

## 7. Service Specification

Route: 422

Contract Reference: QC59507

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

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

<b>Route Number</b>	422
<b>Terminus Points</b>	North Greenwich Station, Bus Station and Bexleyheath, Erith Road
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	20 <sup>th</sup> January 2018
<b>Vehicle Type</b>	87 capacity, dual door, double deck vehicles
<b>Current Maximum Approved Dimensions</b>	10.4 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</b>	Average Excess Wait Time - No more than 1.10 minutes
<b>Extension Threshold</b>	Average Excess Wait Time Threshold - 1.00 minutes
<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 22<sup>nd</sup> May 2017.

*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. 422.

- On 15<sup>th</sup> April 2017, the emergency schedules introduced on 13<sup>th</sup> March 2017 to mitigate works in Pilot Busway are removed. New schedules are introduced and normal line of route resumes in both directions.

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:

- Route No. 422 is specified to stand at Bexleyheath, Erith Road not Bexleyheath bus garage.

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

1. Annual diesel price - based on minimum 5 year contract.
2. 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.

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

North Greenwich Station, Bus Station to Bexleyheath, Erith Road			Bexleyheath, Erith Road to North Greenwich Station, Bus Station		
First departure no later than 0500.			First departure no later than 0400.		
0455 - 0645	Every 15 minutes		0355 - 0545	Every 15 minutes	
0646 - 0715	Every 12 minutes		0546 - 0615	Every 12 minutes	
0716 - 1915	Every 10 minutes		0616 - 1815	Every 10 minutes	
1916 - 0115	Every 12 minutes		1816 - 0015	Every 12 minutes	
Last departure no earlier than 0110.			Last departure no earlier than 0010.		
<b>Pinchpoints</b>					
Plumstead Station	0720 - 0750	12 minutes	Woolwich Arsenal Station	0700 - 0900	10 minutes
	0751 - 0900	10 minutes		1450 - 1720	10 minutes
	1500 - 1730	10 minutes			

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

North Greenwich Station, Bus Station to Bexleyheath, Erith Road			Bexleyheath, Erith Road to North Greenwich Station, Bus Station		
First departure no later than 0500.			First departure no later than 0400.		
0455 - 0645	Every 15 minutes		0355 - 0545	Every 15 minutes	
0646 - 0745	Every 12 minutes		0546 - 0610	Every 12 minutes	
0746 - 1915	Every 10 minutes		0611 - 1825	Every 10 minutes	
1916 - 0115	Every 12 minutes		1826 - 0015	Every 12 minutes	
Last departure no earlier than 0110.			Last departure no earlier than 0010.		
Pinchpoints					
Plumstead Station	0950 - 1150	10 minutes	Woolwich Arsenal Station	0925 - 1105	10 minutes

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

North Greenwich Station, Bus Station to Bexleyheath, Erith Road			Bexleyheath, Erith Road to North Greenwich Station, Bus Station		
First departure no later than 0500.			First departure no later than 0400.		
0455 - 0730	Every 30 minutes		0355 - 0630	Every 30 minutes	
0731 - 1000	Every 15 minutes		0631 - 0900	Every 15 minutes	
1001 - 0115	Every 12 minutes		0901 - 0015	Every 12 minutes	
Last departure no earlier than 0110.			Last departure no earlier than 0010.		
<b>Pinchpoints</b>					
Plumstead Station	1050 - 1150	12 minutes	Woolwich Arsenal Station	1020 - 1120	12 minutes

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

**4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. 422 can suffer from unpredictable traffic delays in the Bexleyheath area.

