

7. Service Specification

Route: W15

Contract Reference: QC55505

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 | Cogan Avenue Estate, Folly Lane to Hackney |
| Contract Basis | Incentivised |
| Commencement Date | 4 th March 2017 |
| Vehicle Type | 55 capacity, dual door, single deck, minimum 10.2m long |
| Current Maximum Approved Dimensions | 10.2 metres long and 2.44 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 |
| Extension Threshold | Average Excess Wait Time Threshold - 1.20 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 11th 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) 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. W15.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. W15.

- In conjunction with the proposed Waltham Forest Mini-Holland scheme, emergency schedules will be introduced on 2nd April 2016 to mitigate the effects of the roadworks.

Operators should provide the following prices:

1. Annual diesel price - based on minimum 5 year contract.
2. Annual hybrid price - based on minimum 5 year contract.
3. Annual hybrid price - with upfront payment of capital difference between diesel and hybrid for 5 year contract.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| | | | | | |
|---|---|---|---|-------------|-----------|
| Cogan Avenue Estate, Folly Lane to Hackney, Town Hall | | Hackney, Morning Lane, Tesco to Cogan Avenue Estate, Folly Lane | | | |
| First departure no later than 0450. | | First departure no later than 0540. | | | |
| 0445 - 0520 | Every 10 minutes | 0535 - 0630 | Every 10 minutes | | |
| 0521 - 1630 | Every 8 minutes | 0631 - 1515 | Every 8 minutes | | |
| 1631 - 1750 | Every 8-9 minutes (7 buses per hour) | 1516 - 2020 | Every 8-9 minutes (7 buses per hour) | | |
| 1751 - 1950 | Every 10 minutes | 2021 - 2050 | Every 10 minutes | | |
| 1951 - 2105 | Every 12 minutes | 2051 - 2115 | Every 12 minutes | | |
| 2106 - 0040 | Every 15 minutes | 2116 - 0105 | Every 15 minutes | | |
| Last departure no earlier than 0035. | | Last departure no earlier than 0100. | | | |
| Pinchpoints | | | | | |
| Whipps Cross Hospital | 0700 - 0900 | 8 minutes | Leyton, Bakers Arms, Hoe Street | 0700 - 0900 | 8 minutes |
| | 1505 - 1640 | 8 minutes | | 1505 - 1555 | 8 minutes |
| | | | | 1556 - 1635 | 9 minutes |

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| | | | | | |
|---|------------------|---|---------------------------------------|-------------|------------|
| Cogan Avenue Estate, Folly Lane to Hackney, Town Hall | | Hackney, Morning Lane, Tesco to Cogan Avenue Estate, Folly Lane | | | |
| First departure no later than 0450. | | First departure no later than 0540. | | | |
| 0445 - 0550 | Every 15 minutes | 0535 - 0640 | Every 15 minutes | | |
| 0551 - 0625 | Every 12 minutes | 0641 - 0715 | Every 12 minutes | | |
| 0626 - 1905 | Every 10 minutes | 0716 - 2005 | Every 10 minutes | | |
| 1906 - 1930 | Every 12 minutes | 2006 - 2030 | Every 12 minutes | | |
| 1931 - 0040 | Every 15 minutes | 2031 - 0105 | Every 15 minutes | | |
| Last departure no earlier than 0035. | | Last departure no earlier than 0100. | | | |
| Pinchpoints | | | | | |
| Whipps Cross Hospital | 0905 - 1105 | 10 minutes | Leyton, Bakers Arms, Hoe Street | 0905 - 1105 | 10 minutes |
| | | | | | |

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| | | | | | |
|---|------------------|---|---------------------------------------|-------------|------------|
| Cogan Avenue Estate, Folly Lane to Hackney, Town Hall | | Hackney, Morning Lane, Tesco to Cogan Avenue Estate, Folly Lane | | | |
| First departure no later than 0635. | | First departure no later than 0650. | | | |
| 0630 - 0650 | Every 15 minutes | 0645 - 0815 | Every 15 minutes | | |
| 0651 - 1750 | Every 12 minutes | 0816 - 1925 | Every 12 minutes | | |
| 1751 - 0040 | Every 15 minutes | 1926 - 0105 | Every 15 minutes | | |
| Last departure no earlier than 0035. | | Last departure no earlier than 0100. | | | |
| Pinchpoints | | | | | |
| Whipps Cross Hospital | 1020 - 1130 | 12 minutes | Leyton, Bakers Arms, Hoe Street | 1025 - 1135 | 12 minutes |
| | | | | | |

Please identify the cost of the Boxing Day element of this service separately.

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. W15 can suffer from unpredictable traffic delays in the Walthamstow and Leytonstone areas, particularly during Mondays to Fridays peak periods.
- 4.2) Hackney Sunday market (Hackney Marshes) may cause delay to the service.
- 4.3) Football matches at Leyton Orient Football Club can also cause traffic congestion in the Leyton area.
- 4.4) Football matches at West Ham Football Club at Queen Elizabeth Olympic Park are expected to cause traffic congestion in the Stratford area when it opens. Work is expected to be completed by August 2016.
- 4.5) Smaller buses are used on the route due to highway constraints in the Homerton Hospital area.
- 4.6) Legacy development related to the Queen Elizabeth Olympic Park and Stratford City is projected to come forward over the next 10 years. It is anticipated that activity, including bus passenger demand, will increase as new developments are built and occupied
- 4.7) In conjunction with the proposed Waltham Forest Mini-Holland scheme, emergency schedules will introduced on 2nd April 2016 to mitigate the effects the roadworks.

