

## 7. Service Specification

Route: 240

Contract Reference: QC63902

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.

<b>Terminus Points</b>	Golders Green Station and Edgware Station, Bus Station
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	27 April 2019
<b>Vehicle Type</b>	87 capacity, dual door, double deck vehicles
<b>Maximum Approved Dimensions</b>	10.2 metres long and 2.55 metres wide
<b>New Vehicles Mandatory</b>	Yes
<b>Hybrid Price Required</b>	Yes
<b>Sponsored Route</b>	No
<b>Advertising Rights</b>	Operator
<b>Minimum Performance Std - Both Options</b>	Departing on Time - No less than 86%
<b>Extension Threshold - Both Options</b>	Departing on Time Threshold - 88%
<b>Minimum Operated Mileage - Both Options</b>	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 25<sup>th</sup> June 2018.

*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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 240.

- Mondays to Saturdays daytime frequencies are reduced from every 12 minutes to every 15 minutes.
- Change in categorisation of Route No. 240 from high frequency to low frequency.

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:

Two Options are specified as follows:

#### **Option 1**

- No changes to the structure or frequency of Route No. 240.

#### **Option 2**

- All evening frequencies are reduced from every 20 minutes to every 30 minutes.

**Operators should provide the following prices:**

1. **Annual diesel-electric hybrid price - based on minimum 5 year contract.**

**Tenderers are encouraged to offer alternative vehicle options in accordance with Part 9 of their tender, including but not limited to:**

1. **New two door, single staircase vehicles inspired by the New Routemaster in respect of both their external and internal design, to the appropriate specification agreed between TfL and the manufacturers.**
2. **Vehicles that offer genuine increased capacity on two axles and are certified as such.**
3. **Modifications to reduce emissions and fuel consumption (including energy storage, engine stop/start, extended zero-emission range and/or energy efficient components)**
4. **Existing vehicles. Separate costs must be provided both excluding and including the cost of upgrading to Euro VI standards. The inclusive costs should be on a per bus per annum basis.**

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

##### Option 1

Golders Green Station Forecourt to Edgware Station, Bus Station			Edgware Station, Bus Station to Golders Green Station Forecourt		
First departure no later than 0600.			First departure no later than 0540.		
0555 - 0640	Every 20 minutes		0535 - 0640	Every 20 minutes	
0641 - 2020	Every 15 minutes		0641 - 2000	Every 15 minutes	
2021 - 0005	Every 20 minutes		2001 - 2320	Every 20 minutes	
0006 - 0110	Every 30 minutes		2321 - 0025	Every 30 minutes	
Last departure no earlier than 0105.			Last departure no earlier than 0020.		
<b>Pinchpoints</b>					
Mill Hill Broadway Station, The Broadway	0720 - 0900	15 minutes	Hendon, Quadrant	0715 - 0900	15 minutes
	1500 - 1635	15 minutes		1500 - 1635	15 minutes

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

##### Option 2

Golders Green Station Forecourt to Edgware Station, Bus Station			Edgware Station, Bus Station to Golders Green Station Forecourt		
First departure no later than 0600.			First departure no later than 0540.		
0555 - 0640	Every 20 minutes		0535 - 0640	Every 20 minutes	
0641 - 1935	Every 15 minutes		0641 - 1900	Every 15 minutes	
1936 - 2020	Every 20 minutes		1901 - 2000	Every 20 minutes	
2021 - 0110	Every 30 minutes		2001 - 0025	Every 30 minutes	
Last departure no earlier than 0105.			Last departure no earlier than 0020.		
<b>Pinchpoints</b>					
Mill Hill Broadway Station, The Broadway	0720 - 0900	15 minutes	Hendon, Quadrant	0715 - 0900	15 minutes
	1500 - 1635	15 minutes		1500 - 1635	15 minutes

3) **SCHEDULE REQUIREMENTS & PINCHPOINTS - continued.**

3.2) **SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS**

**OPTION 1**

Golders Green Station Forecourt to Edgware Station, Bus Station			Edgware Station, Bus Station to Golders Green Station Forecourt		
First departure no later than 0600.			First departure no later than 0540.		
0555 - 0700	Every 30 minutes		0535 - 0640	Every 30 minutes	
0701 - 0900	Every 20 minutes		0641 - 0900	Every 20 minutes	
0901 - 1900	Every 15 minutes		0901 - 1900	Every 15 minutes	
1901 - 0005	Every 20 minutes		1901 - 2320	Every 20 minutes	
0006 - 0110	Every 30 minutes		2321 - 0025	Every 30 minutes	
Last departure no earlier than 0105.			Last departure no earlier than 0020.		
<b>Pinchpoints</b>					
Mill Hill Broadway Station, The Broadway	0930 - 1100	15 minutes	Hendon, Quadrant	0925 - 1100	15 minutes

3.2) **SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS**

**OPTION 2**

Golders Green Station Forecourt to Edgware Station, Bus Station			Edgware Station, Bus Station to Golders Green Station Forecourt		
First departure no later than 0600.			First departure no later than 0540.		
0555 - 0700	Every 30 minutes		0535 - 0640	Every 30 minutes	
0701 - 0900	Every 20 minutes		0641 - 0900	Every 20 minutes	
0901 - 1800	Every 15 minutes		0901 - 1800	Every 15 minutes	
1801 - 1900	Every 20 minutes		1801 - 1900	Every 20 minutes	
1901 - 0110	Every 30 minutes		1901 - 0025	Every 30 minutes	
Last departure no earlier than 0105.			Last departure no earlier than 0020.		
<b>Pinchpoints</b>					
Mill Hill Broadway Station, The Broadway	0930 - 1100	15 minutes	Hendon, Quadrant	0925 - 1100	15 minutes

**3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued.**

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

**OPTION 1**

Golders Green Station Forecourt to Edgware Station, Bus Station			Edgware Station, Bus Station to Golders Green Station Forecourt		
First departure no later than 0700.			First departure no later than 0650.		
0655 - 1030	Every 30 minutes		0645 - 0920	Every 30 minutes	
1031 - 0005	Every 20 minutes		0921 - 2320	Every 20 minutes	
0006 - 0110	Every 30 minutes		2321 - 0025	Every 30 minutes	
Last departure no earlier than 0105.			Last departure no earlier than 0020.		
<b>Pinchpoints</b>					
Mill Hill Broadway Station, The Broadway	1030 - 1100	20 minutes	Hendon, Quadrant	0945 - 1145	20 minutes

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

**OPTION 2**

Golders Green Station Forecourt to Edgware Station, Bus Station			Edgware Station, Bus Station to Golders Green Station Forecourt		
First departure no later than 0700.			First departure no later than 0650.		
0655 - 1030	Every 30 minutes		0645 - 0920	Every 30 minutes	
1031 - 1900	Every 20 minutes		0921 - 1900	Every 20 minutes	
1901 - 0110	Every 30 minutes		1901 - 0025	Every 30 minutes	
Last departure no earlier than 0105.			Last departure no earlier than 0020.		
<b>Pinchpoints</b>					
Mill Hill Broadway Station, The Broadway	1030 - 1100	20 minutes	Hendon, Quadrant	0945 - 1145	20 minutes

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

**4) OPERATIONAL CONSIDERATIONS**

4.1) Route No. 240 can suffer unpredictable traffic delays in the Mill Hill area and at Golders Green (principally on Sundays).

