## 7. Service Specification

Route: 499

## Contract Reference: QC48102

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 | Gallows Corner, Tesco and <br> Heath Park Estate, Stansgate Road |
| :--- | :--- |
| Contract Basis | Incentivised |
| Commencement Date | $27^{\text {th }}$ June 2015 |
| Vehicle Type | 60 capacity, dual door, single deck buses, <br> minimum 10.8m long |
| Current Maximum Approved <br> Dimensions | 10.8 metres long and 2.5 metres wide |
| New Vehicles Mandatory | Yes |
| Hybrid Price Required | Yes |
| Sponsored Route | No |
| Advertising Rights | Operator |
| Minimum Performance Standard | Departing on Time - No less than 82.00\% |
| Extension Threshold | Departing on Time Threshold - 86.00\% |
| Minimum Operated Mileage Standard | No less than 98.00\% |

The Date of Tender for this ITT is:
No later than 12 Noon on Monday $28^{\text {th }}$ July 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. 499.

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 will be specified. This has been successfully route tested along the entire length of the route.


## Hail \& Ride Operation:

Hail and ride operation, with buses stopping wherever it is safe to set down and pick up passengers, applies on the following sections of Route No. 499:

## Towards Heath Park Estate, Stansgate Road:

Heaton Avenue, Keats Avenue, Grange Road; Pettits Lane; Crow Lane; Marston Avenue, Stansgate Road

Towards Gallows Corner, Tesco:
Stansgate Road, Rusholme Avenue, Frizlands Lane, Rainham Road North; Pettits Lane; Grange Road, Keats Avenue, Heaton Avenue

## 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 $1^{\text {st }}$ October 2013.

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.

Cash Free Boarding will be extended throughout London from 6th July 2014. Submitted tender prices should fully reflect the cost saving accrued from this change. Tenderers should also indicate the approximate additional cost if cash fares were still to be accepted.

## 3) SCHEDULE REQUIREMENTS \& PINCHPOINTS

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

| Gallows Corner, Tesco to Heath Park Estate, Stansgate Road |  |  | Heath Park Estate, Stansgate Road To Gallows Corner, Tesco |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| First departure no later than 0515. |  |  | First departure no later than 0600. |  |  |
| 0510-0615 | Every 30 minutes |  | 0555-0700 | Every 30 minutes |  |
| 0616-1920 | Every 20 minutes |  | 0701-2000 | Every 20 minutes |  |
| 1921-2325 | Every 30 minutes |  | 2001-0005 | Every 30 minutes |  |
| Last departure no earlier than 2320. |  |  | Last departure no earlier than 2400. |  |  |
| Pinchpoints |  |  |  |  |  |
| Romford | 0705-0905 | 20 minutes | Harold Hill, | 0740-0920 | 20 minutes |
| Station | 1515-1635 | 20 minutes | Gooshays Drive | 1525-1705 | 20 minutes |

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

| Gallows Corner, Tesco to Heath Park Estate, Stansgate Road |  |  | Heath Park Estate, Stansgate Road To Gallows Corner, Tesco |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| First departure no later than 0515. |  |  | First departure no later than 0600. |  |  |
| 0510-0815 | Every 30 minutes |  | 0555-0900 | Every 30 minutes |  |
| 0816-1820 | Every 20 minutes |  | 0901-1900 | Every 20 minutes |  |
| 1821-2325 | Every 30 minutes |  | 1901-0005 | Every 30 minutes |  |
| Last departure no earlier than 2320. |  |  | Last departure no earlier than 2400. |  |  |
| Pinchpoints |  |  |  |  |  |
| Romford Station | 0920-1120 | 20 minutes | Harold Hill, Gooshays Drive | 0940-1140 | 20 minutes |

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

| Gallows Corner, Tesco to Heath Park Estate, Stansgate Road |  |  | Heath Park Estate, Stansgate Road To Gallows Corner, Tesco |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| First departure no later than 0615. |  |  | First departure no later than 0700. |  |  |
| 0610-2325 |  |  | 0655-0005 | Every 30 min |  |
| Last departure no earlier than 2320. |  |  | Last departure no earlier than 2400. |  |  |
| Pinchpoints |  |  |  |  |  |
| Romford Station | 1020-1120 | 30 minutes | Harold Hill, Gooshays Drive | 1040-1140 | 30 minutes |