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 W15: Cogan Avenue Estate - Hackney Town Hall

Date of Structural Change: 30 March 2015.

Date of Service Change: 29 August 2015.

Reason for Issue: End of Ponsford Street cut back.

STREETS TRAVERSED

Towards Hackney Town Hall: Folly Lane, Banbury Road, Sinnott Road, Billet Road, Higham Hill Road, Forest Road, Palmerston Road, Willow Walk, Selborne Road, Walthamstow Central Bus Station, Selborne Road, Hoe Street, Lea Bridge Road, Whipps Cross, Whipps Cross Roundabout, Whipps Cross Road, Private Road In Whipps Cross Hospital Grounds, James Lane, Essex Road South, Hainault Road, Fairlop Road, Grove Green Road, Leytonstone Station Plaza, Grove Green Road, Alexandra Road, York Road, Ruckholt Road, Eastway, Homerton Road, Marsh Hill, Homerton High Street, Brooksby's Walk, Homerton Grove, Wardle Street, Homerton High Street, Ponsford Street, Morning Lane, Valette Street, Paragon Road, Mare Street.

Towards Cogan Avenue Estate: Morning Lane, Ponsford Street, Homerton High Street, Fenn Street, Homerton Row, Homerton Grove, Wardle Street, Homerton High Street, Marsh Hill, Homerton Road, Eastway, Ruckholt Road, Warren Road, Francis Road, Grove Green Road, Leytonstone Station Plaza, Fairlop Road, Hainault Road, Essex Road South, James Lane, Private Road In Whipps Cross Hospital Grounds, Whipps Cross Road, Whipps Cross Roundabout, Whipps Cross, Lea Bridge Road, Leyton Green Road, High Road Leyton, Hoe Street, Selborne Road, Walthamstow Central Bus Station, Selborne Road, Willow Walk, Palmerston Road, Forest Road, Higham Hill Road, Billet Road, Lawrence Avenue, Mcentee Avenue, Folly 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.

COGAN AVENUE ESTATE, FOLLY LANE

Public stand for 2 buses on west side of Folly Lane commencing 3 metres north of lamp standard No. 34 and extending 24 metres south.

Buses proceed from Folly Lane direct to stand, departing to Folly Lane. Set down in Folly Lane (BP2540 - William Morris School, Last Stop on LOR: OC470 - Higham Hill / Cogan Avenue) and pick up in Folly Lane (BP2540 - William Morris School, First Stop on LOR: BP2540 - William Morris School).

| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | No more than 2 buses on Route W15 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: | Higham Hill, Cogan Avenue. |
| OTHER INFORMATION: | No toilets available. |

WINNS AVENUE (from HACKNEY TOWN HALL)

Buses proceed from Higham Hill Road via Winns Avenue, South Countess Road and Forest Road departing to Palmerston Road. Set down in Higham Hill Road, at Stop C (BP1673 - Renness Road, Last Stop on LOR: BP1673 - Renness Road) and pick up in Palmerston Road, at Stop J (BP1670 - Forest Road, First Stop on LOR: BP1670 - Forest Road).

| | |
|-------------------------|--|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | Turning Point Only - Buses must not stand |
| BLIND DISPLAY: | Higham Hill, Winns Avenue. |

WALTHAMSTOW CENTRAL BUS STATION (from HACKNEY TOWN HALL)

Private stand for 13 buses in marked bays on east side of Walthamstow Central Bus Station on north side of Selborne Road. Overflow offside stand for 1 bus on west side of bus station in lay-by opposite Stop A.

Buses proceed from Walthamstow Central Bus Station direct to stand, departing to Walthamstow Central Bus Station. Set down in Walthamstow Central Bus Station, at Alighting Point (BP4267 - Walthamstow Bus Station, Last Stop on LOR: R0036 - Walthamstow Central Station <> #) and pick up in Walthamstow Central Bus Station, at Stop B (BP4271 - Walthamstow Bus Station <>, First Stop on LOR: BP4271 - Walthamstow Bus 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: Walthamstow Central.

LEYTON, BAKERS ARMS

From Cogan Avenue Estate.

Buses proceed from Hoe Street via Lea Bridge Road, Bromley Road and Capworth Street departing to High Road Leyton. Set down in Hoe Street, at stop SK (7964 - Bakers Avenue, Last Stop on LOR: 7964 - Bakers Avenue) and pick up in High Road Leyton, at stop ND (7968 - Lea Bridge Road / Bakers Arms, First Stop on LOR: 7968 - Lea Bridge Road / Bakers Arms).

From Hackney Town Hall.

Buses proceed from Leyton Green Road via Capworth Street and Dunton Road departing to Lea Bridge Road. Set down in Leyton Green Road, at stop WK (34357 - Leyton Green Road, Last Stop on LOR: 34357 - Leyton Green Road) and pick up in Lea Bridge Road, at stop EH (10468 - Lea Bridge Road / Bakers Arms, First Stop on LOR: 10468 - Lea Bridge Road / Bakers Arms).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Leyton, Bakers Arms.

