

## 7. Service Specification

Route: 245

Contract Reference: QC48001

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>	Alperton, Sainsbury's and Golders Green Station Forecourt, Stop GB
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	27 <sup>th</sup> June 2015
<b>Vehicle Type</b>	87 capacity, dual door, double deck buses
<b>Current Maximum Approved Dimensions</b>	10.5 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 Standard</b>	Average Excess Wait Time - No more than 0.90 minutes
<b>Extension Threshold</b>	Average Excess Wait Time Threshold - 0.80 minutes
<b>Minimum Operated Mileage Standard</b>	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 21<sup>st</sup> July 2014

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

## **SERVICE SPECIFICATION**

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

## 2) NOTES

### **Proposed Changes:**

At this time, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 245.

- The **Mondays to Fridays Schooldays** AM peak flow journey ex Alperton, Sainsbury's between 0754 and 0826 is retimed to 0750 and 0820. One **additional Mondays to Fridays Schooldays** AM peak flow journey is **also** specified at this time to increase the frequency from every 6-7 minutes (9 buses per hour) to every 6 minutes.
- Ex Golders Green Station Forecourt, Stop GB, one **Mondays to Fridays Schooldays** PM peak flow journey is specified between 1410 and 1425 providing a frequency of every 5-6 minutes (11½ buses per hour).
- Ex Golders Green Station Forecourt, Stop GB, one **Mondays to Fridays Schooldays** PM peak flow journey is specified between 1505 and 1520 providing a frequency of every 5-6 minutes (11½ buses per hour).
- Mondays to Fridays early morning frequencies are reduced from every 15 minutes to every 20 minutes in line with what was previously specified.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 245.

**Tenderers should note that if they are supplying an alternative price based on using existing vehicles, these must be refurbished in line with the revised specification dated 1st March 2014. This applies to all contracts awarded from Tranche 471 onwards.**

**Operators should provide the following prices:**

1. Annual diesel price - based on minimum 5 year contract.
2. Annual hybrid price - based on minimum 5 year contract.
3. Annual hybrid price - with upfront payment of capital difference between diesel and hybrid for 5 year contract.

***All tender prices should be based on the gross fuel cost exclusive of BSOG payments which will not be claimable from DfT after 1<sup>st</sup> October 2013.***

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

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

Alperton, Sainsbury's to Golders Green Station Forecourt, Stop GB			Golders Green Station Forecourt, Stop GB to Alperton, Sainsbury's		
First departure no later than 0505.			First departure no later than 0515.		
0500 - 0605	Every 20 minutes		0510 - 0615	Every 20 minutes	
0606 - 0625	Every 10 minutes		0616 - 0635	Every 10 minutes	
0626 - 0750	Every 8 minutes		0636 - 1410	Every 8 minutes	
0751 - 0820	Every 6 minutes		1411 - 1425	Every 5-6 minutes (11½ buses per hour)	
0821 - 1830	Every 8 minutes		1426 - 1505	Every 8 minutes	
1831 - 1940	Every 10 minutes		1506 - 1520	Every 5-6 minutes (11½ buses per hour)	
1941 - 0010	Every 12 minutes		1521 - 1850	Every 8 minutes	
			1851 - 2010	Every 10 minutes	
			2011 - 0005	Every 12 minutes	
Last departure no earlier than 0005.			Last departure no earlier than 2400.		
<b>Pinchpoints</b>					
Cricklewood Broadway, Cricklewood Lane	0700 - 0850	8 minutes	North Wembley Station	0710 - 0910	8 minutes
	0851 - 0920	6 minutes		1455 - 1510	6 minutes
	1505 - 1630	8 minutes		1511 - 1600	8 minutes
				1601 - 1615	6 minutes
				1616 - 1630	8 minutes

The journeys shown in Section 3.1 are specifically designed to cater for various schools along the route.

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

#### 3.2) MONDAY TO FRIDAY NON SCHOOLDAYS SCHEDULE REQUIREMENTS & PINCHPOINTS

Alperton, Sainsbury's to Golders Green Station Forecourt, Stop GB			Golders Green Station Forecourt, Stop GB to Alperton, Sainsbury's		
First departure no later than 0505.			First departure no later than 0515.		
0500 - 0605	Every 20 minutes		0510 - 0615	Every 20 minutes	
0606 - 0625	Every 10 minutes		0616 - 0635	Every 10 minutes	
0626 - 1830	Every 8 minutes		0636 - 1850	Every 8 minutes	
1831 - 1940	Every 10 minutes		1851 - 2010	Every 10 minutes	
1941 - 0010	Every 12 minutes		2011 - 0005	Every 12 minutes	
Last departure no earlier than 0005.			Last departure no earlier than 2400.		
<b>Pinchpoints</b>					
Cricklewood Broadway, Cricklewood Lane	0700 - 0900	8 minutes	North Wembley Station	0710 - 0910	8 minutes
	1505 - 1635	8 minutes		1455 - 1630	8 minutes

