

7. Service Specification

Route: 473

QC44004

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

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

Terminus Points	Option 1: North Woolwich, Pier Road to Stratford Bus Station Option 2: Gallions Reach, Shopping Park to Stratford Bus Station
Contract Basis	Incentivised
Commencement Date	29 th March 2014
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	9.95 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	No
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard (Options 1 & 2)	Average Excess Wait Time - No more than 0.80 minutes
Extension Threshold (Options 1 & 2)	Average Excess Wait Time Threshold - 0.70 minutes
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 25th March 2013

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. 473.

- From 8th May 2012, Connaught Road has been closed northbound by Crossrail due to the need to demolish and replace the traffic and railway wall on the approach to the Connaught Road railway tunnel. Ex North Woolwich, Pier Road, buses are diverted from Albert Road via Link Road across former railway, Factory Road, North Woolwich Road, Connaught Bridge, Airport Roundabout and Connaught Road to Hartmann Road to re-join line of routeing. As a result, stop 9527 on Albert Road is not served but stop BP5748 on Factory Road is being served. There is no change to the routeing ex Stratford Bus Station. **This diversion will end on 26th October 2013.**
- In order to facilitate Crossrail construction works at the North Woolwich tunnel portal, Albert Road has been closed eastbound from 29th September 2012. In order to continue serving North Woolwich in both directions, ex Stratford Bus Station, buses are diverted from Albert Road via Holt Road, Newland Street and Winifred Street to Albert Road to re-join line of routeing. As a result, two bus stops in Albert Road are served (9256 and 27913) but two stops on Newland Street are being served. There is no change to the routeing ex North Woolwich, Pier Road. **This diversion will end on 20th December 2014.**

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:

Crossrail diversions will end by 20th December 2014. It should be noted that Route No. 473 is subject to Crossrail diversions for approximately 9 months from the commencement of the new route agreement.

Two options are specified which would be subject to road works in the area and any changes arising from roadworks would be the subject of separate discussions:

Option 1:

- No changes are proposed to frequencies and the current permanent structure. **Please see Section 5 for a full list of streets traversed and standing arrangements.**

Proposed Changes (continued):

Option 2:

- Route No. 473 is re-structured to operate between Gallions Reach, Shopping Park and Stratford Bus Station. Route No. 473 will operate from Gallions Reach Access Road, Armada Way, Atlantis Avenue, Gallions Roundabout and Woolwich Manor Way to Albert Way to re-join line of routeing. The section of Pier Road is withdrawn. **Please see Section 5 for a full list of streets traversed and standing arrangements. This re-routeing is subject to a satisfactory route test.**
- Departures ex Gallions Reach, Shopping Park are back projected from North Woolwich (Albert Way at junction with Pier Road).

Options 1 & 2:

- **Tenderers should note that it is anticipated that the current DfT BSOG claims process will be discontinued for London contracts from 5th October 2013. Tender prices should therefore reflect this, however please continue to separately identify the fuel cost should the current BSOG process continue to apply after that date.**

- The Boxing Day service should match the Sunday service.
- **Tenderers must identify the cost of the Boxing Day element of this service separately.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1

North Woolwich, Free Ferry to Stratford Bus Station			Stratford Bus Station to North Woolwich, Free Ferry		
First departure no later than 0430.			First departure no later than 0505.		
0425 - 0515	Every 15 minutes		0500 - 0605	Every 15 minutes	
0516 - 0600	Every 12 minutes		0606 - 0650	Every 12 minutes	
0601 - 1900	Every 10 minutes		0651 - 1950	Every 10 minutes	
1901 - 2000	Every 12 minutes		1951 - 2030	Every 12 minutes	
2001 - 0020	Every 15 minutes		2031 - 0120	Every 15 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0115.		
Pinchpoints					
Plaistow, Greengate	0700 - 0900	10 minutes	Prince Regent Station	0710 - 0910	10 minutes
	1500 - 1640	10 minutes		1505 - 1635	10 minutes

OPTION 2

Gallions Reach, Shopping Park to Stratford Bus Station			Stratford Bus Station to Gallions Reach, Shopping Park		
First departure no later than 0425.			First departure no later than 0505.		
0420 - 0510	Every 15 minutes		0500 - 0605	Every 15 minutes	
0511 - 0555	Every 12 minutes		0606 - 0650	Every 12 minutes	
0556 - 1855	Every 10 minutes		0651 - 1950	Every 10 minutes	
1856 - 1955	Every 12 minutes		1951 - 2030	Every 12 minutes	
1956 - 0015	Every 15 minutes		2031 - 0120	Every 15 minutes	
Last departure no earlier than 0010.			Last departure no earlier than 0115.		
Pinchpoints					
Plaistow, Greengate	0700 - 0900	10 minutes	Prince Regent Station	0710 - 0910	10 minutes
	1500 - 1640	10 minutes		1505 - 1635	10 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1

