

7. Service Specification

Route: 469

Contract Reference: QC71501

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.

Terminus Points	Woolwich Common, Queen Elizabeth Hospital and Erith, Bexley Road/Cross Street
Contract Basis	Incentivised
Commencement Date	23 rd January 2021
Vehicle Type	60 capacity, dual door, single deck vehicles, minimum 10.8m long
Current Maximum Approved Dimensions	10.8 metres long and 2.44 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	No
Electric Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Departing On Time - No less than 82%
Extension Threshold	Departing On Time Threshold - 85%
Minimum Operated Mileage Standard	No less than 98%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 13th January 2020

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. 469:

- Route No. 469 is re-routed between Picardy Manorway and Harrow Manorway, to run via Woolwich Road in both directions.
- The section of routeing via Abbey Road is withdrawn.
- **Please see Section 5 for a full list of streets traversed and standing arrangements.**

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 469.

Operators should provide the following prices:

1. **Annual diesel price - based on a minimum 5 year contract.**
2. **Annual electric price - based on a minimum 5 year contract. Tenderers should outline the strategy they would adopt for recharging these vehicles, together with any other operational and infrastructure assumptions, within the tender submission. Please see covering letter for further details.**

Tenderers are encouraged to offer alternative vehicle options in accordance with Part 9 of their tender, including but not limited to:

1. **Modifications to reduce emissions and fuel consumption (including energy storage, engine stop/start and/or energy efficient components).**
2. **Alternative Zero emission vehicles.**
3. **Existing vehicles. Separate costs must be provided both excluding and including the cost of upgrading to Euro VI standards. The inclusive costs should be on a per bus per annum basis.**

The welfare of bus drivers during their working day is essential, and appropriate locations for sign-on and sign-off as well as meal reliefs should be identified within the bid. These locations should have appropriate facilities available for drivers at the beginning and end of shifts to carry out their duties (including fitness for duty). For breaks and periods of rest between work there should be appropriate toilet provision (including the availability, condition and cleanliness of the facilities) and suitable locations to take a break. Whilst the obligation to provide suitable facilities remains with the bus operator, if there are any risks in not being able to supply these, the bus operator must make TfL aware in their tender or at any later stage when this becomes apparent.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Woolwich Common, Queen Elizabeth Hospital to Erith, Bexley Road/Cross Street			Erith, Bexley Road/Cross Street to Woolwich Common, Queen Elizabeth Hospital		
First departure no later than 0455.			First departure no later than 0510.		
0450 - 2055	Every 15 minutes		0505 - 2140	Every 15 minutes	
2056 - 0040	Every 20 minutes		2141 - 0045	Every 20 minutes	
Last departure no earlier than 0035.			Last departure no earlier than 0040.		
Pinchpoints					
Abbey Wood Station	0715 - 0915	15 minutes	Plumstead Station	0720 - 0920	15 minutes
	1515 - 1645	15 minutes		1520 - 1650	15 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Woolwich Common, Queen Elizabeth Hospital to Erith, Bexley Road/Cross Street			Erith, Bexley Road/Cross Street to Woolwich Common, Queen Elizabeth Hospital		
First departure no later than 0455.			First departure no later than 0510.		
0450 - 0655	Every 20 minutes		0505 - 0710	Every 20 minutes	
0656 - 2055	Every 15 minutes		0711 - 2140	Every 15 minutes	
2056 - 0040	Every 20 minutes		2141 - 0045	Every 20 minutes	
Last departure no earlier than 0035.			Last departure no earlier than 0040.		
Pinchpoints					
Abbey Wood Station	0915 - 1115	15 minutes	Plumstead Station	0920 - 1120	15 minutes

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

Woolwich Common, Queen Elizabeth Hospital to Erith, Bexley Road/Cross Street			Erith, Bexley Road/Cross Street to Woolwich Common, Queen Elizabeth Hospital		
First departure no later than 0455.			First departure no later than 0510.		
0450 - 0755	Every 30 minutes		0505 - 0840	Every 30 minutes	
0756 - 0040	Every 20 minutes		0841 - 0045	Every 20 minutes	
Last departure no earlier than 0035.			Last departure no earlier than 0040.		
Pinchpoints					
Abbey Wood Station	1010 - 1130	20 minutes	Plumstead Station	1015 - 1135	20 minutes

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 469 can suffer from unpredictable traffic delays in the Woolwich and Abbey Wood areas.
- 4.2) The central section of the Elizabeth line will open between Paddington and Abbey Wood initially and there will be a six month window for delivery from October 2020. Once the central section opens, full services across the Elizabeth line from Reading and Heathrow to Abbey Wood and Shenfield will commence as soon as possible. There is potential for a change in passenger demand on Route No. 469 once the Elizabeth line becomes fully operational. A review, post opening of the Elizabeth line, will be undertaken if required.

5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS

- 5.1) ROUTE RECORD
As per Busnet print out.
- 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 469: Woolwich Common, Queen Elizabeth Hospital - Erith, Bexley Road

Date of Structural Change: 6 October 2018.

Date of Service Change: 24 January 2021.

Reason for Issue: New Tender - Elizabeth Line changes omitted.

STREETS TRAVERSED

Towards Erith, Bexley Road: Stadium Road, Ha Ha Road, Woolwich New Road, Grand Depot Road, Woolwich New Road, Plumstead Road, Plumstead High Street, Church Manor Way, Blithdale Road, Woodhurst Road, Myrtledene Road, Basildon Road, Eynsham Drive, Finchale Road, Church Manor Way, Sewell Road, Grovebury Road, Eynsham Drive, Harrow Manor Way, Lensbury Way Roundabout, Harrow Manor Way, Knee Hill, Abbey Wood Road, Abbey Road, Gilbert Road, Picardy Street, Lower Road, West Street, Erith High Street, Bexley Road.

