

## 7. Service Specification

Route: 69 & N69

Contract Reference: QC51601

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>	Walthamstow Central Bus Station and Canning Town Bus Station
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	<b>30<sup>th</sup> April 2016</b>
<b>Vehicle Type</b>	87 capacity, dual door, double deck buses
<b>Current Maximum Approved Dimensions</b>	10.5 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 - Route No. 69</b>	Average Excess Wait Time - No more than 1.00 minutes
<b>Extension Threshold - Route No. 69</b>	Average Excess Wait Time Threshold – 0.90 minutes
<b>Minimum Operated Mileage Standard - Route No. 69</b>	No less than 98.00%
<b>Departing On Time - Route No. N69</b>	Departing on Time - No less than 90.00%
<b>Minimum Operated Mileage Standard - Route No. N69</b>	No less than 99.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 15<sup>th</sup> June 2015

*Tenderers should refer to section 3 of Part A for the Service Specification Explanatory Notes and Appendix B of section 5 for the Example Service Specification of the ITT document.*

## **SERVICE SPECIFICATION**

- 1) SERVICE SPEC - ROUTE SPECIFICATION INFORMATION
- 2) NOTES
- 3) SCHEDULE REQUIREMENTS & PINCHPOINTS
- 4) OPERATIONAL CONSIDERATIONS
- 5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS

## 2) NOTES

### **Proposed Changes:**

At this time, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. 69 & N69.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 69 & N69.

- **Tenderers should refer to the schedules dated 31/01/2015 rather than the current emergency schedules**

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

**Operators should provide the following prices:**

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

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

#### 3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Walthamstow Central Bus Station to Canning Town Bus Station			Canning Town Bus Station to Walthamstow Central Station		
First departure no later than 0410.			First departure no later than 0445.		
0405 - 0455	Every 20 minutes		0440 - 0545	Every 20 minutes	
0456 - 0555	Every 12 minutes		0546 - 0610	Every 12 minutes	
0556 - 0615	Every 10 minutes		0611 - 0630	Every 10 minutes	
0616 - 1935	Every 8 minutes		0631 - 1955	Every 8 minutes	
1936 - 2015	Every 10 minutes		1956 - 2035	Every 10 minutes	
2016 - 0055	Every 12 minutes		2036 - 0055	Every 12 minutes	
Last departure no earlier than 0050			Last departure no earlier than 0050.		
Pinchpoints					
Stratford Broadway (North Side)	0715 - 0915	8 minutes	Leyton Station	0710 - 0910	8 minutes
	1500 - 1620	8 minutes		1505 - 1640	8 minutes

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

Walthamstow Central Bus Station to Canning Town Bus Station			Canning Town Bus Station to Walthamstow Central Station		
First departure no later than 0410.			First departure no later than 0445.		
0405 - 0630	Every 20 minutes		0440 - 0545	Every 20 minutes	
0631 - 0750	Every 12 minutes		0546 - 0710	Every 12 minutes	
0751 - 0830	Every 10 minutes		0711 - 0730	Every 10 minutes	
0831 - 1840	Every 8 minutes		0731 - 1930	Every 8 minutes	
1841 - 1950	Every 10 minutes		1931 - 2000	Every 10 minutes	
1951 - 0055	Every 12 minutes		2001 - 0055	Every 12 minutes	
Last departure no earlier than 0050			Last departure no earlier than 0050.		
Pinchpoints					
Stratford Broadway (North Side)	0910 - 1110	8 minutes	Leyton Station	0910 - 1110	8 minutes

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

Walthamstow Central Bus Station to Canning Town Bus Station			Canning Town Bus Station to Walthamstow Central Station		
First departure no later than 0410.			First departure no later than 0445.		
0405 - 0540	Every 30 minutes		0440 - 0545	Every 30 minutes	
0541 - 0740	Every 20 minutes		0546 - 0645	Every 20 minutes	
0741 - 0840	Every 15 minutes		0646 - 0815	Every 15 minutes	
0841 - 0055	Every 12 minutes		0816 - 0055	Every 12 minutes	
Last departure no earlier than 0050			Last departure no earlier than 0050.		
<b>Pinchpoints</b>					
Stratford Broadway (North Side)	1030 - 1130	12 minutes	Leyton Station	1030 - 1130	12 minutes

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

#### 3.4) NIGHTLY

Walthamstow Central Bus Station to Canning Town Bus Station		Canning Town Bus Station to Walthamstow Central Station	
First departure no later than 0110.		First departure no later than 0115.	
0105 - 0345	Every 30 minutes	0110 - 0420	Every 30 minutes
Last departure no earlier than 0340.		Last departure no earlier than 0415.	

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

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

- 4.1) Route No. 69 should interwork with Route No. N69 to form a seamless 24 hour service.
- 4.2) Route No. 69 should be separated from Route No. 97 between Walthamstow Central Station and Leyton, Downsell Road during all evenings, Saturday mornings and all day Sunday.
- 4.3) Route No. 69 & N69 can suffer from unpredictable traffic delays in the Barking Road, Canning Town Flyover area, Plaistow Road, West Ham Lane and Leyton High Road.
- 4.4) Football matches at Leyton Orient F.C. in Leyton can cause traffic congestion in the area (Leyton High Road).
- 4.5) 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. 69 & N69 and it is anticipated that some passenger demand for Route No. 69 & N69 may shift to this line when it opens. Route No. 69 & N69 will be reviewed closer to the opening date.

