

## 7. Service Specification

Route: 72 & N72

Contract Reference: QC52701

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>	72 & N72
<b>Terminus Points</b>	Roehampton, Bessborough Road and East Acton, Brunel Road.
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	3 <sup>rd</sup> Sept 2016
<b>Vehicle Type</b>	87 capacity, dual door, double deck
<b>Current Maximum Approved Dimensions</b>	10.2 metres long and 2.5 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 1.30 minutes
<b>Extension Threshold</b>	Average Excess Wait Time Threshold – 1.20 minutes
<b>Minimum Operated Mileage Standard</b>	No less than 98.00%
<b>Departing On Time - Route No. N72</b>	Departing on Time - No less than 90.00%
<b>Minimum Operated Mileage Standard - Route No. N72</b>	No less than 99.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 24<sup>th</sup> August 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. 72 & N72.

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:

- The Short leg currently on Route No. 72 between Hammersmith, Brook Green and Roehampton, Bessborough Road is withdrawn.
- 87 capacity, dual door, double deck buses are specified.
- **Tenderers must identify the cost of the Nightly element of this service separately.**

Arising from the above alterations (subject to consultation) to Route No. 72 & N72, the following associated changes are proposed:

- New Route No. 239 will operate from Roehampton, Danbury Lane and Acton Vale, Bromyard Avenue.

**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.**

**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

East Acton, Brunel Road to Roehampton, Bessborough Road			Roehampton, Bessborough Road to East Acton, Brunel Road		
First departure no later than 0500.			First departure no later than 0525.		
0455 - 0605	Every 20 minutes		0520 - 0605	Every 20 minutes	
0606 - 0635	Every 15 minutes		0606 - 0635	Every 15 minutes	
0636 - 0705	Every 10 minutes		0636 - 0705	Every 10 minutes	
0706 - 0915	Every 7-8 minutes (8 buses per hour)		0706 - 0925	Every 7-8 minutes (8 buses per hour)	
0916 - 1900	Every 8 minutes		0926 - 1920	Every 8 minutes	
1901 - 1910	Every 10 minutes		1921 - 2020	Every 10 minutes	
1911 - 0020	Every 12 minutes		2021 - 0050	Every 12 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0045.		
<b>Pinchpoints</b>					
Hammersmith Bus Station, Lower Level	0720 - 0850	8 minutes	White City Bus Station	0745 - 0845	8 minutes
	1520 - 1730	8 minutes		1520 - 1730	8 minutes

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

East Acton, Brunel Road to Roehampton, Bessborough Road			Roehampton, Bessborough Road to East Acton, Brunel Road		
First departure no later than 0500.			First departure no later than 0525.		
0455 - 0605	Every 20 minutes		0520 - 0605	Every 20 minutes	
0606 - 0705	Every 15 minutes		0606 - 0635	Every 15 minutes	
0706 - 0805	Every 12 minutes		0636 - 0800	Every 12 minutes	
0806 - 0925	Every 10 minutes		0801 - 0910	Every 10 minutes	
0926 - 1750	Every 8 minutes		0911 - 1820	Every 8 minutes	
1751 - 1900	Every 10 minutes		1821 - 1920	Every 10 minutes	
1901 - 0020	Every 12 minutes		1921 - 0050	Every 12 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0045.		
Pinchpoints					
Hammersmith Bus Station, Lower Level	1000 - 1200	8 minutes	White City Bus Station	1000 - 1200	8 minutes

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

East Acton, Brunel Road to Roehampton, Bessborough Road			Roehampton, Bessborough Road to East Acton, Brunel Road		
First departure no later than 0500.			First departure no later than 0535.		
0455 - 0730	Every 30 minutes		0530 - 0805	Every 30 minutes	
0731 - 0830	Every 20 minutes		0806 - 0845	Every 20 minutes	
0831 - 0915	Every 15 minutes		0846 - 0900	Every 15 minutes	
0916 - 0020	Every 12 minutes		0901 - 0050	Every 12 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0045.		
<b>Pinchpoints</b>					
Hammersmith Bus Station, Lower Level	1000 - 1200	12 minutes	White City Bus Station	1000 - 1200	12 minutes

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

#### 3.4) NIGHTLY

East Acton, Brunel Road to Roehampton, Bessborough Road		Roehampton, Bessborough Road to East Acton, Brunel Road	
First departure no later than 0035.		First departure no later than 0115.	
0030 - 0435	Every 30 minutes	0110 - 0510	Every 30 minutes
Last departure no earlier than 0430.		Last departure no earlier than 0505.	

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

### 4) OPERATIONAL CONSIDERATIONS

- 4.1) The currently authorised weight limit for London Buses' routes across Hammersmith Bridge is 10,620 kg GVW. Any vehicle which exceeds this current weight limit will require a change in the authorisation given by London Borough of Hammersmith & Fulham. Strengthening works on this bridge are due to finish in September 2016 making double deck vehicles possible.
- 4.2) These routes can suffer from unpredictable traffic delays in the Hammersmith and Shepherd's Bush areas
- 4.3) Home Football matches at Queens Park Rangers F.C. in Loftus Road can cause severe traffic congestion in the Shepherd's Bush area.

**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 72: East Acton, Brunel Road - Roehampton, Bessborough Road (24 hour service)**

**Date of Structural Change:** 3 September 2016.

**Date of Service Change:** 3 September 2016.

**Reason for Issue:** New tender.

#### **STREETS TRAVERSED**

**Towards Roehampton, Bessborough Road:** Brunel Road, Old Oak Common Lane, Du Cane Road, Wood Lane, Uxbridge Road, Shepherd's Bush Green (South Side), Shepherd's Bush Road, Hammersmith Bus Station Northern Entrance Ramp, Hammersmith Bus Station Low Level, Butterwick, Talgarth Road, Queen Caroline Street, Hammersmith Bridge Road, Hammersmith Bridge, Castelnau, Rocks Lane, Roehampton Lane, Alton Road, Bessborough Road.

