

## 7. Service Specification

Route: 472 & N472

Contract Reference: QC63202

This Service Specification forms section 7 of the ITT and should be read in conjunction with the ITT document, Version 1 dated 29 September 2011.

You are formally invited to tender for the provision of the bus service detailed below and in accordance with this Service Specification. Tenderers must ensure that a Compliant Tender is submitted and this will only be considered for evaluation if all parts of the Tender documents, as set out in section 11, have been received by the Corporation by the Date of Tender. The Tender must be fully completed in the required format, in accordance with the Instructions to Tenderers. A Compliant Tender must comply fully with the requirements of the Framework Agreement; adhere to the requirements of the Service Specification; and reflect the price of operating the Services with new vehicles.

<b>Terminus Points</b>	North Greenwich Station, Bus Station and Abbey Wood Station
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	26 <sup>th</sup> January 2019
<b>Vehicle Type</b>	87 capacity, dual door, double deck buses
<b>Current Maximum Approved Dimensions</b>	10.5 metres long and 2.55 metres wide
<b>New Vehicles Mandatory</b>	Yes
<b>Hybrid Price Required</b>	Yes
<b>Sponsored Route</b>	No
<b>Advertising Rights</b>	Operator
<b>Minimum Performance Standard - Route No. 472</b>	Average Excess Wait Time - No more than 1.10 minutes
<b>Extension Threshold - Route No. 472</b>	Average Excess Wait Time Threshold - 1.00 minutes
<b>Minimum Operated Mileage Standard - Route No. 472</b>	No less than 98.00%
<b>Departing On Time - Route No. N472</b>	Departing on Time - No less than 90.00%
<b>Minimum Operated Mileage Standard - Route No. N472</b>	No less than 99.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Tuesday 8<sup>th</sup> May 2018.

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

## **SERVICE SPECIFICATION**

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

## 2) NOTES

### **Proposed Changes:**

At this time, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route Nos. 472 & N472.

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:

- Mondays to Fridays daytime frequencies are reduced from every 6 minutes to every 8 minutes.
- The six additional Mondays to Fridays short-working journeys between Charlton Station and North Greenwich Station are withdrawn.
- Saturdays daytime frequencies are reduced from every 7-8 minutes (8 buses per hour) to every 10 minutes.
- Sundays daytime frequencies are reduced from every 10 minutes to every 12 minutes.
- Route No. 472 is restructured to operate between North Greenwich Station, Bus Station and Abbey Wood Station via Crossway and Western Way.
- The section of routeing via Bentham Way and Nathan Way is withdrawn.
- **Please see Section 5 for a full list of streets traversed and standing arrangements.**
  
- **Tenderers must identify the cost of the Nightly element of this service separately.**
- The designation Route No. N472 is used for contractual purposes only. This service will be marketed as Route No. 472. This includes all publicity, including destination blind displays.

**Operators should provide the following prices:**

1. **Annual diesel-electric hybrid price - based on minimum 5 year contract.**

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

1. **New two door, single staircase vehicles inspired by the New Routemaster in respect of both their external and internal design, to the appropriate specification agreed between TfL and the manufacturers.**
2. **Vehicles that offer genuine increased capacity on two axles and are certified as such.**
3. **Modifications to reduce emissions and fuel consumption (including energy storage, engine stop/start, extended zero-emission range and/or energy efficient components)**
4. **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.**

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

North Greenwich Station, Bus Station to Abbey Wood Station		Abbey Wood Station to North Greenwich Station, Bus Station			
First departure no later than 0450.		First departure no later than 0410.			
0445 - 0535	Every 12 minutes	0405 - 0500	Every 12 minutes		
0536 - 0605	Every 10 minutes	0501 - 0530	Every 10 minutes		
0606 - 2020	Every 8 minutes	0531 - 1935	Every 8 minutes		
2021 - 0125	Every 10 minutes	1936 - 0040	Every 10 minutes		
Last departure no earlier than 0120.		Last departure no earlier than 0035.			
<b>Pinchpoints</b>					
Princess Alice	0735 - 0900	8 minutes	Charlton, Anchor & Hope Lane	0730 - 0905	8 minutes
	1505 - 1630	8 minutes		1500 - 1635	8 minutes

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

North Greenwich Station, Bus Station to Abbey Wood Station		Abbey Wood Station to North Greenwich Station, Bus Station			
First departure no later than 0450.		First departure no later than 0410.			
0445 - 0510	Every 20 minutes	0405 - 0555	Every 15 minutes		
0511 - 0625	Every 15 minutes	0556 - 0655	Every 12 minutes		
0626 - 0735	Every 12 minutes	0656 - 0040	Every 10 minutes		
0736 - 0125	Every 10 minutes				
Last departure no earlier than 0120.		Last departure no earlier than 0035.			
<b>Pinchpoints</b>					
Princess Alice	0855 - 1055	10 minutes	Charlton, Anchor & Hope Lane	0905 - 1105	10 minutes

#### 3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

North Greenwich Station, Bus Station to Abbey Wood Station		Abbey Wood Station to North Greenwich Station, Bus Station			
First departure no later than 0450.		First departure no later than 0410.			
0445 - 0510	Every 20 minutes	0405 - 0825	Every 15 minutes		
0511 - 0925	Every 15 minutes	0826 - 0040	Every 12 minutes		
0926 - 0125	Every 12 minutes				
Last departure no earlier than 0120.		Last departure no earlier than 0035.			
<b>Pinchpoints</b>					
Princess Alice	0950 - 1150	12 minutes	Charlton, Anchor & Hope Lane	0955 - 1155	12 minutes

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

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

#### 3.4) NIGHTLY

North Greenwich Station, Bus Station to Abbey Wood Station		Abbey Wood Station to North Greenwich Station, Bus Station	
First departure no later than 0135.		First departure no later than 0050.	
0130 - 0440	Every 30 minutes	0045 - 0355	Every 30 minutes
Last departure no earlier than 0435.		Last departure no earlier than 0350.	