## 4) OPERATIONAL CONSIDERATIONS

4.1) Route No. 499 should be best separated from the journeys on Route No. 174 between Gallows Corner, Straight Road and Harold Hill, Gooshays Drive during all periods, where possible.
4.2) Route No. 499 can suffer from unpredictable traffic delays in the Gallows Corner and Romford areas.
4.3) Romford Market normally operates on Wednesdays, Fridays and Saturdays however, in the run up to Christmas it operates on all days of the week. This can also lead to traffic delays in the Romford area whenever Romford Market is in operation.
4.4) When compiling schedules Tenderers are asked to consider passengers making connections to other services at Romford Station.
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 499: Gallows Corner, Tesco - Heath Park Estate

Date of Structural Change: 20 June 2015.
Date of Service Change: 20 June 2015.
Reason for Issue: New Tender.

## STREETS TRAVERSED

Towards Heath Park Estate: Tesco Access Road, Whitelands Way, Colchester Road, Gallows Corner, Straight Road, Heaton Avenue, Keats Avenue, Grange Road, Straight Road, Hilldene Avenue, North Hill Drive, Noak Hill Road, Lower Bedfords Road, Havering Road, Pettits Lane North, Pettits Lane, Main Road, Main Road Roundabout, Mercury Gardens, Western Road, Chandlers Way, Eastern Road, South Street, Oldchurch Road, Oldchurch Road Roundabout, Oldchurch Road, Oldchurch Rise, Private Road In Hospital Grounds, Queens Hospital Bus Station, Private Road In Hospital Grounds, Oldchurch Rise, Oldchurch Road, Crow Lane, Whalebone Lane South, Wood Lane, Marston Avenue, Stansgate Road.

Towards Gallows Corner, Tesco: Stansgate Road, Rusholme Avenue, Frizlands Lane, Rainham Road North, Wood Lane, Rush Green Road, Dagenham Road, Oldchurch Road, Oldchurch Rise, Private Road In Hospital Grounds, Bus Stop Lay-By Outside Bus Station, Private Road In Hospital Grounds, Oldchurch Rise, Oldchurch Road, Oldchurch Road Roundabout, Oldchurch Road, South Street, Western Road, Mercury Gardens, Main Road Roundabout, Main Road, Pettits Lane, Pettits Lane North, Havering Road, Lower Bedfords Road, Noak Hill Road, North Hill Drive, Hilldene Avenue, North Hill Drive, Hilldene Avenue, Straight Road, Grange Road, Keats Avenue, Heaton Avenue, Straight Road, Colchester Road, Whitelands Way, Tesco 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.

## GALLOWS CORNER, TESCO

Private bus stand for three buses within Tesco's car park.
Buses proceed from Tesco Access Road direct to stand, departing to Tesco Access Road.
Set down in Tesco Access Road, at Stop GA (BP3510-Gallows Corner / Tesco, Last Stop on LOR: BP3510-Gallows Corner / Tesco) and pick up in Tesco Access Road, at Stop GA (BP3510 - Gallows Corner / Tesco, First Stop on LOR: BP3510-Gallows Corner / Tesco).

AVAILABILITY:
OPERATING RESTRICTIONS:
MEAL RELIEFS:
FERRY VEHICLES:
BLIND DISPLAY:
OTHER INFORMATION:

At any time.
No more than 1 bus on Route 499 should be scheduled to stand at any one time.
No meal relief vehicles to stand at any time.
No ferry vehicles to park on stand at any time.
Gallows Corner, Tesco.
24 hour toilet facilites in store Mon-Sat and 10:00 to 16:00 on Sunday.

## ROMFORD MARKET, ST EDWARDS WAY

Public stand for five buses in bus parking area on north side of St Edward's Way, at the junction with Church Lane.