**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 422: North Greenwich Station - Bexleyheath Bus Garage

**Date of Structural Change:** 20 January 2018.

**Date of Service Change:** 20 January 2018.

**Reason for Issue:** {To be specified}.

### **STREETS TRAVERSED**

**Towards Bexleyheath Bus Garage:** North Greenwich Bus Station, Edmund Halley Way, Pilot Busway, John Harrison Way, Holiday Inn Roundabout, Blackwall Lane, Woolwich Road, Horn Lane Roundabout, Woolwich Road, Combedale Road, Westcombe Hill, Charlton Road, The Village, Charlton Park Road, Little Heath, Hillreach, Artillery Place, Wellington Street, Thomas Street, Woolwich New Road, Plumstead Road, Plumstead High Street, Wickham Lane, Upper Wickham Lane, Okehampton Crescent, King Harolds Way, Bedonwell Road, Hythe Avenue, Cumberland Drive, Pickford Lane, Avenue Road, Crook Log, Bexleyheath Broadway, Arnsberg Way, Geddes Place, Mayplace Road West, Erith Road.

**Towards North Greenwich Station:** Erith Road, Mayplace Road West, Arnsberg Way, Geddes Place, Market Place, Friswell Place, Arnsberg Way, Bexleyheath Broadway, Crook Log, Avenue Road, Pickford Lane, Long Lane, Cumberland Drive, Hythe Avenue, Bedonwell Road, King Harolds Way, Okehampton Crescent, Upper Wickham Lane, Wickham Lane, Plumstead High Street, Plumstead Road, Woolwich New Road, Thomas Street, Wellington Street, Artillery Place, Hillreach, Little Heath, Charlton Park Road, The Village, Charlton Road, Westcombe Hill, Westcombe Hill Contra-Flow Bus Lane, Westcombe Hill Bus Gate, Woolwich Road, Blackwall Lane, Holiday Inn Roundabout, John Harrison 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 B (BP2274 - North Greenwich Station <>, First Stop on LOR: BP2274 - North Greenwich Station <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 422 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.

### **EAST GREENWICH LIBRARY (from BEXLEYHEATH BUS GARAGE)**

Public stand for two buses on north east side of Tunnel Avenue, commencing 2 metres from north west flank wall of the Fire Station and extending 19 metres north west. Buses proceed from Woolwich Road via Denham Street and Tunnel Avenue to stand, departing via Tunnel Avenue, Woolwich Road, Horn Lane Roundabout, Woolwich Road and Combedale Road to Westcombe Hill. Set down in Woolwich Road, at Stop D (34401 - Kemsing Road, Last Stop on LOR: 34401 - Kemsing Road) and pick up in Westcombe Hill, at Stop G (33912 - Combedale Road, First Stop on LOR: 33912 - Combedale 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:	East Greenwich.

## **BLACKHEATH, ROYAL STANDARD, CHARLTON ROAD**

Public offside stand for 2 buses on north side of Charlton Road (southern arm) commencing 7.8 metres west of lamp standard No. 03J0288 and extending 25 metres east.

### **From Bexleyheath Bus Garage.**

Buses proceed from Charlton Road direct to stand, departing via Charlton Road and Westcombe Hill to Charlton Road. Set down in Charlton Road, at Stop BD (44007 - Blackheath / Royal Standard, Last Stop on LOR: 18768 - Wyndcliff Road) and pick up in Charlton Road, at Stop BC (27879 - Blackheath / Royal Standard, First Stop on LOR: 27879 - Blackheath / Royal Standard).

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

Buses proceed from Charlton Road direct to stand, departing via Charlton Road to Westcombe Hill. Set down in Charlton Road, at Stop BB (35453 - Blackheath / Royal Standard, Last Stop on LOR: 17822 - Kirkside Road) and pick up in Westcombe Hill, at Stop BA (13536 - Blackheath / Royal Standard, First Stop on LOR: 13536 - Blackheath / Royal Standard).

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:	Blackheath, Royal Standard.
OTHER INFORMATION:	Buses to stand abreast.

## **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 Wellington Street via Greens End, General Gordon Place, Woolwich New Road, Thomas Street, Calderwood Street, Monk Street, Castile Road and Monk Street to stand, departing via Monk Street, Calderwood Street, Thomas Street, Greens End and General Gordon Place to Woolwich New Road. Set down in General Gordon Place, at Stop O (36892 - General Gordon Pl / Woolwich Arsenal Stn, Last Stop on LOR: 18756 - The Woolwich Centre) and pick up in Woolwich New Road, at Stop H (35482 - Woolwich Arsenal Station # [dlr], First Stop on LOR: 12927 - The Woolwich Centre).