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

#### 4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 472 should interwork with Route No. N472 to form a seamless 24 hour service.
- 4.2) Route No. 472 can suffer unpredictable traffic delays in the North Greenwich, Woolwich and Plumstead areas.
- 4.3) The Elizabeth line is expected to open in December 2018 and 3 separate services will operate from Paddington to Abbey Wood/Heathrow and from Liverpool Street to Shenfield. The full Elizabeth line service will operate from Reading and Heathrow to Shenfield and Abbey Wood and is expected to commence in late 2019. The construction impacts of the Elizabeth line could affect Route Nos. 472 & N472. There is potential for a change in passenger demand once the 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 472: North Greenwich Station - Abbey Wood Station (24 hour service)

**Date of Structural Change:** 26 January 2019.

**Date of Service Change:** 26 January 2019.

**Reason for Issue:** New tender.

#### **STREETS TRAVERSED**

**Towards Abbey Wood Station:** North Greenwich Bus Station, Edmund Halley Way, Pilot Busway, Southern Way, Commercial Way, Peartree Way, Bugsby's Way, Anchor And Hope Lane, Woolwich Road, Woolwich Church Street, Woolwich High Street, John Wilson Street, Castile Road, Monk Street, Calderwood Street, Thomas Street, Woolwich New Road, Plumstead Road, Pettman Crescent, Western Way, Central Way, Twin Tumps Way Roundabout, Central Way, Thamesmere Drive Roundabout, Central Way, Greenhaven Drive Roundabout, Crossway, Summerton Way Roundabout, Crossway, Boiler House Roundabout, Carlyle Road, Harrow Manor Way, Lensbury Way Roundabout, Harrow Manor Way, Knee Hill, Wilton Road, Gayton Road.

**Towards North Greenwich Station:** Gayton Road, Florence Road, Abbey Road, Abbey Wood Road, Knee Hill, Harrow Manor Way, Harrow Manor Way Roundabout, Harrow Manor Way, Carlyle Road, Boiler House Roundabout, Crossway, Summerton Way Roundabout, Crossway, Greenhaven Drive Roundabout, Central Way, Thamesmere Drive Roundabout, Central Way, Twin Tumps Way Roundabout, Central Way, Western Way, Pettman Crescent, Plumstead Road, Beresford Street, Woolwich High Street, Woolwich Church Street, Woolwich Road, Anchor And Hope Lane, Bugsby's Way, Peartree Way, Commercial Way, Southern Way, Pilot Busway, Edmund Halley Way, North Greenwich 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.

### **NORTH GREENWICH STATION**

Private stand in three sections for 21 buses in Bus Parking Areas within North Greenwich Bus Station complex:

1 - offside facing south commencing 6.7 metres south of lamp standard No. NG18 and extending 51.8 metres north.

2 - facing north commencing 11.5 metres north of lamp standard No. NG07 and extending 95.8 metres south.

3 - offside facing north opposite Section 2 stand and extending 87.3 metres south.

Buses proceed from North Greenwich Bus Station direct to stand, departing to North Greenwich Bus Station. Set down in North Greenwich Bus Station, at Stop E (BP2277 - North Greenwich Station <>, Last Stop on LOR: BP2277 - North Greenwich Station <>) and pick up in North Greenwich Bus Station, at Stop A (BP2273 - North Greenwich Station <>, First Stop on LOR: BP2273 - North Greenwich Station <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 472 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:	North Greenwich.
OTHER INFORMATION:	Buses must not under any circumstances enter the access roads on the eastern side of the bus station complex.

## **CHARLTON, ANCHOR & HOPE LANE (from ABBEY WOOD STATION)**

Public stand for two buses on east side of Anchor & Hope Lane, commencing 89 metres south of and opposite Bugsbys Way extending 20 metres north.

Buses proceed from Anchor And Hope Lane direct to stand, departing via Anchor And Hope Lane to Woolwich Road. Set down in Anchor And Hope Lane, at Stop G (35708 - Anchor And Hope Lane, Last Stop on LOR: 35708 - Anchor And Hope Lane) and pick up in Woolwich Road, at Stop E (26701 - Charlton Station / Woolwich Road, First Stop on LOR: 26701 - Charlton Station / Woolwich 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:	Charlton.
OTHER INFORMATION:	Buses must be parked in cage markings to avoid obstruction to movement of other vehicles. Request stops are sited in Anchor and Hope Lane and Bugsby's Way.

## **CHARLTON STATION**

Buses depart from out of service to Anchor And Hope Lane. Pick up in Charlton Church Lane, at stop H (BP2459 - Charlton Stn # / Charlton Church Lane).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only
BLIND DISPLAY:	Charlton.

### **WOOLWICH, BERESFORD STREET (from ABBEY WOOD STATION)**

Public stand for ten buses on south side of Beresford Street and Woolwich High Street in 3 parts:

1. For two buses commencing 25 metres south east of Macbean Street extending 31 metres south east.
2. For three buses as an overflow stand commencing 4 metres north west of lamp standard 06A0121 extending 36 metres south east.
3. For five buses as an overflow stand commencing 4 metres west of lamp standard 16AA1549 extending 61 metres east.

Buses proceed from Plumstead Road via Beresford Street to stand, departing via Beresford Street and Woolwich High Street to John Wilson Street. Set down in Plumstead Road, at Stop D (BP4397 - Plumstead Road / Woolwich Public Market, Last Stop on LOR: BP4397 - Plumstead Road / Woolwich Public Market) and pick up in John Wilson Street, at Stop Y (37259 - John Wilson Street / Powis Street, First Stop on LOR: 37259 - John Wilson Street / Powis 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:	Woolwich.

### **WOOLWICH, MONK STREET (from North Greenwich Station)**

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 John Wilson Street via Castile Road and Monk Street to stand, departing via Monk Street, Bus Turning Circle, Monk Street, Calderwood Street, Thomas Street, Woolwich New Road, Vincent Road and Burrage Road to Plumstead Road. Set down in John Wilson Street, at stop Y (37259 - John Wilson Street / Powis Street, Last Stop on LOR: 37259 - John Wilson Street / Powis Street) and pick up in Plumstead Road, at Stop D (BP4397 - Plumstead Road / Woolwich Public Market, First Stop on LOR: BP4397 - Plumstead Road / Woolwich Public Market).

