

7. Service Specification

Route: W13

Contract Reference: QC55503

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 | Leytonstone Station, Bus Station and Woodford Wells, Horse & Well |
| Contract Basis | Incentivised |
| Commencement Date | 11 th March 2017 |
| Vehicle Type | 60 capacity, dual door, single deck minimum 10.8m long. |
| Vehicle Type | 87 capacity, dual door, double deck vehicles (Mondays to Fridays schoolday journeys only) |
| Current Maximum Approved Dimensions | 10.8 metres long and 2.55 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 86.00% |
| Extension Threshold | Departing On Time Threshold - 88.00% |
| Minimum Operated Mileage Standard | No less than 98.00% |

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 11th April 2016

Tenderers should refer to section 3 of Part A for the Service Specification Explanatory Notes and Appendix B of section 5 for the Example Service Specification of the ITT document.

SERVICE SPECIFICATION

- 1) SERVICE SPEC - ROUTE SPECIFICATION INFORMATION
- 2) NOTES
- 3) SCHEDULE REQUIREMENTS & PINCHPOINTS
- 4) OPERATIONAL CONSIDERATIONS
- 5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS

2) NOTES

Proposed Changes:

At this time, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. W13.

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 minimum 10.8m long, vehicles are specified.

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.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| | | | | | |
|--|------------------|--|----------------------------------|-------------|------------|
| Leytonstone Station, Bus Station to Woodford Wells, Horse & Well | | Woodford Wells, Horse & Well to Leytonstone Station, Bus Station | | | |
| First departure no later than 0530. | | First departure no later than 0525. | | | |
| 0525 - 0630 | Every 20 minutes | 0520 - 0625 | Every 20 minutes | | |
| 0631 - 1935 | Every 15 minutes | 0626 - 2005 | Every 15 minutes | | |
| 1936 - 0010 | Every 30 minutes | 2006 - 2340 | Every 30 minutes | | |
| Last departure no earlier than 0005. | | Last departure no earlier than 2335. | | | |
| Pinchpoints | | | | | |
| South Woodford Station, George Lane | 0710 - 0910 | 15 minutes | Wanstead Station, Cambridge Park | 0735 - 0905 | 15 minutes |
| | 1500 - 1630 | 15 minutes | | 1500 - 1645 | 15 minutes |

3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

| | | | |
|--|--|--|--|
| Leytonstone Station, Bus Station to Woodford Wells, Horse & Well | | Woodford Wells, Horse & Well to Leytonstone Station, Bus Station | |
| 0752 | One journey (Mondays to Fridays) | 1539 | One journey (Tuesdays to Fridays only) |
| | | 1609 | One journey (Mondays only) |

The journeys shown in Section 3.2 are specifically designed to meet the start and finish times of Woodford High School for Girls and Bancroft's school and **should be operated by an 87 capacity dual door, double deck vehicle.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued.

3.3) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| | | | | | |
|--|------------------|--|----------------------------------|-------------|------------|
| Leytonstone Station, Bus Station to Woodford Wells, Horse & Well | | Woodford Wells, Horse & Well to Leytonstone Station, Bus Station | | | |
| First departure no later than 0530. | | First departure no later than 0525. | | | |
| 0525 - 0730 | Every 30 minutes | 0520 - 0725 | Every 30 minutes | | |
| 0731 - 1935 | Every 20 minutes | 0726 - 1935 | Every 20 minutes | | |
| 1936 - 0010 | Every 30 minutes | 1936 - 2340 | Every 30 minutes | | |
| Last departure no earlier than 0005. | | Last departure no earlier than 2335. | | | |
| Pinchpoints | | | | | |
| South Woodford Station, George Lane | 0905 - 1105 | 20 minutes | Wanstead Station, Cambridge Park | 0855 - 1115 | 20 minutes |