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

Alperton, Sainsbury's to Golders Green Station Forecourt, Stop GB			Golders Green Station Forecourt, Stop GB to Alperton, Sainsbury's		
First departure no later than 0505.			First departure no later than 0515.		
0500 - 0605	Every 20 minutes		0510 - 0615	Every 20 minutes	
0606 - 0805	Every 15 minutes		0616 - 0800	Every 15 minutes	
0806 - 0905	Every 10 minutes		0801 - 0900	Every 10 minutes	
0906 - 1740	Every 8 minutes		0901 - 1800	Every 8 minutes	
1741 - 1840	Every 10 minutes		1801 - 1900	Every 10 minutes	
1841 - 0010	Every 12 minutes		1901 - 0005	Every 12 minutes	
Last departure no earlier than 0005.			Last departure no earlier than 2400.		
<b>Pinchpoints</b>					
Cricklewood Broadway, Cricklewood Lane	0915 - 0945	10 minutes	North Wembley Station	0910 - 0940	10 minutes
	0946 - 1100	8 minutes		0941 - 1105	8 minutes

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

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

Alperton, Sainsbury's to Golders Green Station Forecourt, Stop GB			Golders Green Station Forecourt, Stop GB to Alperton, Sainsbury's		
First departure no later than 0630.			First departure no later than 0630.		
0625 - 0700	Every 30 minutes		0625 - 0700	Every 30 minutes	
0701 - 0820	Every 20 minutes		0701 - 0820	Every 20 minutes	
0821 - 0905	Every 15 minutes		0821 - 0920	Every 15 minutes	
0906 - 0010	Every 12 minutes		0921 - 0005	Every 12 minutes	
Last departure no earlier than 0005.			Last departure no earlier than 2400.		
<b>Pinchpoints</b>					
Cricklewood Broadway, Cricklewood Lane	1000 - 1135	12 minutes	North Wembley Station	1000 - 1135	12 minutes

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

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

- 4.1) Route No. 245 should interwork with Route No. 332 between Neasden, Shopping Centre and Cricklewood Broadway (Cricklewood) during Saturdays early mornings, all evenings and Sundays and be separated during all other periods.
- 4.2) Route No. 245 should be separated from Route Nos. 260 & 460 between Cricklewood Lane (Cricklewood) and Finchley Road (Golders Green Station) during all periods.
- 4.3) Route No. 245 can suffer from unpredictable traffic delays in the Cricklewood and Golders Green areas (principally on Sundays).
- 4.4) Proposals exist for a major regeneration of the Brent Cross and Cricklewood areas (bounded by Edgware Road, Brent Cross Shopping Centre, Claremont Road and Cricklewood Lane) over the next 20 years. This could include a new bus station with re-routeings and new stopping and standing arrangements for some bus routes within the area.
- 4.5) ARK Academy will continue to expand each September until 2016. Crest Academy is being re-developed and will expand by approximately 300 pupils by September 2016.
- 4.6) Planning consent has been given for a new secondary school on the site of Brent Town Hall (expected to open in 2015).and for a further secondary school on the site of the previous College of North West London building to the south of Wembley Park station.
- 4.7) A new primary school is scheduled to be built on the site of Wembley High Technology College catering for 900 pupils.
- 4.8) New residential sites are also being developed in Bridgwater Road, close to Alperton Station.

**The expansion and development of the above schools will increase demand on Route No. 245.**

**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 245: Alperton, Sainsburys - Golders Green Station

**Date of Structural Change:** 27 June 2015.

**Date of Service Change:** 27 June 2015.

**Reason for Issue:** New Tender.

### **STREETS TRAVERSED**

**Towards Golders Green Station:** Glacier Way, Ealing Road, Bridgewater Road, Station Approach, Sudbury Town Station, Station Approach, Bridgewater Road, Harrow Road, Watford Road, East Lane, Forty Avenue, Forty Lane, Blackbird Hill, Neasden Lane North, Neasden Underpass, Dudden Hill Lane Roundabout, Neasden Lane, Birse Crescent, Dudden Hill Lane Roundabout, Tanfield Avenue, Crest Road, Coles Green Road, Dollis Hill Lane, Edgware Road, Cricklewood Broadway, Cricklewood Lane, Finchley Road, North End Road, Golders Green Bus Station Forecourt.

**Towards Alperton, Sainsburys:** Golders Green Bus Station Forecourt, North End Road, Finchley Road, Cricklewood Lane, Cricklewood Broadway, Edgware Road, Dollis Hill Lane, Coles Green Road, Crest Road, Tanfield Avenue, Dudden Hill Lane Roundabout, Neasden Underpass, Hazelwood Court, Neasden Lane North, Blackbird Hill, Forty Lane, Forty Avenue, East Lane, Watford Road, Harrow Road, Bridgewater Road, Station Approach, Sudbury Town Station, Station Approach, Bridgewater Road, Ealing Road, Glacier Way.

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

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

### **ALPERTON, SAINSBURY'S**

Public stand for two buses on the south side of Glacier Way, commencing 40 metres from lamp standard 10 extending 25 metres east.

Buses proceed from Glacier Way direct to stand, departing to Glacier Way. Set down in Glacier Way (CW59 - Glacier Way, Last Stop on LOR: CW59 - Glacier Way) and pick up in Glacier Way, at Stop K (CW61 - Alperton Sainsbury's, First Stop on LOR: CW61 - Alperton Sainsbury's).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 245 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:	Alperton, Sainsbury's.
OTHER INFORMATION:	Toilet facilities available in Sainsbury's 0800-2400 Mondays to Saturdays; and 1000-1600 Sundays.

