

## 7. Service Specification

Route: 92

Contract Reference: QC49802

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>Terminus Points</b>                     | Ealing Hospital and St Raphaels North, Drury Way     |
| <b>Contract Basis</b>                      | Incentivised   |
| <b>Commencement Date</b>                   | 14 <sup>th</sup> November 2015                       |
| <b>Vehicle Type</b>                        | 87 capacity, dual door, double deck buses            |
| <b>Current Maximum Approved Dimensions</b> | 10.2 metres long and 2.55 metres wide                |
| <b>New Vehicles Mandatory</b>              | Yes  |
| <b>Hybrid Price Required</b>               | Yes  |
| <b>Sponsored Route</b>                     | No   |
| <b>Advertising Rights</b>                  | Operator   |
| <b>Minimum Performance Standard</b>        | Average Excess Wait Time - No more than 1.10 minutes |
| <b>Extension Threshold</b>                 | Average Excess Wait Time Threshold - 0.95 minutes    |
| <b>Minimum Operated Mileage Standard</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. 92.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 92.

**Tenderers should note that if they are supplying an alternative price based on using existing vehicles, these must be refurbished in line with the revised specification dated 1st March 2014. This applies to all contracts awarded from Tranche 471 onwards.**

**Operators should provide the following prices:**

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

**Cash Free Boarding was extended throughout London from 6th July 2014. Submitted tender prices should fully reflect the cost saving accrued from this change. Tenderers should also indicate the approximate additional cost if cash fares were still to be accepted.**

**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

|   |                  |            |   |                  |           |
|---|------------------|------------|---|------------------|-----------|
| Ealing Hospital to St Raphaels North, Drury Way |                  |            | St Raphaels North, Drury Way to Ealing Hospital |                  |           |
| First departure no later than 0515.             |                  |            | First departure no later than 0500.             |                  |           |
| 0510 - 0600                                     | Every 15 minutes |            | 0455 - 0545                                     | Every 15 minutes |           |
| 0601 - 0625                                     | Every 12 minutes |            | 0546 - 0620                                     | Every 12 minutes |           |
| 0626 - 0705                                     | Every 10 minutes |            | 0621 - 0700                                     | Every 10 minutes |           |
| 0706 - 2010                                     | Every 8 minutes  |            | 0701 - 2005                                     | Every 8 minutes  |           |
| 2011 - 2300                                     | Every 10 minutes |            | 2006 - 2245                                     | Every 10 minutes |           |
| 2301 - 0035                                     | Every 15 minutes |            | 2246 - 0020                                     | Every 15 minutes |           |
| Last departure no earlier than 0030.            |                  |            | Last departure no earlier than 0015.            |                  |           |
| Pinchpoints                                     |                  |            |   |                  |           |
| Wembley Central Station                         | 0710 - 0740      | 10 minutes | Sudbury Hill Station                            | 0715 - 0900      | 8 minutes |
|   | 0741 - 0900      | 8 minutes  |   | 1500 - 1630      | 8 minutes |
|   | 1500 - 1630      | 8 minutes  |   |                  |           |

#### 3.2) SATURDAY & GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

|   |                  |            |   |                  |           |
|---|------------------|------------|---|------------------|-----------|
| Ealing Hospital to St Raphaels North, Drury Way |                  |            | St Raphaels North, Drury Way to Ealing Hospital |                  |           |
| First departure no later than 0515.             |                  |            | First departure no later than 0500.             |                  |           |
| 0510 - 0700                                     | Every 15 minutes |            | 0455 - 0645                                     | Every 15 minutes |           |
| 0701 - 0810                                     | Every 12 minutes |            | 0646 - 0835                                     | Every 12 minutes |           |
| 0811 - 0910                                     | Every 10 minutes |            | 0836 - 0905                                     | Every 10 minutes |           |
| 0911 - 1840                                     | Every 8 minutes  |            | 0906 - 1840                                     | Every 8 minutes  |           |
| 1841 - 2300                                     | Every 10 minutes |            | 1841 - 2240                                     | Every 10 minutes |           |
| 2301 - 0035                                     | Every 15 minutes |            | 2241 - 0020                                     | Every 15 minutes |           |
| Last departure no earlier than 0030.            |                  |            | Last departure no earlier than 0015.            |                  |           |
| Pinchpoints                                     |                  |            |   |                  |           |
| Wembley Central Station                         | 0915 - 0945      | 10 minutes | Sudbury Hill Station                            | 0930 - 1100      | 8 minutes |
|   | 0946 - 1130      | 8 minutes  |   |                  |           |

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

|   |                  |            |   |                  |            |
|---|------------------|------------|---|------------------|------------|
| Ealing Hospital to St Raphaels North, Drury Way |                  |            | St Raphaels North, Drury Way to Ealing Hospital |                  |            |
| First departure no later than 0615.             |                  |            | First departure no later than 0600.             |                  |            |
| 0610 - 0915                                     | Every 15 minutes |            | 0555 - 0900                                     | Every 15 minutes |            |
| 0916 - 0940                                     | Every 12 minutes |            | 0901 - 0945                                     | Every 12 minutes |            |
| 0941 - 2300                                     | Every 10 minutes |            | 0946 - 2245                                     | Every 10 minutes |            |
| 2301 - 0035                                     | Every 15 minutes |            | 2246 - 0020                                     | Every 15 minutes |            |
| Last departure no earlier than 0030.            |                  |            | Last departure no earlier than 0015.            |                  |            |
| Pinchpoints                                     |                  |            |   |                  |            |
| Wembley Central Station                         | 1035 - 1135      | 10 minutes | Sudbury Hill Station                            | 1010 - 1130      | 10 minutes |

