7. Service Specification

Route: 238 & N238

Contract Reference: QC55603

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.

| Route Number | 238 & N238 |
|------------------------------|---|
| Terminus Points | Stratford Bus Station and Barking Station |
| Contract Basis | Incentivised |
| Commencement Date | 4 th March 2017 |
| Vehicle Type | 87 capacity, dual door, double deck |
| Current Maximum Approved | 10.2 metres long and 2.55 metres wide |
| Dimensions | |
| New Vehicles Mandatory | Yes |
| Hybrid Price Required | Yes |
| Sponsored Route | No |
| Advertising Rights | Operator |
| Minimum Performance Standard | Average Excess Wait Time - No more than 0.90 |
| | minutes |
| Extension Threshold | Average Excess Wait Time Threshold - 0.85 minutes |
| | |
| Minimum Operated Mileage | No less than 98.00% |
| Standard | |

The Date of Tender for this ITT is: No later than 12 Noon on Monday 19th May 2016

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 No. 238.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 238.

- The designation Route No. N238 is used for contractual purposes only. This service will be marketed as Route No. 238. This includes all publicity, including destination blind displays.
- Tenderers must identify the cost of the Nightly element of this service separately.

Tenderers are also encouraged to offer two axle vehicles with a longer wheelbase and increased capacity, subject to route constraints. Tenders offering such vehicles will be welcomed and carefully considered by the Corporation. Triaxle vehicles are not being considered by the Corporation at this time.

Operators should provide the following prices:

- 1. Annual diesel price based on minimum 5 year contract.
- 2. Annual hybrid price based on minimum 5 year contract.
- 3. Annual hybrid price with upfront payment of capital difference between diesel and hybrid for 5 year contract.

Full iBus Monitoring was introduced on all night routes with effect from 1 April 2014.

Tenderers are therefore advised that on contracts where there is a night service both the day and night elements will be incentivised from the commencement of the Route Agreement in accordance with clause 46 of Annex B Terms and Conditions, using the Minimum Performance Standard(s) specified in Part 1 of the ITT.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| Stratford Bus S | Station to Barki | ng Station | Barking Station to Stratford Bus Station | | | | |
|--------------------------------------|------------------------|------------|--|------------------|------------|--|--|
| v | | | First departure no later than 0535. | | | | |
| 0540 - 0630 | Every 15 minu | utes | 0530 - 0620 | Every 15 minutes | | | |
| 0631 - 2020 | Every 10 minu | utes | 0621 - 1945 | Every 10 minutes | | | |
| 2021 - 0040 | Every 15 minu | utes | 1946 - 0005 | Every 15 minutes | | | |
| Last departure no earlier than 0035. | | | Last departure no earlier than 2400. | | | | |
| Pinchpoints | | | | | | | |
| East Ham | 0705 - 0905 | 10 minutes | Plashet Road, | 0705 - 0905 | 10 minutes | | |
| Station | 1500 - 1640 10 minutes | | Green Street | 1500 - 1640 | 10 minutes | | |
| | | | | | | | |

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| Stratford Bus S | Station to Barki | ng Station | Barking Station to Stratford Bus Station | | | |
|--------------------------------------|------------------------|--------------------------------------|--|------------------|------------|--|
| First departure no later than 0545. | | | First departure no later than 0535. | | | |
| 0540 - 0805 | Every 20 minu | utes | 0530 - 0735 | Every 20 minutes | | |
| 0806 - 0850 | Every 15 minu | utes | 0736 - 0850 | Every 15 minutes | | |
| 0851 - 1950 | Every 10 minu | utes | 0851 - 1910 | Every 10 minutes | | |
| 1951 - 0040 | Every 15 minu | utes | 1911 - 0005 | Every 15 minutes | | |
| Last departure no earlier than 0035. | | Last departure no earlier than 2400. | | | | |
| Pinchpoints | | | | | | |
| East Ham | 0905 - 1105 10 minutes | | Plashet Road, | 0905 - 1105 | 10 minutes | |
| Station | | | Green Street | | | |

