

7. Service Specification

Route: 38 & N38

Contract Reference: QC54001

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, unless otherwise specified.

Route Number	38 & N38
Terminus Points	<p>Route No. 38: Clapton, Kenninghall Road/Thistlewaite Road and Victoria Bus Station, Bay D.</p> <p>Route No. N38: Leg 1: Walthamstow Central Bus Station and Victoria Bus Station, Bay D. Leg 2: Walthamstow Central Bus Station and Piccadilly Circus, Piccadilly/Piccadilly Circus, Shaftesbury Avenue.</p>
Contract Basis	Incentivised
Commencement Date	12 th November 2016
Vehicle Type	<p>Option 1: 87 capacity, dual door, diesel double deck</p> <p>Option 2: Existing New Routemaster (NRM) with one person operation (OPO) (see attached letter)</p> <p>Option 3: Existing New Routemaster (NRM) with crew operation Mondays to Fridays (excluding public holidays) between 06:00 and 19:00 between Mildmay Park and Victoria Bus Station (see attached letter)</p>
Current Maximum Approved Dimensions	11.3 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes (Option1 only)
Hybrid Price Required	No
Sponsored Route	No
Advertising Rights	Operator (External), LBSL (Internal)
Minimum Performance Standard - Route No. 38	Average Excess Wait Time - No more than 1.10 minutes

Extension Threshold - Route No. 38	Average Excess Wait Time Threshold - 1.00 minutes
Minimum Operated Mileage Standard - Route No. 38	No less than 98.00%
Departing On Time - Route No. N38	Average Excess Wait Time - No more than 1.00 minutes
Minimum Operated Mileage Standard - Route No. N38	No less than 99.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 7th December 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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 38 & N38.

- The combined weekend night frequencies on Route No. N38 are reduced from 6 minutes to every 7-8 minutes (8 buses per hour).
- The weekend night frequencies on the Walthamstow Central Bus Station and Victoria Bus Station leg are reduced from every 12 minutes to every 15 minutes.
- The weekend night frequencies on the Walthamstow Central Bus Station and Piccadilly Circus leg are reduced from every 12 minutes to every 15 minutes.
- The first and last buses on Route No. N38 are re-timed to improve the day/night interface.
- On Route No. 38, from 30th January 2016, the emergency schedules in conjunction with the Tottenham Court Road works are withdrawn and new schedules are introduced.

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:

Options 1, 2 & 3:

- The short leg on Route No. 38 from Hackney Central Station, Graham Road and Victoria Bus Station, Bay D is withdrawn. All journeys are specified to operate end to end between Clapton, Kenninghall Road/Thistlewaite Road and Victoria Bus Station, Bay D.
- Mondays to Fridays AM and PM peak frequencies are reduced from every 3 minutes to every 3-4 minutes (18 buses per hour).
- Tenderers should refer to the schedules dated 21/06/2013 rather than the current emergency schedules.

Three vehicle options are specified for Route No. 38 & N38:

Option 1

87 capacity, dual door, diesel double deck buses are specified.

Option 2

Existing New Routemaster (NRM) with one person operation (OPO) (see attached letter) are specified.

Option 3

Existing New Routemaster (NRM) with two person operation (TPO) are specified during Mondays to Fridays daytimes (excluding public holidays) over the section of route between Mildmay Park and Victoria Bus Station. The trips that are to operate with CAs are as follows:

Day	Departing Mildmay Park	Departing Victoria
Monday - Friday	06:00 - 18:00	06:45 - 19:00

At all other times, the buses should operate in OPO mode.

2) NOTES - Continued

Operators should provide the following prices:

- 1. Annual New diesel price - based on minimum 5 year contract.**
- 2. Annual existing NRM price with one person operation (OPO) at all times.**
- 3. Annual existing NRM price with crew operation Mondays to Fridays (excluding public holidays) between 06:00 and 19:00.**

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

Clapton, Kenninghall Road/Thistlewaite Road to Victoria Bus Station, Bay D			Victoria Bus Station, Bay D to Clapton, Kenninghall Road/Thistlewaite Road		
First departure no later than 0520.			First departure no later than 0615.		
0515 - 0615	Every 7-8 minutes (8 buses per hour)		0610 - 0635	Every 7-8 minutes (8 buses per hour)	
0616 - 1830	Every 3-4 minutes (18 buses per hour)		0636 - 1840	Every 3-4 minutes (18 buses per hour)	
1831 - 2005	Every 5 minutes		1841 - 2010	Every 5 minutes	
2006 - 2335	Every 6 minutes		2011 - 0040	Every 6 minutes	
Last departure no earlier than 2330.			Last departure no earlier than 0035.		
Pinchpoints					
Bloomsbury Square	0730 - 0900	4 minutes	Islington, Angel, High Street	0730 - 0900	4 minutes
	1505 - 1635	4 minutes		1520 - 1630	4 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Clapton, Kenninghall Road/Thistlewaite Road to Victoria Bus Station, Bay D			Victoria Bus Station, Bay D to Clapton, Kenninghall Road/Thistlewaite Road		
First departure no later than 0520.			First departure no later than 0615.		
0515 - 0620	Every 7-8 minutes (8 buses per hour)		0610 - 0715	Every 7-8 minutes (8 buses per hour)	
0621 - 0820	Every 6 minutes		0716 - 0915	Every 6 minutes	
0821 - 1900	Every 3-4 minutes (18 buses per hour)		0916 - 2005	Every 3-4 minutes (18 buses per hour)	
1901 - 2335	Every 6 minutes		2006 - 0040	Every 6 minutes	
Last departure no earlier than 2330.			Last departure no earlier than 0035.		
Pinchpoints					
Bloomsbury Square	0950 - 1150	4 minutes	Islington, Angel, High Street	0950 - 1150	4 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - Continued

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

Clapton, Kenninghall Road/Thistlewaite Road to Victoria Bus Station, Bay D			Victoria Bus Station, Bay D to Clapton, Kenninghall Road/Thistlewaite Road		
First departure no later than 0520.			First departure no later than 0615.		
0515 - 0830	Every 7-8 minutes (8 buses per hour)		0610 - 0935	Every 7-8 minutes (8 buses per hour)	
0831 - 0900	Every 6 minutes		0936 - 1005	Every 6 minutes	
0901 - 1855	Every 5 minutes		1006 - 1910	Every 5 minutes	
1856 - 2335	Every 6 minutes		1911 - 0040	Every 6 minutes	
Last departure no earlier than 2330.			Last departure no earlier than 0035.		
Pinchpoints					
Bloomsbury Square	1050 - 1250	5 minutes	Islington, Angel, High Street	1050 - 1250	5 minutes

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

3.5) SUNDAY NIGHTS/MONDAY MORNINGS TO THURSDAY NIGHTS/FRIDAYS MORNINGS

Walthamstow Central Bus Station to Victoria Bus Station, Bay D		Victoria Bus Station, Bay D to Walthamstow Central Bus Station	
First departure no later than 2330.		First departure no later than 0040.	
2325 - 0510	Every 12 minutes	0035 - 0610	Every 12 minutes
Last departure no earlier than 0505.		Last departure no earlier than 0605.	

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

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - Continued

3.6) FRIDAY NIGHTS/SATURDAYS MORNINGS TO SATURDAYS NIGHTS/SUNDAYS MORNINGS

Walthamstow Central Bus Station to Victoria Bus Station, Bay D		Victoria Bus Station, Bay D to Walthamstow Central Bus Station	
First departure no later than 2340.		First departure no later than 0045.	
2335 - 0600	Every 15 minutes	0040 - 0605	Every 15 minutes
Last departure no earlier than 0555.		Last departure no earlier than 0600.	

Walthamstow Central Bus Station to Piccadilly Circus, Shaftesbury Avenue		Piccadilly Circus, Piccadilly to Walthamstow Central Bus Station	
First departure no later than 2350.		First departure no later than 0105.	
2345 - 0355	Every 15 minutes	0100 - 0455	Every 15 minutes
Last departure no earlier than 0350.		Last departure no earlier than 0450.	