Towards Woolwich Common, Queen Elizabeth Hospital: Bexley Road, Walnut Tree Road, West Street, Lower Road, Picardy Street, Gilbert Road, Abbey Road, Abbey Wood Road, Knee Hill, Harrow Manor Way, Eynsham Drive, Grovebury Road, Sewell Road, Church Manor Way, Finchale Road, Eynsham Drive, Basildon Road, Manton Road, Woodhurst Road, Blithdale Road, Church Manor Way, Plumstead High Street, Plumstead Road, Woolwich New Road, Ha Ha Road, Stadium Road, Bus Standing Area.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

WOOLWICH COMMON, QUEEN ELIZABETH HOSPITAL

Public stand for 7 buses in marked areas in Bus Parking Area on east side of Stadium Road opposite Ranken House.

Buses proceed from Bus Standing Area direct to stand, departing via Bus Standing Area to Stadium Road. Set down in Bus Standing Area, at Alighting Point (BP1300 - Queen Elizabeth Hospital / West Entrance, Last Stop on LOR: BP1300 - Queen Elizabeth Hospital / West Entrance) and pick up in Stadium Road, at Stop H3 (BP2729 - Queen Elizabeth Hospital / West Entrance, First Stop on LOR: BP2729 - Queen Elizabeth Hospital / West Entrance).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 469 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:	Queen Elizabeth Hospital.

WOOLWICH, MONK STREET (from ERITH, BEXLEY ROAD)

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

1 - For two buses on the west side commencing 52 metres north of Castile Road and extending 25 metres south.

2 - For two buses on the west side commencing 42 metres north of Calderwood Street extending 25 metres south.

3 - For one bus on east side commencing 10 metres north of Calderwood Street extending 13.5 metres north.

Buses proceed from Woolwich New Road via Thomas Street, Calderwood Street and Monk Street to stand, departing via Monk Street, Bus Turning Circle, Monk Street, Calderwood Street and Thomas Street to Woolwich New Road. Set down in Woolwich New Road, at Stop J (35483 - Woolwich Arsenal Station # [dlr], Last Stop on LOR: 35483 - Woolwich Arsenal Station # [dlr]) and pick up in Woolwich New Road, at stop Q (BP5481 - Woolwich Arsenal Station # [dlr], First Stop on LOR: BP5481 - Woolwich Arsenal Station # [dlr]).

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

ABBAY WOOD STATION

From Erith, Bexley Road.

Buses proceed from Harrow Manor Way via Lensbury Way Roundabout departing to Harrow Manor Way. Set down in Harrow Manor Way, at Stop A (33045 - Harrow Manorway / Lensbury Way, Last Stop on LOR: 33045 - Harrow Manorway / Lensbury Way) and pick up in Harrow Manor Way, at Stop D (35309 - Harrow Manorway / Abbey Wood Station #, First Stop on LOR: 35309 - Harrow Manorway / Abbey Wood Station #).

From Woolwich Common, Queen Elizabeth Hospital.

Buses proceed from Harrow Manor Way via Knee Hill, Harrow Manor Way and Harrow Manor Way Roundabout departing to Harrow Manor Way. Set down in Harrow Manor Way, at Stop D (35309 - Harrow Manorway / Abbey Wood Station #, Last Stop on LOR: 35309 - Harrow Manorway / Abbey Wood Station #) and pick up in Harrow Manor Way, at Stop A (33045 - Harrow Manorway / Lensbury Way, First Stop on LOR: 33045 - Harrow Manorway / Lensbury Way).

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

BELVEDERE STATION (from ERITH, BEXLEY ROAD)

Public stand for 2 buses in service road on north side of Picardy Street commencing level with lamp standard No. 6 and extending 22 metres west.

Buses proceed from Lower Road via Picardy Street and Service Road to stand, departing via Service Road, Station Road and Picardy Street to Lower Road. Set down in Lower Road, at Stop H (6238 - Lower Road / Belvedere Station #, Last Stop on LOR: 6238 - Lower Road / Belvedere Station #) and pick up in Lower Road, at Stop C (6315 - Lower Road / Belvedere Station, First Stop on LOR: 6315 - Lower Road / Belvedere 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:	Belvedere.

ERITH, BEXLEY ROAD

Private stand for up to 3 buses in lay-bay on south side of Bexley Road commencing level with steps to Shopping Centre and extending approximately 30 metres eastwards.

Buses proceed from Bexley Road direct to stand, departing to Bexley Road. Set down in Bexley Road, at Alighting Point (BP2250 - Erith Town Centre / Riverside, Last Stop on LOR: BP2250 - Erith Town Centre / Riverside) and pick up in Bexley Road, at stop J (31531 - Erith Town Centre / Riverside, First Stop on LOR: 31531 - Erith Town Centre / Riverside).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 1 bus on Route 469 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: Erith.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 469: Woolwich Common, Queen Elizabeth Hospital - Erith, Bexley Road

Date of Structural Change: 23 January 2021.

Date of Service Change: 23 January 2021.

Reason for Issue: New Tender - Routeing via Picardy Road, Woolwich Road, New Road.

STREETS TRAVERSED

Towards Erith, Bexley Road: Stadium Road, Ha Ha Road, Woolwich New Road, Grand Depot Road, Woolwich New Road, Plumstead Road, Plumstead High Street, Church Manor Way, Blithdale Road, Woodhurst Road, Myrtledene Road, Basildon Road, Eynsham Drive, Finchale Road, Church Manor Way, Sewell Road, Grovebury Road, Eynsham Drive, Harrow Manor Way, Lensbury Way Roundabout, Harrow Manor Way, Knee Hill, Abbey Wood Road, Abbey Road, New Road, Woolwich Road, Picardy Road, Lower Road, West Street, Erith High Street, Bexley Road.