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, BERESFORD STREET (from BEXLEYHEATH BUS GARAGE)**

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, Woolwich High Street, John Wilson Street, Castile Road, Monk Street, Calderwood Street, Thomas Street and Greens End to General Gordon Place. Set down in Plumstead Road, at Stop Z (BP4396 - Plumstead Road / Woolwich Public Market, Last Stop on LOR: BP4396 - Plumstead Road / Woolwich Public Market) and pick up in General Gordon Place, at Stop O (36892 - General Gordon Pl / Woolwich Arsenal Stn).

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 STATION**

### From Bexleyheath Bus Garage.

Buses proceed from Plumstead Road via Pettman Crescent departing to Plumstead Road. Set down in Plumstead Road (34557 - , Last Stop on LOR: 26621 - Lakedale Road) and pick up in Plumstead Road, at Stop B (34577 - Plumstead High Street / Plumstead Stn #, First Stop on LOR: 34577 - Plumstead High Street / Plumstead Stn #).

### From North Greenwich Station.

Buses proceed from Plumstead Road via Pettman Crescent departing to Plumstead Road. Set down in Plumstead Road (BP1288 - , 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:	<b>Turning Point Only - Buses must not stand</b>
BLIND DISPLAY:	Plumstead.

### **EAST WICKHAM, BRAMPTON ROAD (from North Greenwich Station)**

Buses proceed from Okehampton Crescent via Brampton Road departing to Okehampton Crescent. Set down in Okehampton Crescent, T (19627 - Plymstock Road, Last Stop on LOR: 19627 - Plymstock Road) and pick up in Okehampton Crescent, P (25710 - Okehampton Crescent / Brampton Road, First Stop on LOR: 25710 - Okehampton Crescent / Brampton Road).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
BLIND DISPLAY: East Wickham, Brampton Road.

### **BEXLEYHEATH SHOPPING CENTRE, FRISWELL PLACE (from North Greenwich Station)**

Private stand for five buses in marked bays in parking area on south side of Arnsberg Way west of junction with Friswell Place.

Buses proceed from Bexleyheath Broadway via Arnsberg Way and Friswell Place Bus Stand to stand, departing via Arnsberg Way, Friswell Place, Arnsberg Way and Geddes Place to Market Place. Set down in Bexleyheath Broadway, at Stop B (6286 - Trinity Place, Last Stop on LOR: 6286 - Trinity Place) and pick up in Market Place, at Stop M (27306 - Bexleyheath Clock Tower, First Stop on LOR: 27306 - Bexleyheath Clock Tower).

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: Bexleyheath, Shopping Centre.

### **BEXLEYHEATH, ERITH ROAD**

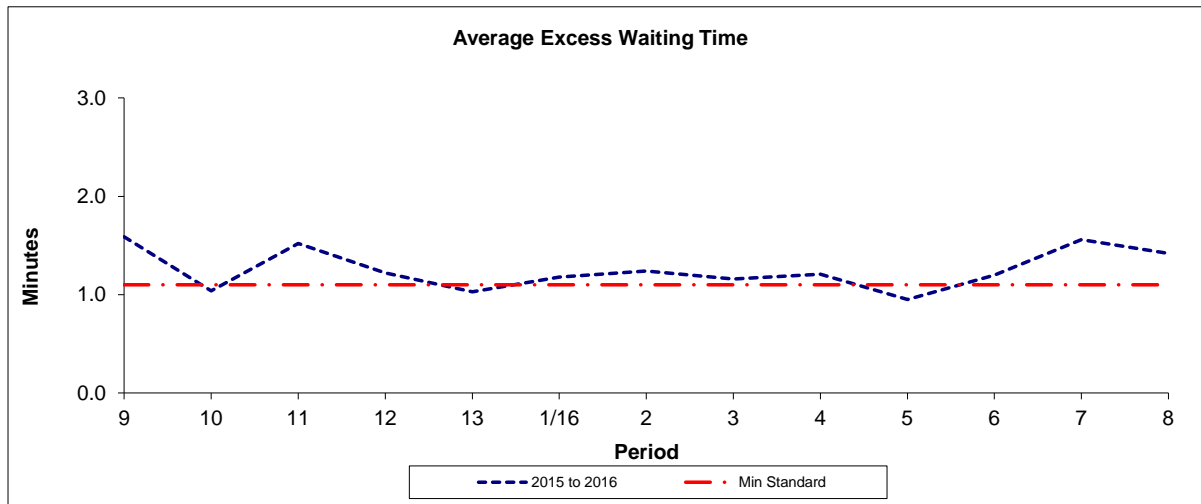
Stand created within section of alighting point stop space outside Bexleyheath Garage for tendering purposes.

