

## 7. Service Specification

Route: 78

Contract Reference: QC50001

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.

|  |  |
|--|--|
| <b>Route Number</b>  | 78   |
| <b>Terminus Points</b>                                       | Shoreditch and Nunhead, St. Mary's Road  |
| <b>Contract Basis</b>  | Incentivised   |
| <b>Commencement Date</b>                                     | 14 <sup>th</sup> November 2015   |
| <b>Vehicle Type</b>  | <b>Option 1</b><br>87 capacity, dual door, double deck buses<br><b>Option 2</b><br>New Routemaster (NRM) with one person operation (OPO), subject to a satisfactory route test (see attached letter) |
| <b>Current Maximum Approved Dimensions</b>                   | 10.2 metres long and 2.55 metres wide  |
| <b>New Vehicles Mandatory</b>                                | Yes - See letter   |
| <b>Hybrid Price Required</b>                                 | Yes  |
| <b>Sponsored Route</b>                                       | No   |
| <b>Advertising Rights</b>                                    | Operator - See letter  |
| <b>Minimum Performance Standard (Options 1 &amp; 2)</b>      | Average Excess Wait Time - No more than 1.20 minutes   |
| <b>Extension Threshold (Options 1 &amp; 2)</b>               | Average Excess Wait Time Threshold - 1.05 minutes  |
| <b>Minimum Operated Mileage Standard (Options 1 &amp; 2)</b> | No less than 98.00%  |

The Date of Tender for this ITT is: No later than 12 Noon on Monday 15<sup>th</sup> December 2014

*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. 78.

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:

Two options are specified for Route No. 78:

### **Option 1**

87 capacity, dual door, double deck buses are specified.

### **Option 2**

New Routemaster (NRM) with one person operation (OPO), subject to a satisfactory route test (see attached letter).

### **Options 1 & 2**

- **In conjunction with the information below, please refer to Section 4.4.**
- From 28<sup>th</sup> July 2014, Route No. 78 has been temporarily diverted ex Shoreditch Church, High Street from St. Botolph Street via Middlesex Street, Whitechapel High Street, Leman Street and Prescott Street to Mansell Street to re-join line of routeing due to the closure of Minories as part of the works to remove Aldgate Gyrotory. From 15<sup>th</sup> October 2016, when the works are expected to be completed, Route No. 78 will operate its normal line of routeing from St. Botolph Street via Aldgate High Street, Minories and Goodman's Yard to Mansell Street.
- From 15<sup>th</sup> October 2016, ex Nunhead, St. Marys Road, Route No. 78 is re-routed from Mansell Street via Middlesex Street and St. Botolph Street to Duke's Place. A new stop on St. Botolph Street will be served. Aldgate High Street is withdrawn.
- **Please see Section 5 for a full list of streets traversed and standing arrangements.**

**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.**
4. **Annual NRM price with one person operation (OPO) at all times.**

2) NOTES - continued

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

|  |   |           |   |   |           |
|--|---|-----------|---|---|-----------|
| Shoreditch Church, High Street to Nunhead, St. Mary's Road |   |           | Nunhead, St. Mary's Road to Shoreditch Church, Curtain Road |   |           |
| First departure no later than 0540.                        |   |           | First departure no later than 0525.                         |   |           |
| 0535 - 0640  | Every 12 minutes                        |           | 0520 - 0600   | Every 12 minutes                        |           |
| 0641 - 0700  | Every 10 minutes                        |           | 0601 - 0630   | Every 10 minutes                        |           |
| 0701 - 1830  | Every 8-9 minutes<br>(7 buses per hour) |           | 0631 - 1855   | Every 8-9 minutes<br>(7 buses per hour) |           |
| 1831 - 1950  | Every 10 minutes                        |           | 1856 - 1925   | Every 10 minutes                        |           |
| 1951 - 2350  | Every 12 minutes                        |           | 1926 - 0020   | Every 12 minutes                        |           |
| 2351 - 0055  | Every 20 minutes                        |           |   |   |           |
| Last departure no earlier than 0050.                       |   |           | Last departure no earlier than 0015.                        |   |           |
| <b>Pinchpoints</b>   |   |           |   |   |           |
| Peckham,<br>Hanover Park                                   | 0725 - 0900                             | 9 minutes | Bermondsey<br>Square  | 0705 - 0905                             | 9 minutes |
|  | 1500 - 1635                             | 9 minutes |   | 1500 - 1635                             | 9 minutes |

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

|  |   |           |   |   |           |
|--|---|-----------|---|---|-----------|
| Shoreditch Church, High Street to Nunhead, St. Mary's Road |   |           | Nunhead, St. Mary's Road to Shoreditch Church, Curtain Road |   |           |
| First departure no later than 0540.                        |   |           | First departure no later than 0525.                         |   |           |
| 0535 - 0810  | Every 15 minutes                        |           | 0520 - 0725   | Every 15 minutes                        |           |
| 0811 - 0845  | Every 12 minutes                        |           | 0726 - 0810   | Every 12 minutes                        |           |
| 0846 - 0905  | Every 10 minutes                        |           | 0811 - 0840   | Every 10 minutes                        |           |
| 0906 - 1805  | Every 8-9 minutes<br>(7 buses per hour) |           | 0841 - 1820   | Every 8-9 minutes<br>(7 buses per hour) |           |
| 1806 - 1835  | Every 10 minutes                        |           | 1821 - 1850   | Every 10 minutes                        |           |
| 1836 - 2350  | Every 12 minutes                        |           | 1851 - 0020   | Every 12 minutes                        |           |
| 2351 - 0055  | Every 20 minutes                        |           |   |   |           |
| Last departure no earlier than 0050.                       |   |           | Last departure no earlier than 0015.                        |   |           |
| <b>Pinchpoints</b>   |   |           |   |   |           |
| Peckham,<br>Hanover Park                                   | 0930 - 1105                             | 9 minutes | Bermondsey<br>Square  | 0905 - 1105                             | 9 minutes |