WHIPPS CROSS ROUNDABOUT

Public stand for four buses in layby on south west side of roundabout.

From Cogan Avenue Estate.

Buses proceed from Whipps Cross via Whipps Cross Roundabout, Whipps Cross Road and Whipps Cross Roundabout to stand, departing via Whipps Cross Road to Whipps Cross Roundabout. Set down in Lea Bridge Road, at Stop A (14271 - Whipps Cross / Wood Street, Last Stop on LOR: 14271 - Whipps Cross / Wood Street) and pick up in Whipps Cross Roundabout, at Stop C (14274 - Whipps Cross Roundabout, First Stop on LOR: 14274 - Whipps Cross Roundabout).

From Hackney Town Hall.

Buses proceed from Private Road In Whipps Cross Hospital Grounds via Whipps Cross Road and Whipps Cross Roundabout to stand, departing via Whipps Cross Roundabout and Whipps Cross Road to Private Road In Whipps Cross Hospital Grounds. Set down in Private Road In Whipps Cross Hospital Grounds, at Stop J (LE240 - Whipps Cross Hospital / Main Entrance, Last Stop on LOR: LE240 - Whipps Cross Hospital / Main Entrance) and pick up in Private Road In Whipps Cross Hospital Grounds, at Stop K (LE239 - Whipps Cross Hospital / Main Entrance, First Stop on LOR: LE239 - Whipps Cross Hospital / Main Entrance).

| | |
|-------------------------|---|
| 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: | Whipps Cross. |

LEYTONSTONE STATION, PLAZA (from HACKNEY TOWN HALL)

Private stand for one bus on the eastern arm of the Plaza between Fillebrook Road and Leytonstone Station at bus stop BP1792 (point letter C).

Buses proceed from Leytonstone Station Plaza direct to stand, departing to Leytonstone Station Plaza. Set down in Leytonstone Station Plaza, at Alighting Point (BP1792 - Leytonstone Station <>/ Grove Green Road, Last Stop on LOR: BP2003 - Drayton Road) and pick up in Leytonstone Station Plaza, at Stop B (BP1791 - Leytonstone Station <> / Grove Green Road, First Stop on LOR: BP1791 - Leytonstone Station <> / Grove Green 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: | Leytonstone. |

LEYTON, TOWN HALL

Public stand for one bus on east side of Langthorne Road, commencing 5 metres from Grove Green Road and extending 13 metres north.

From Cogan Avenue Estate.

Buses proceed from Grove Green Road via High Road Leyton, Warren Road and Langthorne Road to stand, departing via Langthorne Road, Grove Green Road and High Road Leyton to Warren Road. Set down in Grove Green Road, at Stop C (17992 - Leyton High Road / Leyton Station <>, Last Stop on LOR: 17992 - Leyton High Road / Leyton Station <>) and pick up in Warren Road, at Stop F (17991 - Francis Road, First Stop on LOR: 17991 - Francis Road).

From Hackney Town Hall.

Buses proceed from Warren Road via Langthorne Road to stand, departing via Langthorne Road to Grove Green Road. Set down in Warren Road, at Stop D (1339 - Leyton High Road / Leyton Station <>, Last Stop on LOR: 1339 - Leyton High Road / Leyton Station <>) and pick up in Grove Green Road, at Stop C (17992 - Leyton High Road / Leyton Station <>, First Stop on LOR: 17992 - Leyton High Road / Leyton 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: | Leyton, Town Hall. |

SPITALFIELDS MARKET (from Cogan Avenue Estate)

Buses proceed from Ruckholt Road via Eastway, Quartermile Lane and Eastway departing to Ruckholt Road. Set down in Ruckholt Road, at stop K (17986 - Spitalfields Market, Last Stop on LOR: 17986 - Spitalfields Market) and pick up in Ruckholt Road, at stop U (17987 - Spitalfields Market, First Stop on LOR: 17987 - Spitalfields Market).

| | |
|-------------------------|--|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | Turning Point Only - Buses must not stand |
| BLIND DISPLAY: | Spitalfields Market. |

LEA INTERCHANGE BUS GARAGE (from HACKNEY TOWN HALL)

Private stand in Tower Transit's Lea Interchange Bus Garage.
Buses proceed from Ruckholt Road via Temple Mills Lane and Lea Interchange Bus Garage to stand, departing via Lea Interchange Bus Garage and Temple Mills Lane to Ruckholt Road. Set down in Ruckholt Road, at stop U (17987 - Spitalfields Market, Last Stop on LOR: 17987 - Spitalfields Market) and pick up in Ruckholt Road, at stop K (17986 - Spitalfields Market, First Stop on LOR: 17986 - Spitalfields 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: Spitalfields Market.

HOMERTON HOSPITAL, HOMERTON GROVE, BANISTER HOUSE (from Cogan Avenue Estate)

Public stand for two buses on north west side of Homerton Grove, commencing 45 metres south west of junction with Wardle Street and extending 20 metres south west.
Buses proceed from Homerton Grove via Wardle Street, Homerton High Street, Fenn Street, Homerton Row and Homerton Grove to stand, departing to Homerton Grove. Set down in Homerton Grove, at stop F (BP1818 - Homerton Hospital, Last Stop on LOR: BP1818 - Homerton Hospital) and pick up in Homerton Grove, at stop E (BP2162 - Homerton Hospital / Wardle Street, First Stop on LOR: BP2162 - Homerton Hospital / Wardle Street).

