

## 7. Service Specification

Route: 296

Contract Reference: QC49402

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>                        | 296   |
| <b>Terminus Points</b>                     | Romford Station and Ilford Broadway, Sainsbury's  |
| <b>Contract Basis</b>                      | Incentivised  |
| <b>Commencement Date</b>                   | 17 <sup>th</sup> October 2015   |
| <b>Vehicle Type</b>                        | 60 capacity, dual door, single deck, minimum 10.8m long, subject to a satisfactory route test |
| <b>Current Maximum Approved Dimensions</b> | 10.2 metres long and 2.44 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>        | Departing on Time - No less than 82.00%   |
| <b>Extension Threshold</b>                 | Departing on Time Threshold - 86.00%  |
| <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 10<sup>th</sup> November 2014

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

## **SERVICE SPECIFICATION**

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

## 2) NOTES

### **Proposed Changes:**

At this time, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. 296.

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:

- 60 capacity, dual door, single deck, minimum 10.8m long buses are specified, subject to a satisfactory route test.

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

**Operators should provide the following prices:**

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

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

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

|   |                  |   |                             |             |            |
|---|------------------|---|-----------------------------|-------------|------------|
| Romford Station to Ilford Broadway, Sainsbury's |                  | Ilford Broadway, Sainsbury's to Romford Station |                             |             |            |
| First departure no later than 0540.             |                  | First departure no later than 0635.             |                             |             |            |
| 0535 - 1905                                     | Every 20 minutes | 0630 - 1950                                     | Every 20 minutes            |             |            |
| 1906 - 0010                                     | Every 30 minutes | 1951 - 0025                                     | Every 30 minutes            |             |            |
| Last departure no earlier than 0005.            |                  | Last departure no earlier than 0020.            |                             |             |            |
| <b>Pinchpoints</b>                              |                  |   |                             |             |            |
| Newbury Park Station                            | 0700 - 0900      | 20 minutes                                      | Marks Gate, Rose Lane Shops | 0700 - 0900 | 20 minutes |
|   | 1505 - 1625      | 20 minutes                                      |                             | 1520 - 1620 | 20 minutes |

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

|   |                  |   |                             |             |            |
|---|------------------|---|-----------------------------|-------------|------------|
| Romford Station to Ilford Broadway, Sainsbury's |                  | Ilford Broadway, Sainsbury's to Romford Station |                             |             |            |
| First departure no later than 0540.             |                  | First departure no later than 0635.             |                             |             |            |
| 0535 - 0740                                     | Every 30 minutes | 0630 - 0835                                     | Every 30 minutes            |             |            |
| 0741 - 1905                                     | Every 20 minutes | 0836 - 1850                                     | Every 20 minutes            |             |            |
| 1906 - 0010                                     | Every 30 minutes | 1851 - 0025                                     | Every 30 minutes            |             |            |
| Last departure no earlier than 0005.            |                  | Last departure no earlier than 0020.            |                             |             |            |
| <b>Pinchpoints</b>                              |                  |   |                             |             |            |
| Newbury Park Station                            | 0900 - 1100      | 20 minutes                                      | Marks Gate, Rose Lane Shops | 0900 - 1100 | 20 minutes |

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

|   |                  |   |                             |             |            |
|---|------------------|---|-----------------------------|-------------|------------|
| Romford Station to Ilford Broadway, Sainsbury's |                  | Ilford Broadway, Sainsbury's to Romford Station |                             |             |            |
| First departure no later than 0640.             |                  | First departure no later than 0700.             |                             |             |            |
| 0635 - 0010                                     | Every 30 minutes | 0655 - 0025                                     | Every 30 minutes            |             |            |
| Last departure no earlier than 0005.            |                  | Last departure no earlier than 0020.            |                             |             |            |
| <b>Pinchpoints</b>                              |                  |   |                             |             |            |
| Newbury Park Station                            | 1000 - 1130      | 30 minutes                                      | Marks Gate, Rose Lane Shops | 0950 - 1120 | 30 minutes |

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

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

- 4.1) Route No. 296 should interwork with Route No. 396 between Little Heath, Barley Lane, Eastern Avenue and Ilford Broadway, Sainsbury's during all periods.
- 4.2) Route No. 296 should be separated from Route No. 66 between Romford Station and Romford, Eastern Avenue West and between Little Heath, Barley Lane, Eastern Avenue and Gants Hill Station during all periods.
- 4.3) Route No. 296 can suffer from unpredictable traffic delays in the Romford and Ilford areas.
- 4.4) Romford Market, which is held on Wednesdays, Fridays and Saturdays, can lead to traffic delays in the Romford area.
- 4.5) Further developments are progressing in Romford town centre, including the Market Square and the new Asda store at Liberty 2 (located at the junction of Main Road, St. Edwards Way and Mercury Gardens). Over the next 10 years, there should be fairly significant increases in residential and commercial properties within and along the inner ring road. This will affect demand on the route.
- 4.6) 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. 296 and it is anticipated that some passenger demand for Route No. 296 may shift to this line when it opens. Route No. 296 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 296: Romford Station - Ilford Broadway, Sainsburys**

