

## 7. Service Specification

Route: 391

Contract Reference: QC71201

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.

<b>Route Number</b>	391
<b>Terminus Points</b>	Richmond, George Street/Bus Station and Hammersmith Bus Station, Upper Level
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	12 <sup>th</sup> December 2020
<b>Vehicle Type</b>	60 capacity, dual door, single deck vehicles, minimum 10.8m long
<b>Current Maximum Approved Dimensions</b>	10.87 metres long and 2.47 metres wide
<b>New Vehicles Mandatory</b>	Yes
<b>Hybrid Price Required</b>	No
<b>Electric Price Required</b>	Yes. See attached letter.
<b>Sponsored Route</b>	No
<b>Advertising Rights</b>	Operator
<b>Minimum Performance Standard</b>	Departing on Time - No less than 78%
<b>Extension Threshold</b>	Departing on Time Threshold - 81%
<b>Minimum Operated Mileage Standard</b>	No less than 98%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 2<sup>nd</sup> December 2019.

*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:**

In response to the upcoming introduction of the Elizabeth line in West London, the following alterations will be introduced from 7<sup>th</sup> December 2019:

- Route No. 391 is re-structured to operate between Richmond, George Street/Bus Station and Hammersmith Bus Station, Upper Level.
- The section of routing between Hammersmith Bus Station, Upper Level and Sands End, Sainsbury's is withdrawn.
- **Please see Section 5 for a full list of streets traversed and standing arrangements.**
- Mondays to Saturdays daytime frequencies are reduced from every 12 minutes to every 15 minutes.
- Mondays to Saturdays evening frequencies and Saturdays early morning frequencies are reduced from every 15 minutes to every 20 minutes.
- Saturdays very early morning frequencies and Sundays early morning frequencies are reduced from every 20 minutes to every 30 minutes.
- Sundays daytime and evening frequencies are reduced from every 15 minutes to every 20 minutes.
- Departures ex Hammersmith Bus Station, Upper Level are forward projected from Sands End, Sainsbury's.
- Change in categorisation of Route No. 391 from high frequency to low frequency.
- **The above changes as well as those specified for new Route Nos. 218 and 306 and Route Nos. 266 & N266 and 440 are specified in order to provide a more efficient network of services and meet passenger demand in the West London area.**

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 391.

### **Operators should provide the following prices:**

1. **Annual diesel price - based on 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.**

**2) NOTES - continued**

**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

Richmond, George Street to Hammersmith Bus Station, Upper Level		Hammersmith Bus Station, Upper Level to Richmond, Bus Station			
First departure no later than 0535.		First departure no later than 0540.			
0530 - 0615	Every 20 minutes	0535 - 0720	Every 20 minutes		
0616 - 1945	Every 15 minutes	0721 - 2050	Every 15 minutes		
1946 - 0030	Every 20 minutes	2051 - 0015	Every 20 minutes		
Last departure no earlier than 0025.		Last departure no earlier than 0010.			
<b>Pinchpoints</b>					
Turnham Green Church	0700 - 0900	15 minutes	Kew Bridge Station	0700 - 0740	20 minutes
	1510 - 1640	15 minutes		0741 - 0910	15 minutes
				1500 - 1630	15 minutes

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

Richmond, George Street to Hammersmith Bus Station, Upper Level		Hammersmith Bus Station, Upper Level to Richmond, Bus Station			
First departure no later than 0535.		First departure no later than 0540.			
0530 - 0635	Every 30 minutes	0535 - 0740	Every 30 minutes		
0636 - 0815	Every 20 minutes	0741 - 0920	Every 20 minutes		
0816 - 1845	Every 15 minutes	0921 - 1950	Every 15 minutes		
1846 - 0030	Every 20 minutes	1951 - 0015	Every 20 minutes		
Last departure no earlier than 0025.		Last departure no earlier than 0010.			
<b>Pinchpoints</b>					
Turnham Green Church	0905 - 1105	15 minutes	Kew Bridge Station	0900 - 0940	20 minutes
				0941 - 1110	15 minutes

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

Richmond, George Street to Hammersmith Bus Station, Upper Level		Hammersmith Bus Station, Upper Level to Richmond, Bus Station			
First departure no later than 0555.		First departure no later than 0600.			
0550 - 0825	Every 30 minutes	0555 - 0930	Every 30 minutes		
0826 - 0030	Every 20 minutes	0931 - 0015	Every 20 minutes		
Last departure no earlier than 0025.		Last departure no earlier than 0010.			
<b>Pinchpoints</b>					
Turnham Green Church	1005 - 1125	20 minutes	Kew Bridge Station	1010 - 1130	20 minutes