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.

## **PLUMSTEAD BUS GARAGE**

Private stand in Stagecoach's Plumstead Bus Garage.

### **From Abbey Wood Station.**

Buses proceed from Nathan Way via Pettman Crescent, Plumstead Road, Pettman Crescent and Plumstead Bus Garage to stand, departing via Plumstead Bus Garage, Service Road and Pettman Crescent to Nathan Way. Set down in Nathan Way, at stop WS (BP2149 - Pettman Crescent and pick up in Nathan Way, at stop P (BP2142 - Pettman Crescent.

### **From North Greenwich Station.**

Buses proceed from Plumstead Road via Pettman Crescent and Plumstead Bus Garage to stand, departing via Plumstead Bus Garage, Service Road and Pettman Crescent to Plumstead Road. Set down in Plumstead Road, at stop A (BP1283 - Plumstead Bus Garage, Last Stop on LOR: BP1283 - Plumstead Bus Garage) and pick up in Plumstead Road, at stop WM (36510 - Plumstead Road / Plumstead Station #, First Stop on LOR: 36510 - Plumstead Road / Plumstead 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:	Plumstead Station.

## **ABBEY WOOD STATION, GAYTON ROAD**

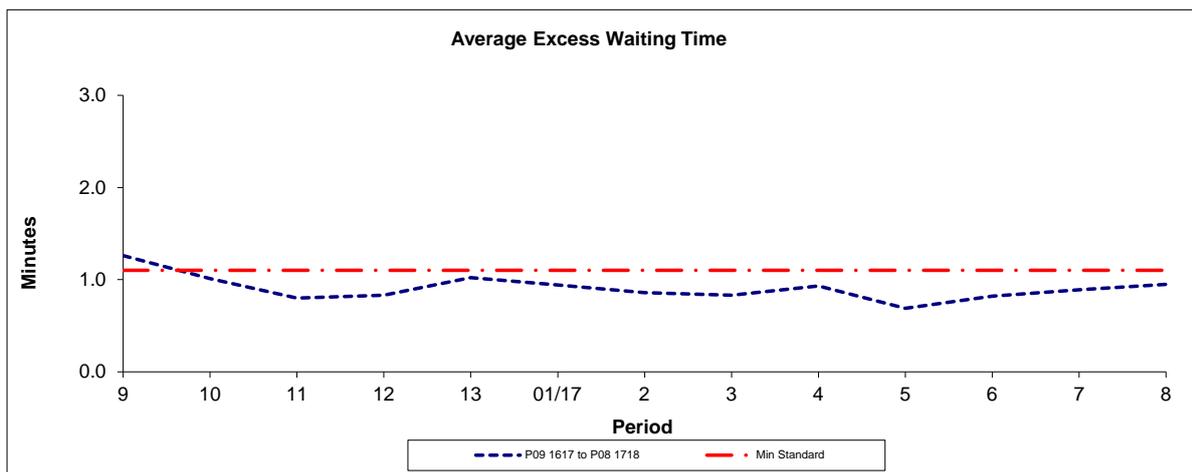
Public stand for 3 buses on north side of Gayton Road commencing opposite and 1 metre east of lamp standard No. 4 and extending 30.7 metres west.

Buses proceed from Gayton Road direct to stand, departing to Gayton Road. Set down in Gayton Road, at stop M (6000 - Gayton Road / Abbey Wood Station #, Last Stop on LOR: 36531 - Poplar Place) and pick up in Gayton Road, at stop M (6000 - Gayton Road / Abbey Wood Station #, First Stop on LOR: 36678 - Poplar Place).

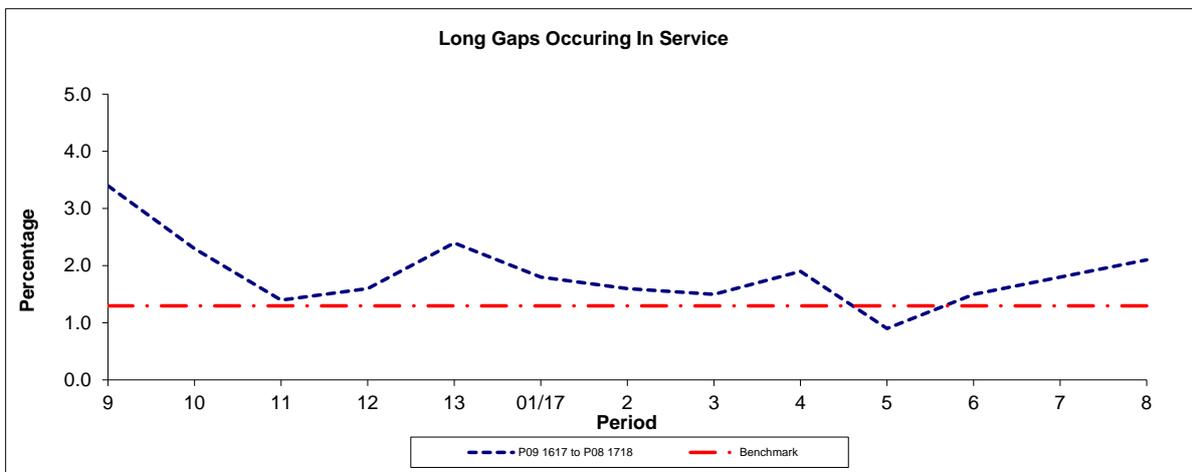
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 472 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Abbey Wood.