## From Gallows Corner, Tesco.

Buses proceed from Main Road via Main Road Roundabout, St Edwards Way and St Edwards Way Bus Stand to stand, departing via St Edwards Way Bus Stand, St Edwards Way and Main Road Roundabout to Main Road. Set down in Main Road, at Stop MA (2491 - Pettits Lane, Last Stop on LOR: 2491 - Pettits Lane) and pick up in Main Road, at Stop MB (18468 - Romford Police Station, First Stop on LOR: 18468 - Romford Police Station).

## From Heath Park Estate.

Buses proceed from Mercury Gardens via Main Road Roundabout, St Edwards Way and St Edwards Way Bus Stand to stand, departing via St Edwards Way Bus Stand, St Edwards Way and Main Road Roundabout to Mercury Gardens. Set down in Mercury Gardens, at Stop N (34120 - Mercury Gardens, Last Stop on LOR: 34120 - Mercury Gardens) and pick up in Mercury Gardens, K (BP4873 - Mercury Gardens, First Stop on LOR: BP4873 Mercury Gardens).

AVAILABILITY: OPERATING RESTRICTIONS: MEAL RELIEFS:
FERRY VEHICLES:
BLIND DISPLAY:

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.
Romford Market.

## ROMFORD STATION, ATLANTA BOULEVARD (from Gallows Corner, Tesco)

Private stand for 15 buses in marked bays in Bus Parking Area in Atlanta Boulevard on south side of Romford Station.
Buses proceed from South Street via Atlanta Boulevard to stand, departing via Atlanta Boulevard to South Street. Set down in South Street, at Stop T (R0680-Romford Station \# and pick up in South Street, at Stop V (BP240-Romford Station \#, First Stop on LOR: BP240-Romford Station \#).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: Unscheduled curtailments only.
MEAL RELIEFS:
FERRY VEHICLES:
BLIND DISPLAY:
OTHER INFORMATION:
No meal relief vehicles to stand at any time.
No ferry vehicles to park on stand at any time.
Romford Station.
24 hour toilet facilites in the staff block with access via a separate digital code for male and female.

## ROMFORD, QUEEN'S HOSPITAL (from Gallows Corner, Tesco)

Buses proceed from Queens Hospital Bus Station departing to Bus Stop Lay-By Outside Bus Station. Set down in Queens Hospital Bus Station, at stop HK (BP4886-Queen's Hospital and pick up in Bus Stop Lay-by Outside Bus Station, at stop HN (BP4884Queen's Hospital.

| AVAILABILITY: | At any time. |
| :--- | :--- |
| OPERATING RESTRICTIONS: | Turning Point Only - Buses must not stand |
| BLIND DISPLAY: | Romford Queens Hospital. |

## HEATH PARK ESTATE (from Gallows Corner, Tesco)

Buses proceed from Stansgate Road departing to Stansgate Road. Set down in Stansgate Road (OC628-Stansgate Road Shops, Last Stop on LOR: OC628-Stansgate Road Shops) and pick up in Stansgate Road (OC628-Stansgate Road Shops, First Stop on LOR: OC628 - Stansgate Road Shops).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: Turning Point Only - Buses must not stand BLIND DISPLAY:
OTHER INFORMATION: Heath Park Estate.
Hesitation point only. Buses must only hesitate as long as necessary to change ticket machines, radio and blind display.


| Period | $2 / 13$ | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | $1 / 14$ |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $2013 / 2014$ | 98.49 | 98.49 | 98.16 | 98.60 | 98.88 | 98.40 | 98.57 | 97.87 | 97.88 | 99.00 | 98.40 | 98.97 | 98.85 |
| 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 | $2 / 13$ | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | $1 / 14$ |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $2013 / 2014$ | 1.32 | 1.00 | 1.21 | 1.09 | 0.66 | 0.71 | 0.59 | 0.58 | 0.88 | 0.42 | 0.58 | 0.24 | 0.51 |



| PART B - PERFORMANCE STATISTICS |
| :---: |
| Route 499 |



| Period | $2 / 13$ | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | $1 / 14$ |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $2013 / 2014$ | 86.1 | 88.8 | 87.2 | 89.7 | 84.7 | 81.3 | 83.7 | 77.0 | 82.6 | 84.6 | 84.6 | 82.9 | 87.0 |
| Min Standard | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 | 82.0 |



| Period | $2 / 13$ | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | $1 / 14$ |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $2013 / 2014$ | 2.2 | 2.4 | 2.4 | 2.9 | 4.3 | 2.9 | 2.7 | 3.6 | 2.7 | 1.8 | 2.1 | 2.0 | 2.1 |
| 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 : $\quad$ Reliability is actual performance under full iBus (4 weeks data).
Minimum Standards and Benchmarks are those applicable under the new contract.

