

7. Service Specification

Route: 237

Contract Reference: QC54702

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.

Route Number	237
Terminus Points	Hounslow Heath, Hussar and White City Bus Station
Contract Basis	Incentivised
Commencement Date	7 th January 2017
Vehicle Type	87 capacity, dual door, double deck
Current Maximum Approved Dimensions	10.4 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Average Excess Wait Time - No more than 1.20 minutes
Extension Threshold	Average Excess Wait Time Threshold - 1.10 minutes
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 25th January 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. 237.

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:

- As part of the White City development works, Ariel Way is closed. A temporary routeing is currently in operation at White City. From late 2017, the permanent routeing will resume and there will be new standing arrangements. Ariel way will be re-aligned and will have a westbound bus lane.
- **Please see Section 5 for a full list of streets traversed and standing arrangements.**

Two options are specified:

Option 1

- No changes are proposed.

Option 2

- The additional Mondays to Fridays schooldays only journey between Brentford, Half Acre to Hounslow Heath, Hussar at 1515 is withdrawn, subject to the implementation of the restructure of Route No. E8 which was tendered as part of Tranche 519.

Tenderers are also encouraged to offer two axle vehicles with a longer wheelbase and increased capacity, subject to route constraints. Tenders offering such vehicles will be welcomed and carefully considered by the Corporation. Triaxle vehicles are not being considered by the Corporation at this time.

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

OPTION 1 & 2

Hounslow Heath, Hussar to White City Bus Station			White City Bus Station to Hounslow Heath, Hussar		
First departure no later than 0405.			First departure no later than 0415.		
0400 - 0505	Every 20 minutes		0410 - 0455	Every 20 minutes	
0506 - 0605	Every 12 minutes		0456 - 0555	Every 12 minutes	
0606 - 0635	Every 10 minutes		0556 - 0635	Every 10 minutes	
0636 - 0700	Every 8 minutes		0636 - 1725	Every 8 minutes	
0701 - 0800	Every 7-8 minutes (8 buses per hour)		1726 - 1825	Every 7-8 minutes (8 buses per hour)	
0801 - 1835	Every 8 minutes		1826 - 1855	Every 8 minutes	
1836 - 1905	Every 10 minutes		1856 - 1915	Every 10 minutes	
1905 - 2400	Every 12 minutes		1916 - 0020	Every 12 minutes	
			0021 - 0055	Every 30 minutes	
Last departure no earlier than 2355.			Last departure no earlier than 0050.		
Pinchpoints					
Stamford Brook Station	0725 - 0905	8 minutes	Hounslow Bus Station, London Road	0730 - 0900	8 minutes
	1530 - 1700	8 minutes		1500 - 1700	8 minutes

3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

OPTION 1

Brentford, Half Acre to Hounslow Heath, Hussar	
1515	One Journey

The journey shown in Section 3.2 is specifically designed to meet the finish times of various schools in the Brentford and Hounslow areas.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - Continued

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTIONS 1 & 2

Hounslow Heath, Hussar to White City Bus Station			White City Bus Station to Hounslow Heath, Hussar		
First departure no later than 0405.			First departure no later than 0415.		
0400 - 0505	Every 20 minutes		0410 - 0455	Every 20 minutes	
0506 - 0705	Every 15 minutes		0456 - 0655	Every 15 minutes	
0706 - 0805	Every 12 minutes		0656 - 0755	Every 12 minutes	
0806 - 0905	Every 10 minutes		0756 - 0855	Every 10 minutes	
0906 - 1805	Every 8 minutes		0856 - 1815	Every 8 minutes	
1806 - 1905	Every 10 minutes		1816 - 1855	Every 10 minutes	
1906 - 2400	Every 12 minutes		1856 - 0020	Every 12 minutes	
			0021 - 0055	Every 30 minutes	
Last departure no earlier than 2355.			Last departure no earlier than 0050.		
Pinchpoints					
Stamford Brook Station	0900 - 0950	10 minutes	Hounslow Bus Station, London Road	0900 - 0940	10 minutes
	0951 - 1110	8 minutes		0941 - 1100	8 minutes