#### **4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. 92 can suffer from unpredictable traffic delays in the Greenford Station and Wembley areas.
- 4.2) This route can sometimes suffer from unpredictable and severe delays caused by sports and other events at the Wembley complex.
- 4.3) **The proposed night tube project may impact on the night bus network. A review is currently being undertaken and the successful Tenderer will be kept up to date about the potential implications of the night tube project on this route.**

#### **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 92: Ealing Hospital - St Raphaels, Drury Way

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

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

**Reason for Issue:** {To be specified}.

### **STREETS TRAVERSED**

**Towards St Raphaels, Drury Way:** Private Road In Ealing Hospital Grounds, Uxbridge Road, U-Turn Through Central Reservation, Uxbridge Road, Greenford Road, Greenford Roundabout, Greenford Road, Rockware Avenue, Oldfield Lane North, Greenford Road, Sudbury Hill, Harrow Road, Wembley High Road, Wembley Hill Road, Empire Way, Engineers Way, Fifth Way, Fourth Way, Great Central Way, Brent Park Tesco Access Road, Drury Way.

**Towards Ealing Hospital:** Drury Way, Great Central Way, Brent Park Tesco Access Road, Drury Way, Great Central Way, South Way, First Way, Engineers Way, Empire Way, Wembley Hill Road, Wembley High Road, Harrow Road, Greenford Road, Oldfield Lane North, Western Avenue, Greenford Roundabout, Greenford Road, Uxbridge Road, Private Road In Ealing Hospital Grounds.

## **AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS**

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

### **EALING HOSPITAL GROUNDS, STAND S**

Private stand for 3 buses at Stop S in Ealing Hospital grounds in bus bays on west side of hospital building.

Buses proceed from Private Road In Ealing Hospital Grounds direct to stand, departing to Private Road In Ealing Hospital Grounds. Set down in Private Road In Ealing Hospital Grounds, at Stop S (C30 - Ealing Hospital, Last Stop on LOR: C30 - Ealing Hospital) and pick up in Private Road In Ealing Hospital Grounds, at Stop S (C30 - Ealing Hospital, First Stop on LOR: C30 - Ealing Hospital).

|                         |  |
|-------------------------|--|
| AVAILABILITY:           | At any time.   |
| OPERATING RESTRICTIONS: | No more than 2 buses on Route 92 should be scheduled to stand at any one time. |
| MEAL RELIEFS:           | No meal relief vehicles to stand at any time.                                  |
| FERRY VEHICLES:         | No ferry vehicles to park on stand at any time.                                |
| BLIND DISPLAY:          | Ealing Hospital.   |
| OTHER INFORMATION:      | Engines must be switched off on stand. Toilet facilities available 24 hours.   |

### **GREENFORD, RED LION (from ST RAPHAELS, DRURY WAY)**

Public stand for 5 buses in two sections (11 metres and 49 metres) on east side of Windmill Lane commencing 4 metres south of lamp standard No. D.C 678 and extending overall 66 metres south. Overflow stand for 3 buses in three sections (13 metres, 14 metres and 9 metres) on south side of Otter Road. First two sections commencing 1 metre west of No Entry signpost S4 and extending overall 34.5 metres east; third section commencing level with No Entry signpost S3 and extending 9 metres east.

Buses proceed from Greenford Road via Otter Road and Windmill Lane to stand, departing via Windmill Lane and The Broadway to Greenford Road. Set down in Greenford Road, at Stop D (2028 - Ruislip Road East, Last Stop on LOR: 2028 - Ruislip Road East) and pick up in Greenford Road, at Stop W (2029 - Ruislip Road East, First Stop on LOR: 2029 - Ruislip Road East).

|                         |   |
|-------------------------|---|
| 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:          | Greenford Broadway.                             |
| OTHER INFORMATION:      | Engines must be switched off on stand.          |

## **GREENFORD STATION**

Public stand for three buses on south side of Rockware Avenue, commencing 40 metres east of the eastern kerbline of Oldfield Lane North and extending 37 metres east.

### **From Ealing Hospital.**

Buses proceed from Rockware Avenue direct to stand, departing via Rockware Avenue to Oldfield Lane North. Set down in Rockware Avenue, at Stop JJ (35292 - Rockware Avenue / Greenford Station <> #, Last Stop on LOR: 35292 - Rockware Avenue / Greenford Station <> #) and pick up in Oldfield Lane North, at Stop MM (13152 - Greenford Station <> #, First Stop on LOR: 13152 - Greenford Station <> #).

### **From St Raphaels, Drury Way.**

Buses proceed from Oldfield Lane North via Western Avenue, Greenford Roundabout, Greenford Road and Rockware Avenue to stand, departing to Rockware Avenue. Set down in Oldfield Lane North, at Stop MM (13152 - Greenford Station <> #, Last Stop on LOR: 13152 - Greenford Station <> #) and pick up in Rockware Avenue, at Stop JJ (35292 - Rockware Avenue / Greenford Station <> #, First Stop on LOR: 35292 - Rockware Avenue / Greenford 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:          | Greenford Station.                              |
| OTHER INFORMATION:      | Engines must be switched off on stand.          |



## SUDBURY TOWN STATION

Private stand for two buses side by side in the centre of the forecourt of Sudbury Town LUL Station.

