed Changes:

At this time, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route Nos. EL1.

- Mondays to Saturdays daytime frequencies are increased from every 10 minutes to every 6 minutes.
- All evenings and Sundays daytime frequencies are increased from every 20 minutes to every 10 minutes.
- Saturdays very early morning frequencies are increased from every 20 minutes to every 12 minutes.
- Saturdays early morning frequencies are increased from every 15 minutes to every 8 minutes.
- Sundays very early morning frequencies are increased from every 30 minutes to every 20 minutes.
- Sundays early morning frequencies are increased from every 20 minutes to every 15 minutes.

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 Nos. EL1 & NEL1 are restructured to operate between Ilford, Ilford Hill and Barking Riverside, Crown Street
- The section of routeing between River Road and Barking Riverside, Mallards Road is withdrawn.
- **Please see Section 5 for a full list of streets traversed and standing arrangements.**
- The designation Route No. NEL1 is used for contractual purposes only. This service will be marketed as Route No. EL1. This includes all publicity, including destination blind displays.
- **Tenderers must identify the cost of the Nightly element of this service separately.**
- Route Nos. EL1 & NEL1 and EL2 are contracted separately. A specification for Route No. EL2 has been issued as part of Tranche 552.

Three vehicle options specified:

Option 1

- 87 capacity, dual door, diesel double deck buses is specified, subject to a satisfactory route test.

Option 2

- 87 capacity, dual door, hybrid double deck buses is specified, subject to a satisfactory route test.

Proposed Changes – continued:

Option 3

- New Routemaster (NRM) with one person operation (OPO) (see attached letter), subject to a satisfactory route test
- Buses will have the standard NRM interior, but with additional external branding. TfL will fund the initial installation of the external vinyls and any overall refresh, the operator will be responsible for the ongoing maintenance of the branding

Option 1 & 2

- Buses will carry specific internal and external branding, expected to be broadly similar to that currently in use - ie vinyl branding on top of a base red paint on the outside, and a TfL specified pallet for internal surfaces, handpoles and seats.
- The buses are expected to be route-bound to the ELT route(s) operated by the successful Tenderer and the resources should be planned accordingly.
- TfL will fund the initial installation of the external vinyls and any overall refresh, the Operator will be responsible for the ongoing maintenance of the branding.
- It is anticipated that the cost of using the TfL pallet on the interior (including moquette) will be the same as a standard bus given the total volumes required, however tenderers should identify any additional costs within the tender.
- Tenderers are also asked to provide a separate cost for the provision of USB charging points at all seats

Options 1, 2 & 3

- TfL retains the internal and external advertising rights to the contracted vehicles on all options.

Tenderers are also encouraged to offer two axle vehicles with a longer wheelbase and increased capacity, subject to route constraints. Tenders offering such vehicles will be welcomed and carefully considered by the Corporation. Triaxle vehicles are not being considered by the Corporation at this time.

Operators should provide the following prices:

- 1. Annual diesel price - based on minimum 5 year contract.**
- 2. Annual hybrid price - based on minimum 5 year contract.**
- 3. Annual hybrid price - with upfront payment of capital difference between diesel and hybrid for 5 year contract.**
- 4. Annual NRM price with one person operation (OPO) at all times.**

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

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

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Ilford, Ilford Hill to Barking Riverside, Crown Street			Barking Riverside, Crown Street to Ilford, Ilford Hill		
First departure no later than 0520.			First departure no later than 0525.		
0515 - 0620	Every 10 minutes		0520 - 0545	Every 10 minutes	
0621 - 0645	Every 8 minutes		0546 - 0630	Every 8 minutes	
0646 - 1845	Every 6 minutes		0631 - 1845	Every 6 minutes	
1846 - 1945	Every 8 minutes		1846 - 1945	Every 8 minutes	
1946 - 2350	Every 10 minutes		1946 - 0030	Every 10 minutes	
Last departure no earlier than 2345.			Last departure no earlier than 0025.		
Pinchpoints					
River Road, Barking By-Pass	0700 - 0900	6 minutes	Barking Station	0650 - 0900	6 minutes
	1455 - 1625	6 minutes		1500 - 1630	6 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Ilford, Ilford Hill to Barking Riverside, Crown Street			Barking Riverside, Crown Street to Ilford, Ilford Hill		
First departure no later than 0520.			First departure no later than 0525.		
0515 - 0720	Every 12 minutes		0520 - 0650	Every 12 minutes	
0721 - 0820	Every 8 minutes		0651 - 0800	Every 8 minutes	
0821 - 1825	Every 6 minutes		0801 - 1830	Every 6 minutes	
1826 - 1925	Every 8 minutes		1831 - 1845	Every 8 minutes	
1926 - 2350	Every 10 minutes		1846 - 0030	Every 10 minutes	
Last departure no earlier than 2345.			Last departure no earlier than 0025.		
Pinchpoints					
River Road, Barking By-Pass	0835 - 1105	6 minutes	Barking Station	0815 - 1115	6 minutes