*** Journeys operating between Walthamstow Central Bus Station and Victoria Bus Station should be timed to fully interwork with journeys between Walthamstow Central Bus Station and Piccadilly Circus, Piccadilly/Piccadilly Circus, Shaftesbury Avenue in both directions (i.e. a joint frequency of every 7-8 minutes (8 buses per hour) should be provided between Walthamstow Central Bus Station and Piccadilly Circus, Piccadilly/Piccadilly Circus, Shaftesbury Avenue in both directions during the stated times).**

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 38 should interwork with Route No. N38 to form a seamless 24 hour service between Clapton, Kenninghall Road and Victoria Bus Station.
- 4.2) Route No. 38 can suffer from unpredictable traffic delays in the Dalston and Islington areas.
- 4.3) A major rebuilding of the underground station at Victoria is being undertaken. Works are likely to last until the end of 2018. During this period routeings and stopping and standing arrangements in the area may be subject to change. Any such changes will be discussed with the successful Tenderer as appropriate.
- 4.4) London Underground (LU) propose to introduce the continuous operation of LU services from first train on Friday morning to last train on Sunday night i.e. for 67 hours over the weekend. This will be on the full length of the Victoria and Jubilee lines and parts of the Central, Northern and Piccadilly lines. Trains will operate every 10 minutes. This is known as Night Tube. The introduction of Night Tube will have a significant impact on night bus demand. Monitoring of the effects of Night Tube on Route No. N38 will be undertaken after its introduction. The proposed Route No. N38 changes covered in Section 2 of this specification are directly related to this.
- 4.5) Designs for the junction of New Oxford Street and Charring Cross Road are still to be finalised by London Boroughs Camden and Westminster and TfL. If certain turns are banned Route No. 38 & N38 may need to be rerouted between Cambridge Circus and Bloomsbury Way.

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 38: Clapton, Kenninghall Road Roundabout - Victoria Bus Station

Date of Structural Change: 12 November 2016.

Date of Service Change: 12 November 2016.

Reason for Issue: {To be specified}.

STREETS TRAVERSED

Towards Victoria Bus Station: Lower Clapton Road, Dalston Lane, Amhurst Road, Mare Street, Graham Road, Dalston Lane, Balls Pond Road, Essex Road, Islington Green, Upper Street, Islington High Street, St John Street, Rosebery Avenue, Clerkenwell Road, Theobald's Road, Theobald's Road Contra-Flow Bus Lane, Bloomsbury Way Contra-Flow Bus Lane, New Oxford Street, Shaftesbury Avenue, High Holborn, Shaftesbury Avenue, Piccadilly Circus Contra-Flow Bus Lane, Piccadilly, Duke Of Wellington Place, Grosvenor Place, Lower Grosvenor Place, Buckingham Palace Road, Terminus Place, Victoria Bus Station, Bay D.

Towards Clapton, Kenninghall Road Roundabout: Victoria Bus Station, Bay D, Wilton Road, Victoria Street, Grosvenor Gardens, Grosvenor Place, Hyde Park Corner, Piccadilly, Piccadilly Circus, Shaftesbury Avenue, Charing Cross Road, St Giles High Street, New Oxford Street, Bloomsbury Way, Vernon Place, Theobald's Road, Clerkenwell Road, Rosebery Avenue, St John Street, Islington High Street, Upper Street, Islington Green, Essex Road, Balls Pond Road, Dalston Lane, Graham Road, Mare Street, Amhurst Road, Dalston Lane, Lower Clapton 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.

CLAPTON, KENNINGHALL ROAD ROUNDABOUT

Private stand in centre of Kenninghall Road Roundabout at junction of Lower Clapton Road and Lea Bridge Road.

Buses proceed from Lower Clapton Road via Kenninghall Road Roundabout and Access Road to stand, departing via Access Road and Kenninghall Road Roundabout to Lower Clapton Road. Set down in Lower Clapton Road, at Stop L (192 - Lea Bridge Roundabout, Last Stop on LOR: 192 - Lea Bridge Roundabout) and pick up in Lower Clapton Road, at Stop E (1011 - Clapton Pond, First Stop on LOR: 1011 - Clapton Pond).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 6 buses on Route 38 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:	Clapton Pond.
OTHER INFORMATION:	LBSL toilet facilities available 24 hours daily.

MILDMAY PARK, DOVE ROAD

Public stand for three buses on south side of Dove Road, commencing at a point 52.4 metres east of Essex Road and extending 38.8 metres east.

From Clapton, Kenninghall Road Roundabout.

Buses proceed from Balls Pond Road via Southgate Road and Dove Road to stand, departing via Dove Road and Essex Road to Balls Pond Road. Set down in Balls Pond Road, at Stop BH (913 - Southgate Road, Last Stop on LOR: 913 - Southgate Road) and pick up in Balls Pond Road, at Stop CC (2638 - Mildmay Park / Southgate Road, First Stop on LOR: 2638 - Mildmay Park / Southgate Road).

From Victoria Bus Station.

Buses proceed from Balls Pond Road via Southgate Road and Dove Road to stand, departing via Dove Road to Essex Road. Set down in Balls Pond Road, at Stop CC (2638 - Mildmay Park / Southgate Road, Last Stop on LOR: 2638 - Mildmay Park / Southgate Road) and pick up in Essex Road, at Stop CG (2636 - Essex Road / Marquess Road, First Stop on LOR: 2636 - Essex Road / Marquess 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:	Mildmay Park.

ISLINGTON GREEN, ESSEX ROAD (from VICTORIA BUS STATION)

Buses proceed from Essex Road via Cross Street departing to Upper Street. Set down in Essex Road, K (2627 - Packington Street, Last Stop on LOR: 2627 - Packington Street) and pick up in Upper Street, at stop F (36602 - Angel Station <>, First Stop on LOR: 36602 - Angel Station <>).

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

ISLINGTON, ANGEL, GOSWELL ROAD (from Clapton, Kenninghall Road Roundabout)

Public stand on north west side of Goswell Road in two portions:

1 - for three buses, commencing opposite the part wall of no.332 and extending 30 metres north west.

2 - for two buses, commencing opposite no.356 and extending 21 metres north west. Buses proceed from Upper Street via Islington High Street, City Road, Wakley Street and Goswell Road to stand, departing via Goswell Road, City Road and Islington High Street to Upper Street. Set down in Upper Street, at Stop F (36602 - Angel Station <>, Last Stop on LOR: 36602 - Angel Station <>) and pick up in Upper Street, at Stop X (4716 - Angel Station <>, First Stop on LOR: 4716 - Angel 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:	Islington Angel.

ROSEBERY AVENUE

Public stand for one bus on south side of Green Terrace, commencing 15 metres west of Gloucester Way and extending 12 metres east.

From Clapton, Kenninghall Road Roundabout.

Buses proceed from Rosebery Avenue via Gloucester Way and Green Terrace to stand, departing via Green Terrace to Rosebery Avenue. Set down in Rosebery Avenue, at Stop UC (1045 - Sadler's Wells Theatre, Last Stop on LOR: 1045 - Sadler's Wells Theatre) and pick up in Rosebery Avenue, at Stop UA (14237 - Hardwick Street, First Stop on LOR: 1046 - Sadler's Wells Theatre).

From Victoria Bus Station.

Buses proceed from Rosebery Avenue via Gloucester Way and Green Terrace to stand, departing via Green Terrace to Rosebery Avenue. Set down in Rosebery Avenue, at Stop CH (1801 - Tysoe Street, Last Stop on LOR: 1801 - Tysoe Street) and pick up in Rosebery Avenue, at Stop UD (1802 - Finsbury Town Hall, First Stop on LOR: 616 - Mount Pleasant).

AVAILABILITY:	Available from 08:00 until 19:30 only. Buses on Route 38 must not use this stand outside these times.
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:	Rosebery Avenue.

HOLBORN, PROCTER STREET [WEST SIDE] (from Clapton, Kenninghall Road Roundabout)

Public stand for three buses on west side (offside) of Procter Street commencing 2 metres north of Fisher Street. extending 39 metres north.