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

| Stratford Bus S | Station to Barki | ng Station | Barking Station to Stratford Bus Station | | | | |
|--------------------------------------|------------------|--------------------------------------|--|------------------|------------|--|--|
| First departure no later than 0710. | | | First departure no later than 0640. | | | | |
| 0705 - 0910 | Every 30 minu | utes | 0635 - 0840 | Every 30 minutes | | | |
| 0911 - 0040 | Every 15 minu | utes | 0841 - 0005 | Every 15 minutes | | | |
| Last departure no earlier than 0035. | | Last departure no earlier than 2400. | | | | | |
| Pinchpoints | | | | | | | |
| East Ham | 1030 - 1130 | 15 minutes | Plashet Road, | 1000 - 1130 | 15 minutes | | |
| Station | | | Green Street | | | | |

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

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - Continued

3.4) SUNDAY NIGHTS/MONDAY MORNINGS TO FRIDAY NIGHTS/SATURDAY MORNINGS

| Stratford Bus Station to Barking Stat | Barking Station to Stratford Bus Station | | | | |
|---------------------------------------|--|--|--|--|--|
| First departure no later than 0050. | First departure no later than 0015. | | | | |
| 0045 - 0530 Every 30 minutes | 0010 - 0520 Every 30 minutes | | | | |
| Last departure no earlier than 0520. | Last departure no earlier than 0515. | | | | |

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

3.6) SATURDAYS NIGHTS/SUNDAYS MORNINGS

| Stratford Bus Station to Barking Station | Barking Station to Stratford Bus Station | | | |
|--|--|--|--|--|
| First departure no later than 0050. | First departure no later than 0015. | | | |
| 0045 - 0655 Every 30 minutes | 0010 - 0620 Every 30 minutes | | | |
| Last departure no earlier than 0650. | Last departure no earlier than 0615. | | | |

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 238 should interwork with Route No. 104 between Stratford Bus Station and Plashet Road, Green Street during all periods, where possible.
- 4.2) Route No. 238 can suffer unpredictable traffic delays in the Stratford and East Ham areas.
- 4.3) Football matches at West Ham Football Club at Queen Elizabeth Olympic Park is expected to cause traffic congestion in the Stratford area, when it opens. Work is expected to be completed by August 2016.
- 4.4) Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. Major construction of the railway began in 2010, with the first services expected to commence through the central London tunnelled section in late 2018. The full Crossrail service will be operating from Heathrow and Reading to Abbey Wood and Shenfield in late 2019. The construction impacts of Crossrail could affect Route Nos. 238 & N238 and it is anticipated that some passenger demand for Route Nos. 238 & N238 may shift to this line when it opens. Route Nos. 238 & N238 will be reviewed closer after the opening date.
- 4.5) The London Borough of Newham are developing plans to remove the Stratford Gyratory and if implemented construction would commence in 2017 and last around two years.

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 238: Stratford Bus Station - Barking Station (24 hour service)

Date of Structural Change: 4 March 2017.Date of Service Change: 4 March 2017.Reason for Issue: {To be specified}.

STREETS TRAVERSED

Towards Barking Station: Stratford Bus Station, Great Eastern Road, Stratford Broadway, West Ham Lane, Densham Road, Portway, Plashet Road, Green Street, Plashet Grove, High Street North, Ron Leighton Way, Barking Road, London Road, Linton Road, Cambridge Road, Station Parade, Longbridge Road.

Towards Stratford Bus Station: Station Parade, Cambridge Road, Linton Road, London Road, Barking Road, High Street North, Plashet Grove, Green Street, Plashet Road, Portway, Densham Road, West Ham Lane, Tramway Avenue, Stratford Broadway, Great Eastern Road, Station Street, Stratford 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.

STRATFORD BUS STATION

Private stand for up to 14 buses facing north in Stratford Bus Station on west side of Great Eastern Road.

Buses proceed from Stratford Bus Station via Stratford Bus Station to stand, departing via Stratford Bus Station to Stratford Bus Station. Set down in Stratford Bus Station, at Alighting Point AP2 (BP943 - Stratford Bus Station <>#[dlr], Last Stop on LOR: BP5307 - Stratford Bus Station <> # [dlr]) and pick up in Stratford Bus Station, at Stop D (BP975 - Stratford Bus Station <>#[dlr], First Stop on LOR: BP975 - Stratford Bus Station <>#[dlr]).

| AVAILABILITY: OPERATING RESTRICTIONS: | At any time. No more than 2 buses on Route 238 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: | Stratford. |

UPTON PARK, STUKELEY ROAD (from BARKING STATION)

Public stand for one bus on the east side of Stukeley Road, commencing 5 metres north of the southern building line of No.155 Plashet Road extending10 metres north. Buses proceed from Plashet Grove via Green Street, Neville Road and Stukeley Road to stand, departing via Stukeley Road to Plashet Road. Set down in Plashet Grove, at stop J (9077 - Green Street, Last Stop on LOR: 9077 - Green Street) and pick up in Plashet Road, L (9081 - Lucas Avenue, First Stop on LOR: 9081 - Lucas Avenue).