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: Homerton Hospital.

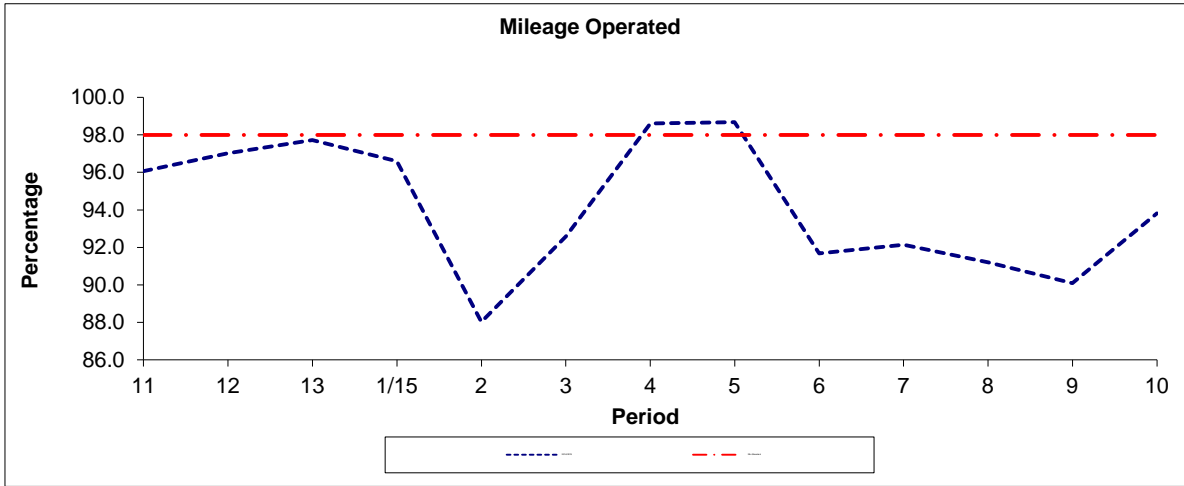
HACKNEY, MORNING LANE, TESCO

Public stand for one bus on north side of Morning Lane at rear of bus lay-by outside Tesco.
Buses proceed from Mare Street via Morning Lane to stand, departing to Morning Lane. Set down in Mare Street, at Stop A (306 - Hackney Town Hall, Last Stop on LOR: 306 - Hackney Town Hall) and pick up in Morning Lane, at stop D (34090 - Morning Lane / Trelawney Estate, First Stop on LOR: 34090 - Morning Lane / Trelawney Estate).

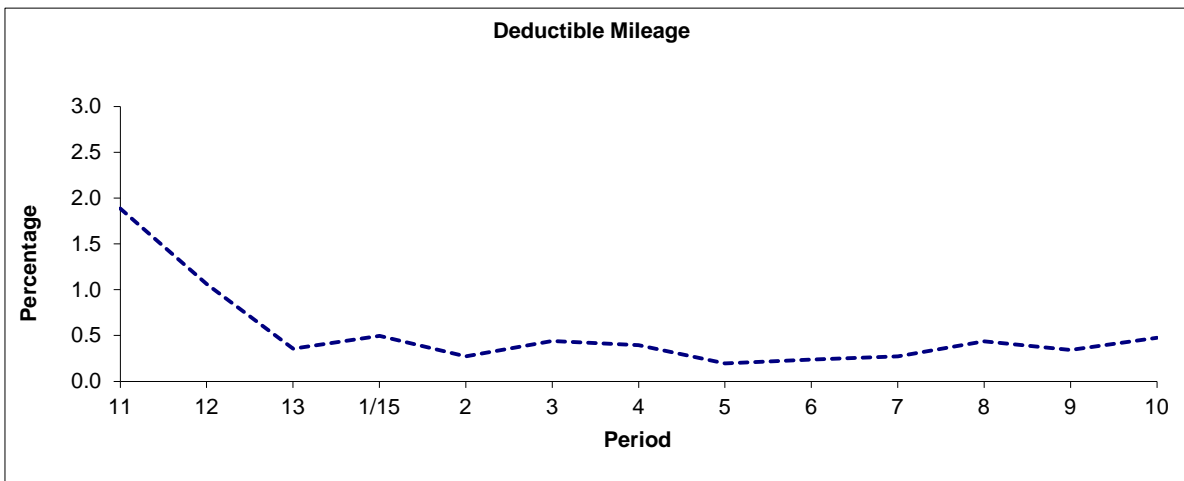
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route W15 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Hackney Town Hall.
OTHER INFORMATION: No toilets available - toilet to be provided at Morning Lane.