**Towards East Acton, Brunel Road:** Bessborough Road, Alton Road, Roehampton Lane, Rocks Lane, Castelnau, Hammersmith Bridge, Hammersmith Bridge Road, Queen Caroline Street, Hammersmith Broadway, Hammersmith Bus Station Northern Entrance Ramp, Hammersmith Bus Station High Level, Talgarth Road, Queen Caroline Street, Hammersmith Broadway, Shepherd's Bush Road, Shepherd's Bush Green (West Side), Wood Lane, Du Cane Road, Old Oak Common Lane, Brunel Road, Telford Way.

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

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

### **EAST ACTON, BRUNEL ROAD**

Public stand in two portions for six buses on the north side of Brunel Road, commencing two metres from the junction with Old Oak Common Lane and extending 60 metres to the eastern junction with Telford Way.

Buses proceed from Telford Way via Brunel Road to stand, departing to Brunel Road. Set down in Telford Way, at Stop X2 (26505 - Telford Way, Last Stop on LOR: 26505 - Telford Way) and pick up in Brunel Road, at Stop O (26194 - Brunel Road, First Stop on LOR: 26194 - Brunel Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 72 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:	East Acton.

### **WOOD LANE, NORTH POLE ROAD (from ROEHAMPTON, BESSBOROUGH ROAD)**

Buses proceed from Wood Lane via North Pole Road, St Quintin Gardens and North Pole Road departing to Wood Lane. Set down in Wood Lane, at Stop P (8908 - Cavell House, Last Stop on LOR: 8908 - Cavell House) and pick up in Wood Lane, at Stop L (8907 - Cavell House, First Stop on LOR: 8907 - Cavell House).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
BLIND DISPLAY:	Wood Lane, Du Cane Road.



## **SHEPHERDS BUSH GREEN, WEST SIDE**

Public stand for two buses on west side of Shepherd's Bush Green prior to Stop S outside bingo hall.

### **From East Acton, Brunel Road.**

Buses proceed from Shepherd's Bush Green (South Side) via Shepherd's Bush Green (West Side) to stand, departing to Shepherd's Bush Green (West Side). Set down in Shepherd's Bush Green (south Side), at Stop F (24994 - Shepherd's Bush Station <> #, Last Stop on LOR: 24994 - Shepherd's Bush Station <> #) and pick up in Shepherd's Bush Green (west Side), at Stop N (HF020 - Shepherd's Bush Green, First Stop on LOR: HF020 - Shepherd's Bush Green).

### **From Roehampton, Bessborough Road.**

Buses proceed from Shepherd's Bush Green (West Side) direct to stand, departing via Shepherd's Bush Green (West Side) to Uxbridge Road. Set down in Shepherd's Bush Green (west Side), at Stop N (HF020 - Shepherd's Bush Green, Last Stop on LOR: HF020 - Shepherd's Bush Green) and pick up in Uxbridge Road, at Stop U (24294 - Shepherd's Bush Green, First Stop on LOR: 24294 - Shepherd's Bush Green).

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:	Shepherd's Bush.

## **HAMMERSMITH, BROOK GREEN (from East Acton, Brunel Road)**

Public stand for 3 buses in Shepherd's Bush Road (west and north arms), commencing opposite a point 20 metres east of the centre of Barb Mews and extending 70 metres west and south.

Buses proceed from Shepherd's Bush Road direct to stand, departing to Shepherd's Bush Road. Set down in Shepherd's Bush Road, at Stop B (8995 - Brook Green, Last Stop on LOR: 8995 - Brook Green) and pick up in Shepherd's Bush Road, at Stop C (3480 - Brook Green, First Stop on LOR: 3480 - Brook Green).

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:	Brook Green.

## **HAMMERSMITH, BROOK GREEN (from ROEHAMPTON, BESSBOROUGH ROAD)**

Public stand for 3 buses in Shepherd's Bush Road (west and north arms), commencing opposite a point 20 metres east of the centre of Barb Mews and extending 70 metres west and south.

Buses proceed from Shepherd's Bush Road direct to stand, departing to Shepherd's Bush Road. Set down in Shepherd's Bush Road, at Stop Q (679 - Hammersmith Library, Last Stop on LOR: 679 - Hammersmith Library) and pick up in Shepherd's Bush Road, at Stop B (8995 - Brook Green, First Stop on LOR: 8995 - Brook Green).

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:	Hammersmith.

## **HAMMERSMITH BUS STATION**

### From East Acton, Brunel Road.

Buses proceed from Hammersmith Bus Station Low Level via Butterwick and Talgarth Road departing to Hammersmith Bus Station High Level. Set down in Hammersmith Bus Station Low Level, at Stop K (BP5005 - Hammersmith Bus Station, Last Stop on LOR: BP5005 - Hammersmith Bus Station) and pick up in Hammersmith Bus Station High Level, at Stop A (R0875 - Hammersmith Bus Station, First Stop on LOR: R0875 - Hammersmith Bus Station).

### From Roehampton, Bessborough Road.

Buses proceed from Hammersmith Bus Station High Level via Talgarth Road, Queen Caroline Street, Hammersmith Broadway and Hammersmith Bus Station Northern Entrance Ramp departing to Hammersmith Bus Station Low Level. Set down in Hammersmith Bus Station High Level, at Stop A (R0875 - Hammersmith Bus Station, Last Stop on LOR: R0875 - Hammersmith Bus Station) and pick up in Hammersmith Bus Station Low Level, at Stop K (BP5005 - Hammersmith Bus Station, First Stop on LOR: BP5005 - Hammersmith Bus Station).