**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 240: Golders Green Station - Edgware Station

**Date of Structural Change:** 27 April 2019.

**Date of Service Change:** 27 April 2019.

**Reason for Issue:** New Tender.

### **STREETS TRAVERSED**

**Towards Edgware Station:** Golders Green Bus Station Forecourt, North End Road, Golders Green Road, Brent Street, The Quadrant, Parson Street, Holders Hill Road, Holders Hill Circus, Bittacy Hill, Mill Hill East Station Forecourt, Bittacy Hill, The Ridgeway, Hammers Lane, Daws Lane, Albert Road, Victoria Road, Lawrence Street, Mill Hill Circus, The Broadway, Mill Hill Broadway Bus Station, The Broadway, Hale Lane, Station Road, Edgware Bus Station.

**Towards Golders Green Station:** Edgware Bus Station, Station Road, Hale Lane, The Broadway, Mill Hill Circus, Watford Way (Barnet By-Pass), Daws Lane, Hammers Lane, The Ridgeway, Bittacy Hill, Holders Hill Circus, Holders Hill Road, Parson Street, The Quadrant, Brent Street, Golders Green Road, North End Road, Golders Green Bus Station Forecourt.



## **AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS**

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

### **GOLDERS GREEN STATION FORECOURT, STAND G I**

Private stand for 1 bus prior to Stop GI in Golders Green Bus Station on north side of North End Road.

Buses proceed from Golders Green Bus Station Forecourt direct to stand, departing to Golders Green Bus Station Forecourt. Set down in Golders Green Bus Station Forecourt, at Stop GI (R0797 - Golders Green Station <>, Last Stop on LOR: R0797 - Golders Green Station <>) and pick up in Golders Green Bus Station Forecourt, at Stop GI (R0797 - Golders Green Station <>, First Stop on LOR: R0797 - Golders Green Station <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 240 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:	Golders Green.
OTHER INFORMATION:	Toilet facilities available 24 hours a day.

### **HENDON, BELL (from EDGWARE STATION)**

Public stand on east side of slip road connecting Brent Street and Brent Green, commencing 6 metres north of centre of Brent Green and extending 10 metres northward. Buses proceed from Brent Street via Brook Water Lane to stand, departing via Brook Water Lane, Brent Green and Queen's Road to Brent Street. Set down in Brent Street, at Stop W (15923 - Bell Lane, Last Stop on LOR: 15923 - Bell Lane) and pick up in Brent Street, at Stop X (15924 - Bell Lane, First Stop on LOR: 15924 - Bell Lane).

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:	Hendon, Queens Road.

## **MILL HILL EAST STATION**

Private stand for one bus on Mill Hill East Station forecourt.

### From Edgware Station.

Buses proceed from Bittacy Hill via Mill Hill East Station Forecourt to stand, departing to Mill Hill East Station Forecourt. Set down in Bittacy Hill, at Stop B (20313 - Mill Hill East Station <>, Last Stop on LOR: 20313 - Mill Hill East Station <>) and pick up in Mill Hill East Station Forecourt, at Stop A (25975 - Mill Hill East Station <>, First Stop on LOR: 25975 - Mill Hill East Station <>).

### From Golders Green Station.

Buses proceed from Mill Hill East Station Forecourt direct to stand, departing via Mill Hill East Station Forecourt to Bittacy Hill. Set down in Mill Hill East Station Forecourt, at Stop A (25975 - Mill Hill East Station <>, Last Stop on LOR: 25975 - Mill Hill East Station <>) and pick up in Bittacy Hill, at Stop B (20313 - Mill Hill East Station <>, First Stop on LOR: 20313 - Mill Hill East 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:	Mill Hill East.

## **MILL HILL BROADWAY STATION, WEST SIDE (from Golders Green Station)**

Private stand for 3 buses on west side of Mill Hill Broadway Station Forecourt commencing 4 metres south of Bus Stop 33771 and extending 39.3 metres north.

Buses proceed from Mill Hill Broadway Bus Station direct to stand, departing via Mill Hill Broadway Bus Station to The Broadway. Set down in Mill Hill Broadway Bus Station, at Stop A (33773 - Mill Hill Broadway Station #, Last Stop on LOR: 20857 - Flower Lane / Sacred Heart Church) and pick up in The Broadway, at Stop F (15636 - Mill Hill Broadway Station #, First Stop on LOR: 15636 - Mill Hill Broadway 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:	Mill Hill Broadway.

## **EDGWARE STATION, BUS STATION**

Private stand for 9 buses on south side of Edgware Bus Station adjacent to and forward of pedestrian entrance to The Broadwalk Shopping Centre.

Buses proceed from Edgware Bus Station direct to stand, departing to Edgware Bus Station. Set down in Edgware Bus Station, at Stop G (BP090 - Edgware Station <>, Last Stop on LOR: BP090 - Edgware Station <>) and pick up in Edgware Bus Station, at Stop E (R0791 - Edgware Bus Station, First Stop on LOR: R0791 - Edgware Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 240 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:	Edgware.
OTHER INFORMATION:	LUL toilet facilities available 24 hours.

**ROUTE 240 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTERS 04/16 to 03/17 (07/01/17 - 05/01/18)**

**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	10,054	9,939	98.9	9.48	0.40	9.88	68.1	28.2	3.6	0.1	3.9	44.0
07:00 - 10:00	44,220	44,121	99.8	6.13	0.51	6.64	78.1	20.9	0.9	0.1	0.4	46.4
10:00 - 13:00	43,469	43,145	99.3	6.01	0.44	6.45	79.2	20.4	0.4	0.0	0.1	50.7
13:00 - 16:00	43,281	42,863	99.0	6.14	0.42	6.56	77.6	21.6	0.7	0.1	0.3	55.8
16:00 - 19:00	43,705	42,667	97.6	6.04	1.00	7.04	74.6	23.1	1.9	0.4	1.0	61.2
19:00 - 22:00	33,235	33,020	99.4	7.70	0.64	8.34	62.9	32.6	4.1	0.4	0.4	63.7
22:00 - 24:00	16,728	16,781	100.3	10.25	0.22	10.47	48.5	41.7	9.2	0.6	0.0	50.5
<b>All Locations Summary</b>	<b>234,692</b>	<b>232,536</b>	<b>99.1</b>	<b>6.53</b>	<b>0.60</b>	<b>7.12</b>	<b>74.1</b>	<b>23.9</b>	<b>1.8</b>	<b>0.2</b>	<b>0.6</b>	<b>63.7</b>

**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	1,424	1,477	103.7	15.00	0.21	15.21	54.3	22.8	20.5	2.4	7.9	61.0
07:00 - 10:00	6,232	6,205	99.6	9.56	0.13	9.69	59.6	35.8	4.5	0.1	0.0	48.2
10:00 - 13:00	9,195	9,013	98.0	6.02	0.41	6.42	79.1	20.6	0.3	0.0	0.1	33.2
13:00 - 16:00	9,255	9,246	99.9	6.00	0.48	6.48	79.2	20.2	0.5	0.0	0.2	46.5
16:00 - 19:00	8,739	8,746	100.1	6.23	0.46	6.69	76.4	22.7	0.7	0.1	0.3	39.1
19:00 - 22:00	5,856	5,692	97.2	9.37	0.63	10.00	50.8	41.4	6.9	0.8	0.2	50.5
22:00 - 24:00	3,598	3,574	99.3	10.27	0.33	10.60	47.7	41.1	10.3	0.9	0.0	44.6
<b>All Locations Summary</b>	<b>44,299</b>	<b>43,953</b>	<b>99.2</b>	<b>7.33</b>	<b>0.43</b>	<b>7.75</b>	<b>70.1</b>	<b>26.7</b>	<b>2.9</b>	<b>0.3</b>	<b>0.4</b>	<b>61.0</b>