Towards Woolwich Common, Queen Elizabeth Hospital: Bexley Road, Walnut Tree Road, West Street, Lower Road, Picardy Road, Woolwich Road, New Road, Abbey Road, Abbey Wood Road, Knee Hill, Harrow Manor Way, Harrow Manor Way Roundabout, Harrow Manor Way, Eynsham Drive, Grovebury Road, Sewell Road, Church Manor Way, Finchale Road, Eynsham Drive, Basildon Road, Manton Road, Woodhurst Road, Blithdale Road, Church Manor Way, Plumstead High Street, Plumstead Road, Woolwich New Road, Ha Ha Road, Stadium Road, Bus Standing Area.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

WOOLWICH COMMON, QUEEN ELIZABETH HOSPITAL

Public stand for 7 buses in marked areas in Bus Parking Area on east side of Stadium Road opposite Ranken House.

Buses proceed from Bus Standing Area direct to stand, departing via Bus Standing Area to Stadium Road. Set down in Bus Standing Area, at Alighting Point (BP1300 - Queen Elizabeth Hospital / West Entrance, Last Stop on LOR: BP1300 - Queen Elizabeth Hospital / West Entrance) and pick up in Stadium Road, at Stop H3 (BP2729 - Queen Elizabeth Hospital / West Entrance, First Stop on LOR: BP2729 - Queen Elizabeth Hospital / West Entrance).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 469 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:	Queen Elizabeth Hospital.

WOOLWICH, MONK STREET (from ERITH, BEXLEY ROAD)

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

1 - For two buses on the west side commencing 52 metres north of Castile Road and extending 25 metres south.

2 - For two buses on the west side commencing 42 metres north of Calderwood Street extending 25 metres south.

3 - For one bus on east side commencing 10 metres north of Calderwood Street extending 13.5 metres north.

Buses proceed from Woolwich New Road via Thomas Street, Calderwood Street and Monk Street to stand, departing via Monk Street, Bus Turning Circle, Monk Street, Calderwood Street and Thomas Street to Woolwich New Road. Set down in Woolwich New Road, at Stop J (35483 - Woolwich Arsenal Station # [dlr], Last Stop on LOR: 35483 - Woolwich Arsenal Station # [dlr]) and pick up in Woolwich New Road, at bus stop Q (BP5481 - Woolwich Arsenal Station # [dlr], First Stop on LOR: BP5481 - Woolwich Arsenal Station # [dlr]).

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

ABBAY WOOD STATION

From Erith, Bexley Road.

Buses proceed from Harrow Manor Way via Lensbury Way Roundabout departing to Harrow Manor Way. Set down in Harrow Manor Way, at bus stop A (33045 - Harrow Manorway / Lensbury Way, Last Stop on LOR: 33045 - Harrow Manorway / Lensbury Way) and pick up in Harrow Manor Way, at bus stop D (35309 - Harrow Manorway / Abbey Wood Station #, First Stop on LOR: 35309 - Harrow Manorway / Abbey Wood Station #).

From Woolwich Common, Queen Elizabeth Hospital.

Buses proceed from Harrow Manor Way via Knee Hill, Harrow Manor Way and Harrow Manor Way Roundabout departing to Harrow Manor Way. Set down in Harrow Manor Way, at Stop D (35309 - Harrow Manorway / Abbey Wood Station #, Last Stop on LOR: 35309 - Harrow Manorway / Abbey Wood Station #) and pick up in Harrow Manor Way, at Stop A (33045 - Harrow Manorway / Lensbury Way, First Stop on LOR: 33045 - Harrow Manorway / Lensbury Way).

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

BELVEDERE STATION (from ERITH, BEXLEY ROAD)

Public stand for 2 buses in service road on north side of Picardy Street commencing level with lamp standard No. 6 and extending 22 metres west.

Buses proceed from Lower Road via Picardy Street and Service Road to stand, departing via Service Road, Station Road and Picardy Street to Lower Road. Set down in Lower Road, at Stop H (6238 - Lower Road / Belvedere Station #, Last Stop on LOR: 6238 - Lower Road / Belvedere Station #) and pick up in Lower Road, at Stop C (6315 - Lower Road / Belvedere Station, First Stop on LOR: 6315 - Lower Road / Belvedere 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:	Belvedere.

ERITH, BEXLEY ROAD

Private stand for up to 3 buses in lay-bay on south side of Bexley Road commencing level with steps to Shopping Centre and extending approximately 30 metres eastwards.

Buses proceed from Bexley Road direct to stand, departing to Bexley Road. Set down in Bexley Road, at Alighting Point (BP2250 - Erith Town Centre / Riverside, Last Stop on LOR: BP2250 - Erith Town Centre / Riverside) and pick up in Bexley Road, at stop J (31531 - Erith Town Centre / Riverside, First Stop on LOR: 31531 - Erith Town Centre / Riverside).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 1 bus on Route 469 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.