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

### **HAMMERSMITH BRIDGE, NORTH SIDE (from East Acton, Brunel Road)**

Public stand for one bus in bay on south side of Hammersmith Bridge Road, commencing 28 metres east of the forward end of the straight section of the bay and extending 11 metres east.

Buses proceed from Hammersmith Bridge Road direct to stand, departing via Hammersmith Bridge Road and Roundabout Under Flyover to Hammersmith Bridge Road. Set down in Hammersmith Bridge Road, at Stop K (29954 - Hammersmith Bridge Road, Last Stop on LOR: 29954 - Hammersmith Bridge Road) and pick up in Hammersmith Bridge Road, at Stop M (29576 - Hammersmith Bridge Road, First Stop on LOR: 29576 - Hammersmith Bridge 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:	Hammersmith Bridge, North Side.

### **BARNES RED LION (from East Acton, Brunel Road)**

Public stand for two buses on south side of Church Road, Barnes, commencing opposite party wall of 21/23 Church Road extending 20 metres east.

Buses proceed from Castelnau via Church Road to stand, departing via Church Road, Station Road and Church Road to Castelnau. Set down in Castelnau, at Stop WN (15239 - Newport Road, Last Stop on LOR: 15239 - Newport Road) and pick up in Castelnau, at Stop WR (4606 - Barnes / Red Lion, First Stop on LOR: 4606 - Barnes / Red Lion).

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:	Barnes, Red Lion.

### **BARNES COMMON, QUEENS RIDE (from East Acton, Brunel Road)**

Public stand for one bus on north side of Queen's Ride, commencing 50 metres east of the eastern kerbline of Rocks Lane and extending 12 metres west.

Buses proceed from Rocks Lane via Queen's Ride to stand, departing via Queen's Ride, Queen's Ride Slip Road and Upper Richmond Road to Rocks Lane. Set down in Rocks Lane, at Stop B (1030 - Barnes Station #, Last Stop on LOR: 1030 - Barnes Station #) and pick up in Rocks Lane, at Stop A (1031 - Barnes Station #, First Stop on LOR: 1031 - Barnes 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:	Barnes Common.

### **ROEHAMPTON, EARL SPENCER (from East Acton, Brunel Road)**

Buses proceed from Roehampton Lane via Circumnavigating Island At Junction With Medfield Street departing to Roehampton Lane. Set down in Roehampton Lane, at Stop T (15245 - Clarence Lane, Last Stop on LOR: 15245 - Clarence Lane) and pick up in Roehampton Lane, at Stop A (33438 - Roehampton Lane / Danebury Avenue, First Stop on LOR: 33438 - Roehampton Lane / Danebury Avenue).

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

### **ROEHAMPTON, BESSBOROUGH ROAD**

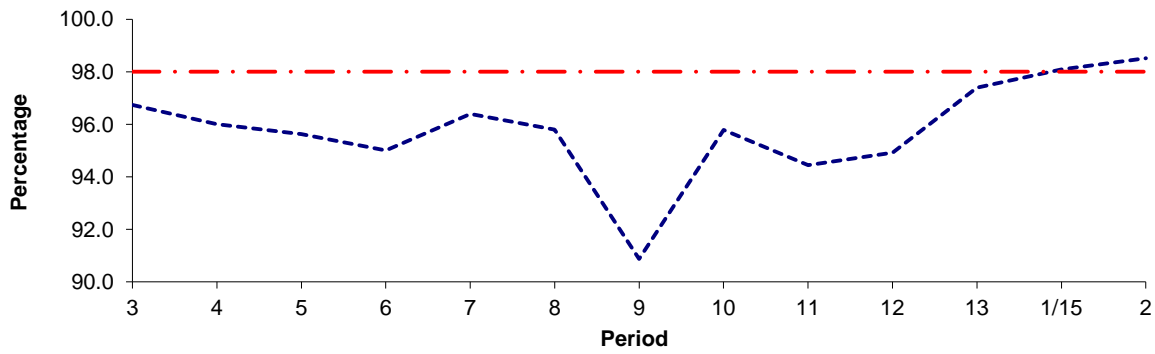
Public stand for two buses on east side of Bessborough Road, commencing 29 metres north of the centre of Norley Vale and extending 25 metres north.  
Buses proceed from Bessborough Road direct to stand, departing to Bessborough Road. Set down in Bessborough Road, at Stop AP (33739 - Norley Vale, Last Stop on LOR: 33739 - Norley Vale) and pick up in Bessborough Road, at Stop RK (LG10 - Norley Vale, First Stop on LOR: LG10 - Norley Vale).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 2 buses on Route 72 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: Roehampton, Bessborough Road.  
OTHER INFORMATION: No toilet facilities available.