**3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued**

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

|  |                  |   |                   |             |            |
|--|------------------|---|-------------------|-------------|------------|
| Shoreditch Church, High Street to Nunhead, St. Mary's Road |                  | Nunhead, St. Mary's Road to Shoreditch Church, Curtain Road |                   |             |            |
| First departure no later than 0540.                        |                  | First departure no later than 0525.                         |                   |             |            |
| 0535 - 0740  | Every 20 minutes | 0520 - 0705   | Every 20 minutes  |             |            |
| 0741 - 0810  | Every 15 minutes | 0706 - 0735   | Every 15 minutes  |             |            |
| 0811 - 2350  | Every 12 minutes | 0736 - 0020   | Every 12 minutes  |             |            |
| 2351 - 0055  | Every 20 minutes |   |                   |             |            |
| Last departure no earlier than 0050.                       |                  | Last departure no earlier than 0015.                        |                   |             |            |
| <b>Pinchpoints</b>   |                  |   |                   |             |            |
| Peckham, Hanover Park                                      | 1000 - 1135      | 12 minutes  | Bermondsey Square | 1000 - 1135 | 12 minutes |

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

**4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. 78 can suffer from unpredictable traffic delays in the Shoreditch and Peckham areas.
- 4.2) Route No. 78 stands at Shoreditch, Curtain Road stand between 0500 and 2100 daily and at Shoreditch Church, High Street stand at all other times.
- 4.3) **The City of London is undertaking works to remove the Aldgate gyratory which are expected to last until 14<sup>th</sup> October 2016. The scheme involves making St. Botolph Street, most of Aldgate High Street and Minories two way. The western section of Aldgate High Street between Duke's Place and Minories will be pedestrianised. This will create a traffic free space between the Sir John Cass's Foundation Primary School and St. Botolph Church. Mansell Street, Houndsditch and Duke's Place will all remain one way as now. The junction of Goodman's Yard and Minories will also be altered to allow northbound traffic to enter Minories.**
- 4.4) Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. Major construction of the railway began in 2010, with services expected to commence in 2018. The construction impacts of Crossrail could affect Route No. 78 and it is anticipated that some passenger demand for Route No. 78 may shift to this line when it opens. Route No. 78 will be reviewed closer to the opening date.
- 4.5) The tube upgrade programme could affect demand on this route so therefore changes to the route could occur during the lifetime of the contract likely to be in 2018/2019.

**4) OPERATIONAL CONSIDERATIONS - continued**

- 4.6) Two continuous largely segregated cycle routes through central London are proposed. The East West Cycle Superhighway between Tower Hill and Acton and the North-South Cycle Superhighway between Elephant & Castle and Farringdon station. North of Farringdon station, the North-South route is planned to connect to a new Quietway back-street cycle route to King's Cross. This would provide cyclists with a route through central London on low-traffic streets. Route No. 78 will be particularly affected by the construction of the East West Cycle Superhighway during 2015/2016.

**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 78: Shoreditch High Street - Nunhead, St. Mary'S Road

**Date of Structural Change:** 14 November 2015.

**Date of Service Change:** 14 November 2015.

**Reason for Issue:** New Tender.

#### **STREETS TRAVERSED**

**Towards Nunhead, St. Mary's Road:** Shoreditch High Street, Norton Folgate, Bishopsgate, Camomile Street, Outwich Street, Houndsditch, St Botolph Street, Middlesex Street, Whitechapel High Street, White Chapel High Street, Leman Street, Prescott Street, Mansell Street, Tower Bridge Approach, Tower Bridge, Tower Bridge Road, Grange Road, Dunton Road, Mandela Way, Humphrey Street, Old Kent Road, Peckham Park Road, Buller Close, Peckham Hill Street, Peckham High Street, Clayton Road, Hanover Park, Rye Lane, Peckham Rye, Peckham Rye (East Side), Peckham Rye (East Side), Nunhead Lane, Evelina Road, St Mary's Road.

**Towards Shoreditch High Street:** St Mary's Road, Belfort Road, Lausanne Road, Evelina Road, Nunhead Lane, East Dulwich Road, Peckham Rye (West Side), Rye Lane, Hanover Park, Clayton Road, Peckham High Street, Peckham Hill Street, Buller Close, Peckham Park Road, Old Kent Road, Dunton Road, Grange Road, Tower Bridge Road, Tower Bridge, Tower Bridge Approach, Tower Hill, Minories, Goodman's Yard, Mansell Street, Aldgate High Street, Duke's Place, Bevis Marks, Camomile Street, Wormwood Street, Bishopsgate, Norton Folgate, Shoreditch High Street, Great Eastern Street, Holywell Lane, Curtain 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.

### **SHOREDITCH CHURCH, HIGH STREET**

Public stand on east side of Shoreditch High Street, commencing 14 metres north of a point opposite centre of Batemans Row and extending 33 metres north.

