

## 7. Service Specification

Route: 180

Contract Reference: QC53205

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>	180
<b>Terminus Points</b>	Belvedere Industrial Estate and Lewisham
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	1 <sup>st</sup> October 2016
<b>Vehicle Type</b>	87 capacity, dual door, double deck
<b>Current Maximum Approved Dimensions</b>	10.6 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 1.20 minutes
<b>Extension Threshold</b>	Average Excess Wait Time Threshold - 1.10 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 21<sup>st</sup> September 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. 180.

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:

- Mondays to Saturdays daytime frequencies are increased from every 12 minutes to every 10 minutes.
- All evenings and Sundays daytime frequencies are increased from every 20 minutes to every 15 minutes.

**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

Belvedere Industrial Estate to Lewisham, Molesworth Street			Lewisham High Street, Stop V to Belvedere Industrial Estate		
First departure no later than 0440.			First departure no later than 0500.		
0435 - 0540	Every 20 minutes		0455 - 0640	Every 20 minutes	
0541 - 0605	Every 12 minutes		0641 - 0705	Every 12 minutes	
0606 - 1825	Every 10 minutes		0706 - 1905	Every 10 minutes	
1826 - 1925	Every 12 minutes		1906 - 2005	Every 12 minutes	
1926 - 2400	Every 15 minutes		2006 - 0055	Every 15 minutes	
Last departure no earlier than 2355.			Last departure no earlier than 0050.		
<b>Pinchpoints</b>					
East Greenwich, Vanbrugh Hill	0705 - 0905	10 minutes	Abbey Wood Station	0730 - 0755	12 minutes
	1500 - 1640	10 minutes		0756 - 0905	10 minutes
				1500 - 1640	10 minutes

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

Belvedere Industrial Estate to Lewisham, Molesworth Street			Lewisham High Street, Stop V to Belvedere Industrial Estate		
First departure no later than 0440.			First departure no later than 0500.		
0435 - 0540	Every 30 minutes		0455 - 0630	Every 30 minutes	
0541 - 0720	Every 20 minutes		0631 - 0750	Every 20 minutes	
0721 - 0745	Every 12 minutes		0751 - 0825	Every 12 minutes	
0746 - 1845	Every 10 minutes		0826 - 1845	Every 10 minutes	
1846 - 1955	Every 12 minutes		1846 - 1910	Every 12 minutes	
1956 - 2400	Every 15 minutes		1911 - 0055	Every 15 minutes	
Last departure no earlier than 2355.			Last departure no earlier than 0050.		
<b>Pinchpoints</b>					
East Greenwich, Vanbrugh Hill	0820 - 1100	10 minutes	Abbey Wood Station	0905 - 1105	10 minutes

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS - Continued

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

Belvedere Industrial Estate to Lewisham, Molesworth Street		Lewisham High Street, Stop V to Belvedere Industrial Estate			
First departure no later than 0625.		First departure no later than 0715.			
0620 - 0755	Every 30 minutes	0710 - 0845	Every 30 minutes		
0756 - 0855	Every 20 minutes	0846 - 0950	Every 20 minutes		
0856 - 2400	Every 15 minutes	0951 - 0055	Every 15 minutes		
Last departure no earlier than 2355.		Last departure no earlier than 0050.			
<b>Pinchpoints</b>					
East Greenwich, Vanbrugh Hill	0945 - 1130	15 minutes	Abbey Wood Station	0950 - 1030	20 minutes
				1031 - 1130	15 minutes

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

#### 4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 180 should interwork with Route No. 177 between Basildon Road (at junction with Mcleod Road) and Greenwich, Nelson Road during Mondays to Saturday daytimes and be best separated during all other periods.
- 4.2) Route No. 180 can suffer from unpredictable traffic delays in the Woolwich, Greenwich and Lewisham areas.
- 4.3) Lewisham Gateway is a major development in Lewisham Town Centre to promote regeneration. Significant changes to the highway are being made as part of the development. The site is bounded by Station Road, Lewisham High Street, Rennell Street and Molesworth Street. The majority of the development space is created by the removal of the existing northern roundabout and the removal of the bus station. Completion of the Lewisham Gateway project is expected to be in early 2016 when there will be a new road layout and new bus stops.

**4) OPERATIONAL CONSIDERATIONS - Continued**

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 the first services expected to commence through the central London tunnelled section in late 2018. The full Crossrail service will be operating from Heathrow and Reading to Abbey Wood and Shenfield in late 2019. The construction impacts of Crossrail could affect Route No. 180 and it is anticipated that some passenger demand for Route No. 180 may shift to this line when it opens. Route No. 180 will be reviewed after 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 180: Belvedere Industrial Estate - Lewisham, Lewisham Centre

**Date of Structural Change:** 1 October 2016.

**Date of Service Change:** 1 October 2016.

**Reason for Issue:** New Tender.

#### **STREETS TRAVERSED**

**Towards Lewisham, Lewisham Centre:** Crabtree Manorway North, Fisher's Way, Mulberry Way, Crabtree Manorway Roundabout, Anderson Way, Picardy Manorway Roundabout, Eastern Way, Yarnton Way, Harrow Manor Way, Knee Hill, Mcleod Road, Basildon Road, Bostall Hill, Plumstead High Street, Plumstead Road, Beresford Street, Woolwich High Street, Woolwich Church Street, Woolwich Road, Horn Lane Roundabout, Woolwich Road, Trafalgar Road, Romney Road, Nelson Road, Greenwich High Road, Greenwich South Street, Lewisham Road, Loampit Vale Roundabout, Molesworth Street.