3.4) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| | | | | | |
|--|------------------|--|----------------------------------|-------------|------------|
| Leytonstone Station, Bus Station to Woodford Wells, Horse & Well | | Woodford Wells, Horse & Well to Leytonstone Station, Bus Station | | | |
| First departure no later than 0735. | | First departure no later than 0705. | | | |
| 0730 - 0010 | Every 30 minutes | 0700 - 2340 | Every 30 minutes | | |
| Last departure no earlier than 0005. | | Last departure no earlier than 2335. | | | |
| Pinchpoints | | | | | |
| South Woodford Station, George Lane | 1020 - 1120 | 30 minutes | Wanstead Station, Cambridge Park | 1020 - 1120 | 30 minutes |

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. W13 can suffer from unpredictable traffic delays in the Leytonstone area, particularly during Mondays to Fridays peak periods.

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 W13: Leytonstone Bus Station - Woodford Wells, Horse & Well

Date of Structural Change: 11 March 2017.

Date of Service Change: 11 March 2017.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Woodford Wells, Horse & Well: Leytonstone Bus Station, Church Lane, Leytonstone High Road, Green Man Roundabout, Cambridge Park, Wanstead High Street, Hermon Hill, George Lane, Mulberry Way, The Viaduct, George Lane, Woodford Green High Road, Woodford New Road, Woodford Green High Road.

Towards Leytonstone Bus Station: Woodford Green High Road, George Lane, The Shrubberies, The Viaduct, Mulberry Way, Daisy Road, Cowslip Road, George Lane, Hermon Hill, Wanstead High Street, Cambridge Park, Cambridge Road, Hollybush Hill, Green Man Roundabout, Leytonstone High Road, Gainsborough Road, Lemna Road, Kirkdale Road, Leytonstone Bus Station.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

LEYTONSTONE BUS STATION

Private stand for five buses in bus station on north side of Kirkdale Road.

Buses proceed from Leytonstone Bus Station direct to stand, departing to Leytonstone Bus Station. Set down in Leytonstone Bus Station, at Stop X (BP1542 - Leytonstone Station <>, Last Stop on LOR: BP1542 - Leytonstone Station <>) and pick up in Leytonstone Bus Station, at Stop T (BP1545 - Leytonstone Station <>, First Stop on LOR: BP1545 - Leytonstone Station <>).

| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | No more than 1 bus on Route W13 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: | Leytonstone. |
| OTHER INFORMATION: | Buses must not wait for longer than is necessary to pick up and set down passengers at these stops. Unisex toilet available 24/7. |

WANSTEAD, WOODBINE PLACE (from WOODFORD WELLS, HORSE & WELL)

Public stand for five buses on north side of Woodbine Place, commencing 5 metres west of Wanstead High Street and extending 58 metres west.

Buses proceed from Wanstead High Street via Woodbine Place to stand, departing via Woodbine Place to Wanstead High Street. Set down in Woodbine Place, at Stop AP (27814 - Woodbine Place, Last Stop on LOR: 15553 - Wanstead Place) and pick up in Wanstead High Street, at Stop SH (15552 - Wanstead Place, First Stop on LOR: 15552 - Wanstead Place).

| | |
|-------------------------|--|
| 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: | Wanstead. |
| OTHER INFORMATION: | Buses should not obstruct bus stop at front of the stand. Council toilets adjacent to stand. |

SOUTH WOODFORD, MULBERRY WAY

Public stand for two buses facing west in bus-only link road between Mulberry Way and Primrose Road.

From Leytonstone Bus Station.

Buses proceed from George Lane via Mulberry Way and Bus Standing Area to stand, departing via Bus Standing Area, Primrose Road, Mulberry Way and Daisy Road to Cowslip Road. Set down in George Lane, at Stop E (7509 - South Woodford Station <>, Last Stop on LOR: 7509 - South Woodford Station <>) and pick up in Cowslip Road, at Stop C (29463 - South Woodford Station <>, First Stop on LOR: 29463 - South Woodford Station <>).

From Woodford Wells, Horse & Well.