AVAILABILITY:AOPERATING RESTRICTIONS:UMEAL RELIEFS:NFERRY VEHICLES:NBLIND DISPLAY:U

At any time. Unscheduled curtailments only No meal relief vehicles to stand at any time. No ferry vehicles to park on stand at any time. Upton Park, Green Street.

EAST HAM, WORDSWORTH AVENUE (from BARKING STATION)

Public stand for two buses on south side of Wordsworth Avenue, commencing 63 metres west of the kerbline of High Street North and extending 25 metres East. Buses proceed from High Street North via Wordsworth Avenue to stand, departing via Wordsworth Avenue, Woodhouse Grove and Plashet Grove to High Street North. Set down in High Street North, at Stop B (27642 - East Ham Station <>, Last Stop on LOR: 27642 - East Ham Station <>) and pick up in High Street North, at Stop E (2899 - East Ham 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: | East Ham Station. |
| | |

EAST HAM, RON LEIGHTON WAY

Buses proceed out of service from Ron Leighton Way. Set down in Ron Leighton Way, at stop K (BP758 - Ron Leighton Way, Last Stop on LOR: BP758 - Ron Leighton Way).

| AVAILABILITY: | At any time. |
|-------------------------|-------------------------------|
| OPERATING RESTRICTIONS: | Unscheduled curtailments only |
| BLIND DISPLAY: | East Ham, Ron Leighton Way. |

EAST HAM, NEWHAM TOWN HALL

Public stand for four buses on west side of Wellington Road, commencing at lamp standard No 3 and extending 47 metres south.

From Barking Station.

Buses proceed from Barking Road via High Street South, Nelson Street and Wellington Road to stand, departing via Wellington Road to Barking Road. Set down in Barking Road, at Stop S (696 - Newham Town Hall, Last Stop on LOR: 696 - Newham Town Hall) and pick up in Barking Road, at Stop X (1897 - Altmore Avenue, First Stop on LOR: 1897 - Altmore Avenue).

From Stratford Bus Station.

Buses proceed from Barking Road via High Street South, Nelson Street and Wellington Road to stand, departing via Wellington Road to Barking Road. Set down in Barking Road, at Stop S (20770 - High Street North, Last Stop on LOR: 20770 - High Street North) and pick up in Barking Road, at Stop W (696 - Newham Town Hall, First Stop on LOR: 696 - Newham Town Hall).

| 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 Ham, Newham Town Hall. |

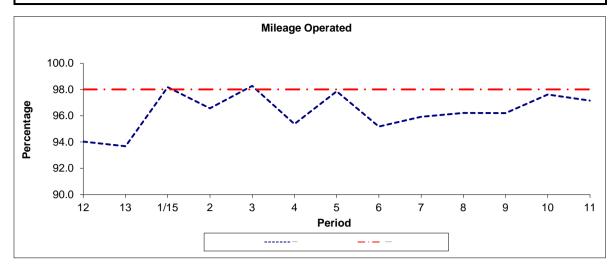
BARKING STATION

Public stand on for two buses on the south-east side of Longbridge Road, commencing at a point opposite the p/w Nos.23/25 and extending 22 metres north-east. Buses proceed from Longbridge Road (Circumnavigate Roundabout At Junction With Fanshawe Avenue) direct to stand, departing via Longbridge Road to Station Parade. Set down in Longbridge Road, at Stop L (LE171 - Barking Station <> #, Last Stop on LOR: LE171 - Barking Station <> #) and pick up in Station Parade, at Stop N (BP097 - Barking Station <> #, First Stop on LOR: LE142 - Barking Town Centre).