### **SUDBURY TOWN STATION**

Private stand for two buses side by side in the centre of the forecourt of Sudbury Town LUL Station.

#### **From Alperton, Sainsburys.**

Buses proceed from Sudbury Town Station direct to stand, departing to Sudbury Town Station. Set down in Sudbury Town Station, at Stop C (38453 - Sudbury Town Station <>, Last Stop on LOR: 38453 - Sudbury Town Station <>) and pick up in Sudbury Town Station, at Stop C (38453 - Sudbury Town Station <>, First Stop on LOR: 38453 - Sudbury Town Station <>).

#### **From Golders Green Station.**

Buses proceed from Sudbury Town Station direct to stand, departing to Sudbury Town Station. Set down in Sudbury Town Station, at Stop C (38453 - Sudbury Town Station <>, Last Stop on LOR: 38453 - Sudbury Town Station <>) and pick up in Sudbury Town Station, at Stop C (38453 - Sudbury Town Station <>, First Stop on LOR: 38453 - Sudbury Town 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:	Sudbury Town.

## **NORTH WEMBLEY, EAST LANE (from GOLDERS GREEN STATION)**

Buses proceed from East Lane departing to East Lane. Set down in East Lane, at Stop A (7805 - North Wembley Station #, Last Stop on LOR: 7805 - North Wembley Station #) and pick up in East Lane, M (17021 - Sudbury Court Sports Club, First Stop on LOR: 17021 - Sudbury Court Sports Club).

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

## **NEASDEN SHOPPING CENTRE**

Public stand on south side of Neasden Lane, commencing at party wall of 253/255 and extending 17 metres south-eastwards.

### From Alperton, Sainsburys.

Buses proceed from Neasden Lane direct to stand, departing via Neasden Lane, Birse Crescent and Dudden Hill Lane Roundabout to Neasden Underpass. Set down in Neasden Lane, at Stop FF (34870 - Neasden Shopping Centre / Birse Crescent, Last Stop on LOR: 34870 - Neasden Shopping Centre / Birse Crescent) and pick up in Neasden Underpass, at Stop EE (34756 - Neasden Underpass, First Stop on LOR: 34756 - Neasden Underpass).

### From Golders Green Station.

Buses proceed from Tanfield Avenue via Dudden Hill Lane Roundabout and Neasden Lane to stand, departing to Neasden Lane. Set down in Tanfield Avenue, at Stop HH (17006 - Dudden Hill Lane, Last Stop on LOR: 17006 - Dudden Hill Lane) and pick up in Neasden Lane, at Stop FF (34870 - Neasden Shopping Centre / Birse Crescent, First Stop on LOR: 34870 - Neasden Shopping Centre / Birse Crescent).

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: Neasden, Shopping Centre.

## **CRICKLEWOOD BROADWAY, CHICHELE ROAD**

Public stand on west side of Chichele Road, commencing outside No.22 and extending 20 metres southwards.

### From Alperton, Sainsburys.

Buses proceed from Cricklewood Broadway via Anson Road and Chichele Road to stand, departing via Chichele Road to Cricklewood Broadway. Set down in Cricklewood Broadway, at Stop BD (R0744 - Cricklewood Lane, Last Stop on LOR: R0744 - Cricklewood Lane) and pick up in Cricklewood Broadway, at Stop BP (3188 - Cricklewood Lane, First Stop on LOR: 3188 - Cricklewood Lane).

### From Golders Green Station.

Buses proceed from Cricklewood Lane via Cricklewood Broadway, Anson Road and Chichele Road to stand, departing via Chichele Road and Cricklewood Broadway to Cricklewood Lane. Set down in Cricklewood Lane, at Stop CW (2775 - Cricklewood Broadway, Last Stop on LOR: 2775 - Cricklewood Broadway) and pick up in Cricklewood Lane, at Stop CE (2776 - Cricklewood Broadway, First Stop on LOR: 2776 - Cricklewood Broadway).

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:	Cricklewood Broadway.
OTHER INFORMATION:	Speed humps exist on Anson Road.

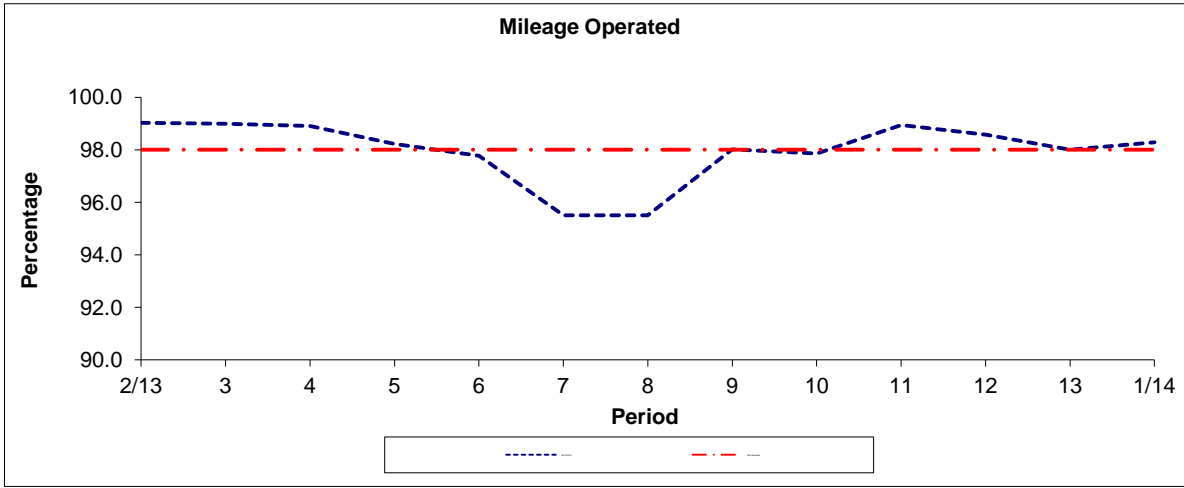
## **GOLDERS GREEN STATION FORECOURT, STAND G B**