Buses proceed from Cowslip Road via George Lane, Mulberry Way and Bus Standing Area to stand, departing via Bus Standing Area, Primrose Road, Mulberry Way, Daisy Road and Cowslip Road to George Lane. Set down in Cowslip Road, at Stop C (29463 - South Woodford Station <>, Last Stop on LOR: 29463 - South Woodford Station <>) and pick up in George Lane, at Stop E (7509 - South Woodford Station <>, First Stop on LOR: 7509 - South Woodford Station <>).

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

WOODFORD GREEN, BROOMHILL ROAD (from Leytonstone Bus Station)

Buses proceed from Woodford Green High Road via The Terrace, Broomhill Road and Johnston Road departing to Woodford Green High Road. Set down in Woodford Green High Road, at stop S (15336 - Chingford Lane, Last Stop on LOR: 15336 - Chingford Lane) and pick up in Woodford Green High Road, at stop B (15334 - Woodford Green / Broadmead Road, First Stop on LOR: 15334 - Woodford Green / Broadmead Road).

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

WOODFORD WELLS, HORSE & WELL

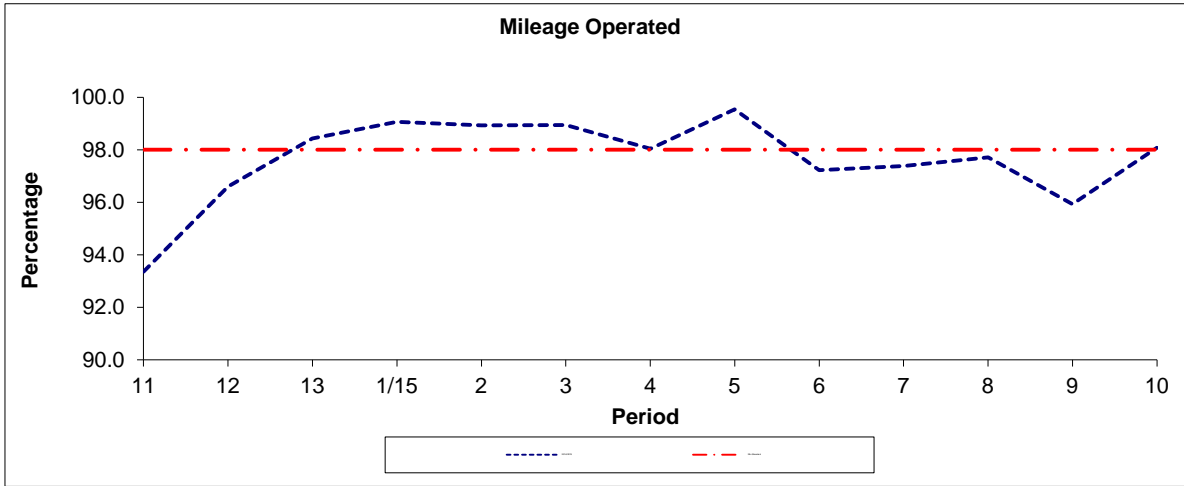
Public stand for two buses facing south on west side of slip road, on east side of Woodford Green High Road, commencing opposite the southern building line of the Horse & Well public house, and extending 22 metres north.

Buses proceed from Woodford Green High Road via Slip Road, Woodford Green High Road and Horse & Well Forecourt to stand, departing via Horse & Well Forecourt to Woodford Green High Road. Set down in Woodford Green High Road, at Stop FH (15329 - St Thomas Of Canterbury Church, Last Stop on LOR: 15329 - St Thomas Of Canterbury Church) and pick up in Woodford Green High Road, at Stop FS (15330 - St Thomas Of Canterbury Church, First Stop on LOR: 15330 - St Thomas Of Canterbury Church).

