

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE Nos. 474 & N474

CONTENTS

	Page
1. Tenders Required	2
2. Proposed Changes	2
3. Terminals	2
4. Days of Operation	3
5. Vehicle Type	3
6. Frequencies	4
7. Minimum Performance Standards	10
8. Running Times	11
9. Layovers	11
10. Timing Constraints	11
11. Control Strategy	12
12. Operational Considerations	12
13. Stopping Arrangements	12
14. Timing Points and Mileages	13
15. Vehicle Livery	13
16. Stands and Blinds	14

Appendices

A. Route Record	15
-----------------	----

This document should be read in conjunction with the Corporation's Guide for Tenderers (Part A: Explanatory Notes - Service Requirements). Where appropriate, reference is made to the relevant section.

1. TENDERS REQUIRED

This document describes the service for which the Corporation requires Tenders and Tenderers **must** submit a fully compliant bid. In addition, Tenderers **may** wish to draw upon their local knowledge to submit alternative bids which offer improved value for money in meeting passenger needs. These might incorporate, for example, different timings, frequencies, route structures and / or vehicles. The Corporation will welcome such bids and give them careful consideration.

For more information, please refer to Section 2.1 of Part A of the Guide for Tenderers.

2. 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 Nos. 474 & N474.

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:

- Double deck, dual door, 87 capacity vehicles are specified, subject to a satisfactory route test.

3. TERMINALS

Route Nos. 474 & N474 will operate between Canning Town, Hermit Road and Manor Park Station.

Full details of the route to be followed, the permitted terminal workings and the available stands are shown at Appendix A. Tenderers should particularly note the information relating to the shared usage of stands, the taking of meal reliefs and the use of ferry vehicles.

4. DAYS OF OPERATION

One timetable must be offered for Route Nos. 474 & N474 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Saturdays & Good Friday	Section 6.2
Sundays	Section 6.3
Christmas Day	No service
Boxing Day	Section 6.4
Other Public Holidays	Sunday service
Nightly	Section 6.5
New Year's Eve night/New Year's Day morning*	Nightly service
Christmas Eve night/Christmas Day morning	No service
Christmas Day night/Boxing Day morning	No service

* The New Year's Eve service level should be regarded as a minimum and any frequency increases and/or diversions will be discussed with the successful Tenderer on an annual basis.

5. VEHICLE TYPE

Please refer to Section 2.5 of Part A of the Guide for Tenderers.

Route Nos. 474 & N474 are currently approved for vehicles which are a maximum of 10.0 metres long and 2.55 metres wide. A formal route test will be required for vehicles which exceed these dimensions. This will be arranged with the successful Tenderer.

The service requirement set out in Section 6 assumes that dual door, double deck buses with a minimum capacity of 87 of which approximately 60 should be seated, will be used on this route. Luggage space should also be provided.

Tenderers must submit proposals based on new vehicles. These must be of a low floor design and be accessible to wheelchairs by means of a powered ramp.

Bids for both conventional diesel powered vehicles and diesel-electric hybrid vehicles should be submitted and separate prices for both types are required.

Bids based on a mix of hybrid and conventional vehicles would be welcomed, subject to a minimum of 10 hybrid powered vehicles being offered for this route (full hybrid operation should be offered for routes with a vehicle requirement of less than 10).

Tenderers should refer to the vehicle design (including accessibility) features contained in Schedule II to Annex B of the Framework Agreement and Section 2 Part B of the Master ITT (Version 2 issued June 2005).

Tenderers may also submit bids based on using existing vehicles. Tenderers are asked to specify what refurbishment would be carried out on existing buses and the expected timescale of those works. See Master ITT (Version 2 issued June 2005).

6. FREQUENCIES

The level of service (e.g. every 15 minutes) required by the Corporation is described in terms of the interval between departures. Whilst a completely regular service at the specified frequency should be possible at most times, occasionally a bus may be timetabled to depart up to five minutes earlier or later than the regular time.

Tenderers should note that when the specified frequency changes (e.g. between the peak and midday periods), the scheduled interval between buses should never be greater than that provided by the lower of the two frequencies **AT ANY POINT ON THE ROUTE**.

Tenderers should note that unless otherwise stated **all** journeys should operate between the terminal points defined in each direction.

6.1 Mondays to Fridays

1. Canning Town, Hermit Road to Manor Park Station

0350 - 0450	Every 30 minutes
0451 - 0530	Every 20 minutes
0531 - 0615	Every 15 minutes
0616 - 2045	Every 12 minutes
2046 - 0110	Every 15 minutes

First departure from Canning Town, Hermit Road no later than 0355.

Last departure from Canning Town, Hermit Road no earlier than 0105.

Tenderers should ensure that buses should be scheduled to be no more than 12 minutes apart at East Ham, Newham Town Hall between 0700 and 0900 and between 1455 and 1630.

2. Manor Park Station to Canning Town, Hermit Road

0335 - 0410	Every 30 minutes
0411 - 0530	Every 20 minutes
0531 - 0600	Every 15 minutes
0601 - 2005	Every 12 minutes
2006 - 0025	Every 15 minutes

First departure from Manor Park Station no later than 0340.

Last departure from Manor Park Station no earlier than 0020.

Tenderers should ensure that buses should be scheduled to be no more than 12 minutes apart at London City Airport between 0710 and 0910 and between 1455 and 1630.

6.2 Saturdays & Good Friday

1. Canning Town, Hermit Road to Manor Park Station

0350 - 0450	Every 30 minutes
0451 - 0530	Every 20 minutes
0531 - 0745	Every 15 minutes
0746 - 1830	Every 12 minutes
1831 - 0110	Every 15 minutes

First departure from Canning Town, Hermit Road no later than 0355.