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

Ilford, Ilford Hill to Barking Riverside, Crown Street			Barking Riverside, Crown Street to Ilford, Ilford Hill		
First departure no later than 0520.			First departure no later than 0525.		
0515 - 0700	Every 20 minutes		0520 - 0725	Every 20 minutes	
0701 - 0745	Every 15 minutes		0726 - 0855	Every 15 minutes	
0746 - 2350	Every 10 minutes		0856 - 0030	Every 10 minutes	
Last departure no earlier than 2345.			Last departure no earlier than 0025.		
Pinchpoints					
River Road, Barking By-Pass	1000 - 1130	10 minutes	Barking Station	1000 - 1130	10 minutes

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

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.4) NIGHTLY

Ilford, Ilford Hill to Barking Riverside, Crown Street		Barking Riverside, Crown Street to Ilford, Ilford Hill	
First departure no later than 0020.		First departure no later than 0055.	
0015 – 045 5	Every 30 minutes	0050 - 0500	Every 30 minutes
Last departure no earlier than 0450.		Last departure no earlier than 0455.	

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. EL1 should interwork with Route No. NEL1 to form a seamless 24 hour service.
- 4.2) The Barking Riverside development at Barking Reach will be ongoing over the next 10-20 years, including a significant number of new homes, a new district centre, school and other facilities. This will affect demand on the route.
- 4.3) Route No. EL1 can suffer from unpredictable traffic delays in the Barking Station area.

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 EL1: Ilford, Ilford Hill - Barking Riverside Temporary Stand (24 hour service)

Date of Structural Change: 18 February 2017.

Date of Service Change: 18 February 2017.

Reason for Issue: {To be specified}.

STREETS TRAVERSED

Towards Barking Riverside Temporary Stand: Ilford Hill, Chapel Road, Winston Way, Ilford Lane, Fanshawe Avenue, Longbridge Road, Station Parade, Ripple Road, Movers Lane, River Road, Bastable Avenue, Bastable Avenue Bus-Only Slip Road, Bastable Avenue, Renwick Road, Thames Road, Marine Drive, Galleons Drive, Mallards Road, Minter Road, River Road, Crown Street, Unnamed Road, Crown Street.

Towards Ilford, Ilford Hill: Crown Street, Unnamed Road, Crown Street, River Road, Minter Road, Mallards Road, Galleons Drive, Marine Drive, Thames Road, Renwick Road, Bastable Avenue, Bastable Avenue Bus-Only Slip Road, Bastable Avenue, River Road, Movers Lane, Ripple Road, St Pauls Road, Axe Street, Ripple Road, Station Parade, Longbridge Road, Fanshawe Avenue, Ilford Lane, Winston Way, Chapel Road, Ilford Hill.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

ILFORD, ILFORD HILL

Public stand for two buses on north side of Ilford Hill adjacent to bus stop R0757 (point letter F).

Buses proceed from Ilford Hill direct to stand, departing to Ilford Hill. Set down in Ilford Hill, at Stop F (R0757 - Ilford Hill, Last Stop on LOR: R0757 - Ilford Hill) and pick up in Ilford Hill, at Stop F (R0757 - Ilford Hill, First Stop on LOR: R0757 - Ilford Hill).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route EL1 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:	Ilford Station.
OTHER INFORMATION:	Sainsburys toilet facilities available in Roden Street: 0800-2000 (Mon-Sat) and 1000-1600 (Sun).

BARKING STATION (from BARKING RIVERSIDE, MALLARDS ROAD)

Public stand on for two buses on the south-east side of Longbridge Road, commencing at a point opposite the p/w Nos.23/25 and extending 22 metres north-east.

Buses proceed from Longbridge Road (Circumnavigate roundabout at junction with Fanshawe Avenue) direct to stand, departing via Longbridge Road to Station Parade. Set down in Longbridge Road, at stop L (LE171 - Barking Station <> #, Last Stop on LOR: LE171 - Barking Station <> #) and pick up in Station Parade, at stop H (BP096 - Barking Station <> #, First Stop on LOR: BP096 - Barking 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:	Barking.

BARKING, LONDON ROAD (from Ilford, Ilford Hill)

Private stand for nine buses in bus parking area on north side of London Road, commencing 37 metres east of the eastern kerbline of North Street and extending 36 metres east.

Buses proceed from Station Parade via London Road and London Road Bus Stand to stand, departing via London Road Bus Stand, London Road and Station Parade to Longbridge Road. Set down in London Road, at stop H (BP096 - Barking Station <> #, Last Stop on LOR: BP096 - Barking Station <> #) and pick up in Longbridge Road, at stop L (LE171 - Barking Station <> #, First Stop on LOR: LE171 - Barking 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: Barking.