#### **Special Journey towards Lewisham, Lewisham Centre between Plumstead Road and Woolwich Road:**

Special journey, when Woolwich Ferry Roundabout is blocked. operate from Plumstead Road, then via Woolwich New Road, Ha Ha Road, Repository Road, Hillreach, Little Heath, Charlton Park Road, The Village, Charlton Church Lane, Anchor And Hope Lane rejoining line of route at Woolwich Road.

**Towards Belvedere Industrial Estate:** Lewisham High Street, Lewis Grove, Lee Bridge, Lewisham High Street, Loampit Vale Roundabout, Lewisham Road, Greenwich South Street, Greenwich High Road, Greenwich Church Street, College Approach, King William Walk, Romney Road, Trafalgar Road, Woolwich Road, Horn Lane Roundabout, Woolwich Road, Woolwich Church Street, Woolwich High Street, John Wilson Street, Castile Road, Monk Street, Calderwood Street, Thomas Street, Woolwich New Road, Plumstead Road, Plumstead High Street, Bostall Hill, Basildon Road, Mcleod Road, Knee Hill, Harrow Manor Way, Yarnton Way, Eastern Way, Picardy Manorway Roundabout, Anderson Way, Crabtree Manorway Roundabout, Mulberry Way, Fisher's Way, Crabtree Manorway North.

#### **Special Journey towards Belvedere Industrial Estate between Woolwich Road and Castile Road:**

Special journey, when Woolwich Ferry Roundabout is blocked. operate from Woolwich Road, then via Anchor And Hope Lane, Charlton Church Lane, The Village, Charlton Park Road, Little Heath, Hillreach, Artillery Place, John Wilson Street rejoining line of route at Castile 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.

### **BELVEDERE INDUSTRIAL ESTATE**

Private stand for two buses in Go-Ahead's Belvedere Bus Garage at the end of Crabtree Manorway North.

Buses proceed from Crabtree Manorway North via Belvedere Bus Garage to stand, departing via Belvedere Bus Garage to Crabtree Manorway North. Set down in Crabtree Manorway North, at Alighting Point (BP3600 - Crabtree Manorway North, Last Stop on LOR: BP3600 - Crabtree Manorway North) and pick up in Crabtree Manorway North (BP3604 - Crabtree Manorway North, First Stop on LOR: BP3604 - Crabtree Manorway North).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	None
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:	Belvedere, Industrial Area.

### **ABBEY WOOD STATION (from LEWISHAM, LEWISHAM CENTRE)**

Buses proceed from Harrow Manor Way departing to Harrow Manor Way. Set down in Harrow Manor Way, A (33045 - Harrow Manorway / Lensbury Way, Last Stop on LOR: 33045 - Harrow Manorway / Lensbury Way) and pick up in Harrow Manor Way, BA (33041 - Overton Road, First Stop on LOR: 33041 - Overton Road).

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



## **THAMESMEAD INDUSTRIAL ESTATE, YARNTON WAY (from LEWISHAM, LEWISHAM CENTRE)**

Public stand for up to 2 buses on east side and at east end of Yarnton Way outside Nos. 136/138 Norman Road and north of slip road to Norman Road.

Buses proceed from Yarnton Way (West Side) via Circumnavigate roundabout at junction of Eastern Way and Yarnton Way to stand, departing to Yarnton Way. Set down in Yarnton Way (34819 - Yarnton Way / Norman Road, Last Stop on LOR: 34819 - Yarnton Way / Norman Road) and pick up in Yarnton Way (37123 - Yarnton Way / Norman Road, First Stop on LOR: 37123 - Yarnton Way / Norman 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: Thamesmead East.

## **PLUMSTEAD, PETTMAN CRESCENT**

From Belvedere Industrial Estate.

Buses proceed from Plumstead Road via Pettman Crescent departing to Plumstead Road. Set down in Plumstead Road, at Alighting Point (34557 - , Last Stop on LOR: 26621 - Lakedale Road) and pick up in Plumstead Road, at Stop C (26625 - Plumstead High Street / Plumstead Stn, First Stop on LOR: 26625 - Plumstead High Street / Plumstead Stn).

From Lewisham, Lewisham Centre.

Buses proceed from Plumstead Road via Pettman Crescent departing to Plumstead Road. Set down in Plumstead Road, at Stop A (BP1283 - Plumstead Bus Garage, Last Stop on LOR: BP1283 - Plumstead Bus Garage) and pick up in Plumstead Road, at Stop WM (36510 - Plumstead Road / Plumstead Station #, First Stop on LOR: 36510 - Plumstead Road / Plumstead Station #).

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

### **WOOLWICH, BERESFORD STREET (from Belvedere Industrial Estate)**

Public stand for ten buses on south side of Beresford Street and Woolwich High Street in 3 parts:

1. For two buses commencing 25 metres south east of Macbean Street extending 31 metres south east.
2. For three buses as an overflow stand commencing 4 metres north west of lamp standard 06A0121 extending 36 metres south east.
3. For five buses as an overflow stand commencing 4 metres west of lamp standard 16AA1549 extending 61 metres east.