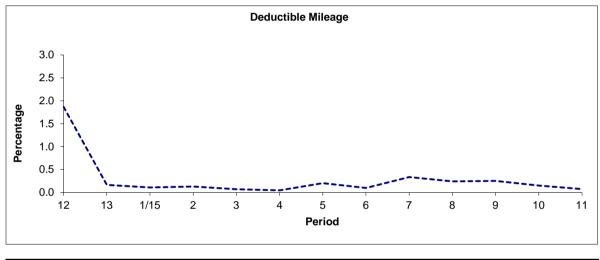
| AVAILABILITY: OPERATING RESTRICTIONS: | At any time. No more than 2 buses on Route 238 should be |
|--|--|
| MEAL RELIEFS: | scheduled to stand at any one time. No meal relief vehicles to stand at any time. |
| FERRY VEHICLES: | No ferry vehicles to park on stand at any time. |
| BLIND DISPLAY: | Barking. |
| OTHER INFORMATION: | C2C toilet facilities available 0600 to 0030 (Mon-Sat) and 0700 to 2300 (Sun). |

PART B - PERFORMANCE STATISTICS

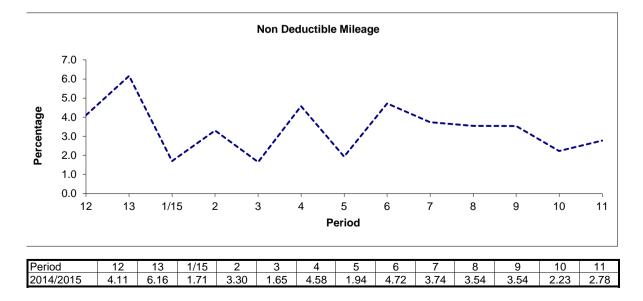
Route 238



| Period | 12 | 13 | 1/15 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2014/2015 | 94.03 | 93.67 | 98.18 | 96.57 | 98.28 | 95.38 | 97.86 | 95.18 | 95.92 | 96.21 | 96.21 | 97.62 | 97.15 |
| 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 |

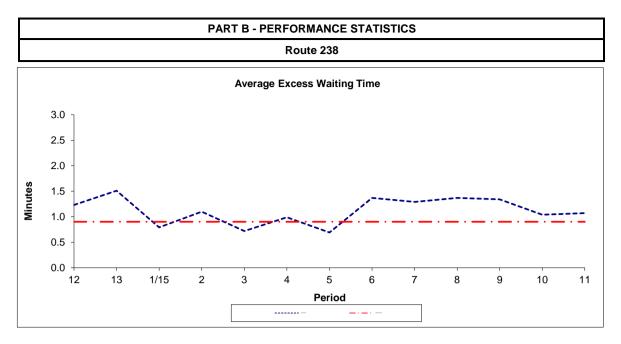


| Period | 12 | 13 | 1/15 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2014/2015 | 1.86 | 0.17 | 0.11 | 0.13 | 0.07 | 0.04 | 0.20 | 0.10 | 0.34 | 0.24 | 0.25 | 0.15 | 0.07 |

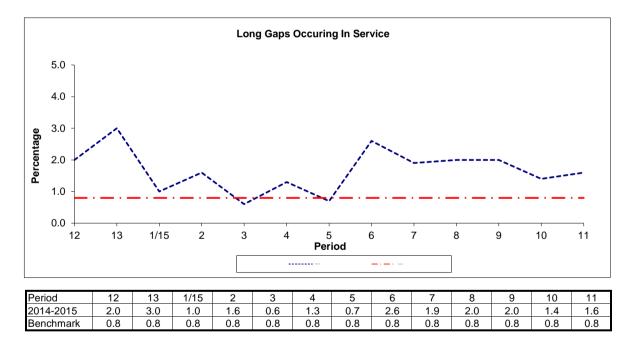


Note : Mileage is based on 4 weeks data

Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.