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

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

- 4.1) Route No. 391 can suffer from unpredictable traffic delays in the Richmond, Kew, Chiswick and Hammersmith 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. 391 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 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 391: Richmond Bus Station - Hammersmith Bus Station

**Date of Structural Change:** 12 December 2020.

**Date of Service Change:** 12 December 2020.

**Reason for Issue:** New Tender.

### STREETS TRAVERSED

**Towards Hammersmith Bus Station:** George Street, The Square, The Quadrant, Kew Road, Richmond Circus, Lower Mortlake Road, Manor Circus, Sandycombe Road, Kew Gardens Road, Kew Road, Kew Bridge, Kew Bridge Road, Chiswick High Road, Chiswick Roundabout, Chiswick High Road, King Street, Studland Street, Glenthorne Road, Beadon Road, Hammersmith Broadway, Hammersmith Bus Station Northern Entrance Ramp, Hammersmith Bus Station High Level.

**Towards Richmond Bus Station:** Hammersmith Bus Station High Level, Talgarth Road, Queen Caroline Street, King Street, Chiswick High Road, Chiswick Roundabout, Chiswick High Road, Kew Bridge Road, Kew Bridge, Kew Road, Kew Gardens Road, Sandycombe Road, Manor Circus, Lower Mortlake Road, Richmond Circus, Kew Road, The Quadrant, The Square, Eton Street, Paradise Road, Church Terrace, Richmond 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.

### RICHMOND BUS STATION, WAKEFIELD ROAD

Private stand for five buses in bus station on north side of Wakefield Road. Buses proceed from Richmond Bus Station direct to stand, departing via Richmond Bus Station, Wakefield Road, Lewis Road, Red Lion Street and Hill Street to George Street. Set down in Richmond Bus Station, at Alighting Point (BP2634 - Richmond Bus Station, Last Stop on LOR: BP2634 - Richmond Bus Station) and pick up in George Street, at Stop B (29982 - George Street, First Stop on LOR: 29982 - George Street).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 391 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:	Richmond.

### **RICHMOND, MANOR CIRCUS (from SANDS END, SAINSBURYS)**

Buses proceed from Sandycombe Road via Manor Circus departing to Sandycombe Road. Set down in Sandycombe Road, at stop SP (9284 - Gainsborough Road, Last Stop on LOR: 9284 - Gainsborough Road) and pick up in Sandycombe Road, at stop SR (9283 - Gainsborough Road, First Stop on LOR: 9283 - Gainsborough Road).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
BLIND DISPLAY: North Sheen, Manor Circus.

### **KEW GARDENS STATION (from SANDS END, SAINSBURYS)**

Public stand for one bus on south side of Station Parade, commencing 4 metres east of lamp standard number 1087.

Buses proceed from Kew Road via Kew Gardens Road, Sandycombe Road, Station Approach and Station Parade to stand, departing via Station Parade to Sandycombe Road. Set down in Kew Road, at Stop G (R0276 - Mortlake Road and pick up in Sandycombe Road, at Stop N (40001 - Kew Gardens Station <> #, First Stop on LOR: 40001 - Kew Gardens 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: Kew Gardens Station.

### **GUNNERSBURY, CHISWICK ROUNDABOUT**

#### From Richmond Bus Station.

Buses proceed from Chiswick High Road via Chiswick Roundabout departing to Chiswick High Road. Set down in Chiswick High Road, at Stop L (3163 - Brentford Fountain Leisure Centre, Last Stop on LOR: 3163 - Brentford Fountain Leisure Centre) and pick up in Chiswick High Road, at Stop K (3164 - Brentford Fountain Leisure Centre, First Stop on LOR: 3164 - Brentford Fountain Leisure Centre).

#### From Sands End, Sainsburys.

Buses proceed from Chiswick High Road via Chiswick Roundabout departing to Chiswick High Road. Set down in Chiswick High Road, at Stop J (6159 - Power Road, Last Stop on LOR: 6159 - Power Road) and pick up in Chiswick High Road, at Stop K (6158 - Oxford Road North, First Stop on LOR: 6158 - Oxford Road North).