Last departure from Canning Town, Hermit Road no earlier than 0105.

Tenderers should ensure that buses should be scheduled to be no more than 12 minutes apart at East Ham, Newham Town Hall between 0820 and 1105.

2. Manor Park Station to Canning Town, Hermit Road

0335 - 0410	Every 30 minutes
0411 - 0610	Every 20 minutes
0611 - 0810	Every 15 minutes
0811 - 1905	Every 12 minutes
1906 - 0025	Every 15 minutes

First departure from Manor Park Station no later than 0340.

Last departure from Manor Park Station no earlier than 0020.

Tenderers should ensure that buses should be scheduled to be no more than 12 minutes apart at London City Airport between 0845 and 1100.

6.3 Sundays

1. Canning Town, Hermit Road to Manor Park Station

0350 - 0520	Every 30 minutes
0521 - 0820	Every 20 minutes
0821 - 0110	Every 15 minutes

First departure from Canning Town, Hermit Road no later than 0355.
Last departure from Canning Town, Hermit Road no earlier than 0105.

Tenderers should ensure that buses should be scheduled to be no more than 15 minutes apart at East Ham, Newham Town Hall between 1025 and 1125.

2. Manor Park Station to Canning Town, Hermit Road

0335 - 0510	Every 30 minutes
0511 - 0850	Every 20 minutes
0851 - 0025	Every 15 minutes

First departure from Manor Park Station no later than 0340.
Last departure from Manor Park Station no earlier than 0020.

Tenderers should ensure that buses should be scheduled to be no more than 15 minutes apart at London City Airport between 1025 and 1155.

6.4 Boxing Day

1. Canning Town, Hermit Road to Manor Park Station

0820 - 0110 Every 15 minutes

First departure from Canning Town, Hermit Road no later than 0825.
Last departure from Canning Town, Hermit Road no earlier than 0105.

Tenderers should ensure that buses should be scheduled to be no more than 15 minutes apart at East Ham, Newham Town Hall between 1025 and 1125.

2. Manor Park Station to Canning Town, Hermit Road

0810 - 0850 Every 20 minutes
0851 - 0025 Every 15 minutes

First departure from Manor Park Station no later than 0815.
Last departure from Manor Park Station no earlier than 0020.

Tenderers should ensure that buses should be scheduled to be no more than 15 minutes apart at London City Airport between 1025 and 1155.

6.5 Nightly

1. Canning Town, Hermit Road to Manor Park Station

0120 - 0330 Every 30 minutes

First departure from Canning Town, Hermit Road no later than 0125.
Last departure from Canning Town, Hermit Road no earlier than 0325.

2. Manor Park Station to Canning Town, Hermit Road

0035 - 0315 Every 30 minutes

First departure from Manor Park Station no later than 0040.
Last departure from Manor Park Station no earlier than 0310.

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

7. MINIMUM PERFORMANCE STANDARDS

Please refer to Section 2.7 of Part A of the Guide for Tenderers.

Tenderers should note that the objective of the Operator of Route Nos. 474 & N474 shall be to operate all scheduled mileage and adhere **fully** to the published timetable. The Operator must use its best endeavours to achieve this.

The **minimum** standards of acceptable performance for Route No. 474 shall be:

Average Excess Wait Time:	No more than 1.10 minutes
Minimum Operated Mileage:	No less than 98.00%

The **minimum** standards of acceptable performance for Route No. N474 shall be:

Departing on Time	No less than 85.00%
Minimum Operated Mileage	No less than 99.00%

or as notified by the Corporation from time to time. The Operator will be required to achieve or better the standards.

It is unlikely that the minimum number of QSI surveys for performance measurement will be conducted on Route No. N474 at present. However, this may change at a later date.

QSI Thresholds

The QSI threshold is the standard of performance to be achieved by the operator in order to qualify for an automatic contract extension (in accordance with Schedule IX of the Framework Agreement).

Average Excess Wait Time Threshold = 0.95 minutes

It is unlikely that the minimum number of QSI surveys for Threshold measurement will be conducted on Route No. N474 at present. However, this may change at a later date when a Threshold figure may be published.

Summary of proposed QSI coverage: Route Nos. 474 & N474

Note: While London Buses undertakes to carry out QSI surveys at the times and locations specified below, it may prove impossible to rearrange a survey cancelled or nullified at short notice.

Survey locations

Towards Manor Park Station
Canning Town
North Woolwich \$
Beckton DLR \$

Canning Town, Hermit Road
East Ham
Beckton DLR \$
North Woolwich \$

Total scheduled manual QSI surveys per quarter = 96.

\$ This location observed simultaneously in both directions - counted as two surveys.

8. RUNNING TIMES

The current timetable for Route Nos. 474 & N474 can be viewed by prospective Tenderers on Caesar. Attention is drawn to the variations in running times at different times of the day. Please refer to Section 2.8 of Part A of the Guide for Tenderers for further information.

Tenderers should carefully check the existing running times to ensure that they are appropriate in present traffic conditions. Tenderers should particularly check the existing running times for the Mondays to Fridays afternoon interpeak, PM peak and the early evening, the Saturday afternoon shopping period and the Sunday shopping period.

When reviewing existing, and devising new, running times Tenderers should refer to:

- the minimum performance standards for Route Nos. 474 & N474 in Section 7 above;
- the historical performance data provided in Section 1 Part B of the introduction to this ITT;
the paragraph in Section 12 referring to the proposed extension of the Cashless Boarding zone throughout the whole of the London area.