PART B - PERFORMANCE STATISTICS

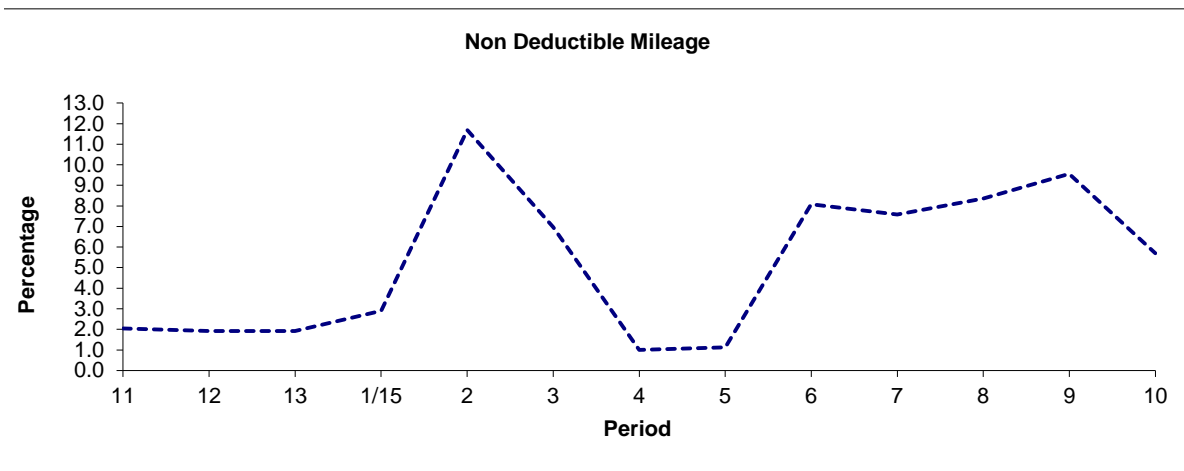
Route W15



| Period | 11 | 12 | 13 | 1/15 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2014/2015 | 96.07 | 97.02 | 97.72 | 96.60 | 88.03 | 92.58 | 98.61 | 98.67 | 91.67 | 92.14 | 91.21 | 90.10 | 93.82 |
| 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 | 1.89 | 1.06 | 0.36 | 0.50 | 0.27 | 0.44 | 0.40 | 0.20 | 0.24 | 0.27 | 0.44 | 0.34 | 0.48 |

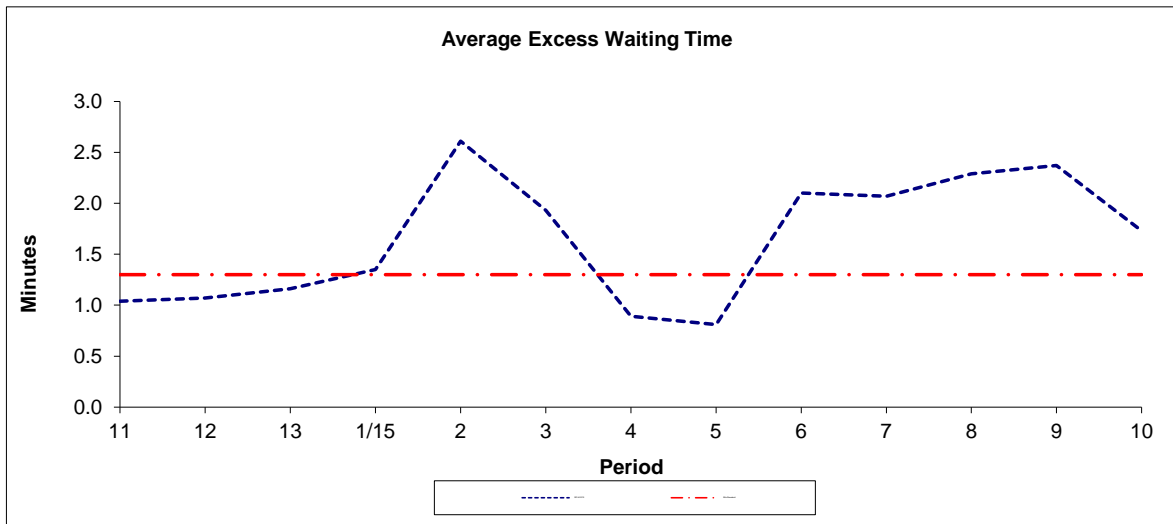


| Period | 11 | 12 | 13 | 1/15 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|-----------|------|------|------|------|-------|------|------|------|------|------|------|------|------|
| 2014/2015 | 2.04 | 1.92 | 1.92 | 2.90 | 11.69 | 6.98 | 0.99 | 1.13 | 8.09 | 7.59 | 8.35 | 9.56 | 5.70 |

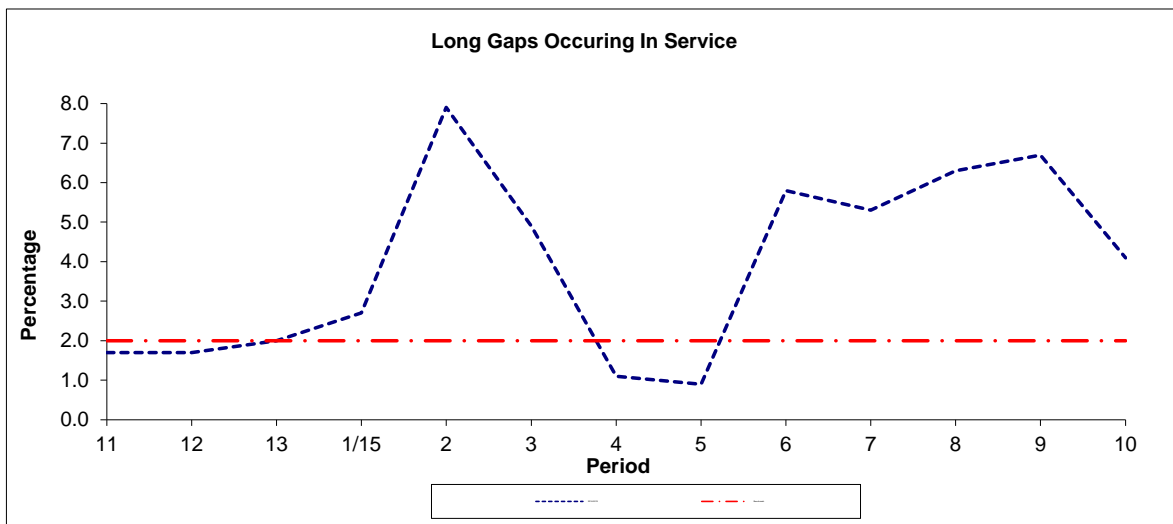
Note : Mileage is based on 4 weeks data
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