North Woolwich, Free Ferry to Stratford Bus Station			Stratford Bus Station to North Woolwich, Free Ferry		
First departure no later than 0430.			First departure no later than 0505.		
0425 - 0715	Every 15 minutes		0500 - 0735	Every 15 minutes	
0716 - 0750	Every 12 minutes		0736 - 0810	Every 12 minutes	
0751 - 1900	Every 10 minutes		0811 - 1910	Every 10 minutes	
1901 - 1930	Every 12 minutes		1911 - 2000	Every 12 minutes	
1931 - 0020	Every 15 minutes		2001 - 0120	Every 15 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0115.		
Pinchpoints					
Plaistow, Greengate	0930 - 1100	10 minutes	Prince Regent Station	0930 - 1100	10 minutes

OPTION 2

Gallions Reach, Shopping Park to Stratford Bus Station			Stratford Bus Station to Gallions Reach, Shopping Park		
First departure no later than 0425.			First departure no later than 0505.		
0420 - 0710	Every 15 minutes		0500 - 0735	Every 15 minutes	
0711 - 0745	Every 12 minutes		0736 - 0810	Every 12 minutes	
0746 - 1855	Every 10 minutes		0811 - 1910	Every 10 minutes	
1856 - 1925	Every 12 minutes		1911 - 2000	Every 12 minutes	
1926 - 0015	Every 15 minutes		2001 - 0120	Every 15 minutes	
Last departure no earlier than 0010.			Last departure no earlier than 0115.		
Pinchpoints					
Plaistow, Greengate	0930 - 1100	10 minutes	Prince Regent Station	0930 - 1100	10 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1

North Woolwich, Free Ferry to Stratford Bus Station		Stratford Bus Station to North Woolwich, Free Ferry			
First departure no later than 0540.		First departure no later than 0610.			
0535 - 0815	Every 20 minutes	0605 - 0910	Every 20 minutes		
1816 - 0020	Every 15 minutes	0911 - 0120	Every 15 minutes		
Last departure no earlier than 0015.		Last departure no earlier than 0115.			
Pinchpoints					
Plaistow, Greengate	1035 - 1135	15 minutes	Prince Regent Station	1030 - 1130	15 minutes

OPTION 2

Gallions Reach, Shopping Park to Stratford Bus Station		Stratford Bus Station to Gallions Reach, Shopping Park			
First departure no later than 0535.		First departure no later than 0610.			
0530 - 0810	Every 20 minutes	0605 - 0910	Every 20 minutes		
0811 - 0015	Every 15 minutes	0911 - 0120	Every 15 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0115.			
Pinchpoints					
Plaistow, Greengate	1035 - 1135	15 minutes	Prince Regent Station	1030 - 1130	15 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 473 should interwork with Route No. 262 between Plaistow, Greengate and Stratford Bus Station during all periods, where possible.
- 4.2) Route No. 473 should interwork with Route No. 474 between Gallions Roundabout and London City Airport during all evenings and Sundays and be best separated during other periods, where possible.
- 4.3) Route No. 473 can suffer from unpredictable traffic delays in the Plaistow and Stratford areas.
- 4.4) Delays can occur in North Woolwich caused by vehicles embarking and disembarking from the Woolwich ferry.
- 4.5) Home matches at West Ham United football club can lead to traffic delays in the surrounding areas.
- 4.6) 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 services expected to commence in 2018. The construction impacts of Crossrail could affect Route No. 473 and it is anticipated that some passenger demand for Route No. 473 may shift to this line when it opens. Route No. 473 will be reviewed closer to the opening date.

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 473: North Woolwich, Free Ferry - Stratford, Bus Station

Date of Structural Change: 29 March 2014.

Date of Service Change: 29 March 2014.

Reason for Issue: New Tender .

STREETS TRAVERSED

Towards Stratford, Bus Station: Bus Turning Area, Pier Road, Albert Road, Connaught Road, Hartmann Road, City Airport Access Road, Hartmann Road, Connaught Road, Airport Roundabout, Connaught Bridge, Victoria Dock Road, Prince Regent Lane, Greengate Street, Plaistow Broadway, Plaistow High Street, Plaistow Road, New Plaistow Road, West Ham Lane, Tramway Avenue, Stratford Broadway, Great Eastern Road, Station Street, Stratford Bus Station.

Towards North Woolwich, Free Ferry: Stratford Bus Station, Great Eastern Road, Stratford Broadway, West Ham Lane, New Plaistow Road, Plaistow Road, Plaistow High Street, Plaistow Broadway, Greengate Street, Prince Regent Lane, Prince Regent Bus Station, Victoria Dock Road, Connaught Bridge, Airport Roundabout, Connaught Road, Hartmann Road, City Airport Access Road, Hartmann Road, Connaught Road, Albert Road, Pier Road.

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 WOOLWICH, FREE FERRY

Public stand for two buses on south side of Pier Road commencing 200 metres west of Albert Road and extending 20 metres east.

Buses proceed from Pier Road direct to stand, departing via Pier Road to Bus Turning Area. Set down in Pier Road, at Stop Z (BP726 - North Woolwich Ferry #, Last Stop on LOR: BP726 - North Woolwich Ferry #) and pick up in Bus Turning Area, at Stop A (FC27 - North Woolwich Ferry #, First Stop on LOR: FC27 - North Woolwich Ferry #).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 473 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 Woolwich.
OTHER INFORMATION:	No toilet facilities available.