#### **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 69: Walthamstow Central Station - Canning Town Station (24 hour service)**

**Date of Structural Change:** 30 April 2016.

**Date of Service Change:** 30 April 2016.

**Reason for Issue:** New Tender.

#### **STREETS TRAVERSED**

**Towards Canning Town Station:** Walthamstow Central Bus Station, Selborne Road, Hoe Street, High Road Leyton, Crownfield Road, Leytonstone High Road, Leytonstone Road, The Grove, Stratford Broadway, West Ham Lane, New Plaistow Road, Plaistow Road, Upper Road, Grange Road, Hermit Road, Barking Road, Canning Town Roundabout, Canning Town Bus Station.

**Towards Walthamstow Central Station:** Canning Town Bus Station, Canning Town Roundabout, Barking Road, Hermit Road, Grange Road, Upper Road, Plaistow Road, New Plaistow Road, West Ham Lane, Tramway Avenue, Broadway, Great Eastern Road, The Grove, Leytonstone Road, Leytonstone High Road, Crownfield Road, High Road Leyton, Grange Park Road, Church Road, High Road Leyton, Hoe Street, Selborne Road, Walthamstow Central Bus Station.

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

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

### **WALTHAMSTOW CENTRAL STATION**

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

Buses proceed from Walthamstow Central Bus Station direct to stand, departing to Walthamstow Central Bus Station. Set down in Walthamstow Central Bus Station, at Alighting Point (BP4267 - Walthamstow Bus Station, Last Stop on LOR: BP4267 - Walthamstow Bus Station) and pick up in Walthamstow Central Bus Station, at Stop C (BP4272 - Walthamstow Bus Station <>, First Stop on LOR: BP4272 - Walthamstow Bus Station <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 69 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:	Walthamstow Central.

### **LEYTON HIGH ROAD, GRANGE PARK ROAD (from CANNING TOWN STATION)**

Public stand for two buses on east side of Leyton High Road, commencing outside the party wall of nos. 430/432 and extending 20 metres north.

Buses proceed from High Road Leyton via Grange Park Road, Church Road and High Road Leyton to stand, departing to High Road Leyton. Set down in High Road Leyton, at stop N (7985 - Buckingham Road, Last Stop on LOR: 7985 - Buckingham Road) and pick up in High Road Leyton, at stop P (R0472 - Grange Park Road, First Stop on LOR: R0472 - Grange Park 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:	Leyton, Grange Park Road.



## **LEYTON, DOWNSSELL ROAD**

Private stand for three buses on LT property on west side of Leyton High Road, extending 38 metres south.

### **From Canning Town Station.**

Buses proceed from High Road Leyton via Private Bus Stand Grounds to stand, departing via Private Bus Stand Grounds to High Road Leyton. Set down in High Road Leyton, at Stop N (7998 - Drapers Field, Last Stop on LOR: 7998 - Drapers Field) and pick up in High Road Leyton, at Stop G (7997 - Drapers Field, First Stop on LOR: 7997 - Drapers Field).

### **From Walthamstow Central Station.**

Buses proceed from High Road Leyton via Private Bus Stand Grounds to stand, departing via Private Bus Stand Grounds to High Road Leyton. Set down in High Road Leyton, at Stop F (7995 - Millais Road, Last Stop on LOR: 7995 - Millais Road) and pick up in High Road Leyton, at Stop P (7996 - Millais Road, First Stop on LOR: 7996 - Millais 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:	Leyton, Downsell Road.

## **STRATFORD BUS STATION**

Private stand for up to 14 buses facing north in Stratford Bus Station on west side of Great Eastern Road.

### **From Canning Town Station.**

Buses proceed from Great Eastern Road via Station Street, Stratford Bus Station and Stratford Bus Station to stand, departing via Stratford Bus Station, Stratford Bus Station and Great Eastern Road to The Grove. Set down in Station Street, at Alighting Point AP1 (BP1030 - Stratford Bus Station <> # [dlr], Last Stop on LOR: 8023 - Stratford Broadway) and pick up in The Grove, at Stop R (36927 - Stratford Library, First Stop on LOR: 36927 - Stratford Library).

### **From Walthamstow Central Station.**

Buses proceed from Broadway via Great Eastern Road, Station Street, Stratford Bus Station and Stratford Bus Station to stand, departing via Stratford Bus Station and Stratford Bus Station to Great Eastern Road. Set down in Stratford Broadway, at Stop E (8019 - Stratford Centre, Last Stop on LOR: 8019 - Stratford Centre) and pick up in Great Eastern Road, at Stop A (BP973 - Stratford Bus Station <> # [dlr], First Stop on LOR: BP973 - Stratford Bus Station <> # [dlr]).

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:	Stratford.