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



## **TURNHAM GREEN, HEATHFIELD TERRACE (from SANDS END, SAINSBURYS)**

Public stand for two buses on east side of Heathfield Terrace, commencing at lamp standard number 4 extending 27 metres north.

Buses proceed from Chiswick High Road via Heathfield Terrace to stand, departing via Heathfield Terrace and Sutton Lane North to Chiswick High Road. Set down in Chiswick High Road, at Stop SS (1039 - Chiswick Police Station, Last Stop on LOR: 1039 - Chiswick Police Station) and pick up in Chiswick High Road, at Stop DD (134 - Turnham Green Church, First Stop on LOR: 134 - Turnham Green Church).

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: Turnham Green.

## **RAVENSCOURT PARK (from Richmond Bus Station)**

Buses proceed from King Street via Studland Street, Glenthorne Road and Dalling Road departing to King Street. Set down in King Street, at Stop C (6144 - Dalling Road, Last Stop on LOR: 6144 - Dalling Road) and pick up in King Street, at Stop D (BP1501 - Ravenscourt Park Station <>, First Stop on LOR: BP1501 - Ravenscourt Park Station <>).

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

## **HAMMERSMITH BUS STATION, UPPER LEVEL**

Private stand for 10 buses in Hammersmith Upper Level Bus Station. Buses to stand as follows:

Bays E1/E2 on east side - Route 267,  
Bays E3/E4/E5 on east side - Routes 9 and N9,  
Bay S1 on south side - Route 9 (only between 0600 and 2100),  
Bays W1/W2 on west side - Route 211,  
Bays W3/W4 on west side - Route 10.

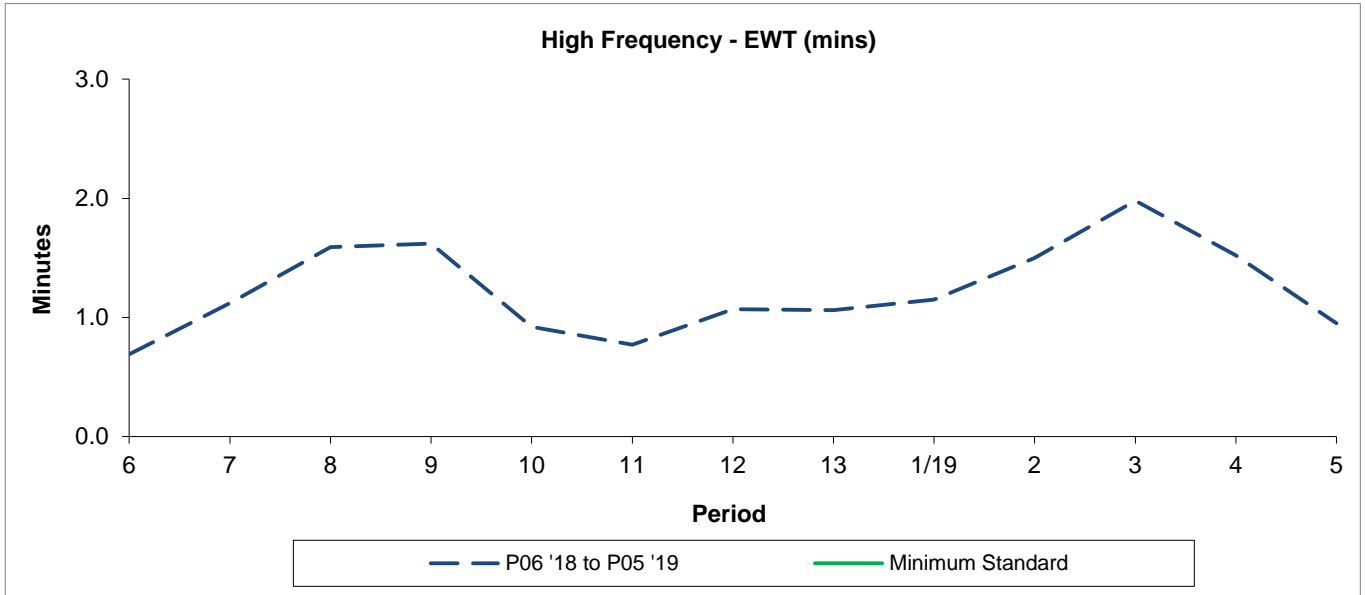
Buses proceed from Hammersmith Bus Station High Level direct to stand, departing to Hammersmith Bus Station High Level. Set down in Hammersmith Bus Station High Level, at stop F (R0874 - Hammersmith Bus Station, Last Stop on LOR: 29966 - Hammersmith Stn / H'smith & City Line<>) and pick up in Hammersmith Bus Station High Level, at stop B (R0876 - Hammersmith Bus Station, First Stop on LOR: R0876 - Hammersmith Bus Station).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 2 buses on Route 391 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: Hammersmith.