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

OPTIONS 1 & 2

Hounslow Heath, Hussar to White City Bus Station			White City Bus Station to Hounslow Heath, Hussar		
First departure no later than 0405.			First departure no later than 0415.		
0400 - 0605	Every 20 minutes		0410 - 0555	Every 20 minutes	
0606 - 0905	Every 15 minutes		0556 - 0855	Every 15 minutes	
0906 - 2400	Every 12 minutes		0856 - 0025	Every 12 minutes	
			0026 - 0055	Every 30 minutes	
Last departure no earlier than 2355.			Last departure no earlier than 0050.		
Pinchpoints					
Stamford Brook Station	1015 - 1115	12 minutes	Hounslow Bus Station, London Road	1030 - 1130	12 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 237 should interwork with Route No. 235 between Hounslow Heath, Hussar and Isleworth, Busch Corner during all periods apart from Saturdays and Sundays early mornings when they should be best separated.
- 4.2) Route No. 237 can suffer from unpredictable traffic delays in the Hounslow, Brentford and Shepherd's Bush areas.
- 4.3) Westfield are planning to expand their White City Shopping centre. It will be extended northwards from the current building to the Hammersmith and City line viaduct. There will be an increase in retail space and additional housing units on the east side of the site. The retail and residential development will be on a podium above Ariel Way. Under the podium will be a realigned Ariel Way, loading provision, car parking and other ancillary uses.

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 237: Hounslow Heath, Hussar - White City Bus Station

Date of Structural Change: 7 January 2017.

Date of Service Change: 7 January 2017.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards White City Bus Station: Staines Road, Grove Road, Hanworth Road, Hounslow High Street, London Road, Brentford High Street, Kew Bridge Road, Chiswick High Road, Chiswick Roundabout, Chiswick High Road, Goldhawk Road, Shepherd's Bush Green (West Side), Uxbridge Road, Shepherds Bush Interchange, Westfield Way, Ariel Way, The Perimeter Road, White City Bus Station, The Perimeter Road, White City Bus Station.

Towards Hounslow Heath, Hussar: White City Bus Station, The Perimeter Road, Ariel Way, Westfield Way, Shepherds Bush Interchange, Uxbridge Road, Shepherd's Bush Green (South Side), Shepherd's Bush Green, Goldhawk Road, Chiswick High Road, Chiswick Roundabout, Chiswick High Road, Kew Bridge Road, Brentford High Street, London Road, Hounslow High Street, Douglas Road, Grove Road, Staines Road, Martindale Road, Corporation Avenue, Barrack 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.

HOUNSLOW HEATH, HUSSAR

Public stand for 2 buses on east side of Barrack Road outside The Hussar public house commencing approximately 20 metres north of Staines Road and extending 20 metres north.

Buses proceed from Barrack Road direct to stand, departing via Barrack Road to Staines Road. Set down in Barrack Road, at Stop Z1 (25593 - Hounslow Heath / The Hussar, Last Stop on LOR: 25593 - Hounslow Heath / The Hussar) and pick up in Staines Road, at Stop C (4554 - Frampton Road, First Stop on LOR: 4554 - Frampton Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 237 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:	Hounslow Heath.
OTHER INFORMATION:	Council toilet facilities available 24 hours.

HOUNSLOW, BELL CORNER (from WHITE CITY BUS STATION)

Private stand for 3 buses in separate 12-metre marked bays in Bus Parking Area on north side of Bath Road adjacent to Bath Road Car Park and opposite Nos. 22-36.

Buses proceed from Grove Road via Bell Road, Bath Road and Bell Corner to stand, departing via Bell Corner, Bath Road and Steve Biko Way to Staines Road. Set down in Grove Road, at Stop S (BP929 - Treaty Centre, Last Stop on LOR: BP929 - Treaty Centre) and pick up in Staines Road, at Stop U (BP930 - The Bell, First Stop on LOR: BP930 - The Bell).

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:	Hounslow, Bell Corner.

HOUNSLOW BUS STATION (from WHITE CITY BUS STATION)

Private stand for 9 buses in marked bays in bus parking area in Hounslow Bus Station on north side of London Road.

Buses proceed from London Road via Hounslow Bus Station to stand, departing via Kingsley Road to London Road. Set down in London Road, at Stop G (1778 - Hounslow Bus Station, Last Stop on LOR: 1778 - Hounslow Bus Station) and pick up in London Road, at Stop F (1341 - Hounslow Bus Station, First Stop on LOR: 1341 - Hounslow Bus 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: Hounslow, Bus Station.

ISLEWORTH, BUSCH CORNER (from Hounslow Heath, Hussar)

Buses proceed from London Road via Epworth Road and Syon Lane departing to London Road. Set down in London Road, at Stop T (6187 - Busch Corner, Last Stop on LOR: 6187 - Busch Corner) and pick up in London Road, at Stop V (6188 - Busch Corner, First Stop on LOR: 6188 - Busch Corner).