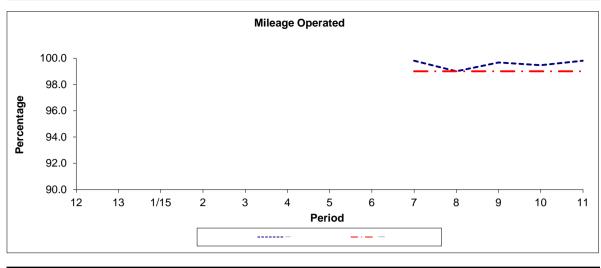
| Period | 12 | 13 | 1/15 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2014-2015 | 1.23 | 1.51 | 0.79 | 1.10 | 0.72 | 0.99 | 0.69 | 1.37 | 1.29 | 1.37 | 1.34 | 1.04 | 1.07 |
| Min Standard | 0.90 | 0.90 | 0.90 | 0.90 | 0.90 | 0.90 | 0.90 | 0.90 | 0.90 | 0.90 | 0.90 | 0.90 | 0.90 |



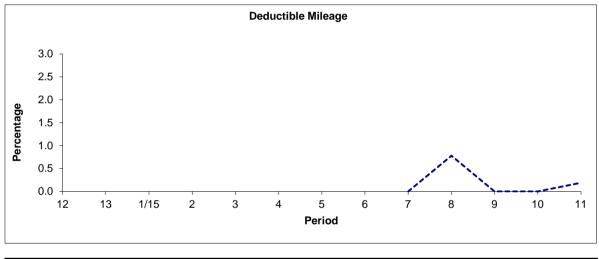
Note : Reliability is actual performance under full iBus (4 weeks data). Minimum Standards and Benchmarks are those applicable under the new contract.

PART B - PERFORMANCE STATISTICS

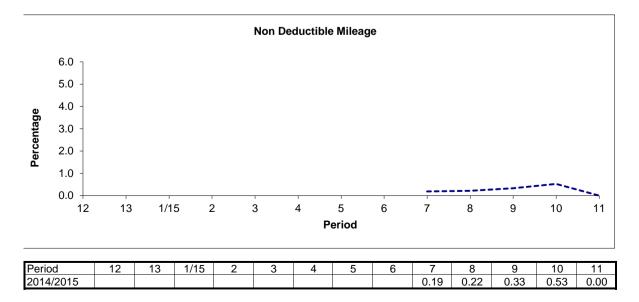
Route N238



| Period | 12 | 13 | 1/15 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
|--------------|----|----|------|---|---|---|---|---|-------|-------|-------|-------|-------|
| 2014/2015 | | | | | | | | | 99.81 | 99.00 | 99.67 | 99.47 | 99.81 |
| Min Standard | | | | | | | | | 99.00 | 99.00 | 99.00 | 99.00 | 99.00 |

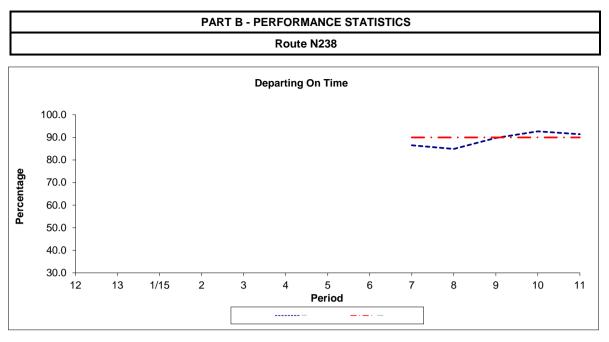


| Period | 12 | 13 | 1/15 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
|-----------|----|----|------|---|---|---|---|---|------|------|------|------|------|
| 2014/2015 | | | | | | | | | 0.00 | 0.78 | 0.00 | 0.00 | 0.19 |

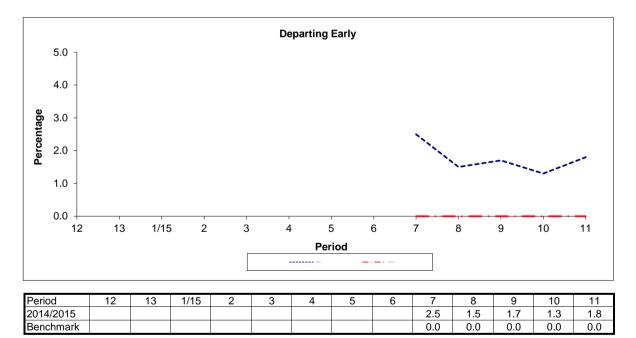


Note : Mileage is based on 4 weeks data

Route N238 commenced operation in September 2015.



| Period | 12 | 13 | 1/15 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
|--------------|----|----|------|---|---|---|---|---|------|------|------|------|------|
| 2014/2015 | | | | | | | | | 86.5 | 84.9 | 89.8 | 92.7 | 91.4 |
| Min Standard | | | | | | | | | 90.0 | 90.0 | 90.0 | 90.0 | 90.0 |



 Note :
 Reliability is actual performance under full iBus (4 weeks data).