Buses proceed from Curtain Road via Old Street and Shoreditch High Street to stand, departing to Shoreditch High Street. Set down in Curtain Road, at Stop ZA (37632 - Curtain Road, Last Stop on LOR: 37632 - Curtain Road) and pick up in Shoreditch High Street, at Stop N (33346 - Shoreditch High Street Station #, First Stop on LOR: 33346 - Shoreditch High Street Station #).

|                         |   |
|-------------------------|---|
| AVAILABILITY:           | Available from 21:00 until 05:00 only. Buses on Route 78 must not use this stand outside these times. |
| OPERATING RESTRICTIONS: | No more than 1 bus on Route 78 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:          | Shoreditch.   |

### **SHOREDITCH, CURTAIN ROAD**

Public stand for two buses on west side of Curtain Road, opposite Nos 110/112, commencing opposite centre line of Dereham Place and extending 24 metres south. Buses proceed from Curtain Road direct to stand, departing via Curtain Road and Old Street to Shoreditch High Street. Set down in Curtain Road, at Stop ZA (37632 - Curtain Road, Last Stop on LOR: 37632 - Curtain Road) and pick up in Shoreditch High Street, at Stop N (33346 - Shoreditch High Street Station #, First Stop on LOR: 33346 - Shoreditch High Street Station #).

|                         |  |
|-------------------------|--|
| AVAILABILITY:           | At any time.   |
| OPERATING RESTRICTIONS: | No more than 2 buses on Route 78 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:          | Shoreditch.  |



### **ALDGATE BUS STATION (from NUNHEAD, ST. MARY'S ROAD)**

Private stand for 16 buses in marked bays in Aldgate Bus Station on south side of Aldgate High Street.

Buses proceed from Aldgate High Street via Minories and Aldgate Bus Station to stand, departing via Aldgate Bus Station and Aldgate High Street to Minories. Set down in Aldgate High Street, at Stop R (33683 - Aldgate Station <>, Last Stop on LOR: 33683 - Aldgate Station <>) and pick up in Minories, at Stop H (8583 - Aldgate Bus Station, First Stop on LOR: 8583 - Aldgate 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: Aldgate.

### **TOWER BRIDGE ROAD, TOOLEY STREET (from NUNHEAD, ST. MARY'S ROAD)**

Buses proceed from Tower Bridge Road via Druid Street, Crucifix Lane, Bermondsey Street and Tooley Street departing to Tower Bridge Road. Set down in Druid Street, at Stop D (34079 - Tower Bridge Road, Last Stop on LOR: 2584 - Abbey Street) and pick up in Tower Bridge Road, at Stop C (34232 - Druid Street, First Stop on LOR: 34232 - Druid Street).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
BLIND DISPLAY: Tower Bridge Road, Druid Street.

### **OLD KENT ROAD, TESCO**

From Nunhead, St. Mary's Road.

Buses proceed from Old Kent Road via Albany Road, Humphrey Street and Turning Circle departing to Humphrey Street. Set down in Humphrey Street, at Alighting Point (BP4413 - Humphrey Street, Last Stop on LOR: 4622 - Trafalgar Avenue) and pick up in Humphrey Street, at Stop SD (BP1072 - Humphrey Street, First Stop on LOR: BP1072 - Humphrey Street).

From Shoreditch High Street.

Buses proceed from Dunton Road via Mandela Way, Turning Circle, B204, Turning Circle and Mandela Way departing to Dunton Road. Set down in Dunton Road (BP963 - Lynton Road, Last Stop on LOR: BP963 - Lynton Road) and pick up in Dunton Road (13663 - Lynton Road, First Stop on LOR: 13663 - Lynton Road).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
BLIND DISPLAY: Old Kent Road, Tesco.

### **PECKHAM BUS STATION (from Shoreditch High Street)**

Buses proceed from Peckham Hill Street via Peckham High Street, Peckham Bus Station and Peckham High Street departing to Peckham Hill Street. Set down in Peckham Hill Street, at Stop D (446 - Peckham Library, Last Stop on LOR: 446 - Peckham Library) and pick up in Peckham Hill Street, at Stop C (445 - Peckham Library, First Stop on LOR: 445 - Peckham Library).

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

### **PECKHAM RYE, EAST ARM (from Shoreditch High Street)**

Public stand for two buses on east side of Peckham Rye, commencing 11 metres north of Nunhead Crescent and extending 20 metres north.  
Buses proceed from Rye Lane via Peckham Rye and Peckham Rye (East Side) to stand, departing via Peckham Rye (East Side) and East Dulwich Road to Peckham Rye. Set down in Rye Lane, at Stop EA (1726 - Nigel Road, Last Stop on LOR: 1726 - Nigel Road) and pick up in Peckham Rye, at Stop WK (1492 - Peckham Rye / East Dulwich Road, First Stop on LOR: 1492 - Peckham Rye / East Dulwich 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: Peckham Rye.