Buses proceed from Erith Road direct to stand, departing to Erith Road. Set down in Erith Road, at stop NR (25290 - Bexleyheath Bus Garage, Last Stop on LOR: 25290 - Bexleyheath Bus Garage) and pick up in Erith Road, at stop NW (25605 - Bexleyheath Bus Garage, First Stop on LOR: 25605 - Bexleyheath Bus Garage).

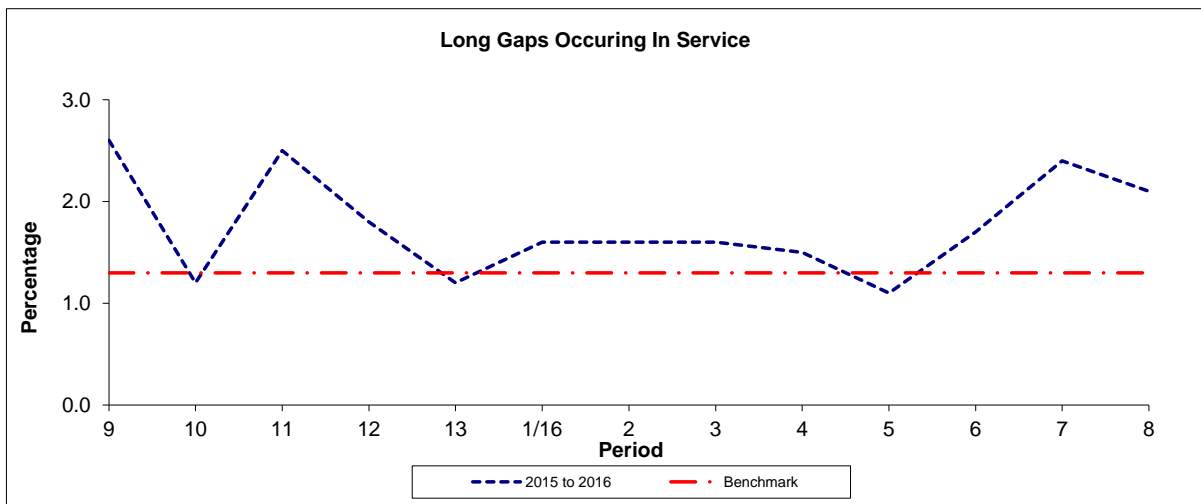
AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: Unscheduled curtailments only  
MEAL RELIEFS: No meal relief vehicles to stand at any time.  
FERRY VEHICLES: No ferry vehicles to park on stand at any time.  
BLIND DISPLAY: Bexleyheath.

## PART B - PERFORMANCE STATISTICS

### Route 422



Period	9	10	11	12	13	1/16	2	3	4	5	6	7	8
2015 to 2016	1.59	1.04	1.52	1.22	1.03	1.18	1.24	1.16	1.21	0.95	1.20	1.56	1.42
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