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

BRENT LEA

Buses proceed out of service from London Road. Buses depart from out of service to London Road. Set down in London Road (6179 - Brent Lea, Last Stop on LOR: 6179 - Brent Lea) and pick up in London Road (6180 - Brent Lea, First Stop on LOR: 6180 - Brent Lea).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: Unscheduled curtailments only
BLIND DISPLAY: Brentford, Brent Lea.

BRENTFORD, HALF ACRE

Buses proceed out of service from Brentford High Street. Buses depart from out of service to Brentford High Street. Set down in Alexandra Road, at Stop Z1 (BP5166 - Alexandra Road, Last Stop on LOR: 6170 - Goat Wharf) and pick up in Brentford High Street, at Stop BP (6173 - Brentford County Court, First Stop on LOR: 6173 - Brentford County Court).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: Unscheduled curtailments only
BLIND DISPLAY: Brentford, Half Acre.

BRENTFORD, COUNTY COURT

Public stand for three buses on south side of Back Lane, commencing 5 metres west of the western kerbline of Alexandra Road and extending 30 metres west.

From Hounslow Heath, Hussar.

Buses proceed from Brentford High Street via Alexandra Road and Back Lane to stand, departing via Back Lane, St Paul's Road and Half Acre to Brentford High Street. Set down in Brentford High Street, at Stop BP (6173 - Brentford County Court, Last Stop on LOR: 6173 - Brentford County Court) and pick up in Brentford High Street, at Stop BC (6176 - Market Place, First Stop on LOR: 6176 - Market Place).

From White City Bus Station.

Buses proceed from Brentford High Street via Alexandra Road and Back Lane to stand, departing via Back Lane, St Paul's Road and Half Acre to Brentford High Street. Set down in Brentford High Street, at Stop BJ (6170 - Goat Wharf, Last Stop on LOR: 6170 - Goat Wharf) and pick up in Brentford High Street, at Stop BP (6173 - Brentford County Court, First Stop on LOR: 6173 - Brentford County Court).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	By arrangement.
FERRY VEHICLES:	By arrangement.
BLIND DISPLAY:	Brentford, County Court.

CHISWICK ROUNDABOUT (from Hounslow Heath, Hussar)

Buses proceed from Chiswick High Road via Chiswick Roundabout departing to Chiswick High Road. Set down in Chiswick High Road, at Stop Q (3163 - Brentford Fountain Leisure Centre, Last Stop on LOR: 3163 - Brentford Fountain Leisure Centre) and pick up in Chiswick High Road, at Stop L (3164 - Brentford Fountain Leisure Centre, First Stop on LOR: 3164 - Brentford Fountain Leisure Centre).

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

CHISWICK ROUNDABOUT (from WHITE CITY BUS STATION)

Buses proceed from Chiswick High Road via Chiswick Roundabout departing to Chiswick High Road. Set down in Chiswick High Road, at Stop J (6159 - Power Road, Last Stop on LOR: 6159 - Power Road) and pick up in Chiswick High Road, at Stop K (6158 - Oxford Road North, First Stop on LOR: 6158 - Oxford Road North).

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

TURNHAM GREEN, CHISWICK HIGH ROAD (from Hounslow Heath, Hussar)

Public stand for one bus on south side of Chiswick High Road, commencing at a point 46 metres east of and opposite Belmont Road and extending 12 metres east.

Buses proceed from Chiswick High Road via Town Hall Avenue, Heathfield Terrace and Chiswick High Road to stand, departing to Chiswick High Road. Set down in Chiswick High Road, at Stop S (R0209 - Chiswick Road, Last Stop on LOR: R0209 - Chiswick Road) and pick up in Chiswick High Road, at Stop CV (133 - Turnham Green Church, First Stop on LOR: 133 - Turnham Green Church).

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:	Turnham Green.

Goldhawk Road, Askew Road (from Hounslow Heath, Hussar)

Buses proceed from Goldhawk Road departing to Goldhawk Road. Set down in Goldhawk Road, at stop SB (1784 - Askew Road, Last Stop on LOR: 1784 - Askew Road) and pick up in Goldhawk Road, at stop SJ (6218 - Askew Road, First Stop on LOR: 6218 - Askew Road).

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

SHEPHERDS BUSH GREEN, WEST SIDE (from Hounslow Heath, Hussar)

Public stand for two buses on west side of Shepherd's Bush Green prior to Stop S outside bingo hall.