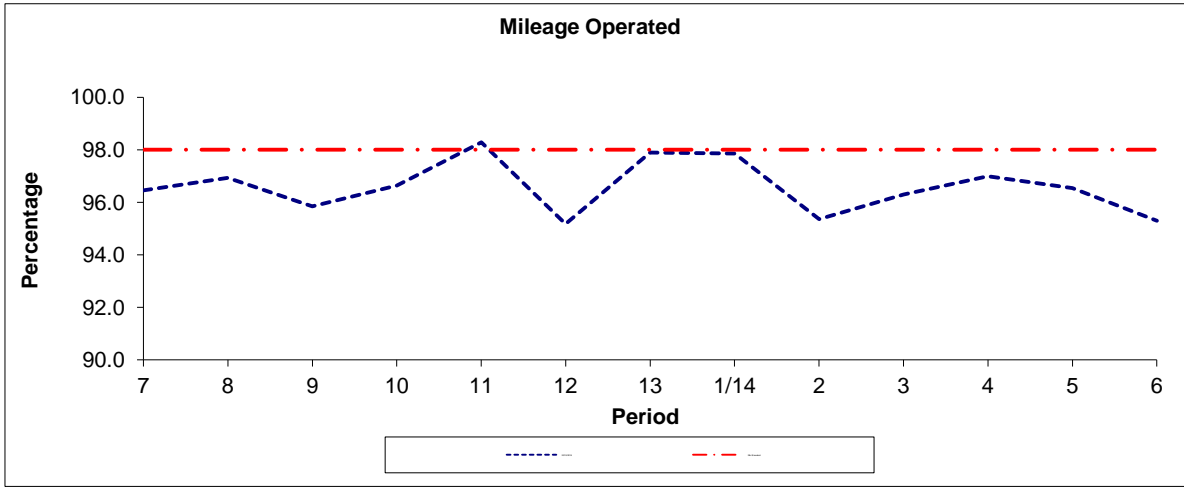
### **NUNHEAD, ST. MARY'S ROAD**

Public stand for two buses on west side of St Mary's Road, commencing 15 metres south of Dundas Road and extending 25 metres south.  
Buses proceed from St Mary's Road direct to stand, departing to St Mary's Road. Set down in St Mary's Road, at Stop NM (BP2790 - St Mary's Road, Last Stop on LOR: BP2790 - St Mary's Road) and pick up in St Mary's Road, at Stop NM (BP2790 - St Mary's Road, First Stop on LOR: BP2790 - St Mary's Road).

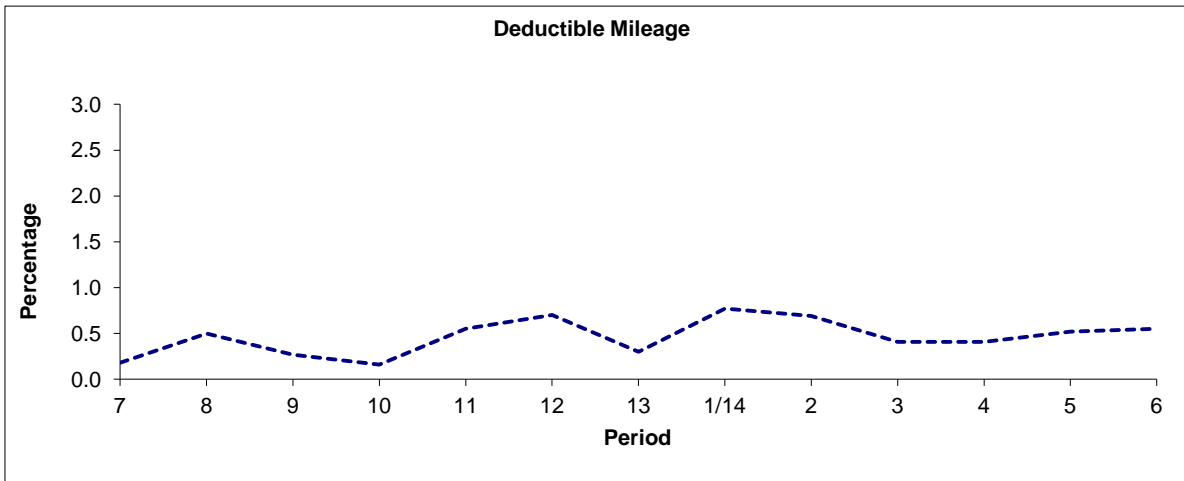
AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 2 buses on Route 78 should be scheduled to stand at any one time.  
MEAL RELIEFS: No meal relief vehicles to stand at any time.  
FERRY VEHICLES: No ferry vehicles to park on stand at any time.  
BLIND DISPLAY: Nunhead.