PART B - PERFORMANCE STATISTICS

Route W15



| Period | 11 | 12 | 13 | 1/15 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2014-2015 | 1.04 | 1.07 | 1.16 | 1.35 | 2.61 | 1.93 | 0.89 | 0.81 | 2.10 | 2.07 | 2.29 | 2.37 | 1.73 |
| 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 | 11 | 12 | 13 | 1/15 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|-----------|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2014-2015 | 1.7 | 1.7 | 2.0 | 2.7 | 7.9 | 4.9 | 1.1 | 0.9 | 5.8 | 5.3 | 6.3 | 6.7 | 4.1 |
| 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 W15 - 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 | 39,338. | 38,440. | 97.7 | 4.46 | 0.60 | 5.07 | 91.2 | 8.6 | 0.2 | 0.0 | 0.5 | 29 |
| 07:00 - 10:00 | 91,416. | 85,063. | 93.1 | 3.99 | 1.39 | 5.38 | 85.7 | 12.6 | 1.4 | 0.2 | 3.6 | 71 |
| 10:00 - 13:00 | 88,190. | 84,730. | 96.1 | 3.99 | 1.42 | 5.41 | 86.4 | 12.4 | 1.0 | 0.1 | 3.1 | 59 |
| 13:00 - 16:00 | 89,181. | 82,441. | 92.4 | 3.99 | 1.74 | 5.72 | 82.9 | 15.0 | 1.8 | 0.3 | 4.7 | 70 |
| 16:00 - 19:00 | 82,774. | 72,547. | 87.6 | 4.20 | 2.60 | 6.80 | 75.6 | 20.1 | 3.6 | 0.8 | 7.7 | 71 |
| 19:00 - 22:00 | 70,581. | 65,682. | 93.1 | 4.88 | 2.02 | 6.90 | 74.6 | 21.6 | 3.2 | 0.5 | 4.6 | 60 |
| 22:00 - 24:00 | 31,545. | 31,721. | 100.6 | 7.37 | 0.89 | 8.26 | 64.8 | 32.3 | 2.6 | 0.2 | 0.3 | 56 |
| Locations | 493,025. | 460,624. | 93.4 | 4.29 | 1.77 | 6.06 | 81.0 | 16.5 | 2.1 | 0.4 | 4.6 | 71 |

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 | 5,314. | 5,169. | 97.3 | 7.05 | 0.44 | 7.50 | 73.7 | 25.1 | 1.1 | 0.1 | 0.2 | 37 |
| 07:00 - 10:00 | 15,468. | 15,111. | 97.7 | 4.85 | 0.70 | 5.56 | 87.1 | 12.5 | 0.4 | 0.0 | 0.6 | 39 |
| 10:00 - 13:00 | 15,079. | 14,630. | 97.0 | 4.86 | 1.29 | 6.14 | 81.0 | 16.7 | 1.8 | 0.5 | 2.5 | 51 |
| 13:00 - 16:00 | 14,750. | 12,886. | 87.4 | 5.01 | 2.71 | 7.72 | 70.7 | 22.6 | 5.3 | 1.4 | 6.6 | 62 |
| 16:00 - 19:00 | 14,833. | 13,709. | 92.4 | 4.96 | 2.15 | 7.11 | 75.4 | 20.2 | 3.5 | 0.9 | 4.5 | 64 |
| 19:00 - 22:00 | 12,364. | 11,729. | 94.9 | 5.90 | 1.43 | 7.34 | 71.0 | 25.0 | 3.5 | 0.6 | 2.4 | 54 |
| 22:00 - 24:00 | 6,570. | 6,512. | 99.1 | 7.37 | 1.05 | 8.42 | 63.6 | 32.0 | 3.6 | 0.8 | 0.8 | 46 |
| Locations | 84,378. | 79,746. | 94.5 | 5.25 | 1.74 | 6.99 | 75.5 | 20.6 | 3.2 | 0.7 | 3.5 | 64 |