Tenderers may consider if school summer holiday schedules, incorporating running time reductions, are desirable for this route. In this event, schedules and costs must be submitted separately.

9. LAYOVERS

Under normal circumstances, layover time on stands and at bus stations should be restricted to that required to provide a reliable service. Longer layovers for any other purpose may only be taken with the permission of the Corporation.

10. TIMING CONSTRAINTS

Route No. 474 should interwork with Route No. 101 between Cyprus Station and Manor Park Station during all periods.

Route No. 474 should interwork with Route No. N474 to form a seamless 24 hour service.

Tenderers submitting bids should bear this requirement in mind when compiling schedules. This requirement will be negotiated with the successful Tenderer for this route to ensure that optimal interworking/separation is delivered within its schedules.

11. CONTROL STRATEGY

Route Nos. 474 & N474 can suffer from the effects of traffic congestion, making some form of route control essential in order to achieve or better the minimum performance standards for this route.

Tenderers should submit proposals on the control strategy they intend to adopt and the type of control they would intend to use by completing the form provided in Section 3: Part 7 of this ITT. The cost of this control should be included within the main Tender price.

Tenderers should also indicate how they intend to facilitate driver changeovers and meal reliefs for this route.

Further information is provided in Section 2.11 of Part A of the Guide for Tenderers.

12. OPERATIONAL CONSIDERATIONS

Tenderers should note the following operating considerations affecting Route Nos. 474 & N474:

- Football matches at West Ham United F.C. in Upton Park can cause severe traffic congestion in the area (Barking Road).
- Tenderers should be aware of heavy and unpredictable traffic delays in the Barking Road, Canning Town Flyover area especially at peak times.

Tenderers should also note the following factors/events which may have an impact on Route Nos. 474 & N474 in the foreseeable future:

- The East London Transit will be a bus-based system. The first stage commenced on 20th February 2010 and runs between Ilford, Barking and Dagenham Dock Station. A second stage will extend bus services into the Barking Riverside Development.
- It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract. **This is expected to lead to significant savings in running and recovery times to bus routes, and, therefore, potential resource (cycle time and PVR) savings are expected. Tenderers are required to identify and submit the level of savings per vehicle that could be achieved by reducing peak vehicle requirement, and/or how reliability targets could be revised when the Scheme is introduced.**

The above factors have been included to assist Tenderers and represents the information currently available to the Corporation. Tenderers should make their own enquiries about events which may impact upon the route and should form their own views about their likely effect upon it.

13. STOPPING ARRANGEMENTS

Buses operating on Route Nos. 474 & N474 must serve all stops on the line of route designated for the route.

14. TIMING POINTS & MILEAGES

Timing Points

The required timing points (and codes) are shown in Caesar.

Mileages for Route Nos. 474 & N474

Canning Town, Hermit Road to Manor Park Station	9.5 miles
Manor Park Station to Canning Town, Hermit Road	9.6 miles

Tenderers should note that:

- these measurements are believed to be accurate to within 0.5 miles, but no warranty or representation as to accuracy is given;
- out of service stand workings have not been measured and are not included within the above measurements;
- if alternative or additional measurements are used by the Tenderer, these must be stated in the tender submission;
- point to point measurements pertaining to recognised curtailment points or alternative terminals will be agreed with the successful Tenderer once the contract has been awarded.

15. VEHICLE LIVERY

All vehicles to be used on Route Nos. 474 & N474 from the commencement of the new Route Agreement must be in a livery that is exclusively Corporation red. The paint should be matched accurately to the colour as defined by the following manufacturer's specifications:

ICI London Bus Red P498 FPF 3

Other manufacturers should also be able to produce this specification from the ICI colour chart.

This requirement does not include the lower panels which may be in a different colour but which shall not exceed 50cm in height, or the rooftop which should be painted white so as to reduce temperatures inside the vehicle during the summer months.

The positioning and size of Operators' logos are to be agreed between the Operator and the Corporation and, where possible, these should be above the front doors on the nearside of the vehicles and above the drivers' offside cab windows.

All livery proposals must be submitted to the Contracts Tendering Manager for approval.

16. STANDS AND BLINDS

Tenderers should note that under normal circumstances, the specific restrictions relating to each stand will apply to the whole stand at all times. Any variation to such standing arrangements must be agreed by the Corporation. In addition, Tenderers should note the following general requirements:

- 1) Drivers MUST switch off engines during layover periods at bus stations or on stands.
- 2) No meal reliefs may be taken on any stand (on or off line of route) without the permission of the Corporation.
- 3) No crew ferry vehicles may enter any stand (on or off line of route) without the permission of the Corporation.
- 4) Destination blind displays to be used are shown under each stand description. Tenderers may suggest, within their bids, alternative blind displays.
- 5) The intermediate (also known as via) blind display to be used on the nearside of the vehicle is shown in the box below:

474 via London City Airport

For further information, please refer to Annex C of the Framework Agreement: General Conditions relating to the use of London Buses' Bus Stations and Stands.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 474: Canning Town, Hermit Road - Manor Park Station (24 hour service)

Date of Structural Change: 9 April 2011.