Buses proceed from Plumstead Road via Beresford Street to stand, departing via Beresford Street and Woolwich High Street to John Wilson Street. Set down in Plumstead Road, at Stop D (BP4397 - Plumstead Road / Woolwich Public Market, Last Stop on LOR: BP4397 - Plumstead Road / Woolwich Public Market) and pick up in John Wilson Street, at Stop Y (37259 - John Wilson Street / Powis Street, First Stop on LOR: 37259 - John Wilson Street / Powis Street).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Woolwich.

### **WOOLWICH, MONK STREET (from LEWISHAM, LEWISHAM CENTRE)**

Public stand for five buses in Monk Street in three parts:

- 1 - For two buses on the west side commencing 52 metres north of Castile Road and extending 25 metres south.
- 2 - For two buses on the west side commencing 42 metres north of Calderwood Street extending 25 metres south.
- 3 - For one bus on east side commencing 10 metres north of Calderwood Street extending 13.5 metres north.

Buses proceed from John Wilson Street via Castile Road and Monk Street to stand, departing via Monk Street, Bus Turning Circle, Monk Street, Calderwood Street, Thomas Street, Woolwich New Road, Vincent Road and Burrage Road to Plumstead Road. Set down in John Wilson Street, at stop Y (37259 - John Wilson Street / Powis Street, Last Stop on LOR: 37259 - John Wilson Street / Powis Street) and pick up in Plumstead Road, at Stop D (BP4397 - Plumstead Road / Woolwich Public Market, First Stop on LOR: BP4397 - Plumstead Road / Woolwich Public Market).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Woolwich.

## **CHARLTON, ANCHOR & HOPE LANE**

Public stand for two buses on east side of Anchor & Hope Lane, commencing 89 metres south of and opposite Bugsbys Way extending 20 metres north.

### From Belvedere Industrial Estate.

Buses proceed from Woolwich Road via Anchor And Hope Lane to stand, departing via Anchor And Hope Lane to Woolwich Road. Set down in Woolwich Road, at Stop F (18828 - Charlton Station # / Woolwich Road, Last Stop on LOR: 18828 - Charlton Station # / Woolwich Road) and pick up in Woolwich Road, at Stop E (26701 - Charlton Station / Woolwich Road, First Stop on LOR: 26701 - Charlton Station / Woolwich Road).

### From Lewisham, Lewisham Centre.

Buses proceed from Woolwich Road via Anchor And Hope Lane to stand, departing via Anchor And Hope Lane, Charlton Church Lane, Charlton Station Bus Lay-By, Barney Close and Charlton Church Lane to Woolwich Road. Set down in Woolwich Road, at Alighting Point (18825 - Woolwich Road / Gallions Road, Last Stop on LOR: 18823 - Woolwich Road / Victoria Way) and pick up in Woolwich Road (10439 - Woolwich Road / Gallions Road, First Stop on LOR: 10439 - Woolwich Road / Gallions 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:	Charlton.

## **EAST GREENWICH LIBRARY**

Public stand for two buses on north east side of Tunnel Avenue, commencing 2 metres from north west flank wall of the Fire Station and extending 19 metres north west.

### From Belvedere Industrial Estate.

Buses proceed from Woolwich Road via Denham Street and Tunnel Avenue to stand, departing via Tunnel Avenue, Woolwich Road and Horn Lane Roundabout to Woolwich Road. Set down in Woolwich Road, at Stop D (34401 - East Greenwich Library, Last Stop on LOR: 34401 - East Greenwich Library) and pick up in Woolwich Road, at Stop H (26703 - Rainton Road, First Stop on LOR: 26703 - Rainton Road).

### From Lewisham, Lewisham Centre.

Buses proceed from Woolwich Road via Denham Street and Tunnel Avenue to stand, departing via Tunnel Avenue, Woolwich Road and Horn Lane Roundabout to Woolwich Road. Set down in Woolwich Road, at Alighting Point (18820 - Marlton Street, Last Stop on LOR: 18820 - Marlton Street) and pick up in Woolwich Road, at Stop D (34401 - East Greenwich Library, First Stop on LOR: 34401 - East Greenwich Library).

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:	East Greenwich.

## **GREENWICH, CUTTY SARK**

Public stand for two buses on east side of King William Walk, commencing 3 metres north of a point opposite the centre of Turnpin Lane and extending 23 metres north.

### From Belvedere Industrial Estate.

Buses proceed from Romney Road via Nelson Road, Greenwich Church Street, College Approach and King William Walk to stand, departing via King William Walk to Romney Road. Set down in Romney Road, at Stop G (26707 - National Maritime Museum, Last Stop on LOR: 26707 - National Maritime Museum) and pick up in Romney Road, at Stop F (8624 - National Maritime Museum, First Stop on LOR: 8624 - National Maritime Museum).

### From Lewisham, Lewisham Centre.

Buses proceed from King William Walk direct to stand, departing via King William Walk to Nelson Road. Set down in King William Walk, at Stop C (29439 - Greenwich Town Centre / Cutty Sark, Last Stop on LOR: 29439 - Greenwich Town Centre / Cutty Sark) and pick up in Nelson Road, at Stop E (40015 - Greenwich Town Centre / Nelson Road, First Stop on LOR: 40015 - Greenwich Town Centre / Nelson 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:	Greenwich, Cutty Sark.