**SUNDAY AND BANK HOLIDAYS**

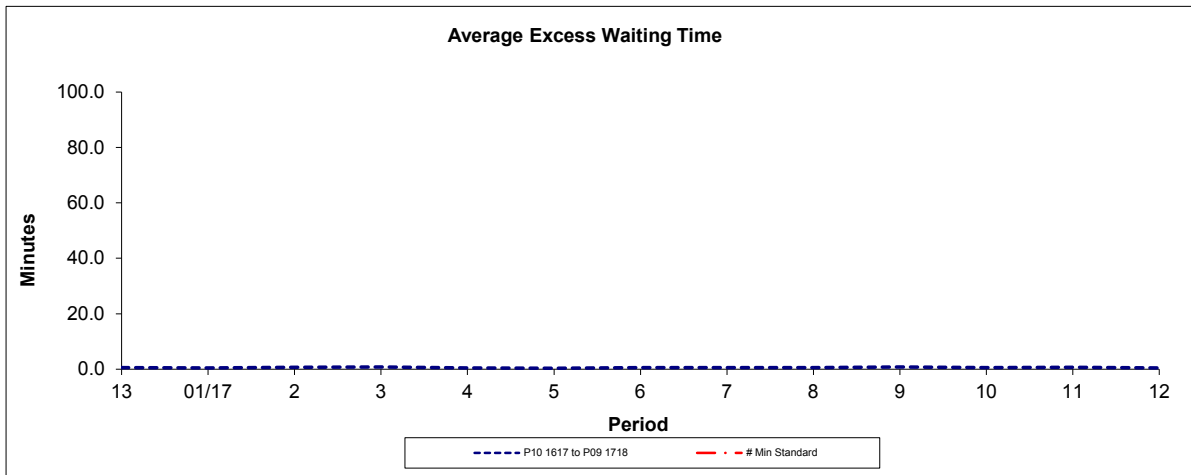
Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	178	202	113.5	15.00	0.67	15.67	89.2	0.7	8.7	1.5	9.6	32.5
07:00 - 10:00	3,866	3,806	98.4	14.58	0.28	14.86	37.0	33.7	25.4	3.9	0.4	60.9
10:00 - 13:00	5,678	5,687	100.2	10.84	0.23	11.07	47.8	42.3	9.1	0.8	0.1	59.8
13:00 - 16:00	6,153	6,141	99.8	9.89	0.47	10.35	50.3	42.8	6.1	0.8	0.1	72.4
16:00 - 19:00	6,232	6,170	99.0	9.86	0.29	10.15	50.8	43.8	5.1	0.3	0.0	60.4
19:00 - 22:00	6,264	6,181	98.7	9.53	0.57	10.10	51.5	41.9	6.1	0.5	0.2	58.8
22:00 - 24:00	3,938	3,936	99.9	10.25	0.12	10.37	48.4	42.2	8.6	0.8	0.1	40.0
<b>All Locations Summary</b>	<b>32,309</b>	<b>32,123</b>	<b>99.4</b>	<b>10.53</b>	<b>0.35</b>	<b>10.88</b>	<b>49.3</b>	<b>41.1</b>	<b>8.6</b>	<b>1.0</b>	<b>0.3</b>	<b>72.4</b>

**ALL DAYS**

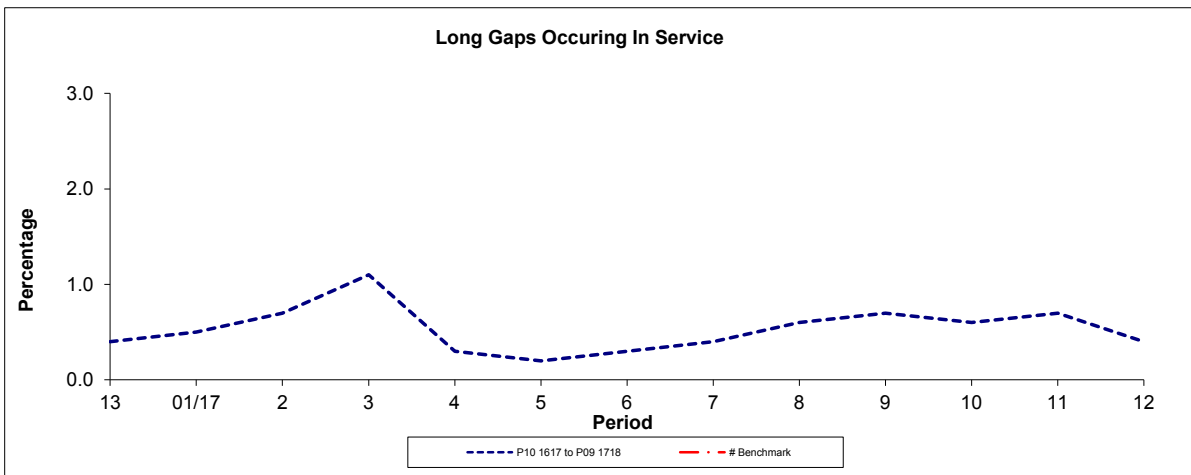
Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	11,656	11,618	99.7	10.01	0.38	10.39	67.8	26.4	5.4	0.4	4.6	61.0
07:00 - 10:00	54,318	54,132	99.7	6.82	0.47	7.29	74.6	22.7	2.4	0.3	0.4	60.9
10:00 - 13:00	58,342	57,845	99.1	6.61	0.41	7.02	75.3	23.1	1.4	0.1	0.1	59.8
13:00 - 16:00	58,689	58,250	99.3	6.56	0.44	6.99	74.7	23.9	1.3	0.2	0.2	72.4
16:00 - 19:00	58,676	57,583	98.1	6.43	0.67	7.30	72.6	25.0	2.1	0.3	0.8	61.2
19:00 - 22:00	45,355	44,893	99.0	8.15	0.63	8.78	59.9	34.9	4.7	0.5	0.3	63.7
22:00 - 24:00	24,264	24,291	100.1	10.25	0.23	10.48	48.4	41.6	9.3	0.7	0.0	50.5
<b>All Locations Summary</b>	<b>311,300</b>	<b>308,612</b>	<b>99.1</b>	<b>7.02</b>	<b>0.55</b>	<b>7.57</b>	<b>71.2</b>	<b>25.9</b>	<b>2.6</b>	<b>0.3</b>	<b>0.5</b>	<b>72.4</b>

**PART B - PERFORMANCE STATISTICS**

**Route 240**



Period	13	01/17	2	3	4	5	6	7	8	9	10	11	12
P10 1617 to P09 1718	0.49	0.42	0.64	0.80	0.45	0.28	0.53	0.50	0.59	0.73	0.58	0.68	0.43
# Min Standard													

