7. Service Specification

Route: 488 QC47101

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 | Bromley-By-Bow, Tesco to Dalston Junction |
|---------------------------------|--|
| Contract Basis | Incentivised |
| Commencement Date | 28 th February 2015 |
| Vehicle Type | 60 capacity, dual door, single deck buses |
| Current Maximum Approved | 10.2 metres long and 2.44 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 1.00 |
| Route No. 488 | minutes |
| Extension Threshold - Route No. | Average Excess Wait Time Threshold - 0.85 |
| 488 | minutes |
| Minimum Operated Mileage | No less than 98.00% |
| Standard - Route No. 488 | |

The Date of Tender for this ITT is: No later than 12 Noon on Tuesday 22nd April 2014

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. 488.

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:

 60 capacity, dual door, single deck buses are specified, subject to a satisfactory route test.

Tenderers should note that if they are supplying an alternative price based on using existing vehicles, these must be refurbished in line with the revised specification dated 1st March 2014. This applies to all contracts awarded from Tranche 471 onwards.

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.

All tender prices should be based on the gross fuel cost exclusive of BSOG payments which will not be claimable from DfT after 1st October 2013.

It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract. Tenderers are required to identify and submit the level of saving that would be achieved when the scheme is introduced.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| Bromley-By-Bow, 7 | Tesco to Dalsto | n Junction | Dalston Junct | ion, Bus Statio | n to | | | |
|----------------------|------------------|------------|--------------------------------------|-----------------|------------|--|--|--|
| | | | Bromley-By-Bow, Tesco | | | | | |
| First departure no l | ater than 0450 | | First departur | e no later than | 0430. | | | |
| 0445 - 0635 | Every 15 min | utes | 0425 - 0630 | Every 15 min | utes | | | |
| 0636 - 1855 | Every 12 min | utes | 0631 - 1830 | Every 12 min | utes | | | |
| 1856 - 1955 | Every 15 min | utes | 1831 - 1915 | Every 15 min | utes | | | |
| 1956 - 0040 | Every 20 min | utes | 1916 - 0040 Every 20 minutes | | | | | |
| Last departure no | earlier than 003 | 35. | Last departure no earlier than 0035. | | | | | |
| Pinchpoints | | | | | | | | |
| Clapton, | 0700 - 0900 | 12 minutes | Old Ford, | 0705 - 0905 | 12 minutes | | | |
| Kenninghall | 1505 - 1630 | 12 minutes | Parnell | 1500 - 1625 | 12 minutes | | | |
| Road/Thistlewaite | | | Road | | | | | |
| Road | | | | | | | | |

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| Bromley-By-Bow, 7 | Tesco to Dalsto | n Junction | Dalston Junction, Bus Station to Bromley-By-Bow, Tesco | | | | |
|----------------------|------------------|------------|--|------------------|------------|--|--|
| First departure no l | ater than 0450 | | First departure | no later than | 0430. | | |
| 0445 - 0630 | Every 20 min | utes | 0425 - 0610 | Every 20 min | utes | | |
| 0631 - 0815 | Every 15 min | utes | 0611 - 0710 | Every 15 min | utes | | |
| 0816 - 1815 | Every 12 min | utes | 0711 - 1815 | Every 12 min | utes | | |
| 1816 - 1915 | Every 15 min | utes | 1816 - 1915 | Every 15 minutes | | | |
| 1916 - 0040 | Every 20 min | utes | 1916 - 0040 | Every 20 min | utes | | |
| Last departure no | earlier than 003 | 35. | Last departure no earlier than 0035. | | | | |
| Pinchpoints | | | | | | | |
| Clapton, | 0930 - 1105 | 12 minutes | Old Ford, | 0925 - 1105 | 12 minutes | | |
| Kenninghall | | | Parnell Road | | | | |
| Road/Thistlewaite | | | | | | | |
| Road | | | | | | | |