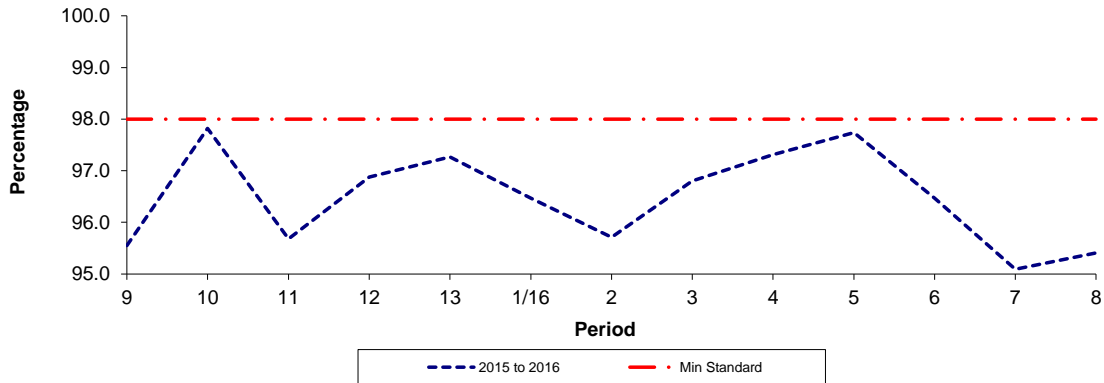
Period	9	10	11	12	13	1/16	2	3	4	5	6	7	8
2015 to 2016	2.6	1.2	2.5	1.8	1.2	1.6	1.6	1.6	1.5	1.1	1.7	2.4	2.1
Benchmark	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3

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

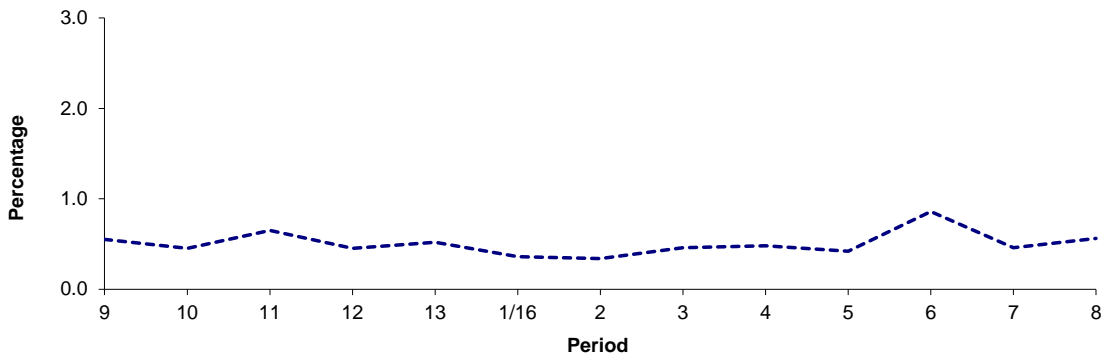
### Route 422

#### Mileage Operated



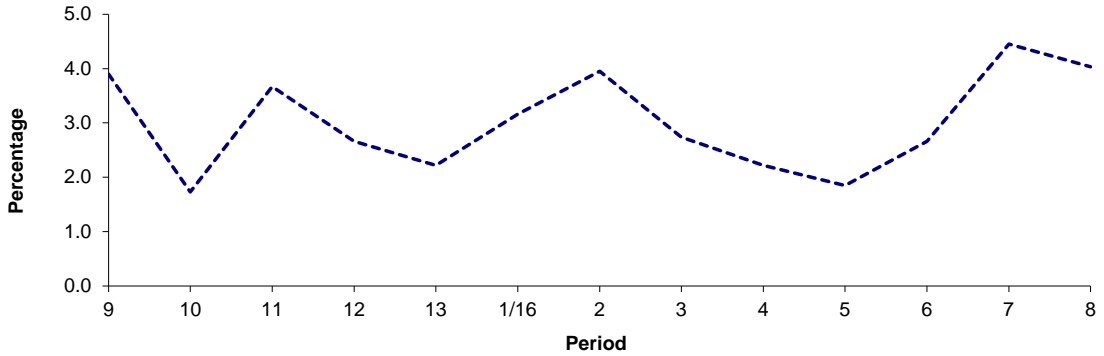
Period	9	10	11	12	13	1/16	2	3	4	5	6	7	8
2015 to 2016	95.55	97.82	95.68	96.88	97.27	96.47	95.71	96.80	97.31	97.74	96.47	95.09	95.41
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