**PART B - PERFORMANCE STATISTICS**

**Route 472**



Period	9	10	11	12	13	01/17	2	3	4	5	6	7	8
P09 1617 to P08 1718	1.26	1.01	0.80	0.83	1.02	0.94	0.86	0.83	0.93	0.69	0.82	0.89	0.95
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

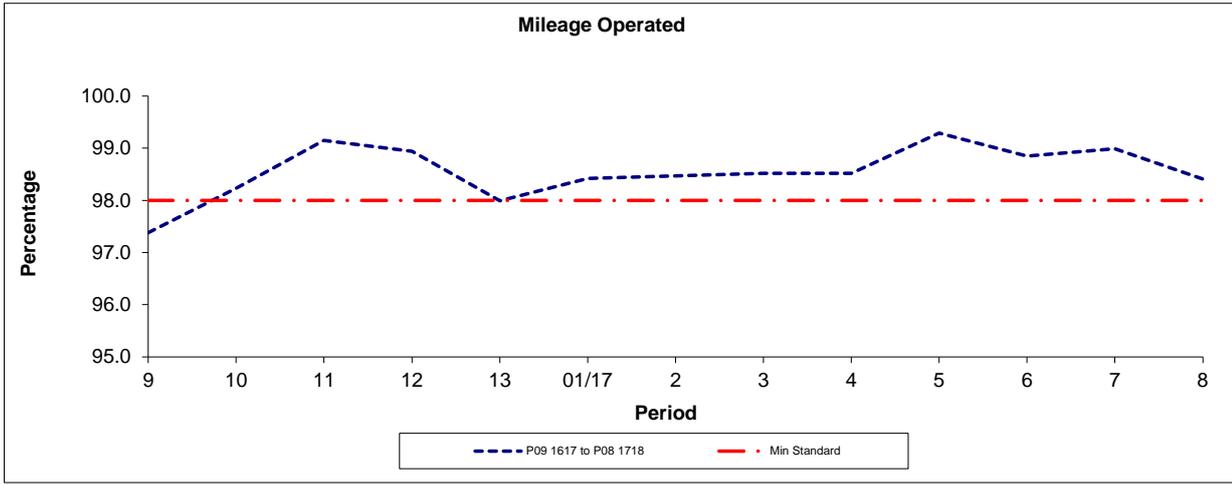


Period	9	10	11	12	13	01/17	2	3	4	5	6	7	8
P09 1617 to P08 1718	3.4	2.3	1.4	1.6	2.4	1.8	1.6	1.5	1.9	0.9	1.5	1.8	2.1
Benchmark	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3

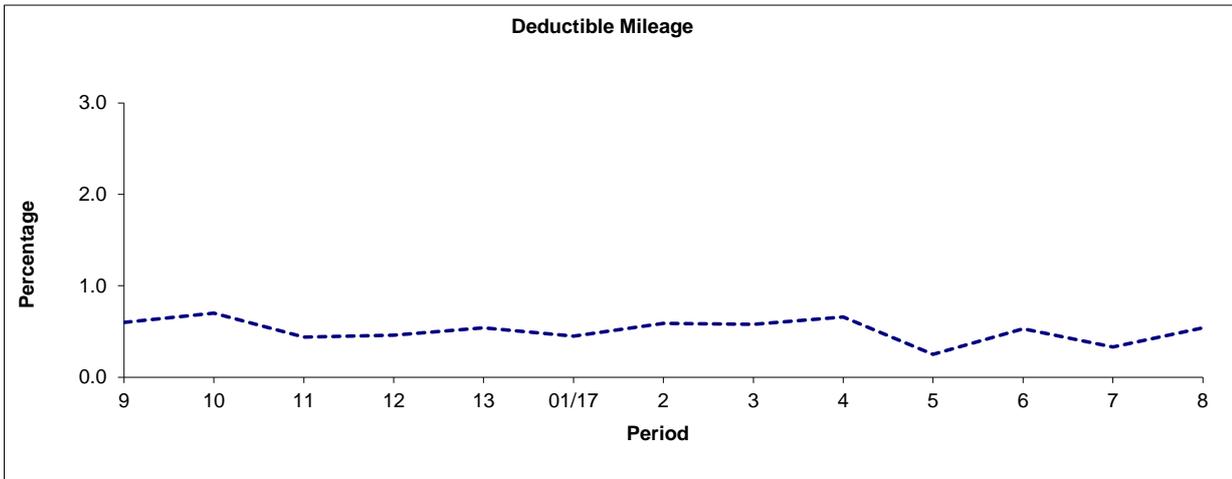
Note : Reliability is actual performance under full iBus (4 weeks data).  
Minimum Standards and Benchmarks are those applicable under the new contract.

**PART B - PERFORMANCE STATISTICS**

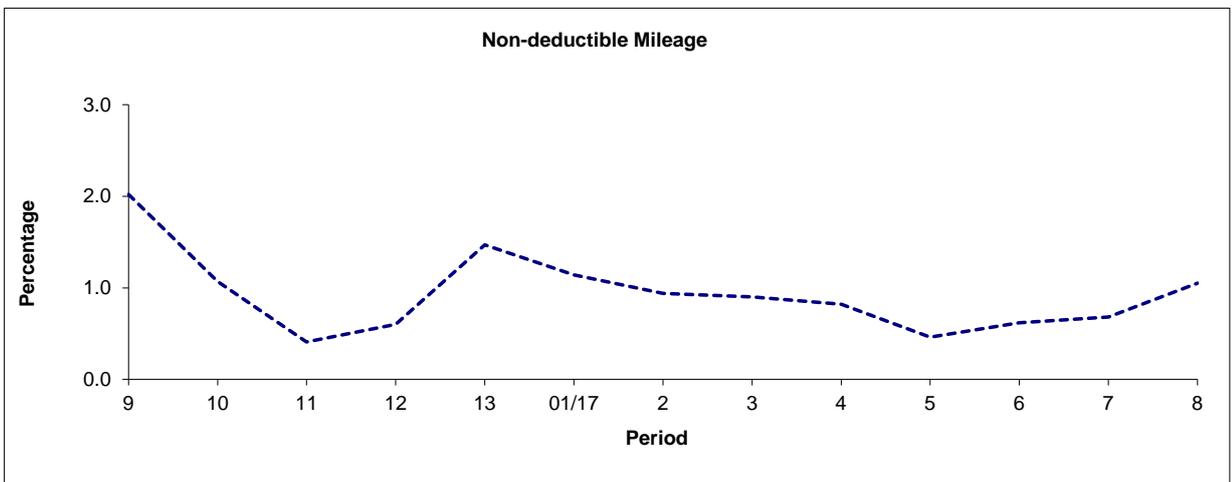
**Route 472**



Period	9	10	11	12	13	01/17	2	3	4	5	6	7	8
P09 1617 to P08 1718	97.38	98.23	99.15	98.94	97.99	98.42	98.47	98.52	98.52	99.29	98.85	98.99	98.41
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00