### **PLAISTOW, BULL ROAD (from Walthamstow Central Station)**

Buses proceed from Plaistow Road via Bull Road, Willis Road and Holbrook Road departing to Plaistow Road. Set down in Plaistow Road, at Stop M (8034 - Plaistow Grove, Last Stop on LOR: 8034 - Plaistow Grove) and pick up in Plaistow Road, at Stop L (8035 - Plaistow Grove, First Stop on LOR: 8035 - Plaistow Grove).

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

### **CANNING TOWN, HERMIT ROAD (from Walthamstow Central Station)**

Public stand for 3 buses on south side of Trinity Gardens commencing opposite east flank wall of Nos. 2-96 and extending 38 metres east.

Buses proceed from Hermit Road via Barking Road and Trinity Gardens to stand, departing via Trinity Gardens to Hermit Road. Set down in Hermit Road, at stop U (8149 - Star Lane, Last Stop on LOR: 8149 - Star Lane) and pick up in Hermit Road, at stop T (8148 - Star Lane, First Stop on LOR: 8148 - Star Lane).

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: Canning Town, Hermit Road.

### **CANNING TOWN BUS STATION, STAND W3**

Private stand for 2 buses in marked bays at rear stand on west side of Canning Town Bus Station at south-west corner of junction of Barking Road and Silvertown Way.

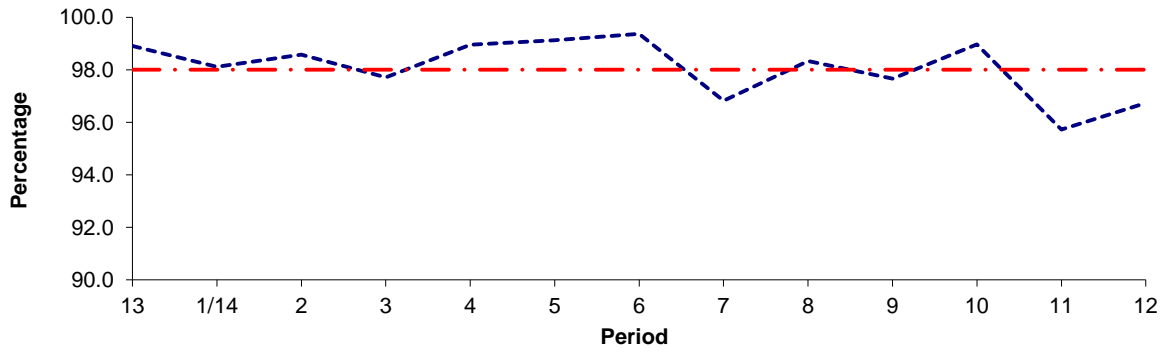
Buses proceed from Canning Town Bus Station direct to stand, departing to Canning Town Bus Station. Set down in Canning Town Bus Station, at Stop A (BP2284 - Canning Town Station <> [dlr], Last Stop on LOR: BP2284 - Canning Town Station <> [dlr]) and pick up in Canning Town Bus Station, at Stop E (BP2281 - Canning Town Bus Station, First Stop on LOR: BP2281 - Canning Town Bus Station).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 2 buses on Route 69 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: Canning Town.  
OTHER INFORMATION: Buses to use rear stand on West Side of Canning Town Bus Station.