## PART B - PERFORMANCE STATISTICS

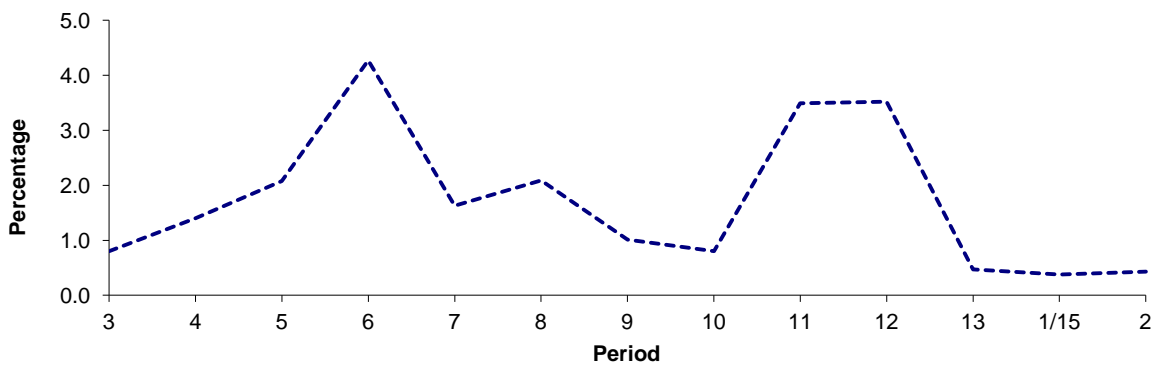
### Route 72

**Mileage Operated**



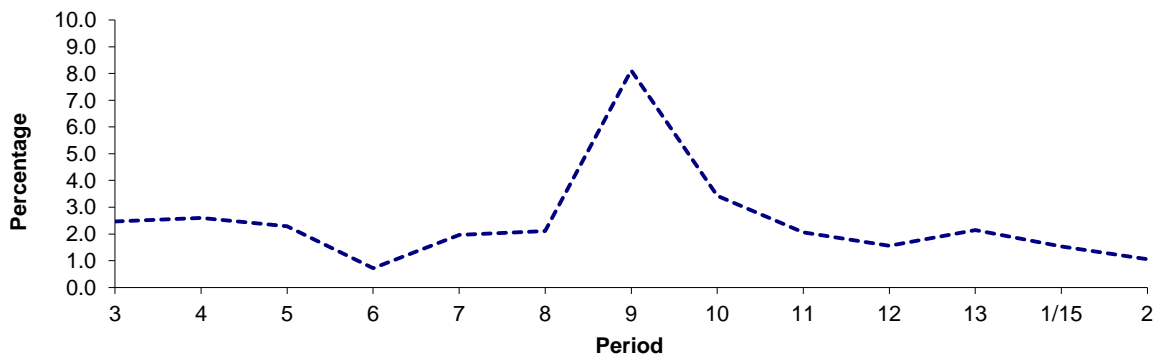
Period	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014/2015	96.73	96.00	95.63	95.01	96.40	95.80	90.87	95.78	94.45	94.92	97.39	98.09	98.51
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

**Deductible Mileage**



Period	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014/2015	0.80	1.40	2.08	4.27	1.63	2.09	1.01	0.80	3.49	3.52	0.47	0.38	0.43

**Non Deductible Mileage**

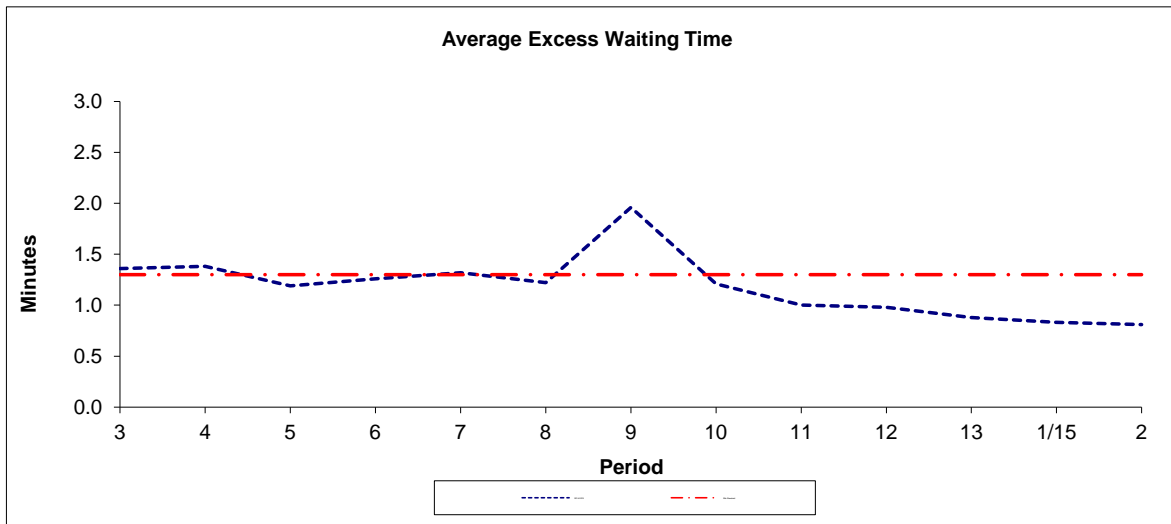


Period	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014/2015	2.47	2.60	2.29	0.72	1.97	2.11	8.12	3.42	2.06	1.56	2.14	1.53	1.06