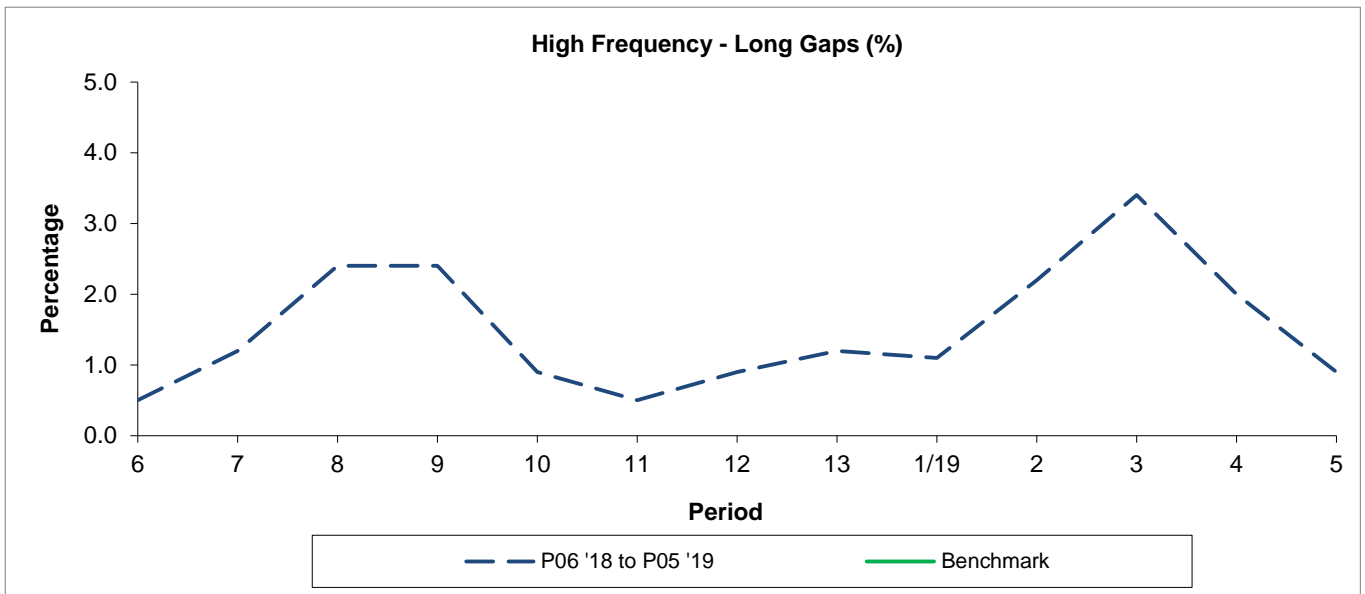
Period Trend Performance Graphs

# Route 391

**Reliability Performance**



Period	6	7	8	9	10	11	12	13	1/19	2	3	4	5
P06 '18 to P05 '19	0.69	1.12	1.59	1.62	0.92	0.77	1.07	1.06	1.15	1.50	1.98	1.52	0.95
Minimum Standard													