Period	9	10	11	12	13	01/17	2	3	4	5	6	7	8
P09 1617 to P08 1718	0.60	0.70	0.44	0.46	0.54	0.45	0.59	0.58	0.66	0.25	0.53	0.33	0.54



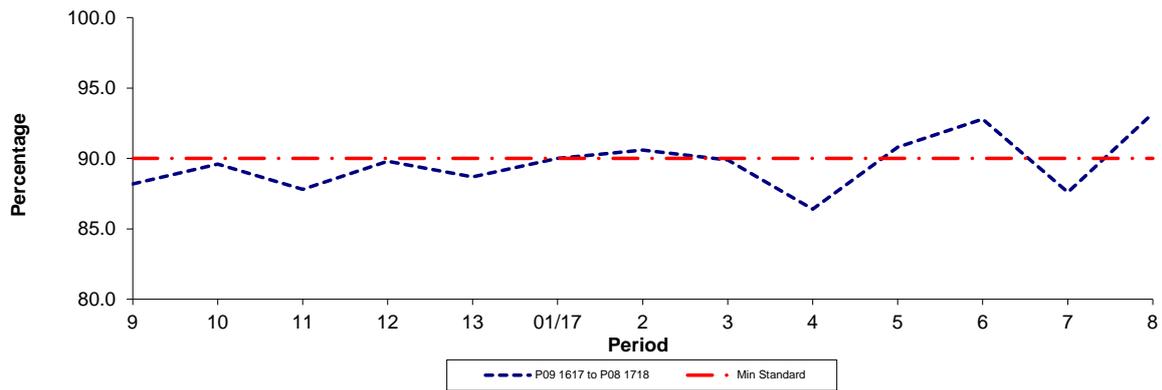
Period	9	10	11	12	13	01/17	2	3	4	5	6	7	8
P09 1617 to P08 1718	2.02	1.07	0.41	0.60	1.47	1.14	0.94	0.90	0.82	0.46	0.62	0.68	1.05

Note: Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

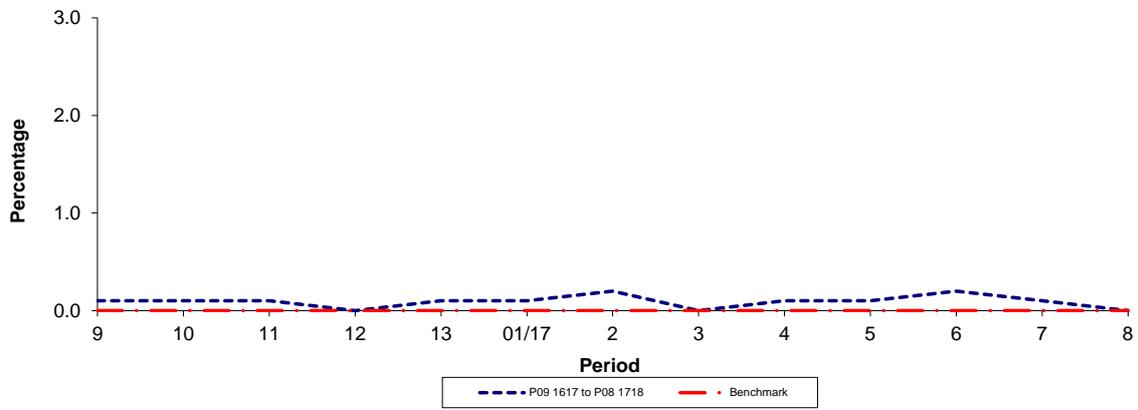
**Route N472**

**Departing On Time**



Period	9	10	11	12	13	01/17	2	3	4	5	6	7	8
P09 1617 to P08 1718	88.2	89.6	87.8	89.8	88.7	90.0	90.6	89.9	86.4	90.8	92.8	87.6	93.2
Min Standard	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0

**Departing Early**

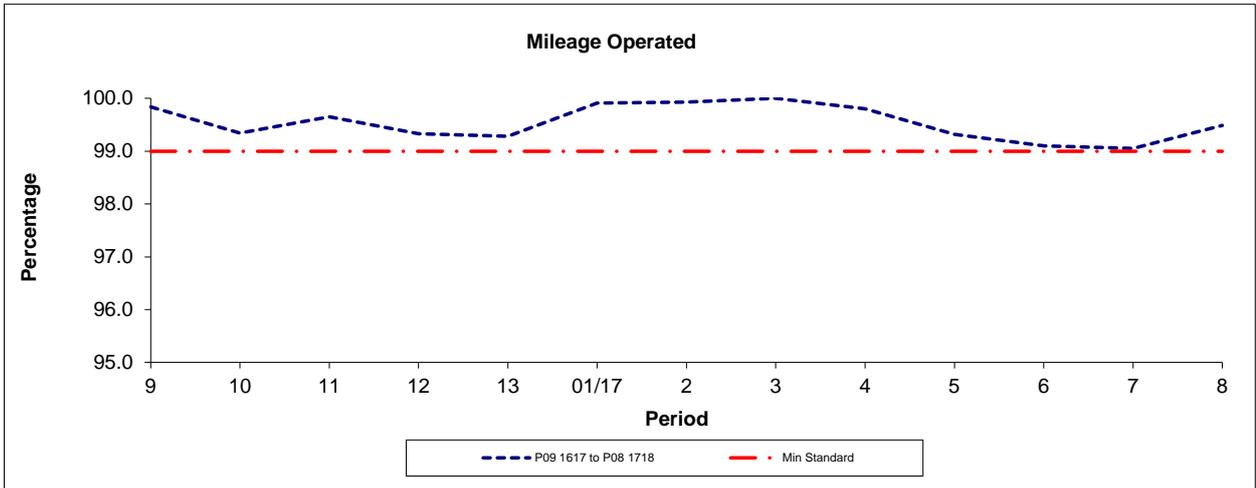


Period	9	10	11	12	13	01/17	2	3	4	5	6	7	8
P09 1617 to P08 1718	0.1	0.1	0.1	0.0	0.1	0.1	0.2	0.0	0.1	0.1	0.2	0.1	0.0
Benchmark	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