Buses proceed from Theobald's Road via Drake Street and Procter Street to stand, departing via Procter Street, High Holborn, Southampton Row and Vernon Place to Theobald's Road. Set down in Theobald's Road, at Stop A (14682 - Red Lion Street, Last Stop on LOR: 14682 - Red Lion Street) and pick up in Theobald's Road, at Stop G (33093 - Red Lion Street, First Stop on LOR: 33093 - Red Lion 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:	Holborn.

PICCADILLY CIRCUS, WATERLOO PLACE, ST JAMES

Public stand for two buses on west side of Waterloo Place, commencing 9 metres south of lamp standard No.3 and extending 25 metres south.

From Clapton, Kenninghall Road Roundabout.

Buses proceed from Shaftesbury Avenue via Great Windmill Street, Haymarket, Pall Mall and Waterloo Place to stand, departing via Waterloo Place, Regent Street and Piccadilly Circus to Shaftesbury Avenue. Set down in Shaftesbury Avenue, at Stop K (37229 - Trocadero / Haymarket, Last Stop on LOR: 37229 - Trocadero / Haymarket) and pick up in Shaftesbury Avenue, at Stop H (161 - Trocadero / Haymarket, First Stop on LOR: 161 - Trocadero / Haymarket).

From Victoria Bus Station.

Buses proceed from Piccadilly via Piccadilly Circus, Haymarket, Pall Mall and Waterloo Place to stand, departing via Waterloo Place and Regent Street to Piccadilly. Set down in Piccadilly, at Stop B (37122 - Piccadilly Circus, Last Stop on LOR: 37122 - Piccadilly Circus) and pick up in Piccadilly, at Stop S (34716 - Piccadilly Circus).

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:	Piccadilly Circus.

HYDE PARK CORNER, PICCADILLY (from Clapton, Kenninghall Road Roundabout)

Public stand for one bus in first marked bus stand cage on south side of Piccadilly, westbound carrageway, commencing at a point opposite Nos. 128/134 Piccadilly and extending 18.5 metres east.

Drivers should take care not to use the tour bus stands forward of this stand.

Buses proceed from Piccadilly direct to stand, departing via Piccadilly, Duke Of Wellington Place, Grosvenor Place and Hyde Park Corner to Piccadilly. Set down in Piccadilly, at Stop E (988 - Green Park / Constitution Hill, Last Stop on LOR: 988 - Green Park / Constitution Hill) and pick up in Piccadilly, at Stop D (989 - Old Park Lane / Hard Rock Cafe, First Stop on LOR: 99 - Green 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:	Hyde Park Corner.

VICTORIA BUS STATION, STAND D

Private stand for 5 buses in Bay D in Victoria Bus Station on Victoria Station Forecourt. Buses proceed from Victoria Bus Station via Bay D to stand, departing via Victoria Bus Station to Bay D. Set down in Victoria Bus Station, Bay D, at Stop D (34 - Victoria Bus Station # <>, Last Stop on LOR: 34 - Victoria Bus Station # <>) and pick up in Victoria Bus Station, Bay D, at Stop D (34 - Victoria Bus Station # <>, First Stop on LOR: 34 - Victoria Bus Station # <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 5 buses on Route 38 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:	Victoria.
OTHER INFORMATION:	Buses must be available for boarding for as long as is practical while on this stand. Drivers must move buses up as preceding buses depart. LBSL toilets available (24 hours).

LONDON BUSES - ROUTE DESCRIPTION

ROUTE N38: Walthamstow Central Station - Victoria Station

Date of Structural Change: 12 November 2016.

Date of Service Change: 12 November 2016.

Reason for Issue: {To be specified}.

STREETS TRAVERSED

Towards Victoria Station: Walthamstow Central Bus Station, Selborne Road, Hoe Street, Lea Bridge Road, Kenninghall Road Roundabout, Lower Clapton Road, Dalston Lane, Amhurst Road, Mare Street, Graham Road, Dalston Lane, Balls Pond Road, Essex Road, Islington Green, Upper Street, Islington High Street, St John Street, Rosebery Avenue, Clerkenwell Road, Theobald's Road, Theobald's Road Contra-Flow Bus Lane, Bloomsbury Way Contra-Flow Bus Lane, New Oxford Street, Shaftesbury Avenue, High Holborn, Shaftesbury Avenue, Piccadilly Circus Contra-Flow Bus Lane, Piccadilly, Duke Of Wellington Place, Grosvenor Place, Lower Grosvenor Place, Buckingham Palace Road, Terminus Place, Victoria Bus Station, Bay D.

Towards Walthamstow Central Station: Victoria Bus Station, Bay D, Wilton Road, Victoria Street, Grosvenor Gardens, Grosvenor Place, Hyde Park Corner, Piccadilly, Piccadilly Circus, Shaftesbury Avenue, Charing Cross Road, St Giles High Street, New Oxford Street, Bloomsbury Way, Vernon Place, Theobald's Road, Clerkenwell Road, Rosebery Avenue, St John Street, Islington High Street, Upper Street, Islington Green, Essex Road, Balls Pond Road, Dalston Lane, Graham Road, Mare Street, Amhurst Road, Dalston Lane, Lower Clapton Road, Kenninghall Road Roundabout, Lea Bridge Road, Hoe Street, Selborne Road, Walthamstow Central Bus Station.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

WALTHAMSTOW CENTRAL STATION

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

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

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 3 buses on Route N38 should be scheduled to stand at any one time.
MEAL RELIEFS:	By arrangement.
FERRY VEHICLES:	By arrangement.
BLIND DISPLAY:	Walthamstow Central.
OTHER INFORMATION:	Toilet facilities available.

CLAPTON, KENNINGHALL ROAD ROUNDABOUT (from Victoria Station)

Private stand in centre of Kenninghall Road Roundabout at junction of Lower Clapton Road and Lea Bridge Road.

Buses proceed from Lower Clapton Road via Kenninghall Road Roundabout and Access Road to stand, departing via Access Road and Kenninghall Road Roundabout to Lower Clapton Road. Set down in Lower Clapton Road, at Stop L (192 - Lea Bridge Roundabout, Last Stop on LOR: 192 - Lea Bridge Roundabout) and pick up in Lower Clapton Road, at Stop E (1011 - Clapton Pond, First Stop on LOR: 1011 - Clapton Pond).

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:	Clapton Pond.

MILDMAY PARK, DOVE ROAD

Public stand for three buses on south side of Dove Road, commencing at a point 52.4 metres east of Essex Road and extending 38.8 metres east.

From Victoria Station.

Buses proceed from Essex Road via Dove Road to stand, departing via Dove Road and Southgate Road to Balls Pond Road. Set down in Essex Road, at Stop EF (2637 - Ockendon Road, Last Stop on LOR: 2637 - Ockendon Road) and pick up in Balls Pond Road, at Stop CD (905 - Essex Road / Newington Green Road, First Stop on LOR: 905 - Essex Road / Newington Green Road).

From Walthamstow Central Station.

Buses proceed from Balls Pond Road via Southgate Road and Dove Road to stand, departing via Dove Road and Essex Road to Balls Pond Road. Set down in Balls Pond Road, at Stop BH (913 - Southgate Road, Last Stop on LOR: 913 - Southgate Road) and pick up in Balls Pond Road, at Stop CC (2638 - Mildmay Park / Southgate Road, First Stop on LOR: 2638 - Mildmay Park / Southgate 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:	Mildmay Park.

ISLINGTON, ANGEL (GOSWELL ROAD) (from WALTHAMSTOW CENTRAL STATION)

Public stand on north west side of Goswell Road in two portions:

1 - for three buses, commencing opposite the part wall of no.332 and extending 30 metres north west.

2 - for two buses, commencing opposite no.356 and extending 21 metres north west.
Buses proceed from Upper Street via Islington High Street, City Road, Wakley Street and Goswell Road to stand, departing via Goswell Road, City Road and Islington High Street to Upper Street. Set down in Upper Street, at Stop F (36602 - Angel Station <>, Last Stop on LOR: 36602 - Angel Station <>) and pick up in Upper Street, at Stop X (4716 - Angel Station <>, First Stop on LOR: 4716 - Angel 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:	Islington Angel.

ROSEBERY AVENUE

Public stand for one bus on south side of Green Terrace, commencing 15 metres west of Gloucester Way and extending 12 metres east.

From Victoria Station.