BARKING RIVERSIDE TEMPORARY STAND

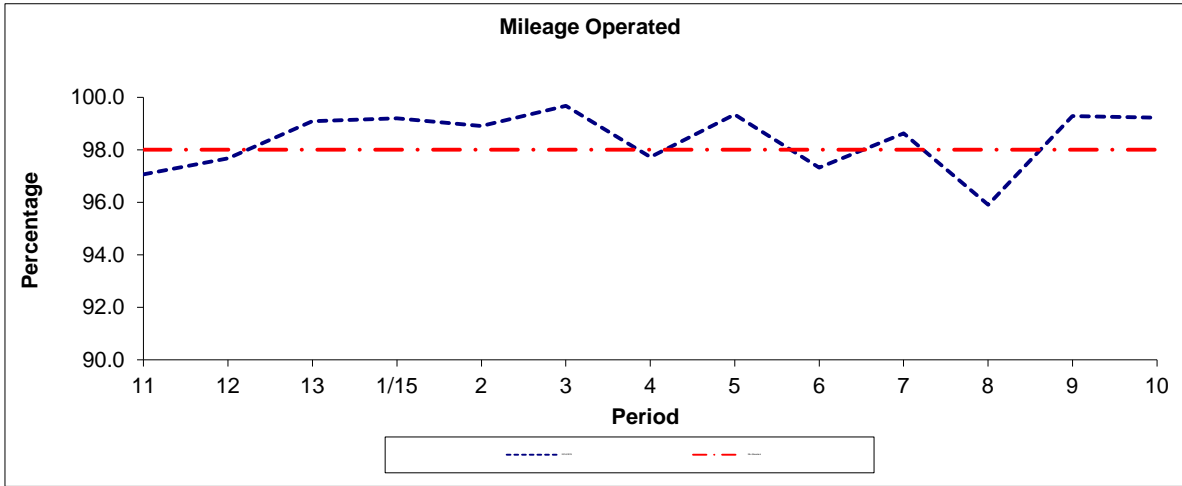
Temporary stand for Tendering Purposes.

Buses proceed from Crown Street direct to stand, departing to Crown Street. Set down {Not Specified}, Last Stop on LOR: BP5800 - Rivergate Centre) and pick up {Not Specified}, First Stop on LOR: BP4428 - Shearwater Close).

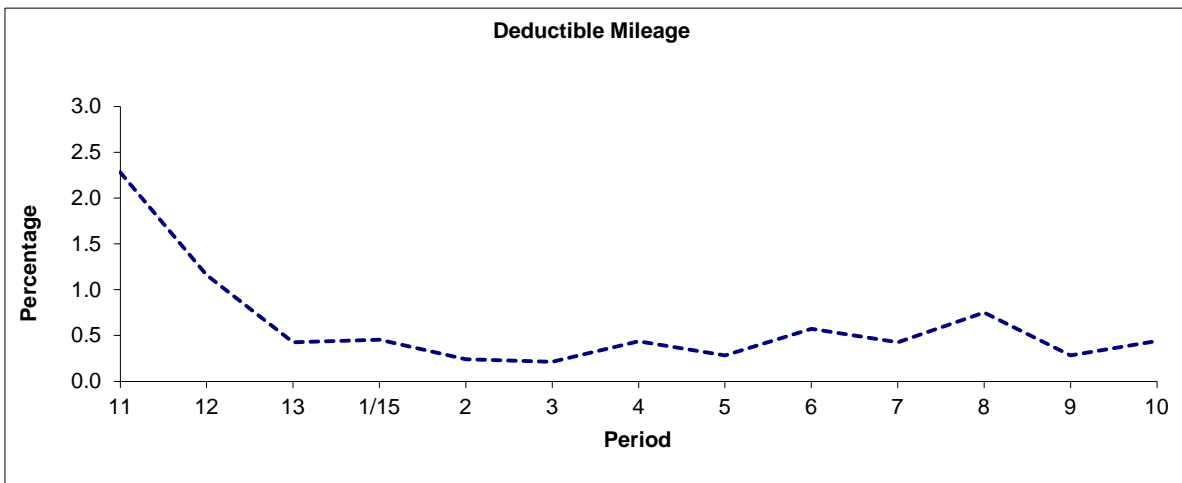
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route EL1 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Barking Riverside.