Buses proceed from Uxbridge Road via Shepherd's Bush Green (South Side) and Shepherd's Bush Green (West Side) to stand, departing via Shepherd's Bush Green (West Side), Uxbridge Road, Shepherd's Bush Green (South Side) and Shepherd's Bush Green to Goldhawk Road. Set down in Uxbridge Road, at Stop U (24294 - Shepherd's Bush Green, Last Stop on LOR: 24294 - Shepherd's Bush Green) and pick up in Goldhawk Road, at Stop J (20072 - Shepherds Bush Road, First Stop on LOR: 20072 - Shepherds Bush 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:	Shepherd's Bush.

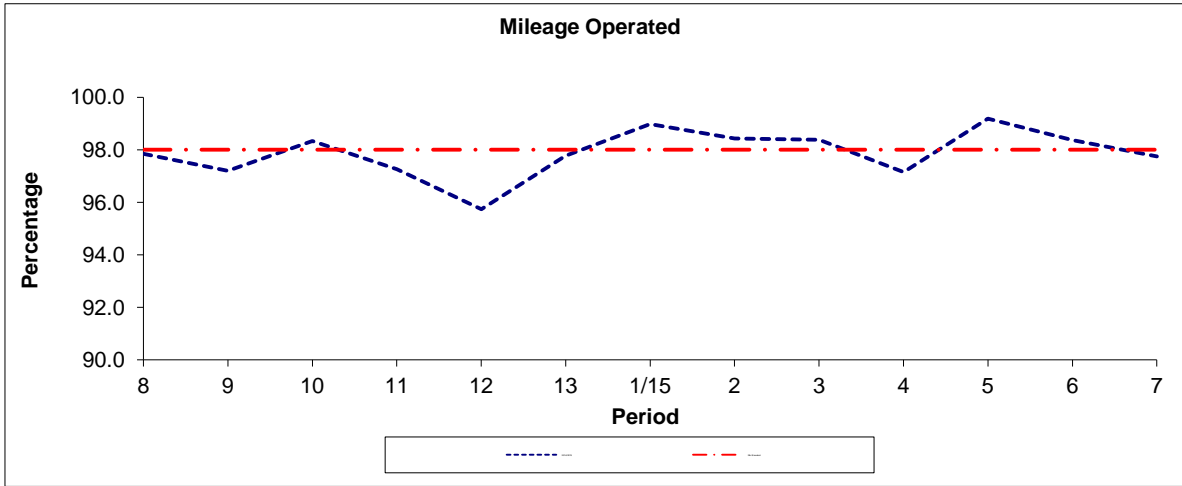
WHITE CITY BUS STATION, STAND Z8

Private stand for 2 buses for route 237 at Stand Z8 in building of White City Bus Station. Buses proceed from White City Bus Station direct to stand, departing to White City Bus Station. Set down in White City Bus Station, at alighting point (BP5255 - White City Bus Station <>, Last Stop on LOR: BP5255 - White City Bus Station <>) and pick up in White City Bus Station, at Stop WL (BP5239 - White City Bus Station <>, First Stop on LOR: BP5239 - White City Bus Station <>).

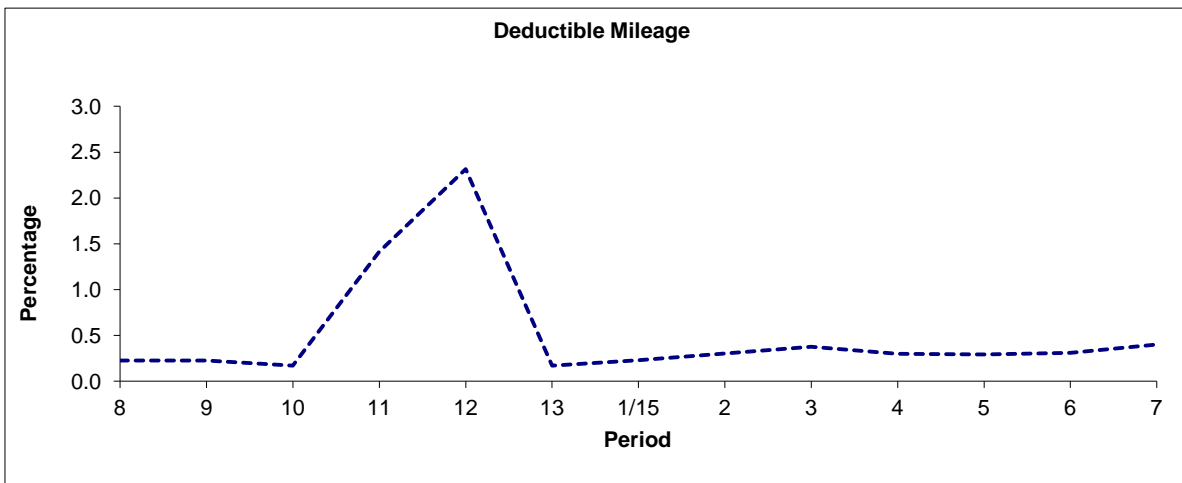
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 237 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	White City.
OTHER INFORMATION:	Toilet facilities to be confirmed.