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

| Bromley-By-Bow, 7 | Tesco to Dalsto | n Junction | Dalston Junction, Bus Station to | | | | | |
|----------------------|------------------|------------|--------------------------------------|--------------|------------|--|--|--|
| | | | Bromley-By-Bow, Tesco | | | | | |
| First departure no l | ater than 0550 | | First departure no later than 0535. | | | | | |
| 0545 - 0850 | Every 20 mini | utes | 0530 - 0815 | Every 20 min | utes | | | |
| 0851 - 1835 | Every 15 mini | utes | 0816 - 1835 | Every 15 min | utes | | | |
| 1836 - 0040 | Every 20 mini | utes | 1836 - 0040 | Every 20 min | utes | | | |
| Last departure no | earlier than 003 | 35. | Last departure no earlier than 0035. | | | | | |
| Pinchpoints | | | | | | | | |
| Clapton, | 1015 - 1130 | 15 minutes | Old Ford, | 1015 - 1130 | 15 minutes | | | |
| Kenninghall | | | Parnell Road | | | | | |
| Road/Thistlewaite | | | | | | | | |
| Road | | | | | | | | |

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 488 should interwork with Route No. 276 between Bow Church and Old Ford, Parnell Road during Saturdays Sundays and all evenings.
- 4.2) Route No. 488 can suffer from unpredictable traffic delays in the Hackney area.
- 4.3) A school will be re-locating next year from Bow to Twelve trees Crescent. As well as the relocated students, the school will expand student numbers incrementally every year which will affect demand on the route.
- 4.3) 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. 488 and it is anticipated that some passenger demand for Route No. 488 may shift to this line when it opens. Route No. 488 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 488: Bromley-by-Bow Tesco - Dalston Junction Bus Station

Date of Structural Change: 28 February 2015. **Date of Service Change:** 28 February 2015.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Dalston Junction Bus Station: Hancock Road, Blackwall Tunnel Northern Approach, Twelvetrees Crescent, Devas Street, Blackwall Tunnel Northern Approach, St Leonard's Street, Bromley High Street, Blackwall Tunnel Northern Approach, Bow Interchange, Bow Road, Fairfield Road, Tredegar Road, Parnell Road, Jodrell Road, Wick Lane, Monier Road, Wansbeck Road, Rothbury Road, Chapman Road, Wick Road, Kenworthy Road, Homerton High Street, Brooksby's Walk, Homerton Grove, Wardle Street, Homerton High Street, Urswick Road, Lower Clapton Road, Kenninghall Road Roundabout, Kenninghall Road, Rendlesham Road, Downs Road, Rectory Road, Shacklewell Lane, Kingsland High Street, Kingsland Road.

Towards Bromley-by-bow Tesco: Dalston Junction Bus Station, Kingsland Road, Kingsland High Street, Shacklewell Lane, Rectory Road, Downs Road, Rendlesham Road, Kenninghall Road, Kenninghall Road Roundabout, Lower Clapton Road, Urswick Road, Homerton High Street, Fenn Street, Homerton Row, Homerton Grove, Wardle Street, Homerton High Street, Kenworthy Road, Wick Road, Chapman Road, Rothbury Road, Wansbeck Road, Monier Road, Wick Lane, Jodrell Road, Parnell Road, Tredegar Road, Fairfield Road, Bow Road, Bow Interchange, Blackwall Tunnel Northern Approach, Hancock 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.

BROMLEY-BY-BOW, TESCO

Public stand for two buses on east side of Hancock Road commencing 55 metres north of the junction with Three Mill Lane, outside No.5 (Print Works).

Buses proceed from Hancock Road direct to stand, departing to Hancock Road. Set down in Hancock Road, at Stop X (BP5504 - Hancock Road, Last Stop on LOR: BP5504 - Hancock Road) and pick up in Hancock Road, at stop V (36763 - Hancock Road, First Stop on LOR: 36763 - Hancock Road).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 488 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: Bromley-By-Bow Tesco.

OTHER INFORMATION: Passengers travelling past Tesco as far as

Bromley-by-Bow station can remain on the bus while it

stands.

BOW CHURCH (from DALSTON JUNCTION BUS STATION)

Buses proceed from Bow Road via Bow Interchange departing to Bow Road. Set down in Bow Road, at Stop M (348 - Bow Flyover, Last Stop on LOR: 348 - Bow Flyover) and pick up in Bow Road, at Stop J (2062 - Bow Church, First Stop on LOR: 2062 - Bow Church).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: Turning Point Only - Buses must not stand

BLIND DISPLAY: Bow Church.

HACKNEY WICK, EASTWAY

Private stand for 5 buses standing abreast in marked bays in Bus Parking Area on west side of Eastway north of junction with Buxhall Crescent.