LONDON CITY AIRPORT (from STRATFORD, BUS STATION)

Private stand for two buses in layby on south side of of airport bus station at stop Z, commencing 7 metres east of lamp standard 58 extending 26 metres west.

Buses proceed from Hartmann Road direct to stand, departing via Hartmann Road to City Airport Access Road. Set down in Hartmann Road, at Stop Z (BP2678 - London City Airport, Last Stop on LOR: BP2026 - Connaught Bridge) and pick up in City Airport Access Road, at Stop J (BP558 - London City Airport, First Stop on LOR: BP558 - London City Airport).

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:	London City Airport.

PRINCE REGENT D L R STATION (from STRATFORD, BUS STATION)

Stand for four buses in two portions:

1. Private stand for two buses on north side of bus station at eastern end.
2. Public stand for two buses in layby on south side of Connaught Road commencing 10 metres west of lamp standard 26G108 and extending 20 metres east.

Buses proceed from Prince Regent Bus Station direct to stand, departing via Prince Regent Bus Station to Victoria Dock Road. Set down in Prince Regent Bus Station, at Stop R (BP859 - Prince Regent Bus Station [dlr], Last Stop on LOR: BP859 - Prince Regent Bus Station [dlr]) and pick up in Victoria Dock Road, at Stop T (BP861 - Prince Regent Bus Station [dlr], First Stop on LOR: BP861 - Prince Regent Bus Station [dlr]).

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

PLAISTOW, GREENGATE STREET (from North Woolwich, Free Ferry)

Buses proceed from Prince Regent Lane via Barking Road, Balaam Street and Plaistow Broadway departing to Greengate Street. Set down in Prince Regent Lane, at stop GT (8107 - Wigston Road, Last Stop on LOR: 8107 - Wigston Road) and pick up in Greengate Street, at stop GP (8100 - Perth Road, First Stop on LOR: 8100 - Perth Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Plaistow, Greengate Street.

PLAISTOW, BULL ROAD (from North Woolwich, Free Ferry)

Buses proceed from Plaistow Road via Bull Road, Willis Road and Holbrook Road departing to Plaistow Road. Set down in Plaistow Road, at Stop K (8037 - Corporation Street, Last Stop on LOR: 8037 - Corporation Street) and pick up in Plaistow Road, at Stop J (8036 - Caistor Park Road, First Stop on LOR: 8036 - Caistor Park Road).

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

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 Station Street, at Alighting Point AP1 (BP5307 - 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:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 473 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.
OTHER INFORMATION:	Council toilet facilities available 24 hours a day.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 473: Gallions Reach, Shopping Park - Stratford, Bus Station

Date of Structural Change: 30 March 2014.

Date of Service Change: 30 March 2014.

Reason for Issue: New Tender and route extended from North Woolwich to Gallions Reach, Shopping Park.

STREETS TRAVERSED

Towards Stratford, Bus Station: Gallions Reach Access Road, Armada Way, Atlantis Avenue, Gallions Roundabout, Woolwich Manor Way, Albert Road, Connaught Road, Hartmann Road, City Airport Access Road, Hartmann Road, Connaught Road, Airport Roundabout, Connaught Bridge, Victoria Dock Road, Prince Regent Lane, Greengate Street, Plaistow Broadway, Plaistow High Street, Plaistow Road, New Plaistow Road, West Ham Lane, Tramway Avenue, Stratford Broadway, Great Eastern Road, Station Street, Stratford Bus Station.

Towards Gallions Reach, Shopping Park: Stratford Bus Station, Great Eastern Road, Stratford Broadway, West Ham Lane, New Plaistow Road, Plaistow Road, Plaistow High Street, Plaistow Broadway, Greengate Street, Prince Regent Lane, Prince Regent Bus Station, Victoria Dock Road, Connaught Bridge, Airport Roundabout, Connaught Road, Hartmann Road, City Airport Access Road, Hartmann Road, Connaught Road, Albert Road, Woolwich Manor Way, Gallions Roundabout, Atlantis Avenue, Armada Way, Gallions Reach Access Road.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

GALLIONS REACH SHOPPING PARK

Public stand for three buses on west side of Gallions Reach Access Road to Shopping Park commencing one metre from turning circle extending 38 metres south.

Buses proceed from Gallions Reach Access Road direct to stand, departing via Gallions Reach Access Road and Bus Turning Circle to Gallions Reach Access Road. Set down in Gallions Reach Access Road, At Stop P (BP4624 - Gallions Reach Shopping Park, Last Stop on LOR: 9535 - Roebourne Way) and pick up in Gallions Reach Access Road, at Stop R (BP4623 - Gallions Reach Shopping Park, First Stop on LOR: 9534 - Pier Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 473 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:	Gallions Reach, Shopping Park.

LONDON CITY AIRPORT (from STRATFORD, BUS STATION)

Private stand for two buses in layby on south side of of airport bus station at stop Z, commencing 7 metres east of lamp standard 58 extending 26 metres west.

Buses proceed from Hartmann Road direct to stand, departing via Hartmann Road to City Airport Access Road. Set down in Hartmann Road, at Stop Z (BP2678 - London City Airport, Last Stop on LOR: BP2026 - Connaught Bridge) and pick up in City Airport Access Road, at Stop J (BP558 - London City Airport, First Stop on LOR: BP558 - London City Airport).