PART B - PERFORMANCE STATISTICS

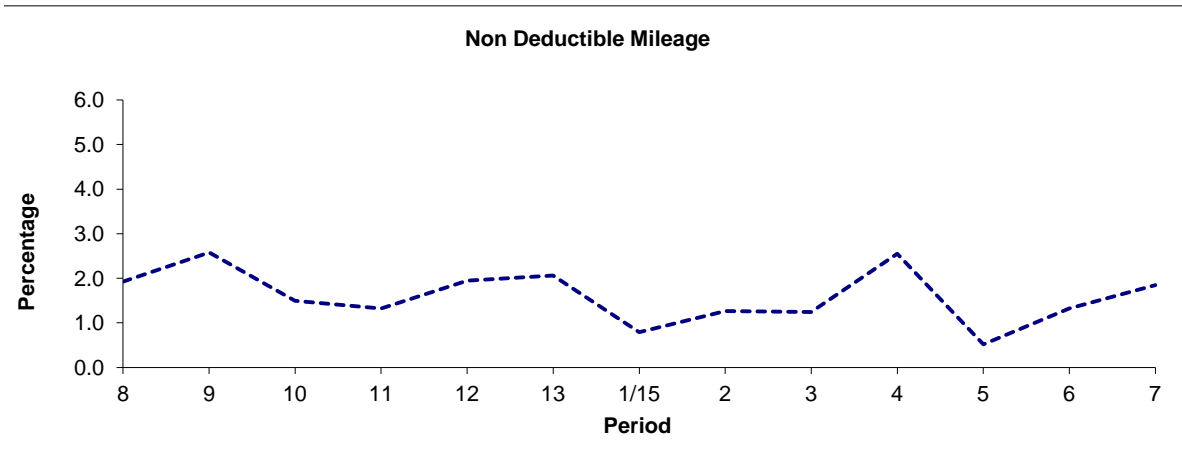
Route 237



Period	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	97.85	97.20	98.34	97.26	95.74	97.77	98.98	98.43	98.38	97.15	99.19	98.37	97.75
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	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	0.23	0.23	0.17	1.41	2.31	0.17	0.23	0.30	0.38	0.30	0.29	0.31	0.40

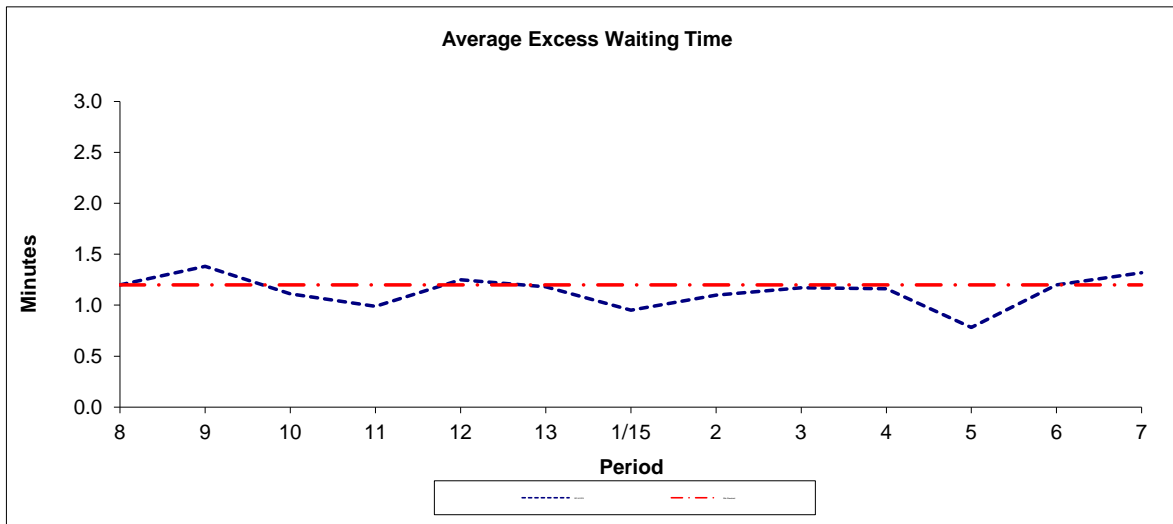


Period	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	1.93	2.58	1.49	1.33	1.95	2.06	0.79	1.27	1.24	2.55	0.52	1.32	1.85