## **LEWISHAM, MOLESWORTH STREET [NORTH]**

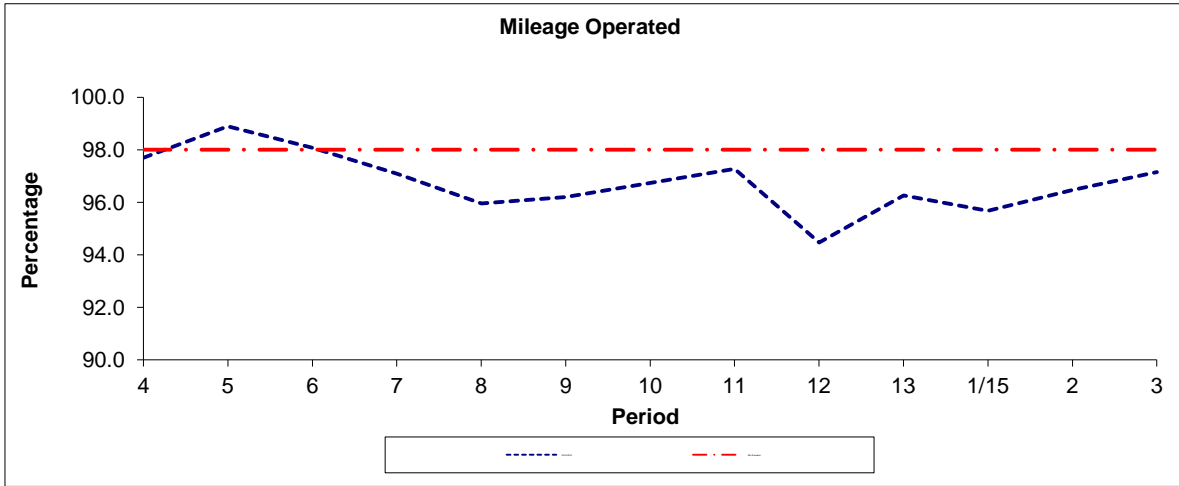
Public stand for 10 buses on east side of Molesworth Street commencing at lamp standard no.22 in line with a point opposite the southern kerb line of exit road from office block, and extending 118 metres north.

Buses proceed from Molesworth Street direct to stand, departing via Molesworth Street to Lewisham High Street. Set down in Molesworth Street, at Stop Q (BP393 - Molesworth Street, Last Stop on LOR: BP393 - Molesworth Street) and pick up in Lewisham High Street, at Stop V (BP1114 - Lewisham Centre, First Stop on LOR: BP1114 - Lewisham Centre).

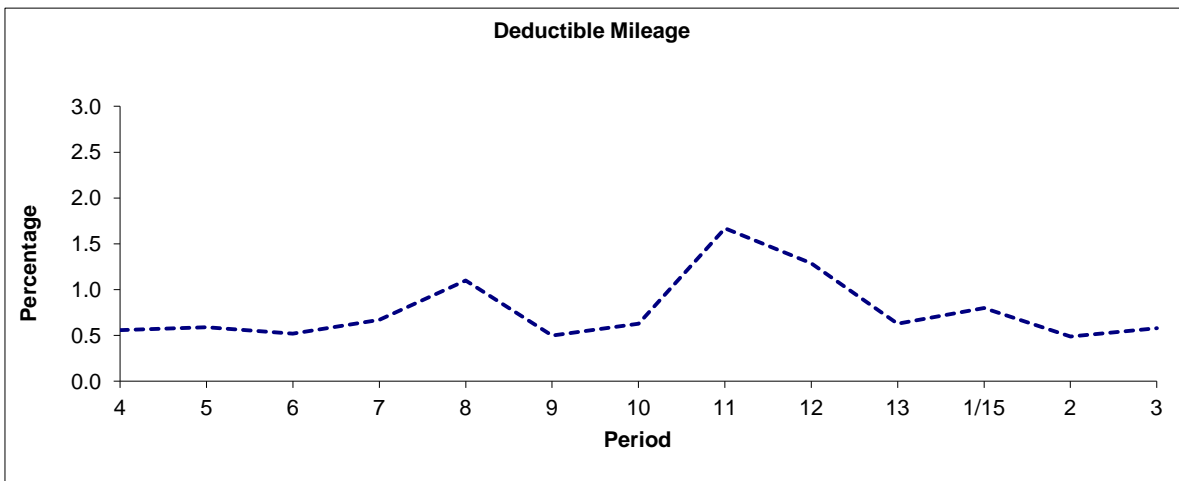
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 180 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Lewisham, Shopping Centre.
OTHER INFORMATION:	A maximum scheduled stand time of 10 minutes is permitted.