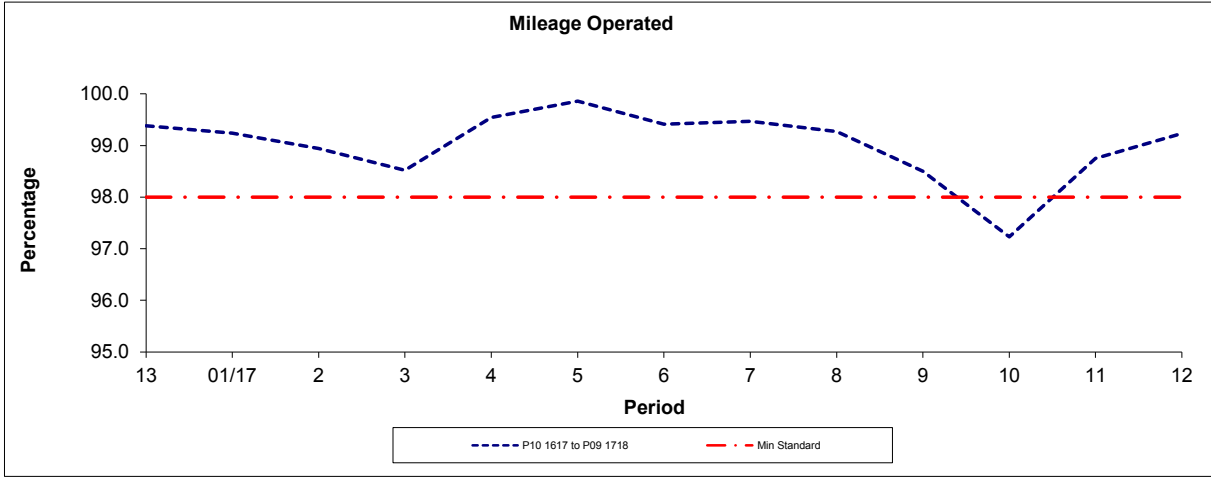


Period	13	01/17	2	3	4	5	6	7	8	9	10	11	12
P10 1617 to P09 1718	0.4	0.5	0.7	1.1	0.3	0.2	0.3	0.4	0.6	0.7	0.6	0.7	0.4
# Benchmark													

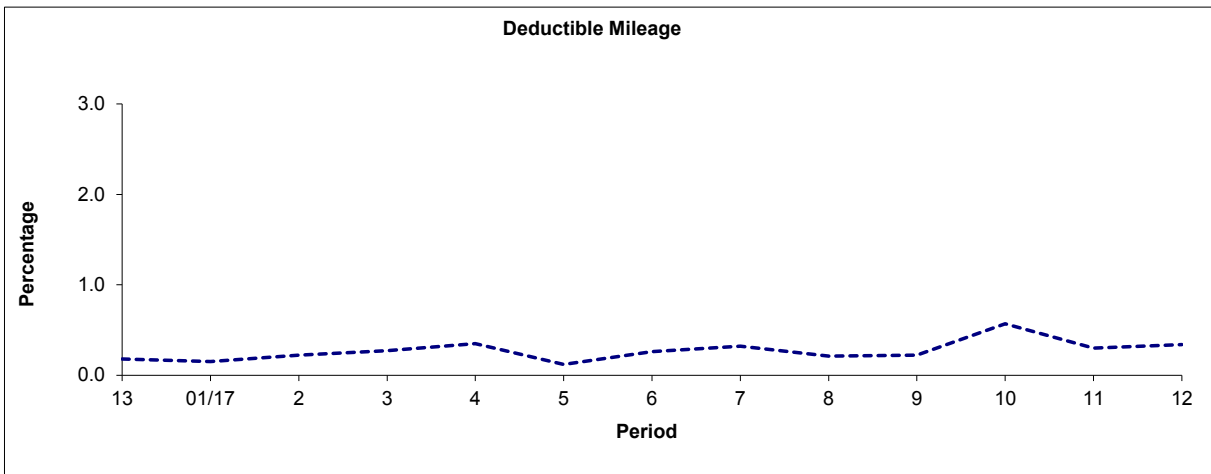
Note : Reliability is actual performance under full iBus (4 weeks data).  
 # A Minimum Standard of 86% On Time and Early Running Benchmark of 1.0% applies under the new contract  
 Minimum Standards and Benchmarks are those applicable under the new contract.

**PART B - PERFORMANCE STATISTICS**

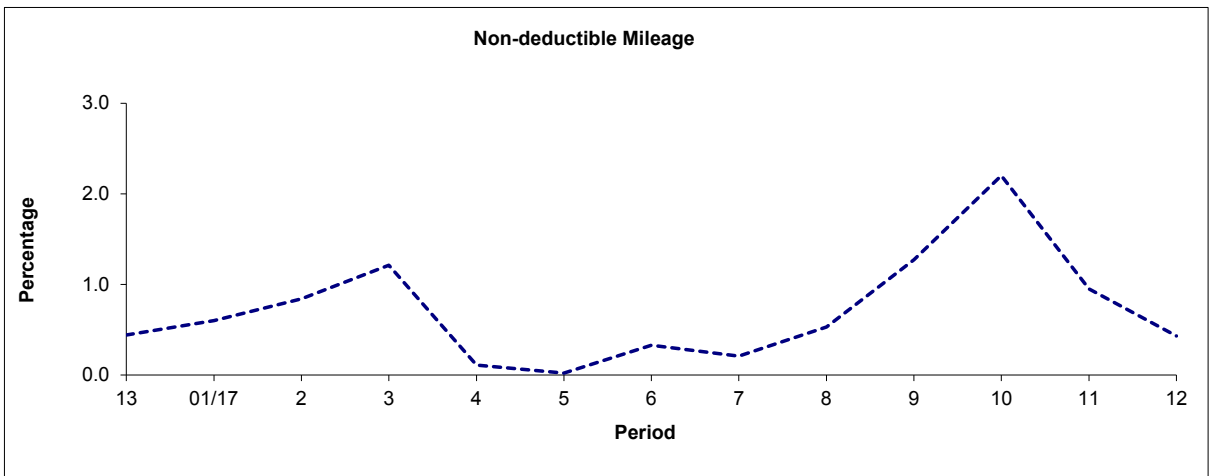
**Route 240**



Period	13	01/17	2	3	4	5	6	7	8	9	10	11	12
P10 1617 to P09 1718	99.38	99.24	98.94	98.52	99.54	99.86	99.41	99.47	99.27	98.50	97.23	98.75	99.23
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	13	01/17	2	3	4	5	6	7	8	9	10	11	12
P10 1617 to P09 1718	0.18	0.15	0.22	0.27	0.35	0.12	0.26	0.32	0.21	0.22	0.57	0.30	0.34



Period	13	01/17	2	3	4	5	6	7	8	9	10	11	12
P10 1617 to P09 1718	0.44	0.60	0.84	1.21	0.11	0.02	0.33	0.21	0.53	1.27	2.20	0.95	0.43

Note: Mileage is based on 4 weeks data

**Transport for London - Live Mileage List**

v2.0 - Mileage directly imported from Caesar

**Route** 240  
**Service change** 46544  
**Date** 01/04/2017

<b>Reason for Issue</b>	<b>Tranche 639</b>
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**Version Detail**