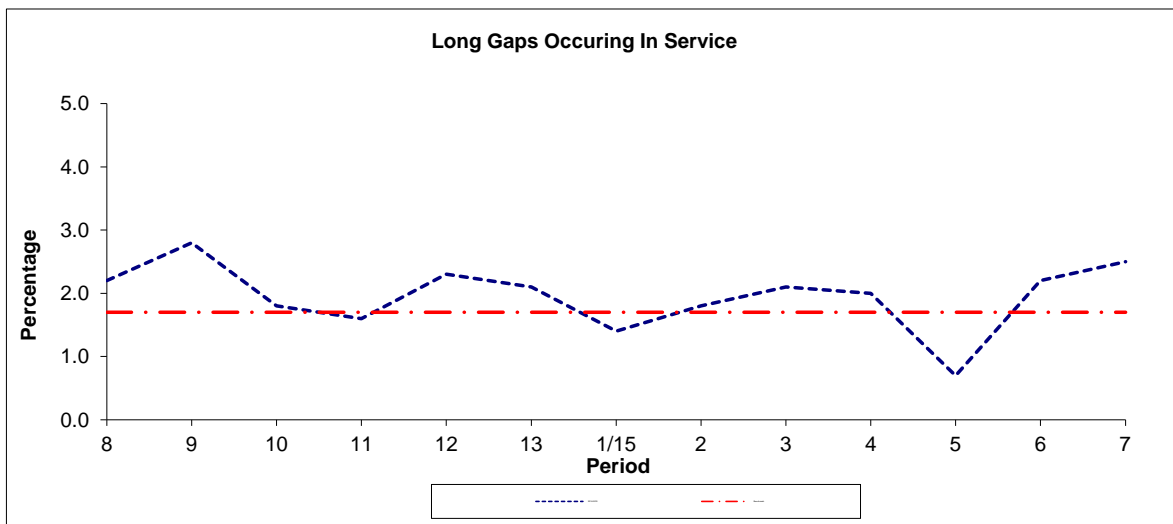
Note : Mileage is based on 4 weeks data
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

PART B - PERFORMANCE STATISTICS

Route 237



Period	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014-2015	1.20	1.38	1.11	0.99	1.25	1.18	0.95	1.10	1.17	1.16	0.78	1.20	1.32
Min Standard	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20



Period	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014-2015	2.2	2.8	1.8	1.6	2.3	2.1	1.4	1.8	2.1	2.0	0.7	2.2	2.5
Benchmark	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7

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

**ROUTE 237 - FULL iBUS RESULTS BY TIME OF DAY
 QUARTER 3 14/15 TO QUARTER 2 15/16 (13/09/14 - 18/09/15)**

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	49,714.	49,726.	100.0	5.39	0.41	5.81	86.0	13.9	0.1	0.0	0.1	45
07:00 - 10:00	102,910.	100,606.	97.8	3.94	1.13	5.07	88.5	10.8	0.6	0.1	2.2	62
10:00 - 13:00	101,266.	100,140.	98.9	3.99	0.79	4.79	91.8	8.1	0.1	0.0	0.7	42
13:00 - 16:00	99,504.	98,592.	99.1	4.03	0.98	5.02	89.0	10.6	0.4	0.0	1.4	41
16:00 - 19:00	100,415.	97,515.	97.1	3.99	1.56	5.55	84.7	14.1	1.1	0.1	3.3	49
19:00 - 22:00	81,715.	80,264.	98.2	4.94	1.12	6.06	80.4	18.3	1.2	0.1	1.9	56
22:00 - 24:00	44,235.	45,555.	103.0	6.00	0.78	6.78	77.3	21.6	1.1	0.1	0.4	51
All Locations	579,759.	572,398.	98.7	4.23	1.11	5.33	86.8	12.5	0.7	0.1	1.9	62