From Bromley-by-bow Tesco.

Buses proceed from Chapman Road via Eastway to stand, departing via Eastway and Wick Road to Chapman Road. Set down in Chapman Road, at stop J (BP966 - Hackney Wick / Trowbridge Road, Last Stop on LOR: BP966 - Hackney Wick / Trowbridge Road) and pick up in Chapman Road, at Stop K (BP965 - Hackney Wick / Trowbridge Road, First Stop on LOR: BP965 - Hackney Wick / Trowbridge Road).

From Dalston Junction Bus Station.

Buses proceed from Kenworthy Road via Wick Road and Eastway to stand, departing via Eastway, Chapman Road and Wick Road to Kenworthy Road. Set down in Kenworthy Road, at stop SA (14139 - Wick Road, Last Stop on LOR: 14139 - Wick Road) and pick up in Kenworthy Road, at stop SY (14138 - Kenworthy Road / Wick 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: Hackney Wick.

HOMERTON HOSPITAL

From Bromley-by-bow Tesco.

Buses proceed from Homerton Grove via Wardle Street, Homerton High Street, Fenn Street and Homerton Row departing to Homerton Grove. Set down in Homerton Grove, at Stop F (BP1818 - Homerton Hospital, Last Stop on LOR: BP1818 - Homerton Hospital) and pick up in Homerton Grove, at Stop E (BP2162 - Homerton Hospital / Wardle Street, First Stop on LOR: BP2162 - Homerton Hospital / Wardle Street).

From Dalston Junction Bus Station.

Buses proceed from Homerton Grove via Wardle Street and Homerton High Street departing to Brooksby's Walk. Set down in Homerton Grove, at Stop E (BP2162 - Homerton Hospital / Wardle Street, Last Stop on LOR: BP2162 - Homerton Hospital / Wardle Street) and pick up in Brooksby's Walk, at Stop HB (BP3801 - Brooksby's Walk / Homerton Station #, First Stop on LOR: BP3801 - Brooksby's Walk / Homerton Station #).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: Turning Point Only - Buses must not stand

BLIND DISPLAY: Homerton Hospital.

CLAPTON, KENNINGHALL ROAD ROUNDABOUT (from Bromley-by-Bow Tesco)

Private stand in centre of Kenninghall Road Roundabout at junction of Lower Clapton Road and Lea Bridge Road.

Buses proceed from Lower Clapton Road via Kenninghall Road Roundabout and Access Road to stand, departing via Access Road and Kenninghall Road Roundabout to Lower Clapton Road. Set down in Lower Clapton Road, at stop L (192 - Lea Bridge Roundabout, Last Stop on LOR: 64 - Clapton Pond) and pick up in Lower Clapton Road, at stop E (1011 - Clapton Pond, First Stop on LOR: 1011 - Clapton Pond).

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: Clapton Pond.

DALSTON JUNCTION, BUS STATION

Private stand for 6 buses in bus station.

Buses proceed from Kingsland Road via Forest Road and Dalston Junction Bus Station to stand, departing to Dalston Junction Bus Station. Set down in Kingsland Road, at Stop D (2095 - Kingsland Road / Forest Road, Last Stop on LOR: 2095 - Kingsland Road / Forest Road) and pick up in Dalston Junction Bus Station, at Stop N (BP5617 - Dalston Junction #, First Stop on LOR: BP5617 - Dalston Junction #).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 488 should be

scheduled to stand at any one time.

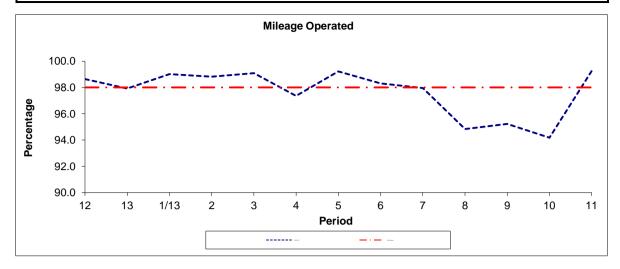
MEAL RELIEFS: No meal relief vehicles to stand at any time. FERRY VEHICLES: No ferry vehicles to park on stand at any time.

BLIND DISPLAY: Dalston Junction.