**Date of Structural Change:** 17 October 2015.

**Date of Service Change:** 17 October 2015.

**Reason for Issue:** New Tender.

### **STREETS TRAVERSED**

**Towards Ilford Broadway, Sainsburys:** Romford Station Forecourt, South Street, Western Road, Mercury Gardens, Main Road Roundabout, St Edwards Way, North Street, Eastern Avenue West, Moby Dick, Whalebone Lane North, Rose Lane, Billet Road, Hainault Road, Eastern Avenue, Gants Hill Cross, Cranbrook Road, Chapel Road, Sainsburys Bus Lay-By.

**Towards Romford Station:** Sainsburys Bus Lay-By, Roden Street, Chapel Road, Ilford Hill, Cranbrook Road, Gants Hill Cross, Eastern Avenue, Newbury Park Station Forecourt, Eastern Avenue, Hainault Road, Billet Road, Rose Lane, Whalebone Lane North, Moby Dick, Eastern Avenue West, North Street, St Edwards Way, Main Road Roundabout, Mercury Gardens, Western Road, Grimshaw Way, Slaney Road, Chandlers Way, Eastern Road, South Street, Atlanta Boulevard.

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

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

### **ROMFORD STATION, ATLANTA BOULEVARD**

Private stand for 15 buses in marked bays in Bus Parking Area in Atlanta Boulevard on south side of Romford Station.

Buses proceed from Atlanta Boulevard direct to stand, departing via Atlanta Boulevard to Romford Station Forecourt. Set down in Atlanta Boulevard, at Alighting Point (BP148 - Romford Station #, Last Stop on LOR: BP148 - Romford Station #) and pick up in Romford Station Forecourt, at Stop Z (R0760 - Romford Station #, First Stop on LOR: R0760 - Romford Station #).

|                                |   |
|--------------------------------|---|
| <b>AVAILABILITY:</b>           | At any time.  |
| <b>OPERATING RESTRICTIONS:</b> | No more than 1 bus on Route 296 should be scheduled to stand at any one time. |
| <b>MEAL RELIEFS:</b>           | No meal relief vehicles to stand at any time.                                 |
| <b>FERRY VEHICLES:</b>         | No ferry vehicles to park on stand at any time.                               |
| <b>BLIND DISPLAY:</b>          | Romford Station.  |

## **ROMFORD MARKET (from ILFORD BROADWAY, SAINSBURYS)**

Buses proceed from St Edwards Way via Main Road Roundabout, St Edwards Way (Circling Roundabout Junction Of) and Main Road Roundabout (Circling Roundabout Junction Of) departing to St Edwards Way. Set down in St Edwards Way, at Stop E (34092 - Romford Market, Last Stop on LOR: 34092 - Romford Market) and pick up in St Edwards Way, at Stop H (34116 - Romford Market, First Stop on LOR: 34116 - Romford Market).

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

## **ROMFORD, NORTH STREET BUS GARAGE**

Private stand in Stagecoach's North Street Bus Garage.

### From Ilford Broadway, Sainsburys.

Buses proceed from North Street via Seymer Road and North Street Bus Garage to stand, departing via North Street Bus Garage and Park Drive to North Street. Set down in Seymer Road (4351 - Romford Bus Garage, Last Stop on LOR: 18244 - King George Close) and pick up in North Street, at stop NB (4350 - Cedar Road, First Stop on LOR: 4350 - Cedar Road).

### From Romford Station.

Buses proceed from North Street via Seymer Road and North Street Bus Garage to stand, departing via North Street Bus Garage and Park Drive to North Street. Set down in North Street, at stop NA (18245 - Park Drive, Last Stop on LOR: 18245 - Park Drive) and pick up in North Street, at stop J (18246 - The Avenue, First Stop on LOR: 18246 - The Avenue).

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: Romford North Street Bus Garage.

## **MARKS GATE, BILLET ROAD**

Public stand on east side of Whalebone Lane North, commencing 50 metres north of No. 1 and extending 22 metres northwards.

### **From Ilford Broadway, Sainsburys.**

Buses proceed from Rose Lane via Whalebone Lane North to stand, departing via Whalebone Lane North to Rose Lane. Set down in Rose Lane, at Stop G (20811 - Whalebone Lane North, Last Stop on LOR: 20811 - Whalebone Lane North) and pick up in Rose Lane, at Stop P (16480 - Padnall Road, First Stop on LOR: 16480 - Padnall Road).