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	7,582.	7,562.	99.7	7.38	0.36	7.74	67.0	32.3	0.7	0.0	0.0	33
07:00 - 10:00	16,908.	17,079.	101.0	5.25	0.41	5.66	86.6	13.2	0.2	0.0	0.2	31
10:00 - 13:00	21,202.	20,550.	96.9	4.01	0.90	4.91	90.3	9.2	0.4	0.1	1.4	45
13:00 - 16:00	21,283.	19,491.	91.6	4.00	2.09	6.09	80.4	17.2	2.1	0.4	5.7	61
16:00 - 19:00	21,057.	19,951.	94.7	4.00	1.95	5.95	81.9	15.7	1.9	0.5	5.3	55
19:00 - 22:00	15,862.	15,727.	99.1	5.42	1.50	6.92	74.7	22.3	2.6	0.4	2.1	62
22:00 - 24:00	9,495.	9,695.	102.1	6.00	1.06	7.06	75.4	22.5	1.9	0.3	0.9	43
All Locations	113,389.	110,055.	97.1	4.52	1.43	5.95	82.3	16.0	1.5	0.3	3.2	62

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	7,254.	7,315.	100.8	8.92	0.10	9.03	60.4	37.4	2.2	0.0	0.0	38
07:00 - 10:00	13,919.	13,998.	100.6	6.93	0.36	7.29	72.6	26.6	0.7	0.0	0.0	35
10:00 - 13:00	15,952.	15,519.	97.3	5.98	0.74	6.72	76.2	22.4	1.2	0.1	0.5	47
13:00 - 16:00	15,688.	15,283.	97.4	5.95	1.53	7.48	71.2	24.9	3.4	0.5	1.7	50
16:00 - 19:00	16,173.	16,004.	99.0	5.88	1.19	7.07	74.5	23.4	2.0	0.2	0.8	49
19:00 - 22:00	16,300.	16,705.	102.5	5.86	0.66	6.52	78.7	20.2	1.0	0.1	0.5	57
22:00 - 24:00	10,585.	10,785.	101.9	6.00	0.33	6.33	80.6	19.2	0.3	0.0	0.1	39
All Locations	95,871.	95,609.	99.7	6.09	0.95	7.04	74.5	23.5	1.8	0.2	0.8	57

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	64,550.	64,603.	100.1	5.84	0.39	6.23	82.3	17.4	0.3	0.0	0.1	45
07:00 - 10:00	133,737.	131,683.	98.5	4.20	1.04	5.23	87.6	11.8	0.6	0.0	1.9	62
10:00 - 13:00	138,420.	136,209.	98.4	4.24	0.80	5.04	89.7	10.0	0.3	0.0	0.8	47
13:00 - 16:00	136,475.	133,366.	97.7	4.24	1.21	5.45	85.8	13.1	1.0	0.1	2.1	61
16:00 - 19:00	137,645.	133,470.	97.0	4.18	1.57	5.75	83.4	15.2	1.2	0.2	3.3	55
19:00 - 22:00	113,877.	112,696.	99.0	5.11	1.12	6.23	79.4	19.1	1.3	0.2	1.8	62
22:00 - 24:00	64,315.	66,035.	102.7	6.00	0.76	6.76	77.4	21.4	1.1	0.1	0.4	51
All Locations	789,019.	778,062.	98.6	4.45	1.13	5.58	85.0	14.0	0.9	0.1	1.9	62