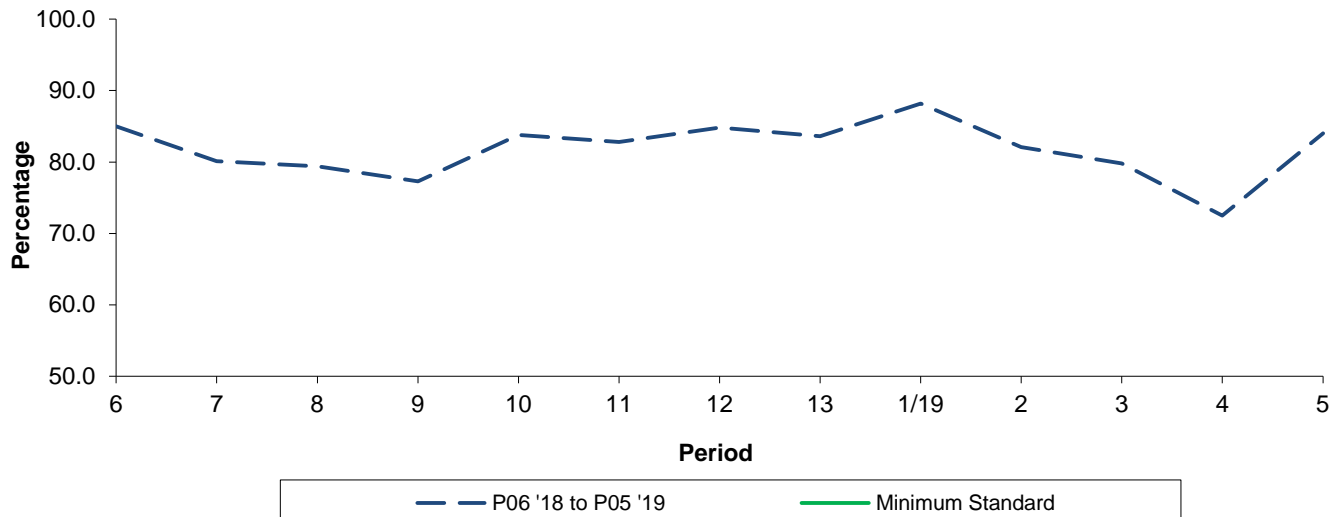
BLIND DISPLAY: Erith.

Period Trend Performance Graphs

Route 469

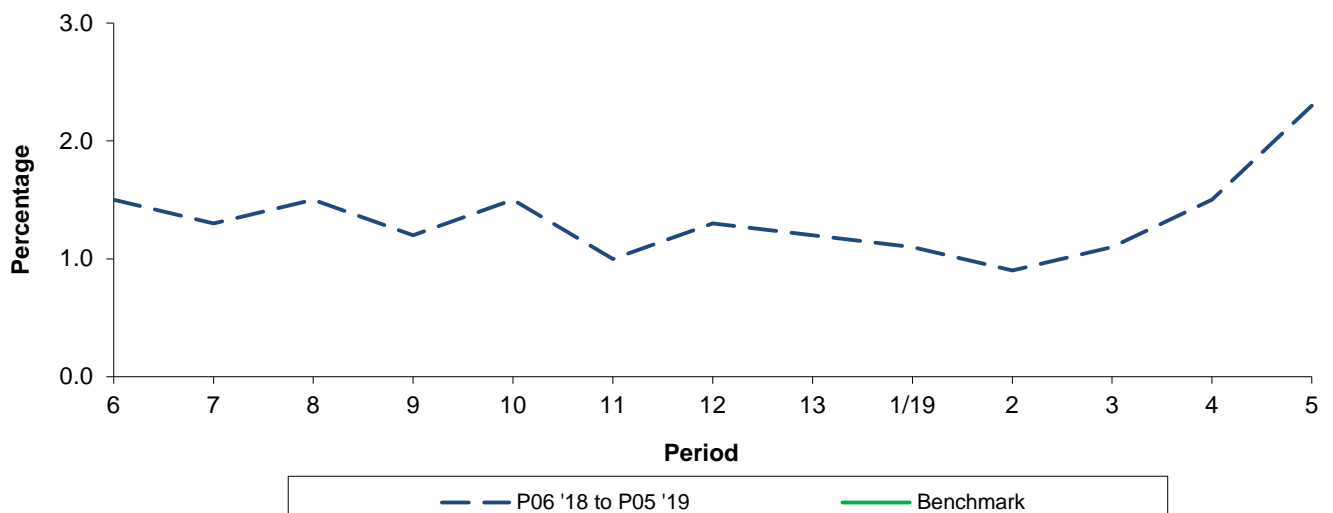
Reliability Performance

Low Frequency - On-Time (%)



Period	6	7	8	9	10	11	12	13	1/19	2	3	4	5
P06 '18 to P05 '19	85.0	80.1	79.4	77.3	83.8	82.8	84.8	83.6	88.2	82.1	79.8	72.5	84.0
Minimum Standard													

Low Frequency - Early (%)