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

 Route N238 commenced operation in September 2015.

ROUTE 238 - FULL IBUS RESULTS BY TIME OF DAY QUARTER 4 14/15 TO QUARTER 3 15/16 (03/01/15 - 08/01/16)

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 > 30 mins (%) | Long Gaps (%) | Maximum Gap (mins) |
|---------------|-------------------|-------------------|-----------------------|------------|------------|------------|--|---|-----|--|------------------|-----------------------|
| 05:00 - 07:00 | 11,436. | 11,094. | 97.0 | 6.81 | 0.28 | 7.09 | 81.2 | 18.6 | 0.2 | 0.0 | 1.1 | 34 |
| 07:00 - 10:00 | 35,346. | 35,947. | 101.7 | 4.92 | 0.59 | 5.51 | 87.7 | 11.8 | 0.5 | 0.1 | 0.6 | 56 |
| 10:00 - 13:00 | 35,406. | 34,672. | 97.9 | 5.00 | 0.64 | 5.64 | 86.9 | 12.6 | 0.4 | 0.1 | 0.5 | 59 |
| 13:00 - 16:00 | 36,319. | 34,572. | 95.2 | 4.96 | 0.94 | 5.90 | 83.2 | 15.6 | 1.0 | 0.1 | 1.2 | 46 |
| 16:00 - 19:00 | 34,787. | 33,333. | 95.8 | 5.04 | 1.52 | 6.56 | 78.8 | 18.4 | 2.3 | 0.5 | 2.7 | 64 |
| 19:00 - 22:00 | 28,682. | 26,804. | 93.5 | 6.01 | 1.88 | 7.89 | 68.3 | 25.3 | 5.0 | 1.4 | 3.7 | 74 |
| 22:00 - 24:00 | 15,348. | 15,437. | 100.6 | 7.50 | 0.78 | 8.28 | 65.2 | 31.9 | 2.4 | 0.5 | 0.5 | 49 |
| Locations | 197,324. | 191,859. | 97.2 | 5.26 | 1.03 | 6.29 | 81.2 | 16.8 | 1.6 | 0.4 | 1.6 | 74 |

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 (%) | | Long Gaps (%) | Maximum Gap (mins) |
|---------------|-------------------|-------------------|-----------------------|------------|------------|------------|--|---|---|-----|------------------|-----------------------|
| 05:00 - 07:00 | 1,525. | 1,510. | 99.0 | 10.00 | 0.16 | 10.16 | 60.9 | 34.9 | 4.0 | 0.2 | 3.5 | 42 |
| 07:00 - 10:00 | 5,460. | 5,408. | 99.0 | 7.13 | 0.39 | 7.52 | 73.1 | 25.5 | 1.4 | 0.0 | 0.1 | 39 |
| 10:00 - 13:00 | 7,632. | 7,616. | 99.8 | 4.93 | 0.46 | 5.39 | 89.1 | 10.6 | 0.3 | 0.1 | 0.3 | 38 |
| 13:00 - 16:00 | 7,356. | 6,996. | 95.1 | 5.01 | 1.18 | 6.19 | 81.8 | 16.0 | 2.0 | 0.3 | 2.2 | 45 |
| 16:00 - 19:00 | 7,472. | 7,099. | 95.0 | 4.94 | 1.34 | 6.29 | 81.7 | 16.0 | 1.8 | 0.5 | 2.5 | 62 |
| 19:00 - 22:00 | 5,540. | 4,985. | 90.0 | 6.40 | 2.55 | 8.96 | 62.0 | 27.5 | 7.6 | 2.9 | 4.9 | 73 |
| 22:00 - 24:00 | 3,292. | 3,179. | 96.6 | 7.50 | 1.69 | 9.19 | 61.1 | 32.5 | 5.1 | 1.4 | 1.4 | 64 |
| Locations | 38,277. | 36,793. | 96.1 | 5.67 | 1.15 | 6.82 | 78.0 | 18.8 | 2.5 | 0.7 | 2.0 | 73 |