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:	London City Airport.

PRINCE REGENT D L R STATION (from STRATFORD, BUS STATION)

Stand for four buses in two portions:

1. Private stand for two buses on north side of bus station at eastern end.
2. Public stand for two buses in layby on south side of Connaught Road commencing 10 metres west of lamp standard 26G108 and extending 20 metres east.

Buses proceed from Prince Regent Bus Station direct to stand, departing via Prince Regent Bus Station to Victoria Dock Road. Set down in Prince Regent Bus Station, at Stop R (BP859 - Prince Regent Bus Station [dlr], Last Stop on LOR: BP859 - Prince Regent Bus Station [dlr]) and pick up in Victoria Dock Road, at Stop T (BP861 - Prince Regent Bus Station [dlr], First Stop on LOR: BP861 - Prince Regent Bus Station [dlr]).

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

PLAISTOW, GREENGATE STREET (from Gallions Reach, Shopping Park)

Buses proceed from Prince Regent Lane via Barking Road, Balaam Street and Plaistow Broadway departing to Greengate Street. Set down in Prince Regent Lane, at stop GT (8107 - Wigston Road, Last Stop on LOR: 8107 - Wigston Road) and pick up in Greengate Street, at stop GP (8100 - Perth Road, First Stop on LOR: 8100 - Perth Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Plaistow, Greengate Street.

PLAISTOW, BULL ROAD (from Gallions Reach, Shopping Park)

Buses proceed from Plaistow Road via Bull Road, Willis Road and Holbrook Road departing to Plaistow Road. Set down in Plaistow Road, at Stop K (8037 - Corporation Street, Last Stop on LOR: 8037 - Corporation Street) and pick up in Plaistow Road, at Stop J (8036 - Caistor Park Road, First Stop on LOR: 8036 - Caistor Park Road).

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

STRATFORD BUS STATION

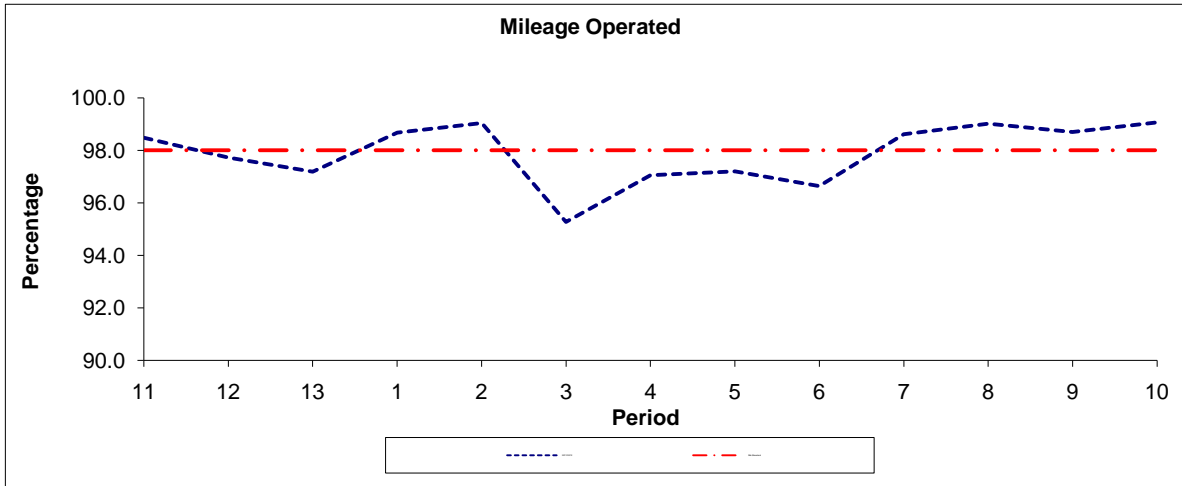
Private stand for up to 14 buses facing north in Stratford Bus Station on west side of Great Eastern Road.

Buses proceed from Stratford Bus Station via Stratford Bus Station to stand, departing via Stratford Bus Station to Stratford Bus Station. Set down in Station Street, at Alighting Point AP1 (BP5307 - 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]).