Private stand for 3 buses at Stop GB in Golders Green Bus Station on north side of North End Road. When stand is full buses should use overflow stand opposite Stops GI 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 GB (R0796 - Golders Green Station <>, Last Stop on LOR: R0796 - Golders Green Station <>) and pick up in Golders Green Bus Station Forecourt, at Stop GB (R0796 - Golders Green Station <>, First Stop on LOR: R0796 - Golders Green Station <>).

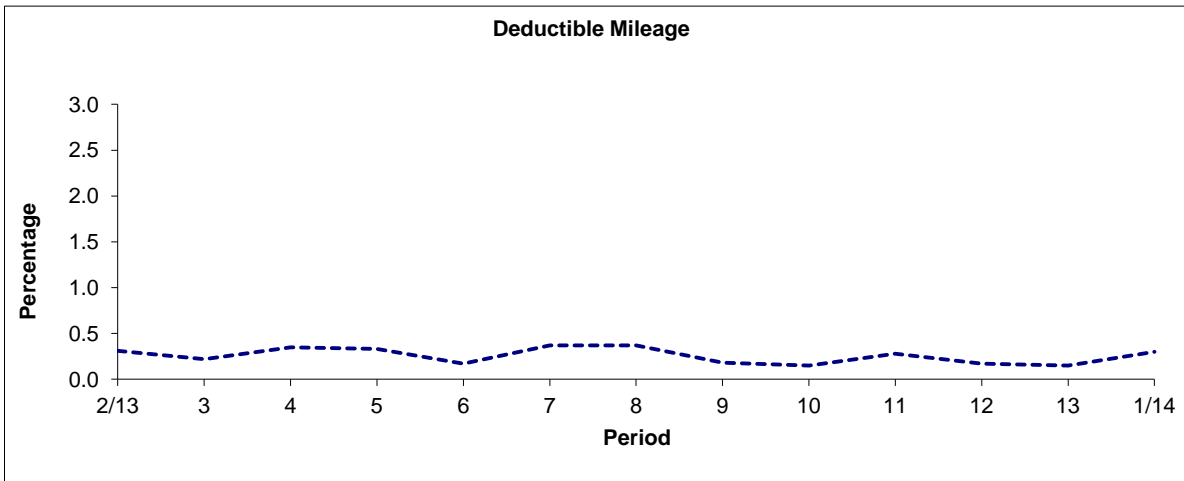
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 245 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Golders Green.

**PART B - PERFORMANCE STATISTICS**

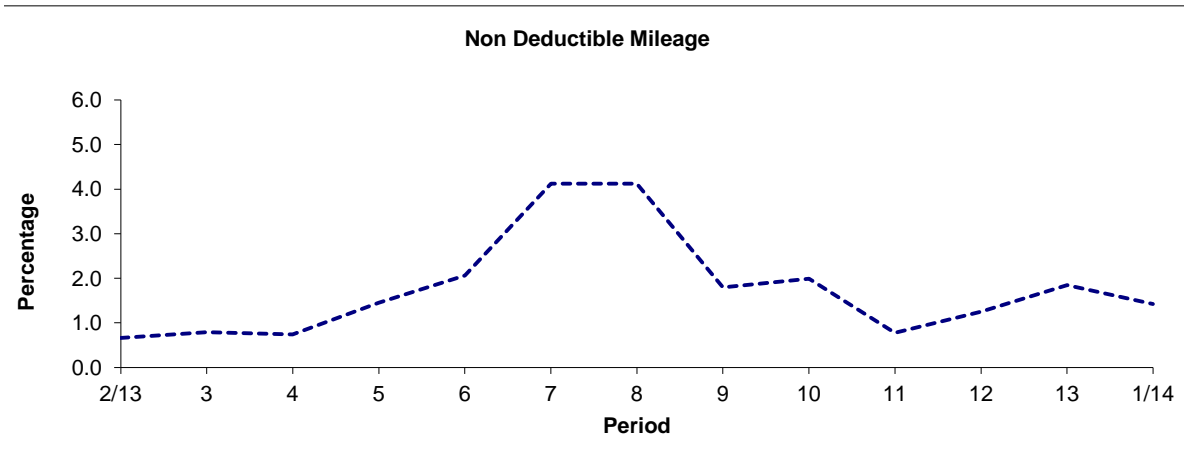
**Route 245**



Period	2/13	3	4	5	6	7	8	9	10	11	12	13	1/14
2013/2014	99.03	98.99	98.91	98.22	97.77	95.51	95.51	98.02	97.86	98.94	98.58	98.00	98.28
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00