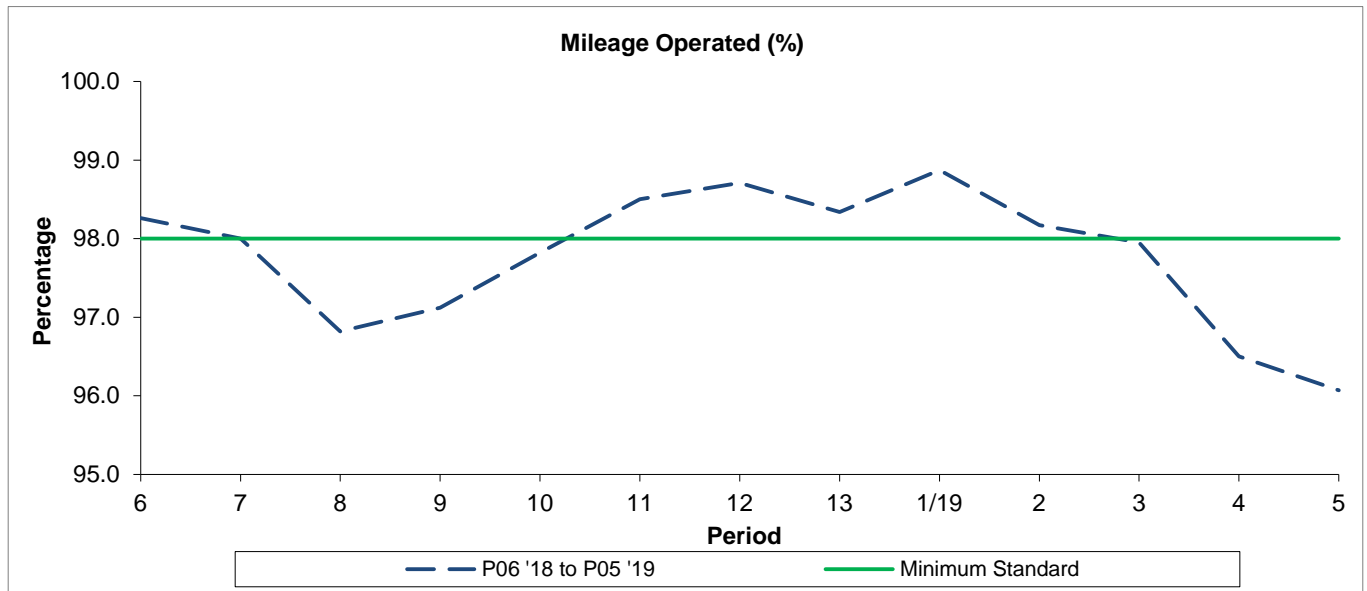
Period	6	7	8	9	10	11	12	13	1/19	2	3	4	5
P06 '18 to P05 '19	1.5	1.3	1.5	1.2	1.5	1.0	1.3	1.2	1.1	0.9	1.1	1.5	2.3
Benchmark													

Minimum Standards and Benchmarks are those applicable under the new contract.

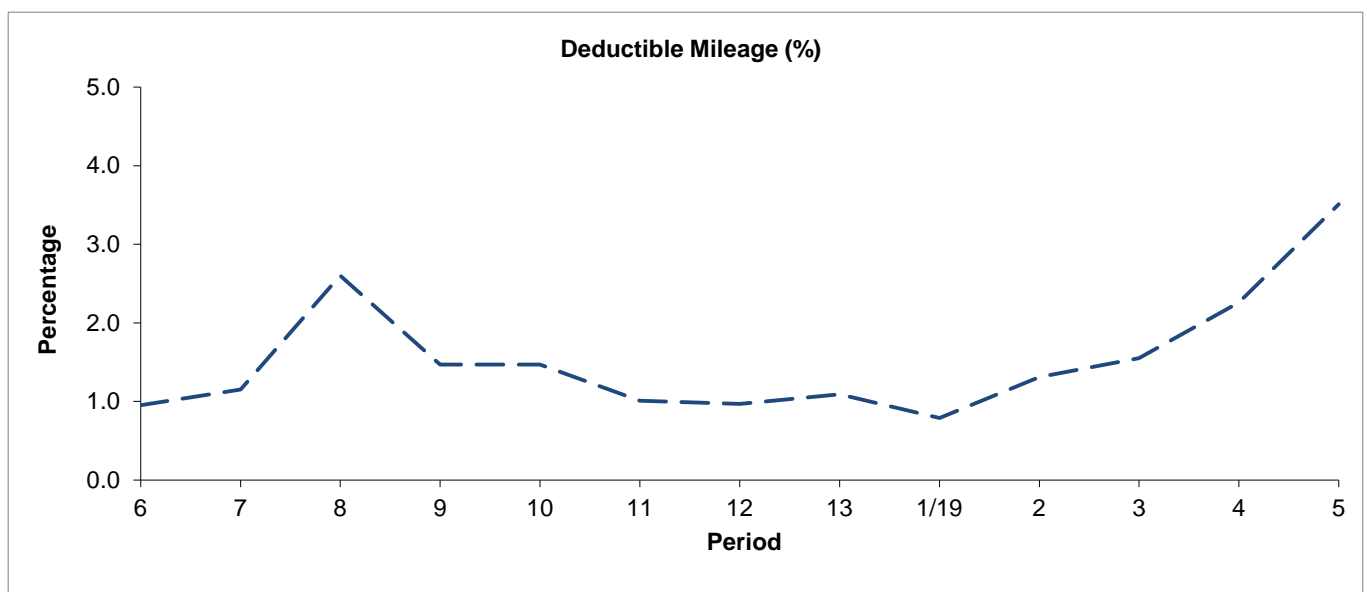
Period Trend Performance Graphs

Route 469

Mileage Performance



Period	6	7	8	9	10	11	12	13	1/19	2	3	4	5
P06 '18 to P05 '19	98.26	98.00	96.82	97.12	97.82	98.50	98.71	98.34	98.87	98.17	97.95	96.50	96.07
Minimum 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