## PART B - PERFORMANCE STATISTICS

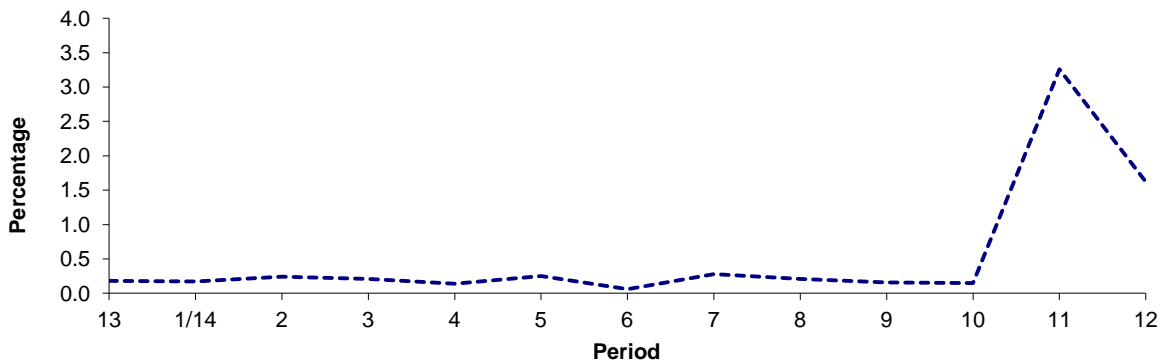
### Route 69

**Mileage Operated**



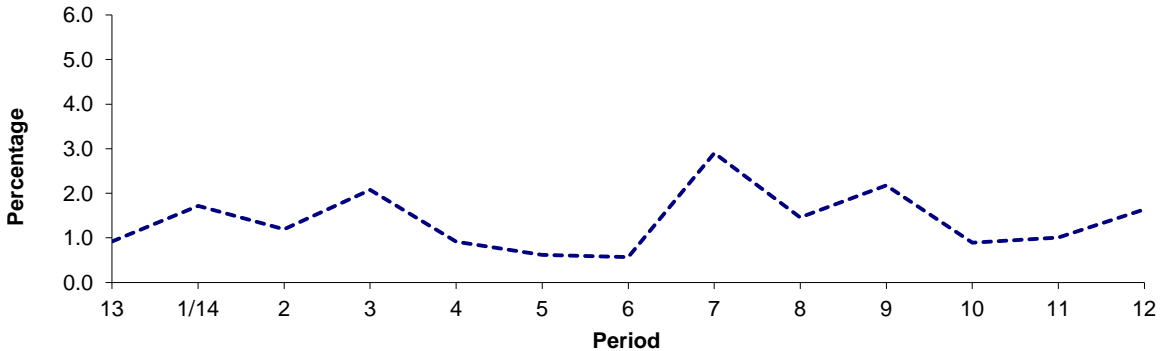
Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	98.90	98.11	98.57	97.71	98.95	99.13	99.37	96.82	98.33	97.66	98.96	95.73	96.74
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

**Deductible Mileage**



Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	0.18	0.17	0.24	0.21	0.14	0.25	0.06	0.28	0.21	0.16	0.15	3.26	1.62

**Non Deductible Mileage**

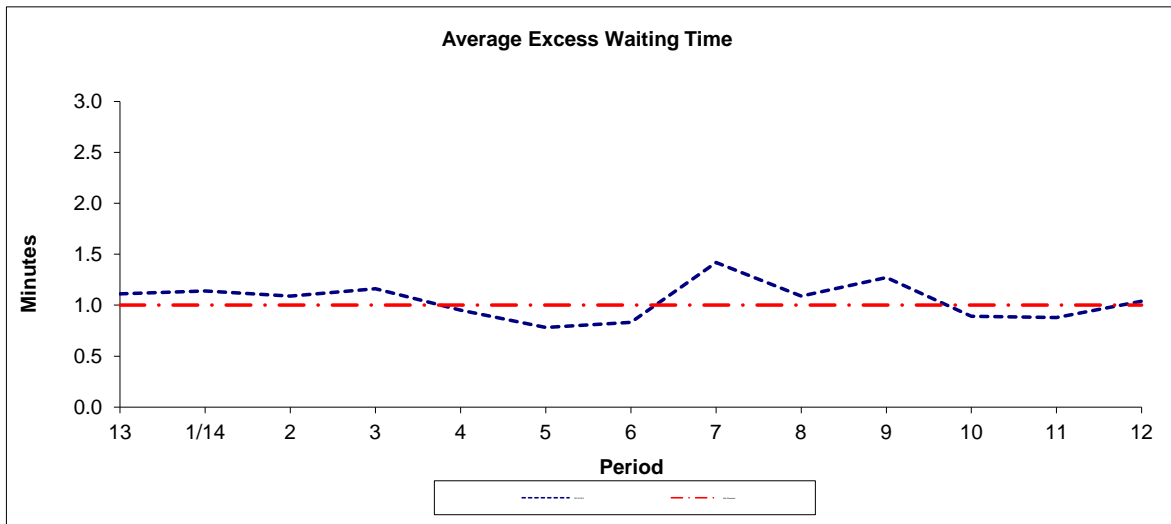


Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	0.92	1.72	1.19	2.08	0.91	0.62	0.57	2.90	1.46	2.18	0.89	1.01	1.64

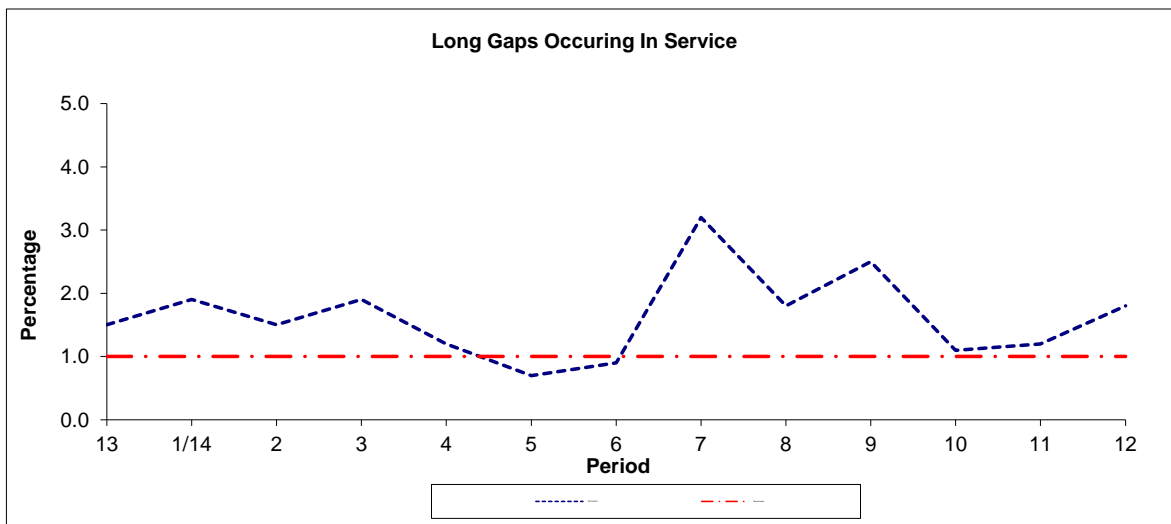
**Note :** Mileage is based on 4 weeks data  
Deductible mileage performance adversely affected by industrial action by drivers in periods 11 and 12.