**PART B - PERFORMANCE STATISTICS**

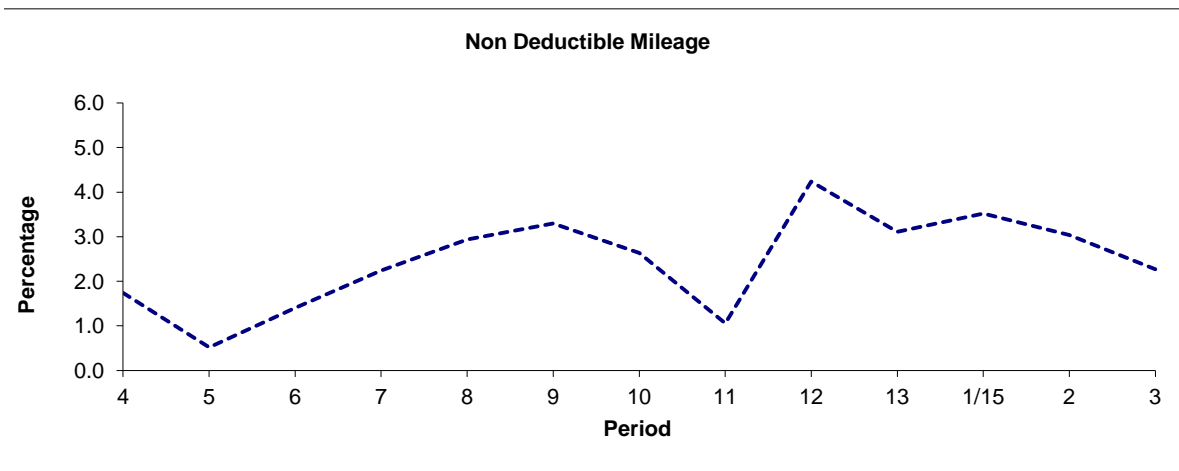
**Route 180**



Period	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014/2015	97.70	98.89	98.08	97.09	95.96	96.20	96.73	97.27	94.47	96.26	95.68	96.47	97.15
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	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014/2015	0.56	0.59	0.52	0.67	1.10	0.50	0.63	1.67	1.29	0.63	0.80	0.49	0.58

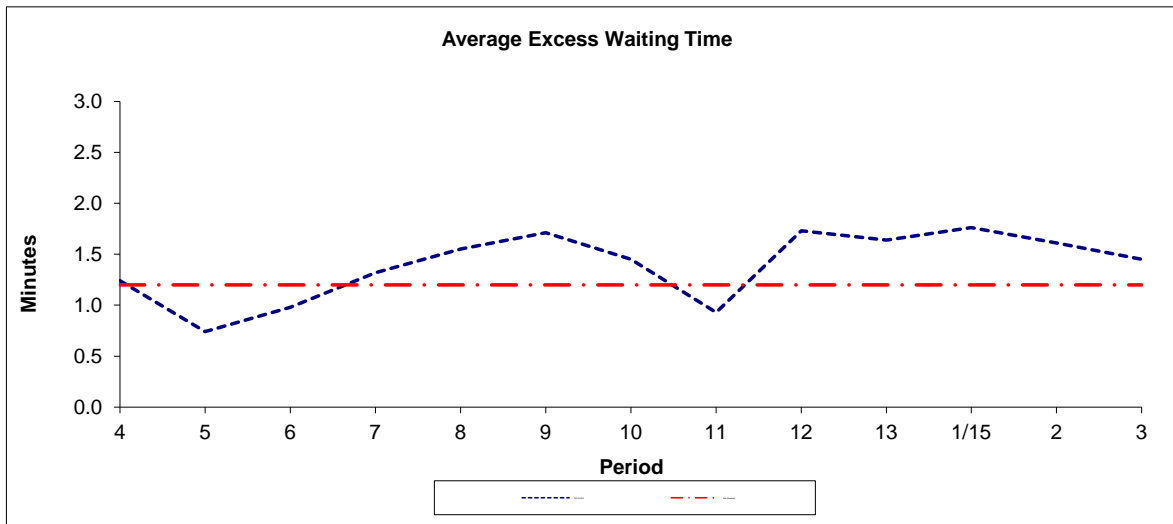


Period	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014/2015	1.74	0.52	1.40	2.24	2.94	3.30	2.64	1.06	4.24	3.11	3.52	3.04	2.27

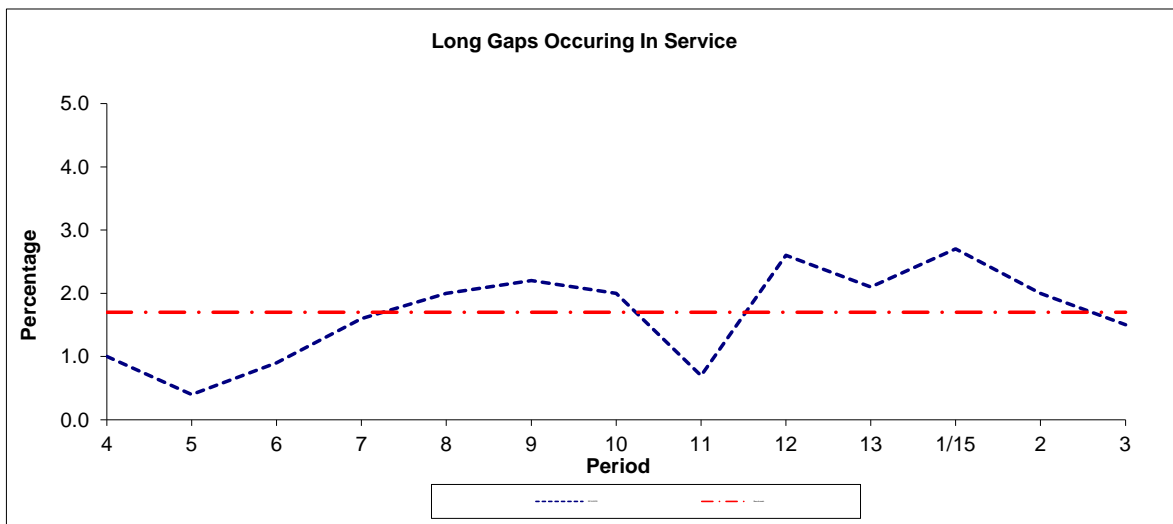
**Note :** Mileage is based on 4 weeks data  
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