#### Deductible Mileage



Period	9	10	11	12	13	1/16	2	3	4	5	6	7	8
2015 to 2016	0.55	0.45	0.65	0.45	0.52	0.36	0.34	0.46	0.48	0.42	0.86	0.46	0.56

#### Non Deductible Mileage



Period	9	10	11	12	13	1/16	2	3	4	5	6	7	8
2015 to 2016	3.90	1.73	3.67	2.66	2.22	3.16	3.95	2.74	2.22	1.85	2.66	4.45	4.03

Note: Mileage is based on 4 weeks data

**ROUTE 422 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 3 15/16 TO QUARTER 2 16/17 (19/09/2015 - 16/09/2016)**

**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	39,413	37,920	96.2	6.80	0.54	7.34	73.4	25.5	1.0	0.1	0.1	41
07:00 - 10:00	84,144	79,404	94.4	4.99	1.40	6.39	79.6	18.0	2.0	0.3	2.3	60
10:00 - 13:00	83,710	82,535	98.6	5.00	0.86	5.86	84.4	14.8	0.7	0.1	0.8	58
13:00 - 16:00	84,914	81,844	96.4	4.99	1.07	6.06	81.8	16.9	1.2	0.1	1.3	52
16:00 - 19:00	83,907	78,162	93.2	5.01	1.80	6.81	75.4	21.1	3.0	0.4	3.3	82
19:00 - 22:00	74,413	71,769	96.4	5.56	1.56	7.12	73.6	23.2	2.8	0.4	2.1	63
22:00 - 24:00	47,731	47,146	98.8	5.91	0.92	6.83	76.6	22.1	1.2	0.1	0.5	50
<b>All Locations Summary</b>	<b>498,232</b>	<b>478,780</b>	<b>96.1</b>	<b>5.17</b>	<b>1.30</b>	<b>6.47</b>	<b>78.8</b>	<b>19.0</b>	<b>1.9</b>	<b>0.3</b>	<b>1.9</b>	<b>82</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	7,848	7,716	98.3	6.96	0.43	7.39	72.8	26.4	0.7	0.0	0.1	35
07:00 - 10:00	17,679	17,584	99.5	4.93	0.47	5.40	88.7	11.2	0.1	0.0	0.2	29
10:00 - 13:00	17,469	17,086	97.8	5.00	0.72	5.73	84.8	14.7	0.5	0.1	0.5	39
13:00 - 16:00	17,433	16,506	94.7	5.00	1.43	6.43	78.9	19.0	1.8	0.3	2.1	51
16:00 - 19:00	17,532	16,695	95.2	4.98	1.34	6.32	80.0	17.7	1.9	0.4	2.3	60
19:00 - 22:00	14,751	14,289	96.9	5.76	1.62	7.38	72.3	24.0	3.2	0.5	2.1	73
22:00 - 24:00	9,783	9,479	96.9	5.95	1.18	7.13	74.0	23.7	2.2	0.1	0.9	50
<b>All Locations Summary</b>	<b>102,495</b>	<b>99,355</b>	<b>96.9</b>	<b>5.20</b>	<b>1.14</b>	<b>6.34</b>	<b>80.1</b>	<b>18.1</b>	<b>1.5</b>	<b>0.3</b>	<b>1.5</b>	<b>73</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	4,516	4,470	99.0	14.39	0.31	14.69	39.3	32.1	25.1	3.5	1.0	61
07:00 - 10:00	12,875	12,483	97.0	8.09	0.44	8.53	65.9	31.1	2.7	0.3	0.1	41
10:00 - 13:00	16,025	15,864	99.0	6.08	0.86	6.94	75.2	22.9	1.7	0.3	0.8	44
13:00 - 16:00	16,464	16,027	97.3	6.00	1.10	7.10	74.1	23.7	2.0	0.2	0.8	54
16:00 - 19:00	16,492	16,076	97.5	5.99	0.98	6.97	74.5	23.7	1.6	0.2	0.7	47
19:00 - 22:00	16,387	16,059	98.0	5.94	1.18	7.13	73.9	23.7	2.2	0.2	0.9	51
22:00 - 24:00	10,873	10,923	100.5	5.98	0.81	6.79	76.8	21.8	1.2	0.2	0.6	61
<b>All Locations Summary</b>	<b>93,632</b>	<b>91,902</b>	<b>98.2</b>	<b>6.44</b>	<b>0.93</b>	<b>7.37</b>	<b>72.8</b>	<b>24.4</b>	<b>2.5</b>	<b>0.3</b>	<b>0.7</b>	<b>61</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	51,777	50,106	96.8	7.38	0.51	7.89	70.8	26.0	2.8	0.4	0.2	61
07:00 - 10:00	114,698	109,471	95.4	5.15	1.28	6.43	79.5	18.2	1.9	0.3	2.0	60
10:00 - 13:00	117,204	115,485	98.5	5.14	0.84	5.98	83.3	15.8	0.8	0.1	0.7	58
13:00 - 16:00	118,811	114,377	96.3	5.11	1.12	6.23	80.5	18.0	1.4	0.2	1.4	54
16:00 - 19:00	117,931	110,933	94.1	5.10	1.66	6.77	75.9	21.0	2.7	0.4	2.9	82
19:00 - 22:00	105,551	102,117	96.7	5.63	1.52	7.16	73.5	23.4	2.8	0.4	1.9	73
22:00 - 24:00	68,387	67,548	98.8	5.93	0.95	6.87	76.2	22.3	1.4	0.1	0.5	61
<b>All Locations Summary</b>	<b>694,359</b>	<b>670,037</b>	<b>96.5</b>	<b>5.30</b>	<b>1.25</b>	<b>6.55</b>	<b>78.3</b>	<b>19.5</b>	<b>1.9</b>	<b>0.3</b>	<b>1.7</b>	<b>82</b>