### **From Romford Station.**

Buses proceed from Rose Lane via Billet Road and Whalebone Lane North to stand, departing via Whalebone Lane North and Billet Road to Rose Lane. Set down in Rose Lane, at Stop R (29415 - Rose Lane / Billet Road, Last Stop on LOR: 29415 - Rose Lane / Billet Road) and pick up in Rose Lane, at Stop E (29416 - Rose Lane / Billet Road, First Stop on LOR: 29416 - Rose Lane / Billet 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:          | Marks Gate.                                     |

## **LITTLE HEATH (from Romford Station)**

Buses proceed from Billet Road via Hainault Road, Barley Lane, Chadwell Heath Lane, Little Heath, Barley Lane and Hainault Road departing to Billet Road. Set down in Billet Road (35000 - Hainault Road, Last Stop on LOR: 35000 - Hainault Road) and pick up in Billet Road (34999 - Hainault Road, First Stop on LOR: 34999 - Hainault Road).

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



## **NEWBURY PARK STATION**

Private stand on west side of Newbury Park LUL Station forecourt, extending 23 metres.

### From Ilford Broadway, Sainsburys.

Buses proceed from Newbury Park Station Forecourt direct to stand, departing via Newbury Park Station Forecourt to Eastern Avenue. Set down in Newbury Park Station Forecourt, at Stop NA (25185 - Newbury Park Station <>, Last Stop on LOR: 25185 - Newbury Park Station <>) and pick up in Eastern Avenue, at Stop NK (R0312 - Ley Street, First Stop on LOR: R0312 - Ley Street).

### From Romford Station.

Buses proceed from Eastern Avenue via Newbury Park Station Forecourt to stand, departing to Newbury Park Station Forecourt. Set down in Eastern Avenue, at Stop NB (18237 - Newbury Park Station <>, Last Stop on LOR: 18237 - Newbury Park Station <>) and pick up in Newbury Park Station Forecourt, at Stop NA (25185 - Newbury Park Station <>, First Stop on LOR: 25185 - Newbury Park 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:          | Newbury Park.                                   |

## **GANTS HILL STATION (from Romford Station)**

Public stand for two buses on north side (offside) of Perth Road, commencing 62.5 metres east of Bramley Crescent and extending 23 metres east.

Buses proceed from Cranbrook Road via Bramley Crescent and Perth Road to stand, departing via Perth Road, Eastern Avenue and Gants Hill Cross to Eastern Avenue. Set down in Cranbrook Road, at Stop CH (8622 - Gants Hill Station <>/ Cranbrook Road, Last Stop on LOR: 8622 - Gants Hill Station <>/ Cranbrook Road) and pick up in Eastern Avenue, at Stop EC (13447 - Parham Drive, First Stop on LOR: 13447 - Parham Drive).

|                         |   |
|-------------------------|---|
| 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:          | Gants Hill.                                     |

## **ILFORD BROADWAY (from Romford Station)**

Buses proceed from Cranbrook Road via Chapel Road and Ilford Hill departing to Cranbrook Road. Set down in Cranbrook Road, at Stop K (FC03 - Ilford Station #, Last Stop on LOR: FC03 - Ilford Station #) and pick up in Cranbrook Road, at Stop H (35410 - Ilford Station #, First Stop on LOR: 35410 - Ilford Station #).

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

## **ILFORD, RODEN STREET**

Private stand for five buses in bus parking area at junction of Chapel Road and Roden Street in 2 sections.

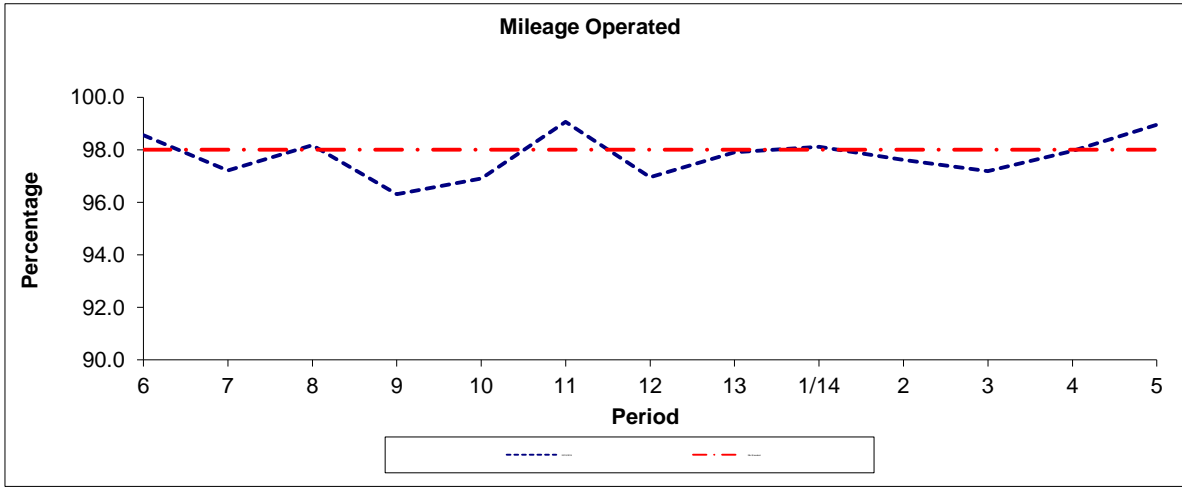
1. For four buses on the offside, extending 45 metres;
2. For one bus on nearside, extending 12 metres.