Buses proceed from Rosebery Avenue via Gloucester Way and Green Terrace to stand, departing via Green Terrace to Rosebery Avenue. Set down in Rosebery Avenue, at Stop UA (14237 - Hardwick Street, Last Stop on LOR: 14237 - Hardwick Street) and pick up in Rosebery Avenue, at Stop UD (1802 - Finsbury Town Hall, First Stop on LOR: 616 - Mount Pleasant).

From Walthamstow Central Station.

Buses proceed from Rosebery Avenue via Gloucester Way and Green Terrace to stand, departing via Green Terrace to Rosebery Avenue. Set down in Rosebery Avenue, at Stop UC (1045 - Sadler's Wells Theatre, Last Stop on LOR: 1045 - Sadler's Wells Theatre) and pick up in Rosebery Avenue, at Stop UA (14237 - Hardwick Street, First Stop on LOR: 1046 - Sadler's Wells Theatre).

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:	Rosebery Avenue.

PICCADILLY CIRCUS, WATERLOO PLACE, ST JAMES (from WALTHAMSTOW CENTRAL STATION)

Public stand for two buses on west side of Waterloo Place, commencing 9 metres south of lamp standard No.3 and extending 25 metres south.

Buses proceed from Shaftesbury Avenue via Great Windmill Street, Haymarket, Pall Mall and Waterloo Place to stand, departing via Waterloo Place, Regent Street and Piccadilly Circus to Shaftesbury Avenue. Set down in Shaftesbury Avenue, at Stop K (37229 - Trocadero / Haymarket, Last Stop on LOR: 37229 - Trocadero / Haymarket) and pick up in Shaftesbury Avenue, at Stop H (161 - Trocadero / Haymarket, First Stop on LOR: 161 - Trocadero / Haymarket).

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:	Piccadilly Circus.

HYDE PARK CORNER, PICCADILLY (from WALTHAMSTOW CENTRAL STATION)

Public stand for one bus in first marked bus stand cage on south side of Piccadilly, westbound carriage way, commencing at a point opposite Nos. 128/134 Piccadilly and extending 18.5 metres east.

Drivers should take care not to use the tour bus stands forward of this stand.

Buses proceed from Piccadilly direct to stand, departing via Piccadilly, Duke Of Wellington Place, Grosvenor Place and Hyde Park Corner to Piccadilly. Set down in Piccadilly, at Stop E (988 - Green Park / Constitution Hill, Last Stop on LOR: 988 - Green Park / Constitution Hill) and pick up in Piccadilly, at Stop D (989 - Old Park Lane / Hard Rock Cafe, First Stop on LOR: 99 - Green 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:	Hyde Park Corner.

VICTORIA BUS STATION, STAND D

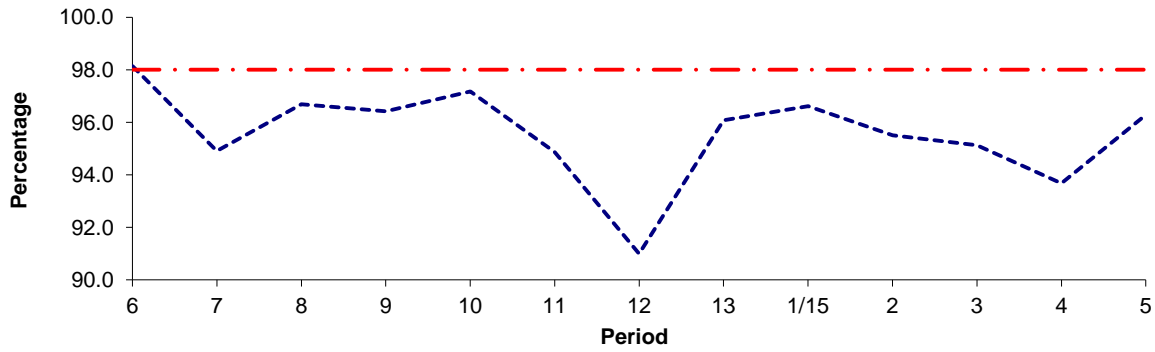
Private stand for 5 buses in Bay D in Victoria Bus Station on Victoria Station Forecourt. Buses proceed from Victoria Bus Station via Bay D to stand, departing via Victoria Bus Station to Bay D. Set down in Victoria Bus Station, Bay D, at Stop D (34 - Victoria Bus Station # <>, Last Stop on LOR: 34 - Victoria Bus Station # <>) and pick up in Victoria Bus Station, Bay D, at Stop D (34 - Victoria Bus Station # <>, First Stop on LOR: 34 - Victoria Bus Station # <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 3 buses on Route N38 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:	Victoria.
OTHER INFORMATION:	Toilet facilities available.

PART B - PERFORMANCE STATISTICS

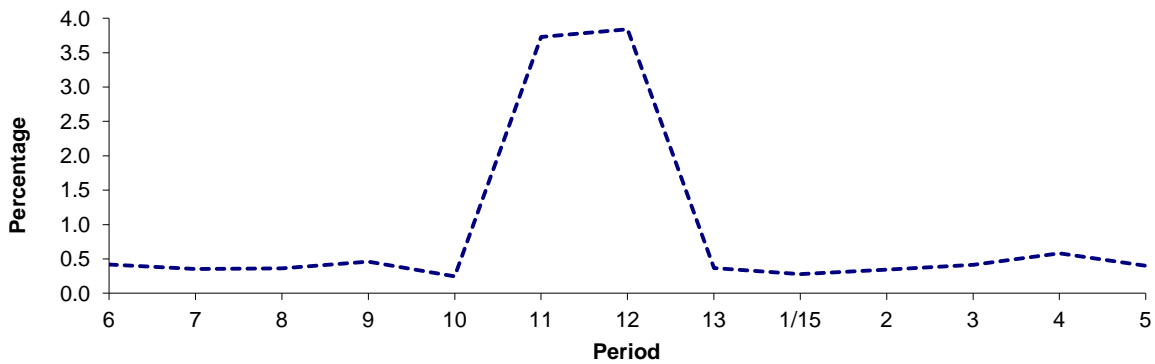
Route 38

Mileage Operated



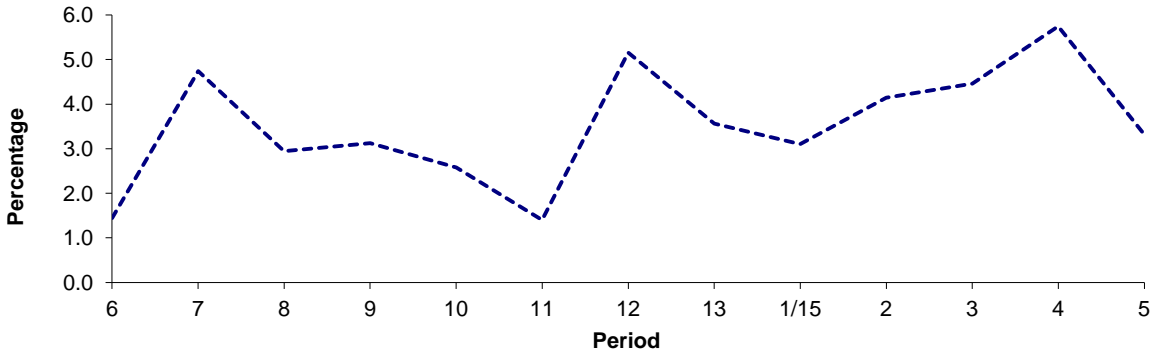
Period	6	7	8	9	10	11	12	13	1/15	2	3	4	5
2014/2015	98.14	94.90	96.69	96.42	97.18	94.87	91.00	96.07	96.62	95.51	95.12	93.68	96.28
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	6	7	8	9	10	11	12	13	1/15	2	3	4	5
2014/2015	0.42	0.35	0.36	0.46	0.24	3.73	3.84	0.37	0.28	0.34	0.41	0.58	0.40