ROUTE 499 - FULL iBUS RESULTS BY TIME OF DAY QUARTER 1 13/14 TO QUARTER 4 13/14 (01/04/13-31/03/14)

## MONDAY - FRIDAY

| Time Period | Expected Buses | On AVL (\%) | Linked (\%) | Departing On Time (\%) | Non Arrival / Not Linked (\%) | Departing 8-2.5 mins Early (\%) | Departing 5-15 mins Late (\%) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0500-0700 | 10,081. | 98.2 | 98.9 | 92.2 | 1.1 | 0.9 | 5.8 |
| 0700-1000 | 30,819. | 97.3 | 96.8 | 81.6 | 3.3 | 2.2 | 12.9 |
| 1000-1300 | 31,520. | 97.9 | 97.9 | 88.8 | 2.1 | 2.1 | 6.9 |
| 1300-1600 | 30,193. | 98.6 | 97.7 | 84.4 | 2.5 | 2.6 | 10.5 |
| 1600-1900 | 31,603. | 97.8 | 96.2 | 78.9 | 4.0 | 3.9 | 13.2 |
| 1900-2200 | 23,963. | 98.3 | 96.9 | 79.8 | 3.0 | 1.7 | 15.5 |
| 2200-2400 | 12,684. | 101.3 | 98.9 | 91.4 | 1.2 | 4.2 | 3.2 |
| Summary | 170,863. | 98.2 | 97.4 | 83.2 | 2.9 | 2.7 | 11.2 |

## SATURDAY

| Time Period | Expected Buses | On AVL (\%) | Linked (\%) | Departing On Time (\%) | Non Arrival / Not Linked (\%) | $\begin{aligned} & \text { Departing } \\ & 8-2.5 \text { mins } \\ & \text { Early } \\ & \text { (\%) } \end{aligned}$ | Departing 5-15 mins Late (\%) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0500-0700 | 1,953. | 99.5 | 99.4 | 95.7 | 0.7 | 1.2 | 2.4 |
| 0700-1000 | 5,259. | 98.0 | 98.7 | 91.3 | 1.3 | 1.4 | 5.9 |
| 1000-1300 | 6,238. | 99.6 | 98.4 | 89.9 | 1.6 | 2.6 | 5.9 |
| 1300-1600 | 6,574. | 99.0 | 98.7 | 86.6 | 1.3 | 3.1 | 9.0 |
| 1600-1900 | 6,741. | 97.0 | 97.4 | 83.5 | 2.8 | 2.4 | 11.3 |
| 1900-2200 | 4,439. | 99.1 | 97.1 | 81.2 | 3.3 | 1.4 | 14.1 |
| 2200-2400 | 2,603. | 101.2 | 99.8 | 91.7 | 0.3 | 5.7 | 2.4 |
| Summary | 33,807. | 98.8 | 98.3 | 87.1 | 1.8 | 2.5 | 8.5 |

## SUNDAY AND BANK HOLIDAYS

| Time Period | Expected Buses | On AVL (\%) | Linked (\%) | Departing On Time (\%) | Non Arrival / Not Linked (\%) | Departing 8-2.5 mins Early (\%) | Departing 5-15 mins Late (\%) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0500-0700 | 602. | 99.5 | 97.5 | 95.1 | 2.5 | 1.5 | 1.0 |
| 0700-1000 | 4,485. | 99.6 | 99.3 | 95.9 | 0.7 | 1.7 | 1.7 |
| 1000-1300 | 4,629. | 99.6 | 99.4 | 93.7 | 0.6 | 3.1 | 2.6 |
| 1300-1600 | 4,697. | 99.3 | 99.5 | 91.7 | 0.5 | 2.8 | 4.9 |
| 1600-1900 | 4,535. | 100.6 | 99.1 | 92.9 | 0.8 | 2.1 | 4.1 |
| 1900-2200 | 4,654. | 98.5 | 98.6 | 93.1 | 1.3 | 1.9 | 3.7 |
| 2200-2400 | 2,824. | 100.7 | 99.4 | 93.1 | 0.7 | 5.0 | 1.2 |
| Summary | 26,426. | 99.6 | 99.2 | 93.1 | 0.8 | 2.6 | 3.5 |