Buses proceed from Sainsburys Bus Lay-By direct to stand, departing to Sainsburys Bus Lay-By. Set down in Sainsburys Bus Lay-by, at Stop C (BP284 - Roden Street, Last Stop on LOR: BP284 - Roden Street) and pick up in Sainsburys Bus Lay-by, at Stop C (BP284 - Roden Street, First Stop on LOR: BP284 - Roden Street).

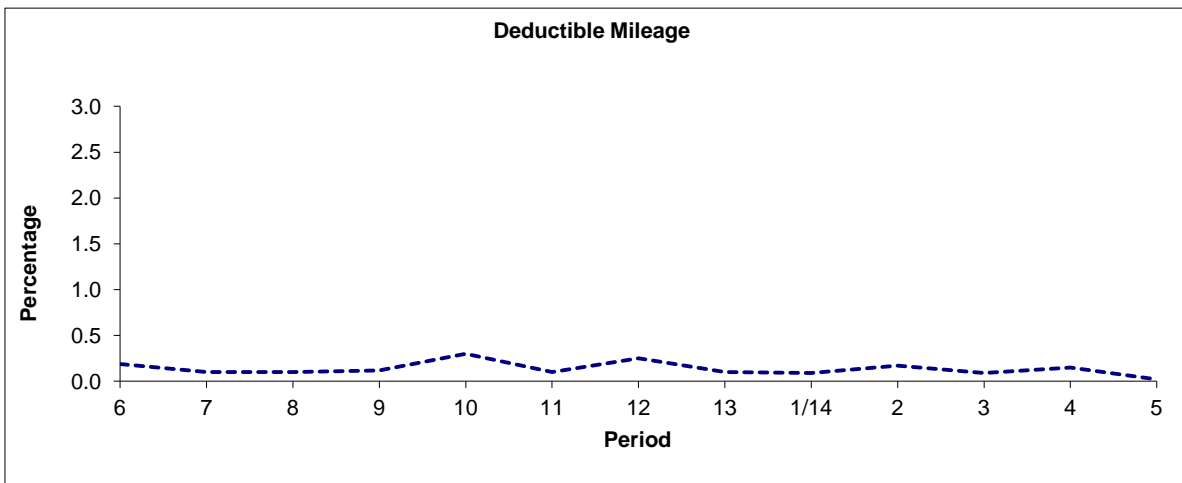
|                         |   |
|-------------------------|---|
| AVAILABILITY:           | At any time.  |
| OPERATING RESTRICTIONS: | No more than 1 bus on Route 296 should be scheduled to stand at any one time. |
| MEAL RELIEFS:           | No meal relief vehicles to stand at any time.                                 |
| FERRY VEHICLES:         | No ferry vehicles to park on stand at any time.                               |
| BLIND DISPLAY:          | Iford Broadway.   |
| OTHER INFORMATION:      | Council toilet facilities available: 0730-1830(Mon-Fri) and 0700-1830(Sat).   |