Non Deductible Mileage

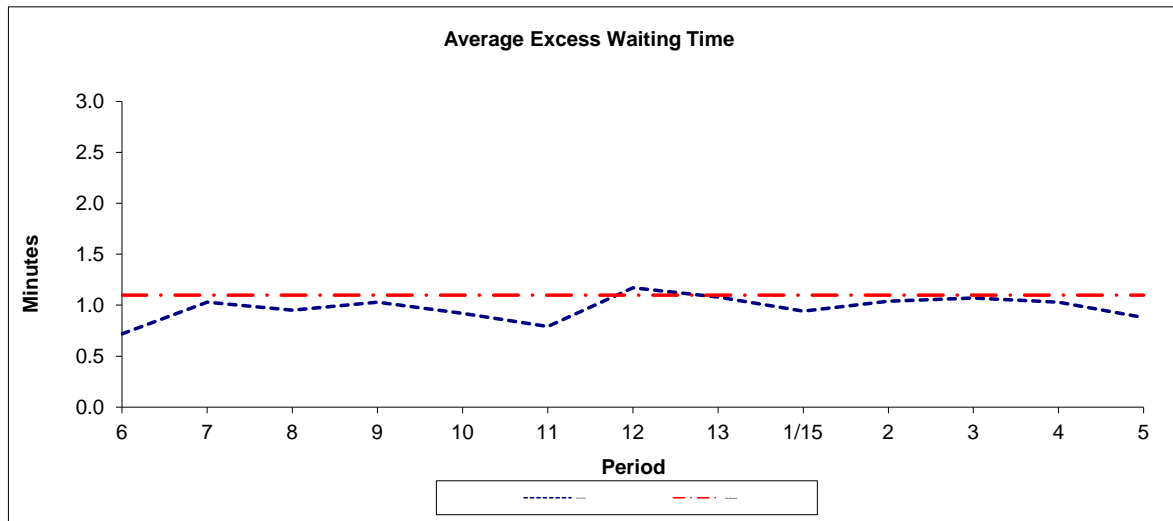


Period	6	7	8	9	10	11	12	13	1/15	2	3	4	5
2014/2015	1.44	4.74	2.95	3.12	2.58	1.40	5.16	3.56	3.10	4.15	4.46	5.74	3.32

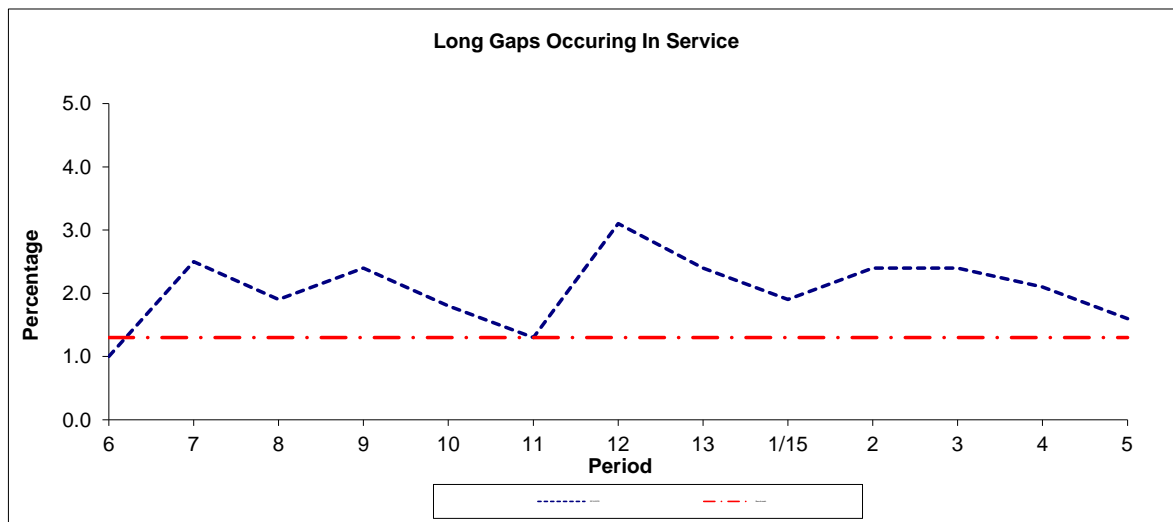
Note : Mileage is based on 4 weeks data
Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

PART B - PERFORMANCE STATISTICS

Route 38



Period	6	7	8	9	10	11	12	13	1/15	2	3	4	5
2014-2015	0.72	1.03	0.95	1.03	0.92	0.79	1.17	1.08	0.94	1.04	1.07	1.03	0.88
Min Standard	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10



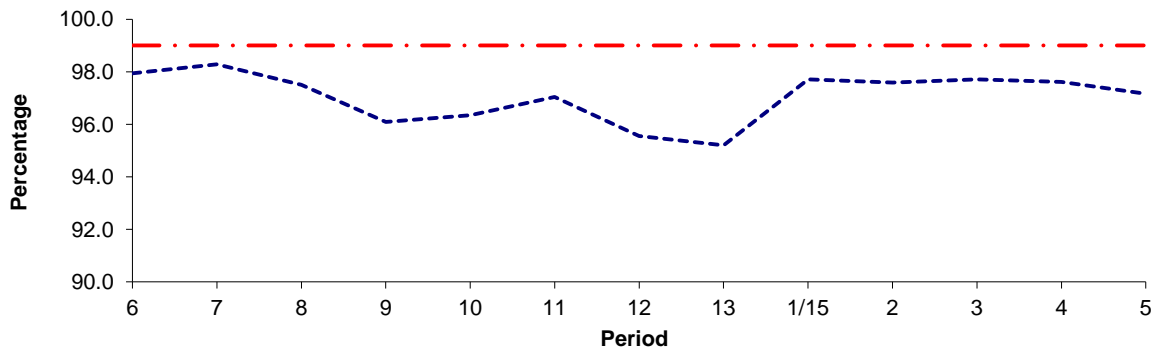
Period	6	7	8	9	10	11	12	13	1/15	2	3	4	5
2014-2015	1.0	2.5	1.9	2.4	1.8	1.3	3.1	2.4	1.9	2.4	2.4	2.1	1.6
Benchmark	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3

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

PART B - PERFORMANCE STATISTICS

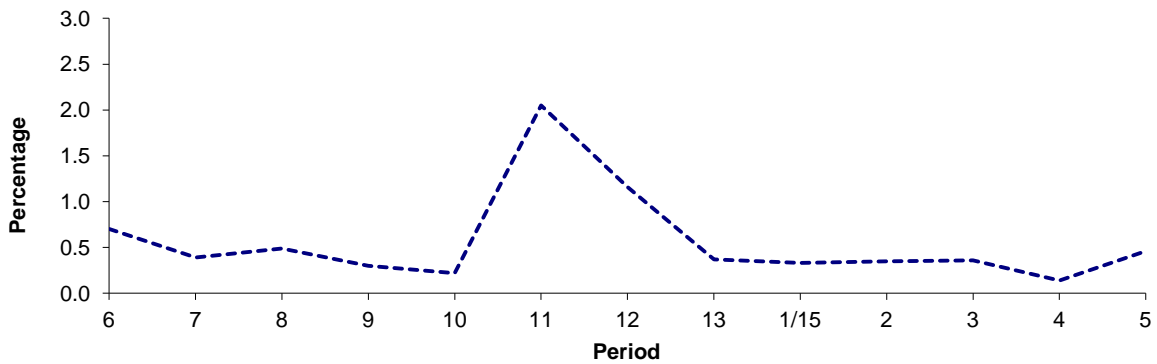
Route N38

Mileage Operated



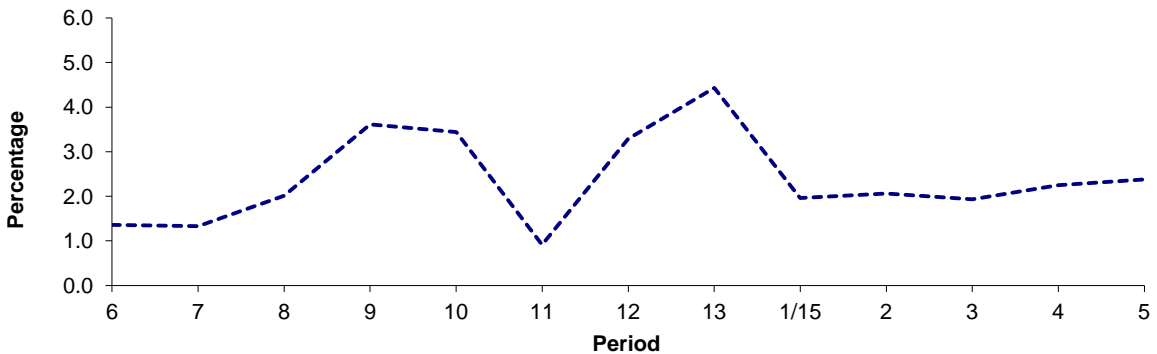
Period	6	7	8	9	10	11	12	13	1/15	2	3	4	5
2014/2015	97.94	98.28	97.50	96.09	96.34	97.04	95.55	95.20	97.71	97.59	97.71	97.61	97.16
Min Standard	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00