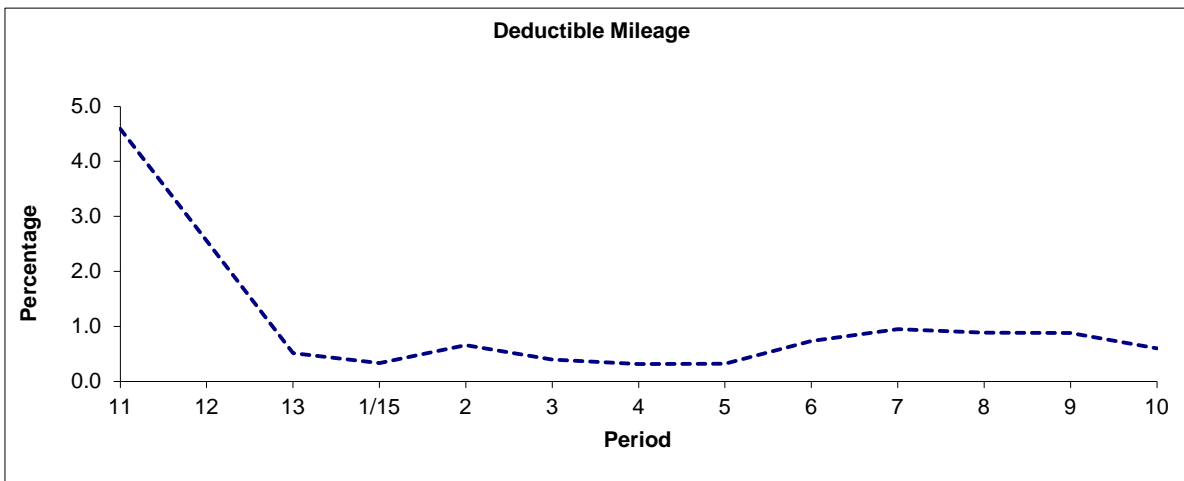
| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | No more than 1 bus on Route W13 should be scheduled to stand at any one time. |
| MEAL RELIEFS: | No meal relief vehicles to stand at any time. |
| FERRY VEHICLES: | No ferry vehicles to park on stand at any time. |
| BLIND DISPLAY: | Woodford Wells. |
| OTHER INFORMATION: | Buses must not wait for longer than is necessary to pick up and set down passengers at these stops. |

PART B - PERFORMANCE STATISTICS

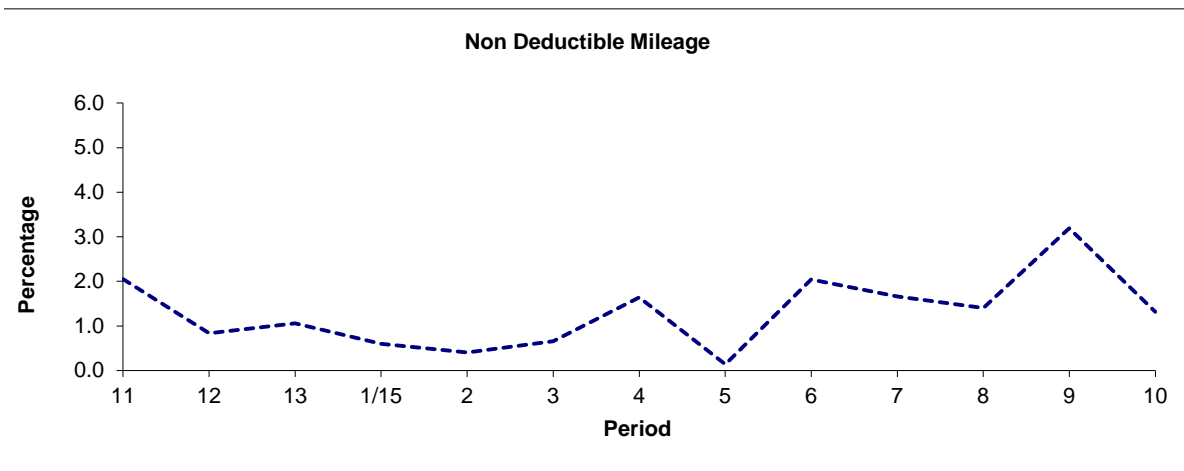
Route W13



| Period | 11 | 12 | 13 | 1/15 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2014/2015 | 93.36 | 96.61 | 98.43 | 99.07 | 98.94 | 98.95 | 98.05 | 99.54 | 97.22 | 97.39 | 97.72 | 95.93 | 98.08 |
| 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 | 1/15 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2014/2015 | 4.59 | 2.56 | 0.51 | 0.33 | 0.66 | 0.39 | 0.32 | 0.32 | 0.73 | 0.95 | 0.88 | 0.88 | 0.60 |