### From Ealing Hospital.

Buses proceed from Harrow Road via Bridgewater Road, Station Approach and Sudbury Town Station to stand, departing via Sudbury Town Station, Station Approach and Bridgewater Road to Harrow Road. Set down in Harrow Road, at Stop G (2805 - Sudbury & Harrow Road Station #, Last Stop on LOR: 2805 - Sudbury & Harrow Road Station #) and pick up in Harrow Road, at Stop J (1484 - Sudbury And Harrow Road Station #).

### From St Raphaels, Drury Way.

Buses proceed from Harrow Road via Bridgewater Road, Station Approach and Sudbury Town Station to stand, departing via Sudbury Town Station, Station Approach and Bridgewater Road to Harrow Road. Set down in Harrow Road, at Stop F (2802 - Bridgewater Road, Last Stop on LOR: 14364 - Copland Avenue) and pick up in Harrow Road, HA (2806 - Chaplin Road, First Stop on LOR: 2806 - Chaplin 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:          | Sudbury Town.   |
| OTHER INFORMATION:      | No scheduled curtailments permitted. Stand space is very limited and drivers on Route No. 92 must depart should another bus in service on Route Nos 204 or 245 require the stand. |

## WEMBLEY CENTRAL (from ST RAPHAELS, DRURY WAY)

Buses proceed from Wembley High Road via Ealing Road, Montrose Crescent, Station Grove, Union Road and Ealing Road departing to Wembley High Road. Set down in Wembley High Road, at Stop CS (1933 - Wembley Central Station <> #, Last Stop on LOR: 1933 - Wembley Central Station <> #) and pick up in Wembley High Road, at Stop CM (1934 - Wembley Central Station <> #, First Stop on LOR: 1934 - Wembley Central Station <> #).

|                         |  |
|-------------------------|--|
| AVAILABILITY:           | At any time.                                     |
| OPERATING RESTRICTIONS: | <b>Turning Point Only - Buses must not stand</b> |
| BLIND DISPLAY:          | Wembley Central.                                 |

### **WEMBLEY CENTRAL (from Ealing Hospital)**

Buses proceed from Wembley High Road via Ealing Road, Union Road, Station Grove, Montrose Crescent and Ealing Road departing to Wembley High Road. Set down in Wembley High Road, at Stop CX (3285 - Ealing Road, Last Stop on LOR: 3285 - Ealing Road) and pick up in Wembley High Road, at Stop CW (3286 - Ealing Road, First Stop on LOR: 3286 - Ealing Road).

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

### **WEMBLEY, WEMBLEY HILL ROAD [WEST SIDE] (from Ealing Hospital)**

Public stand for one bus on west side of Wembley Hill Road, at forward end of bus bay commencing 9 metres south of Linden Avenue, extending 10 metres south. Buses proceed from Wembley Hill Road direct to stand, departing via Wembley Hill Road (West And North Arms), Wembley Hill Road and Empire Way to Wembley Hill Road. Set down in Wembley Hill Road, at Stop SD (595 - Wembley Stadium Station #, Last Stop on LOR: 595 - Wembley Stadium Station #) and pick up in Wembley Hill Road, at Stop SA (13149 - Wembley Stadium Station #, First Stop on LOR: 13149 - Wembley Stadium 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: Wembley Stadium.

### **WEMBLEY ARENA, ENGINEERS WAY [SOUTH] (from Ealing Hospital)**

Buses proceed from Empire Way via Engineers Way departing to Empire Way. Set down in Empire Way, at Stop D (16868 - Lakeside Way and pick up in Empire Way, at Stop C (11133 - Lakeside Way, First Stop on LOR: 13149 - Wembley Stadium Station #).

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

### **WEMBLEY TRADING ESTATE (from Ealing Hospital)**

Buses proceed from Fourth Way via Great Central Way departing to South Way. Set down in Fourth Way (CW45 - Carey Way, Last Stop on LOR: CW45 - Carey Way) and pick up in South Way (C13 - Third Way, First Stop on LOR: C13 - Third Way).

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

### **NEASDEN, TESCO (from Ealing Hospital)**

Private stand for three buses parked in two rows side by side in car park on southwest side of Tesco Superstore Perimeter Road, north of pedestrian access to store.

Buses proceed from Brent Park Tesco Access Road direct to stand, departing to Brent Park Tesco Access Road. Set down in Brent Park Tesco Access Road, at Stop T (37253 - Brent Park Tesco, Last Stop on LOR: 37253 - Brent Park Tesco) and pick up in Brent Park Tesco Access Road, at Stop T (37253 - Brent Park Tesco, First Stop on LOR: 37253 - Brent Park Tesco).

|                         |   |
|-------------------------|---|
| 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:          | Brent Park.                                     |