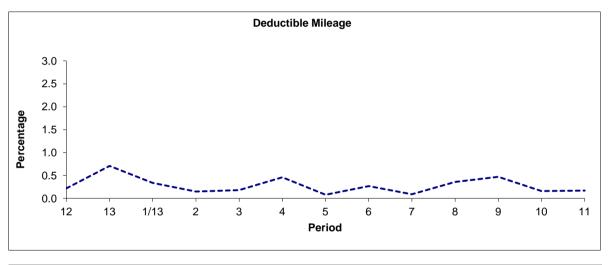
OTHER INFORMATION: Toilet facilities available at Dalston Junction bus station.

PART B - PERFORMANCE STATISTICS

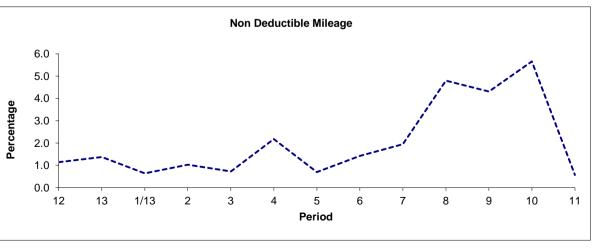
Route 488



| Period | 12 | 13 | 1/13 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2012/2013 | 98.64 | 97.92 | 99.02 | 98.82 | 99.09 | 97.36 | 99.22 | 98.31 | 97.96 | 94.84 | 95.22 | 94.18 | 99.26 |
| 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 | 1/13 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2012/2013 | 0.22 | 0.71 | 0.34 | 0.15 | 0.18 | 0.46 | 0.08 | 0.27 | 0.09 | 0.36 | 0.47 | 0.16 | 0.17 |

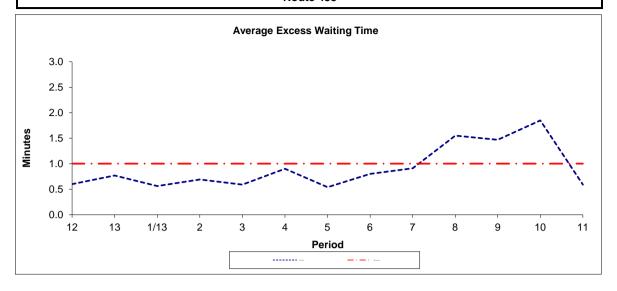


| Period | 12 | 13 | 1/13 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2012/2013 | 1.14 | 1.37 | 0.64 | 1.03 | 0.73 | 2.18 | 0.70 | 1.42 | 1.95 | 4.80 | 4.31 | 5.66 | 0.57 |

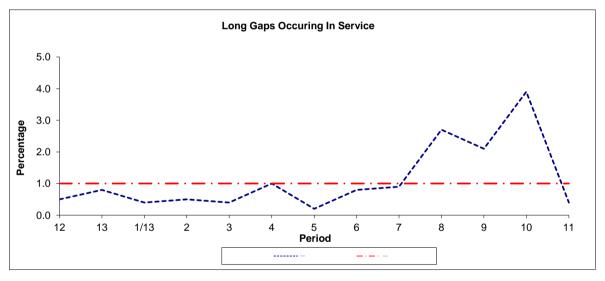
Note: Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 488



| Period | 12 | 13 | 1/13 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2012-2013 | 0.60 | 0.77 | 0.56 | 0.69 | 0.59 | 0.90 | 0.54 | 0.80 | 0.91 | 1.55 | 1.47 | 1.85 | 0.59 |
| Min Standard | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |



| Period | 12 | 13 | 1/13 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
|-----------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2012-2013 | 0.5 | 0.8 | 0.4 | 0.5 | 0.4 | 1.0 | 0.2 | 0.8 | 0.9 | 2.7 | 2.1 | 3.9 | 0.4 |
| Benchmark | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 |

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

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

ROUTE 488 - FULL IBUS RESULTS BY TIME OF DAY QUARTER 4 12/13 TO QUARTER 3 13/14 (05/01/13 - 03/01/14)