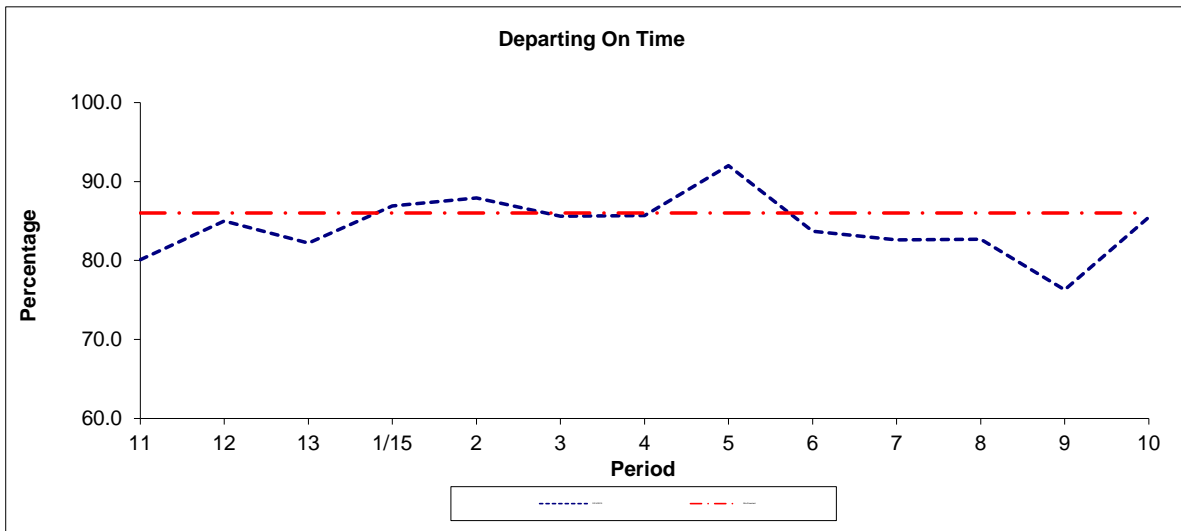


| Period | 11 | 12 | 13 | 1/15 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2014/2015 | 2.05 | 0.84 | 1.06 | 0.60 | 0.41 | 0.66 | 1.64 | 0.14 | 2.04 | 1.66 | 1.40 | 3.19 | 1.32 |

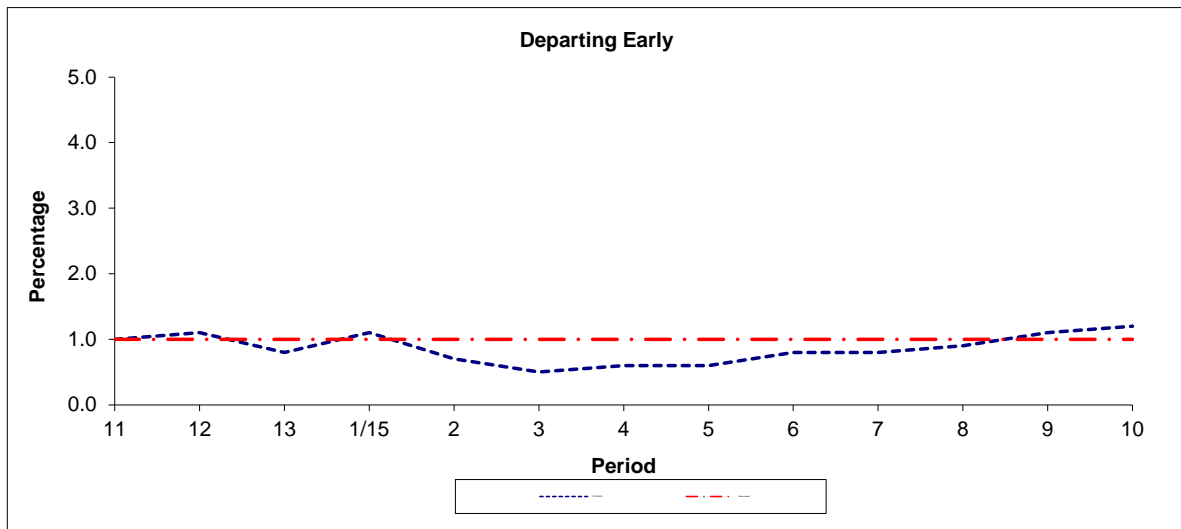
Note : Mileage is based on 4 weeks data
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