### **ST. RAPHAELS ESTATE, DRURY WAY**

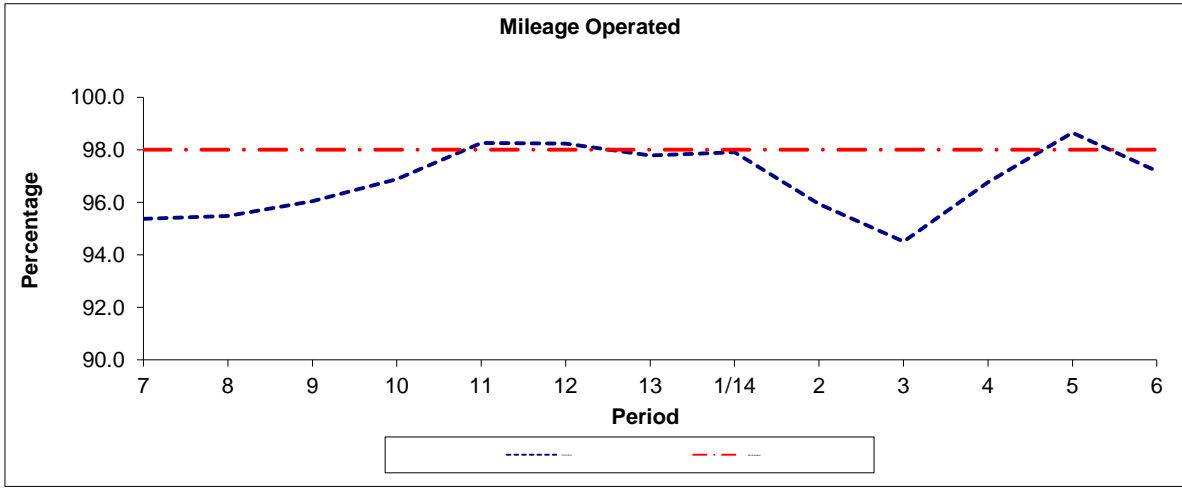
Public stand for one bus at northern end of layby on east side of Drury Way, north of the junction with Besant Way, commencing 33 metres north of public access to Ikea store extending 12 metres north.

Buses proceed from Drury Way direct to stand, departing to Drury Way. Set down in Drury Way, at stop C (37280 - Ikea Brent Park, Last Stop on LOR: 37280 - Ikea Brent Park) and pick up in Drury Way, at stop A (C12 - Ikea Brent Park / Panther Drive, First Stop on LOR: C12 - Ikea Brent Park / Panther Drive).

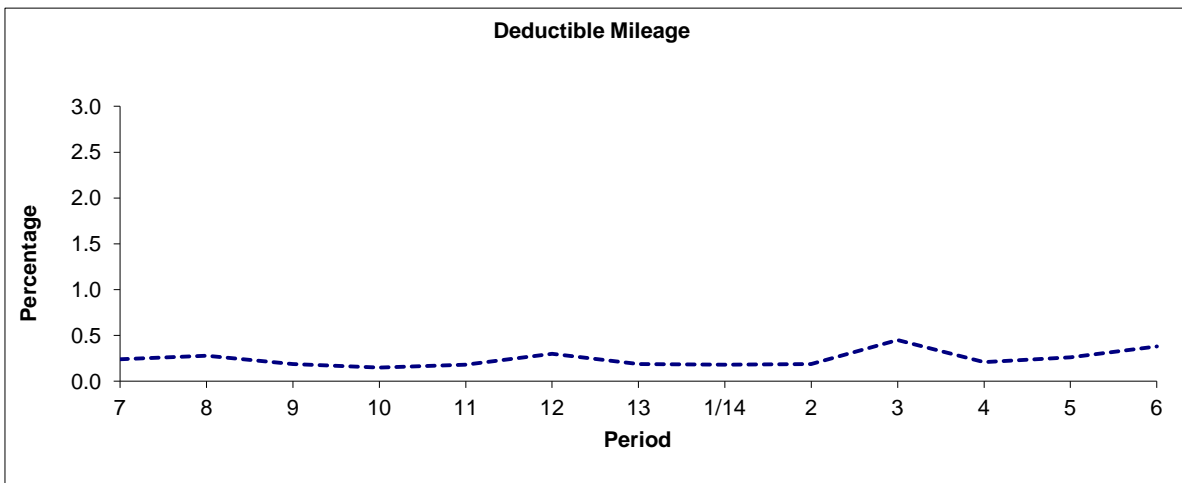
|                         |  |
|-------------------------|--|
| AVAILABILITY:           | At any time.   |
| OPERATING RESTRICTIONS: | No more than 1 bus on Route 92 should be scheduled to stand at any one time.   |
| MEAL RELIEFS:           | No meal relief vehicles to stand at any time.                                  |
| FERRY VEHICLES:         | No ferry vehicles to park on stand at any time.                                |
| BLIND DISPLAY:          | St Raphael's North.  |
| OTHER INFORMATION:      | LBSL toilet facilities available at St. Raphael's North, Drury Way (24 hours). |