**PART B - PERFORMANCE STATISTICS**

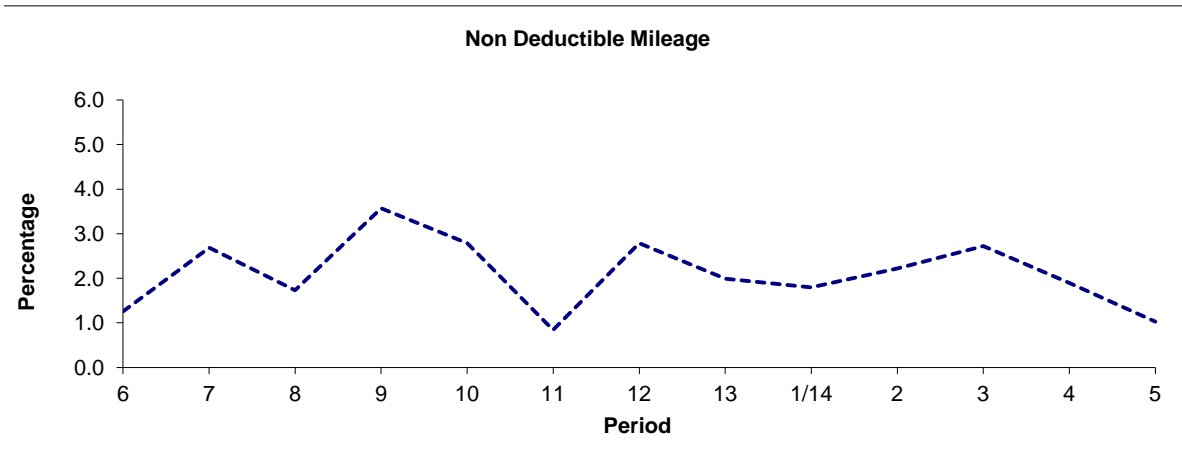
**Route 296**



| Period       | 6     | 7     | 8     | 9     | 10    | 11    | 12    | 13    | 1/14  | 2     | 3     | 4     | 5     |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2013/2014    | 98.55 | 97.21 | 98.17 | 96.31 | 96.91 | 99.06 | 96.96 | 97.91 | 98.11 | 97.61 | 97.19 | 97.95 | 98.95 |
| 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    | 6    | 7    | 8    | 9    | 10   | 11   | 12   | 13   | 1/14 | 2    | 3    | 4    | 5    |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2013/2014 | 0.19 | 0.10 | 0.10 | 0.12 | 0.30 | 0.10 | 0.25 | 0.10 | 0.09 | 0.17 | 0.09 | 0.15 | 0.02 |

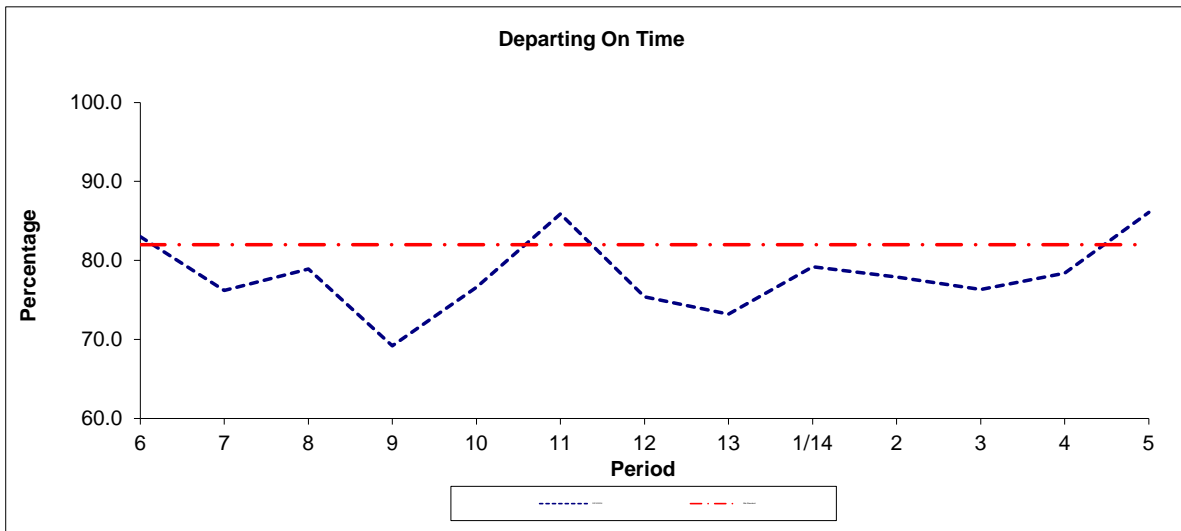


| Period    | 6    | 7    | 8    | 9    | 10   | 11   | 12   | 13   | 1/14 | 2    | 3    | 4    | 5    |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2013/2014 | 1.26 | 2.69 | 1.73 | 3.57 | 2.79 | 0.84 | 2.79 | 1.99 | 1.80 | 2.22 | 2.72 | 1.90 | 1.03 |