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 (%) | | Long Gaps (%) | Maximum Gap (mins) |
|---------------|-------------------|-------------------|-----------------------|------------|------------|------------|--|---|---|-----|------------------|-----------------------|
| 05:00 - 07:00 | 238. | 239. | 100.4 | 10.00 | -0.21 | 9.79 | 80.7 | 6.7 | 10.6 | 2.0 | 17.8 | 25 |
| 07:00 - 10:00 | 3,782. | 3,643. | 96.3 | 11.99 | 0.67 | 12.66 | 51.6 | 31.1 | 14.7 | 2.6 | 0.0 | 98 |
| 10:00 - 13:00 | 5,611. | 5,593. | 99.7 | 7.34 | 0.71 | 8.05 | 64.6 | 32.1 | 2.9 | 0.4 | 0.4 | 44 |
| 13:00 - 16:00 | 5,400. | 4,904. | 90.8 | 7.44 | 2.26 | 9.70 | 56.6 | 32.3 | 8.7 | 2.4 | 2.4 | 60 |
| 16:00 - 19:00 | 5,397. | 5,030. | 93.2 | 7.37 | 2.45 | 9.82 | 57.5 | 31.4 | 8.6 | 2.5 | 2.7 | 66 |
| 19:00 - 22:00 | 5,621. | 5,386. | 95.8 | 7.46 | 1.70 | 9.16 | 61.0 | 32.1 | 5.5 | 1.4 | 1.4 | 59 |
| 22:00 - 24:00 | 3,680. | 3,700. | 100.5 | 7.50 | 0.51 | 8.01 | 66.1 | 32.4 | 1.4 | 0.1 | 0.1 | 49 |
| Locations | 29,729. | 28,495. | 95.8 | 7.87 | 1.63 | 9.50 | 59.5 | 31.5 | 7.2 | 1.8 | 1.8 | 98 |

ALL DAYS

| Time Range | Expected Buses | Observed Buses | Observed Buses (%) | SWT (mins) | EWT (mins) | AWT (mins) | Probability of Waiting < 10 mins (%) | | | Probability of Waiting > 30 mins (%) | Long Gaps (%) | Maximum Gap (mins) |
|---------------|-------------------|-------------------|-----------------------|------------|------------|------------|--|------|-----|--|------------------|-----------------------|
| 05:00 - 07:00 | 13,199. | 12,843. | 97.3 | 7.14 | 0.25 | 7.40 | 79.2 | 19.6 | 1.1 | 0.1 | 2.2 | 42 |
| 07:00 - 10:00 | 44,588. | 44,998. | 100.9 | 5.47 | 0.58 | 6.04 | 84.6 | 13.9 | 1.3 | 0.2 | 0.5 | 98 |
| 10:00 - 13:00 | 48,649. | 47,881. | 98.4 | 5.28 | 0.62 | 5.90 | 84.5 | 14.7 | 0.7 | 0.1 | 0.5 | 59 |
| 13:00 - 16:00 | 49,075. | 46,472. | 94.7 | 5.26 | 1.13 | 6.38 | 79.9 | 17.6 | 2.0 | 0.4 | 1.5 | 60 |
| 16:00 - 19:00 | 47,656. | 45,462. | 95.4 | 5.26 | 1.59 | 6.85 | 77.0 | 19.4 | 2.9 | 0.7 | 2.7 | 66 |
| 19:00 - 22:00 | 39,843. | 37,175. | 93.3 | 6.24 | 1.95 | 8.19 | 66.5 | 26.4 | 5.4 | 1.6 | 3.6 | 74 |
| 22:00 - 24:00 | 22,320. | 22,316. | 100.0 | 7.50 | 0.89 | 8.39 | 64.6 | 32.1 | 2.7 | 0.6 | 0.6 | 64 |
| Locations | 265,330. | 257,147. | 96.9 | 5.57 | 1.10 | 6.68 | 78.7 | 18.5 | 2.2 | 0.5 | 1.6 | 98 |

Transport for London - QSI Points and Live Mileage List

| Route | 238, N238 |
|----------------|------------|
| Service change | 33519 |
| Date | 27/04/2013 |
| | ulu é a ul |

Reason for Issue

QSI Points are highlighted.