## PART B - PERFORMANCE STATISTICS

### Route 69



Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013-2014	1.11	1.14	1.09	1.16	0.95	0.78	0.83	1.42	1.09	1.27	0.89	0.88	1.04
Min Standard	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00



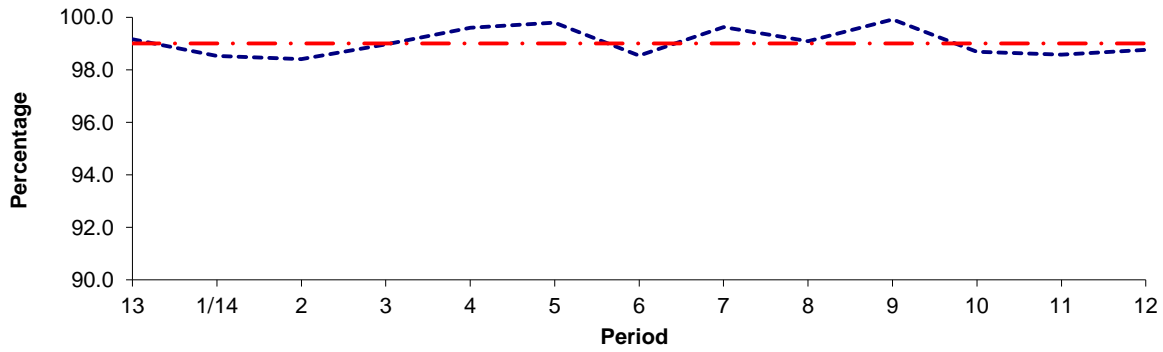
Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013-2014	1.5	1.9	1.5	1.9	1.2	0.7	0.9	3.2	1.8	2.5	1.1	1.2	1.8
Benchmark	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

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

## PART B - PERFORMANCE STATISTICS

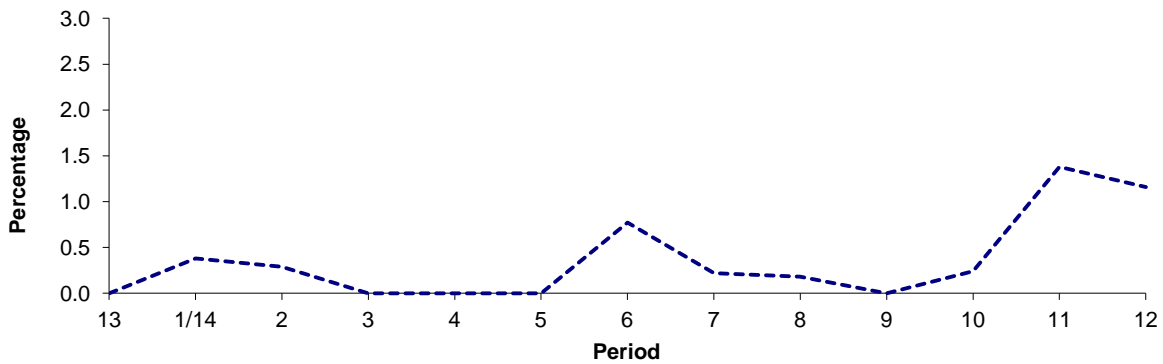
### Route N69

**Mileage Operated**



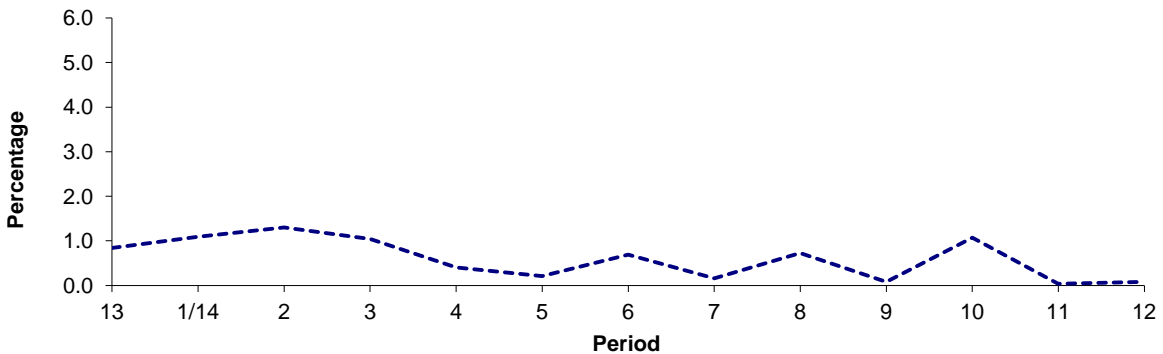
Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	99.16	98.53	98.41	98.96	99.60	99.79	98.54	99.62	99.09	99.92	98.69	98.58	98.76
Min Standard	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00