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 | 791. | 775. | 98.0 | 7.12 | -0.09 | 7.03 | 89.2 | 10.3 | 0.5 | 0.0 | 2.4 | 31 |
| 07:00 - 10:00 | 12,728. | 12,587. | 98.9 | 6.36 | 0.48 | 6.83 | 76.8 | 22.5 | 0.7 | 0.0 | 0.1 | 36 |
| 10:00 - 13:00 | 14,338. | 14,250. | 99.4 | 5.88 | 0.64 | 6.52 | 78.3 | 20.8 | 0.8 | 0.1 | 0.3 | 47 |
| 13:00 - 16:00 | 13,921. | 13,425. | 96.4 | 5.99 | 1.08 | 7.07 | 74.0 | 23.3 | 2.3 | 0.4 | 1.2 | 51 |
| 16:00 - 19:00 | 13,868. | 13,681. | 98.7 | 6.04 | 1.05 | 7.08 | 74.1 | 23.9 | 1.9 | 0.1 | 0.7 | 60 |
| 19:00 - 22:00 | 11,944. | 11,788. | 98.7 | 6.96 | 0.77 | 7.72 | 67.6 | 30.2 | 2.1 | 0.1 | 0.3 | 44 |
| 22:00 - 24:00 | 7,588. | 7,616. | 100.4 | 7.41 | 0.61 | 8.02 | 65.7 | 32.2 | 1.9 | 0.2 | 0.3 | 65 |
| Locations | 75,178. | 74,122. | 98.6 | 6.25 | 0.83 | 7.08 | 74.1 | 24.1 | 1.7 | 0.2 | 0.6 | 65 |

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 | 45,443. | 44,384. | 97.7 | 4.85 | 0.55 | 5.40 | 89.4 | 10.3 | 0.3 | 0.0 | 0.6 | 37 |
| 07:00 - 10:00 | 119,612. | 112,761. | 94.3 | 4.18 | 1.29 | 5.47 | 85.3 | 13.2 | 1.3 | 0.2 | 3.2 | 71 |
| 10:00 - 13:00 | 117,607. | 113,610. | 96.6 | 4.36 | 1.30 | 5.66 | 84.5 | 14.1 | 1.1 | 0.2 | 2.7 | 59 |
| 13:00 - 16:00 | 117,852. | 108,752. | 92.3 | 4.37 | 1.80 | 6.16 | 80.2 | 17.1 | 2.3 | 0.4 | 4.5 | 70 |
| 16:00 - 19:00 | 111,475. | 99,937. | 89.6 | 4.47 | 2.39 | 6.87 | 75.4 | 20.5 | 3.4 | 0.7 | 6.6 | 71 |
| 19:00 - 22:00 | 94,889. | 89,199. | 94.0 | 5.27 | 1.79 | 7.06 | 73.3 | 23.1 | 3.1 | 0.5 | 3.8 | 60 |
| 22:00 - 24:00 | 45,703. | 45,849. | 100.3 | 7.37 | 0.88 | 8.26 | 64.8 | 32.2 | 2.7 | 0.3 | 0.4 | 65 |
| Locations | 652,581. | 614,492. | 94.2 | 4.61 | 1.67 | 6.28 | 79.6 | 17.7 | 2.2 | 0.4 | 4.0 | 71 |

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 555

Route W15

Service change 30935

Date 13/12/2014

QSI Points are highlighted.

Reason for Issue

End of temporary diversion due to Palmerston Road Bridge works

| OUT DIRECTION | | | | | |
|-------------------------------------|------------------------------------|--|---------------------------------------|-------|------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles | |
| C GAVFL | BP2540 | William Morris School | | | |
| BTRDHH | 10330 | Lawrence Avenue | 840 | 0.52 | |
| | 10334 | Higham Hill Road | 189 | 0.12 | |
| | BP1666 | Whittingham Primary Academy | 241 | 0.15 | |
| | BP1667 | St Andrews Road | 392 | 0.24 | |
| | BP1668 | Hillyfield Primary School | 299 | 0.19 | |
| BP1669 | Reness Road | 273 | 0.17 | | |
| FSTRPR | BP1670 | Forest Road | 126 | 0.08 | |
| BP1671 | Church Of St Michael & All Angels | 344 | 0.21 | | |
| | BP1676 | Walthamstow Market / High Street | 219 | 0.14 | |
| | R0035 | Selborne Walk / Vernon Road | 323 | 0.20 | |
| | BP4871 | Selborne Walk | 167 | 0.10 | |
| | BP3899 | Walthamstow Central Station | 132 | 0.08 | |
| WSTCSN | BP4271 | Walthamstow Bus Station | 274 | 0.17 | |
| 11481 | Grosvenor Park Road | 628 | 0.39 | | |
| | 7962 | Grove Road | 252 | 0.16 | |
| | 7964 | Bakers Avenue | 196 | 0.12 | |
| LEYTBAE | 10468 | Lea Bridge Road / Bakers Arms | 282 | 0.18 | |
| 14265 | Leyton Green Road | 276 | 0.17 | | |
| | 14267 | S hernhall Street | 191 | 0.12 | |
| | 14269 | Peterborough Road | 244 | 0.15 | |
| | WHP CRA | 14271 | Whipps Cross / Wood Street | 216 | 0.13 |
| | WHPCHP | LE239 | Whipps Cross Hospital / Main Entrance | 574 | 0.36 |
| LE238 | Whipps Cross Hospital / A & E | 378 | 0.23 | | |
| | 36569 | Clare Road | 270 | 0.17 | |
| | 36567 | Peterborough Road | 291 | 0.18 | |
| | 36565 | Essex Road South | 309 | 0.19 | |
| | 18002 | Elim Pentecostal Church | 225 | 0.14 | |
| 18000 | Clarendon Road | 225 | 0.14 | | |
| LSTNSP | BP1791 | Leytonstone Station / Grove Green Road | 369 | 0.23 | |
| 17998 | Hampton Road | 556 | 0.35 | | |
| | 17996 | Ashville Road | 256 | 0.16 | |
| | 17994 | Central Avenue | 256 | 0.16 | |
| | 17993 | Francis Road | 308 | 0.19 | |
| | LEYTTH | 17992 | Leyton High Road / Leyton Station | 279 | 0.17 |
| BP4373 | York Road | 183 | 0.11 | | |
| 17988 | Oliver Road | 292 | 0.18 | | |
| RUCKTM | 17986 | Spitalfields Market | 448 | 0.28 | |
| BP3076 | Ruckholt Road Bridge | 289 | 0.18 | | |
| | 34395 | Hackney Marsh | 311 | 0.19 | |
| | 29456 | Kingsmead Estate | 785 | 0.49 | |
| | 29453 | Marsh Hill | 185 | 0.11 | |
| | 10260 | Glyn Road | 304 | 0.19 | |
| BP3801 | Brooksby's Walk / Homerton Station | 280 | 0.17 | | |
| HMTHHG | BP1818 | Homerton Hospital | 154 | 0.10 | |
| 18012 | Banister House | 326 | 0.20 | | |
| | 17298 | Ponsford Street | 397 | 0.25 | |
| | 17296 | Morning Lane / Trelawney Estate | 401 | 0.25 | |
| HACKTH | 306 | Hackney Town Hall | 312 | 0.19 | |
| Total Route Mileage - Out Direction | | | 15067 | 9.36 | |
| | | | Metres | Miles | |