Deductible Mileage



Period	6	7	8	9	10	11	12	13	1/15	2	3	4	5
2014/2015	0.70	0.39	0.49	0.30	0.22	2.05	1.16	0.37	0.33	0.35	0.36	0.14	0.46

Non Deductible Mileage

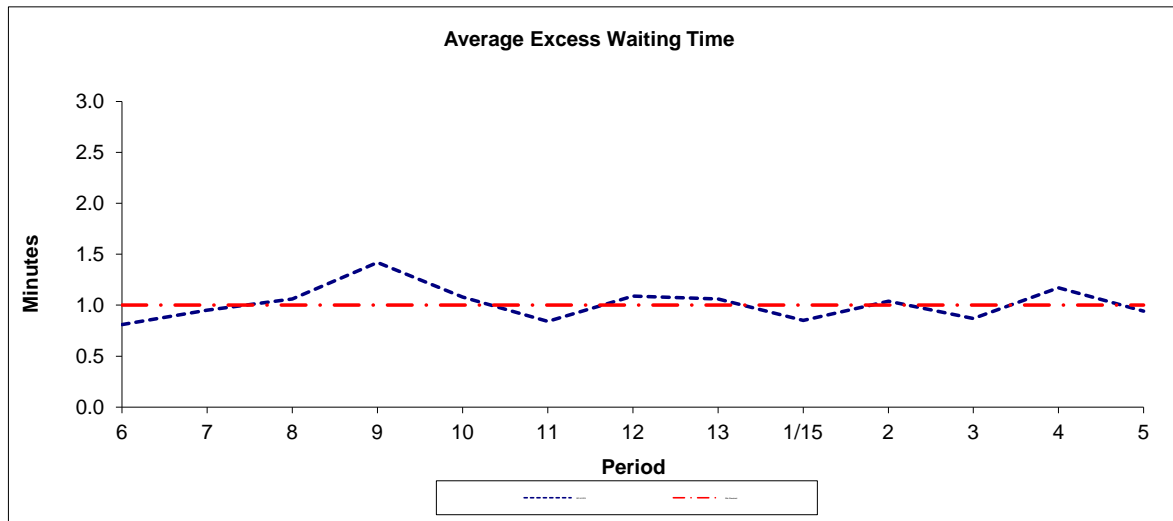


Period	6	7	8	9	10	11	12	13	1/15	2	3	4	5
2014/2015	1.36	1.33	2.01	3.61	3.44	0.91	3.29	4.43	1.96	2.06	1.93	2.25	2.38

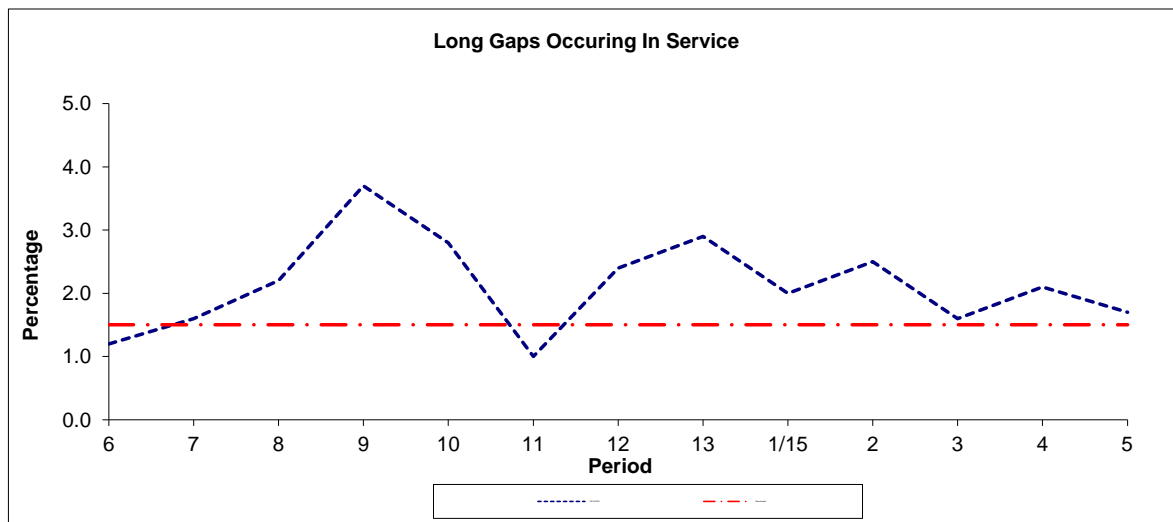
Note : Mileage is based on 4 weeks data
Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

PART B - PERFORMANCE STATISTICS

Route N38



Period	6	7	8	9	10	11	12	13	1/15	2	3	4	5
2014-2015	0.81	0.95	1.06	1.42	1.08	0.84	1.09	1.06	0.85	1.04	0.87	1.17	0.94
Min Standard	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00



Period	6	7	8	9	10	11	12	13	1/15	2	3	4	5
2014-2015	1.2	1.6	2.2	3.7	2.8	1.0	2.4	2.9	2.0	2.5	1.6	2.1	1.7
Benchmark	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5

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

ROUTE 38 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 2 14/15 TO QUARTER 1 15/16 (21/06/14 - 26/0615)

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	68,846.	62,612.	90.9	2.71	0.93	3.64	97.5	2.5	0.0	0.0	1.5	71
07:00 - 10:00	311,794.	304,996.	97.8	1.75	0.84	2.59	98.5	1.4	0.1	0.1	1.2	61
10:00 - 13:00	303,528.	284,500.	93.7	1.77	1.05	2.82	97.2	2.6	0.2	0.0	2.4	63
13:00 - 16:00	288,430.	273,669.	94.9	1.84	1.08	2.92	96.9	2.9	0.2	0.1	2.6	60
16:00 - 19:00	325,275.	308,910.	95.0	1.65	0.98	2.62	98.0	1.8	0.1	0.0	1.7	51
19:00 - 22:00	253,221.	246,360.	97.3	2.13	0.99	3.12	96.7	3.1	0.1	0.0	2.4	80
22:00 - 24:00	120,716.	118,571.	98.2	2.88	1.05	3.93	95.1	4.7	0.2	0.0	2.8	51
All Locations Summary	1,671,810.	1,599,618.	95.7	1.87	0.99	2.85	97.5	2.4	0.2	0.0	2.0	80

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	4,970.	5,020.	101.0	3.40	0.47	3.87	97.6	2.3	0.1	0.0	0.4	21
07:00 - 10:00	47,558.	45,984.	96.7	2.45	0.76	3.20	98.2	1.7	0.0	0.0	0.7	31
10:00 - 13:00	67,074.	67,079.	100.0	1.68	0.70	2.38	99.2	0.7	0.1	0.0	0.8	40
13:00 - 16:00	64,620.	62,910.	97.4	1.70	0.90	2.60	98.4	1.5	0.1	0.0	1.6	30
16:00 - 19:00	64,933.	61,904.	95.3	1.73	0.99	2.72	98.1	1.8	0.1	0.0	1.9	47
19:00 - 22:00	50,477.	47,505.	94.1	2.21	1.43	3.64	94.1	5.5	0.4	0.1	5.4	50
22:00 - 24:00	25,111.	22,700.	90.4	2.83	1.84	4.67	88.5	10.5	0.9	0.2	8.3	45
All Locations Summary	324,743.	313,102.	96.4	1.94	0.96	2.90	97.5	2.4	0.1	0.0	2.2	50