## ALL DAYS

| Time Period | Expected Buses | On AVL (\%) | Linked (\%) | Departing On Time (\%) | Non Arrival / Not Linked (\%) | Departing 8-2.5 mins Early (\%) | Departing 5-15 mins Late (\%) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0500-0700 | 12,636. | 98.5 | 98.9 | 92.7 | 1.1 | 1.0 | 5.2 |
| 0700-1000 | 40,563. | 97.6 | 97.3 | 83.1 | 3.0 | 2.1 | 11.8 |
| 1000-1300 | 42,387. | 98.3 | 98.2 | 89.5 | 1.9 | 2.3 | 6.3 |
| 1300-1600 | 41,464. | 98.8 | 98.1 | 85.4 | 2.1 | 2.7 | 9.7 |
| 1600-1900 | 42,879. | 98.0 | 96.7 | 80.7 | 3.6 | 3.6 | 12.2 |
| 1900-2200 | 33,056. | 98.5 | 97.2 | 81.4 | 2.9 | 1.7 | 14.0 |
| 2200-2400 | 18,111. | 101.2 | 99.1 | 91.7 | 1.0 | 4.5 | 2.8 |
| Summary | 231,096. | 98.5 | 97.7 | 84.6 | 2.6 | 2.6 | 10.2 |

## Transport for London - QSI Points and Live Mileage List

| Route | 499 |
| :--- | :--- |
| Service change | 34364 |
| Date | $12 / 08 / 2013$ |
| QSI Points are highlighted. |  |


| OUT DIRECTION |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: |
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| GALWTS | BP3510 | Gallows Corner / Tesco |  |  |
|  | BP2184 | Gallows Corner Retail Park | 809 | 0.50 |
| GALWSR | 20073 | Gallows Corner | 400 | 0.25 |
|  | 20071 | Faringdon Avenue | 312 | 0.19 |
| KTSAHA | OC609 | Chaucer Road | 968 | 0.60 |
|  | 20065 | Grange Road | 645 | 0.40 |
|  | BP1588 | Charlbury Crescent | 201 | 0.12 |
|  | 26506 | Chatteris Avenue | 279 | 0.17 |
|  | 26508 | Hilldene Avenue Shopping Centre | 357 | 0.22 |
| HHILGD | 26510 | Chippenham Road | 196 | 0.12 |
|  | 27463 | Dorking Road | 204 | 0.13 |
|  | 27465 | Dorking Walk | 262 | 0.16 |
| NHILNH | BP4552 | Wincanton Road | 521 | 0.32 |
|  | 20058 | Kynance Close | 266 | 0.17 |
|  | 20060 | Taunton Road | 240 | 0.15 |
|  | BP4553 | Straight Road | 567 | 0.35 |
|  | BP4284 | Helmsdale Road | 1841 | 1.14 |
| CHSXHR | 29006 | Campbell Close | 304 | 0.19 |
| PTSLMP | 29007 | Garry Way | 250 | 0.16 |
|  | 29002 | Moray Way | 296 | 0.18 |
|  | 29000 | Mashiters Hill | 356 | 0.22 |
|  | 27999 | Heather Close | 256 | 0.16 |
|  | 18280 | Heather Gardens | 316 | 0.20 |
|  | OC610 | Marshall Park School | 317 | 0.20 |
|  | 2491 | Pettits Lane | 1080 | 0.67 |
|  | BP4873 | Mercury Gardens | 475 | 0.30 |
|  | R0656 | Western Road | 335 | 0.21 |
| ROMFSN | R0680 | Romford Station | 403 | 0.25 |
|  | R0337 | Rom Valley Way | 430 | 0.27 |
| ROMFHP | BP4887 | Queen's Hospital | 596 | 0.37 |
| CRWLJL | 18290 | Oldchurch Rise For Queen's Hospital | 620 | 0.39 |
|  | H0603 | Hail and Ride Crow Lane | 610 | 0.38 |
|  | H0604 | Hail and Ride Crow Lane | 395 | 0.25 |
|  | H0605 | Hail and Ride Crow Lane | 629 | 0.39 |
|  | 16485 | Stanley Avenue | 989 | 0.61 |
|  | 20694 | James Avenue | 400 | 0.25 |
| BCONMRHTHPSR | 1830 | Wood Lane / Morrisons | 471 | 0.29 |
|  | OC628 | Stansgate Road Shops | 422 | 0.26 |
|  |  | Total Route Mileage - Out Direction | 18018 | 11.20 |
|  |  |  | 18018 | 11.20 |