Period	2/13	3	4	5	6	7	8	9	10	11	12	13	1/14
2013/2014	0.31	0.22	0.35	0.33	0.17	0.37	0.37	0.18	0.15	0.28	0.17	0.15	0.30

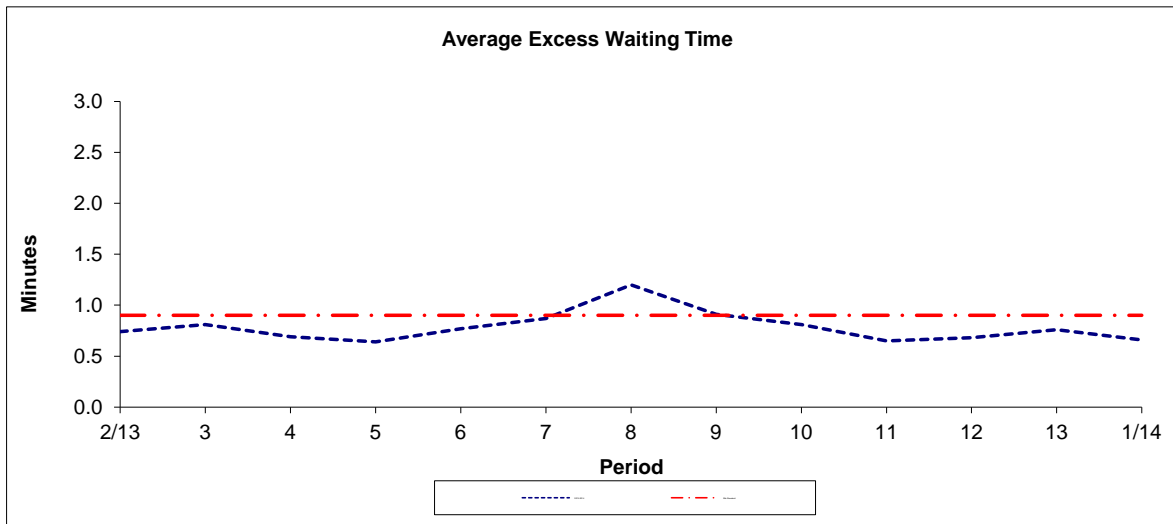


Period	2/13	3	4	5	6	7	8	9	10	11	12	13	1/14
2013/2014	0.66	0.79	0.74	1.45	2.06	4.12	4.12	1.80	1.99	0.78	1.25	1.85	1.42

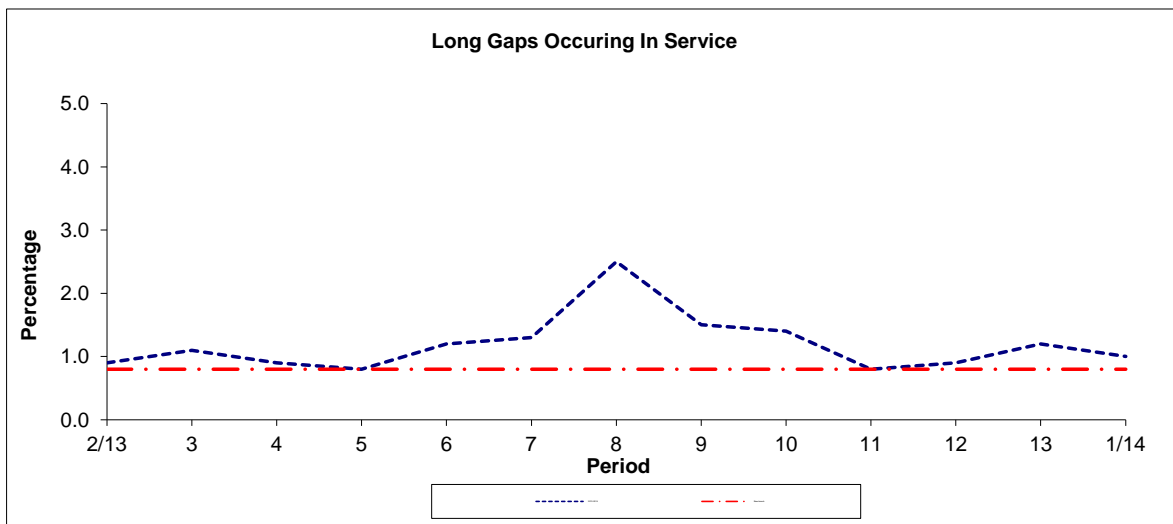
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 245**



Period	2/13	3	4	5	6	7	8	9	10	11	12	13	1/14
2013-2014	0.74	0.81	0.69	0.64	0.77	0.87	1.20	0.91	0.81	0.65	0.68	0.76	0.66
Min Standard	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90



Period	2/13	3	4	5	6	7	8	9	10	11	12	13	1/14
2013-2014	0.9	1.1	0.9	0.8	1.2	1.3	2.5	1.5	1.4	0.8	0.9	1.2	1.0
Benchmark	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8