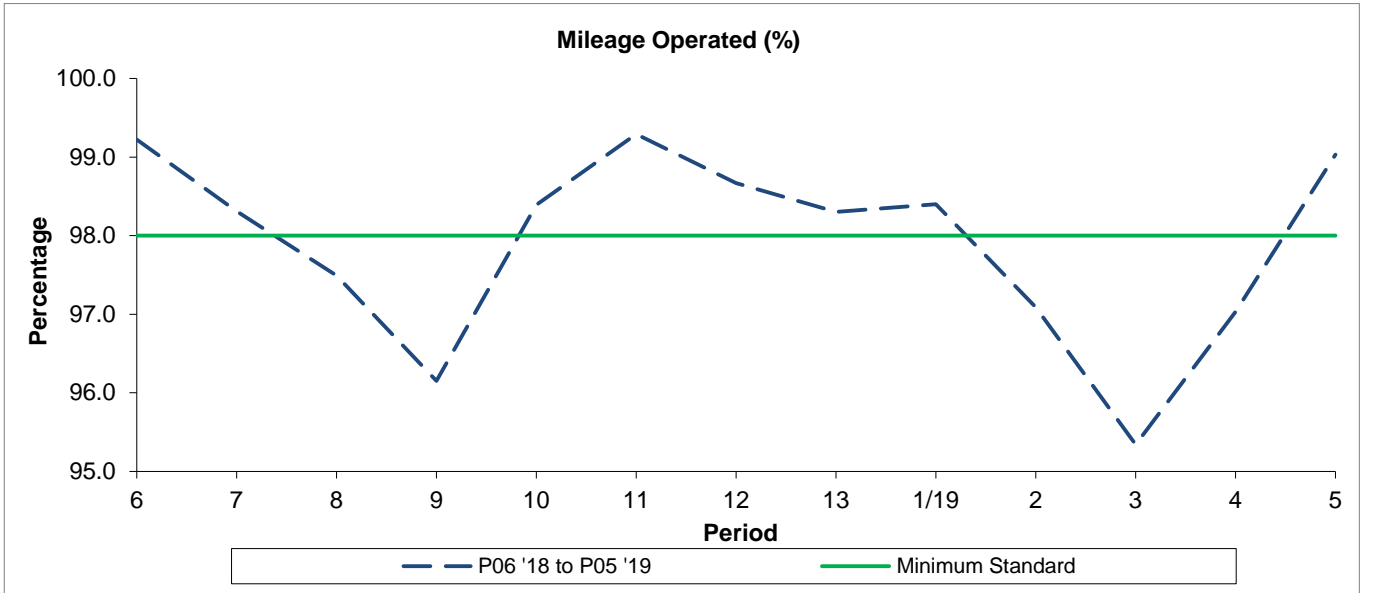
Period	6	7	8	9	10	11	12	13	1/19	2	3	4	5
P06 '18 to P05 '19	0.50	1.20	2.40	2.40	0.90	0.50	0.90	1.20	1.10	2.20	3.40	2.00	0.90
Benchmark													