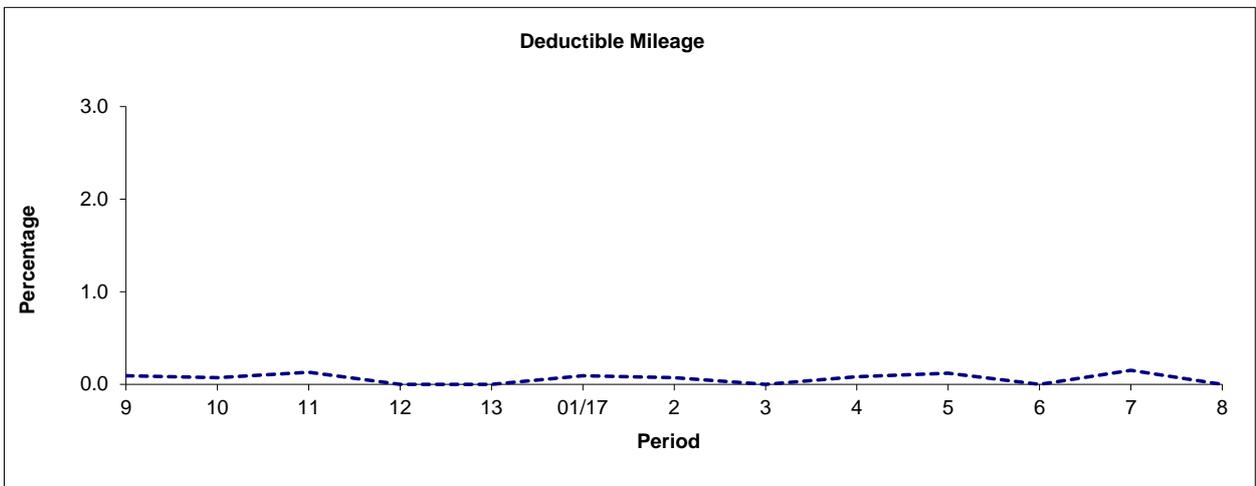
Note : Reliability is actual performance under full iBus (4 weeks data).  
Minimum Standards and Benchmarks are those applicable under the new contract.

**PART B - PERFORMANCE STATISTICS**

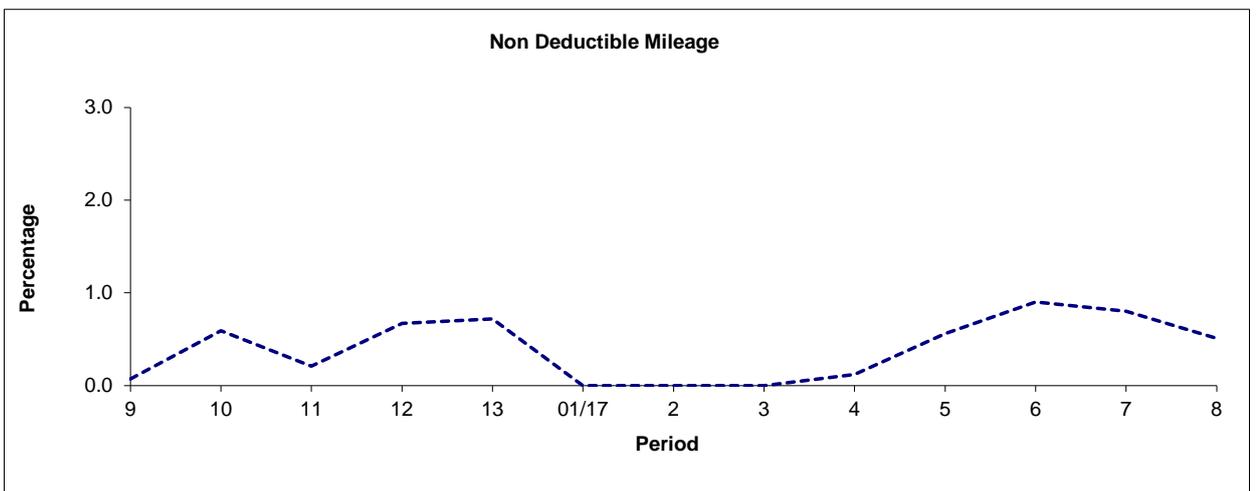
**Route N472**



Period	9	10	11	12	13	01/17	2	3	4	5	6	7	8
P09 1617 to P08 1718	99.84	99.34	99.65	99.33	99.28	99.91	99.93	100.00	99.80	99.32	99.10	99.05	99.49
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



Period	9	10	11	12	13	01/17	2	3	4	5	6	7	8
P09 1617 to P08 1718	0.09	0.07	0.13	0.00	0.00	0.09	0.07	0.00	0.08	0.12	0.00	0.15	0.00



Period	9	10	11	12	13	01/17	2	3	4	5	6	7	8
P09 1617 to P08 1718	0.07	0.59	0.21	0.67	0.72	0.00	0.00	0.00	0.12	0.56	0.90	0.80	0.51