Date of Service Change: 9 April 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Manor Park Station: Trinity Gardens, Hermit Road, Barking Road, Canning Town Roundabout, Canning Town Bus Station, Silvertown Way, Silvertown Viaduct, Silvertown Way, North Woolwich Road, Connaught Bridge, Connaught Road, Hartmann Road, City Airport Access Road, Hartmann Road, Connaught Road, Albert Road, Pier Road, Albert Road, Woolwich Manor Way, Gallions Roundabout, Woolwich Manor Way, Ferndale Street, Cyprus Place, East Ham Manor Way, Woolwich Manor Way, Beckton Bus Station, Woolwich Manor Way, High Street South, High Street North, Station Road.

Towards Canning Town, Hermit Road: Station Road, High Street North, Ron Leighton Way, Barking Road, High Street South, Woolwich Manor Way, Beckton Bus Station, Woolwich Manor Way, East Ham Manor Way, Cyprus Place, Ferndale Street, Woolwich Manor Way, Gallions Roundabout, Woolwich Manor Way, Albert Road, Pier Road, Albert Road, Connaught Road, Hartmann Road, City Airport Access Road, Hartmann Road, Connaught Road, Connaught Bridge, North Woolwich Road, Silvertown Way, Silvertown Viaduct, Silvertown Way, Canning Town Bus Station, Canning Town Roundabout, Barking Road.

STANDING AND TURNING POINTS

CANNING TOWN, HERMIT ROAD

Public stand for 3 buses on south side of Trinity Gardens commencing opposite east flank wall of Nos. 2-96 and extending 38 metres east.

Buses proceed from Barking Road via Trinity Gardens to stand, departing to Trinity Gardens. Set down in Barking Road, at Stop L and pick up in Trinity Gardens, at Stop V.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 474 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.

DISPLAY: Canning Town, Barking Road.

CANNING TOWN BUS STATION, STAND W1 (from MANOR PARK STATION)

Private stand for 6 buses in marked bays at Stand W1/2 on west side of Canning Town Bus Station at south-west corner of junction of Barking Road and Silvertown Way. Buses proceed from Canning Town Bus Station direct to stand, departing to Canning Town Bus Station. Set down in Canning Town Bus Station, at Stop E and pick up in Canning Town Bus Station, at Stop D.

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.
DISPLAY:	Canning Town.
OTHER INFORMATION:	Unscheduled curtailments should stand in the North-East corner of the bus station at Stand E4.

LONDON CITY AIRPORT

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.

From Canning Town, Hermit Road.

Buses proceed from Hartmann Road via City Airport Access Road to stand, departing to City Airport Access Road. Set down in Hartmann Road, at Stop Z and pick up in City Airport Access Road, at Stop K.

From Manor Park Station.

Buses proceed from Hartmann Road via City Airport Access Road to stand, departing to City Airport Access Road. Set down in Hartmann Road, at Stop Z and pick up in City Airport Access Road, at Stop J.

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.
DISPLAY:	London City Airport.

NORTH WOOLWICH, FREE FERRY

Public stand for three buses on north side of Factory Road, commencing 45 metres west of Store Road.

From Canning Town, Hermit Road.

Buses proceed from Pier Road via Henley Road and Factory Road to stand, departing via Factory Road and Store Road to Pier Road. Set down in Pier Road, at Alighting Point NZ and pick up in Pier Road, at Stop NA.

From Manor Park Station.

Buses proceed from Pier Road via Henley Road and Factory Road to stand, departing via Factory Road and Store Road to Pier Road. Set down in Pier Road, at Alighting Point NZ and pick up in Pier Road, at Stop NB.

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.
DISPLAY:	North Woolwich.

CYPRUS, EAST HAM MANOR WAY (from Canning Town, Hermit Road)

Public stand for three buses on west side of East Ham Manor Way, located opposite party wall of 42/46 and extending 30 metres south.

Buses proceed from East Ham Manor Way direct to stand, departing via East Ham Manor Way and Woolwich Manor Way to East Ham Manor Way. Set down in East Ham Manor Way, at Stop P and pick up in East Ham Manor Way, at Stop K.

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.
DISPLAY:	Cyprus.

BECKTON BUS STATION, SOUTH SIDE

Private stand for four buses in 2 portions on south side of bus station on west side of Woolwich Manor Way.

1 - for two buses commencing at a point opposite stop B and extending 32 metres east.

2 - for two buses commencing at a point opposite stop A as an overflow stand and extending 28 metres east.

From Canning Town, Hermit Road.

Buses proceed from Beckton Bus Station direct to stand, departing to Beckton Bus Station.

Set down in Beckton Bus Station, at stop A and pick up in Beckton Bus Station, at stop B.

From Manor Park Station.

Buses proceed from Beckton Bus Station direct to stand, departing to Beckton Bus Station.

Set down in Beckton Bus Station, at stop A and pick up in Beckton Bus Station, at stop D.

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.
DISPLAY:	Beckton Station.

EAST HAM, LONSDALE AVENUE

Public stand for one bus on north side of Lonsdale Avenue, extending 13 metres west.

From Canning Town, Hermit Road.

Buses proceed from High Street South via Greatfield Avenue, Lonsdale Avenue and High Street South to stand, departing via Lonsdale Avenue and High Street South to Woolwich Manor Way. Set down in High Street South, at Stop BH and pick up in Woolwich Manor Way, at Stop BN.

From Manor Park Station.

Buses proceed from High Street South via Greatfield Avenue and Lonsdale Avenue to stand, departing via Lonsdale Avenue to High Street South. Set down in High Street South, at Stop BL and pick up in High Street South, at Stop BH.

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.
DISPLAY:	Beckton Alps.

EAST HAM, WHITE HORSE (from MANOR PARK STATION)

Private stand for four buses standing abreast facing north in bus parking area on north side of Rancliffe Road at the junction with High Street South.