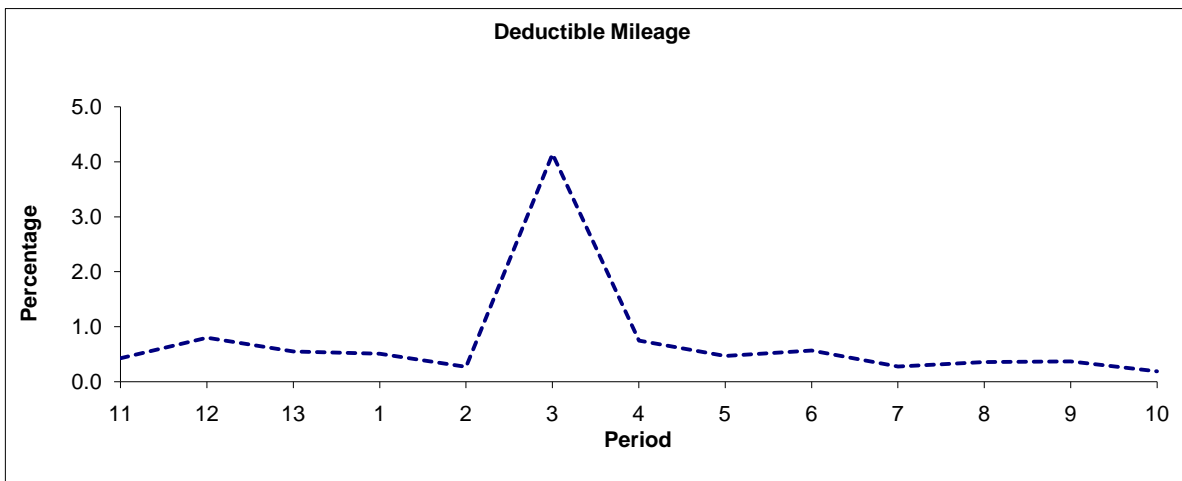
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 473 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Stratford.
OTHER INFORMATION:	Council toilet facilities available 24 hours a day.

PART B - PERFORMANCE STATISTICS

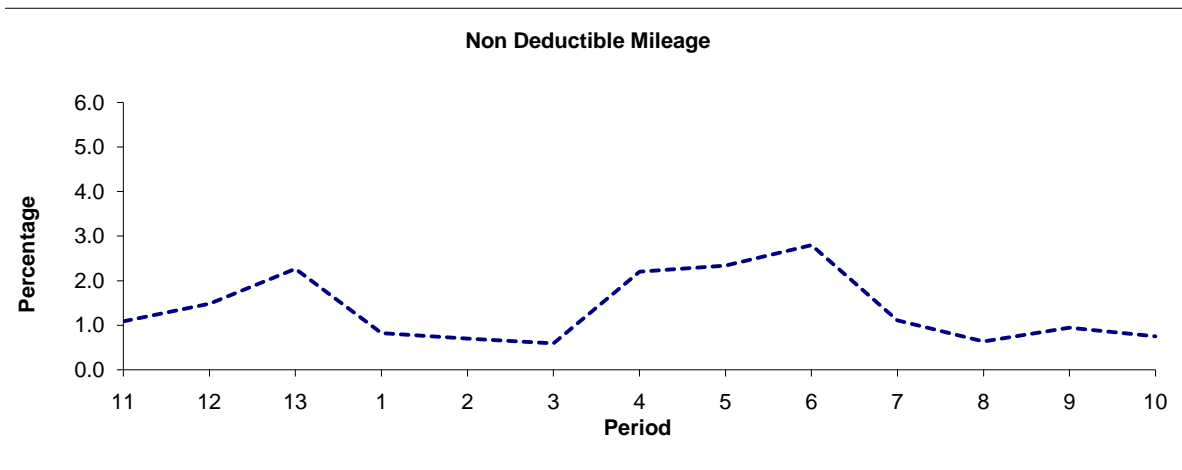
Route 473



Period	11	12	13	1	2	3	4	5	6	7	8	9	10
2011/2012	98.48	97.72	97.18	98.67	99.03	95.27	97.05	97.19	96.63	98.61	99.01	98.69	99.06
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	11	12	13	1	2	3	4	5	6	7	8	9	10
2011/2012	0.43	0.80	0.55	0.51	0.27	4.14	0.75	0.47	0.57	0.28	0.36	0.37	0.19

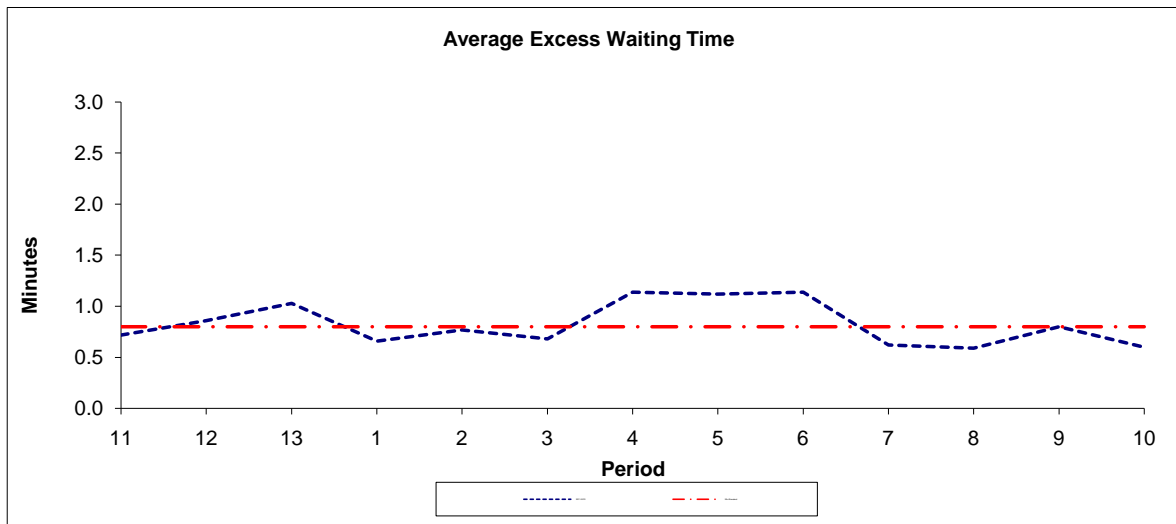


Period	11	12	13	1	2	3	4	5	6	7	8	9	10
2011/2012	1.09	1.48	2.27	0.82	0.70	0.59	2.20	2.34	2.80	1.11	0.63	0.94	0.75