**PART B - PERFORMANCE STATISTICS**

**Route 180**



Period	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014-2015	1.24	0.74	0.98	1.32	1.55	1.71	1.45	0.93	1.73	1.64	1.76	1.61	1.45
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	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014-2015	1.0	0.4	0.9	1.6	2.0	2.2	2.0	0.7	2.6	2.1	2.7	2.0	1.5
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 180 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 2 14/15 TO QUARTER 1 15/16 (21/06/14 - 26/06/15)**

**MONDAY - FRIDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	27,884.	26,929	96.6	8.22	<b>0.52</b>	8.74	66.8	27.6	5.1	0.5	0.5	57
07:00 - 10:00	59,032.	56,351	95.5	6.09	<b>1.57</b>	7.67	70.7	24.6	3.9	0.8	2.1	91
10:00 - 13:00	59,108.	57,678	97.6	6.01	<b>1.31</b>	7.31	72.8	24.4	2.4	0.4	1.2	64
13:00 - 16:00	59,167.	57,945	97.9	5.97	<b>1.34</b>	7.31	72.2	24.2	2.9	0.6	1.7	89
16:00 - 19:00	60,032.	57,002	95.0	5.94	<b>1.98</b>	7.92	68.8	25.6	4.4	1.1	2.9	78
19:00 - 22:00	43,805.	42,932	98.0	7.87	<b>1.49</b>	9.36	57.4	33.9	6.9	1.7	1.5	76
22:00 - 24:00	23,199.	23,632	101.9	9.96	<b>0.55</b>	10.51	50.9	41.7	6.8	0.5	0.1	79
<b>All Locations Summary</b>	<b>332,227.</b>	<b>322,469</b>	<b>97.1</b>	<b>6.45</b>	<b>1.49</b>	<b>7.94</b>	<b>68.4</b>	<b>26.6</b>	<b>4.1</b>	<b>0.9</b>	<b>1.9</b>	<b>91</b>

**SATURDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	3,713.	3,641	98.1	13.00	<b>0.62</b>	13.62	44.0	36.8	16.6	2.5	0.7	64
07:00 - 10:00	11,103.	10,840	97.6	6.87	<b>0.85</b>	7.72	71.3	25.8	2.5	0.3	0.4	55
10:00 - 13:00	12,410.	12,206	98.4	5.98	<b>0.97</b>	6.95	74.7	23.6	1.6	0.1	0.6	40
13:00 - 16:00	12,350.	11,783	95.4	6.06	<b>1.57</b>	7.63	70.0	25.3	3.8	0.9	2.2	67
16:00 - 19:00	12,395.	11,889	95.9	5.93	<b>1.74</b>	7.66	70.7	24.5	4.0	0.8	2.5	71
19:00 - 22:00	8,480.	8,318	98.1	8.51	<b>1.70</b>	10.21	52.8	35.3	9.4	2.5	1.9	101
22:00 - 24:00	4,821.	4,850	100.6	9.95	<b>0.75</b>	10.70	50.3	40.7	7.8	1.2	0.2	64
<b>All Locations Summary</b>	<b>65,272.</b>	<b>63,527</b>	<b>97.3</b>	<b>6.78</b>	<b>1.34</b>	<b>8.12</b>	<b>67.6</b>	<b>27.1</b>	<b>4.4</b>	<b>0.9</b>	<b>1.5</b>	<b>101</b>

**SUNDAY AND BANK HOLIDAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	470.	470	100.0	14.88	<b>-0.22</b>	14.67	72.5	12.1	13.3	2.1	13.5	39
07:00 - 10:00	6,421.	6,286	97.9	12.16	<b>0.57</b>	12.73	46.7	36.0	14.2	3.1	1.2	68
10:00 - 13:00	8,610.	8,590	99.8	9.60	<b>0.79</b>	10.39	51.3	39.7	8.0	1.1	0.3	82
13:00 - 16:00	8,415.	8,192	97.3	9.86	<b>1.13</b>	10.99	48.8	39.2	9.8	2.3	0.5	82
16:00 - 19:00	8,509.	8,439	99.2	9.78	<b>0.83</b>	10.61	50.5	40.2	8.3	1.0	0.2	74
19:00 - 22:00	8,519.	8,511	99.9	9.73	<b>0.76</b>	10.49	50.4	39.7	8.9	1.0	0.2	63
22:00 - 24:00	5,196.	5,243	100.9	9.98	<b>0.39</b>	10.37	50.3	41.9	7.2	0.6	0.0	49
<b>All Locations Summary</b>	<b>46,140.</b>	<b>45,731</b>	<b>99.1</b>	<b>10.07</b>	<b>0.82</b>	<b>10.88</b>	<b>50.2</b>	<b>39.1</b>	<b>9.2</b>	<b>1.5</b>	<b>0.5</b>	<b>82</b>