Transport for London - QSI Points and Live Mileage List

Route 237
 Service change 21497
 Date 30 September 2009

TRANCHE 547

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HHTHHR S	HHTHHR S	HOUNSLOW HEATH, HUSSAR		
HHTHHR	4554	Frampton Road	0	0.00
	17668	Martindale Road	184	0.11
	BP1798	Cranbrook Road	269	0.17
	553	Wellington Road South	296	0.18
	6210	Hibernia Road	426	0.26
HOUNBL	BP930	The Bell	420	0.26
	15580	Treaty Centre	359	0.22
	BP2285	Hounslow High Street	397	0.25
HOUNBSL	1341	Hounslow Bus Station	327	0.20
	6205	Bridge Road	316	0.20
	BP4509	Star Road	214	0.13
	6202	Thornbury Road	189	0.12
	6200	West Thames College	205	0.13
	6197	Isleworth Station	334	0.21
	6195	Linkfield Road	170	0.11
	6193	Wood Lane	179	0.11
	6191	Turnpike Way	320	0.20
	6189	The Green School	289	0.18
ISLEBC	6187	Busch Corner	185	0.11
	6183	Syon Lane	251	0.16
	6181	Beech Avenue	200	0.12
	6179	Brent Lea	245	0.15
BTFDHA	6175	Brentford Magistrates Court	450	0.28
	6173	Brentford County Court	253	0.16
	6169	Watermans Centre	464	0.29
	6167	The Musical Museum	220	0.14
	6163	Kew Bridge Steam Museum	348	0.22
KEWBPL	2196	Kew Bridge Station	295	0.18
	3163	Brentford Fountain Leisure Centre	267	0.17
	6158	Oxford Road North	512	0.32
	1049	Gunnersbury Station	153	0.10
	R0209	Chiswick Road	350	0.22
TURNCH	134	Turnham Green Church	415	0.26
	33871	Clifton Gardens	235	0.15
	27402	Chiswick Police Station	263	0.16
	29149	Chiswick Lane	326	0.20
	1037	Stamford Brook Bus Garage	266	0.17
	172	Goldhawk Road / Youngs Corner	193	0.12
SFBKSN	27613	Stamford Brook Station	334	0.21
	6220	Ravenscourt Gardens	126	0.08
	27615	Stamford Brook Road	184	0.11
	1784	Askew Road	317	0.20
	685	Paddenswick Road	252	0.16
	6214	Cathnor Road	207	0.13
	6212	St Stephens Avenue	197	0.12
SHEPGR	847	Goldhawk Road Station	302	0.19
	840	Shepherds Bush Road	228	0.14
	24294	Shepherds Bush Green	511	0.32
SHEPSI	BP5232	Shepherds Bush Station	309	0.19
WCTYBS	BP5255	White City Bus Station	986	0.61
	WCTYB08S	White City Bus Station, Stand Z8	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			14738 metres	9.16 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WCTYB08S	WCTYB08S	White City Bus Station, Stand Z8		
WCTYBS	BP5239	White City Bus Station	0	0.00
SHEPSI	BP5233	Shepherds Bush Station	1041	0.65
	20072	Shepherds Bush Road	579	0.36
SHEPGR	846	Goldhawk Road Station	192	0.12
	6213	St Stephens Avenue	273	0.17
	6217	Cathnor Road	269	0.17
	684	Paddenswick Road	193	0.12
	6218	Askew Road	300	0.19
	27614	Stamford Brook Road	247	0.15
	6221	Ravenscourt Gardens	209	0.13
SFBKSN	27326	Stamford Brook Station	211	0.13
	4678	Goldhawk Road / Young's Corner	153	0.10
	1038	Stamford Brook Bus Garage	264	0.16
	6153	Chiswick Lane	277	0.17
	1039	Chiswick Police Station	442	0.27
TURNCH	133	Turnham Green Church	426	0.26
	6157	Chiswick Road	328	0.20
	27303	Gunnersbury Station	308	0.19
	6159	Power Road	331	0.21
	3164	Brentford Fountain Leisure Centre	438	0.27
KEWBPL	1625	Kew Bridge Station	351	0.22
	6164	The Musical Museum	327	0.20
	6168	Watermans Centre	356	0.22
	6170	Goat Wharf	231	0.14
	6174	Brentford County Court	300	0.19
BTFDHA	6176	Brentford Magistrates Court	280	0.17
	6180	Brent Lea	489	0.30
	6184	Syon Lane	315	0.20
ISLEBC	6188	Busch Corner	340	0.21
	6190	The Green School	138	0.09
	6192	Turnpike Way	364	0.23
	6194	Wood Lane	156	0.10
	6196	Linkfield Road	251	0.16
	2778	Isleworth Station	215	0.13
	6201	West Thames College	353	0.22
	2792	Star Road	411	0.26
	6206	Bridge Road	277	0.17
HOUNBSL	1778	Hounslow Bus Station	218	0.14
	BP1747	Fair Street	436	0.27
	BP1748	Douglas Road	193	0.12
	BP929	Treaty Centre	342	0.21
HOUNBL	20266	The Bell	373	0.23
	6211	Hibernia Road	360	0.22
	1773	Wellington Road South	508	0.32
	17667	Martindale Road	287	0.18
	34906	Martindale Road	350	0.22
	BP1691	Dukes Avenue	170	0.11
HHTHHR	25593	Hounslow Heath / The Hussar	369	0.23
	HHTHHR S	HOUNSLOW HEATH, HUSSAR	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			15241 metres	9.47 miles