

## 1) SERVICE SPECIFICATION

Route: **251**

Contract Reference: **QC84203**

This Service Specification forms Section 7 of the ITT and should be read in conjunction with the ITT document, Version 2.0, dated 5th March 2021.

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 and adhere to the requirements of the Service Specification.

Terminus Points	Edgware, Bus Station and Arnos Grove Station
Contract Basis	Incentivised
Commencement Date	Saturday 02/09/2023
End Date	Friday 30/08/2030
Early Termination Date <i>Subject to minimum 10 months notice</i>	Friday 27/08/2027
Vehicle Type	60 capacity, dual door, single deck vehicles (min 10.8m long) <i>subject to route test</i>
Current Maximum Approved Dimensions	10.2 metres long and 2.44 metres wide
New Vehicle Price Mandatory	Yes
Zero Emission Price Required	Yes
Advertising Rights	Operator
Minimum Performance Standard	Average Excess Wait Time - No more than 0.90 minutes
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:  
No later than 12 Noon on **Tuesday 5<sup>th</sup> July 2022**.

## **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. 251.

Tenderers should note that the following alterations are proposed as part of this Service Specification for introduction with the new Route Agreement:

Two options are specified:

#### **Option 1**

- No changes are proposed.

#### **Option 2**

- Mondays to Fridays peak frequencies are reduced from every 10 minutes to every 12 minutes.

**Tenderers should provide the following prices based on a 7 year fixed term contract:**

#### 1. Annual Zero Emission

For zero emission submissions, Tenderers should outline the strategy they would adopt for recharging battery electric and/or refuelling hydrogen buses, together with any other operational and infrastructure assumptions, within the tender submission.

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

1. Vehicles that offer genuine increased capacity and are certified as such.
2. Existing zero emission vehicles or vehicles to a minimum of Euro VI emissions standards which are no greater than eight years old at contract commencement for the full contract term, with an early termination date on or prior to the Friday closest to the fourth anniversary of the Route Agreement commencement date, subject to a minimum of 10 months notice. Please note that existing diesel vehicles will NOT be considered for routes which are already operated by hybrid or zero emission vehicles.
3. Existing zero emission vehicles or vehicles to a minimum of Euro VI emissions standards which are no greater than ten years old at contract commencement for a 5 year contract term, with an early termination date on or prior to the Friday closest to the third anniversary of the Route Agreement commencement date, subject to a minimum of 10 months notice. Please note that existing diesel vehicles will NOT be considered for routes which are already operated by hybrid or zero emission vehicles.

If submitting bids based on electric vehicles, Tenderers are reminded of the revised charging equipment specification requirement applicable from Tranche 726.

Tenderers are reminded that a price submitted for this Route Agreement will be subject to the revised CPA formula of 85% CPI (12 rolling months) and 15% fixed.

The welfare of bus drivers during their working day is essential and appropriate locations for sign-on/off as well as meal reliefs should be identified with the bid. These locations should have appropriate facilities available for drivers at the beginning and end of shifts to carry out their duties (including fitness for duty). For breaks and periods of rest between work there should be appropriate toilet provision (including the availability, condition and cleanliness) and suitable locations to take a break. Whilst the obligation to provide suitable facilities remains with the Tenderer, if there are any risks in not being able to supply these, the Tenderer must make LBSL aware in their bid or at any later stage when this becomes apparent.

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

##### Option 1

Arnos Grove Station to Edgware Station			Edgware Station to Arnos Grove Station		
First departure no later than 0510.			First departure no later than 0515.		
0505 - 0610	Every 20 minutes		0510 - 0610	Every 20 minutes	
0911 - 0640	Every 15 minutes		0610 - 0640	Every 15 minutes	
0641 - 0950	Every 10 minutes		0641 - 0740	Every 12 minutes	
0951 - 1450	Every 12 minutes		0741 - 0840	Every 7-8 minutes (8 buses per hour)	
1451 - 1910	Every 10 minutes		0841 - 0910	Every 10 minutes	
1911 - 1940	Every 15 minutes		0911 - 1420	Every 12 minutes	
1941 - 0005	Every 20 minutes		1421 - 1930	Every 10 minutes	
			1931 - 2000	Every 15 minutes	
			2001 - 0025	Every 20 minutes	
Last departure no earlier than 2400.			Last departure no earlier than 0020.		
<b>Pinchpoints</b>					
Mill Hill Broadway	0720 - 0850	10 minutes	Totteridge, War Memorial	0735 - 0810	12 minutes
	1500 - 1630	10 minutes		0811 - 0910	8 minutes
				1510 - 1630	10 minutes