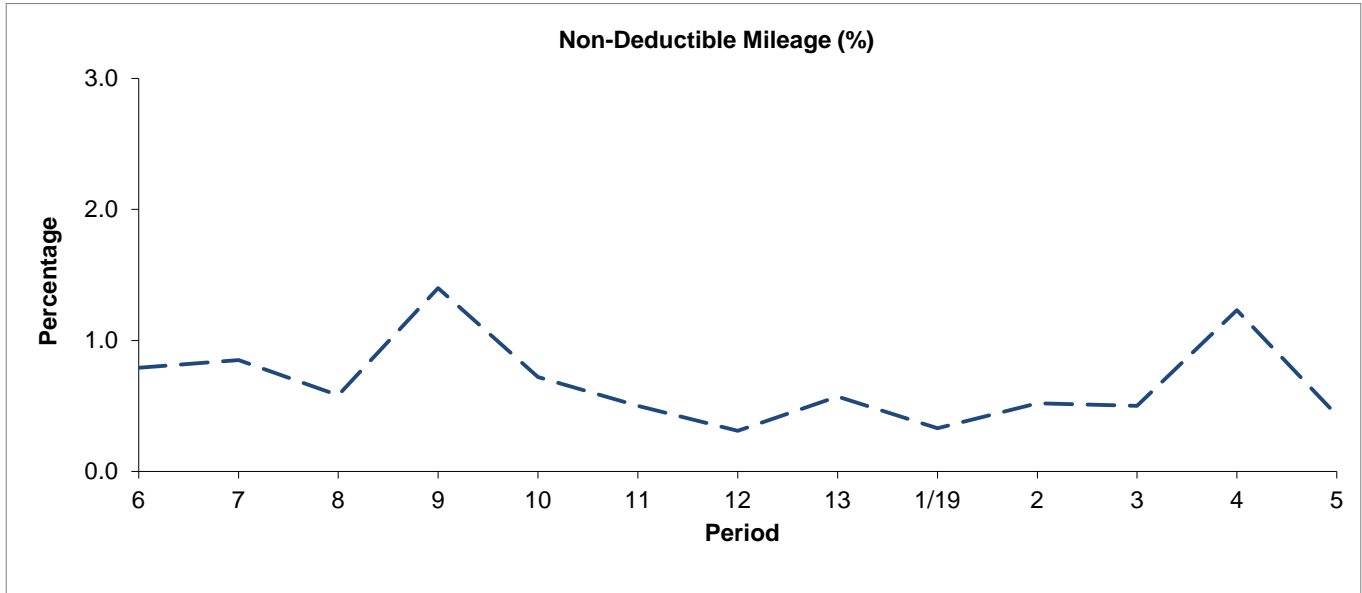
Period	6	7	8	9	10	11	12	13	1/19	2	3	4	5
P06 '18 to P05 '19	0.95	1.15	2.60	1.47	1.47	1.01	0.97	1.09	0.79	1.31	1.55	2.26	3.51

Period Trend Performance Graphs

Route

469

Mileage Performance



Period	6	7	8	9	10	11	12	13	1/19	2	3	4	5
P06 '18 to P05 '19	0.79	0.85	0.58	1.40	0.72	0.50	0.31	0.57	0.33	0.52	0.50	1.23	0.43

Mileage Performance figures are based on four weeks data

ROUTE 469 - FULL iBUS RESULTS BY TIME OF DAY
QUARTERS 02/18 to 01/19 (23/06/2018 to 21/06/2019)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	22,789	22,179	97.3	98.3	91.7	1.8	0.3	6.3
07:00 - 10:00	41,299	40,228	97.4	96.3	79.5	3.7	1.1	15.7
10:00 - 13:00	40,232	39,841	99.0	97.9	88.5	2.0	1.1	8.3
13:00 - 16:00	41,036	39,516	96.3	96.6	80.2	3.8	1.4	14.6
16:00 - 19:00	41,168	39,774	96.6	93.1	73.1	7.1	1.8	18.1
19:00 - 22:00	41,413	40,731	98.4	97.8	86.0	2.4	1.4	10.1
22:00 - 24:00	20,134	20,372	101.2	99.1	91.2	1.0	1.4	6.5
All Locations Summary	248,071	242,641	97.8	96.7	81.2	3.9	1.4	13.5

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	3,829	3,738	97.6	98.4	95.5	1.6	0.3	2.6
07:00 - 10:00	8,008	7,824	97.7	98.4	92.6	1.7	0.6	5.1
10:00 - 13:00	8,457	8,417	99.5	98.4	88.7	1.6	0.9	8.8
13:00 - 16:00	8,574	8,449	98.5	98.3	89.4	1.7	1.1	7.8
16:00 - 19:00	8,531	8,374	98.2	97.6	87.5	2.5	1.6	8.5
19:00 - 22:00	8,416	8,289	98.5	98.4	86.3	1.7	1.0	11.0
22:00 - 24:00	4,266	4,262	99.9	98.7	91.5	1.3	0.6	6.6
All Locations Summary	50,081	49,353	98.5	98.3	89.0	1.8	1.0	8.1

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	3,042	3,012	99.0	98.9	94.4	1.1	0.4	4.0
07:00 - 10:00	5,715	5,612	98.2	98.8	91.9	1.2	0.5	6.4
10:00 - 13:00	7,203	7,139	99.1	98.7	90.1	1.3	2.4	6.2
13:00 - 16:00	7,278	7,124	97.9	97.7	84.6	2.4	0.8	12.2
16:00 - 19:00	7,359	7,226	98.2	97.7	88.3	2.4	1.5	7.8
19:00 - 22:00	7,306	7,235	99.0	98.7	86.5	1.3	1.5	10.7
22:00 - 24:00	4,784	4,791	100.1	99.6	95.7	0.5	2.0	1.9
All Locations Summary	42,687	42,139	98.7	98.5	88.4	1.8	1.4	8.4

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	29,660	28,929	97.5	98.4	92.2	1.8	0.3	5.8
07:00 - 10:00	55,022	53,664	97.5	96.9	81.1	3.4	1.1	14.4
10:00 - 13:00	55,892	55,397	99.1	98.1	88.8	1.9	1.2	8.1
13:00 - 16:00	56,888	55,089	96.8	97.0	82.0	3.3	1.3	13.4
16:00 - 19:00	57,058	55,374	97.0	94.4	76.3	6.0	1.7	15.9
19:00 - 22:00	57,135	56,255	98.5	98.0	86.1	2.2	1.4	10.3
22:00 - 24:00	29,184	29,425	100.8	99.1	91.8	1.0	1.3	5.9
All Locations Summary	340,839	334,133	98.0	97.2	82.9	3.4	1.3	12.3