**PART B - PERFORMANCE STATISTICS**

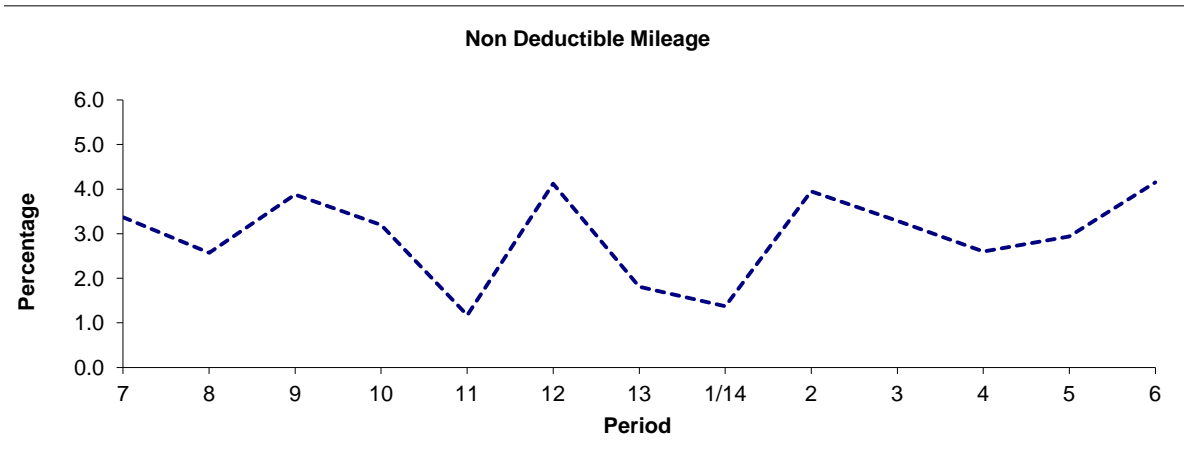
**Route 78**



| Period       | 7     | 8     | 9     | 10    | 11    | 12    | 13    | 1/14  | 2     | 3     | 4     | 5     | 6     |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2013/2014    | 96.45 | 96.93 | 95.85 | 96.64 | 98.28 | 95.18 | 97.89 | 97.86 | 95.36 | 96.30 | 96.99 | 96.54 | 95.30 |
| 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    | 7    | 8    | 9    | 10   | 11   | 12   | 13   | 1/14 | 2    | 3    | 4    | 5    | 6    |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2013/2014 | 0.18 | 0.50 | 0.27 | 0.16 | 0.55 | 0.70 | 0.30 | 0.77 | 0.69 | 0.41 | 0.41 | 0.52 | 0.55 |

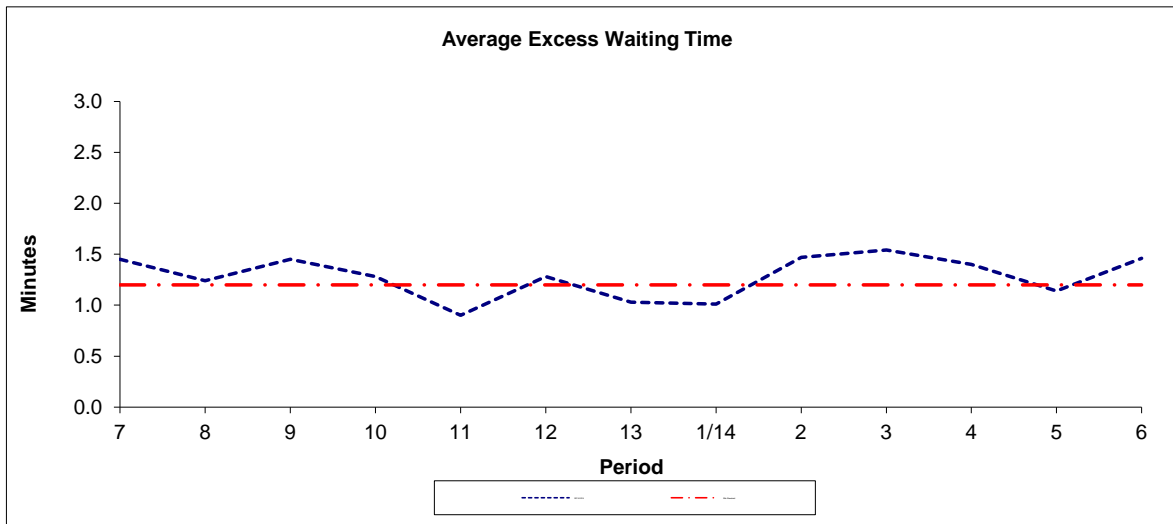


| Period    | 7    | 8    | 9    | 10   | 11   | 12   | 13   | 1/14 | 2    | 3    | 4    | 5    | 6    |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2013/2014 | 3.37 | 2.57 | 3.88 | 3.20 | 1.17 | 4.12 | 1.81 | 1.37 | 3.95 | 3.29 | 2.60 | 2.94 | 4.15 |

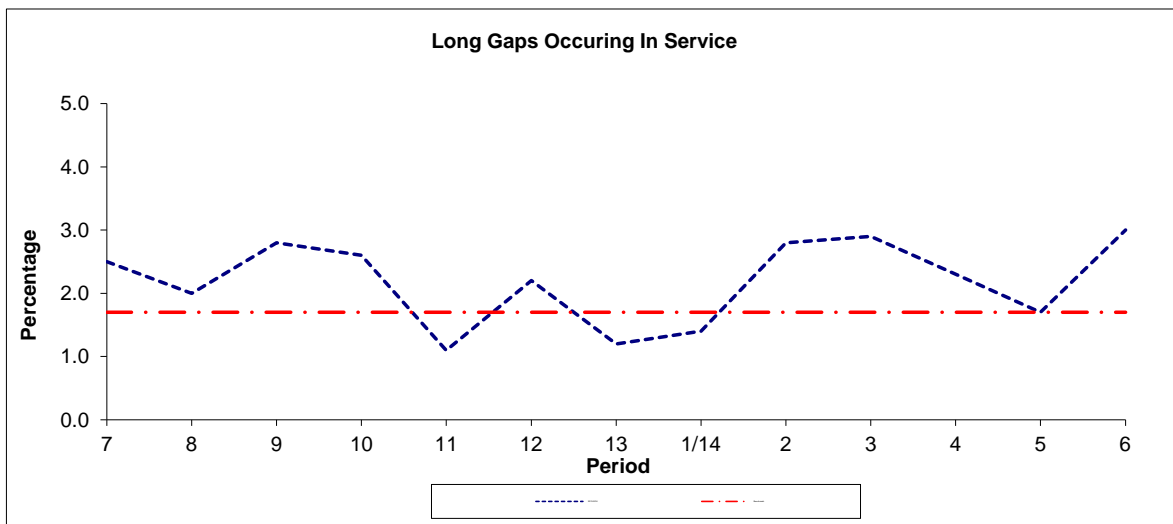
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 78**