OUT DIRECTION					BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles	Timing Point Code	Stop Number	Stop Name	Metres	Miles
GGSNFGI	R 0797	Golders Green Station			EWSNBS	R 0791	Edgware Bus Station		
GGSNHR	14462	Finchley Road	291	0.18		3193	Edgware Station	311	0.19
	15914	Hoop Lane	381	0.24		11772	Broadfields Avenue	505	0.31
	15917	Woodstock Avenue	263	0.16		15643	Farm Road	379	0.24
	15918	Limes Avenue	304	0.19	EDGWHD	15641	Cloister Gardens	398	0.25
	15920	Golders Manor Drive	363	0.23		15640	Ashbourne Grove	471	0.29
	4690	North Circular Road	303	0.19		15638	Hale Grove Gardens	302	0.19
	15921	Brent Street / Green Lane	303	0.19	MLHBSN	15636	Mill Hill Broadway Station	308	0.19
HENDBL	15924	Bell Lane	369	0.23		15634	Mill Hill Circus / Flower Lane	298	0.19
HENDQD	15925	The Quadrant	385	0.24		15632	Birkbeck Road	492	0.31
	17101	Downage	400	0.25		17469	Wise Lane	287	0.18
	15607	Ashley Lane	221	0.14		15630	Shakespeare Road	337	0.21
	15609	Great North Way	284	0.18	HMSLTR	15629	Mill Hill / The Three Hammers	460	0.29
	15610	Holders Hill Crescent	245	0.15		15626	Mill Hill School	386	0.24
	15612	Hendon Cemetery	477	0.30		16571	St Vincent's School	439	0.27
	34183	Holders Hill Circus	434	0.27		15624	Burtonhole Lane	191	0.12
	26202	Frith Lane	181	0.11		15622	Engel Park	523	0.32
MLHESN	25975	Mill Hill East Station	383	0.24		15620	Sanders Lane	479	0.30
	15621	Sanders Lane	207	0.13	MLHESN	20313	Mill Hill East Station	274	0.17
	15623	Engel Park	613	0.38		R 0310	Frith Lane	319	0.20
	15625	Burtonhole Lane	477	0.30		15615	Holders Hill Circus	251	0.16
	16572	St Vincent's School	221	0.14		15613	Hendon Cemetery	316	0.20
	15627	Mill Hill School	426	0.26		15611	Holders Hill Crescent	525	0.33
HMSLTR	15628	Mill Hill / The Three Hammers	498	0.31		15608	Great North Way	320	0.20
	15631	Shakespeare Road	407	0.25		15606	Ashley Lane	335	0.21
	17470	Wise Lane	364	0.23		17102	Florence Street	361	0.22
	15633	Birkbeck Road	223	0.14	HENDQD	15926	The Quadrant	136	0.08
	20857	Flower Lane / Sacred Heart Church	682	0.42	HENDBL	15923	Bell Lane	363	0.23
MLHLSNE	33772	Mill Hill Broadway Station	386	0.24		15922	Brent Street / Green Lane	485	0.30
	27455	Beech Walk	380	0.24		4692	North Circular Road	269	0.17
	15639	Downhurst Avenue	220	0.14		36793	Golders Manor Drive	212	0.13
EDGWHD	15642	Cloister Gardens	425	0.26		15919	Highfield Avenue	274	0.17
	15644	Farm Road	395	0.25		15916	Woodstock Avenue	369	0.23
	11773	Broadfields Avenue	517	0.32		15915	Hoop Lane	385	0.24
	BP1616	The Drive	197	0.12		14461	Finchley Road	262	0.16
EWSNBS	BP090	Edgware Station	379	0.24	GGSNFGI	R 0797	Golders Green Station	226	0.14
<b>Total Route Mileage - Out Direction</b>			<b>12604</b>	<b>7.83</b>	<b>Total Route Mileage - Back Direction</b>			<b>12248</b>	<b>7.61</b>
			<b>Metres</b>	<b>Miles</b>				<b>Metres</b>	<b>Miles</b>

## CONTRACT SPECIFICATION

Tenders are requested for the following contract to operate a bus service.

<b>Contract Reference</b>	QC38105
<b>Route Number</b>	240
<b>Terminus Points</b>	Golders Green Station Forecourt to Edgware Station, Bus Station
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	28 April 2012
<b>Vehicle Type</b>	87 capacity, dual door, double deck vehicles
<b>Maximum Approved Dimensions</b>	10.6 metres long and 2.55 metres wide
<b>Advertising Rights</b>	Operator
<b>Sponsored Route</b>	No
<b>Minimum Performance Std</b>	Average Excess Wait Time - No more than 0.70 minutes
<b>Extension Threshold</b>	Average Excess Wait Time Threshold - 0.60 minutes
<b>Minimum Operated Mileage</b>	No less than 98.00%

Tender Return Date: No later than 12 o'clock on 9<sup>th</sup> May 2011



## **SERVICE SPECIFICATION**

### **CONTENTS**

- 1) NOTES
- 2) SCHEDULE REQUIREMENTS & PINCHPOINTS
- 3) QSI POINTS & MILEAGE
- 4) OPERATIONAL CONSIDERATIONS
- 5) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

## 1) 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. 240.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 240.

## 2) SCHEDULE REQUIREMENTS & PINCHPOINTS

### 2.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Golders Green Station Forecourt to Edgware Station, Bus Station			Edgware Station, Bus Station to Golders Green Station Forecourt		
First departure no later than 0600.			First departure no later than 0540.		
0555 - 0640	Every 20 minutes		0535 - 0640	Every 20 minutes	
0641 - 0710	Every 15 minutes		0641 - 0710	Every 15 minutes	
0711 - 1935	Every 12 minutes		0711 - 1830	Every 12 minutes	
1936 - 2020	Every 15 minutes		1831 - 2000	Every 15 minutes	
2021 - 0005	Every 20 minutes		2001 - 2320	Every 20 minutes	
0006 - 0110	Every 30 minutes		2321 - 0025	Every 30 minutes	
Last departure no earlier than 0105.			Last departure no earlier than 0020.		
<b>Pinchpoints</b>					
Mill Hill Broadway Station, The Broadway	0720 - 0750	15 minutes	Hendon, Quadrant	0715 - 0745	15 minutes
	0751 - 0900	12 minutes		0746 - 0900	12 minutes
	1500 - 1635	12 minutes		1500 - 1635	12 minutes

### 2.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Golders Green Station Forecourt to Edgware Station, Bus Station			Edgware Station, Bus Station to Golders Green Station Forecourt		
First departure no later than 0600.			First departure no later than 0540.		
0555 - 0700	Every 30 minutes		0535 - 0640	Every 30 minutes	
0701 - 0900	Every 20 minutes		0641 - 0900	Every 20 minutes	
0901 - 1800	Every 12 minutes		0901 - 1800	Every 12 minutes	
1801 - 1900	Every 15 minutes		1801 - 1900	Every 15 minutes	
1901 - 0005	Every 20 minutes		1901 - 2320	Every 20 minutes	
0006 - 0110	Every 30 minutes		2321 - 0025	Every 30 minutes	
Last departure no earlier than 0105.			Last departure no earlier than 0020.		
<b>Pinchpoints</b>					
Mill Hill Broadway Station, The Broadway	0930 - 1105	12 minutes	Hendon, Quadrant	0925 - 1105	12 minutes

2) **SCHEDULE REQUIREMENTS & PINCHPOINTS - continued**

2.3) **SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS**

Golders Green Station Forecourt to Edgware Station, Bus Station		Edgware Station, Bus Station to Golders Green Station Forecourt			
First departure no later than 0700.		First departure no later than 0650.			
0655 - 1030	Every 30 minutes	0645 - 0920	Every 30 minutes		
1031 - 0005	Every 20 minutes	0921 - 2320	Every 20 minutes		
0006 - 0110	Every 30 minutes	2321 - 0025	Every 30 minutes		
Last departure no earlier than 0105.		Last departure no earlier than 0020.			
<b>Pinchpoints</b>					
Mill Hill Broadway Station, The Broadway	1030 - 1100	30 minutes	Hendon, Quadrant	0945 - 1145	20 minutes
	1101 - 1140	20 minutes			