Buses proceed from High Street South via Rancliffe Road to stand, departing via Rancliffe Road to High Street South. Set down in High Street South, at Stop M and pick up in High Street South, at Stop G.

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.
DISPLAY:	East Ham, Central Park.

EAST HAM, NEWHAM TOWN HALL (from Canning Town, Hermit Road)

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

Buses proceed from High Street South via Nelson Street and Wellington Road to stand, departing via Wellington Road and Barking Road to High Street South. Set down in High Street South, at Stop F and pick up in High Street South, at Stop V.

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.
DISPLAY:	East Ham, Newham Town Hall.

EAST HAM, WORDSWORTH AVENUE (from Canning Town, Hermit Road)

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 U and pick up in High Street North, at Stop A.

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.
DISPLAY:	East Ham.

MANOR PARK STATION, WHITTA ROAD

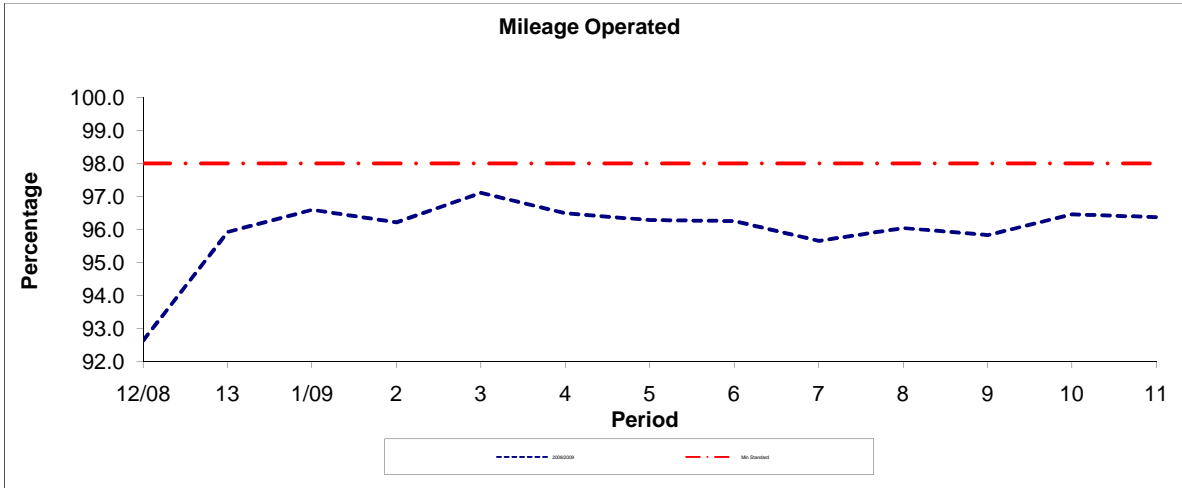
Public stand for two buses on south side of Whitta Road, commencing at a point 50 metres west of the western kerb line of Station Road and extending 25 metres east.

Buses proceed from Station Road via Whitta Road to stand, departing via Gladding Road, Capel Road and Forest Drive to Station Road. Set down in Station Road, at Stop A and pick up in Station Road, at Stop B.

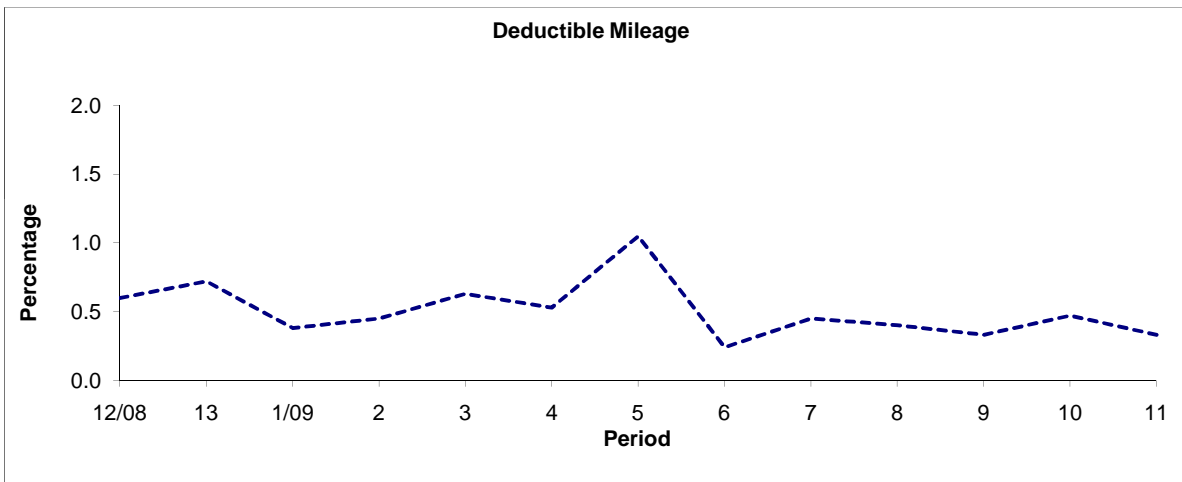
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 474 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Manor Park.