## Transport for London-QSI Points and Live Mileage List

## Route 499

## Service change <br> Date <br> 34364 <br> 12/08/2013

QSI Points are highlighted.

| BACK DIRECTION |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: |
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| HTHPSR | OC628 | Stansgate Road Shops |  |  |
|  | 9821 | Civic Centre / Rainham Road North | 1026 | 0.64 |
| BCONCCW | 9822 | Civic Centre / Wood Lane | 522 | 0.32 |
|  | 19266 | Barton Avenue | 309 | 0.19 |
|  | 18348 | Clayton Road | 246 | 0.15 |
|  | 18350 | Leonard Avenue | 465 | 0.29 |
| RUSHDR | 18295 | Norwood Avenue | 454 | 0.28 |
|  | 18293 | Crow Lane | 315 | 0.20 |
|  | 18291 | Oldchurch Rise For Queen's Hospital | 311 | 0.19 |
| ROMFHP | BP4885 | Queen's Hospital | 601 | 0.37 |
|  | 18289 | Rom Valley Way | 537 | 0.33 |
| ROMFSN | BP240 | Romford Station | 422 | 0.26 |
| PTSLMP | 34121 | Western Road | 332 | 0.21 |
|  | 34120 | Mercury Gardens | 320 | 0.20 |
|  | 18468 | Romford Police Station | 348 | 0.22 |
|  | OC813 | Marshall Park School | 1281 | 0.80 |
|  | 18281 | Heather Gardens | 392 | 0.24 |
|  | 27998 | Heather Close | 303 | 0.19 |
|  | 29001 | Mashiters Hill | 302 | 0.19 |
|  | 29003 | Moray Way | 325 | 0.20 |
|  | BP3528 | Garry Way | 288 | 0.18 |
| CHSXHR | BP3529 | Chase Cross Road | 175 | 0.11 |
|  | BP4285 | Helmsdale Road | 265 | 0.16 |
|  | BP4549 | Broxhill Road | 2063 | 1.28 |
|  | 20059 | Taunton Road | 352 | 0.22 |
|  | BP4550 | Kynance Close | 248 | 0.15 |
| NHILNH | 27468 | Wincanton Road | 304 | 0.19 |
|  | 27467 | Ashbourne Road | 190 | 0.12 |
|  | 27466 | Dorking Walk | 376 | 0.23 |
|  | 27464 | Dorking Road | 248 | 0.15 |
| HHILGD | 26511 | Chippenham Road | 291 | 0.18 |
|  | 26509 | Hilldene Avenue Shopping Centre | 223 | 0.14 |
|  | 26507 | Chatteris Avenue | 368 | 0.23 |
|  | 34778 | Charlbury Crescent | 254 | 0.16 |
| KTSAHA | OC812 | Chaucer Road | 774 | 0.48 |
|  | 20070 | Heaton Avenue | 779 | 0.48 |
|  | R0308 | Faringdon Avenue | 319 | 0.20 |
| GALWSR | 20074 | Gallows Corner | 227 | 0.14 |
|  | BP2176 | Gallows Corner Retail Park | 244 | 0.15 |
| GALWTS | BP3510 | Gallows Corner / Tesco | 749 | 0.47 |
|  |  | Total Route Mileage - Back Direction | 17548 | 10.90 |
|  |  |  | 17548 | 10.90 |