MONDAY - FRIDAY

| | Expected | | Scheduled Weiting Time | Excess Waiting Time | Actual Weiting Time | 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 |
|-------------|----------|------------|---------------------------|------------------------|------------------------|--|---|---|--|-----------|----------------|
| Time Period | Buses | On AVL (%) | | (EWT) (mins) | | (%) | (%) | (%) | (%) | (%) | (mins) |
| 0500 - 0700 | 25,422. | 99.5 | 7.14 | 0.23 | 7.37 | 72.0 | 27.6 | 0.3 | 0.0 | 0.0 | 67 |
| 0700 - 1000 | 45,816. | 98.6 | 5.99 | 0.64 | 6.63 | 77.4 | 21.2 | 1.2 | 0.2 | 0.6 | 56 |
| 1000 - 1300 | 46,170. | 97.6 | 6.06 | 0.72 | 6.77 | 76.8 | 21.8 | 1.2 | 0.2 | 0.6 | 56 |
| 1300 - 1600 | 46,991. | 96.6 | 5.91 | 0.95 | 6.86 | 75.9 | 21.9 | 1.7 | 0.5 | 1.2 | 81 |
| 1600 - 1900 | 45,336. | 96.4 | 6.02 | 1.37 | 7.40 | 72.2 | 24.0 | 2.7 | 1.0 | 2.1 | 92 |
| 1900 - 2200 | 29,991. | 99.6 | 8.79 | 0.90 | 9.69 | 54.3 | 38.3 | 5.9 | 1.5 | 1.0 | 79 |
| 2200 - 2400 | 17,700. | 101.5 | 10.00 | 0.29 | 10.29 | 50.2 | 44.3 | 5.1 | 0.4 | 0.1 | 103 |
| Summary | 257,426. | 98.1 | 6.52 | 0.90 | 7.41 | 71.8 | 25.3 | 2.4 | 0.6 | 1.1 | 103 |

SATURDAY

| Time Period | Expected Buses | On AVL (%) | | Excess Waiting Time (EWT) (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 | 3,784. | 100.1 | 9.35 | 0.33 | 9.68 | 56.8 | 40.1 | 2.8 | 0.3 | 0.2 | 68 |
| 0700 - 1000 | 8,943. | 99.1 | 6.32 | 0.25 | 6.57 | 78.2 | 21.5 | 0.2 | 0.0 | 0.1 | 43 |
| 1000 - 1300 | 9,436. | 98.0 | 6.08 | 0.54 | 6.62 | 77.5 | 21.5 | 0.8 | 0.2 | 0.4 | 46 |
| 1300 - 1600 | 9,635. | 94.1 | 6.00 | 1.56 | 7.56 | 71.4 | 24.2 | 3.1 | 1.4 | 2.7 | 69 |
| 1600 - 1900 | 9,141. | 95.2 | 6.15 | 1.55 | 7.70 | 70.6 | 25.1 | 3.1 | 1.2 | 2.3 | 88 |
| 1900 - 2200 | 5,881. | 97.8 | 9.31 | 1.19 | 10.49 | 50.3 | 38.8 | 8.4 | 2.5 | 1.2 | 86 |
| 2200 - 2400 | 3,630. | 100.7 | 10.00 | 0.78 | 10.78 | 49.8 | 41.6 | 7.5 | 1.2 | 0.2 | 64 |
| Summary | 50,450. | 97.3 | 6.74 | 1.05 | 7.80 | 69.6 | 26.3 | 3.0 | 1.0 | 1.4 | 88 |

SUNDAY AND BANK HOLIDAYS

| Time Period | Expected Buses | On AVL (%) | | Excess Waiting Time (EWT) (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 | 2,489. | 101.0 | | 0.09 | 10.07 | 63.4 | 33.2 | 3.3 | 0.1 | 3.4 | 44 |
| 0700 - 1000 | 6,919. | 100.7 | 8.87 | 0.17 | 9.03 | 59.1 | 38.6 | 2.2 | 0.1 | 0.0 | 44 |
| 1000 - 1300 | 8,486. | 97.6 | 7.55 | 0.35 | 7.90 | 65.2 | 33.5 | 1.1 | 0.2 | 0.2 | 50 |
| 1300 - 1600 | 8,547. | 98.2 | 7.46 | 0.80 | 8.26 | 64.1 | 32.6 | 2.7 | 0.6 | 0.6 | 51 |
| 1600 - 1900 | 8,420. | 98.4 | 7.51 | 1.02 | 8.52 | 62.7 | 32.8 | 3.3 | 1.2 | 1.2 | 76 |
| 1900 - 2200 | 6,511. | 99.5 | 9.91 | 0.92 | 10.83 | 49.3 | 40.4 | 8.5 | 1.8 | 0.3 | 59 |
| 2200 - 2400 | 4,242. | 101.0 | 10.00 | 0.20 | 10.20 | 50.0 | 44.7 | 5.0 | 0.2 | 0.0 | 40 |
| Summary | 45,614. | 99.1 | 8.17 | 0.67 | 8.84 | 60.5 | 35.3 | 3.5 | 0.7 | 0.6 | 76 |