PART B - PERFORMANCE STATISTICS

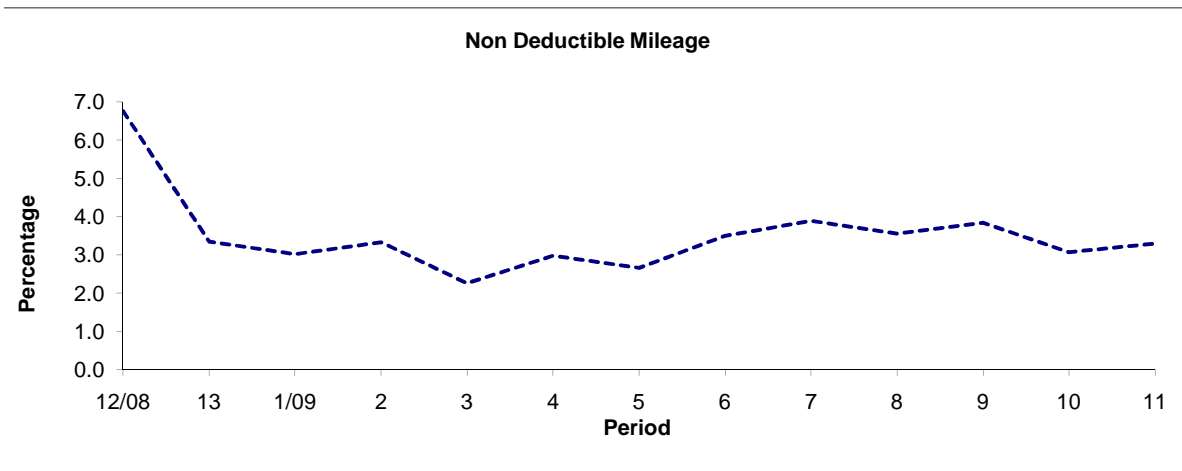
Route 474



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	92.64	95.93	96.60	96.22	97.11	96.49	96.29	96.26	95.66	96.04	95.83	96.46	96.37
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	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	0.60	0.72	0.38	0.45	0.63	0.53	1.05	0.24	0.45	0.40	0.33	0.47	0.33

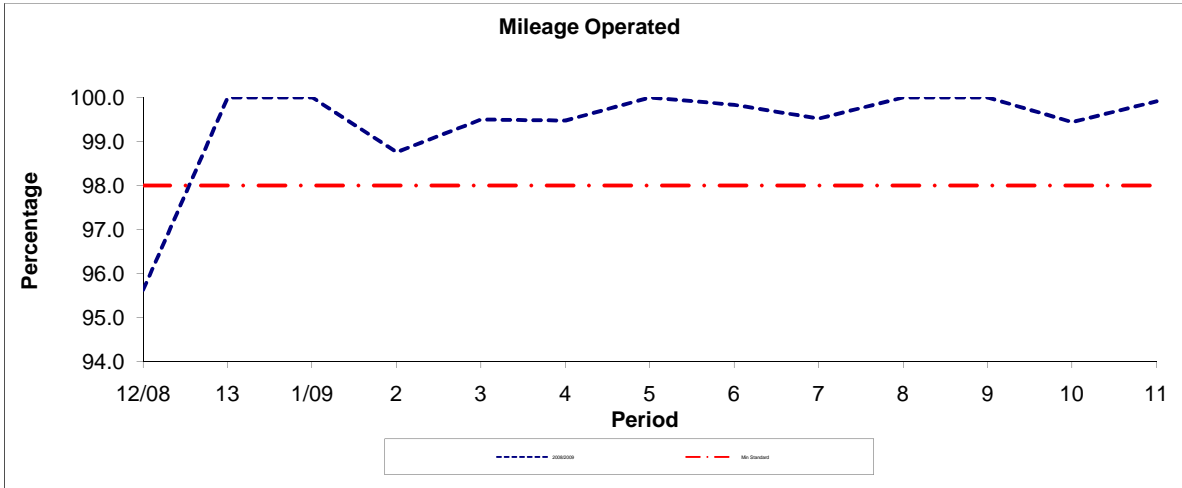


Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	6.76	3.35	3.02	3.33	2.26	2.98	2.66	3.50	3.89	3.56	3.84	3.07	3.30

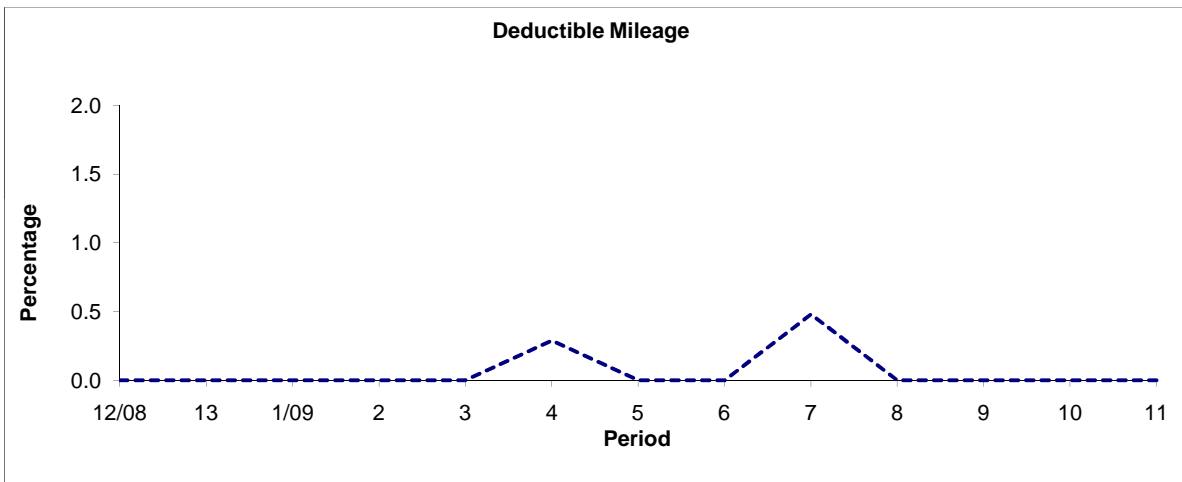
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