2.4) **BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS**

Golders Green Station Forecourt to Edgware Station, Bus Station		Edgware Station, Bus Station to Golders Green Station Forecourt			
First departure no later than 0830.		First departure no later than 0820.			
0825 - 1030	Every 30 minutes	0815 - 0920	Every 30 minutes		
1031 - 0005	Every 20 minutes	0921 - 2320	Every 20 minutes		
0006 - 0110	Every 30 minutes	2321 - 0025	Every 30 minutes		
Last departure no earlier than 0105.		Last departure no earlier than 0020.			
<b>Pinchpoints</b>					
Mill Hill Broadway Station, The Broadway	1030 - 1100	30 minutes	Hendon, Quadrant	0945 - 1145	20 minutes
	1101 - 1140	20 minutes			

3) **QSI POINTS & MILEAGE**

It is intended Route No. 240 will have 64 surveys per quarter at the following locations:

<b>QSI POINTS</b>	
<b><i>Towards Edgware Station, Bus Station</i></b>	<b><i>Towards Golders Green Station Forecourt</i></b>
Golders Green	Edgware
Mill Hill Broadway \$	Mill Hill Broadway \$
<b>MILEAGE: See Attached iBus Sheets</b>	

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

#### **4) OPERATIONAL CONSIDERATIONS**

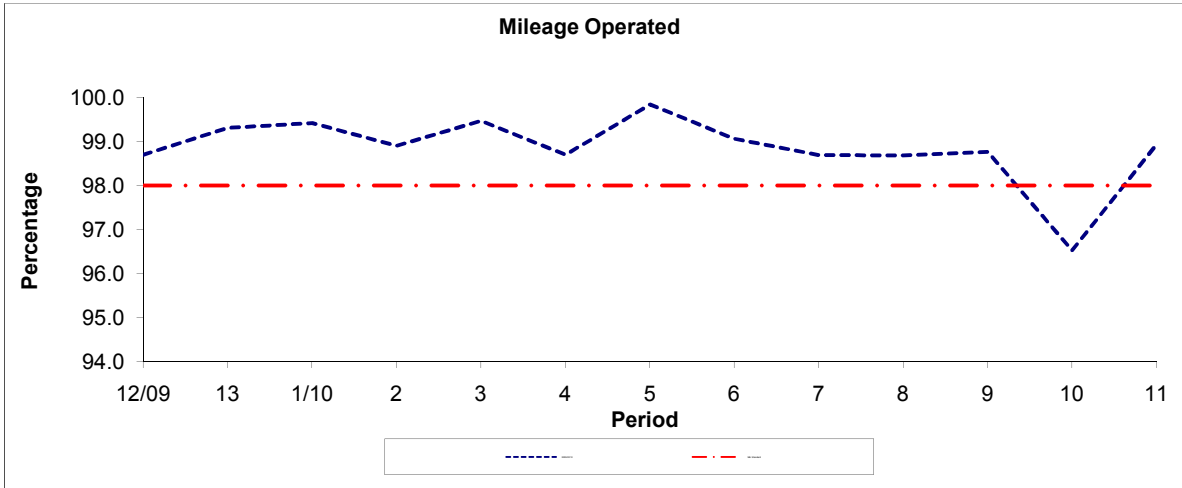
- 4.1) Route No. 240 should be separated from Route No. 221 between Edgware Station, Bus Station and Mill Hill Broadway Bus Station, East Side during all periods, where possible.
- 4.2) Route No. 240 should interwork with Route No. 183 between Golders Green Station Forecourt and Hendon, Quadrant during all periods, where possible.
- 4.3) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following locations: Golders Green, Mill Hill East, Mill Hill Broadway and Edgware Stations.
- 4.4) Route No. 240 can suffer unpredictable traffic delays at Mill Hill Circus and at Golders Green (principally on Sundays).
- 4.5) Development is planned to the east of Mill Hill East Station comprising of 2,200 dwellings, a mix of local retail, office and light industrial uses, a primary school, a GP surgery and an energy centre. Construction is expected to start in 2011/12 subject to planning permission but completion of the development will not be until 2023. Consideration is being given to diverting Route No. 240 through the site however the diversion is not expected until 2016/17 at the earliest.
- 4.6) The 2012 Olympic Games open on Friday 27<sup>th</sup> July and close on Sunday 12<sup>th</sup> August. The 2012 Paralympic Games start on Wednesday 29<sup>th</sup> August and close on Sunday 9<sup>th</sup> September. The Games will result in additional passenger demand across the network, requiring additional capacity on some routes. There will also be a number of road closures in the event areas resulting in route diversions. Operators should be aware there will be implications to them during this time. Full details and any extra resource required will be negotiated with the operator at a later date.

#### **5) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE**

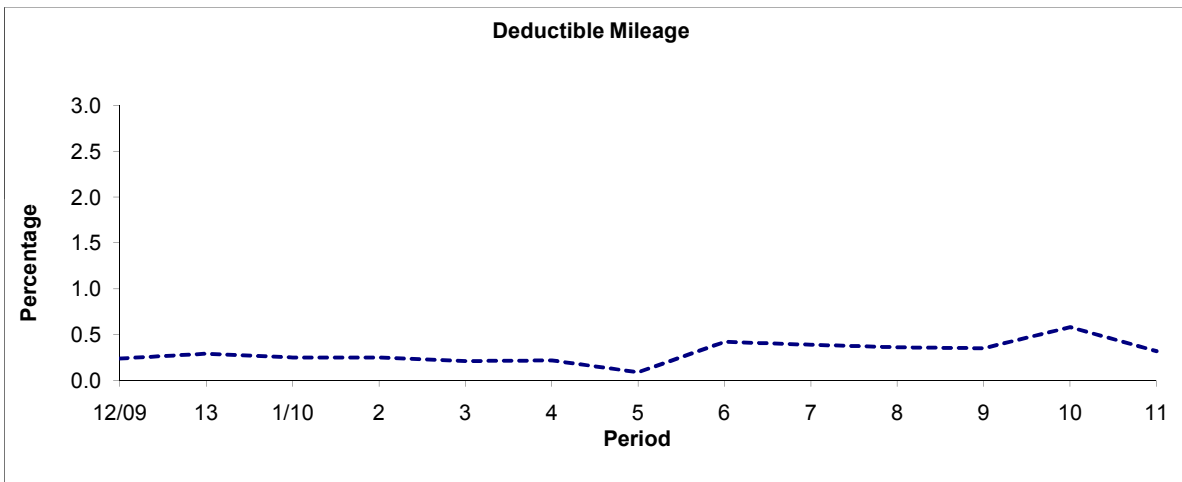
- 5.1) CURRENT PERFORMANCE  
As per current print out.
- 5.2) ROUTE RECORD  
As per Busnet Printout.
- 5.3) IBUS MILEAGE  
As per current print out.