PART B - PERFORMANCE STATISTICS

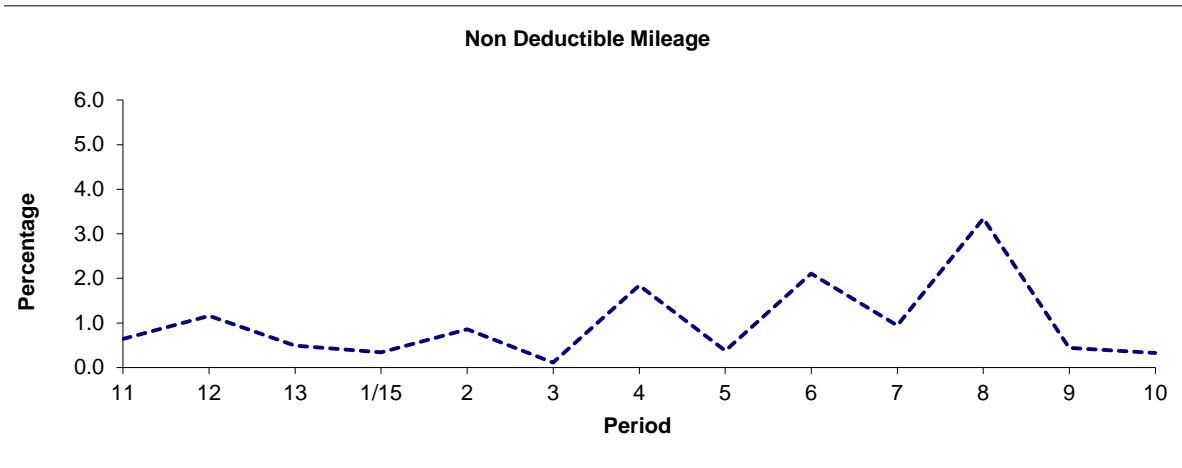
Route EL1



Period	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014/2015	97.07	97.68	99.09	99.20	98.90	99.68	97.72	99.34	97.32	98.63	95.91	99.28	99.23
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	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014/2015	2.28	1.16	0.42	0.46	0.24	0.21	0.44	0.28	0.57	0.43	0.75	0.28	0.44

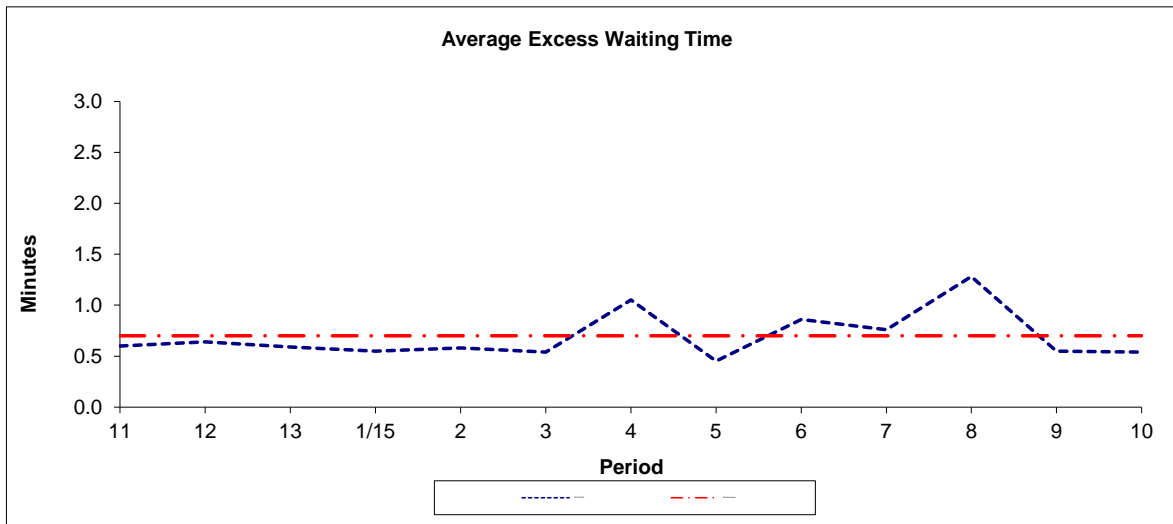


Period	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014/2015	0.64	1.16	0.49	0.34	0.85	0.11	1.84	0.37	2.10	0.94	3.34	0.44	0.33

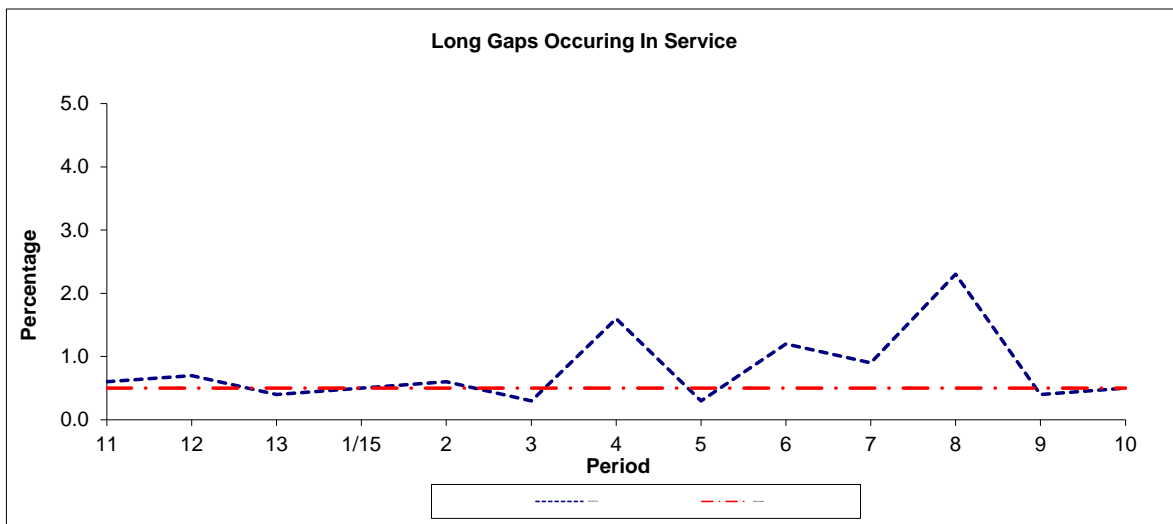
Note : Mileage is based on 4 weeks data
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