**Deductible Mileage**



Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	0.00	0.38	0.29	0.00	0.00	0.00	0.77	0.22	0.18	0.00	0.24	1.38	1.16

**Non Deductible Mileage**

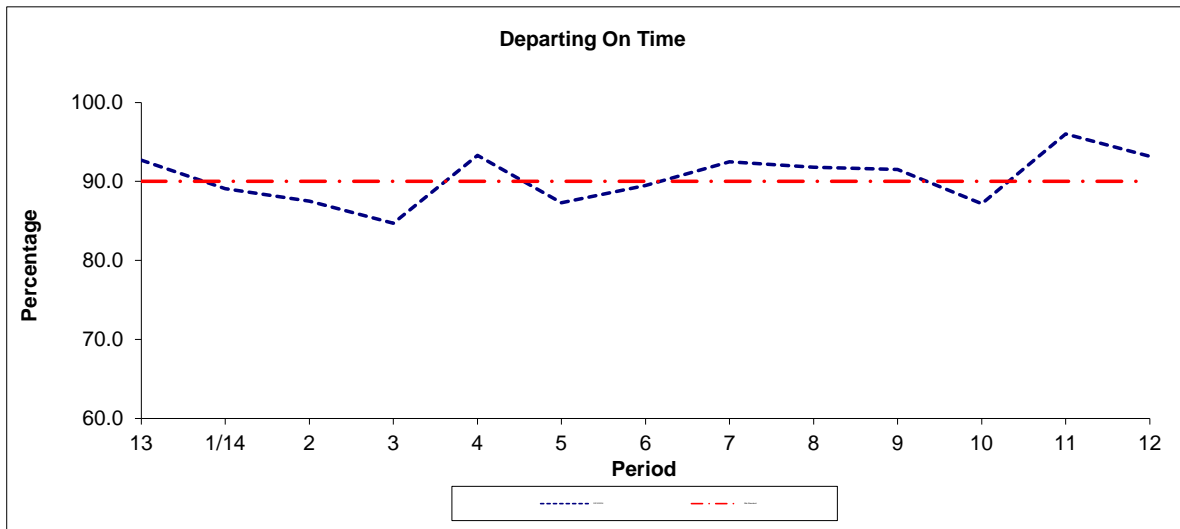


Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	0.84	1.09	1.30	1.04	0.40	0.21	0.69	0.16	0.73	0.08	1.07	0.04	0.08

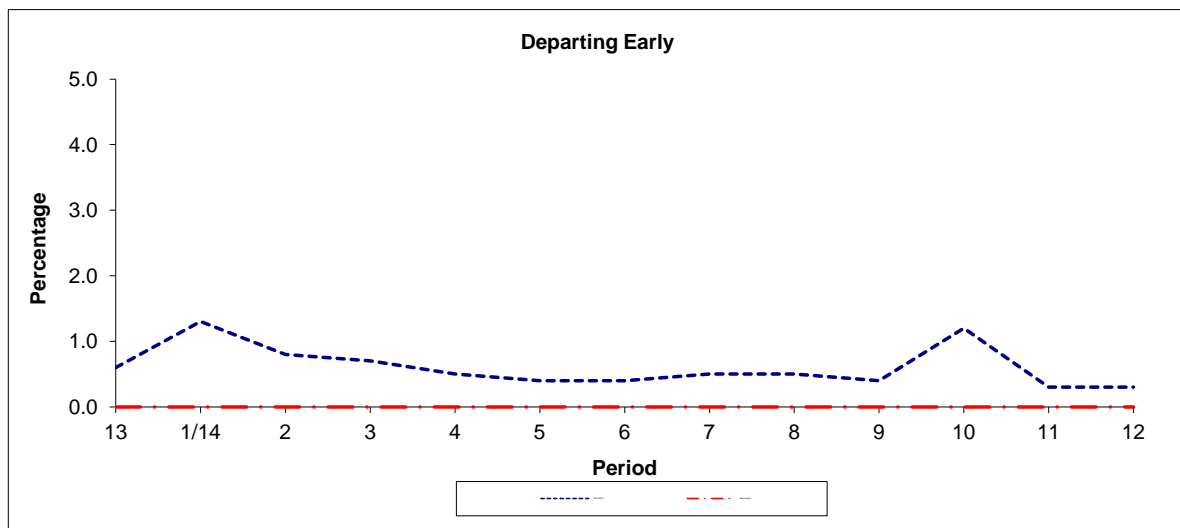
**Note :** Mileage is based on 4 weeks data  
Deductible mileage performance adversely affected by industrial action by drivers in periods 11 and 12.