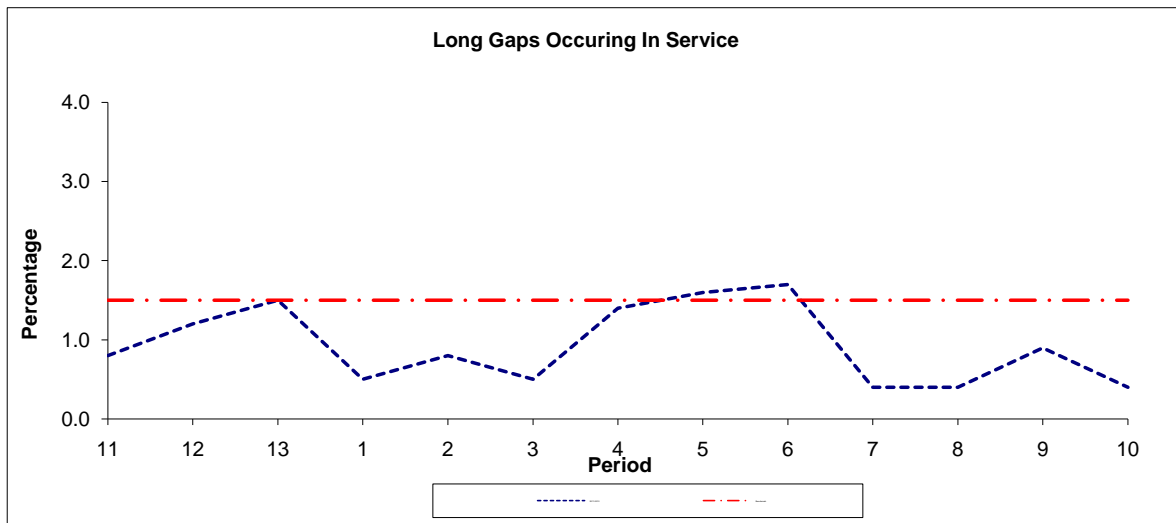
Note : Mileage is based on 4 weeks data
 Performance affected by industrial action in p3 2012/13.

PART B - PERFORMANCE STATISTICS

Route 473



Period	11	12	13	1	2	3	4	5	6	7	8	9	10
2011-2012	0.72	0.86	1.03	0.66	0.77	0.68	1.14	1.12	1.14	0.62	0.59	0.80	0.60
Min Standard	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80



Period	11	12	13	1	2	3	4	5	6	7	8	9	10
2011-2012	0.8	1.2	1.5	0.5	0.8	0.5	1.4	1.6	1.7	0.4	0.4	0.9	0.4
Benchmark	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5

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

ROUTE 473 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 4 2011/12 TO QUARTER 3 2012/13 (07/01/12 - 04/01/13)

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (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)
0500 - 0700	25,925.	99.6	6.24	0.41	6.65	80.8	18.8	0.4	0.0	0.0	35
0700 - 1000	51,720.	98.2	4.94	0.63	5.57	87.3	12.1	0.5	0.1	0.6	58
1000 - 1300	51,234.	98.7	4.94	0.57	5.51	87.7	11.9	0.3	0.0	0.4	48
1300 - 1600	51,923.	97.7	4.90	0.81	5.71	85.4	13.9	0.7	0.1	0.8	65
1600 - 1900	50,655.	97.4	4.94	1.26	6.20	81.6	16.6	1.5	0.4	1.9	67
1900 - 2200	40,933.	98.3	6.04	0.90	6.94	74.0	24.1	1.6	0.3	1.1	78
2200 - 2400	23,042.	99.4	7.32	0.64	7.96	66.4	31.4	1.9	0.3	0.3	49
Summary	295,432.	98.3	5.20	0.83	6.03	83.0	15.9	0.9	0.2	1.0	78

SATURDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (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)
0500 - 0700	4,728.	98.6	7.39	0.28	7.67	67.8	31.4	0.8	0.0	0.0	36
0700 - 1000	10,194.	99.2	5.45	0.40	5.85	85.6	14.3	0.1	0.0	0.1	33
1000 - 1300	11,301.	98.4	4.92	0.59	5.51	87.5	11.8	0.5	0.1	0.7	48
1300 - 1600	11,232.	95.8	4.93	1.28	6.21	81.4	16.6	1.7	0.2	2.0	49
1600 - 1900	11,326.	95.2	4.92	1.41	6.33	80.7	17.0	1.8	0.5	2.4	66
1900 - 2200	8,307.	98.6	6.51	1.10	7.60	68.4	28.3	2.9	0.4	1.3	57
2200 - 2400	5,178.	99.0	7.30	0.63	7.93	66.3	31.9	1.6	0.2	0.2	58
Summary	62,266.	97.6	5.35	0.96	6.31	80.6	17.8	1.4	0.2	1.3	66