Transport for London - Live Mileage List

Route: 469

Service Change: 52502

Date: 13/07/2019

QSI points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WCOMHP	BP2729	Queen Elizabeth Hospital / West Entrance		
	35589	Queen Elizabeth Hospital / Main Entrance	165	0.10
	35505	Ha-Ha Road / Repository Road	369	0.23
	26645	Gunner Lane	607	0.38
	26644	Naafi Messing Store	383	0.24
WOOLAS	BP5481	Woolwich Arsenal Station	563	0.35
	BP5540	Plumstead Road / Woolwich Public Market	308	0.19
	R0385	Maxey Road	420	0.26
	BP1283	Plumstead Bus Garage	272	0.17
PLUMSN	26625	Plumstead Station	374	0.23
	1817	Lakedale Road	413	0.26
	26618	Plumstead High Street / Police Station	311	0.19
	9167	Purrott Road	242	0.15
	26613	Plumstead Corner / Church Manorway	180	0.11
	BP313	Bannockburn School	142	0.09
	BP328	Brookdene Road	274	0.17
	BP356	Woodhurst Road	319	0.20
	26608	Cassilda Road	554	0.34
	29363	Eynsham Drive / Blithdale Road	325	0.20
EYDRSH	29365	Felixstowe Road	505	0.31
	BP634	Finchale Road / Eynsham Drive	242	0.15
	BP325	Penmon Road	383	0.24
	BP326	St Pauls Academy	267	0.17
	BP323	Sewell Road / Church Manorway	300	0.19
ABWDSN	BP636	Devenish Road	290	0.18
	BP322	Abbey Wood Pumping Station	253	0.16
	BP369	The Birchwood	340	0.21
	34582	Boxgrove Road	229	0.14
	34584	Eynsham Drive / Harrow Manor Way	230	0.14
	33040	Harrow Manorway / Yarrnton Way	267	0.17
	33041	Overton Road	200	0.12
ABWDSN	35309	Harrow Manorway / Abbey Wood Station	299	0.19
	26601	Abbey Wood Road	413	0.26
	3964	Lesnes Abbey	524	0.33
	6600	Elstree Gardens	321	0.20
	6229	Tunstock Way	353	0.22
	6231	Kingswood Avenue	215	0.13
	6233	St Augustine's Road	257	0.16
	6236	Gilbert Road	224	0.14
BELVSN	6315	Lower Road / Belvedere Station	422	0.26
	6239	Halt Robin Lane	247	0.15
	6242	Poplar Mount	229	0.14
	6243	Mayfield Road	197	0.12
	6247	Lower Road / Church Manorway	565	0.35
	6249	St Francis Road	280	0.17
	6251	Winifred Road / The Ship	302	0.19
	6254	Erith Station / West Street	359	0.22
ERITBR	BP2250	Erith Town Centre / Riverside	326	0.20
Total Route Mileage - Out Direction			15260	9.48
			Metres	Miles

Tranche 715	via Abbey Road
Reason for Issue	New Contract

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ERITBR	31531	Erith Town Centre / Riverside		
	6255	Walnut Tree Road	219	0.14
	35424	Erith High Street	230	0.14
	6252	Maxim Road / The Ship	392	0.24
	6248	St Francis Road	230	0.14
	R0468	Lower Road / Church Manorway	254	0.16
	6244	Mayfield Road	590	0.37
	6241	Poplar Mount	219	0.14
	6240	Halt Robin Lane	150	0.09
BELVSN	6238	Lower Road / Belvedere Station	303	0.19
	6235	Gilbert Road	311	0.19
	6234	St Augustine's Road	280	0.17
	6232	Kingswood Avenue	342	0.21
	6230	Tunstock Way	210	0.13
	3965	Lesnes Abbey	358	0.22
	6603	Fossington Road	326	0.20
	34318	Florence Road	273	0.17
ABWDSN	3963	Abbey Wood Road	163	0.10
	TS0014	Abbey Wood Station	314	0.20
	33045	Harrow Manorway / Lensbury Way	375	0.23
	34583	Eynsham Drive / Harrow Manor Way	320	0.20
	BP373	The Birchwood	378	0.23
ABWDSN	BP332	Abbey Wood Pumping Station	253	0.16
	BP291	Devenish Road	292	0.18
	BP318	Sewell Road / Church Manorway	312	0.19
	BP324	St Pauls Academy	371	0.23
	BP327	Penmon Road	340	0.21
EYDRSH	BP635	Finchale Road / Eynsham Drive	261	0.16
	29368	Chalcombe Road	133	0.08
	29366	Felixstowe Road	204	0.13
	29364	Eynsham Drive / Blithdale Road	450	0.28
	BP288	Woodhurst Road	425	0.26
PLUMSN	BP289	Brookdene Road	171	0.11
	BP317	Bannockburn School	249	0.15
	26615	Plumstead Corner / Rockmount Road	226	0.14
	26617	Plumstead High Street / Police Station	340	0.21
	26619	Bannockburn Road	220	0.14
WOOLAS	26621	Lakedale Road	204	0.13
	36604	Plumstead Road / Plumstead Station	536	0.33
	34579	Greenwich Community College	264	0.16
	8931	Maxey Road	229	0.14
	BP4396	Plumstead Road / Woolwich Public Market	434	0.27
WCOMHP	35483	Woolwich Arsenal Station	280	0.17
	26642	Claydown Mews	464	0.29
	44027	Gunner Lane	260	0.16
	35502	Haha Road / Grand Depot Road	289	0.18
	35503	Queen Elizabeth Hospital / Main Entrance	779	0.48
Total Route Mileage - Back Direction			14451	8.98
			Metres	Miles