| Period       | 7    | 8    | 9    | 10   | 11   | 12   | 13   | 1/14 | 2    | 3    | 4    | 5    | 6    |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2013-2014    | 1.45 | 1.24 | 1.45 | 1.28 | 0.90 | 1.28 | 1.03 | 1.01 | 1.47 | 1.54 | 1.40 | 1.14 | 1.46 |
| Min Standard | 1.20 | 1.20 | 1.20 | 1.20 | 1.20 | 1.20 | 1.20 | 1.20 | 1.20 | 1.20 | 1.20 | 1.20 | 1.20 |



| Period    | 7   | 8   | 9   | 10  | 11  | 12  | 13  | 1/14 | 2   | 3   | 4   | 5   | 6   |
|-----------|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|
| 2013-2014 | 2.5 | 2.0 | 2.8 | 2.6 | 1.1 | 2.2 | 1.2 | 1.4  | 2.8 | 2.9 | 2.3 | 1.7 | 3.0 |
| Benchmark | 1.7 | 1.7 | 1.7 | 1.7 | 1.7 | 1.7 | 1.7 | 1.7  | 1.7 | 1.7 | 1.7 | 1.7 | 1.7 |

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

**ROUTE 78 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 3 13/14 TO QUARTER 2 14/15 (14/09/13 - 12/09/14)**

**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    | 26,452.         | 97.2        | 5.53                                | <b>0.37</b>                      | 5.91                             | 86.6                                 | 13.1                                  | 0.3                                   | 0.0                                  | 0.3           | 35                 |
| 0700 - 1000    | 82,208.         | 96.0        | 4.26                                | <b>1.23</b>                      | 5.48                             | 86.0                                 | 13.2                                  | 0.7                                   | 0.1                                  | 1.9           | 44                 |
| 1000 - 1300    | 80,360.         | 98.1        | 4.30                                | <b>1.02</b>                      | 5.32                             | 88.0                                 | 11.5                                  | 0.5                                   | 0.0                                  | 1.3           | 54                 |
| 1300 - 1600    | 80,482.         | 95.2        | 4.26                                | <b>1.22</b>                      | 5.48                             | 85.7                                 | 13.1                                  | 1.0                                   | 0.2                                  | 2.4           | 50                 |
| 1600 - 1900    | 76,822.         | 89.9        | 4.31                                | <b>2.07</b>                      | 6.38                             | 78.8                                 | 18.2                                  | 2.5                                   | 0.5                                  | 5.1           | 61                 |
| 1900 - 2200    | 62,534.         | 96.7        | 5.35                                | <b>1.31</b>                      | 6.67                             | 77.3                                 | 20.8                                  | 1.7                                   | 0.3                                  | 1.8           | 64                 |
| 2200 - 2400    | 38,216.         | 100.4       | 5.99                                | <b>0.73</b>                      | 6.72                             | 76.6                                 | 22.2                                  | 1.2                                   | 0.1                                  | 0.4           | 45                 |
| <b>Summary</b> | <b>447,074.</b> | <b>95.7</b> | <b>4.52</b>                         | <b>1.36</b>                      | <b>5.87</b>                      | <b>83.2</b>                          | <b>15.3</b>                           | <b>1.3</b>                            | <b>0.2</b>                           | <b>2.5</b>    | <b>64</b>          |

**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    | 4,062.         | 99.9        | 7.50                                | <b>0.22</b>                      | 7.72                             | 71.8                                 | 27.6                                  | 0.6                                   | 0.0                                  | 0.8           | 31                 |
| 0700 - 1000    | 13,432.        | 96.7        | 5.56                                | <b>0.87</b>                      | 6.43                             | 80.9                                 | 17.8                                  | 1.2                                   | 0.1                                  | 0.4           | 45                 |
| 1000 - 1300    | 17,042.        | 97.7        | 4.31                                | <b>0.91</b>                      | 5.22                             | 88.6                                 | 10.9                                  | 0.4                                   | 0.0                                  | 1.1           | 35                 |
| 1300 - 1600    | 17,024.        | 96.7        | 4.30                                | <b>1.23</b>                      | 5.53                             | 85.8                                 | 13.4                                  | 0.7                                   | 0.1                                  | 1.8           | 42                 |
| 1600 - 1900    | 16,505.        | 98.8        | 4.43                                | <b>1.17</b>                      | 5.60                             | 85.5                                 | 13.8                                  | 0.7                                   | 0.1                                  | 1.6           | 55                 |
| 1900 - 2200    | 12,471.        | 99.4        | 5.86                                | <b>0.74</b>                      | 6.59                             | 77.5                                 | 21.5                                  | 0.9                                   | 0.0                                  | 0.3           | 36                 |
| 2200 - 2400    | 8,080.         | 99.2        | 5.99                                | <b>0.87</b>                      | 6.87                             | 75.1                                 | 23.6                                  | 1.4                                   | 0.0                                  | 0.2           | 31                 |
| <b>Summary</b> | <b>88,616.</b> | <b>98.0</b> | <b>4.83</b>                         | <b>1.00</b>                      | <b>5.83</b>                      | <b>83.9</b>                          | <b>15.2</b>                           | <b>0.8</b>                            | <b>0.1</b>                           | <b>1.1</b>    | <b>55</b>          |