SUNDAY AND BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (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)
0500 - 0700	2,214.	98.1	9.72	0.17	9.89	67.2	28.6	3.6	0.6	3.1	46
0700 - 1000	7,556.	99.4	8.38	0.42	8.80	62.2	34.6	2.9	0.3	0.1	54
1000 - 1300	9,107.	98.5	7.07	0.42	7.49	68.9	29.9	1.1	0.1	0.1	40
1300 - 1600	8,956.	98.0	7.05	0.84	7.88	67.1	30.0	2.4	0.5	0.7	49
1600 - 1900	8,951.	99.7	7.09	0.76	7.85	67.2	30.1	2.2	0.5	0.6	50
1900 - 2200	8,888.	98.7	7.22	0.89	8.11	65.7	31.2	2.9	0.3	0.4	49
2200 - 2400	5,611.	99.4	7.33	0.48	7.82	66.8	31.9	1.2	0.1	0.1	79
Summary	51,283.	98.9	7.27	0.66	7.94	66.8	30.7	2.2	0.3	0.5	79

ALL DAYS

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (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)
0500 - 0700	32,867.	99.4	6.57	0.37	6.94	78.5	20.9	0.6	0.0	0.2	46
0700 - 1000	69,470.	98.5	5.16	0.60	5.76	85.9	13.5	0.6	0.1	0.5	58
1000 - 1300	71,642.	98.6	5.19	0.56	5.75	85.4	14.1	0.4	0.1	0.4	48
1300 - 1600	72,111.	97.5	5.13	0.89	6.02	82.8	16.0	1.0	0.2	1.0	65
1600 - 1900	70,932.	97.3	5.15	1.22	6.38	80.1	18.0	1.6	0.4	1.8	67
1900 - 2200	58,128.	98.4	6.24	0.93	7.16	72.3	25.5	1.9	0.3	1.0	78
2200 - 2400	33,831.	99.4	7.32	0.61	7.94	66.5	31.5	1.8	0.2	0.3	79
Summary	408,981.	98.3	5.42	0.83	6.26	81.1	17.6	1.1	0.2	1.0	79

Transport for London - QSI Points and Mileage

Route **473 (Option 1 to North Woolwich Free Ferry)**

Service change 23639

Date 19 December 2009

QSI Points are highlighted in blue.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
NWOOFF S	NWOOFF S	NORTH WOOLWICH, FREE FERRY		
NWOOFF	FC27	North Woolwich Ferry	0	0.00
	9534	Dockland Street	505	0.31
	9532	Fernhill Street	224	0.14
	27915	Kennard Street	253	0.16
	9527	Tate Road	150	0.09
	12222	Saville Road	287	0.18
	BP747	Constance Street	227	0.14
LONDCA	BP558	London City Airport	944	0.59
	BP2027	Connaught Bridge	777	0.48
PREGSN	BP861	Prince Regent Bus Station	992	0.62
	8123	Victoria Dock Road	148	0.09
	35038	Tree Road	258	0.16
PRLNNW	BP4485	Newham Way	375	0.23
	8113	Bennett Road	424	0.26
	8109	Newham University Hospital	366	0.23
	8107	Wigston Road	125	0.08
PLASGG	8105	Barking Road	312	0.19
	8101	Gad Close	150	0.09
	35716	Balaam Street	383	0.24
	8096	Kennedy Close	139	0.09
PLASSN	8041	Plaistow Station	290	0.18
	8037	Corporation Street	266	0.17
	8035	Plaistow Grove	271	0.17
	8029	Church Street	427	0.27
	8027	Paul Street	250	0.16
	8023	Stratford Broadway	339	0.21
STFDBS	BP943	Stratford Bus Station	595	0.37
STFDBS S	STFDBS S	STRATFORD BUS STATION	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			9477	5.89
			metres	miles

TRANCHE 440

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
STFDBS S	STFDBS S	STRATFORD BUS STATION		
STFDBS	BP975	Stratford Bus Station	0	0.00
	36929	Stratford Centre	335	0.21
	8026	Barnby Street	965	0.60
	29508	Church Street	273	0.17
	8034	Plaistow Grove	321	0.20
	8036	Caistor Park Road	203	0.13
PLASSN	26188	Plaistow Station	270	0.17
	8042	Victoria Road	210	0.13
	8097	Kennedy Close	167	0.10
	8098	Balaam Street	149	0.09
	8100	Perth Road	256	0.16
PLASGG	8102	Barking Road	264	0.16
	8104	Beaumont Road	180	0.11
	8108	Newham University Hospital	262	0.16
	8110	Bennett Road	339	0.21
	BP5263	Newham Leisure Centre	122	0.08
PRLNNW	8116	Newham Way	238	0.15
	8118	Mortlake Road	209	0.13
	35039	Tree Road	171	0.11
	8122	Victoria Dock Road	340	0.21
PREGSN	BP859	Prince Regent Bus Station	151	0.09
	BP2026	Connaught Bridge	1019	0.63
LONDCA	BP559	London City Airport	949	0.59
	BP727	Constance Street	800	0.50
	9525	Saville Road	288	0.18
	9526	Lord Street	145	0.09
	27913	Kennard Street	186	0.12
	9531	Fernhill Street	207	0.13
	9533	Dockland Street	245	0.15
	9535	Roebourne Way	206	0.13
NWOOFF	BP726	North Woolwich Ferry	284	0.18
NWOOFF S	NWOOFF S	NORTH WOOLWICH, FREE FERRY	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			9754	6.06
			metres	miles