**PART B - PERFORMANCE STATISTICS**

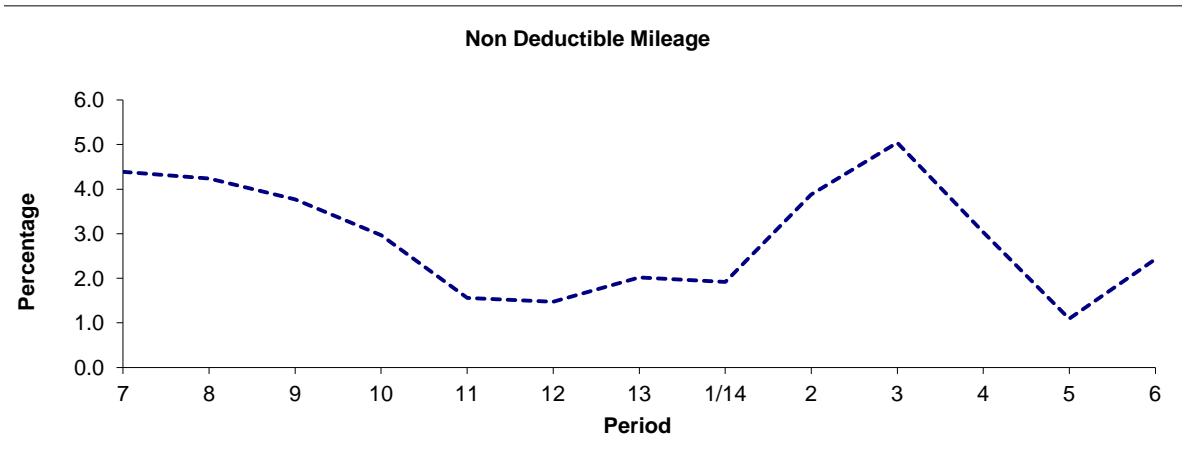
**Route 92**



| Period       | 7     | 8     | 9     | 10    | 11    | 12    | 13    | 1/14  | 2     | 3     | 4     | 5     | 6     |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2013/2014    | 95.37 | 95.48 | 96.04 | 96.88 | 98.26 | 98.23 | 97.79 | 97.90 | 95.93 | 94.51 | 96.76 | 98.65 | 97.19 |
| 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 | 0.24 | 0.28 | 0.19 | 0.15 | 0.18 | 0.30 | 0.19 | 0.18 | 0.19 | 0.45 | 0.21 | 0.26 | 0.38 |

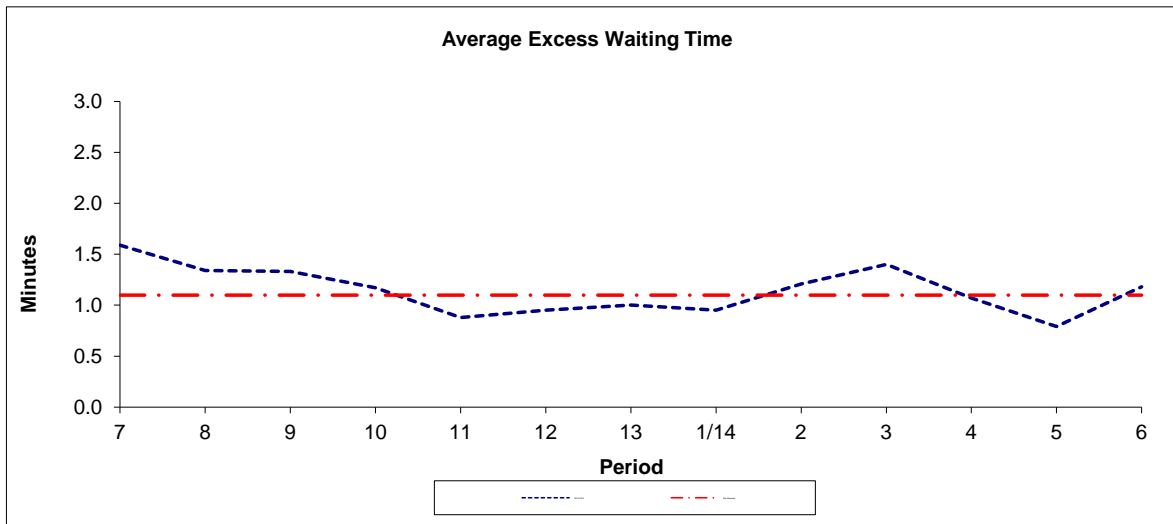


| Period    | 7    | 8    | 9    | 10   | 11   | 12   | 13   | 1/14 | 2    | 3    | 4    | 5    | 6    |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2013/2014 | 4.39 | 4.24 | 3.77 | 2.97 | 1.56 | 1.47 | 2.02 | 1.92 | 3.88 | 5.04 | 3.03 | 1.09 | 2.43 |

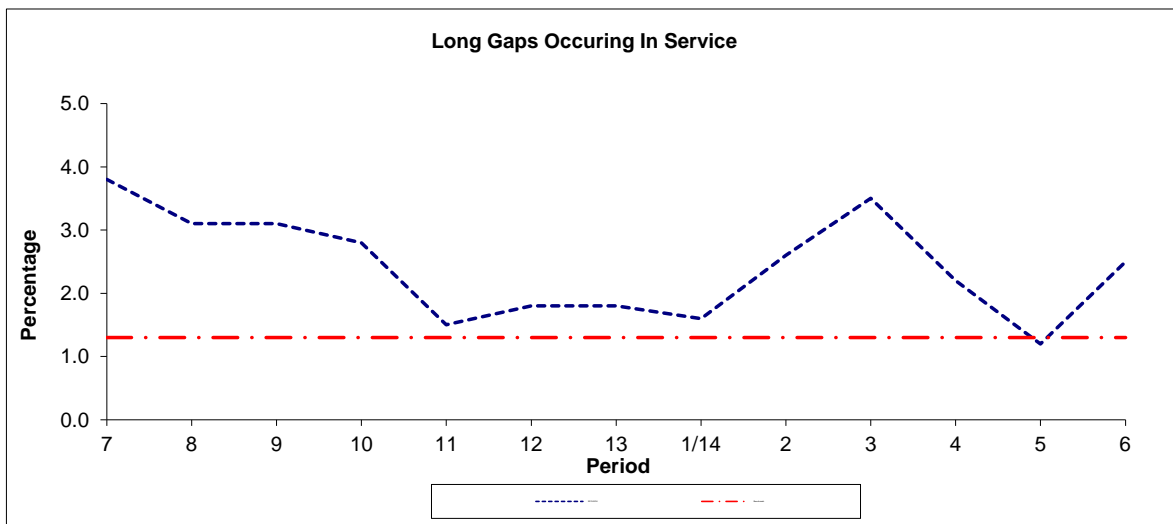
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 92**