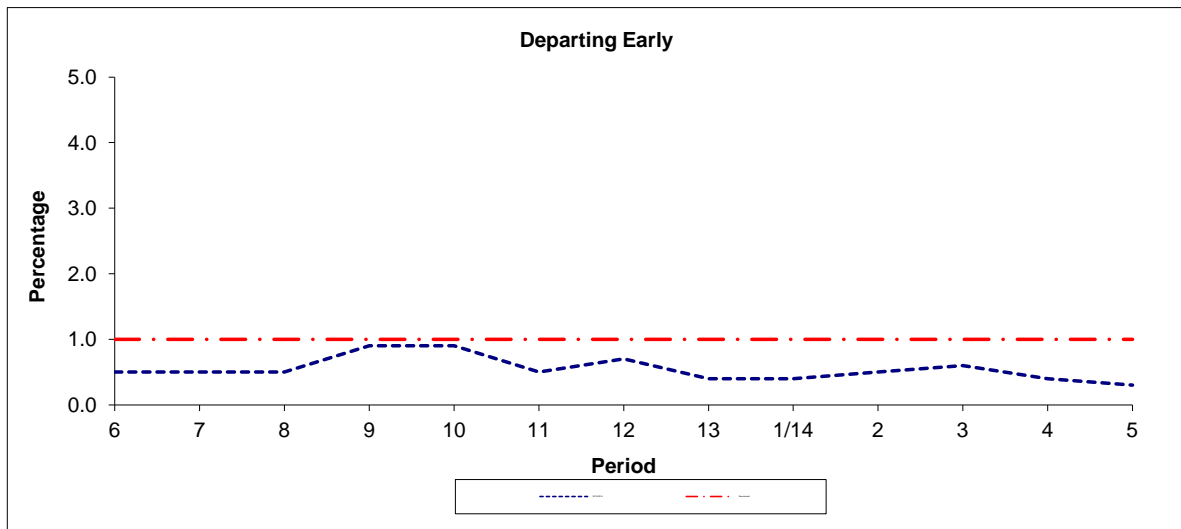
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 296**



| Period       | 6    | 7    | 8    | 9    | 10   | 11   | 12   | 13   | 1/14 | 2    | 3    | 4    | 5    |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2013/2014    | 83.0 | 76.2 | 78.9 | 69.2 | 76.6 | 85.9 | 75.4 | 73.2 | 79.2 | 77.9 | 76.3 | 78.4 | 86.1 |
| Min Standard | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 |



| Period    | 6   | 7   | 8   | 9   | 10  | 11  | 12  | 13  | 1/14 | 2   | 3   | 4   | 5   |
|-----------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|
| 2013/2014 | 0.5 | 0.5 | 0.5 | 0.9 | 0.9 | 0.5 | 0.7 | 0.4 | 0.4  | 0.5 | 0.6 | 0.4 | 0.3 |
| 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.