PART B - PERFORMANCE STATISTICS

Route EL1



Period	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014-2015	0.60	0.64	0.59	0.55	0.58	0.54	1.05	0.45	0.86	0.76	1.28	0.55	0.54
Min Standard	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70

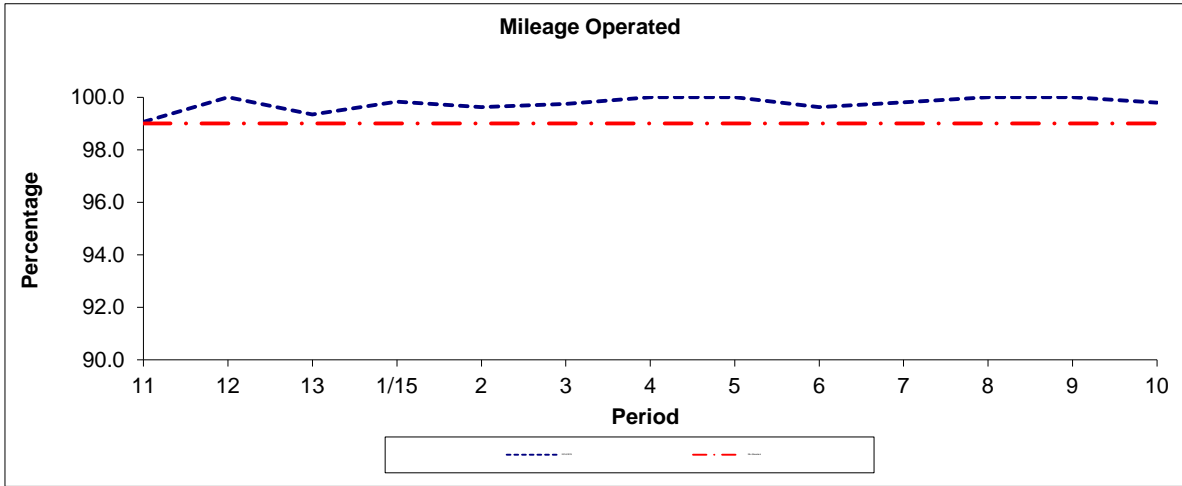


Period	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014-2015	0.6	0.7	0.4	0.5	0.6	0.3	1.6	0.3	1.2	0.9	2.3	0.4	0.5
Benchmark	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5

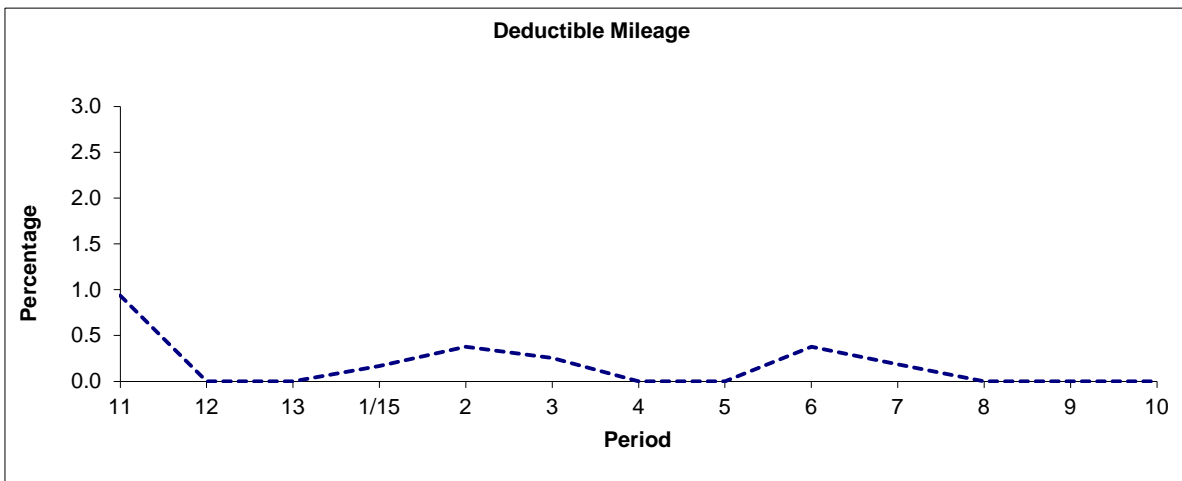
Note : Reliability is actual performance under full iBus (4 weeks data).
 Minimum Standards and Benchmarks are those applicable under the new contract.