## PART B - PERFORMANCE STATISTICS

### Route N69



Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	92.7	89.1	87.5	84.7	93.3	87.3	89.5	92.5	91.8	91.5	87.2	96.0	93.2
Min Standard	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0



Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	0.6	1.3	0.8	0.7	0.5	0.4	0.4	0.5	0.5	0.4	1.2	0.3	0.3
Benchmark	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

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

## ROUTE 69 - FULL iBUS RESULTS BY TIME OF DAY

### QUARTER 4 13/14 TO QUARTER 3 14/15 (04/01/14 - 02/01/15)

#### MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	29,024.	98.4	6.05	0.61	6.66	82.5	16.7	0.8	0.0	0.1	42
0700 - 1000	66,157.	99.4	4.01	0.78	4.79	91.6	8.1	0.2	0.0	0.8	41
1000 - 1300	66,035.	98.0	4.00	0.78	4.77	92.1	7.7	0.2	0.0	0.8	56
1300 - 1600	67,021.	99.5	3.90	0.99	4.89	90.1	9.4	0.4	0.1	1.7	48
1600 - 1900	64,571.	96.4	4.05	1.38	5.43	86.3	12.4	1.1	0.2	3.0	61
1900 - 2200	54,607.	97.0	4.72	1.31	6.03	81.0	17.3	1.5	0.2	2.4	54
2200 - 2400	27,704.	99.6	6.26	0.77	7.03	74.8	23.9	1.1	0.1	0.4	60
<b>Summary</b>	<b>375,119.</b>	<b>98.3</b>	<b>4.23</b>	<b>1.02</b>	<b>5.26</b>	<b>87.9</b>	<b>11.3</b>	<b>0.7</b>	<b>0.1</b>	<b>1.7</b>	<b>61</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	4,342.	96.4	8.56	0.64	9.20	63.4	32.2	3.9	0.5	0.2	68
0700 - 1000	12,452.	99.4	4.51	0.65	5.16	90.1	9.8	0.2	0.0	0.3	33
1000 - 1300	13,972.	99.4	4.01	0.58	4.59	93.4	6.5	0.1	0.0	0.5	32
1300 - 1600	14,084.	97.6	4.00	1.15	5.15	88.2	11.2	0.5	0.1	1.9	42
1600 - 1900	14,092.	96.7	4.01	1.22	5.23	87.7	11.5	0.7	0.1	2.3	45
1900 - 2200	10,425.	99.0	5.24	1.42	6.66	76.2	21.4	2.1	0.3	2.3	43
2200 - 2400	5,980.	98.5	6.27	0.90	7.16	72.8	25.7	1.4	0.0	0.3	36
<b>Summary</b>	<b>75,347.</b>	<b>98.3</b>	<b>4.43</b>	<b>0.98</b>	<b>5.42</b>	<b>86.8</b>	<b>12.4</b>	<b>0.7</b>	<b>0.1</b>	<b>1.4</b>	<b>68</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	3,066.	98.0	12.48	0.83	13.31	44.4	38.1	14.5	2.9	0.0	62
0700 - 1000	8,868.	97.3	6.99	0.79	7.78	71.0	26.6	2.2	0.2	0.2	48
1000 - 1300	10,413.	99.4	5.88	0.69	6.57	77.7	21.5	0.8	0.1	0.3	44
1300 - 1600	10,261.	94.9	5.94	1.70	7.65	69.4	26.1	4.0	0.5	1.9	61
1600 - 1900	10,226.	99.0	5.97	1.47	7.43	72.3	24.5	2.9	0.3	1.3	57
1900 - 2200	10,160.	100.0	6.02	0.88	6.90	75.7	22.8	1.3	0.2	0.6	77
2200 - 2400	6,526.	99.2	6.27	0.50	6.77	75.9	23.6	0.5	0.0	0.1	31
<b>Summary</b>	<b>59,520.</b>	<b>98.3</b>	<b>6.18</b>	<b>1.14</b>	<b>7.32</b>	<b>72.8</b>	<b>24.4</b>	<b>2.5</b>	<b>0.3</b>	<b>0.9</b>	<b>77</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	36,432.	98.1	6.69	0.63	7.32	78.2	19.7	1.9	0.2	0.1	68
0700 - 1000	87,477.	99.2	4.20	0.76	4.97	90.5	9.1	0.3	0.0	0.8	48
1000 - 1300	90,420.	98.4	4.21	0.73	4.94	90.7	9.0	0.3	0.0	0.7	56
1300 - 1600	91,366.	98.7	4.13	1.09	5.22	87.7	11.4	0.8	0.1	1.7	61
1600 - 1900	88,889.	96.8	4.23	1.37	5.60	85.1	13.5	1.2	0.2	2.8	61
1900 - 2200	75,192.	97.7	4.93	1.27	6.21	79.8	18.4	1.6	0.2	2.2	77
2200 - 2400	40,210.	99.4	6.26	0.75	7.01	74.7	24.1	1.1	0.1	0.4	60
<b>Summary</b>	<b>509,986.</b>	<b>98.3</b>	<b>4.44</b>	<b>1.03</b>	<b>5.47</b>	<b>86.3</b>	<b>12.7</b>	<b>0.8</b>	<b>0.1</b>	<b>1.6</b>	<b>77</b>

**ROUTE N69 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 4 13/14 TO QUARTER 3 14/15 (04/01/14 - 02/01/15)**

**MONDAY - FRIDAY**

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	19,052.	99.0	98.9	94.6	1.1	0.5	3.8
<b>Summary</b>	<b>19,052.</b>	<b>99.0</b>	<b>98.9</b>	<b>94.6</b>	<b>1.1</b>	<b>0.5</b>	<b>3.8</b>