**PART B - PERFORMANCE STATISTICS**

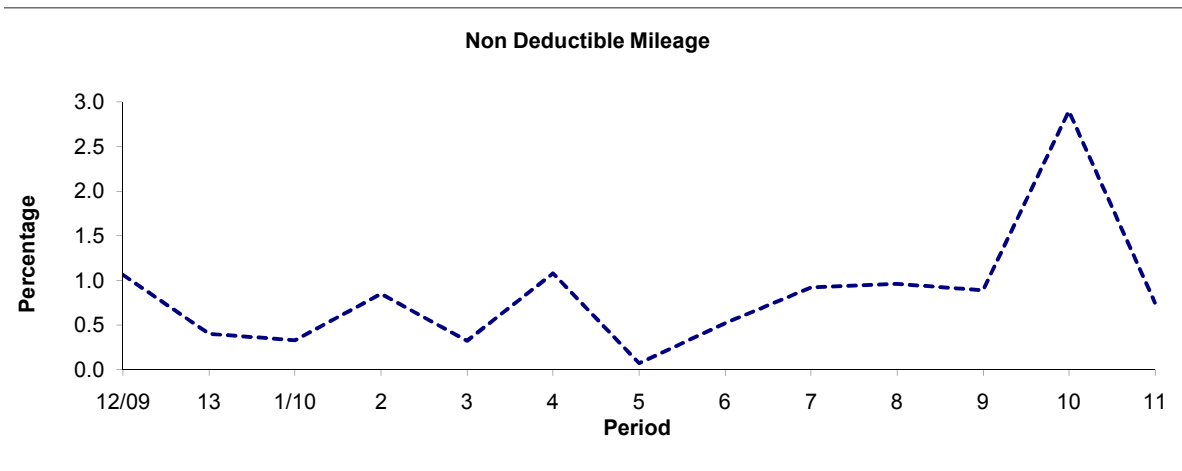
**Route 240**



Period	12/09	13	1/10	2	3	4	5	6	7	8	9	10	11
2009/2010	98.70	99.31	99.42	98.90	99.47	98.70	99.84	99.06	98.69	98.68	98.76	96.52	98.93
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	12/09	13	1/10	2	3	4	5	6	7	8	9	10	11
2009/2010	0.24	0.29	0.25	0.25	0.21	0.22	0.09	0.42	0.39	0.36	0.35	0.58	0.32

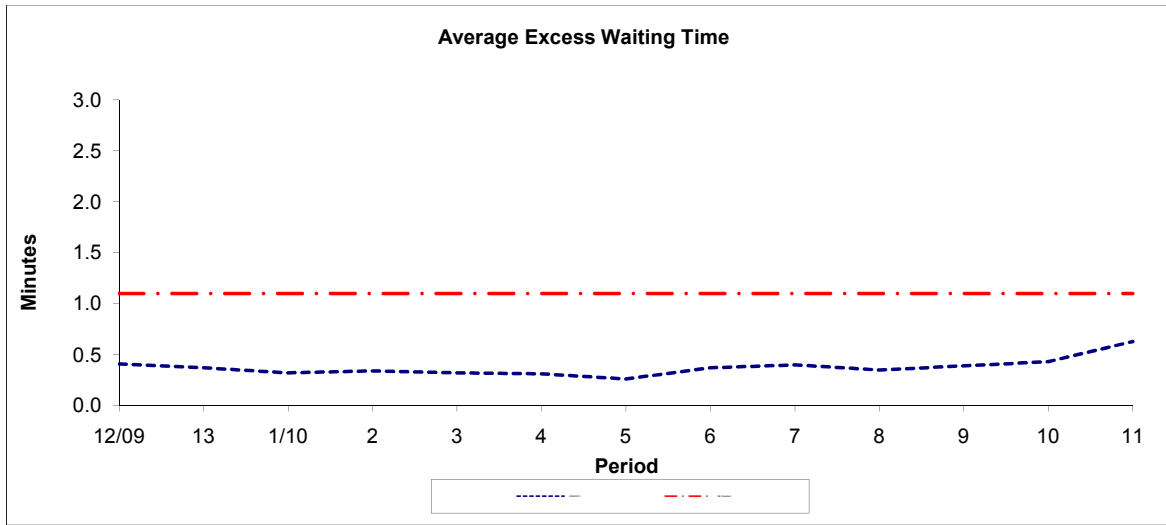


Period	12/09	13	1/10	2	3	4	5	6	7	8	9	10	11
2009/2010	1.06	0.40	0.33	0.85	0.32	1.08	0.07	0.52	0.92	0.96	0.89	2.90	0.75

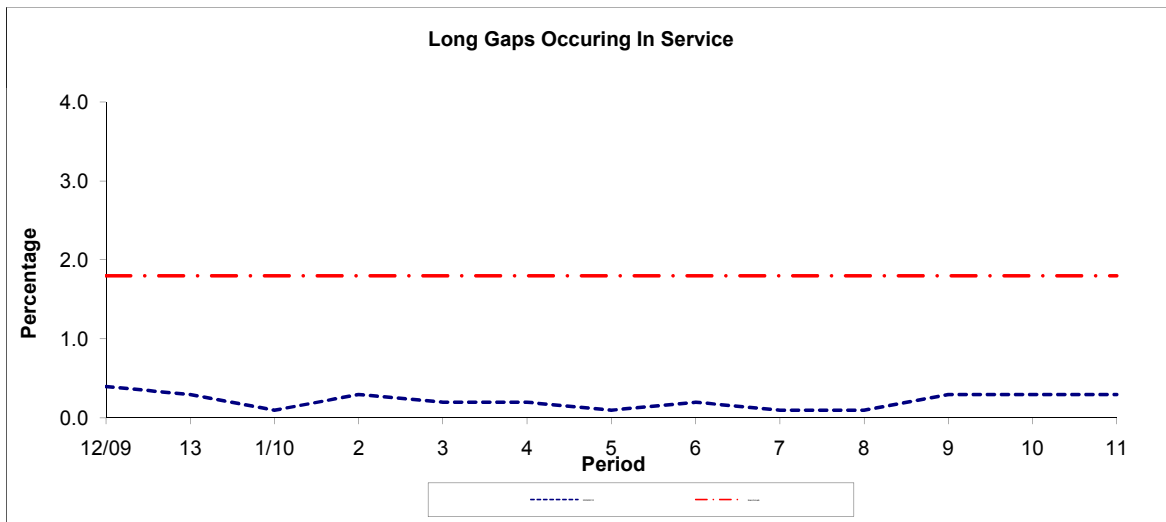
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 240**



Period	12/09	13	1/10	2	3	4	5	6	7	8	9	10	11
2009/2010	0.41	0.37	0.32	0.34	0.32	0.31	0.26	0.37	0.40	0.35	0.39	0.43	0.63
Min Standard	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10



Period	12/09	13	1/10	2	3	4	5	6	7	8	9	10	11
2009/2010	0.40	0.30	0.10	0.30	0.20	0.20	0.10	0.20	0.10	0.10	0.30	0.30	0.30
Benchmark	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80

**Note :** Reliability is based on 12 weeks rolling data

# LONDON BUSES - ROUTE DESCRIPTION

## ROUTE 240: Golders Green Station - Edgware Station

**Date of Structural Change:** 28 April 2012.

**Date of Service Change:** 28 April 2012.

**Reason for Issue:** New tender.

### STREETS TRAVERSED

**Towards Edgware Station:** Golders Green Bus Station Forecourt, North End Road, Golders Green Road, Brent Street, The Quadrant, Parson Street, Holders Hill Road, Holders Hill Circus, Bittacy Hill, Mill Hill East Station Forecourt, Bittacy Hill, The Ridgeway, Hammers Lane, Daws Lane, Albert Road, Victoria Road, Lawrence Street, Mill Hill Circus, The Broadway, Mill Hill Broadway Bus Station, The Broadway, Hale Lane, Station Road, Edgware Bus Station.