PART B - PERFORMANCE STATISTICS

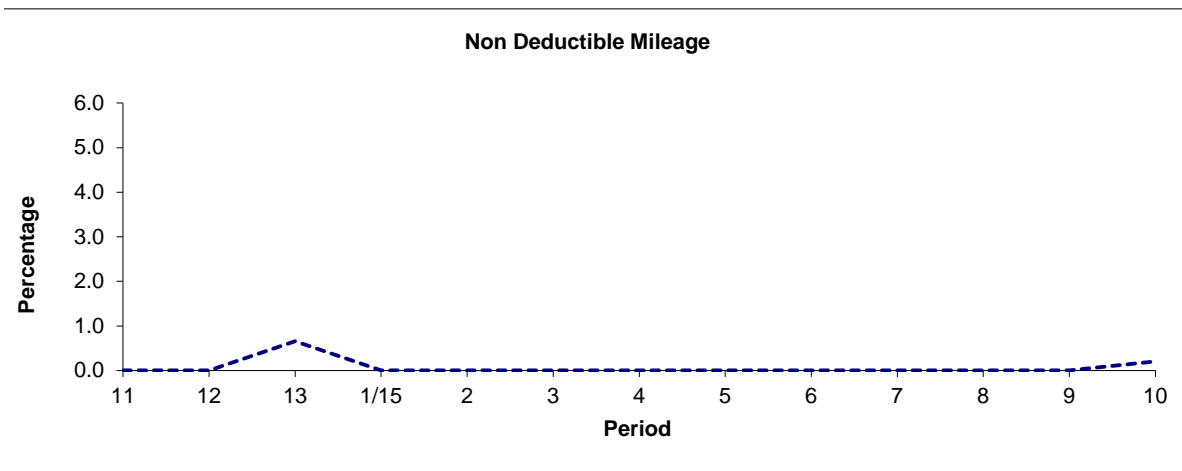
Route NEL1



Period	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014/2015	99.06	100.00	99.34	99.83	99.62	99.74	100.00	100.00	99.62	99.82	100.00	100.00	99.79
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	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014/2015	0.94	0.00	0.00	0.17	0.38	0.26	0.00	0.00	0.38	0.18	0.00	0.00	0.00

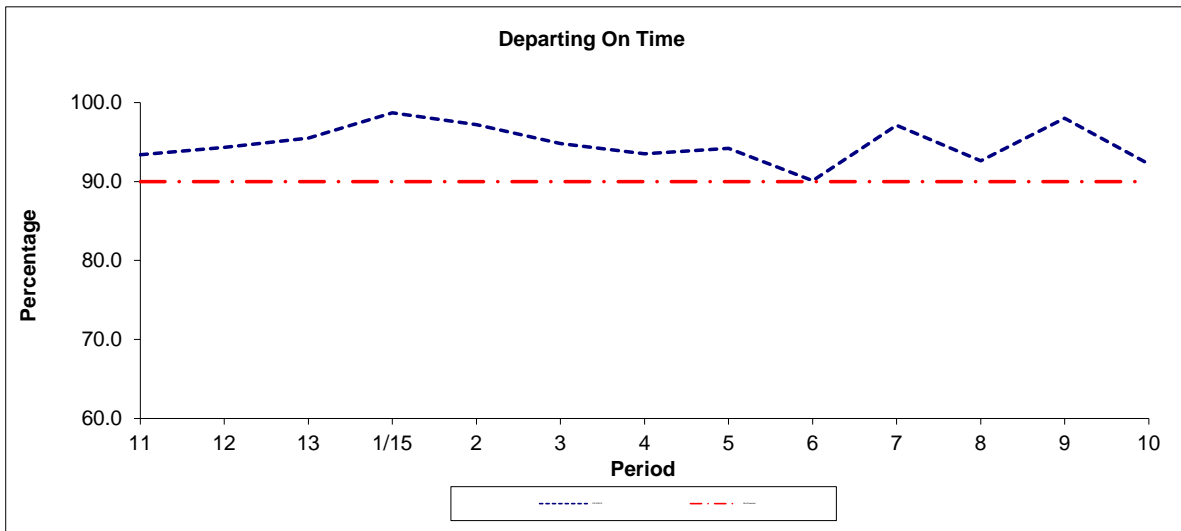


Period	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014/2015	0.00	0.00	0.66	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.21