PART B - PERFORMANCE STATISTICS

Route W13



| Period | 11 | 12 | 13 | 1/15 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2014/2015 | 80.1 | 85.0 | 82.2 | 86.9 | 87.9 | 85.6 | 85.7 | 92.0 | 83.7 | 82.6 | 82.7 | 76.3 | 85.5 |
| Min Standard | 86.0 | 86.0 | 86.0 | 86.0 | 86.0 | 86.0 | 86.0 | 86.0 | 86.0 | 86.0 | 86.0 | 86.0 | 86.0 |



| Period | 11 | 12 | 13 | 1/15 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|-----------|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2014/2015 | 1.0 | 1.1 | 0.8 | 1.1 | 0.7 | 0.5 | 0.6 | 0.6 | 0.8 | 0.8 | 0.9 | 1.1 | 1.2 |
| 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 W13 - FULL iBUS RESULTS BY TIME OF DAY
 QUARTER 4 14/15 TO QUARTER 3 15/16 (03/01/15 - 08/01/16)**

MONDAY - FRIDAY

| Time Range | Expected Buses | Observed Buses | Observed Buses (%) | Linked Buses (%) | On Time (%) | Non Arrival / Not Linked (%) | Early (%) | Late (%) |
|----------------------|-----------------|-----------------|--------------------|------------------|-------------|------------------------------|------------|-------------|
| 05:00 - 07:00 | 8,805. | 8,637. | 98.1 | 98.8 | 97.6 | 1.2 | 0.1 | 1.2 |
| 07:00 - 10:00 | 20,591. | 19,724. | 95.8 | 93.7 | 79.1 | 6.6 | 0.6 | 13.7 |
| 10:00 - 13:00 | 19,903. | 19,612. | 98.5 | 97.8 | 88.9 | 2.3 | 0.4 | 8.4 |
| 13:00 - 16:00 | 20,400. | 19,566. | 95.9 | 96.2 | 85.0 | 4.3 | 0.5 | 10.3 |
| 16:00 - 19:00 | 19,506. | 18,874. | 96.8 | 91.1 | 69.4 | 9.4 | 1.4 | 19.7 |
| 19:00 - 22:00 | 14,019. | 13,823. | 98.6 | 97.1 | 89.3 | 3.0 | 0.8 | 6.8 |
| 22:00 - 24:00 | 6,527. | 6,400. | 98.1 | 98.0 | 96.5 | 2.0 | 0.9 | 0.6 |
| All Locations | 109,751. | 106,636. | 97.2 | 95.5 | 82.2 | 5.3 | 0.7 | 11.8 |