| Period       | 7    | 8    | 9    | 10   | 11   | 12   | 13   | 1/14 | 2    | 3    | 4    | 5    | 6    |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2013-2014    | 1.59 | 1.34 | 1.33 | 1.17 | 0.88 | 0.95 | 1.00 | 0.95 | 1.21 | 1.40 | 1.07 | 0.79 | 1.18 |
| Min Standard | 1.10 | 1.10 | 1.10 | 1.10 | 1.10 | 1.10 | 1.10 | 1.10 | 1.10 | 1.10 | 1.10 | 1.10 | 1.10 |



| Period    | 7   | 8   | 9   | 10  | 11  | 12  | 13  | 1/14 | 2   | 3   | 4   | 5   | 6   |
|-----------|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|
| 2013-2014 | 3.8 | 3.1 | 3.1 | 2.8 | 1.5 | 1.8 | 1.8 | 1.6  | 2.6 | 3.5 | 2.2 | 1.2 | 2.5 |
| Benchmark | 1.3 | 1.3 | 1.3 | 1.3 | 1.3 | 1.3 | 1.3 | 1.3  | 1.3 | 1.3 | 1.3 | 1.3 | 1.3 |

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

**ROUTE 92 - 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    | 29,782.         | 98.9        | 6.30                                | <b>0.36</b>                      | 6.66                             | 81.0                                 | 18.5                                  | 0.5                                   | 0.0                                  | 0.1           | 40                 |
| 0700 - 1000    | 81,494.         | 98.4        | 4.05                                | <b>0.97</b>                      | 5.02                             | 89.8                                 | 9.5                                   | 0.6                                   | 0.1                                  | 1.8           | 60                 |
| 1000 - 1300    | 81,874.         | 98.2        | 4.00                                | <b>0.72</b>                      | 4.72                             | 92.7                                 | 7.1                                   | 0.2                                   | 0.0                                  | 0.7           | 53                 |
| 1300 - 1600    | 82,166.         | 96.7        | 4.02                                | <b>1.04</b>                      | 5.07                             | 88.7                                 | 10.6                                  | 0.7                                   | 0.1                                  | 2.0           | 41                 |
| 1600 - 1900    | 80,596.         | 90.8        | 3.99                                | <b>1.97</b>                      | 5.96                             | 81.7                                 | 15.7                                  | 2.2                                   | 0.4                                  | 5.7           | 59                 |
| 1900 - 2200    | 76,451.         | 96.8        | 4.20                                | <b>1.66</b>                      | 5.86                             | 83.4                                 | 14.7                                  | 1.6                                   | 0.3                                  | 4.3           | 69                 |
| 2200 - 2400    | 37,814.         | 97.8        | 5.69                                | <b>0.79</b>                      | 6.48                             | 77.2                                 | 21.1                                  | 1.3                                   | 0.4                                  | 1.1           | 64                 |
| <b>Summary</b> | <b>470,177.</b> | <b>96.5</b> | <b>4.18</b>                         | <b>1.24</b>                      | <b>5.42</b>                      | <b>86.6</b>                          | <b>12.2</b>                           | <b>1.1</b>                            | <b>0.2</b>                           | <b>2.8</b>    | <b>69</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    | 5,165.         | 98.1        | 7.50                                | <b>0.33</b>                      | 7.83                             | 68.0                                 | 31.0                                  | 0.9                                   | 0.1                                  | 0.1           | 36                 |
| 0700 - 1000    | 13,468.        | 100.2       | 5.22                                | <b>0.53</b>                      | 5.75                             | 86.3                                 | 13.4                                  | 0.3                                   | 0.0                                  | 0.2           | 39                 |
| 1000 - 1300    | 17,711.        | 100.3       | 3.99                                | <b>0.60</b>                      | 4.58                             | 93.2                                 | 6.7                                   | 0.1                                   | 0.0                                  | 0.6           | 33                 |
| 1300 - 1600    | 17,382.        | 96.2        | 3.99                                | <b>1.16</b>                      | 5.15                             | 88.3                                 | 10.6                                  | 0.9                                   | 0.1                                  | 2.5           | 40                 |
| 1600 - 1900    | 17,215.        | 97.8        | 3.98                                | <b>1.10</b>                      | 5.08                             | 89.5                                 | 9.6                                   | 0.8                                   | 0.2                                  | 2.2           | 49                 |
| 1900 - 2200    | 14,388.        | 98.6        | 4.74                                | <b>1.05</b>                      | 5.78                             | 84.5                                 | 14.3                                  | 1.0                                   | 0.2                                  | 1.5           | 44                 |
| 2200 - 2400    | 7,792.         | 95.0        | 5.74                                | <b>1.21</b>                      | 6.95                             | 74.3                                 | 22.2                                  | 2.4                                   | 1.0                                  | 2.1           | 75                 |