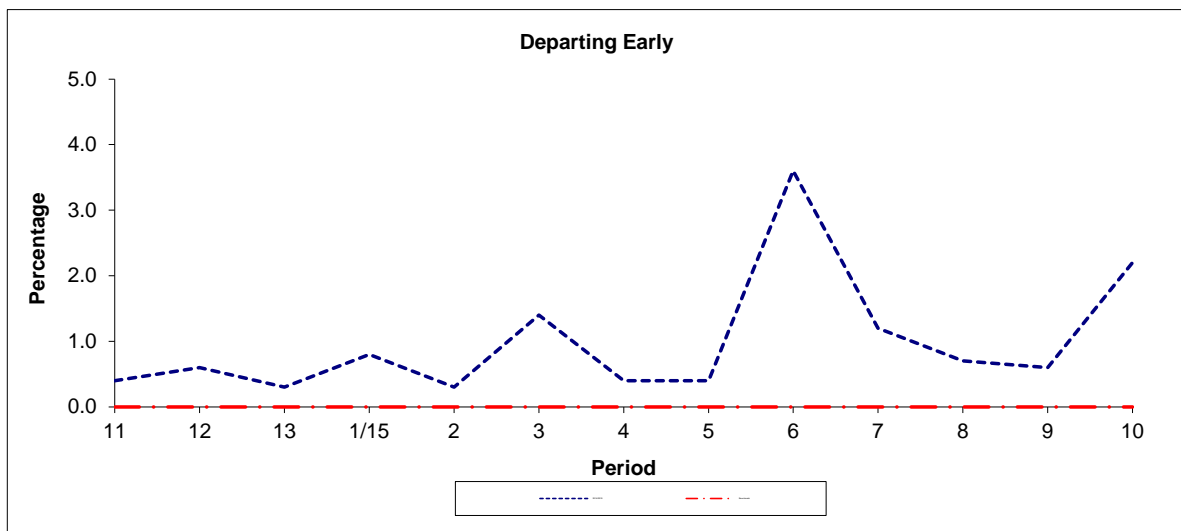
Note : Mileage is based on 4 weeks data
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

PART B - PERFORMANCE STATISTICS

Route NEL1



Period	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014/2015	93.4	94.3	95.5	98.7	97.2	94.8	93.5	94.2	90.1	97.1	92.6	98.0	92.2
Min Standard	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0



Period	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014/2015	0.4	0.6	0.3	0.8	0.3	1.4	0.4	0.4	3.6	1.2	0.7	0.6	2.2
Benchmark	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

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

**ROUTE EL1 - 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	14,068.	14,171.	100.7	8.79	0.16	8.95	70.2	27.2	2.5	0.1	1.3	51
07:00 - 10:00	45,037.	44,490.	98.8	5.03	0.74	5.77	87.0	12.2	0.6	0.2	0.8	77
10:00 - 13:00	44,892.	44,342.	98.8	5.01	0.50	5.50	88.5	11.2	0.3	0.0	0.3	44
13:00 - 16:00	45,208.	44,343.	98.1	4.99	0.64	5.63	86.8	12.9	0.3	0.0	0.4	39
16:00 - 19:00	44,472.	44,245.	99.5	4.99	0.84	5.83	85.1	13.7	0.9	0.3	1.2	59
19:00 - 22:00	25,572.	25,255.	98.8	8.51	0.68	9.19	56.0	38.4	4.7	1.0	0.7	104
22:00 - 24:00	14,805.	15,042.	101.6	9.85	0.38	10.23	50.8	43.6	5.1	0.5	0.1	81
Locations	234,054.	231,888.	99.1	5.74	0.66	6.40	81.2	17.3	1.3	0.3	0.7	104

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	2,345.	2,358.	100.6	10.13	0.25	10.38	58.6	36.0	4.8	0.6	1.1	100
07:00 - 10:00	7,886.	7,743.	98.2	6.18	0.36	6.53	80.9	18.5	0.5	0.0	0.1	39
10:00 - 13:00	9,256.	9,244.	99.9	5.01	0.50	5.51	88.1	11.4	0.4	0.2	0.5	44
13:00 - 16:00	9,252.	8,848.	95.6	5.00	1.24	6.24	82.4	15.1	1.6	1.0	2.6	83
16:00 - 19:00	8,981.	8,658.	96.4	5.02	1.43	6.45	79.8	16.5	2.1	1.6	3.7	94
19:00 - 22:00	4,862.	4,858.	99.9	9.18	1.37	10.55	51.8	39.6	6.8	1.8	0.9	89
22:00 - 24:00	3,102.	3,143.	101.3	9.89	0.52	10.40	50.8	42.7	5.5	1.0	0.3	61
Locations	45,684.	44,852.	98.2	6.10	0.97	7.07	76.5	20.3	2.3	0.9	1.7	100

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	1,771.	1,807.	102.0	16.04	0.07	16.11	44.4	25.7	24.9	5.0	12.6	69
07:00 - 10:00	4,618.	4,582.	99.2	12.15	0.15	12.30	45.4	39.9	13.5	1.2	0.0	62
10:00 - 13:00	5,236.	5,142.	98.2	9.92	0.53	10.45	49.6	42.5	7.1	0.7	0.0	59
13:00 - 16:00	5,412.	5,252.	97.0	9.89	1.02	10.91	49.0	39.5	9.3	2.2	0.7	62
16:00 - 19:00	5,379.	5,382.	100.1	9.82	0.87	10.69	50.2	41.2	7.4	1.3	0.3	70
19:00 - 22:00	5,408.	5,428.	100.4	9.68	0.37	10.05	51.2	43.0	5.3	0.4	0.1	53
22:00 - 24:00	3,516.	3,562.	101.3	9.92	0.34	10.26	51.0	43.6	4.9	0.5	0.1	50
Locations	31,340.	31,155.	99.4	10.18	0.65	10.83	49.3	40.9	8.4	1.3	0.6	70