ALL DAYS

| Time Period | Expected Buses | On AVL (%) | | Excess Waiting Time (EWT) (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 | 31,695. | 99.7 | 7.53 | 0.24 | 7.77 | 69.8 | 29.3 | 0.8 | 0.1 | 0.2 | 68 |
| 0700 - 1000 | 61,678. | 98.9 | 6.15 | 0.59 | 6.74 | 76.6 | 22.1 | 1.2 | 0.1 | 0.5 | 56 |
| 1000 - 1300 | 64,092. | 97.7 | 6.23 | 0.65 | 6.87 | 75.6 | 23.1 | 1.1 | 0.2 | 0.5 | 56 |
| 1300 - 1600 | 65,173. | 96.5 | 6.08 | 1.03 | 7.11 | 74.0 | 23.3 | 2.0 | 0.6 | 1.3 | 81 |
| 1600 - 1900 | 62,897. | 96.5 | 6.18 | 1.36 | 7.54 | 71.1 | 25.0 | 2.8 | 1.1 | 2.1 | 92 |
| 1900 - 2200 | 42,383. | 99.3 | 8.98 | 0.94 | 9.92 | 53.3 | 38.6 | 6.5 | 1.6 | 1.0 | 86 |
| 2200 - 2400 | 25,572. | 101.3 | 10.00 | 0.33 | 10.33 | 50.1 | 44.0 | 5.4 | 0.5 | 0.1 | 103 |
| Summary | 353,490. | 98.1 | 6.70 | 0.89 | 7.60 | 70.4 | 26.3 | 2.5 | 0.7 | 1.1 | 103 |

Transport for London - QSI Points and Live Mileage List

 Route
 488

 Service change
 23771

 Date
 30/12/2011

Reason for Issue

| | | OUT DIRECTION | | | | | |
|----------------------|----------------|---|------------|-------|--|--|--|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles | | | |
| BOW TS | 36763 | Hancock Road | | | | | |
| | 34412 | Bromley By Bow Station | 303 | 0.19 | | | |
| BOW SN | 15589 | Bromley By Bow Station | 493 | 0.31 | | | |
| | 34447 | Grace Street | 314 | 0.20 | | | |
| | 34060 | Bow Interchange | 254 | 0.16 | | | |
| BOW CH | 2062 | Bow Church | 383 | 0.24 | | | |
| | 14503 | Bow Bus Garage | 178 | 0.11 | | | |
| | 18022 | Tredegar Road | 523 | 0.32 | | | |
| | 9249 | Roman Road Market | 300 | 0.19 | | | |
| OFRDPR | 18020 | Old Ford Road | 226 | 0.14 | | | |
| | BP2301 | Waterside Close | 214 | 0.13 | | | |
| | 18018 | Wick Lane | 252 | 0.16 | | | |
| | BP3461 | Wansbeck Road | 210 | 0.13 | | | |
| | 34793 | Hackney Wick Station | 479 | 0.30 | | | |
| HACWCR | BP966 | Hackney Wick / Trowbridge Road | 334 | 0.21 | | | |
| | 14138 | Kenworthy Road / Wick Road | 534 | 0.33 | | | |
| | 2073 | Cardinal Pole School | 265 | 0.16 | | | |
| | 10260 | Homerton High St / Hackney Hospital | 225 | 0.14 | | | |
| | BP3801 | Brooksby's Walk / Homerton Station | 280 | 0.17 | | | |
| HMTHHG | BP1818 | Homerton Hospital | 154 | 0.10 | | | |
| | 18012 | Banister House | 326 | 0.20 | | | |
| | 18010 | The City Academy | 285 | 0.18 | | | |
| | 934 | Jack Dunning Estate | 260 | 0.16 | | | |
| | 930 | Glenarm Road | 201 | 0.12 | | | |
| | 2268 | Clapton Girls' Technology College | 226 | 0.14 | | | |
| OL TAUCD | 64 | Clapton Pond | 240 | 0.15 | | | |
| CLTNKR | 20972 | Lea Bridge Roundabout | 223 | 0.14 | | | |
| | BP5611 | Muir Road | 475 | 0.30 | | | |
| | BP5613 | Ottaway Street | 295 | 0.18 | | | |
| | BP5616 | Downs Road / Rectory Road | 321 | 0.20 | | | |
| | BP5619 | Shacklewell Lane / Amhurst Road | 250 | 0.16 | | | |
| CHIZLIZLI | BP5622 | The Petchey Academy | 207 | 0.13 | | | |
| SHKLKH | 17963 | Shacklewell Lane / Kingsland High Street | 365 | 0.23 | | | |
| | BP3253 | Sandringham Road | 118 | 0.07 | | | |
| | 2093 | Dalston Kingsland Station | 152 | 0.09 | | | |
| DALSIC | 319 2095 | Dalston Junction Station Kingsland Road / Forest Road | 230 265 | 0.14 | | | |
| DALSJC | 2095 | Kingsianu Koau / Forest Koau | 205 | 0.16 | | | |
| 10360 6.44 | | | | | | | |
| Т | metres | miles | | | | | |
| | mettes | Hilles | | | | | |