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

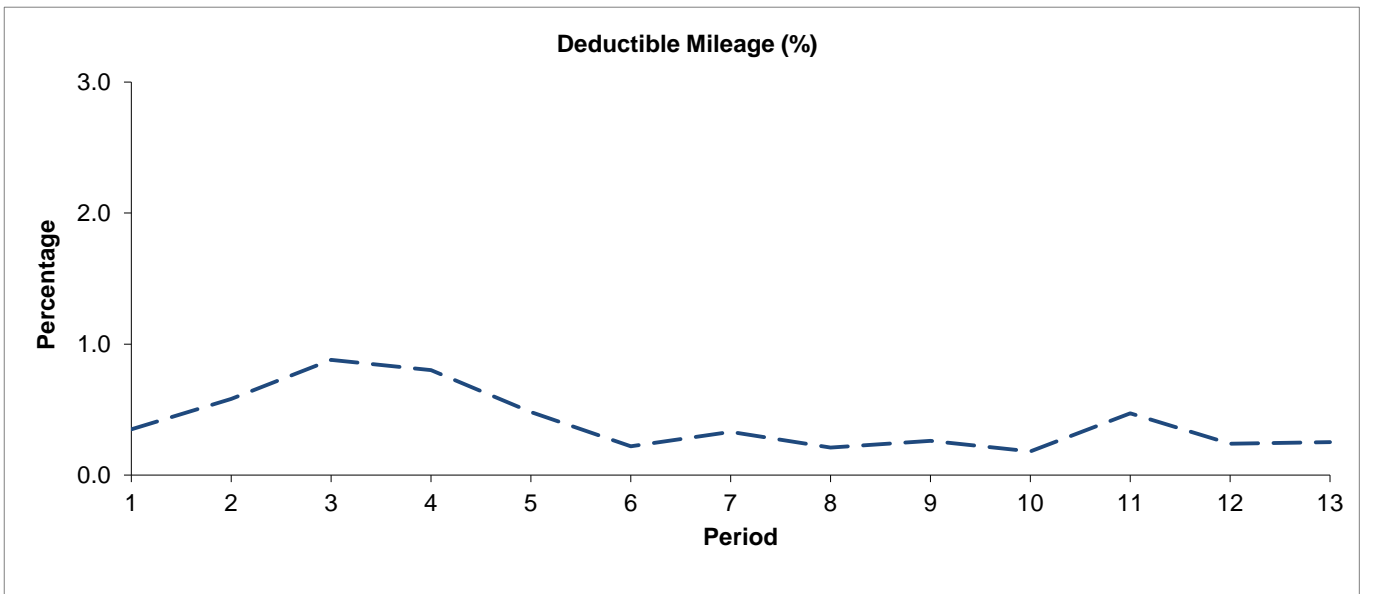
Period Trend Performance Graphs

# Route 391

**Mileage Performance**



Period	6	7	8	9	10	11	12	13	1/19	2	3	4	5
P06 '18 to P05 '19	99.22	98.31	97.49	96.15	98.39	99.29	98.67	98.30	98.40	97.09	95.34	97.03	99.03
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

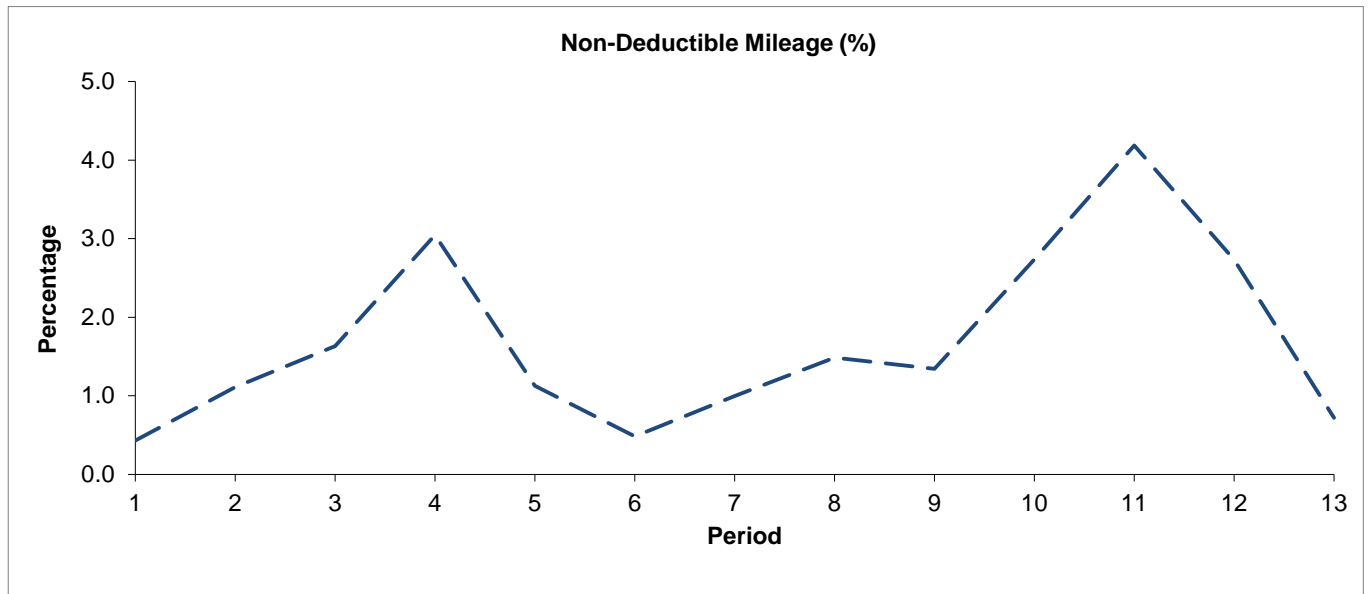


Period	6	7	8	9	10	11	12	13	1/19	2	3	4	5
P06 '18 to P05 '19	0.35	0.58	0.88	0.80	0.48	0.22	0.33	0.21	0.26	0.18	0.47	0.24	0.25

Period Trend Performance Graphs

# Route 391

**Mileage Performance**



Period	6	7	8	9	10	11	12	13	1/19	2	3	4	5
P06 '18 to P05 '19	0.43	1.11	1.63	3.05	1.13	0.49	1.00	1.49	1.34	2.73	4.19	2.73	0.72