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

**ROUTE 245 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 1 13/14 TO QUARTER 4 13/14 (01/04/13 - 31/03/14)**

Don't use -  
q2-4 only

**MONDAY - FRIDAY**

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (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)
0500 - 0700	25,680.	96.0	8.02	<b>0.59</b>	8.60	73.6	23.2	3.0	0.2	0.8	71
0700 - 1000	85,406.	99.2	3.84	<b>0.66</b>	4.50	93.7	6.1	0.2	0.0	0.9	38
1000 - 1300	81,264.	100.2	3.98	<b>0.57</b>	4.55	93.9	5.9	0.2	0.0	0.6	52
1300 - 1600	82,296.	97.2	3.97	<b>0.75</b>	4.72	91.9	7.7	0.4	0.1	1.2	56
1600 - 1900	82,029.	95.7	3.92	<b>1.18</b>	5.10	88.7	10.3	0.8	0.2	2.5	52
1900 - 2200	61,444.	98.7	5.15	<b>1.22</b>	6.37	78.6	19.4	1.6	0.3	2.0	77
2200 - 2400	35,525.	102.1	6.00	<b>0.53</b>	6.53	79.3	19.8	0.7	0.2	0.4	43
<b>Summary</b>	<b>453,644.</b>	<b>98.4</b>	<b>4.28</b>	<b>0.85</b>	<b>5.13</b>	<b>89.2</b>	<b>10.1</b>	<b>0.7</b>	<b>0.1</b>	<b>1.4</b>	<b>77</b>

**SATURDAY**

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (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)
0500 - 0700	3,877.	99.1	9.40	<b>0.32</b>	9.72	60.6	36.2	2.9	0.3	0.9	43
0700 - 1000	12,316.	99.0	5.65	<b>0.45</b>	6.09	83.6	15.9	0.4	0.0	0.1	41
1000 - 1300	16,877.	99.5	3.99	<b>0.51</b>	4.50	94.4	5.6	0.1	0.0	0.3	28
1300 - 1600	16,805.	97.9	4.00	<b>0.79</b>	4.79	91.6	8.1	0.3	0.0	1.1	34
1600 - 1900	16,362.	98.1	4.11	<b>0.84</b>	4.95	90.1	9.4	0.5	0.0	1.4	40
1900 - 2200	11,763.	97.8	5.62	<b>1.12</b>	6.74	75.8	22.0	2.0	0.2	1.4	40
2200 - 2400	7,360.	101.9	6.00	<b>0.66</b>	6.66	78.1	21.0	0.8	0.1	0.3	41
<b>Summary</b>	<b>85,360.</b>	<b>98.8</b>	<b>4.65</b>	<b>0.72</b>	<b>5.36</b>	<b>87.6</b>	<b>11.7</b>	<b>0.6</b>	<b>0.0</b>	<b>0.8</b>	<b>43</b>

**SUNDAY AND BANK HOLIDAYS**

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (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)
0500 - 0700	563.	103.0	N/A	<b>N/A</b>	N/A	78.0	8.0	12.3	1.7	22.0	34
0700 - 1000	7,725.	99.5	9.19	<b>0.25</b>	9.45	61.7	34.2	3.8	0.3	0.0	74
1000 - 1300	11,775.	99.2	5.95	<b>0.48</b>	6.43	79.3	20.0	0.6	0.1	0.3	39
1300 - 1600	11,730.	98.6	6.00	<b>0.75</b>	6.75	77.1	21.6	1.1	0.2	0.6	56
1600 - 1900	12,013.	98.6	5.91	<b>0.66</b>	6.57	78.4	20.5	0.9	0.1	0.5	46
1900 - 2200	12,186.	100.3	5.83	<b>0.58</b>	6.42	79.1	20.3	0.6	0.0	0.1	34
2200 - 2400	7,830.	102.0	6.00	<b>0.37</b>	6.37	80.3	19.2	0.4	0.1	0.2	54
<b>Summary</b>	<b>63,822.</b>	<b>99.6</b>	<b>6.23</b>	<b>0.58</b>	<b>6.81</b>	<b>77.0</b>	<b>21.6</b>	<b>1.2</b>	<b>0.1</b>	<b>0.6</b>	<b>74</b>

**ALL DAYS**

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (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)
0500 - 0700	30,120.	96.5	8.17	<b>0.56</b>	8.73	72.3	24.1	3.3	0.3	1.5	71
0700 - 1000	105,447.	99.2	4.22	<b>0.62</b>	4.85	91.5	8.1	0.4	0.0	0.8	74
1000 - 1300	109,916.	100.0	4.19	<b>0.55</b>	4.74	92.4	7.4	0.2	0.0	0.5	52
1300 - 1600	110,831.	97.4	4.17	<b>0.76</b>	4.93	90.4	9.1	0.4	0.1	1.1	56
1600 - 1900	110,404.	96.4	4.12	<b>1.10</b>	5.22	87.9	11.1	0.8	0.1	2.2	52
1900 - 2200	85,393.	98.8	5.28	<b>1.14</b>	6.42	78.3	19.8	1.6	0.3	1.7	77
2200 - 2400	50,715.	102.0	6.00	<b>0.53</b>	6.53	79.3	19.9	0.7	0.1	0.4	54
<b>Summary</b>	<b>602,826.</b>	<b>98.6</b>	<b>4.49</b>	<b>0.81</b>	<b>5.30</b>	<b>87.9</b>	<b>11.3</b>	<b>0.7</b>	<b>0.1</b>	<b>1.3</b>	<b>77</b>

602,826.