**Towards Golders Green Station:** Edgware Bus Station, Station Road, Hale Lane, The Broadway, Mill Hill Circus, Watford Way (Barnet By-Pass), Daws Lane, Hammers Lane, The Ridgeway, Bittacy Hill, Holders Hill Circus, Holders Hill Road, Parson Street, The Quadrant, Brent Street, Golders Green Road, North End Road, Golders Green Bus Station Forecourt.

### STANDING AND TURNING POINTS

#### GOLDERS GREEN STATION FORECOURT, STAND G I

Private stand for 1 bus prior to Stop G1 in Golders Green Bus Station on north side of North End Road. When stand is full buses should use overflow stand opposite Stops G1 and GH.

Buses proceed from Golders Green Bus Station Forecourt direct to stand, departing to Golders Green Bus Station Forecourt. Set down in Golders Green Bus Station Forecourt, at Stop G1 and pick up in Golders Green Bus Station Forecourt, at Stop G1.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 240 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:	Golders Green.

### **HENDON, BELL (from EDGWARE STATION)**

Public stand on east side of slip road connecting Brent Street and Brent Green, commencing 6 metres north of centre of Brent Green and extending 10 metres northward. Buses proceed from Brent Street via Brook Water Lane to stand, departing via Brook Water Lane, Brent Green and Queen's Road to Brent Street. Set down in Brent Street, at Stop W and pick up in Brent Street, at Stop X.

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: Hendon, Queens Road.

### **MILL HILL EAST STATION**

Private stand for one bus on Mill Hill East Station forecourt.

#### From Edgware Station.

Buses proceed from Bittacy Hill via Mill Hill East Station Forecourt to stand, departing to Mill Hill East Station Forecourt. Set down in Bittacy Hill, at Stop B and pick up in Mill Hill East Station Forecourt, at Stop A.

#### From Golders Green Station.

Buses proceed from Mill Hill East Station Forecourt direct to stand, departing via Mill Hill East Station Forecourt to Bittacy Hill. Set down in Mill Hill East Station Forecourt, at Stop A and pick up in Bittacy Hill, at Stop B.

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: Mill Hill East.

### **MILL HILL BROADWAY STATION, WEST SIDE (from Golders Green Station)**

Private stand for 3 buses on west side of Mill Hill Broadway Station Forecourt commencing 4 metres south of Bus Stop 33771 and extending 39.3 metres north.

Buses proceed from Mill Hill Broadway Bus Station direct to stand, departing via Mill Hill Broadway Bus Station to The Broadway. Set down in Mill Hill Broadway Bus Station, at Stop A and pick up in The Broadway, at Stop F.

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: Mill Hill Broadway.



## **EDGWARE STATION, BUS STATION**

Private stand for 9 buses on south side of Edgware Bus Station adjacent to and forward of pedestrian entrance to The Broadwalk Shopping Centre.

Buses proceed from Edgware Bus Station direct to stand, departing to Edgware Bus Station. Set down in Edgware Bus Station, at Stop G and pick up in Edgware Bus Station, at Stop E.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 240 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:	Edgware.
OTHER INFORMATION:	LUL toilet facilities available 24 hours.

## Transport for London - Live Mileage List

Route 240  
 Service change 19086  
 Date 30 September 2009

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
GGSNFC S	GGSNFC S	Golders Green Station Forecourt Stand		
GGSNFC	R0797	Golders Green Station	0	0.00
	14462	Finchley Road	291	0.18
	15914	Hoop Lane	381	0.24
	15917	Woodstock Avenue	263	0.16
	15918	Limes Avenue	304	0.19
	15920	Golders Manor Drive	363	0.23
	4690	North Circular Road	303	0.19
	15921	Brent Street / Green Lane	303	0.19
HENDBL	15924	Bell Lane	369	0.23
HENDQD	15925	The Quadrant	385	0.24
	17101	Downage	400	0.25
	15607	Ashley Lane	221	0.14
	15609	Great North Way	284	0.18
	15610	Holders Hill Crescent	245	0.15
	15612	Hendon Cemetery	477	0.30
	34183	Holders Hill Circus	434	0.27
	26202	Frith Lane	181	0.11
MLHESN	25975	Mill Hill East Station	383	0.24
	15621	Sanders Lane	207	0.13
	15623	Engel Park	613	0.38
	15625	Medical Research Institute	477	0.30
	16572	St Vincent's School	221	0.14
	15627	Mill Hill School	396	0.25
HMSLTR	15628	Mill Hill / The Three Hammers	528	0.33
	15631	Shakespeare Road	407	0.25
	17470	Wise Lane	364	0.23
	15633	Birkbeck Road	223	0.14
	20857	Flower Lane / Sacred Heart Church	682	0.42
MLHBSN	33772	Mill Hill Broadway Station	395	0.25
	27455	Beech Walk	372	0.23
	15639	Downhurst Avenue	220	0.14
EDGWHD	15642	Greencroft	425	0.26
	15644	Farm Road	395	0.25
	11773	Broadfields Avenue	517	0.32
	BP1616	The Drive	197	0.12
EWSNBS	BP090	Edgware Station	379	0.24
	EWSNBS S	Edgware Station, Bus Station	0	0.00

<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>			12605	7.83
			metres	miles

**BACK DIRECTION**

Timing Point Code	Stop Number	Stop Name	Metres	Miles
EWSNBS S	EWSNBS S	Edgware Station, Bus Station		
EWSNBS	R0791	Edgware Station	0	0.00
	3193	Edgware Station	311	0.19
	11772	Broadfields Avenue	505	0.31
	15643	Highview Gardens	379	0.24
EDGWHD	15641	Greencroft	398	0.25
	15640	Ashbourne Grove	471	0.29
	15638	Hale Grove Gardens	302	0.19
MLHBSN	15636	Mill Hill Broadway Station	308	0.19
	15634	Mill Hill Circus / Flower Lane	298	0.19
	15632	Birkbeck Road	472	0.29
	17469	Wise Lane	307	0.19
	15630	Shakespeare Road	337	0.21
HMSLTR	15629	Mill Hill / The Three Hammers	460	0.29
	15626	Mill Hill School	417	0.26
	16571	St Vincent's School	409	0.25
	15624	Medical Research Institute	191	0.12
	15622	Engel Park	523	0.32
	15620	Sanders Lane	479	0.30
MLHESN	20313	Mill Hill East Station	274	0.17
	R0310	Frith Lane	319	0.20
	15615	Holders Hill Circus	251	0.16
	15613	Hendon Cemetery	316	0.20
	15611	Holders Hill Crescent	525	0.33
	15608	Great North Way	320	0.20
	15606	Ashley Lane	335	0.21
	17102	Florence Street	361	0.22
HENDQD	15926	The Quadrant	136	0.08
HENDBL	15923	Bell Lane	363	0.23
	15922	Brent Street / Green Lane	485	0.30
	4692	North Circular Road	269	0.17
	36793	Golders Manor Drive	212	0.13
	15919	Highfield Avenue	274	0.17
	15916	Woodstock Avenue	369	0.23
	15915	Hoop Lane	385	0.24
	14461	Finchley Road	262	0.16
GGSNFC	R0797	Golders Green Station	226	0.14
	GGSNFC S	Golders Green Station Forecourt Stand	0	0.00

**TOTAL ROUTE MILEAGE - BACK DIRECTION**

12249

7.61

metres

miles