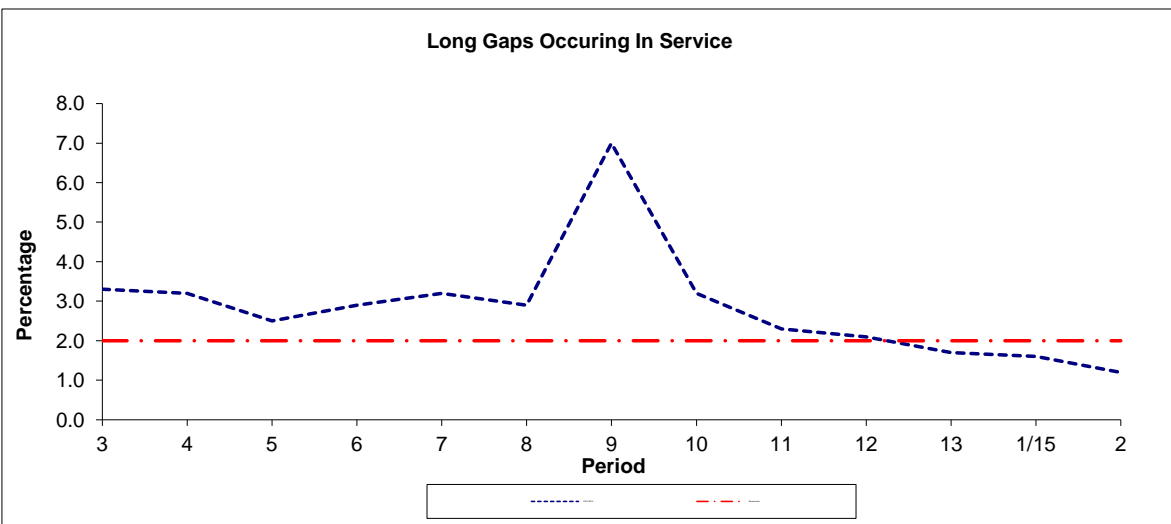
**Note :** Mileage is based on 4 weeks data  
Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

## PART B - PERFORMANCE STATISTICS

### Route 72



Period	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014-2015	1.36	1.38	1.19	1.26	1.32	1.22	1.96	1.21	1.00	0.98	0.88	0.83	0.81
Min Standard	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30



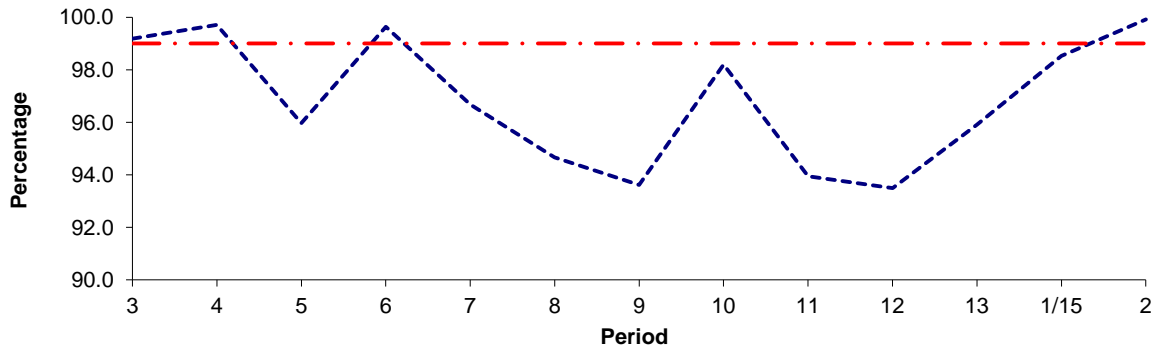
Period	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014-2015	3.3	3.2	2.5	2.9	3.2	2.9	7.0	3.2	2.3	2.1	1.7	1.6	1.2
Benchmark	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

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

## PART B - PERFORMANCE STATISTICS

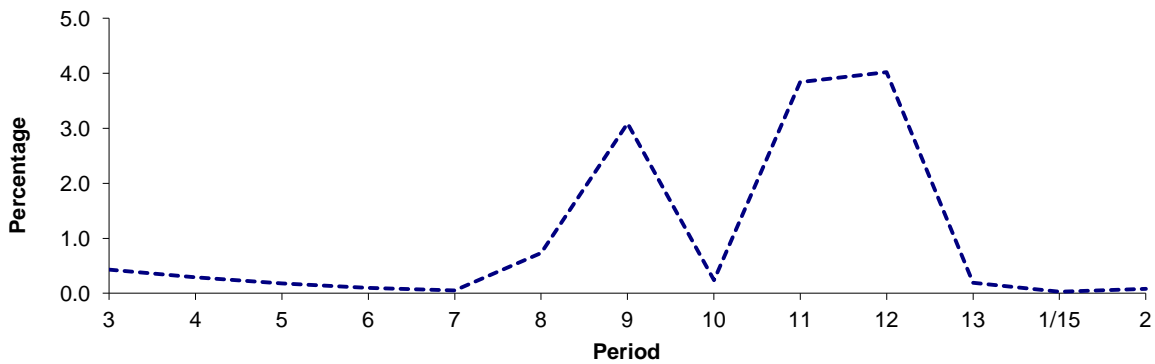
### Route N72

**Mileage Operated**



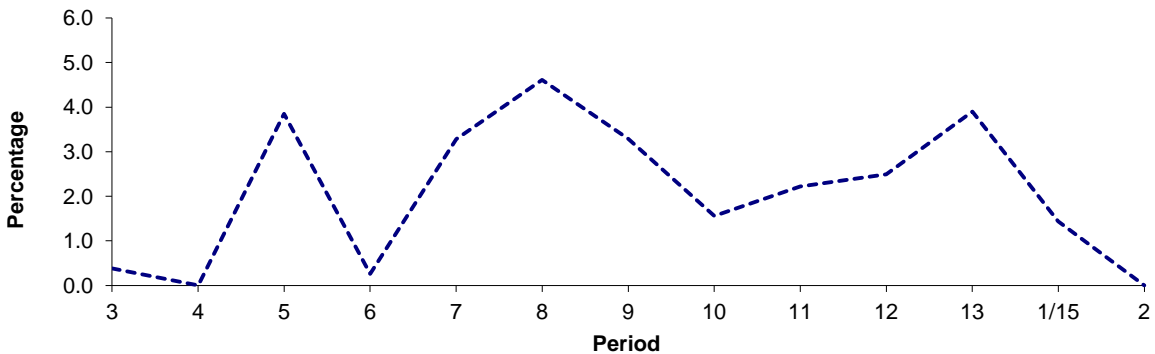
Period	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014/2015	99.19	99.71	95.97	99.64	96.67	94.66	93.62	98.20	93.94	93.49	95.91	98.53	99.92
Min Standard	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00