Note: Mileage is based on 4 weeks data

**ROUTE 472 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 3 16/17 TO QUARTER 2 17/18 (17/09/16 - 15/09/17)**

**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	52,717	51,169	97.1	4.38	<b>0.55</b>	4.93	91.5	8.4	0.1	0.0	0.3	34
07:00 - 10:00	122,293	119,647	97.8	2.95	<b>0.99</b>	3.94	94.7	5.0	0.2	0.0	2.5	48
10:00 - 13:00	118,552	116,998	98.7	3.01	<b>0.66</b>	3.67	97.3	2.6	0.1	0.0	1.1	51
13:00 - 16:00	118,186	115,951	98.1	3.03	<b>0.87</b>	3.89	95.4	4.5	0.1	0.0	2.0	50
16:00 - 19:00	121,183	118,377	97.7	2.95	<b>1.11</b>	4.06	94.2	5.6	0.2	0.0	3.1	37
19:00 - 22:00	84,939	84,596	99.6	4.16	<b>0.91</b>	5.07	88.6	10.9	0.4	0.0	1.9	51
22:00 - 24:00	47,668	47,861	100.4	4.98	<b>0.51</b>	5.48	88.7	11.1	0.2	0.0	0.3	46
<b>All Locations Summary</b>	<b>665,538</b>	<b>654,599</b>	<b>98.4</b>	<b>3.25</b>	<b>0.90</b>	<b>4.14</b>	<b>94.1</b>	<b>5.7</b>	<b>0.2</b>	<b>0.0</b>	<b>2.1</b>	<b>51</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	6,886	6,618	96.1	7.15	<b>0.46</b>	7.61	71.3	27.6	1.1	0.1	0.1	37
07:00 - 10:00	16,536	16,313	98.7	4.52	<b>0.83</b>	5.35	88.6	11.1	0.3	0.0	0.5	37
10:00 - 13:00	20,124	19,851	98.6	3.73	<b>0.84</b>	4.57	92.9	7.0	0.1	0.0	1.0	28
13:00 - 16:00	19,736	19,356	98.1	3.80	<b>0.96</b>	4.76	91.5	8.1	0.4	0.0	1.5	33
16:00 - 19:00	19,320	18,779	97.2	3.87	<b>1.23</b>	5.10	88.6	10.6	0.7	0.1	2.5	44
19:00 - 22:00	15,432	15,170	98.3	4.84	<b>1.05</b>	5.89	84.0	14.9	1.0	0.1	1.5	56
22:00 - 24:00	10,016	9,846	98.3	4.94	<b>0.82</b>	5.77	85.7	13.6	0.6	0.1	0.8	39
<b>All Locations Summary</b>	<b>108,050</b>	<b>105,933</b>	<b>98.0</b>	<b>4.18</b>	<b>0.97</b>	<b>5.15</b>	<b>88.9</b>	<b>10.5</b>	<b>0.5</b>	<b>0.1</b>	<b>1.4</b>	<b>56</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	7,005	6,793	97.0	7.74	<b>0.37</b>	8.11	64.6	34.0	1.2	0.1	0.1	41
07:00 - 10:00	11,781	11,727	99.5	6.86	<b>0.56</b>	7.43	71.9	26.8	1.2	0.1	0.2	43
10:00 - 13:00	16,302	16,109	98.8	5.02	<b>0.73</b>	5.75	86.1	13.3	0.5	0.1	0.5	41
13:00 - 16:00	16,226	15,810	97.4	5.02	<b>1.09</b>	6.11	82.2	16.6	1.1	0.1	1.1	49
16:00 - 19:00	16,571	15,897	95.9	4.92	<b>1.48</b>	6.40	79.6	18.6	1.4	0.4	2.0	66
19:00 - 22:00	16,192	16,169	99.9	4.96	<b>0.90</b>	5.87	85.6	13.6	0.7	0.1	0.8	47
22:00 - 24:00	10,756	10,587	98.4	4.98	<b>0.51</b>	5.48	88.7	11.1	0.2	0.0	0.2	33
<b>All Locations Summary</b>	<b>94,833</b>	<b>93,092</b>	<b>98.2</b>	<b>5.25</b>	<b>0.97</b>	<b>6.22</b>	<b>81.7</b>	<b>17.2</b>	<b>0.9</b>	<b>0.2</b>	<b>1.0</b>	<b>66</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	66,608	64,580	97.0	4.88	<b>0.53</b>	5.41	87.7	12.0	0.3	0.0	0.2	41
07:00 - 10:00	150,610	147,687	98.1	3.27	<b>0.96</b>	4.23	93.1	6.6	0.3	0.0	2.2	48
10:00 - 13:00	154,978	152,958	98.7	3.37	<b>0.70</b>	4.07	95.3	4.6	0.1	0.0	1.0	51
13:00 - 16:00	154,148	151,117	98.0	3.37	<b>0.90</b>	4.27	93.3	6.4	0.3	0.0	1.8	50
16:00 - 19:00	157,074	153,053	97.4	3.25	<b>1.16</b>	4.41	92.1	7.5	0.4	0.1	3.0	66
19:00 - 22:00	116,563	115,935	99.5	4.34	<b>0.93</b>	5.28	87.6	11.8	0.5	0.0	1.7	56
22:00 - 24:00	68,440	68,294	99.8	4.97	<b>0.56</b>	5.53	88.2	11.5	0.3	0.0	0.4	46
<b>All Locations Summary</b>	<b>868,421</b>	<b>853,624</b>	<b>98.3</b>	<b>3.56</b>	<b>0.91</b>	<b>4.48</b>	<b>92.2</b>	<b>7.4</b>	<b>0.3</b>	<b>0.0</b>	<b>1.9</b>	<b>66</b>

**ROUTE N472 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 3 16/17 TO QUARTER 2 17/18 (17/09/16 - 15/09/17)**

**MONDAY - FRIDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	27,320	27,129	99.3	99.6	<b>97.0</b>	1.0	0.1	1.9
<b>All Locations Summary</b>	<b>27,320</b>	<b>27,129</b>	<b>99.3</b>	<b>99.6</b>	<b>97.0</b>	<b>1.0</b>	<b>0.1</b>	<b>1.9</b>

**SATURDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	5,611	5,482	97.7	98.3	<b>80.5</b>	1.7	0.0	17.8
<b>All Locations Summary</b>	<b>5,611</b>	<b>5,482</b>	<b>97.7</b>	<b>98.3</b>	<b>80.5</b>	<b>1.7</b>	<b>0.0</b>	<b>17.8</b>

**SUNDAYS & BANK HOLIDAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	6,098	5,936	97.3	97.7	<b>80.6</b>	3.1	0.1	16.2
<b>All Locations Summary</b>	<b>6,098</b>	<b>5,936</b>	<b>97.3</b>	<b>97.7</b>	<b>80.6</b>	<b>3.1</b>	<b>0.1</b>	<b>16.2</b>

**ALL DAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	39,029	38,547	98.8	99.1	<b>89.5</b>	1.7	0.1	8.7
<b>All Locations Summary</b>	<b>39,029</b>	<b>38,547</b>	<b>98.8</b>	<b>99.1</b>	<b>89.5</b>	<b>1.7</b>	<b>0.1</b>	<b>8.7</b>

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

**TRANCHE 632**

Route 472 / N472  
 Service change 32813  
 Date 25/01/2014  
 QSI Points are highlighted in yellow.

Reason for Issue

New Contract

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
NGNHSN	BP 2273	North Greenwich Station		
	BP 2463	Millennium Village / Oval Square	993	0.62
	BP 2461	Millennium Village South	301	0.19
	BP 2782	Odeon Cinema	297	0.18
GNCPSY	BP 2401	Sainsbury's At Greenwich Peninsula	221	0.14
	BP 2172	Peninsular Park Road	609	0.38
	35706	Anchor and Hope Lane	486	0.30
CHARAH	26701	Royal Greenwich Uni Tech College	432	0.27
	BP 2408	Stone Lake Retail Park	330	0.21
	26699	Woolwich Road / Charlton Lane	159	0.10
	29851	Royal Greenwich Uni Tech College	226	0.14
	37977	Warspite Road	498	0.31
	R 0563	Frances Street	444	0.28
	26692	Kingsman Street	179	0.11
	35487	Woolwich Ferry	203	0.13
	37259	John Wilson Street / Powis Street	313	0.19
	37149	Thomas Street / Greens End	610	0.38
WOOLAS	BP 5480	Woolwich Arsenal Station	214	0.13
	BP 5540	Plumstead Road / Woolwich Public Market	308	0.19
	R 0385	Maxey Road	442	0.27
PD_GRP	BP 1283	Plumstead Bus Garage	272	0.17
BMSHPR	BP 878	Princess Alice	1071.594	0.67
	BP 3114	Grasshaven Way	1198	0.74
	BP 1813	Watersmeet Place	356	0.22
THMDCT	BP 1583	Central Way / Thamesmead Town Centre	175	0.11
	36669	Linton Mead Primary School	450.52	0.28
	36673	Hoveton Road	373	0.23
	36674	Nickelby Close	227	0.14
	36675	Eastgate Close	539	0.33
	36677	Lister Walk	343	0.21
	36678	Poplar Place	351	0.22
THMDCW	35406	Carlyle Road / Crossway	378	0.23
	34812	Newacres Library	782	0.49
	33040	Harrow Manorway / Yarrnton Way	267	0.17
	33041	Overton Road	200	0.12
	35309	Harrow Manorway / Abbey Wood Station	299	0.19
	26601	Abbey Wood Road	413	0.26
ABWDSN		Gayton Road	466.61	0.29

between BP 15

top unknown -

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ABWDSN		Gayton Road		
	3963	Abbey Wood Road	18.16463347	0.01
	TS 0014	Abbey Wood Station	315	0.20
	33045	Harrow Manorway / Lensbury Way	367	0.23
	34813	Newacres Library	399	0.25
THMDCW	34918	Carlyle Road / Bentham Road	718	0.45
	36531	Poplar Place	332	0.21
	36530	Curlew Close	301	0.19
	37181	Lister Walk	133	0.08
	36676	Manordene Road	461	0.29
	36522	Nickelby Close	394	0.24
	36529	Hoveton Road	285	0.18
	36670	Linton Mead Primary School	353	0.22
THMDCT**		Thamesmead Town Centre / Central Way		
	BP 1812	Watersmeet Place	606.593	0.38
	BP 3113	Grasshaven Way	447	0.28
BMSHPR	R 0386	Belmarsh Prison	1165	0.72
PLUMSN	36510	Plumstead Road / Plumstead Station	1029.76	0.64
	34579	Greenwich Community College	246	0.15
	8931	Maxey Road	229	0.14
WOOLPR	BP 4397	Plumstead Road / Woolwich Public Market	404	0.25
	3681	Beresford Square / Woolwich Arsenal Stn	171	0.11
	26687	Woolwich Ferry	551	0.34
	26693	Kingsman Street	507	0.32
	18834	Prospect Vale	302	0.19
	18832	Warspite Road	341	0.21
	29687	Clevey Close	337	0.21
	14452	Thames Barrier	131	0.08
	34292	Woolwich Road / Charlton Lane	229	0.14
	BP 2409	Stone Lake Retail Park	156	0.10
CHARAH	35708	Anchor and Hope Lane	468	0.29
	BP 2267	Bugsbys Way / Gallions Road	354	0.22
	BP 2171	Peninsular Park Road	382	0.24
GNCPSY	BP 2402	Sainsbury's At Greenwich Peninsula	524	0.33
	BP 2783	Odeon Cinema	218	0.14
	BP 2462	Millennium Village South	306	0.19
	BP 2460	Millennium Village / Oval Square	304	0.19
NGNHSN	BP 2277	North Greenwich Station	1305	0.81

Total Route Mileage - Out Direction	15430.31	9.59
	Metres	Miles

Total Route Mileage - Back Direction	14786.71	9.19
	Metres	Miles

**MILEAGES HIGHLIGHTED IN RED ARE A PLANNING ESITIMATE ONLY**

\*\* This point is dependent upon plans to locate a new stop going ahead in direction 2.