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	18,184.	18,336.	100.8	9.27	0.16	9.43	67.2	27.9	4.3	0.5	2.1	100
07:00 - 10:00	57,541.	56,815.	98.7	5.49	0.68	6.17	84.3	14.1	1.3	0.3	0.7	77
10:00 - 13:00	59,384.	58,728.	98.9	5.61	0.50	6.11	83.6	15.1	1.1	0.1	0.3	59
13:00 - 16:00	59,872.	58,443.	97.6	5.56	0.76	6.33	81.8	16.3	1.6	0.4	0.7	83
16:00 - 19:00	58,832.	58,285.	99.1	5.47	0.91	6.38	81.0	16.7	1.6	0.6	1.4	94
19:00 - 22:00	35,842.	35,541.	99.2	8.74	0.74	9.48	54.9	39.1	5.0	1.0	0.7	104
22:00 - 24:00	21,423.	21,747.	101.5	9.87	0.40	10.26	50.8	43.5	5.1	0.6	0.2	81
Locations	311,078.	307,895.	99.0	6.22	0.70	6.92	77.4	20.1	2.1	0.5	0.8	104

**ROUTE NEL1 - 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 (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	21,494.	21,602.	100.5	99.1	96.8	1.4	0.8	1.0
All Locations	21,494.	21,602.	100.5	99.1	96.8	1.4	0.8	1.0

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	4,408.	4,475.	101.5	99.6	92.7	1.1	0.7	5.5
All Locations	4,408.	4,475.	101.5	99.6	92.7	1.1	0.7	5.5

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	4,900.	4,934.	100.7	98.6	92.2	2.3	1.8	3.6
All Locations	4,900.	4,934.	100.7	98.6	92.2	2.3	1.8	3.6

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	30,802.	31,011.	100.7	99.1	94.8	1.6	1.0	2.6
All Locations	30,802.	31,011.	100.7	99.1	94.8	1.6	1.0	2.6

Transport for London -QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 552

Route EL1, NEL1

Service change 37219

Date ; 24/05/2014

QSI Points are highlighted.

Reason for Issue	Mileage update Extended to Crown Street
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OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ILFDIH	R0757	Ilford Hill		
	FC44	Chapel Road	149	0.09
	9560	Dudley Road	496	0.31
	9556	Kingston Road	286	0.18
	9554	Wingate Road	350	0.22
ILFLLL	9550	Loxford Polyclinic	365	0.23
	9548	Park Avenue	244	0.15
	9544	Longbridge Road	323	0.20
BARKSN	BP096	Barking Station	350	0.22
	BP5391	Vicarage Field Shopping Centre	278	0.17
	LE173	Sunningdale Avenue	169	0.11
	18393	King Edwards Road	341	0.21
	19315	Greatfields Park	581	0.36
RIVRBP	BP4054	Waverley Gardens	462	0.29
	29139	Curzon Crescent	190	0.12
	29141	Thames View / Christ Church	298	0.19
	29143	Thames View Health Centre	335	0.21
	29424	Glenmore Way	322	0.20
	29422	Alderman Avenue	272	0.17
TVWEAW	BP227	Renwick Road	197	0.12
	BP5799	Estuary Close	385	0.24
	BP4431	Anchor Close	316	0.20
	BP4430	Shearwater Close	358	0.22
BKRS MR	BP5800	Rivergate Centre	146	0.09
Intermediate stops unknown				
BKRVCS		Barking Riverside, Crown Street		
Total Route Mileage - Out Direction			5.48	
			Metres	Miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
BKRVCS		Barking Riverside, Crown Street		
Intermediate stops unknown				
BKRS MR	BP5582	Barking Riverside		
	BP4428	Shearwater Close	220	0.14
	BP4340	Schooner Close	240	0.15
	LE217	Estuary Close	247	0.15
TVWEAW	BP5400	Havering Way	616	0.38
	29423	Alderman Avenue	166	0.10
	29425	Glenmore Way	304	0.19
	29144	Thames View Health Centre	268	0.17
	29142	Thames View / Christ Church	407	0.25
	29140	River Road	243	0.15
RIVRBP	BP4053	Waverley Gardens	218	0.14
	19316	Greatfields Park	342	0.21
	18394	King Edwards Road	542	0.34
	BP5390	Westbury Road	240	0.15
	BP5392	Vicarage Field Shopping Centre	486	0.30
BARKSN	LE171	Barking Station	363	0.23
	14677	Longbridge Road	298	0.19
	R0338	Victoria Road	362	0.22
ILFLLL	9549	Loxford Polyclinic	277	0.17
	9551	Wingate Road	307	0.19
	9555	Clementswood Baptist Church	434	0.27
	9559	Bengal Road	281	0.17
	37215	Ilford Sainsbury's	220	0.14
ILFDIH	R0757	Ilford Hill	390	0.24
Total Route Mileage - Back Direction			5.60	
			Metres	Miles