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	4,804.	4,761.	99.1	3.85	0.47	4.32	96.8	3.2	0.0	0.0	0.3	23
07:00 - 10:00	36,052.	34,894.	96.8	3.22	0.82	4.04	95.8	4.2	0.1	0.0	1.2	32
10:00 - 13:00	46,721.	47,463.	101.6	2.52	0.63	3.15	98.6	1.4	0.0	0.0	1.2	74
13:00 - 16:00	47,064.	46,344.	98.5	2.50	0.75	3.25	97.8	2.0	0.1	0.0	2.2	32
16:00 - 19:00	48,236.	47,256.	98.0	2.49	0.85	3.34	97.4	2.4	0.2	0.0	2.6	43
19:00 - 22:00	45,376.	45,698.	100.7	2.70	0.71	3.41	97.7	2.2	0.0	0.0	1.5	28
22:00 - 24:00	27,637.	27,479.	99.4	2.87	0.62	3.50	98.2	1.8	0.0	0.0	0.7	32
All Locations Summary	255,890.	253,895.	99.2	2.64	0.74	3.38	97.7	2.2	0.1	0.0	1.8	74

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	78,620.	72,393.	92.1	2.81	0.87	3.68	97.5	2.5	0.0	0.0	1.4	71
07:00 - 10:00	395,404.	385,874.	97.6	1.88	0.83	2.71	98.3	1.5	0.1	0.0	1.2	61
10:00 - 13:00	417,323.	399,042.	95.6	1.84	0.95	2.79	97.6	2.2	0.2	0.0	2.0	74
13:00 - 16:00	400,114.	382,923.	95.7	1.89	1.02	2.91	97.2	2.6	0.2	0.0	2.4	60
16:00 - 19:00	438,444.	418,070.	95.4	1.74	0.97	2.70	98.0	1.9	0.1	0.0	1.8	51
19:00 - 22:00	349,074.	339,563.	97.3	2.21	1.02	3.22	96.5	3.3	0.2	0.0	2.7	80
22:00 - 24:00	173,464.	168,750.	97.3	2.87	1.10	3.98	94.6	5.1	0.3	0.1	3.3	51
All Locations Summary	2,252,443.	2,166,615.	96.2	1.95	0.96	2.91	97.5	2.3	0.1	0.0	2.0	80

ROUTE N38 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 2 14/15 TO QUARTER 1 15/16 (21/06/14 - 26/0615)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EW ^T (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)
00:00 - 05:00	111,252.	109,767.	98.7	6.07	0.56	6.63	78.0	21.2	0.7	0.1	0.3	52
All Locations Summary	111,252.	109,767.	98.7	6.07	0.56	6.63	78.0	21.2	0.7	0.1	0.3	52

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EW ^T (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)
00:00 - 05:00	37,833.	35,795.	94.6	3.81	1.42	5.23	87.1	11.8	0.9	0.1	3.8	66
All Locations Summary	37,833.	35,795.	94.6	3.81	1.42	5.23	87.1	11.8	0.9	0.1	3.8	66

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EW ^T (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)
00:00 - 05:00	38,170.	35,155.	92.1	3.95	1.60	5.54	84.9	13.4	1.4	0.3	4.7	102
All Locations Summary	38,170.	35,155.	92.1	3.95	1.60	5.54	84.9	13.4	1.4	0.3	4.7	102

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EW ^T (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)
00:00 - 05:00	187,255.	180,717.	96.5	5.06	1.00	6.06	81.7	17.2	0.9	0.1	2.2	102
All Locations Summary	187,255.	180,717.	96.5	5.06	1.00	6.06	81.7	17.2	0.9	0.1	2.2	102

Transport for London - QSI Points and Live Mileage List

Route 38(M-FNSCD,Sat & Sun) Reason for
Service change 33367 Re-issue
Date 15 June 2013

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CLTNKR S	CLTNKR S	TON, KENNINGHALL ROAD ROUNDABOUT		
CLTNKR	1011	Clapton Pond	0	0.00
	29245	Millfields Road	203	0.13
	2269	Clapton Girls' Technology College	236	0.15
	BP3203	Hackney Baths	337	0.21
	2271	Clapton Square	163	0.10
	BP5529	Dalston Lane	331	0.21
HCKCAR	BP4921	Hackney Central Station	417	0.26
HCKCGR	308	Graham Road / Hackney Central	227	0.14
	BP5484	Royal Oak Road	338	0.21
	1115	Greenwood Road	206	0.13
	782	Queensbridge Road / Dalston Lane	286	0.18
DALSJC	320	Dalston Junction	426	0.26
	2640	Balls Pond Road / Burder Road	229	0.14
	913	Southgate Road	363	0.23
BALPHS	905	Essex Road / Newington Green Road	220	0.14
	2636	Essex Road / Marquess Road	187	0.12
	2632	Northchurch Road	303	0.19
ESXRSN	14920	Essex Road Station	409	0.25
	793	Cross Street	441	0.27
	2626	Packington Street	197	0.12
	791	Islington Green	188	0.12
ISLNHS	36602	Angel Station	307	0.19
	297	St John Street / Goswell Road	304	0.19
	1045	Sadler's Wells Theatre	234	0.15
	1802	Tysoe Street	264	0.16
	616	Mount Pleasant	261	0.16
	2622	Clerkenwell Road	302	0.19
	R0078	Gray's Inn Road	256	0.16
	14682	Red Lion Square	323	0.20
BLBYSQ	BP5485	Bloomsbury Way	295	0.18
	BP5486	Museum Street	240	0.15
TCTRSN**				
	1054	Dean Street / Chinatown		
PCIRSA	37229	Trocadero / Haymarket	221	0.14
PCIRPC	34716	Piccadilly Circus	312	0.19
	34717	Old Bond Street / Royal Academy	263	0.16
	15192	Green Park Station	280	0.17
	988	Green Park / Constitution Hill	460	0.29
HPCRGF	36857	Hyde Park Corner	309	0.19
	27945	Wilton Street	434	0.27
	33477	Bressenden Place	435	0.27
VCSNBSD	34	Victoria Bus Station	262	0.16
VCSNBSDS	VCSNBSDS	Victoria Bus Station, Stand D	0	0.00

TOTAL ROUTE MILEAGE - OUT DIRECTION		metres	miles

TRANCHE 540

Diversion due to closure of The Narrow Way

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
VCSNBSDS	VCSNBSDS	Victoria Bus Station, Stand D		
VCSNBSD	34	Victoria Bus Station	0	0.00
	33447	Grosvenor Gardens	282	0.18
	7982	Wilton Street	327	0.20
HPCRGF	4900	Hyde Park Corner	296	0.18
	989	Old Park Lane / Hard Rock Cafe	549	0.34
	99	Green Park Station	487	0.30
	36947	Old Bond Street / Royal Academy	283	0.18
PCIRPC	37122	Piccadilly Circus	216	0.13
PCIRSA	161	Trocadero / Haymarket	235	0.15
	7851	Gerrard Place / Chinatown	357	0.22
	29684	Denmark Street	242	0.15
TCTRNO	BP882	Tottenham Court Road Station		
	29844	Museum Street	296	0.18
BLBYSQ	982	Bloomsbury Square	193	0.12
	33093	Red Lion Square	280	0.17
	200	Gray's Inn Road	351	0.22
	197	Rosebery Avenue	284	0.18
	20684	Mount Pleasant	115	0.07
	1801	Tysoe Street	279	0.17
	14237	Hardwick Street	219	0.14
	1046	Sadler's Wells Theatre	193	0.12
	1017	St John Street / Goswell Road	281	0.17
ISLNHS	4716	Angel Station	297	0.18
	790	Islington Green	341	0.21
	2627	Packington Street	219	0.14
	792	Cross Street	206	0.13
ESXRSN	26591	Essex Road Station	151	0.09
	2633	Northchurch Road	425	0.26
	2637	Ockendon Road	308	0.19
BALPHS	2638	Mildmay Park / Southgate Road	473	0.29
	2639	Culford Road	228	0.14
	13506	Kingsland High Street	346	0.21
DALSJC	14219	Dalston Lane / Dalston Junction Station	176	0.11
	783	Graham Road / Stannard Road	414	0.26
	1114	Greenwood Road	272	0.17
	2648	Royal Oak Road	261	0.16
HCKCGR	20997	Mare Street	316	0.20
HCKCAR	305	Hackney Central Station	187	0.12
	129	Amhurst Road / Hackney Downs Station	198	0.12
	2272	Mare Street / Narrow Way	404	0.25
	2270	Hackney Baths	268	0.17
	930	Glenarm Road	164	0.10
	2268	Clapton Girls' Technology College	226	0.14
	64	Clapton Pond	240	0.15
CLTNKR	192	Lea Bridge Roundabout	188	0.12
CLTNKR S	CLTNKR S	TON, KENNINGHALL ROAD ROUNDABOUT	0	0.00

TOTAL ROUTE MILEAGE - BACK DIRECTION		metres	miles

** It is envisaged route 38 will revert to serving Tottenham Court Road Station in both directions from mid-2016. In the event of the current temporary westbound diversion via Shaftesbury Avenue being extended, the current QSI point at CAMCSA would continue to apply.