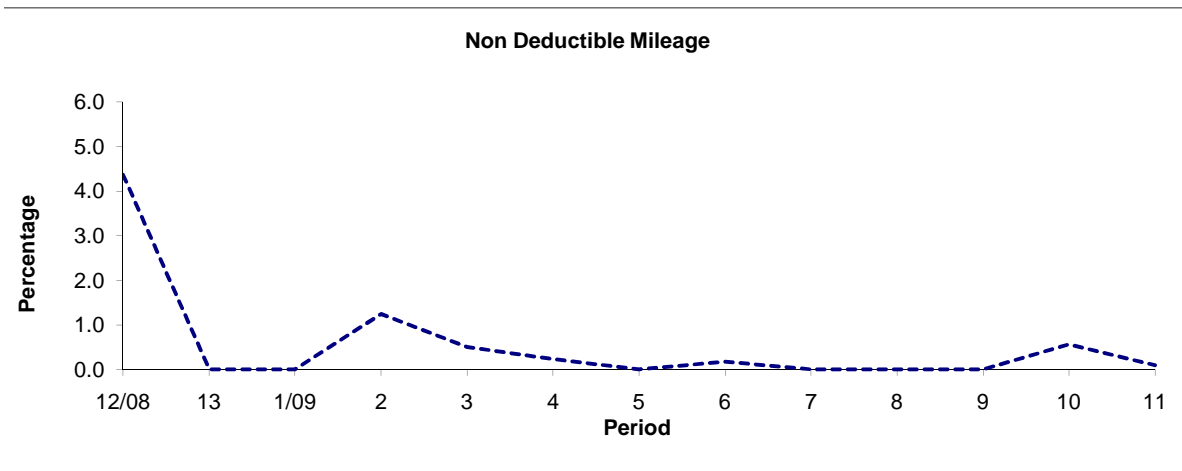
Route N474



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	95.63	100.00	100.00	98.76	99.50	99.48	100.00	99.83	99.52	100.00	100.00	99.44	99.91
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	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	0.00	0.00	0.00	0.00	0.00	0.29	0.00	0.00	0.48	0.00	0.00	0.00	0.00

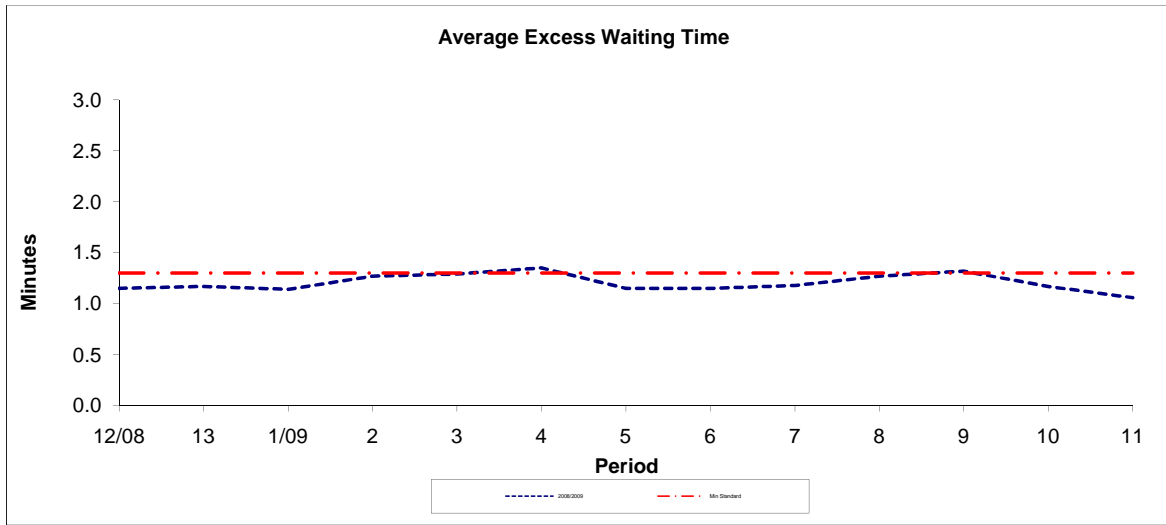


Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	4.37	0.00	0.00	1.24	0.50	0.23	0.00	0.17	0.00	0.00	0.00	0.56	0.09

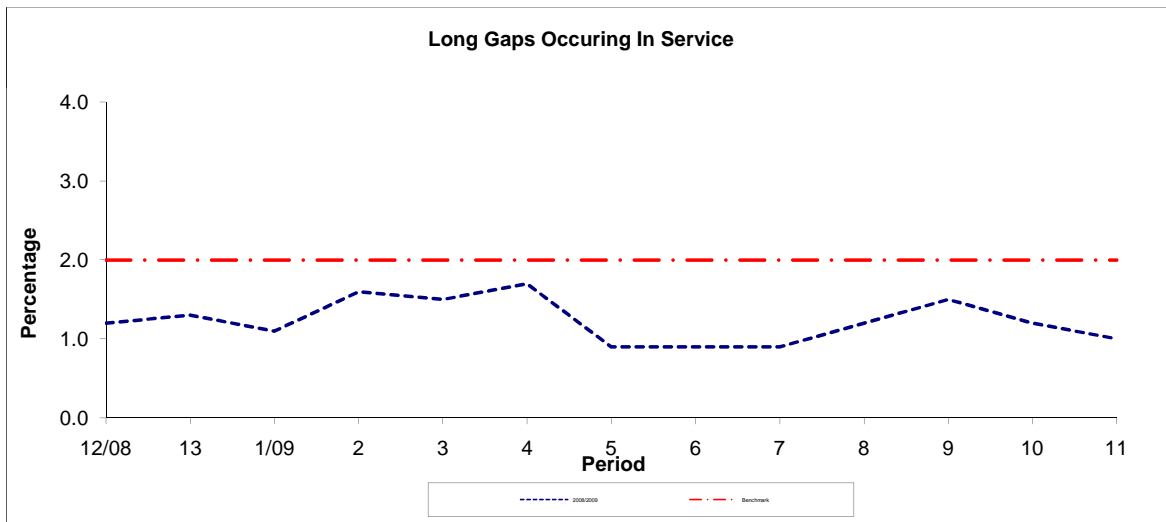
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 474