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 595B

Route 422  
Service change 32578  
Date 07/09/2013  
QSI Points are highlighted

Reason for Issue

End of Bexleyheath Diversion

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
NGNHSN	BP2274	North Greenwich Station		
	BP3049	Millennium Primary School	1028	0.64
	26005	Tunnel Avenue	470	0.29
EGRNVH	13834	Christ Church Primary School	279	0.17
	34293	Vanbrugh Hill	301	0.19
	18820	Marlton Street	357	0.22
	34284	East Greenwich Library	187	0.12
	33912	Westcombe Hill Police Station	406	0.25
	17820	Westcombe Park Station	360	0.22
	17822	Kirkside Road	225	0.14
BHTHRS	27879	Blackheath / Royal Standard	520	0.32
	18769	Wyndcliff Road	394	0.24
	18767	Charlton Road / Victoria Way	449	0.28
CVILSL	13532	Charlton Village	480	0.30
	18765	Charlton Park Road	221	0.14
	18763	Cemetery Lane	363	0.23
	18761	Erwood Road	415	0.26
	18759	Artillery Place / Frances Street	582	0.36
	18756	The Woolwich Centre	535	0.33
WOOLAS	BP5481	Woolwich Arsenal Station	371	0.23
	BP5540	Plumstead Road / Woolwich Public Market	286	0.18
	R0385	Maxey Road	442	0.27
	BP1283	Plumstead Bus Garage	272	0.17
PLUMSN	34577	Plumstead High Street / Plumstead Stn	357	0.22
	1817	Lakedale Road	430	0.27
	9166	Plumstead High Street / Police Station	289	0.18
	26616	Purrett Road	234	0.15
	1819	Plumstead Corner / Church Manorway	179	0.11
	6343	Rutherglen Road	529	0.33
	6339	King's Highway	339	0.21
	6337	Littledale	257	0.16
	6335	Cemetery Road	269	0.17
	6320	Plumstead Cemetery	387	0.24
UPWLOC	19623	Okehampton Crescent / Lodge Hill	156	0.10
	19625	Tor Road	435	0.27
	19627	Plymstock Road	360	0.22
	25711	King Harolds Way / Brampton Road	256	0.16
	25713	Westbourne Road	271	0.17
	25715	Leckwith Avenue	245	0.15
	25717	Lenham Road	252	0.16
ERITNR	25718	Bedonwell Road / Dryhill Road	421	0.26
	23267	Parsonage Manorway	295	0.18
	40032	The Pantiles	409	0.25
	40030	Winchelsea Avenue	323	0.20
	40028	Pickford Lane / Long Lane	371	0.23
	12071	Pickford Lane / Bowford Avenue	284	0.18
BEXHSN	12069	Bexleyheath Station	477	0.30
	BP5033	Pickford Road	344	0.21
	19633	Avenue Road / Crook Log	280	0.17
BEXHSC	6295	Upton Road	187	0.12
	3725	Lion Road	339	0.21
	6286	Bexleyheath Asda	317	0.20
	29461	Mayplace Rd West / Bexleyheath Clock Tow	563	0.35
	6279	Forresters Crescent	334	0.21