Mileage Performance figures are based on four weeks data

**ROUTE 391 - 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 (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	19,496	18,465	94.7	8.78	0.63	9.41	69.1	25.9	4.2	0.8	1.8	50.7
07:00 - 10:00	66,547	64,832	97.4	6.04	1.21	7.25	73.2	23.9	2.5	0.4	1.2	64.0
10:00 - 13:00	65,996	65,280	98.9	6.00	1.08	7.08	74.6	23.1	1.9	0.4	1.0	89.4
13:00 - 16:00	66,591	65,558	98.4	5.96	1.11	7.07	74.3	23.1	2.1	0.4	1.2	64.0
16:00 - 19:00	65,228	61,996	95.0	6.04	1.70	7.74	69.8	24.9	3.9	1.4	2.9	75.4
19:00 - 22:00	59,310	58,341	98.4	6.53	1.51	8.04	67.4	28.0	3.6	0.9	2.0	103.8
22:00 - 24:00	34,848	35,008	100.5	7.59	0.67	8.26	64.4	33.3	2.0	0.2	0.2	59.9
<b>All Locations Summary</b>	<b>378,016</b>	<b>369,480</b>	<b>97.7</b>	<b>6.24</b>	<b>1.27</b>	<b>7.51</b>	<b>71.7</b>	<b>24.8</b>	<b>2.8</b>	<b>0.7</b>	<b>1.6</b>	<b>103.8</b>

**SATURDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	3,555	3,487	98.1	9.96	0.40	10.36	59.5	34.5	5.7	0.3	2.3	58.9
07:00 - 10:00	11,559	11,393	98.6	7.21	0.63	7.84	69.9	27.6	2.3	0.2	0.2	45.1
10:00 - 13:00	13,910	13,425	96.5	6.01	1.27	7.28	72.2	24.4	2.8	0.6	1.5	49.9
13:00 - 16:00	13,471	12,595	93.5	6.01	2.18	8.20	67.5	25.7	5.2	1.7	3.8	73.2
16:00 - 19:00	13,597	12,928	95.1	5.99	1.89	7.88	69.5	25.0	4.1	1.4	3.0	106.3
19:00 - 22:00	11,991	11,885	99.1	6.75	1.48	8.23	65.5	29.0	4.1	1.3	2.1	67.9
22:00 - 24:00	7,456	7,293	97.8	7.53	0.86	8.40	63.9	32.9	3.0	0.2	0.2	38.7
<b>All Locations Summary</b>	<b>75,539</b>	<b>73,006</b>	<b>96.6</b>	<b>6.43</b>	<b>1.54</b>	<b>7.97</b>	<b>68.5</b>	<b>26.6</b>	<b>3.9</b>	<b>1.1</b>	<b>2.3</b>	<b>106.3</b>

**SUNDAY AND BANK HOLIDAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	2,180	2,117	97.1	14.78	0.65	15.43	53.7	20.7	20.9	4.7	5.7	63.2
07:00 - 10:00	7,792	7,794	100.0	11.56	0.67	12.24	50.7	34.1	12.4	2.8	0.0	65.9
10:00 - 13:00	13,859	13,343	96.3	6.52	1.04	7.56	69.9	27.0	2.8	0.3	0.7	48.4
13:00 - 16:00	13,785	13,582	98.5	6.50	1.42	7.92	68.2	27.4	3.8	0.7	1.4	52.5
16:00 - 19:00	14,100	13,597	96.4	6.54	1.28	7.82	68.3	27.7	3.2	0.8	1.5	74.4
19:00 - 22:00	12,498	12,391	99.1	7.29	1.13	8.41	64.1	31.9	3.3	0.7	0.9	57.8
22:00 - 24:00	8,303	8,269	99.6	7.51	0.68	8.19	64.7	32.7	2.1	0.5	0.5	65.3
<b>All Locations Summary</b>	<b>72,517</b>	<b>71,093</b>	<b>98.0</b>	<b>7.32</b>	<b>1.14</b>	<b>8.46</b>	<b>65.7</b>	<b>28.8</b>	<b>4.6</b>	<b>0.9</b>	<b>1.1</b>	<b>74.4</b>

**ALL DAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	25,231	24,069	95.4	9.18	0.61	9.79	67.1	26.3	5.5	1.0	2.1	63.2
07:00 - 10:00	85,898	84,019	97.8	6.42	1.14	7.56	71.8	24.7	3.0	0.5	1.0	65.9
10:00 - 13:00	93,765	92,048	98.2	6.07	1.10	7.17	73.6	23.8	2.2	0.4	1.1	89.4
13:00 - 16:00	93,847	91,735	97.7	6.03	1.29	7.33	72.6	24.0	2.7	0.6	1.6	73.2
16:00 - 19:00	92,925	88,521	95.3	6.08	1.68	7.77	69.6	25.2	3.8	1.3	2.8	106.3
19:00 - 22:00	83,799	82,617	98.6	6.65	1.46	8.11	66.8	28.6	3.7	1.0	1.9	103.8
22:00 - 24:00	50,607	50,570	99.9	7.57	0.71	8.28	64.4	33.2	2.2	0.2	0.2	65.3
<b>All Locations Summary</b>	<b>526,072</b>	<b>513,579</b>	<b>97.6</b>	<b>6.37</b>	<b>1.29</b>	<b>7.66</b>	<b>70.7</b>	<b>25.4</b>	<b>3.1</b>	<b>0.8</b>	<b>1.7</b>	<b>106.3</b>