**ROUTE 296 - FULL iBUS RESULTS BY TIME OF DAY  
QUARTER 2 13/14 TO QUARTER 1 14/15 (22/06/13 - 20/06/14)**

**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 (%) |
|----------------|-----------------|-------------|-------------|-----------------------|------------------------------|----------------------------------|--------------------------------|
| 0500 - 0700    | 7,817.          | 89.9        | 98.4        | 82.3                  | 1.4                          | 0.4                              | 15.9                           |
| 0700 - 1000    | 29,126.         | 98.1        | 95.5        | 76.3                  | 5.1                          | 0.9                              | 17.7                           |
| 1000 - 1300    | 28,012.         | 97.8        | 97.4        | 84.4                  | 2.9                          | 0.4                              | 12.4                           |
| 1300 - 1600    | 28,346.         | 95.9        | 95.5        | 73.4                  | 4.8                          | 0.5                              | 21.3                           |
| 1600 - 1900    | 28,478.         | 97.8        | 95.8        | 73.4                  | 4.4                          | 0.7                              | 21.4                           |
| 1900 - 2200    | 21,392.         | 99.5        | 97.1        | 73.8                  | 3.2                          | 0.2                              | 22.8                           |
| 2200 - 2400    | 12,421.         | 100.9       | 99.4        | 91.2                  | 0.7                          | 0.9                              | 7.2                            |
| <b>Summary</b> | <b>155,592.</b> | <b>97.6</b> | <b>96.6</b> | <b>76.8</b>           | <b>4.0</b>                   | <b>0.6</b>                       | <b>18.6</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 (%) |
|----------------|----------------|-------------|-------------|-----------------------|------------------------------|----------------------------------|--------------------------------|
| 0500 - 0700    | 1,200.         | 96.9        | 97.6        | 94.0                  | 3.0                          | 0.7                              | 2.3                            |
| 0700 - 1000    | 5,565.         | 99.5        | 99.6        | 93.8                  | 0.4                          | 0.3                              | 5.6                            |
| 1000 - 1300    | 6,096.         | 98.7        | 99.5        | 93.6                  | 0.5                          | 0.6                              | 5.3                            |
| 1300 - 1600    | 6,067.         | 98.3        | 97.5        | 81.2                  | 2.5                          | 0.5                              | 15.8                           |
| 1600 - 1900    | 6,205.         | 98.9        | 99.2        | 86.1                  | 0.8                          | 0.5                              | 12.6                           |
| 1900 - 2200    | 4,365.         | 100.6       | 98.5        | 73.0                  | 1.7                          | 0.2                              | 25.1                           |
| 2200 - 2400    | 2,702.         | 101.0       | 100.0       | 91.3                  | 0.0                          | 0.4                              | 8.3                            |
| <b>Summary</b> | <b>32,200.</b> | <b>99.2</b> | <b>98.9</b> | <b>86.4</b>           | <b>1.3</b>                   | <b>0.4</b>                       | <b>11.9</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 (%) |
|----------------|----------------|-------------|-------------|-----------------------|------------------------------|----------------------------------|--------------------------------|
| 0500 - 0700    | 300.           | 100.0       | 99.3        | 97.9                  | 0.6                          | 0.3                              | 1.1                            |
| 0700 - 1000    | 4,534.         | 98.6        | 99.3        | 95.5                  | 0.6                          | 0.1                              | 3.8                            |
| 1000 - 1300    | 4,400.         | 98.4        | 97.3        | 84.8                  | 3.1                          | 0.8                              | 11.3                           |
| 1300 - 1600    | 4,362.         | 95.3        | 91.6        | 69.6                  | 9.3                          | 1.0                              | 20.1                           |
| 1600 - 1900    | 4,559.         | 98.0        | 96.2        | 75.2                  | 4.0                          | 0.1                              | 20.6                           |
| 1900 - 2200    | 4,479.         | 100.8       | 98.9        | 87.1                  | 1.2                          | 0.3                              | 11.4                           |
| 2200 - 2400    | 2,954.         | 101.0       | 99.9        | 95.4                  | 0.1                          | 1.3                              | 3.3                            |
| <b>Summary</b> | <b>25,588.</b> | <b>98.6</b> | <b>97.1</b> | <b>81.1</b>           | <b>4.1</b>                   | <b>0.6</b>                       | <b>14.3</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 (%) |
|----------------|-----------------|-------------|-------------|-----------------------|------------------------------|----------------------------------|--------------------------------|
| 0500 - 0700    | 9,317.          | 91.2        | 98.3        | 84.3                  | 1.6                          | 0.4                              | 13.7                           |
| 0700 - 1000    | 39,225.         | 98.4        | 96.5        | 78.7                  | 4.5                          | 0.9                              | 16.0                           |
| 1000 - 1300    | 38,508.         | 98.0        | 97.7        | 86.0                  | 2.5                          | 0.5                              | 11.1                           |
| 1300 - 1600    | 38,775.         | 96.2        | 95.4        | 74.2                  | 5.0                          | 0.5                              | 20.4                           |
| 1600 - 1900    | 39,242.         | 98.0        | 96.4        | 75.0                  | 4.0                          | 0.6                              | 20.4                           |
| 1900 - 2200    | 30,236.         | 99.9        | 97.6        | 75.2                  | 2.8                          | 0.2                              | 21.8                           |
| 2200 - 2400    | 18,077.         | 100.9       | 99.6        | 91.8                  | 0.5                          | 0.9                              | 6.8                            |
| <b>Summary</b> | <b>213,380.</b> | <b>98.0</b> | <b>97.0</b> | <b>78.4</b>           | <b>3.7</b>                   | <b>0.6</b>                       | <b>17.3</b>                    |

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

Route 296  
 Service change 34359  
 Date 12/08/2013

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

QSI Points are highlighted.