BX GR	25290	Bexleyheath Bus Garage	164	0.10
Total Route Mileage - Out Direction			19296	11.99
			Metres	Miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
BX GR	25605	Bexleyheath Bus Garage		
	29545	Tower Road	282	0.18
BEXHSC	27306	Market Place / Bexleyheath Clock Tower	384	0.24
	6287	Bexleyheath Asda	559	0.35
	6290	Lion Road	359	0.22
	6294	Upton Road	236	0.15
	20404	Glynde Road	337	0.21
BEXHSN	12070	Bexleyheath Station	455	0.28
	12072	Pickford Lane / Bowford Avenue	398	0.25
	40027	Shakespeare Road	173	0.11
	40029	Hythe Avenue / Cumberland Drive	406	0.25
	40031	The Pantiles	419	0.26
	23266	Parsonage Manorway	407	0.25
ERITNR	23268	Bedonwell Road / Dryhill Road	245	0.15
	25716	Lenham Road	410	0.25
	25714	Leckwith Avenue	342	0.21
	25712	Westbourne Road	360	0.22
	25710	Okehampton Crescent / Brampton Road	285	0.18
	19628	Plymstock Road	207	0.13
	19626	Tor Road	356	0.22
UPWLOC	19624	Lodge Hill	379	0.24
	6319	Foresters Arms	346	0.21
	6336	Littledale	390	0.24
	6338	King's Highway	180	0.11
	6342	Rutherglen Road	416	0.26
	26614	Plumstead Corner / Rockmount Road	523	0.32
	26617	Plumstead High Street / Police Station	371	0.23
PLUMSN	26619	Bannockburn Road	220	0.14
	26621	Lakedale Road	204	0.13
	36510	Plumstead Road / Plumstead Station	553	0.34
	34579	Greenwich Community College	246	0.15
	8931	Maxey Road	229	0.14
WOOLAS	BP4396	Plumstead Road / Woolwich Public Market	434	0.27
	35482	Woolwich Arsenal Station	194	0.12
	12927	The Woolwich Centre	339	0.21
BHTHRS	18757	Artillery Place / John Wilson Street	332	0.21
	18758	Artillery Place / Frances Street	270	0.17
	18760	Erwood Road	644	0.40
	18762	Cemetery Lane	318	0.20
	18764	Charlton Park Road	497	0.31
CVILSL	13533	Charlton Church Lane	372	0.23
	18766	Charlton Road / Victoria Way	394	0.24
	18768	Wyndcliff Road	383	0.24
BHTHRS	13536	Blackheath / Royal Standard	539	0.33
	17823	Kirkside Road	474	0.29
	17821	Westcombe Park Station	193	0.12
	33004	Westerdale Road	186	0.12
	34401	East Greenwich Library	288	0.18
	18821	Marlton Street	235	0.15
	19620	Calvert Road	148	0.09
EGRNVH	15009	Vanbrugh Hill	124	0.08
	13831	Pelton Road	191	0.12
	26006	Tunnel Avenue	462	0.29
NGNHSN	BP3048	Millennium Primary School	481	0.30
	BP2277	North Greenwich Station	1323	0.82
Total Route Mileage - Back Direction			19498	12.12
			Metres	Miles