5.70

miles

9168

metres

TRANCHE 471

Mileage Update

| | | BACK DIRECTION | | |
|----------|-----------------|--------------------------------------|------------|--------------|
| Timing | | | | |
| Point | Stop | O. N | | A 411 |
| Code | Number | Stop Name | Metres | Miles |
| DALSBS | BP5617 | Dalston Junction | 405 | 0.44 |
| | 318 | Kingsland High St / Dalston Junction | 185 | 0.11 |
| | 2094 | Dalston Kingsland Station | 173 | 0.11 |
| SHKLKH | 4836 | Sandringham Road Shacklewell Lane | 204 138 | 0.13 |
| SHKLKH | 17964 BP5623 | | | 0.09 0.17 |
| | | The Petchey Academy | 274 | - |
| | BP5621 | Shacklewell Lane / Amhurst Road | 236 | 0.15 |
| | BP5615 | Downs Road / Rectory Road | 230 | 0.14 |
| | BP5614 | Ottaway Street | 277 | 0.17 |
| | BP5612 | Muir Road | 313 | 0.19 |
| OL TAUCD | BP5609 | Lea Bridge Roundabout / B6 College | 373 | 0.23 |
| CLTNKR | 1011 | Clapton Pond | 368 | 0.23 |
| | 29245 | Millfields Road | 203 | 0.13 |
| | 2269 | Clapton Girls' Technology College | 236 | 0.15 |
| | 933 | Jack Dunning Estate | 379 | 0.24 |
| | 18011 | The City Academy | 107 | 0.07 |
| | R0427 | Fenn Street | 343 | 0.21 |
| | FL005 | Homerton Hospital / Homerton Row | 131 | 0.08 |
| HMTHHG | BP2162 | Homerton Hospital / Wardle Street | 184 | 0.11 |
| | 10261 | Homerton High St / Hackney Hospital | 445 | 0.28 |
| | 2074 | Cardinal Pole School | 317 | 0.20 |
| | 14139 | Wick Road | 239 | 0.15 |
| HACWCR | BP965 | Hackney Wick / Trowbridge Road | 501 | 0.31 |
| | BP5221 | Hackney Wick Station | 235 | 0.15 |
| | BP2924 | Rothbury Road | 162 | 0.10 |
| | BP2925 | Monier Road | 272 | 0.17 |
| | BP617 | Wick Lane | 363 | 0.23 |
| | 34269 | Old Ford Road | 275 | 0.17 |
| OFRDPR | 9248 | Roman Road Market | 213 | 0.13 |
| | 18023 | Tredegar Road | 527 | 0.33 |
| | 29614 | Bow Bus Garage | 304 | 0.19 |
| BOW CH | 31359 | Bow Church | 345 | 0.21 |
| | 348 | Bow Flyover | 174 | 0.11 |
| BOW TS | BP5504 | Hancock Road | 442 | 0.27 |
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TOTAL ROUTE MILEAGE - BACK DIRECTION