SATURDAY

| Time Range | Expected Buses | Observed Buses | Observed Buses (%) | Linked Buses (%) | On Time (%) | Non Arrival / Not Linked (%) | Early (%) | Late (%) |
|----------------------|----------------|----------------|--------------------|------------------|-------------|------------------------------|------------|------------|
| 05:00 - 07:00 | 1,175. | 1,139. | 96.9 | 97.7 | 95.5 | 2.2 | 0.7 | 1.7 |
| 07:00 - 10:00 | 3,177. | 3,101. | 97.6 | 98.3 | 95.9 | 1.6 | 0.3 | 2.2 |
| 10:00 - 13:00 | 3,269. | 3,265. | 99.9 | 99.0 | 90.9 | 1.1 | 1.3 | 6.8 |
| 13:00 - 16:00 | 3,257. | 3,229. | 99.1 | 97.9 | 85.1 | 2.2 | 2.5 | 10.3 |
| 16:00 - 19:00 | 3,320. | 3,303. | 99.5 | 99.2 | 91.6 | 0.7 | 2.1 | 5.6 |
| 19:00 - 22:00 | 2,420. | 2,403. | 99.3 | 98.2 | 89.7 | 1.9 | 0.7 | 7.7 |
| 22:00 - 24:00 | 1,417. | 1,419. | 100.1 | 99.6 | 96.3 | 0.5 | 1.3 | 2.0 |
| All Locations | 18,035. | 17,859. | 99.0 | 98.6 | 90.5 | 1.4 | 1.5 | 6.6 |

SUNDAY AND BANK HOLIDAYS

| Time Range | Expected Buses | Observed Buses | Observed Buses (%) | Linked Buses (%) | On Time (%) | Non Arrival / Not Linked (%) | Early (%) | Late (%) |
|----------------------|----------------|----------------|--------------------|------------------|-------------|------------------------------|------------|------------|
| 05:00 - 07:00 | 23. | 23. | 100.0 | 100.0 | 92.4 | 0.0 | 0.0 | 7.6 |
| 07:00 - 10:00 | 2,380. | 2,375. | 99.8 | 99.4 | 96.3 | 0.7 | 0.8 | 2.2 |
| 10:00 - 13:00 | 2,508. | 2,455. | 97.9 | 98.6 | 90.8 | 1.5 | 0.3 | 7.4 |
| 13:00 - 16:00 | 2,457. | 2,449. | 99.7 | 97.1 | 84.4 | 2.5 | 0.9 | 12.2 |
| 16:00 - 19:00 | 2,507. | 2,497. | 99.6 | 99.0 | 92.8 | 1.0 | 0.7 | 5.6 |
| 19:00 - 22:00 | 2,402. | 2,374. | 98.8 | 98.7 | 95.1 | 1.6 | 0.5 | 2.8 |
| 22:00 - 24:00 | 1,636. | 1,624. | 99.3 | 99.0 | 96.7 | 1.0 | 1.3 | 0.9 |
| All Locations | 13,913. | 13,797. | 99.2 | 98.6 | 91.1 | 1.5 | 0.7 | 6.7 |

ALL DAYS

| Time Range | Expected Buses | Observed Buses | Observed Buses (%) | Linked Buses (%) | On Time (%) | Non Arrival / Not Linked (%) | Early (%) | Late (%) |
|----------------------|-----------------|-----------------|--------------------|------------------|-------------|------------------------------|------------|-------------|
| 05:00 - 07:00 | 10,003. | 9,799. | 98.0 | 98.7 | 97.4 | 1.3 | 0.1 | 1.2 |
| 07:00 - 10:00 | 26,148. | 25,200. | 96.4 | 94.8 | 81.4 | 5.9 | 0.6 | 12.2 |
| 10:00 - 13:00 | 25,680. | 25,332. | 98.6 | 98.0 | 89.5 | 2.0 | 0.5 | 8.0 |
| 13:00 - 16:00 | 26,114. | 25,244. | 96.7 | 96.5 | 84.9 | 3.8 | 0.8 | 10.5 |
| 16:00 - 19:00 | 25,333. | 24,674. | 97.4 | 93.0 | 74.5 | 7.5 | 1.4 | 16.6 |
| 19:00 - 22:00 | 18,841. | 18,600. | 98.7 | 97.5 | 90.1 | 2.7 | 0.7 | 6.5 |
| 22:00 - 24:00 | 9,580. | 9,443. | 98.6 | 98.4 | 96.5 | 1.6 | 1.0 | 0.9 |
| All Locations | 141,699. | 138,292. | 97.6 | 96.2 | 84.1 | 4.4 | 0.8 | 10.6 |