**Deductible Mileage**



Period	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014/2015	0.43	0.29	0.18	0.10	0.05	0.73	3.09	0.24	3.84	4.02	0.19	0.03	0.08

**Non Deductible Mileage**

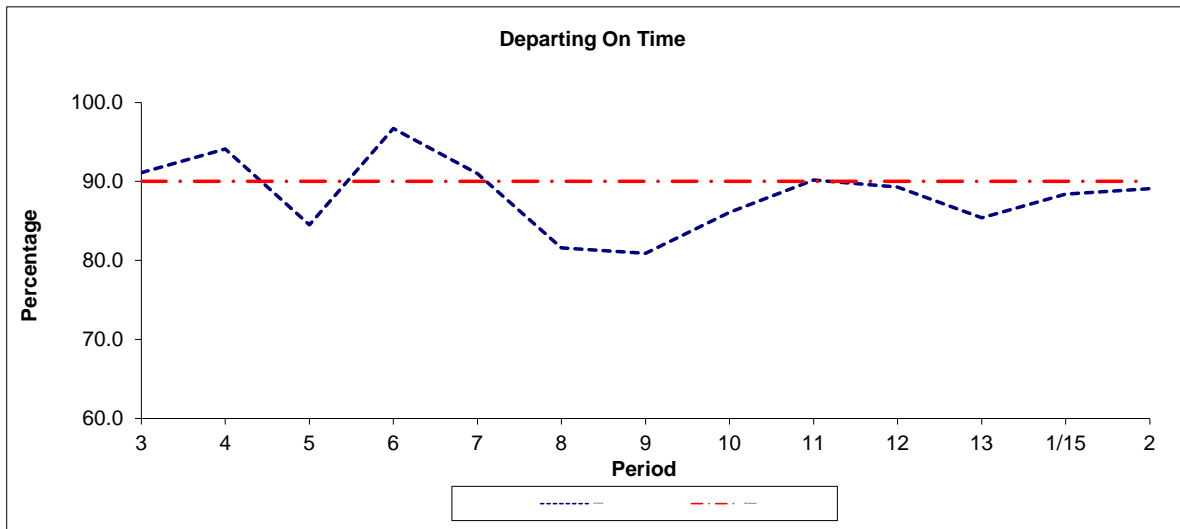


Period	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014/2015	0.38	0.00	3.85	0.26	3.28	4.61	3.29	1.56	2.22	2.49	3.90	1.44	0.00

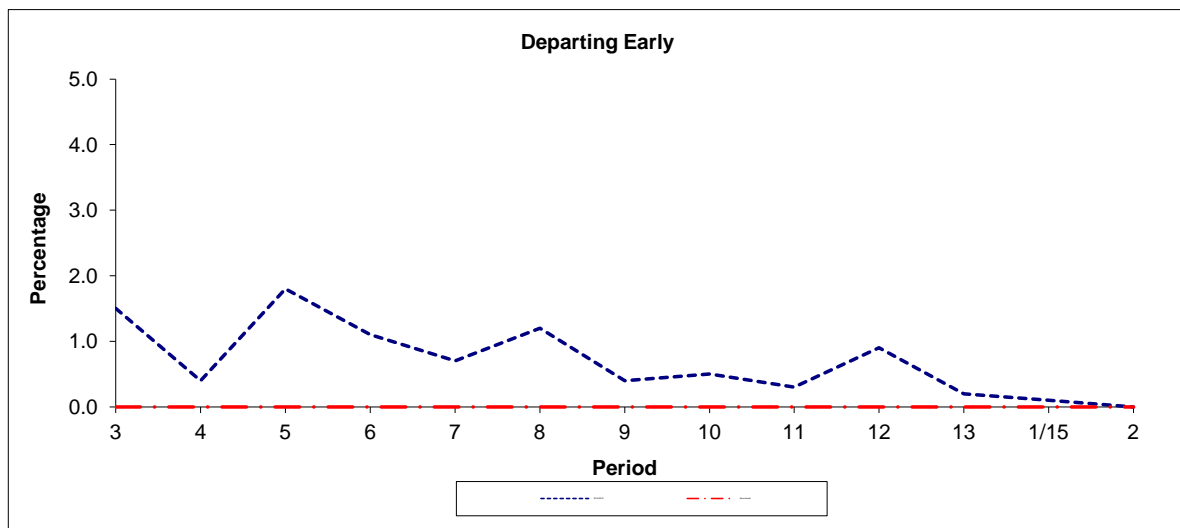
**Note :** Mileage is based on 4 weeks data  
Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

## PART B - PERFORMANCE STATISTICS

### Route N72



Period	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014/2015	91.1	94.1	84.5	96.7	91.0	81.6	80.9	86.1	90.2	89.3	85.4	88.4	89.1
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	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014/2015	1.5	0.4	1.8	1.1	0.7	1.2	0.4	0.5	0.3	0.9	0.2	0.1	0.0
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 72 - FULL iBUS RESULTS BY TIME OF DAY