| <b>Summary</b> | <b>93,121.</b> | <b>98.2</b> | <b>4.40</b>                         | <b>0.91</b>                      | <b>5.31</b>                      | <b>87.8</b>                          | <b>11.4</b>                           | <b>0.7</b>                            | <b>0.1</b>                           | <b>1.5</b>    | <b>75</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    | 2,464.         | 99.5        | 7.51                                | <b>0.01</b>                      | 7.52                             | 75.6                                 | 24.0                                  | 0.4                                   | 0.0                                  | 0.2           | 32                 |
| 0700 - 1000    | 11,214.        | 99.8        | 6.88                                | <b>0.39</b>                      | 7.27                             | 73.1                                 | 26.1                                  | 0.7                                   | 0.1                                  | 0.1           | 40                 |
| 1000 - 1300    | 15,165.        | 100.0       | 5.07                                | <b>0.47</b>                      | 5.54                             | 87.7                                 | 12.0                                  | 0.3                                   | 0.0                                  | 0.2           | 39                 |
| 1300 - 1600    | 15,401.        | 97.9        | 4.97                                | <b>0.90</b>                      | 5.87                             | 84.4                                 | 14.7                                  | 0.8                                   | 0.1                                  | 0.9           | 44                 |
| 1600 - 1900    | 15,185.        | 99.5        | 4.90                                | <b>0.91</b>                      | 5.80                             | 85.0                                 | 13.9                                  | 0.9                                   | 0.3                                  | 1.2           | 57                 |
| 1900 - 2200    | 15,359.        | 98.3        | 4.93                                | <b>0.87</b>                      | 5.79                             | 85.7                                 | 13.3                                  | 0.8                                   | 0.2                                  | 1.1           | 53                 |
| 2200 - 2400    | 8,805.         | 97.9        | 5.75                                | <b>0.69</b>                      | 6.44                             | 77.6                                 | 21.0                                  | 0.9                                   | 0.5                                  | 0.9           | 51                 |
| <b>Summary</b> | <b>83,593.</b> | <b>99.0</b> | <b>5.23</b>                         | <b>0.73</b>                      | <b>5.96</b>                      | <b>83.8</b>                          | <b>15.3</b>                           | <b>0.7</b>                            | <b>0.2</b>                           | <b>0.8</b>    | <b>57</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    | 37,411.         | 98.8        | 6.49                                | <b>0.35</b>                      | 6.83                             | 79.3                                 | 20.1                                  | 0.5                                   | 0.0                                  | 0.1           | 40                 |
| 0700 - 1000    | 106,176.        | 98.8        | 4.29                                | <b>0.90</b>                      | 5.19                             | 88.7                                 | 10.6                                  | 0.6                                   | 0.1                                  | 1.5           | 60                 |
| 1000 - 1300    | 114,750.        | 98.8        | 4.12                                | <b>0.67</b>                      | 4.79                             | 92.2                                 | 7.6                                   | 0.2                                   | 0.0                                  | 0.7           | 53                 |
| 1300 - 1600    | 114,949.        | 96.8        | 4.12                                | <b>1.05</b>                      | 5.16                             | 88.2                                 | 11.0                                  | 0.7                                   | 0.1                                  | 1.9           | 44                 |
| 1600 - 1900    | 112,996.        | 93.0        | 4.07                                | <b>1.78</b>                      | 5.85                             | 82.8                                 | 14.8                                  | 2.0                                   | 0.4                                  | 4.9           | 59                 |
| 1900 - 2200    | 106,198.        | 97.3        | 4.35                                | <b>1.49</b>                      | 5.84                             | 83.8                                 | 14.5                                  | 1.4                                   | 0.3                                  | 3.6           | 69                 |
| 2200 - 2400    | 54,411.         | 97.4        | 5.70                                | <b>0.83</b>                      | 6.54                             | 76.9                                 | 21.3                                  | 1.4                                   | 0.5                                  | 1.2           | 75                 |
| <b>Summary</b> | <b>646,891.</b> | <b>97.1</b> | <b>4.30</b>                         | <b>1.15</b>                      | <b>5.45</b>                      | <b>86.5</b>                          | <b>12.4</b>                           | <b>1.0</b>                            | <b>0.2</b>                           | <b>2.4</b>    | <b>75</b>          |