| OUT DIRECTION                       |             |                                     |        |       |
|-------------------------------------|-------------|-------------------------------------|--------|-------|
| Timing Point Code                   | Stop Number | Stop Name                           | Metres | Miles |
| ROMFSN                              | R0760       | Romford Station                     |        |       |
|                                     | 34121       | Western Road                        | 331    | 0.21  |
| ROMFSE                              | 34116       | Romford Market                      | 631    | 0.39  |
|                                     | 34141       | The Avenue                          | 494    | 0.31  |
| NS GR                               | 18245       | Park Drive                          | 183    | 0.11  |
| ROMFPA                              | 4350        | Cedar Road                          | 309    | 0.19  |
|                                     | 4346        | Mawney Road                         | 692    | 0.43  |
|                                     | 16480       | Padnall Road                        | 2160   | 1.34  |
| MKGTRL                              | 29413       | Lawn Farm Grove                     | 402    | 0.25  |
|                                     | 29415       | Rose Lane / Billet Road             | 313    | 0.19  |
|                                     | 34996       | Padnall Road                        | 344    | 0.21  |
|                                     | 34998       | Hainault House                      | 308    | 0.19  |
|                                     | 35000       | Hainault Road                       | 488    | 0.30  |
| LHTHBE                              | 2502        | Barley Lane                         | 507    | 0.32  |
|                                     | 18239       | Bawdsey Avenue                      | 672    | 0.42  |
|                                     | 25444       | Ramsgill Drive                      | 333    | 0.21  |
|                                     | 4318        | Aldborough Road South               | 324    | 0.20  |
| NBPKSN                              | 18237       | Newbury Park Station                | 566    | 0.35  |
|                                     | R0312       | Ley Street                          | 517    | 0.32  |
|                                     | 18235       | Milton Crescent                     | 528    | 0.33  |
|                                     | 4328        | South View Crescent                 | 359    | 0.22  |
|                                     | 13448       | Gants Hill Station                  | 256    | 0.16  |
| GTSLSN                              | 8622        | Gants Hill Station / Cranbrook Road | 270    | 0.17  |
|                                     | 14204       | Valentines Mansion and Park         | 445    | 0.28  |
|                                     | 15437       | Bethell Avenue                      | 286    | 0.18  |
|                                     | 16346       | Valentine's Park                    | 301    | 0.19  |
|                                     | 15439       | The Drive                           | 161    | 0.10  |
|                                     | LE136       | Coventry Road                       | 331    | 0.21  |
| ILFDSN                              | FC03        | Ilford Station                      | 484    | 0.30  |
| IFBYSY                              | BP284       | Roden Street                        | 339    | 0.21  |
| Total Route Mileage - Out Direction |             |                                     | 13334  | 8.29  |
|                                     |             |                                     | 13334  | 8.29  |

## TRANCHE 494

### Removal of evening re-routeing in Romford Town

| BACK DIRECTION                       |             |                                     |        |       |
|--------------------------------------|-------------|-------------------------------------|--------|-------|
| Timing Point Code                    | Stop Number | Stop Name                           | Metres | Miles |
| IFBYSY                               | BP284       | Rodon Street                        |        |       |
| ILFDSN                               | 35410       | Ilford Station                      | 382    | 0.24  |
|                                      | FC42        | Beal Road                           | 378    | 0.23  |
|                                      | 15438       | Northbrook Road                     | 264    | 0.16  |
|                                      | 16345       | Valentine's Park                    | 434    | 0.27  |
|                                      | 15436       | Bethell Avenue                      | 308    | 0.19  |
|                                      | 14203       | Valentines Mansion and Park         | 312    | 0.19  |
| GTSLSN                               | 8621        | Gants Hill Station / Cranbrook Road | 365    | 0.23  |
|                                      | 13447       | Cranbrook Road                      | 275    | 0.17  |
|                                      | 4329        | Ashurst Drive                       | 427    | 0.27  |
|                                      | 18236       | Denham Drive                        | 265    | 0.16  |
|                                      | 4325        | Horns Road                          | 353    | 0.22  |
|                                      | R0328       | King George Avenue                  | 414    | 0.26  |
| NBPKSN                               | 25185       | Newbury Park Station                | 238    | 0.15  |
|                                      | 4319        | Oaks Lane                           | 404    | 0.25  |
|                                      | 4322        | Aldborough Road North               | 305    | 0.19  |
|                                      | 20240       | Ramsgill Drive                      | 506    | 0.31  |
|                                      | 18240       | Bawdsey Avenue                      | 323    | 0.20  |
| LHTHBE                               | 4326        | Barley Lane                         | 545    | 0.34  |
|                                      | 34999       | Hainault Road                       | 562    | 0.35  |
|                                      | 34997       | Hainault House                      | 337    | 0.21  |
|                                      | 34995       | Padnall Road                        | 356    | 0.22  |
|                                      | 29416       | Rose Lane / Billet Road             | 392    | 0.24  |
| MKGTRL                               | 29420       | Lawn Farm Grove                     | 341    | 0.21  |
|                                      | 20811       | Whalebone Lane North                | 427    | 0.27  |
|                                      | 4347        | Mawney Road                         | 2013   | 1.25  |
|                                      | 18244       | King George Close                   | 337    | 0.21  |
| NS GR                                | 33997       | Romford Bus Garage                  | 661    | 0.41  |
|                                      | 18246       | The Avenue                          | 231    | 0.14  |
| ROMFSE                               | 34092       | Romford Market                      | 499    | 0.31  |
|                                      | 34119       | Western Road                        | 605    | 0.38  |
| ROMFSN                               | BP148       | Romford Station                     | 616    | 0.38  |
| Total Route Mileage - Back Direction |             |                                     | 13875  | 8.62  |
|                                      |             |                                     | 13875  | 8.62  |