Transport for London - QSI Points and Live Mileage List

Route N38 Reason for
Service change 33368 Normal Route Re-issue
Date 15 June 2013

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WSTCSN S	WSTCSN S	Walthamstow Central Bus Station		
WSTCSN	BP4272	Walthamstow Bus Station	0	0.00
	11481	Grosvenor Park Road	650	0.40
	7962	Grove Road	228	0.14
	7964	Bakers Avenue	220	0.14
LEYTBAW	4759	High Road Leyton / Bakers Arms	223	0.14
	14262	Shortlands Road	290	0.18
	14258	Manor Road	270	0.17
	4760	Markhouse Road	343	0.21
	14252	Emmanuel Parish Church	391	0.24
	14245	Perth Road	277	0.17
	3219	Argall Way	195	0.12
	20668	Lea Valley Riding Centre	528	0.33
	14242	Lee Valley Ice Centre	216	0.13
	3217	Chatsworth Road	289	0.18
	14241	Wattisfield Road	303	0.19
	20727	Lea Bridge Roundabout	294	0.18
CLTNKR	1011	Clapton Pond	260	0.16
	29245	Millfields Road	203	0.13
	2269	Clapton Girls' Technology College	236	0.15
	BP3203	Hackney Baths	337	0.21
	2271	Clapton Square	163	0.10
	BP5529	Dalston Lane	331	0.21
HCKCAR	BP4921	Hackney Central Station	417	0.26
	308	Graham Road / Hackney Central	227	0.14
	BP5484	Royal Oak Road	338	0.21
	1115	Greenwood Road	206	0.13
	782	Queensbridge Road / Dalston Lane	286	0.18
DALSJC	320	Dalston Junction	426	0.26
	2640	Balls Pond Road / Burder Road	229	0.14
	913	Southgate Road	363	0.23
	905	Essex Road / Newington Green Road	220	0.14
	2636	Essex Road / Marquess Road	187	0.12
	2632	Northchurch Road	303	0.19
ESXRSN	14920	Essex Road Station	409	0.25
	793	Cross Street	441	0.27
	2626	Packington Street	197	0.12
	791	Islington Green	188	0.12
ISLNHS	36602	Angel Station	307	0.19
	297	St John Street / Goswell Road	304	0.19
	1045	Sadler's Wells Theatre	234	0.15
	1802	Tysoe Street	264	0.16
	616	Mount Pleasant	261	0.16
	2622	Clerkenwell Road	302	0.19
	R0078	Gray's Inn Road	256	0.16
	14682	Red Lion Square	323	0.20
BLBYSQ	BP5485	Bloomsbury Way	295	0.18
	BP5486	Museum Street	240	0.15
TCTRSN**				
	1054	Dean Street / Chinatown		
PCIRSA	37229	Trocadero / Haymarket	221	0.14
PCIRPC	34716	Piccadilly Circus	312	0.19
	34717	Old Bond Street / Royal Academy	263	0.16
	15192	Green Park Station	280	0.17
	988	Green Park / Constitution Hill	460	0.29
HPCRGP	36857	Hyde Park Corner	309	0.19
	27945	Wilton Street	434	0.27
	33477	Bressenden Place	435	0.27
VCSNBSD	34	Victoria Bus Station	262	0.16
VCSNBSDS	VCSNBSDS	Victoria Bus Station, Stand D	0	0.00

TOTAL ROUTE MILEAGE - OUT DIRECTION

metres miles

TRANCHE 540

Diversion due to The Narrow Way closure

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
VCSNBSDS	VCSNBSDS	Victoria Bus Station, Stand D		
VCSNBSD	34	Victoria Bus Station	0	0.00
	33447	Grosvenor Gardens	282	0.18
	7982	Wilton Street	327	0.20
HPCRGP	4900	Hyde Park Corner	296	0.18
	989	Old Park Lane / Hard Rock Cafe	549	0.34
	99	Green Park Station	487	0.30
	36947	Old Bond Street / Royal Academy	283	0.18
PCIRPC	37122	Piccadilly Circus	216	0.13
PCIRSA	161	Trocadero / Haymarket	235	0.15
	7851	Gerrard Place / Chinatown	357	0.22
	29684	Denmark Street	242	0.15
TCTRNO	BP882	Tottenham Court Road Station		
	29844	Museum Street	296	0.18
BLBYSQ	982	Bloomsbury Square	193	0.12
	33093	Red Lion Square	280	0.17
	200	Gray's Inn Road	351	0.22
	197	Rosebery Avenue	284	0.18
	20684	Mount Pleasant	115	0.07
	1801	Tysoe Street	279	0.17
	14237	Hardwick Street	219	0.14
	1046	Sadler's Wells Theatre	193	0.12
	1017	St John Street / Goswell Road	281	0.17
ISLNHS	4716	Angel Station	297	0.18
	790	Islington Green	341	0.21
	2627	Packington Street	219	0.14
	792	Cross Street	206	0.13
ESXRSN	26591	Essex Road Station	151	0.09
	2633	Northchurch Road	425	0.26
	2637	Ockendon Road	308	0.19
	2638	Mildmay Park / Southgate Road	473	0.29
	2639	Culford Road	228	0.14
	13506	Kingsland High Street	346	0.21
DALSJC	14219	Dalston Lane / Dalston Junction Station	176	0.11
	783	Graham Road / Stannard Road	414	0.26
	1114	Greenwood Road	272	0.17
	2648	Royal Oak Road	261	0.16
	20997	Mare Street	316	0.20
HCKCAR	305	Hackney Central Station	187	0.12
	129	Amhurst Road / Hackney Downs Station	198	0.12
	2272	Mare Street / Narrow Way	404	0.25
	2270	Hackney Baths	268	0.17
	930	Glenarm Road	164	0.10
	2268	Clapton Girls' Technology College	226	0.14
	64	Clapton Pond	240	0.15
CLTNKR	192	Lea Bridge Roundabout	188	0.12
	195	Lea Bridge Road / Upper Clapton Road	354	0.22
	14240	Wattisfield Road	200	0.12
	3218	Chatsworth Road	280	0.17
	4750	Lee Valley Ice Centre	392	0.24
	20669	Lee Valley Riding Centre	319	0.20
	3220	Argall Way	242	0.15
	25133	Perth Road	358	0.22
	R0474	Emmanuel Parish Church	236	0.15
	R0473	Markhouse Road	264	0.16
	14257	Rochdale Road	406	0.25
	14261	Shortlands Road	370	0.23
LEYTBAW	20932	High Road Leyton / Bakers Arms	255	0.16
	7966	Hoe Street / Bakers Arms	205	0.13
	7963	Grove Road	310	0.19
	7960	Queen's Road	308	0.19
	R0036	Walthamstow Central Station	361	0.22
	BP4267	Walthamstow Bus Station	96	0.06
WSTCSN S	WSTCSN S	Walthamstow Central Bus Station	0	0.00

TOTAL ROUTE MILEAGE - BACK DIRECTION

metres miles

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