**ROUTE 245 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 1 13/14 TO QUARTER 4 13/14 (01/04/13 - 31/03/14)**

**MONDAY - FRIDAY**

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (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)
0500 - 0700	31860	93.3	5.62	<b>0.78</b>	6.40	81.7	17.3	0.9	0.1	0.7	53
0700 - 1000	104155	98.0	3.23	<b>0.78</b>	4.02	94.9	4.8	0.2	0.1	1.8	47
1000 - 1300	106214	93.6	3.04	<b>1.28</b>	4.32	91.8	7.4	0.7	0.2	4.7	51
1300 - 1600	105390	93.2	3.04	<b>1.46</b>	4.50	90.4	8.4	1.0	0.3	5.8	70
1600 - 1900	107544	94.7	3.03	<b>1.31</b>	4.35	91.8	7.4	0.7	0.1	4.8	68
1900 - 2200	87918	98.1	3.67	<b>1.23</b>	4.89	88.4	10.5	0.9	0.2	3.9	57
2200 - 2400	41993	97.4	5.15	<b>1.31</b>	6.46	78.8	18.9	1.9	0.3	2.2	59
<b>Summary</b>	<b>597179</b>	<b>98.5</b>	<b>4.28</b>	<b>0.85</b>	<b>5.13</b>	<b>89.2</b>	<b>10.1</b>	<b>0.7</b>	<b>0.1</b>	<b>1.4</b>	<b>77</b>

**SATURDAY**

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (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)
0500 - 0700	5166	97.3	7.29	<b>0.57</b>	7.87	69.2	29.3	1.4	0.1	0.3	37
0700 - 1000	17415	96.3	4.25	<b>1.01</b>	5.27	87.6	11.6	0.7	0.1	1.7	43
1000 - 1300	23130	96.2	3.13	<b>1.04</b>	4.17	93.7	5.9	0.3	0.1	2.9	47
1300 - 1600	23132	95.9	3.07	<b>1.28</b>	4.35	91.8	7.3	0.7	0.2	4.7	68
1600 - 1900	22895	93.3	3.09	<b>1.48</b>	4.57	90.1	8.7	1.0	0.2	5.9	62
1900 - 2200	15709	94.7	4.37	<b>1.83</b>	6.20	78.8	18.2	2.5	0.4	5.6	53
2200 - 2400	8779	92.2	5.13	<b>2.31</b>	7.44	72.0	23.0	4.0	1.1	5.0	66
<b>Summary</b>	<b>118700</b>	<b>98.9</b>	<b>4.65</b>	<b>0.71</b>	<b>5.36</b>	<b>87.7</b>	<b>11.6</b>	<b>0.6</b>	<b>0.1</b>	<b>0.8</b>	<b>44</b>

**SUNDAY AND BANK HOLIDAYS**

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (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)
0500 - 0700	4922	99.1	7.50	<b>0.62</b>	8.12	66.0	31.2	1.9	0.8	1.1	74
0700 - 1000	13712	95.9	5.30	<b>1.08</b>	6.38	81.1	16.9	1.6	0.3	1.5	74
1000 - 1300	16922	96.7	4.11	<b>1.00</b>	5.10	89.6	9.5	0.7	0.2	1.8	55
1300 - 1600	18277	95.4	3.82	<b>1.37</b>	5.19	87.9	10.6	1.1	0.3	3.5	56
1600 - 1900	18627	97.2	3.87	<b>1.19</b>	5.07	88.8	10.2	0.9	0.1	2.8	56
1900 - 2200	14986	99.6	4.83	<b>1.03</b>	5.86	84.4	14.0	1.3	0.4	1.9	53
2200 - 2400	9085	97.9	5.12	<b>0.76</b>	5.88	83.7	15.5	0.7	0.0	0.7	40
<b>Summary</b>	<b>88205</b>	<b>99.6</b>	<b>6.24</b>	<b>0.58</b>	<b>6.82</b>	<b>76.9</b>	<b>21.8</b>	<b>1.2</b>	<b>0.1</b>	<b>0.6</b>	<b>74</b>

**ALL DAYS**

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (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)
0500 - 0700	41948	94.5	5.92	<b>0.75</b>	6.67	79.4	19.4	1.0	0.2	0.7	74
0700 - 1000	135282	97.5	3.42	<b>0.82</b>	4.24	93.6	6.0	0.3	0.1	1.8	74
1000 - 1300	146266	94.4	3.17	<b>1.21</b>	4.38	91.9	7.4	0.6	0.1	4.1	55
1300 - 1600	146799	93.9	3.12	<b>1.43</b>	4.55	90.4	8.4	0.9	0.3	5.4	70
1600 - 1900	149066	94.8	3.12	<b>1.32</b>	4.44	91.3	7.8	0.7	0.1	4.8	68
1900 - 2200	118613	97.8	3.88	<b>1.28</b>	5.17	86.8	11.8	1.2	0.2	3.9	57
2200 - 2400	59857	96.7	5.14	<b>1.36</b>	6.51	78.6	19.0	2.0	0.4	2.4	66
<b>Summary</b>	<b>804084</b>	<b>98.7</b>	<b>4.50</b>	<b>0.81</b>	<b>5.31</b>	<b>87.9</b>	<b>11.3</b>	<b>0.7</b>	<b>0.1</b>	<b>1.3</b>	<b>77</b>

804,084.