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	1.15	1.17	1.14	1.27	1.29	1.35	1.15	1.15	1.18	1.27	1.32	1.17	1.06
Min Standard	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30

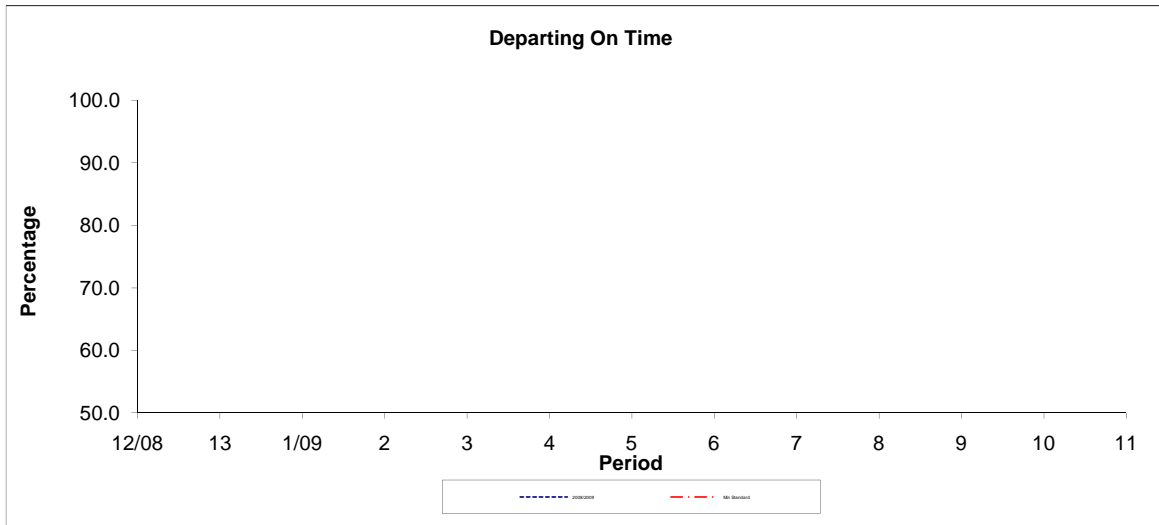


Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	1.20	1.30	1.10	1.60	1.50	1.70	0.90	0.90	0.90	1.20	1.50	1.20	1.00
Benchmark	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00

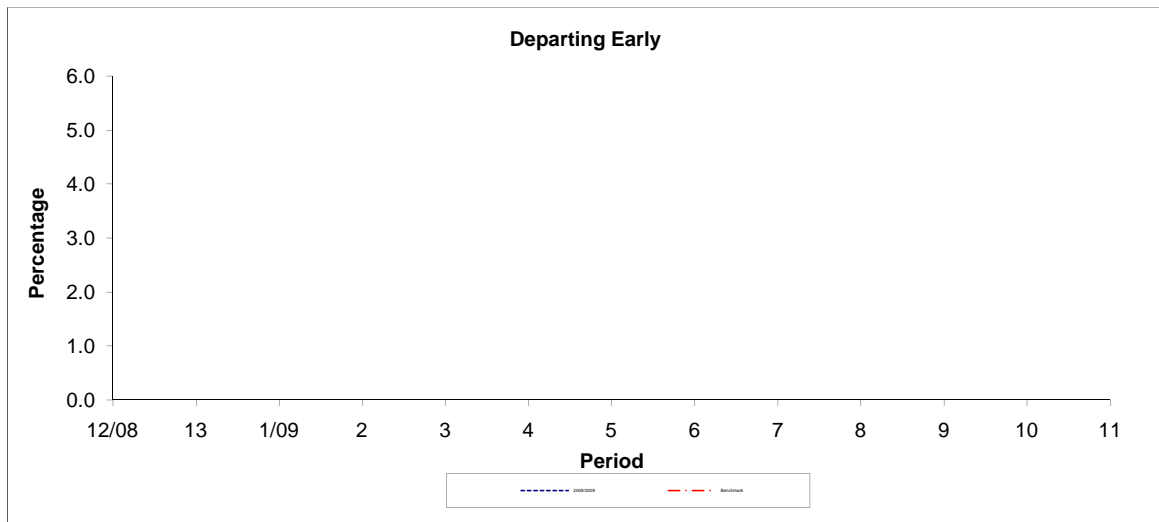
Note : Reliability is based on 12 weeks rolling data

PART B - PERFORMANCE STATISTICS

Route N474



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009													
Min Standard													



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009													
Benchmark													

Note : Reliability is based on 12 weeks rolling data
No data available