| BACK DIRECTION | | | | |
|--------------------------------------|-----------------------------------|--|-----------------------------------|-------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| HACKML | 34090 | Morning Lane / Trelawney Estate | | |
| 17297 | Homerton Terrace | 294 | 0.18 | |
| | R0427 | Fenn Street | 306 | 0.19 |
| | FL005 | Homerton Hospital / Homerton Row | 131 | 0.08 |
| HMTHHG | BP2162 | Homerton Hospital / Wardle Street | 184 | 0.11 |
| 10261 | Glyn Road | 445 | 0.28 | |
| | 29454 | Adley Street | 436 | 0.27 |
| | 29455 | Kingsmead Estate | 142 | 0.09 |
| | 34394 | Hackney Marsh | 733 | 0.46 |
| | 17985 | Ruckholt Road Bridge | 267 | 0.17 |
| RUCKTM | 17987 | Spitalfields Market | 334 | 0.21 |
| 17989 | Oliver Road | 389 | 0.24 | |
| | LEYTTH | 1339 | Leyton High Road / Leyton Station | 332 |
| 17991 | Francis Road | 434 | 0.27 | |
| | 17995 | Central Avenue | 403 | 0.25 |
| 17999 | Hampton Road | 493 | 0.31 | |
| | BP2003 | Drayton Road | 191 | 0.12 |
| LSTNSP | BP1790 | Leytonstone Station / Grove Green Road | 400 | 0.25 |
| 18001 | Clarendon Road | 335 | 0.21 | |
| | 18003 | Elim Pentecostal Church | 216 | 0.13 |
| 36564 | Essex Road South | 305 | 0.19 | |
| | 36566 | Clare Road | 354 | 0.22 |
| LE237 | Whipps Cross Hospital / A & E | 285 | 0.18 | |
| WHPCHP | LE240 | Whipps Cross Hospital / Main Entrance | 507 | 0.32 |
| WHP CRA | 14274 | Whipps Cross Roundabout | 291 | 0.18 |
| | 14272 | Whipps Cross / Wood Street | 203 | 0.13 |
| 14270 | Peterborough Road | 269 | 0.17 | |
| | 14266 | Essex Road | 217 | 0.13 |
| 34357 | Leyton Green Road | 227 | 0.14 | |
| | 7968 | Lea Bridge Road / Bakers Arms | 535 | 0.33 |
| LEYTBAH | 7966 | Hoe Street / Bakers Arms | 213 | 0.13 |
| 7963 | Grove Road | 337 | 0.21 | |
| | 7960 | Queen's Road | 281 | 0.17 |
| R0036 | Walthamstow Central Station | 361 | 0.22 | |
| WSTCSN | BP4274 | Walthamstow Bus Station | 120 | 0.07 |
| R0034 | Selborne Walk | 413 | 0.26 | |
| | BP1677 | Walthamstow Market / High Street | 482 | 0.30 |
| BP1678 | Church Of St Michael & All Angels | 197 | 0.12 | |
| FSTRPR | BP1679 | Forest Road | 312 | 0.19 |
| BP1673 | Reness Road | 160 | 0.10 | |
| | BP1674 | Hillyfield Primary School | 253 | 0.16 |
| BP1675 | St Andrews Road | 287 | 0.18 | |
| | BP1723 | Whittingham Primary Academy | 414 | 0.26 |
| BP1672 | Billet Road | 187 | 0.12 | |
| BTRDHH | 10337 | Higham Hill Road | 62 | 0.04 |
| CGAVFL | OC470 | Higham Hill Cogan Avenue | 743 | 0.46 |
| Total Route Mileage - Back Direction | | | 14480 | 9.00 |
| | | | Metres | Miles |