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

Route: 391

Service change: 50986

Date: 24/11/2018

QSI Points are highlighted

Hammersmith - Ric
Reason for Issue

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
RIC HGS	29982	George Street		
RIC HSN	16350	Richmond Station	280	0.17
	16239	Richmond Circus	546	0.34
	16242	Sheendale Road	201	0.12
RIC HLM	9347	Manor Circus	317	0.20
	9283	Gainsborough Road	304	0.19
	15675	Dudley Road	325	0.20
	15673	Kew Gardens Hotel	470	0.29
KE WGSN	40001	Kew Gardens Station	186	0.12
	15044	Kew Gardens Road	425	0.26
	15042	Mortlake Road	181	0.11
	15040	Kew Bridge	408	0.25
KE WBSN	2196	Kew Bridge Station	410	0.25
	3163	Brentford Fountain Leisure Centre	267	0.17
	6158	Oxford Road North	512	0.32
	1049	Gunnersbury Station	153	0.10
	R0209	Chiswick Road	350	0.22
TURNCH	134	Turnham Green Church	415	0.26
	33871	Clifton Gardens	235	0.15
	33869	Chiswick Police Station	240	0.15
	29149	Chiswick Lane	349	0.22
V GR	1037	Stamford Brook Bus Garage	266	0.17
	29874	Goldhawk Road / Young's Corner	178	0.11
	6148	Ravenscourt Park	478	0.30
	6146	Ravenscourt Park Station	172	0.11
	6144	Dalling Road	133	0.08
	BP3195	Lamington Street	428	0.27
	20412	Iffley Road	136	0.08
	29966	Hammersmith Stn / H'smith & City Line	352	0.22
HAMMBU	R0874	Hammersmith Bus Station	240	0.15
Total Route Mileage - Out Direction			8957	5.57
			Metres	Miles

Mileage information in blue font has been extracted from Route No. H91.

Please note, bus stop at Hammersmith Bus Station, Upper Level is to be confirmed.

**FINAL MILEAGE TO BE CONFIRMED.**

Richmond	Tranche 712
<b>New Contract</b>	

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HAMMBU	R0876	Hammersmith Bus Station		
	51781	Kings Mall Shopping Centre	497	0.31
	24779	Hammersmith Town Hall	392	0.24
	BP1501	Ravenscourt Park Station	210	0.13
	6149	Ravenscourt Park	329	0.20
	174	Goldhawk Road	256	0.16
V GR	1038	Stamford Brook Bus Garage	381	0.24
	6153	Chiswick Lane	277	0.17
	1039	Chiswick Police Station	438	0.27
TURNCH	133	Turnham Green Church	448	0.28
	6157	Chiswick Road	310	0.19
	27303	Gunnersbury Station	308	0.19
	6159	Power Road	331	0.21
	3164	Brentford Fountain Leisure Centre	438	0.27
KEWBSN	2194	Kew Bridge	373	0.23
	15041	Kew Green	343	0.21
	R0276	Mortlake Road	288	0.18
	BP033	Kew Gardens Road	370	0.23
KEWGSN	FW40	Kew Gardens Station	355	0.22
	15674	Lawn Crescent	296	0.18
	15676	Dudley Road	314	0.20
	9284	Gainsborough Road	345	0.21
RICHLM	R0293	Manor Circus	285	0.18
	16241	Sheendale Road	206	0.13
	16240	Richmond Circus	363	0.23
RICHSN	BP5962	Richmond Station	320	0.20
	16351	The Quadrant	221	0.14
RICHBS	BP2634	Richmond Bus Station	429	0.27
Total Route Mileage - Back Direction			<b>9123</b>	<b>5.67</b>
			Metres	Miles

**Please note, bus stop at Hammersmith Bus Station, Upper Level is to be confirmed.  
FINAL MILEAGE TO BE CONFIRMED.**