**ALL DAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	32,067.	31,040	96.8	9.01	<b>0.49</b>	9.51	64.6	27.9	6.7	0.8	1.1	64
07:00 - 10:00	76,556.	73,477	96.0	6.46	<b>1.46</b>	7.92	69.6	25.3	4.3	0.9	1.9	91
10:00 - 13:00	80,128.	78,474	97.9	6.42	<b>1.19</b>	7.61	70.6	26.0	2.9	0.4	1.0	82
13:00 - 16:00	79,932.	77,920	97.5	6.40	<b>1.35</b>	7.75	69.4	26.0	3.8	0.9	1.6	89
16:00 - 19:00	80,936.	77,330	95.5	6.31	<b>1.84</b>	8.15	67.3	26.9	4.7	1.1	2.6	78
19:00 - 22:00	60,804.	59,761	98.3	8.16	<b>1.44</b>	9.60	56.0	34.8	7.4	1.7	1.4	101
22:00 - 24:00	33,216.	33,725	101.5	9.96	<b>0.56</b>	10.52	50.8	41.6	7.0	0.6	0.1	79
<b>All Locations Summary</b>	<b>443,639.</b>	<b>431,727</b>	<b>97.3</b>	<b>6.84</b>	<b>1.41</b>	<b>8.25</b>	<b>66.6</b>	<b>27.9</b>	<b>4.6</b>	<b>0.9</b>	<b>1.7</b>	<b>101</b>

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

Route 180  
 Service change 21312 Reason for change  
 Date 6 February 2010

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
BV GR S	BV GR S	BELVEDERE BUS GARAGE		
<b>BELVIE</b>	<b>BP3604</b>	<b>Crabtree Manorway North</b>	<b>0</b>	<b>0.00</b>
	BP3605	Fishers Way	450	0.28
	BP3606	Mulberry Way / Fishers Way	269	0.17
	37076	Crabtree Manorway	541	0.34
	37379	Eastern Way / Norman Road	437	0.27
	37123	Yarnton Way / Norman Road	368	0.23
	34825	Hailey Road	226	0.14
	BP4058	Centurion Way	454	0.28
	35541	Thames Innovation Centre	158	0.10
	35928	Northwood Place	311	0.19
<b>THMDAR</b>	<b>34818</b>	<b>The Business Academy</b>	<b>358</b>	<b>0.22</b>
	34816	Limestone Walk	259	0.16
	34612	Hartslock Drive	124	0.08
	34613	Yarnton Way / Harrow Manorway	373	0.23
	33040	Harrow Manorway / Yarnton Way	195	0.12
	33041	Overton Road	201	0.12
<b>ABWDSN</b>	<b>35309</b>	<b>Harrow Manorway / Abbey Wood Station</b>	<b>292</b>	<b>0.18</b>
	35306	Conference Road	395	0.25
	26603	Greening Street	235	0.15
	26605	Mcleod Road / Bostall Lane	284	0.18
	26607	Bostall Gardens	194	0.12
	26609	Cassilda Road	247	0.15
	9170	Basildon Road / Bostall Hill	186	0.12
	26615	Plumstead Corner / Rockmount Road	453	0.28
	26617	Plumstead High St / Police Station	340	0.21
	26619	Bannockburn Road	220	0.14
	26621	Lakedale Road	204	0.13
<b>PLUMSN</b>	<b>36510</b>	<b>Plumstead Road / Plumstead Station</b>	<b>553</b>	<b>0.34</b>
	34579	Greenwich Community College	246	0.15
	8931	Maxey Road	229	0.14
<b>WOOLPR</b>	<b>BP4397</b>	<b>Plumstead Road / Woolwich Public Market</b>	<b>404</b>	<b>0.25</b>
	<b>3681</b>	<b>Beresford Square / Woolwich Arsenal Stn</b>	<b>171</b>	<b>0.11</b>
	26687	Woolwich Ferry	<b>551</b>	<b>0.34</b>
	26693	Kingsman Street	507	0.32
	18834	Prospect Vale	302	0.19
	18832	Warspite Road	341	0.21
	29687	Holborn College	337	0.21
	14452	Thames Barrier	131	0.08
	34292	Woolwich Road / Charlton Lane	229	0.14
	BP2409	Stone Lake Retail Park	156	0.10
<b>CHARAH</b>	<b>18828</b>	<b>Charlton Station / Woolwich Road</b>	<b>272</b>	<b>0.17</b>
	10439	Woolwich Road / Gallions Road	325	0.20
	29161	Woolwich Road / Victoria Way	132	0.08
	18822	Rainton Road	254	0.16
	34401	East Greenwich Library	463	0.29
	18821	Marlton Street	235	0.15
	19620	Calvert Road	148	0.09
<b>EGRNVH</b>	<b>20627</b>	<b>Vanbrugh Hill</b>	<b>147</b>	<b>0.09</b>
	13829	Tyler Street	<b>248</b>	<b>0.15</b>
	13827	Trafalgar Road / Maze Hill	425	0.26
	13825	Trafalgar Estate	214	0.13
	26707	Greenwich Town Centre / Queens House	322	0.20
<b>GNCHNR</b>	<b>40015</b>	<b>Greenwich Town Centre / Nelson Road</b>	<b>162</b>	<b>0.10</b>
	13823	Greenwich High Road / Royal Hill	233	0.14
	13821	Greenwich Station / Greenwich High Road	125	0.08
	26010	Ashburnham Grove	422	0.26
	26012	Greenwich South Street / Blackheath Road	175	0.11
	26014	Sparta Street	256	0.16
	26016	Morden Hill	262	0.16
	26018	Blackheath Rise	208	0.13
	281	Lewisham Station	322	0.20
LEWSMS	BP393	Molesworth Street	429	0.27
LEWSMS S	LEWSMS S	Lewisham, Molesworth Street Stand	0	0.00
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>			<b>17709</b>	<b>11.00</b>
			metres	miles