Transport for London - QSI Points and Mileage

Route **473 (Option 2 to Gallions Reach Shopping Park)**

Service change 23639

Date 19 December 2009

QSI Points are highlighted in blue or aqua.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
GALRSP	BP4623	Gallions Reach Shopping Park		
	BP5371	Beckton Dlr Depot	692	0.43
	BP5355	Armada Point	579	0.36
	BP3557	Gallions Reach Station	316	0.20
	9293	Bascule Bridge	494	0.31
	BP179	Bargehouse Road	372	0.23
	9292	Royal Victoria Gardens	166	0.10
NWOLPS	9299	North Woolwich Police Station	259	0.16
	9534	Dockland Street	138	0.09
	9532	Fernhill Street	224	0.14
	27915	Kennard Street	253	0.16
	9527	Tate Road	150	0.09
	12222	Saville Road	287	0.18
	BP747	Constance Street	227	0.14
LONDCA	BP558	London City Airport	944	0.59
	BP2027	Connaught Bridge	777	0.48
PREGSN	BP861	Prince Regent Bus Station	992	0.62
	8123	Victoria Dock Road	148	0.09
	35038	Tree Road	258	0.16
PRLNNW	BP4485	Newham Way	375	0.23
	8113	Bennett Road	424	0.26
	8109	Newham University Hospital	366	0.23
	8107	Wigston Road	125	0.08
PLASGG	8105	Barking Road	312	0.19
	8101	Gad Close	150	0.09
	35716	Balaam Street	383	0.24
	8096	Kennedy Close	139	0.09
PLASSN	8041	Plaistow Station	290	0.18
	8037	Corporation Street	266	0.17
	8035	Plaistow Grove	271	0.17
	8029	Church Street	427	0.27
	8027	Paul Street	250	0.16
	8023	Stratford Broadway	339	0.21
STFDBS	BP943	Stratford Bus Station	595	0.37
STFDBS S	STFDBS S	STRATFORD BUS STATION	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			11988	7.45
			metres	miles

The mileages in the black box are for the new section of routeing:

Mileages in red font are planning estimates & not ibus calculations.

Mileages in purple font have been extracted from Route No. 101

Mileages in dark blue have been extracted from Route No. 474

FINAL MILEAGE TO BE CONFIRMED

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
STFDBS S	STFDBS S	STRATFORD BUS STATION		
STFDBS	BP975	Stratford Bus Station	0	0.00
	36929	Stratford Centre	335	0.21
	8026	Barnby Street	965	0.60
	29508	Church Street	273	0.17
	8034	Plaistow Grove	321	0.20
	8036	Caistor Park Road	203	0.13
PLASSN	26188	Plaistow Station	270	0.17
	8042	Victoria Road	210	0.13
	8097	Kennedy Close	167	0.10
	8098	Balaam Street	149	0.09
	8100	Perth Road	256	0.16
PLASGG	8102	Barking Road	264	0.16
	8104	Beaumont Road	180	0.11
	8108	Newham University Hospital	262	0.16
	8110	Bennett Road	339	0.21
	BP5263	Newham Leisure Centre	122	0.08
PRLNNW	8116	Newham Way	238	0.15
	8118	Mortlake Road	209	0.13
	35039	Tree Road	171	0.11
	8122	Victoria Dock Road	340	0.21
PREGSN	BP859	Prince Regent Bus Station	151	0.09
	BP2026	Connaught Bridge	1019	0.63
LONDCA	BP559	London City Airport	949	0.59
	BP727	Constance Street	800	0.50
	9525	Saville Road	288	0.18
	9526	Lord Street	145	0.09
	27913	Kennard Street	186	0.12
	9531	Fernhill Street	207	0.13
	9533	Dockland Street	245	0.15
	9535	Roebourne Way	206	0.13
NWOLPS	9291	North Woolwich Police Station	100	0.06
	9300	Royal Victoria Gardens	254	0.16
	BP3511	Bargehouse Road	201	0.12
	9302	Bascule Bridge	334	0.21
	BP5108	Gallions Reach Station	1013	0.63
	BP5354	Armada Point	263	0.16
	BP5372	Beckton Dlr Depot	613	0.38
GALRSP	BP4624	Gallions Reach Shopping Park	545	0.34
TOTAL ROUTE MILEAGE - BACK DIRECTION			12793	7.95
			metres	miles

The mileages in the black box are for the new section of routing:
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Mileages in purple font have been extracted from Route No. 101.
Mileages in dark blue have been extracted from Route No. 474
FINAL MILEAGE TO BE CONFIRMED