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 555

Route W13
 Service change 26305
 Date 14/02/2012

Reason for Issue

New Contract

QSI Points are highlighted.

| OUT DIRECTION | | | | |
|-------------------------------------|-------------|---------------------------------|--------|-------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| LSTNBS | BP1545 | Leytonstone Station | | |
| | BP2754 | Kirkdale Road | 291 | 0.18 |
| | 14565 | Green Man Roundabout | 234 | 0.15 |
| | 14706 | Cambridge Road | 682 | 0.42 |
| | 14708 | Blake Hall Road | 191 | 0.12 |
| WANSN | 9326 | Wanstead Station | 393 | 0.24 |
| | 15552 | Wanstead Place | 419 | 0.26 |
| | 15550 | New Wanstead | 351 | 0.22 |
| | BP2470 | Sylvan Road | 243 | 0.15 |
| | 13548 | Heronwood Hospital | 224 | 0.14 |
| | 15502 | Charnwood Drive | 445 | 0.28 |
| | 15500 | George Lane / Hermon Hill | 293 | 0.18 |
| SWFSG | 7509 | South Woodford Station | 224 | 0.14 |
| | 35965 | George Lane Shopping Centre | 516 | 0.32 |
| | R0334 | Southend Road | 387 | 0.24 |
| | 15337 | Chelmsford Road | 346 | 0.21 |
| | 4358 | Woodford / the Cricketers | 295 | 0.18 |
| | FC90 | Churchill Memorial | 202 | 0.13 |
| | 15336 | Chingford Lane | 392 | 0.24 |
| WDFGCA | 4363 | Woodford Green / Broadmead Road | 304 | 0.19 |
| | 15333 | Monkhams Lane | 511 | 0.32 |
| WDFWHW | 15329 | St Thomas Of Canterbury Church | 286 | 0.18 |
| Total Route Mileage - Out Direction | | | 7229 | 4.49 |
| | | | Metres | Miles |

| BACK DIRECTION | | | | |
|--------------------------------------|-------------|-------------------------------------|--------|-------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| WDFWHW | 15330 | St Thomas Of Canterbury Church | | |
| | 15332 | Monkhams Lane | 381 | 0.24 |
| WDFGCA | 15334 | Woodford Green / Broadmead Road | 402 | 0.25 |
| | R0477 | Chingford Lane | 295 | 0.18 |
| | 15335 | Churchill Memorial | 337 | 0.21 |
| | 4359 | Woodford / St Albans Rd | 420 | 0.26 |
| | 15338 | Churchfields | 216 | 0.13 |
| | 3307 | Southend Road | 237 | 0.15 |
| | 35966 | George Lane Shopping Centre | 337 | 0.21 |
| SWFSGR | 29463 | South Woodford Station | 691 | 0.43 |
| | 15501 | Chigwell Road | 188 | 0.12 |
| | 15503 | Charnwood Drive | 321 | 0.20 |
| | 15549 | Heronwood Hospital | 444 | 0.28 |
| | BP2471 | Sylvan Road | 206 | 0.13 |
| | 15551 | High Street / Hermon Hill | 326 | 0.20 |
| | 15553 | Wanstead Place | 283 | 0.18 |
| | 15555 | Wanstead High St / Wanstead Station | 161 | 0.10 |
| WANSN | 2998 | Wanstead Station/George Green | 259 | 0.16 |
| | 14707 | Highstone Avenue | 372 | 0.23 |
| | BP2067 | Cambridge Road | 145 | 0.09 |
| | R0024 | Green Man Roundabout | 724 | 0.45 |
| LSTNBS | BP1542 | Leytonstone Station | 539 | 0.33 |
| Total Route Mileage - Back Direction | | | 7284 | 4.53 |
| | | | Metres | Miles |