### QUARTERS 1 TO 4 2014/15 (01/04/14 - 31/03/15)

#### 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	19,014.	18,547	97.5	9.23	<b>0.57</b>	9.8	63.8	31.0	4.7	0.5	0.6	62
07:00 - 10:00	103,590.	98,846	95.4	3.20	<b>1.12</b>	4.3	92.5	7.0	0.5	0.1	2.5	69
10:00 - 13:00	104,901.	102,157	97.4	3.04	<b>1.04</b>	4.1	93.3	6.1	0.4	0.1	2.0	48
13:00 - 16:00	105,582.	102,157	96.8	3.01	<b>1.17</b>	4.2	92.4	6.9	0.6	0.1	2.6	51
16:00 - 19:00	103,888.	94,297	90.8	3.02	<b>1.78</b>	4.8	88.1	10.2	1.4	0.4	5.6	60
19:00 - 22:00	71,420.	69,918	97.9	4.32	<b>1.32</b>	5.6	82.9	15.3	1.4	0.4	3.6	64
22:00 - 24:00	29,145.	27,839	95.5	6.02	<b>1.07</b>	7.1	74.2	21.4	2.8	1.6	2.8	87
<b>All Locations Summary</b>	<b>537,540.</b>	<b>513,761</b>	<b>95.6</b>	<b>3.52</b>	<b>1.28</b>	<b>4.8</b>	<b>88.8</b>	<b>9.9</b>	<b>1.0</b>	<b>0.3</b>	<b>3.3</b>	<b>87</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	4,211.	4,036	95.8	9.24	<b>0.51</b>	9.8	62.2	33.2	4.2	0.4	0.6	47
07:00 - 10:00	15,118.	14,822	98.0	4.57	<b>0.81</b>	5.4	87.3	12.2	0.4	0.1	0.8	42
10:00 - 13:00	22,333.	21,751	97.4	3.06	<b>0.91</b>	4.0	94.0	5.8	0.2	0.0	1.4	44
13:00 - 16:00	22,083.	21,430	97.0	3.04	<b>1.18</b>	4.2	92.6	6.6	0.6	0.1	2.7	41
16:00 - 19:00	21,306.	20,624	96.8	3.13	<b>1.15</b>	4.3	92.4	6.5	0.6	0.5	3.0	63
19:00 - 22:00	12,504.	12,257	98.0	5.19	<b>1.27</b>	6.5	79.5	18.4	1.5	0.6	2.2	80
22:00 - 24:00	7,162.	7,059	98.6	6.02	<b>0.62</b>	6.6	77.3	21.6	1.1	0.0	0.4	33
<b>All Locations Summary</b>	<b>104,717.</b>	<b>101,979</b>	<b>97.4</b>	<b>3.81</b>	<b>1.03</b>	<b>4.8</b>	<b>89.2</b>	<b>9.9</b>	<b>0.7</b>	<b>0.2</b>	<b>2.0</b>	<b>80</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	2,508.	2,411	96.1	14.83	<b>0.41</b>	15.2	42.1	27.5	24.2	6.3	2.1	66
07:00 - 10:00	8,644.	8,458	97.8	9.52	<b>0.69</b>	10.2	61.3	28.9	8.4	1.5	0.1	64
10:00 - 13:00	16,394.	16,083	98.1	4.59	<b>0.84</b>	5.4	85.6	13.5	0.8	0.2	1.5	64
13:00 - 16:00	16,124.	15,561	96.5	4.61	<b>1.18</b>	5.8	83.4	14.4	1.5	0.7	2.7	75
16:00 - 19:00	16,104.	15,514	96.3	4.61	<b>1.19</b>	5.8	83.1	15.3	1.3	0.3	2.7	72
19:00 - 22:00	12,420.	12,299	99.0	5.77	<b>1.03</b>	6.8	76.7	21.5	1.5	0.3	1.1	54
22:00 - 24:00	8,044.	8,021	99.7	6.00	<b>0.44</b>	6.4	79.1	20.3	0.6	0.0	0.2	33
<b>All Locations Summary</b>	<b>80,238.</b>	<b>78,347</b>	<b>97.6</b>	<b>5.50</b>	<b>0.98</b>	<b>6.5</b>	<b>79.7</b>	<b>17.4</b>	<b>2.3</b>	<b>0.6</b>	<b>1.8</b>	<b>75</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	25,733.	24,994	97.1	9.55	<b>0.55</b>	10.1	62.4	31.0	5.7	0.8	0.7	66
07:00 - 10:00	127,352.	122,126	95.9	3.62	<b>1.07</b>	4.7	90.5	8.5	0.8	0.2	2.3	69
10:00 - 13:00	143,628.	139,991	97.5	3.22	<b>1.00</b>	4.2	92.6	6.9	0.4	0.1	1.9	64
13:00 - 16:00	143,789.	139,148	96.8	3.18	<b>1.17</b>	4.4	91.5	7.6	0.7	0.2	2.6	75
16:00 - 19:00	141,298.	130,435	92.3	3.18	<b>1.65</b>	4.8	88.1	10.3	1.3	0.4	5.0	72
19:00 - 22:00	96,344.	94,474	98.1	4.59	<b>1.28</b>	5.9	81.8	16.4	1.4	0.4	3.1	80
22:00 - 24:00	44,351.	42,919	96.8	6.02	<b>0.92</b>	6.9	75.3	21.3	2.3	1.2	2.1	87
<b>All Locations Summary</b>	<b>722,495.</b>	<b>694,087</b>	<b>96.1</b>	<b>3.74</b>	<b>1.22</b>	<b>5.0</b>	<b>88.0</b>	<b>10.6</b>	<b>1.1</b>	<b>0.3</b>	<b>3.0</b>	<b>87</b>

**ROUTE N72 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTERS 1 TO 4 2014/15 (01/04/14 - 31/03/15)**

**MONDAY - FRIDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	26,299.	26,140.0	99.4	97.4	90.3	4.4	1.0	4.2
<b>All Locations Summary</b>	<b>26,299.</b>	<b>26,140.0</b>	<b>99.4</b>	<b>97.4</b>	<b>90.3</b>	<b>4.4</b>	<b>1.0</b>	<b>4.2</b>

**SATURDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	5,403.	5,399.0	99.9	98.1	89.5	1.8	0.5	8.2
<b>All Locations Summary</b>	<b>5,403.</b>	<b>5,399.0</b>	<b>99.9</b>	<b>98.1</b>	<b>89.5</b>	<b>1.8</b>	<b>0.5</b>	<b>8.2</b>

**SUNDAY AND BANK HOLIDAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	6,561.	6,442.0	98.2	98.1	88.3	3.2	0.5	8.1
<b>All Locations Summary</b>	<b>6,561.</b>	<b>6,442.0</b>	<b>98.2</b>	<b>98.1</b>	<b>88.3</b>	<b>3.2</b>	<b>0.5</b>	<b>8.1</b>

**ALL DAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	38,263.	37,981.0	99.3	97.6	89.7	3.5	0.8	6.1
<b>All Locations Summary</b>	<b>38,263.</b>	<b>37,981.0</b>	<b>99.3</b>	<b>97.6</b>	<b>89.7</b>	<b>3.5</b>	<b>0.8</b>	<b>6.1</b>

# Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 527

Routes 72 and N72

Service change 34318

Date 27/07/2013

Reason for Issue

Permanent change to set-down at Acton

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
EACTBR	26194	Brunel Road		
	20975	The Fairway	173	0.11
	26503	East Acton Station / Erconwald Street	299	0.19
EACTDC	11576	East Acton Station / Fitzneal Street	166	0.10
	11572	Wulfstan Street	405	0.25
HAMMHP	11568	Hammersmith Hospital	509	0.32
	11566	Latymer Upper School / Playing Fields	462	0.29
DCRDWL	8907	Cavell House	142	0.09
	34124	South Africa Road	247	0.15
WCTYSN	8903	White City Station	305	0.19
	8901	Ariel Way / White City Bus Station	464	0.29
	270	Jxbridge Rd / Westfield Shopping Centre	187	0.12
SBGNUR	24294	Shepherds Bush Green	322	0.20
SBGNSS	24994	Shepherds Bush Station	215	0.13
SBGNSB	843	Goldhawk Road	310	0.19
	8895	Blythe Road	384	0.24
	8995	Brook Green	284	0.18
	14637	Hammersmith Library	307	0.19
HAMMBL	BP5005	Hammersmith Bus Station	235	0.15
	29954	Hammersmith Bridge Road	557	0.35
	BP3191	Hammersmith Bridge	209	0.13
	4609	Lonsdale Road	616	0.38
	15236	The Spinney	217	0.13
	986	Washington Road	415	0.26
	15239	Newport Road	324	0.20
BRNSRL	4607	Church Road / Red Lion	322	0.20
	15240	Ranelagh Avenue	229	0.14
	1030	Barnes Station	812	0.50
BNCMRL	1703	Rosslyn Park Rugby Football Club	338	0.21
	15242	Fairacres	239	0.15
	R0592	Roehampton University / Main Entrance	340	0.21
	4867	Queen Mary's Hospital	369	0.23
	15245	Clarence Lane	295	0.18
	3479	Roehampton Lane / Danebury Avenue	583	0.36
	34751	Petersfield Rise	291	0.18
	34750	Dilton Gardens	196	0.12
ROEHBR	33739	Norley Vale	121	0.08

Total Route Mileage - Out Direction 11889 7.39  
Metres Miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ROEHBR	LG10	Norley Vale		
	29314	Heathmere Primary School	251	0.16
	29312	Hyacinth Road	207	0.13
	29310	Shawford Court	236	0.15
	33438	Roehampton Lane / Danebury Avenue	433	0.27
	15244	Clarence Lane	317	0.20
	4866	Queen Mary's Hospital	314	0.20
	15844	Roehampton University / Main Entrance	334	0.21
	15243	Fairacres	253	0.16
BNCMRL	1702	Rosslyn Park Rugby Football Club	412	0.26
	1031	Barnes Station	371	0.23
	15241	Ranelagh Avenue	677	0.42
BRNSRL	4606	Barnes / Red Lion	374	0.23
	15238	Newport Road	310	0.19
	987	Washington Road	320	0.20
	15237	The Spinney	300	0.19
	4608	Lonsdale Road	213	0.13
	BP5497	Hammersmith Bridge / North Side	587	0.36
	29576	Hammersmith Bridge Road	395	0.25
HAMMBU	R0875	Hammersmith Bus Station	400	0.25
	679	Hammersmith Library	466	0.29
	3480	Brook Green	469	0.29
	8894	Blythe Road	327	0.20
SBGNSB	842	Goldhawk Road	222	0.14
SBGNWS	HF020	Shepherds Bush Green	194	0.12
	8898	Uxbridge Rd / Westfield Shopping Centre	280	0.17
	R0243	Ariel Way / White City Bus Station	234	0.15
WCTYSN	8902	White City Station	325	0.20
	CW20	Westway	227	0.14
DCRDWL	8908	Cavell House	302	0.19
	11567	Latymer Upper School / Playing Fields	243	0.15
HAMMHP	11569	Hammersmith Hospital	401	0.25
	11573	Wulfstan Street	634	0.39
EACTDC	11577	East Acton Station	346	0.21
	26504	The Fairway	262	0.16
	20974	Long Drive	221	0.14
	BP2420	Brunel Road	281	0.17
	26505	Telford Way	174	0.11
EACTBR	BP2422	East Acton Industrial Estate	256	0.16

Total Route Mileage - Back Direction 12568 7.81  
Metres Miles