**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    | 3,352.         | 100.1       | 9.91                                | <b>0.26</b>                      | 10.16                            | 60.6                                 | 34.3                                  | 4.6                                   | 0.5                                  | 2.7           | 47                 |
| 0700 - 1000    | 12,062.        | 98.0        | 6.69                                | <b>0.53</b>                      | 7.22                             | 75.0                                 | 23.8                                  | 1.1                                   | 0.1                                  | 0.1           | 59                 |
| 1000 - 1300    | 13,179.        | 98.0        | 5.94                                | <b>0.85</b>                      | 6.79                             | 76.0                                 | 22.5                                  | 1.3                                   | 0.2                                  | 0.6           | 45                 |
| 1300 - 1600    | 13,055.        | 95.8        | 5.95                                | <b>1.39</b>                      | 7.34                             | 71.8                                 | 25.0                                  | 2.9                                   | 0.3                                  | 1.2           | 64                 |
| 1600 - 1900    | 13,214.        | 97.3        | 5.92                                | <b>1.28</b>                      | 7.20                             | 73.7                                 | 23.8                                  | 2.3                                   | 0.3                                  | 1.1           | 53                 |
| 1900 - 2200    | 13,294.        | 98.6        | 6.01                                | <b>1.05</b>                      | 7.06                             | 74.6                                 | 23.4                                  | 1.9                                   | 0.2                                  | 0.7           | 47                 |
| 2200 - 2400    | 8,888.         | 99.0        | 5.98                                | <b>0.70</b>                      | 6.68                             | 76.9                                 | 21.8                                  | 1.3                                   | 0.0                                  | 0.3           | 50                 |
| <b>Summary</b> | <b>77,044.</b> | <b>97.8</b> | <b>6.09</b>                         | <b>1.06</b>                      | <b>7.15</b>                      | <b>73.9</b>                          | <b>23.8</b>                           | <b>2.0</b>                            | <b>0.2</b>                           | <b>0.8</b>    | <b>64</b>          |

**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    | 33,866.         | 97.8        | 6.01                                | <b>0.35</b>                      | 6.35                             | 83.4                                 | 15.9                                  | 0.6                                   | 0.1                                  | 0.5           | 47                 |
| 0700 - 1000    | 107,702.        | 96.3        | 4.49                                | <b>1.16</b>                      | 5.65                             | 85.0                                 | 14.1                                  | 0.8                                   | 0.1                                  | 1.7           | 59                 |
| 1000 - 1300    | 110,581.        | 98.1        | 4.49                                | <b>0.98</b>                      | 5.47                             | 86.8                                 | 12.6                                  | 0.6                                   | 0.1                                  | 1.2           | 54                 |
| 1300 - 1600    | 110,561.        | 95.5        | 4.44                                | <b>1.24</b>                      | 5.67                             | 84.3                                 | 14.4                                  | 1.2                                   | 0.2                                  | 2.2           | 64                 |
| 1600 - 1900    | 106,541.        | 92.2        | 4.47                                | <b>1.90</b>                      | 6.37                             | 79.1                                 | 18.2                                  | 2.3                                   | 0.4                                  | 4.3           | 61                 |
| 1900 - 2200    | 88,299.         | 97.3        | 5.49                                | <b>1.21</b>                      | 6.70                             | 77.0                                 | 21.1                                  | 1.6                                   | 0.2                                  | 1.5           | 64                 |
| 2200 - 2400    | 55,184.         | 100.0       | 5.99                                | <b>0.75</b>                      | 6.74                             | 76.4                                 | 22.3                                  | 1.2                                   | 0.0                                  | 0.3           | 50                 |
| <b>Summary</b> | <b>612,734.</b> | <b>96.3</b> | <b>4.70</b>                         | <b>1.28</b>                      | <b>5.99</b>                      | <b>82.4</b>                          | <b>16.1</b>                           | <b>1.3</b>                            | <b>0.2</b>                           | <b>2.2</b>    | <b>64</b>          |

## Transport for London - QSI Points and Live Mileage List

### Route 78

Service change 3738:

Date 28/07/2014

|                  |
|------------------|
| Reason for Issue |
|------------------|

QSI Points are highlighted.