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

**TRANCHE 498**

Route 92  
 Service change 21714  
 Date 14/10/2010

Reason for Issue Grid refreshed - No change to mileage

QSI Points are highlighted

| OUT DIRECTION     |             |  |        |       |
|-------------------|-------------|--|--------|-------|
| Timing Point Code | Stop Number | Stop Name                              | Metres | Miles |
| EALGHPS           | C30         | Ealing Hospital                        | 0      | 0.00  |
|                   | 3179        | St. Bernard's Gatehouse / Windmill Par | 314    | 0.20  |
|                   | 34280       | Iron Bridge                            | 703    | 0.44  |
|                   | BP2547      | West Middlesex Golf Course             | 608    | 0.38  |
|                   | 20638       | Golf Links Estate                      | 347    | 0.22  |
|                   | 17107       | Windmill Lane                          | 331    | 0.21  |
| G GR              | 17109       | Greenford Depot                        | 514    | 0.32  |
| GNFDRL            | 2029        | Ruislip Road East                      | 434    | 0.27  |
|                   | 15298       | Costons Lane                           | 363    | 0.23  |
|                   | 16265       | Cowgate Road                           | 472    | 0.29  |
|                   | 35290       | Ingram Way / Bridge Hotel              | 354    | 0.22  |
|                   | 35291       | Uneeda Drive                           | 227    | 0.14  |
| GNFDSN            | 35292       | Rockware Avenue / Greenford Station    | 489    | 0.30  |
|                   | 34601       | Auriol Drive                           | 255    | 0.16  |
|                   | 34599       | Clare Road                             | 478    | 0.30  |
|                   | 34597       | Oldfield Close                         | 445    | 0.28  |
|                   | R0123       | Gainsborough Gardens                   | 366    | 0.23  |
| SDHLSN            | 17119       | Horsenden Avenue                       | 161    | 0.10  |
|                   | BP4379      | Sudbury Hill Station                   | 149    | 0.09  |
|                   | R0189       | South Vale                             | 213    | 0.13  |
|                   | CW14        | Harrow Road                            | 244    | 0.15  |
|                   | 17121       | Sudbury Court Drive                    | 279    | 0.17  |
|                   | 17123       | Priory Avenue                          | 303    | 0.19  |
|                   | 17125       | Maybank Avenue                         | 327    | 0.20  |
|                   | 27302       | Chestnut Avenue                        | 331    | 0.21  |
| SUHRSN            | 20654       | Sudbury And Harrow Road Station        | 330    | 0.21  |
|                   | 2805        | Barham Park                            | 170    | 0.11  |
|                   | 2806        | Chaplin Road                           | 344    | 0.21  |
|                   | 2807        | Copland Avenue                         | 372    | 0.23  |
|                   | 3285        | Ealing Road                            | 296    | 0.18  |
| WEMBCS            | 1934        | Wembley Central Station                | 355    | 0.22  |
|                   | R0264       | Copland School                         | 293    | 0.18  |
|                   | 20794       | Wembley Triangle                       | 251    | 0.16  |
|                   | 595         | Wembley Stadium Station                | 314    | 0.20  |
| WEMBAE            | 16868       | Lakeside Way                           | 335    | 0.21  |
|                   | 36579       | Wembley Arena                          | 249    | 0.15  |
|                   | 36582       | Olympic Way                            | 369    | 0.23  |
|                   | CW43        | Fifth Way                              | 284    | 0.18  |
|                   | CW44        | Atlas Road                             | 365    | 0.23  |
|                   | CW45        | Carey Way                              | 184    | 0.11  |
|                   | C86         | Hannah Close                           | 484    | 0.30  |
| NEASTS            | 37253       | Brent Park Tesco                       | 1148   | 0.71  |
| SRPEDW            | 37280       | Ikea Brent Park                        | 554    | 0.34  |

**TOTAL ROUTE MILEAGE - OUT DIRECTION** 15404 metres 9.57 miles

| BACK DIRECTION    |             |                                       |        |       |
|-------------------|-------------|---------------------------------------|--------|-------|
| Timing Point Code | Stop Number | Stop Name                             | Metres | Miles |
| SRPEDW            | C12         | Ikea Brent Park                       | 0      | 0.00  |
| NEASTS            | 37253       | Brent Park Tesco                      | 1078   | 0.67  |
|                   | C74         | Hannah Close                          | 1204   | 0.75  |
|                   | C13         | Third Way                             | 418    | 0.26  |
|                   | 36584       | First Way                             | 640    | 0.40  |
|                   | 36581       | Olympic Way                           | 224    | 0.14  |
|                   | 36580       | Wembley Arena                         | 313    | 0.19  |
| WEMBAE            | 11133       | Lakeside Way                          | 295    | 0.18  |
|                   | 13149       | Wembley Stadium Station               | 265    | 0.16  |
|                   | 29492       | Cecil Avenue                          | 454    | 0.28  |
|                   | 1483        | Wembley High Road                     | 127    | 0.08  |
| WEMBCS            | 1933        | Wembley Central Station               | 475    | 0.30  |
|                   | 3286        | Ealing Road                           | 249    | 0.15  |
|                   | 14364       | Copland Avenue                        | 429    | 0.27  |
|                   | 2802        | Bridgewater Road                      | 380    | 0.24  |
| SUHRSN            | 1484        | Sudbury And Harrow Road Station       | 381    | 0.24  |
|                   | C83         | Chestnut Avenue                       | 331    | 0.21  |
|                   | 17124       | Maybank Avenue                        | 194    | 0.12  |
|                   | 17122       | Priory Avenue                         | 411    | 0.26  |
|                   | 17120       | Sudbury Court Drive                   | 339    | 0.21  |
|                   | CW13        | Harrow Road                           | 238    | 0.15  |
| SDHLSN            | 17118       | Sudbury Hill Station                  | 429    | 0.27  |
|                   | 17160       | Gainsborough Gardens                  | 351    | 0.22  |
|                   | 34596       | Oldfield Close                        | 322    | 0.20  |
|                   | 34598       | Currey Road                           | 525    | 0.33  |
|                   | 34600       | Auriol Drive                          | 454    | 0.28  |
| GNFDSN            | 13152       | Greenford Station                     | 327    | 0.20  |
|                   | 17112       | Birkbeck Avenue                       | 203    | 0.13  |
|                   | 17110       | Courthope Road                        | 338    | 0.21  |
|                   | 16266       | Cowgate Road                          | 557    | 0.35  |
|                   | 15297       | Costons Lane                          | 450    | 0.28  |
| GNFDRL            | 2028        | Ruislip Road East                     | 348    | 0.22  |
|                   | 35800       | Cardinal Wiseman High School          | 260    | 0.16  |
| G GR              | 17108       | Greenford Depot                       | 217    | 0.13  |
|                   | BP4277      | Greenford Park                        | 280    | 0.17  |
|                   | 17106       | Windmill Lane                         | 289    | 0.18  |
|                   | 20639       | Golf Links Estate                     | 282    | 0.18  |
|                   | BP2548      | West Middlesex Golf Course            | 350    | 0.22  |
|                   | 17104       | Iron Bridge / Uxbridge Road           | 339    | 0.21  |
|                   | 3083        | St Bernard's Gatehouse / Windmill Par | 510    | 0.32  |
| EALGHPS           | C30         | Ealing Hospital                       | 424    | 0.26  |

**TOTAL ROUTE MILEAGE - BACK DIRECTION** 15700 metres 9.76 miles