Transport for London - Live Mileage List

Route: 469

Service Change: 52502

Date: 13/07/2019

QSI points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WCOMHP	BP2729	Queen Elizabeth Hospital / West Entrance		
	35589	Queen Elizabeth Hospital / Main Entrance	165	0.10
	35505	Ha-Ha Road / Repository Road	369	0.23
	26645	Gunner Lane	607	0.38
	26644	Naafi Messing Store	383	0.24
WOOLAS	BP5481	Woolwich Arsenal Station	563	0.35
	BP5540	Plumstead Road / Woolwich Public Market	308	0.19
	R0385	Maxey Road	420	0.26
	BP1283	Plumstead Bus Garage	272	0.17
PLUMSN	26625	Plumstead Station	374	0.23
	1817	Lakedale Road	413	0.26
	26618	Plumstead High Street / Police Station	311	0.19
	9167	Purrett Road	242	0.15
	26613	Plumstead Corner / Church Manorway	180	0.11
	BP313	Bannockburn School	142	0.09
	BP328	Brookdene Road	274	0.17
	BP356	Woodhurst Road	319	0.20
	26608	Cassilda Road	554	0.34
	29363	Eynsham Drive / Blithdale Road	325	0.20
EYDRSH	29365	Felixstowe Road	505	0.31
	BP634	Finchale Road / Eynsham Drive	242	0.15
	BP325	Penmon Road	383	0.24
	BP326	St Pauls Academy	267	0.17
	BP323	Sewell Road / Church Manorway	300	0.19
ABWDS	BP636	Devenish Road	290	0.18
	BP322	Abbey Wood Pumping Station	253	0.16
	BP369	The Birchwood	340	0.21
	34582	Boxgrove Road	229	0.14
	34584	Eynsham Drive / Harrow Manor Way	230	0.14
	33040	Harrow Manorway / Yarrnton Way	267	0.17
	33041	Overton Road	200	0.12
ABWDSN	35309	Harrow Manorway / Abbey Wood Station	299	0.19
	26601	Abbey Wood Road	413	0.26
	BP3816	Abbey Road	237	0.15
	BP4516	Woodland Way	214	0.13
	BP3817	Hurst Lane	744	0.46
	17586	New Road	159	0.10
	10017	Woolwich Road / Bedonwell Road	194	0.12
	17588	The View	625	0.39
UBELEA	BP645	The Eardley Arms	401	0.25
BELVPS	BP658	Belvedere Police Station	324	0.20
	3954	Kentish Road	381	0.24
BELVSN	6315	Lower Road / Belvedere Station	568	0.35
	6239	Halt Robin Lane	247	0.15
	6242	Poplar Mount	229	0.14
	6243	Mayfield Road	197	0.12
	6247	Lower Road / Church Manorway	565	0.35
	6249	St Francis Road	280	0.17
	6251	Winifred Road / The Ship	302	0.19
	6254	Erith Station / West Street	359	0.22
	ERITBR	Erith Town Centre / Riverside	326	0.20
Total Route Mileage - Out Direction			16791	10.43
			Metres	Miles

Tranche 715	via Woolwich Road
Reason for Issue	New Contract

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ERITBR	31531	Erith Town Centre / Riverside		
	6255	Walnut Tree Road	219	0.14
	35424	Erith High Street	230	0.14
	6252	Maxim Road / The Ship	392	0.24
	6248	St Francis Road	230	0.14
	R0468	Lower Road / Church Manorway	254	0.16
	6244	Mayfield Road	590	0.37
	6241	Poplar Mount	219	0.14
	6240	Halt Robin Lane	150	0.09
	BELVSN	Lower Road / Belvedere Station	303	0.19
BELVPS	3955	Halt Robin Road	396	0.25
	3953	Belvedere Police Station	440	0.27
UBELEA	17591	The Eardley Arms	370	0.23
	17589	The View	300	0.19
	10016	Woolwich Road / Bedonwell Road	395	0.25
	BP3814	Hurst Lane	492	0.31
	BP3815	Woodland Way	721	0.45
	34318	Florence Road	277	0.17
	3963	Abbey Wood Road	163	0.10
ABWDSN	TS0014	Abbey Wood Station	314	0.20
	33045	Harrow Manorway / Lensbury Way	375	0.23
	34583	Eynsham Drive / Harrow Manor Way	320	0.20
	BP373	The Birchwood	378	0.23
	BP332	Abbey Wood Pumping Station	253	0.16
ABWDS	BP291	Devenish Road	292	0.18
	BP318	Sewell Road / Church Manorway	312	0.19
	BP324	St Pauls Academy	371	0.23
	BP327	Penmon Road	340	0.21
	BP635	Finchale Road / Eynsham Drive	261	0.16
	29368	Chalcombe Road	133	0.08
	EYDRSH	Felixstowe Road	204	0.13
	29364	Eynsham Drive / Blithdale Road	450	0.28
	BP288	Woodhurst Road	425	0.26
	BP289	Brookdene Road	171	0.11
	BP317	Bannockburn School	249	0.15
	26615	Plumstead Corner / Rockmount Road	226	0.14
	26617	Plumstead High Street / Police Station	340	0.21
	26619	Bannockburn Road	220	0.14
	26621	Lakedale Road	204	0.13
PLUMSN	36604	Plumstead Road / Plumstead Station	536	0.33
	34579	Greenwich Community College	264	0.16
	8931	Maxey Road	229	0.14
	BP4396	Plumstead Road / Woolwich Public Market	434	0.27
WOOLAS	35483	Woolwich Arsenal Station	280	0.17
	26642	Claydown Mews	464	0.29
	44027	Gunner Lane	260	0.16
	35502	Haha Road / Grand Depot Road	289	0.18
	35503	Queen Elizabeth Hospital / Main Entrance	779	0.48
WCOMHP	BP1300	Queen Elizabeth Hospital / West Entrance	228	0.14
Total Route Mileage - Back Direction			15742	9.79
			Metres	Miles