| OUT DIRECTION                       |             |                                    |        |       |
|-------------------------------------|-------------|------------------------------------|--------|-------|
| Timing Point Code                   | Stop Number | Stop Name                          | Metres | Miles |
| SHORHS                              | 33346       | Shoreditch High Street Station     |        |       |
|                                     | 20803       | Commercial Street / Worship Street | 349    | 0.22  |
|                                     | 2113        | Primrose Street                    | 249    | 0.15  |
| LVSTBG                              | 2116        | Liverpool Street Station           | 229    | 0.14  |
|                                     | 8572        | Houndsditch                        | 361    | 0.22  |
| ALDGSN                              | 34190       | St Botolph Street                  | 420    | 0.26  |
|                                     | 4829        | Tower Hill / Tower Gateway Station | 1111   | 0.69  |
|                                     | BP3692      | Tower Of London                    | 234    | 0.15  |
|                                     | 651         | Tower Bridge / City Hall           | 551    | 0.34  |
|                                     | 34232       | Druid Street                       | 300    | 0.19  |
| BERMSQ                              | 2581        | Abbey Street                       | 302    | 0.19  |
|                                     | 1206        | Griggs Place                       | 285    | 0.18  |
|                                     | 13644       | Fendall Street                     | 189    | 0.12  |
|                                     | 1130        | Spa Road                           | 171    | 0.11  |
|                                     | 13647       | Alscot Road                        | 189    | 0.12  |
|                                     | 13666       | Longfield Estate                   | 159    | 0.10  |
|                                     | BP963       | Lynton Road                        | 202    | 0.13  |
| OKRDTS                              | BP1072      | Humphrey Street                    | 370    | 0.23  |
|                                     | 1171        | Trafalgar Avenue                   | 330    | 0.21  |
|                                     | 448         | Malt Street                        | 252    | 0.16  |
| PMPKOK                              | 395         | Peckham Park Road / Old Kent Road  | 490    | 0.30  |
|                                     | 13778       | Bird In Bush Road                  | 299    | 0.19  |
|                                     | 9475        | Commercial Way                     | 270    | 0.17  |
|                                     | 13773       | Bonar Road                         | 227    | 0.14  |
|                                     | 446         | Peckham Library                    | 215    | 0.13  |
| PECKHP                              | 33442       | The Aylesham Centre                | 705    | 0.44  |
|                                     | 13781       | Peckham Rye Station                | 347    | 0.22  |
|                                     | 1726        | Nigel Road                         | 393    | 0.24  |
|                                     | 34022       | Peckham Rye / Nunhead Lane         | 348    | 0.22  |
| PCKRNL                              | 13784       | Carden Road                        | 177    | 0.11  |
|                                     | 13786       | Linden Grove                       | 262    | 0.16  |
|                                     | 13788       | Barset Road                        | 256    | 0.16  |
| NUNHSN                              | BP3682      | Hollydale Road                     | 279    | 0.17  |
| NUNHSM                              | BP2790      | St Mary's Road                     | 349    | 0.22  |
| Total Route Mileage - Out Direction |             |                                    | 10870  | 6.75  |
|                                     |             |                                    | 10870  | 6.75  |

|                    |
|--------------------|
| <b>TRANCHE 500</b> |
|--------------------|

|                |
|----------------|
| Mileage Update |
|----------------|

| BACK DIRECTION                       |             |                                   |        |       |
|--------------------------------------|-------------|-----------------------------------|--------|-------|
| Timing Point Code                    | Stop Number | Stop Name                         | Metres | Miles |
| NUNHSM                               | BP2790      | St Mary's Road                    |        |       |
|                                      | 34623       | Hollydale Road                    | 743    | 0.46  |
|                                      | 13789       | Barset Road                       | 182    | 0.11  |
|                                      | 13787       | Nunhead Green                     | 197    | 0.12  |
| PCKRNL                               | 13785       | Carden Road                       | 354    | 0.22  |
|                                      | 1492        | Peckham Rye / East Dulwich Road   | 354    | 0.22  |
|                                      | 1727        | Nigel Road                        | 338    | 0.21  |
|                                      | 13782       | Heaton Road                       | 203    | 0.13  |
|                                      | 13780       | Peckham Rye Station               | 360    | 0.22  |
| PECKAC                               | 33440       | The Aylesham Centre               | 313    | 0.19  |
|                                      | 445         | Peckham Library                   | 652    | 0.41  |
|                                      | 13772       | Bonar Road                        | 117    | 0.07  |
|                                      | 9474        | Commercial Way                    | 371    | 0.23  |
|                                      | 13777       | Bird In Bush Road                 | 252    | 0.16  |
| PMPKOK                               | 13774       | Peckham Park Road / Old Kent Road | 175    | 0.11  |
|                                      | 447         | Malt Street                       | 577    | 0.36  |
|                                      | 4622        | Trafalgar Avenue                  | 232    | 0.14  |
| OKRDT5                               | 13661       | Dunton Road / Old Kent Road       | 528    | 0.33  |
|                                      | 13663       | Lynton Road                       | 267    | 0.17  |
|                                      | 13665       | Longfield Estate                  | 140    | 0.09  |
|                                      | 13648       | Alscot Road                       | 125    | 0.08  |
|                                      | 1129        | Spa Road                          | 304    | 0.19  |
| BERMSQ                               | 1209        | Grange Road / Caledonian Market   | 380    | 0.24  |
|                                      | 2584        | Abbey Street                      | 275    | 0.17  |
|                                      | 655         | Druid Street                      | 332    | 0.21  |
|                                      | BP3446      | Tower Bridge / City Hall          | 220    | 0.14  |
|                                      | BP3693      | Tower Of London                   | 561    | 0.35  |
|                                      | 35576       | Tower Gateway Station             | 258    | 0.16  |
|                                      | 29648       | Mansell Street                    | 388    | 0.24  |
| ALDGSN                               | 33683       | Aldgate Station                   | 250    | 0.16  |
|                                      | BP5875      | Duke's Place                      | 311    | 0.19  |
| LVSTBG                               | 768         | Liverpool Street Station          | 441    | 0.27  |
|                                      | 2114        | Primrose Street                   | 304    | 0.19  |
|                                      | 4816        | Shoreditch High Street Station    | 266    | 0.17  |
| SHORCR                               | 37632       | Curtain Road                      | 443    | 0.28  |
| Total Route Mileage - Back Direction |             |                                   | 11213  | 6.97  |
|                                      |             |                                   | 11213  | 6.97  |