| | | OUT DIRECTION | | |
|----------------------|-----------------|-------------------------------------|--------|-------|
| Timing Point Code | S top Number | Stop Name | Metres | Miles |
| STFDBS | BP975 | S tratford B us S tation | | |
| | 36929 | S tratford Centre | 335 | 0.21 |
| | 8026 | Barnby Street | 527 | 0.33 |
| | 29563 | S tratford Park | 151 | 0.09 |
| | 9091 | Amity Road | 305 | 0.19 |
| | 9087 | Park Road | 324 | 0.20 |
| | 91522 | Park Grove | 258 | 0.16 |
| PORTPR | 9085 | Upton Lane | 207 | 0.13 |
| | 9083 | St Antony's Road | 303 | 0.19 |
| | 9081 | Lucas Avenue | 222 | 0.14 |
| P L S R G S | 9079 | Plashet Road | 221 | 0.14 |
| | 9074 | Washington Road | 142 | 0.09 |
| | 9075 | Walpole Road | 162 | 0.10 |
| | 9071 | Katherine Road | 320 | 0.20 |
| | 9069 | Shrewsbury Road | 370 | 0.23 |
| | 9065 | P lashet S chool | 283 | 0.18 |
| EHAMSN | 2899 | East Ham Station | 127 | 0.08 |
| | BP132 | Bendish Road | 237 | 0.15 |
| | BP758 | Pilgrims Way | 305 | 0.19 |
| | 20770 | High S treet North | 397 | 0.25 |
| EHAMTH | BP781 | Newham Town Hall | 150 | 0.09 |
| | 1897 | Altmore Avenue | 216 | 0.13 |
| | 16396 | StOlave's Road | 362 | 0.22 |
| | 1903 | Burges Road | 373 | 0.23 |
| | 695 | North S treet | 626 | 0.39 |
| | 9540 | Barking Town Centre | 276 | 0.17 |
| BARKSN | LE171 | Barking Station | 577 | 0.36 |
| | | | | |
| | | Total Route Mileage - Out Direction | 7776 | 4.83 |
| | | | Metres | Miles |

v2.0 - Mileage directly imported from Caesar

TRANCHE 556

Change to pick up at Barking Road

| | | BACK DIRECTION | | |
|--------------|---------|--------------------------------------|--------|------------------|
| Timing Point | Stop | Chan Nama | | A 4 1 - - |
| Code | Number | Stop Name | Metres | Miles |
| BARKSN | BP 5755 | Barking Station | | 0.05 |
| | LE 142 | Barking Town Centre | 559 | 0.35 |
| | LE 138 | North S treet | 210 | 0.13 |
| | 1904 | Barking Tesco | 374 | 0.23 |
| | 1902 | Burges Road | 350 | 0.22 |
| | 1900 | StOlave's Road | 176 | 0.11 |
| | 1896 | Altmore Avenue | 398 | 0.25 |
| EHAMTH | 696 | Newham Town Hall | 208 | 0.13 |
| | 2892 | Kempton Road | 339 | 0.21 |
| | 2896 | Caledon Road | 137 | 0.09 |
| | LE 213 | Bendish Road | 242 | 0.15 |
| E H A MS N | 27642 | East Ham Station | 158 | 0.10 |
| | 9066 | Plashet S chool | 309 | 0.19 |
| | 11126 | S hrewsbury R oad | 247 | 0.15 |
| | 9070 | Katherine Road | 133 | 0.08 |
| | 9076 | Whitfield Road | 361 | 0.22 |
| | 9077 | Green Street | 225 | 0.14 |
| P L S R G S | 9078 | Penge Road | 214 | 0.13 |
| | 9080 | Churston Avenue | 305 | 0.19 |
| | 9082 | St Antony's Road | 187 | 0.12 |
| PORTPR | 9084 | Upton Lane | 355 | 0.22 |
| | 9086 | Park Road | 141 | 0.09 |
| | 25483 | Amity Road | 363 | 0.23 |
| | 29507 | S tratford Park | 338 | 0.21 |
| | 8027 | Paul Street | 323 | 0.20 |
| | 8023 | S tratford Broadway | 346 | 0.21 |
| STFDBS | BP5307 | S tratford Bus S tation | 520 | 0.32 |
| | | | | |
| | | Total Route Mileage - Back Direction | 7518 | 4.67 |
| | | | Metres | Miles |