**SATURDAY**

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	4,042.	96.8	96.2	85.8	4.5	0.7	8.9
<b>Summary</b>	<b>4,042.</b>	<b>96.8</b>	<b>96.2</b>	<b>85.8</b>	<b>4.5</b>	<b>0.7</b>	<b>8.9</b>

**SUNDAY AND BANK HOLIDAYS**

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	4,392.	97.6	96.0	81.1	3.9	1.0	14.0
<b>Summary</b>	<b>4,392.</b>	<b>97.6</b>	<b>96.0</b>	<b>81.1</b>	<b>3.9</b>	<b>1.0</b>	<b>14.0</b>

**ALL DAYS**

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	27,486.	98.5	98.0	89.4	2.6	0.7	7.4
<b>Summary</b>	<b>27,486.</b>	<b>98.5</b>	<b>98.0</b>	<b>89.4</b>	<b>2.6</b>	<b>0.7</b>	<b>7.4</b>



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

Route 69 and N69  
 Service change 26894  
 Date 13 June 2011  
 QSI points are highlighted

Reason for Issue
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OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WSTCSN	BP4272	Walthamstow Bus Station		
	11481	Grosvenor Park Road	650	0.40
	7962	Grove Road	228	0.14
	7964	Bakers Avenue	210	0.13
LEYTBAL	7967	Leyton Green	368	0.23
	7971	Colchester Road	265	0.16
	7973	Leyton Midland Road Station	348	0.22
	7975	Hainault Road	158	0.10
	7979	Vicarage Road	351	0.22
	R0472	Grange Park Road	231	0.14
	7986	Buckingham Road	306	0.19
	7988	Leyton Library	233	0.14
LEYTSN	7991	Leyton Station	377	0.23
	7995	Millais Road	223	0.14
	7997	Temple Mills Lane	241	0.15
	8001	Edith Road	400	0.25
LSTNTH	8005	High Road Leytonstone	265	0.16
	FC12	Janson Road	313	0.19
	8009	Chobham Road	190	0.12
	8013	Maryland Station	255	0.16
	20810	Manbey Grove	319	0.20
	36927	Stratford / Romford Road	239	0.15
STFDBY	8019	Stratford Centre	245	0.15
	8026	Barnby Street	537	0.33
	29508	Church Street	273	0.17
	8034	Plaistow Grove	321	0.20
	8036	Caistor Park Road	203	0.13
PLASSN	26188	Plaistow Station	270	0.17
	8129	High Street Plaistow	179	0.11
	8131	Florence Road	236	0.15
	8135	Grange Road	318	0.20
	8139	East London Cemetery	279	0.17
	8143	Stephens Court	320	0.20
	8145	Blake Road	224	0.14
	8149	Star Lane	229	0.14
	20773	Hermit Road	192	0.12
	8153	Rathbone Market	241	0.15
CANNBS	BP2284	Canning Town Station	330	0.21
TOTAL ROUTE MILEAGE - OUT DIRECTION			10567 metres	6.57 miles

<b>TRANCHE 516</b>
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End of Barking Road Diversion
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BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CANNBS	BP2281	Canning Town Bus Station		
	8152	Rathbone Market	382	0.24
	R0297	Hermit Road	232	0.14
	8148	Star Lane	223	0.14
	8146	Blake Road	248	0.15
	8144	Stephens Court	191	0.12
	8140	Ladysmith Road	166	0.10
	8136	Suffolk Road	297	0.18
	8132	Florence Road	501	0.31
PLASSN	8041	Plaistow Station	264	0.16
	8037	Corporation Street	266	0.17
	8035	Plaistow Grove	271	0.17
	8029	Church Street	427	0.27
	8027	Paul Street	250	0.16
	8023	Stratford Broadway	346	0.21
STFDBS	BP973	Stratford Bus Station	501	0.31
	35810	Theatre Royal, Stratford	356	0.22
	8017	The Grove	161	0.10
	8015	Maryland Station / Manbey Grove	259	0.16
	R0351	Maryland Station	248	0.15
	8010	Chobham Road	327	0.20
LSTNTH	29653	High Road Leytonstone	345	0.21
	8002	Edith Road	403	0.25
	7998	Temple Mills Lane	311	0.19
	7996	Millais Road	315	0.20
LEYTSN	7992	Leyton Station	320	0.20
	7989	Leyton Library	248	0.15
	7985	Buckingham Road	242	0.15
	7983	Grange Park Road	190	0.12
	7980	Vicarage Road	385	0.24
	7976	Brunswick Road	265	0.16
	7974	Leyton Midland Road Station	387	0.24
	7972	Colchester Road	181	0.11
LEYTBAL	7968	Lea Bridge Road / Bakers Arms	414	0.26
	7966	Hoe Street / Bakers Arms	213	0.13
	7963	Grove Road	310	0.19
	7960	Queen's Road	308	0.19
	R0036	Walthamstow Central Station	361	0.22
WSTCSN	BP4267	Walthamstow Bus Station	96	0.06
TOTAL ROUTE MILEAGE - BACK DIRECTION			11210 metres	6.97 miles