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

Route 245  
 Service change 22160  
 Date 25 September 2009

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ALPNSY S	ALPNSY S	ALPERTON, SAINSBURYS		
ALPNSY	CW61	Alperton Sainsbury's	0	0.00
ALPNBR	17254	Alperton Station	462	0.29
	17253	Clifford Road	590	0.37
	CW15	Colyton Close	909	0.56
SDTNSN	38453	Sudbury Town Station	309	0.19
SUHRSN	1484	Sudbury And Harrow Road Station	544	0.34
	2488	Butlers Green	328	0.20
	15011	Perrin Road	407	0.25
	17023	Pasture Road	207	0.13
	17021	Sudbury Court Sports Club	459	0.29
NWEMSN	4592	North Wembley Station	431	0.27
	17019	Pembroke Road	358	0.22
	17017	Rosslyn Crescent	287	0.18
	17014	Preston Road	450	0.28
	17013	Carlton Avenue East	358	0.22
FRTABA	17011	Brook Avenue	277	0.17
	17009	Corringham Road	265	0.16
	37230	Bridge Road	180	0.11
	16102	Brent Town Hall	329	0.20
KNBYBC	9369	Blackbird Cross	500	0.31
	9371	Blackbird Hill	331	0.21
	15074	Quainton Street	272	0.17
	34788	Press Road	200	0.12
NEASSC	34870	Birse Crescent	832	0.52
	17007	Dudden Hill Lane	352	0.22
	17005	Randall Avenue	585	0.36
	17003	Brook Road	477	0.30
CRSRCG	14205	Coles Green Road	406	0.25
	17000	Humber Road	309	0.19
	16997	Coles Green Road	244	0.15
	BP831	Conway Road	367	0.23
	2972	Dollis Hill Lane	145	0.09
W GR	6691	Cricklewood Bus Garage	273	0.17
	27787	Mora Road	268	0.17
	R0744	Cricklewood Lane	385	0.24
CWBYCL	2776	Cricklewood Broadway	116	0.07
	6074	Claremont Road	307	0.19
	6078	Dersingham Road	332	0.21
	2774	Hendon Way	237	0.15
	6080	Lyndale Avenue	230	0.14
CHHLCA	765	Childs Hill / Finchley Road	200	0.12
	6082	Llanvanor Road	358	0.22
	6084	Dunstan Road	281	0.17
	2771	Golders Green / Finchley Road	402	0.25
GGSNFGB	R0796	Golders Green Station	195	0.12
	GGSNFGBS	Golders Green Station Forecourt, Stand G B	0	0.00
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>			15754	9.79
			metres	miles

## TRANCHE 480

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
GGSNFGBS	GGSNFGBS	Golders Green Station Forecourt, Stand G B		
GGSNFGB	R0796	Golders Green Station	0	0.00
	6085	Golders Green / Finchley Road	209	0.13
	6083	Dunstan Road	332	0.21
	6081	Llanvanor Road	313	0.19
	20282	Childs Hill / Cricklewood Lane	170	0.11
CHHLCA	764	Childs Hill / Finchley Road	180	0.11
	6079	Lyndale Avenue	304	0.19
	2773	Farm Avenue	290	0.18
	6077	Dersingham Road	180	0.11
	6073	Claremont Road	177	0.11
CWBYCL	2775	Cricklewood Broadway	413	0.26
	3188	Cricklewood Lane	140	0.09
	2969	Mora Road	242	0.15
	2971	Longley Way	302	0.19
W GR	6044	Cricklewood Bus Garage	202	0.13
	20840	Conway Road	242	0.15
	16998	Oxgate Gardens	471	0.29
	16999	Humber Road	260	0.16
CRSRCG	17001	Coles Green Road	279	0.17
	17002	Brook Road	465	0.29
	17004	Randall Avenue	419	0.26
	17006	Dudden Hill Lane	576	0.36
NEASNU	34756	Neasden Underpass	301	0.19
	34786	Aylesbury Street	595	0.37
	34787	Quainton Street	257	0.16
	28647	Blackbird Hill	269	0.17
KNBYBC	9370	Blackbird Cross	275	0.17
	16103	Brent Town Hall	650	0.40
	17008	Corringham Road	351	0.22
FRTABA	17010	Brook Avenue	344	0.21
	17012	Carlton Avenue East	282	0.18
	17015	Wembley Hill Road	466	0.29
	17016	Rosslyn Crescent	267	0.17
	17018	Pembroke Road	292	0.18
NWEMSN	7805	North Wembley Station	354	0.22
	17020	Sudbury Court Sports Club	513	0.32
	17022	Pasture Road	384	0.24
	15012	Perrin Road	327	0.20
	2731	Harrow Road	357	0.22
SUHRSN	20654	Sudbury And Harrow Road Station	280	0.17
	2805	Barham Park	170	0.11
SDTNSN	38453	Sudbury Town Station	384	0.24
	CW16	Colyton Close	413	0.26
	17252	Clifford Road	990	0.62
ALPNBR	17255	Alperton Station	451	0.28
ALPNSY	CW59	Glacier Way	472	0.29
	ALPNSY S	ALPERTON, SAINSBURYS	0	0.00
<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>			15610 metres	9.70 miles