**TRANCHE 532**

Woolwich Town Centre

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
LEWSMS S	LEWSMS S	Lewisham, Molesworth Street Stand		
<b>LEWSHV</b>	<b>BP1114</b>	<b>Lewisham Centre</b>	<b>0</b>	<b>0.00</b>
	BP1119	Lewisham Clock Tower	228	0.14
	BP191	Lewisham Station	361	0.22
	R0640	Blackheath Rise	347	0.22
	26015	Morden Hill	168	0.10
	26013	Sparta Street	278	0.17
	26011	Greenwich South Street/Blackheath Road	263	0.16
	26009	Ashburnham Grove	237	0.15
	26007	Greenwich Station	217	0.13
	26709	Greenwich High Road / Roan Street	274	0.17
	29439	Greenwich Town Centre / Cutty Sark	428	0.27
<b>GNCHNM</b>	<b>8624</b>	<b>National Maritime Museum</b>	<b>163</b>	<b>0.10</b>
	13824	Trafalgar Estate	405	0.25
	13826	Trafalgar Road / Maze Hill	257	0.16
	13828	King William Lane	177	0.11
	13830	Tyler Street	193	0.12
<b>EGRNVH</b>	<b>34293</b>	<b>Vanbrugh Hill</b>	<b>179</b>	<b>0.11</b>
	18820	Marlton Street	357	0.22
	34284	East Greenwich Library	187	0.12
	26703	Rainton Road	394	0.24
	18823	Woolwich Road / Victoria Way	308	0.19
	18825	Woolwich Road / Gallions Road	315	0.20
<b>CHARAH</b>	<b>26701</b>	<b>Charlton Station / Woolwich Road</b>	<b>215</b>	<b>0.13</b>
	BP2408	Stone Lake Retail Park	330	0.21
	26699	Woolwich Road / Charlton Lane	159	0.10
	29851	Holborn College	226	0.14
	37977	Warspite Road	498	0.31
	R0563	Frances Street	444	0.28
	26692	Kingsman Street	179	0.11
	35487	Woolwich Ferry	203	0.13
	37259	John Wilson Street / Powis Street	313	0.19
	37149	Thomas Street / Greens End	610	0.38
<b>WOOLAS</b>	<b>BP5480</b>	<b>Woolwich Arsenal Station</b>	<b>214</b>	<b>0.13</b>
	<b>BP5540</b>	<b>Plumstead Road / Woolwich Public Market</b>	<b>308</b>	<b>0.19</b>
	R0385	Maxey Road	<b>442</b>	<b>0.27</b>
	BP1283	Plumstead Bus Garage	272	0.17
<b>PLUMSN</b>	<b>26625</b>	<b>Plumstead High Street / Plumstead Stn</b>	<b>374</b>	<b>0.23</b>
	1817	Lakedale Road	413	0.26
	26618	Plumstead High Street / Police Station	311	0.19
	9167	Purrett Road	242	0.15
	26613	Plumstead Corner / Church Manor Way	180	0.11
	26610	Basildon Road / Bostall Hill	455	0.28
	26608	Cassilda Road	190	0.12
	26606	Bostall Gardens	297	0.18
	26604	Mcleod Road / Bostall Lane	225	0.14
	26602	Greening Street	258	0.16
	35305	Conference Road	206	0.13
<b>ABWDSN</b>	<b>35308</b>	<b>Harrow Manorway / Abbey Wood Station</b>	<b>327</b>	<b>0.20</b>
	33045	Harrow Manorway / Lensbury Way	374	0.23
	34611	Yarnton Way / Harrow Manorway	359	0.22
	34815	Limestone Walk	454	0.28
<b>THMDAR</b>	<b>34817</b>	<b>The Business Academy</b>	<b>362</b>	<b>0.22</b>
	35929	Northwood Place	391	0.24
	36642	Thames Innovation Centre	223	0.14
	36780	Hailey Road	577	0.36
	34819	Yarnton Way / Norman Road	269	0.17
	37078	Picardy Manorway / Eastern Way	492	0.31
	BP3603	Crabtree Manorway	262	0.16
	BP3602	Mulberry Way / Fishers Way	534	0.33
	BP3601	Fishers Way	282	0.18
BELVIE	BP3600	Crabtree Manorway North	434	0.27
BV GR S	BV GR S	BELVEDERE BUS GARAGE	0	0.00
<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>			<b>18640</b>	<b>11.58</b>
			metres	miles