##### Option 2

Arnos Grove Station to Edgware Station			Edgware Station to Arnos Grove Station		
First departure no later than 0510.			First departure no later than 0515.		
0505 - 0610	Every 20 minutes		0510 - 0610	Every 20 minutes	
0911 - 0640	Every 15 minutes		0610 - 0640	Every 15 minutes	
0641 - 1910	Every 12 minutes		0641 - 0740	Every 12 minutes	
1911 - 1940	Every 15 minutes		0741 - 0840	Every 8-9 minutes (7 buses per hour)	
1941 - 0005	Every 20 minutes		0841 - 1930	Every 12 minutes	
			1931 - 2000	Every 15 minutes	
			2001 - 0025	Every 20 minutes	
Last departure no earlier than 2400.			Last departure no earlier than 0020.		
<b>Pinchpoints</b>					
Mill Hill Broadway	0720 - 0850	12 minutes	Totteridge, War Memorial	0735 - 0810	12 minutes
	1500 - 1630	12 minutes		0811 - 0910	9 minutes
				1510 - 1630	12 minutes

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

##### Option 1

Arnos Grove Station to Edgware Station			Edgware Station to Arnos Grove Station		
First departure no later than 0510.			First departure no later than 0515.		
0505 - 0610	Every 20 minutes		0510 - 0610	Every 20 minutes	
0911 - 0640	Every 15 minutes		0610 - 0640	Every 15 minutes	
0641 - 0950	Every 10 minutes		0641 - 0740	Every 12 minutes	
0951 - 1450	Every 12 minutes		0741 - 0825	Every 8-9 minutes (7 buses per hour)	
1451 - 1910	Every 10 minutes		0826 - 0915	Every 10 minutes	
1911 - 1940	Every 15 minutes		0916 - 1420	Every 12 minutes	
1941 - 0005	Every 20 minutes		1421 - 1930	Every 10 minutes	
			1931 - 2000	Every 15 minutes	
			2001 - 0025	Every 20 minutes	
Last departure no earlier than 2400.			Last departure no earlier than 0020.		
<b>Pinchpoints</b>					
Mill Hill Broadway	0720 - 0850	10 minutes	Totteridge, War Memorial	0750 - 0810	12 minutes
	1500 - 1630	10 minutes		0811 - 0855	9 minutes
				1510 - 1630	10 minutes

##### Option 2

Arnos Grove Station to Edgware Station			Edgware Station to Arnos Grove Station		
First departure no later than 0510.			First departure no later than 0515.		
0505 - 0610	Every 20 minutes		0510 - 0610	Every 20 minutes	
0911 - 0640	Every 15 minutes		0610 - 0640	Every 15 minutes	
0641 - 1910	Every 12 minutes		0641 - 0740	Every 12 minutes	
1911 - 1940	Every 15 minutes		0741 - 0825	Every 10 minutes	
1941 - 0005	Every 20 minutes		0826 - 1930	Every 12 minutes	
			1931 - 2000	Every 15 minutes	
			2001 - 0025	Every 20 minutes	
Last departure no earlier than 2400.			Last departure no earlier than 0020.		
<b>Pinchpoints</b>					
Mill Hill Broadway	0720 - 0850	12 minutes	Totteridge, War Memorial	0750 - 0810	12 minutes
	1500 - 1630	12 minutes		0811 - 0855	10 minutes
				1510 - 1630	12 minutes

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

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

**All Options**

Arnos Grove Station to Edgware Station			Edgware Station to Arnos Grove Station		
First departure no later than 0510.			First departure no later than 0515.		
0505 - 0825	Every 20 minutes		0510 - 0830	Every 20 minutes	
0826 - 0910	Every 15 minutes		0831 - 0915	Every 15 minutes	
0911 - 1740	Every 12 minutes		0916 - 1810	Every 12 minutes	
1741 - 1840	Every 15 minutes		1811 - 1940	Every 15 minutes	
1841 - 0005	Every 20 minutes		1941 - 0025	Every 20 minutes	
Last departure no earlier than 2400.			Last departure no earlier than 0020.		
<b>Pinchpoints</b>					
Mill Hill Broadway	0930 - 1105	12 minutes	Totteridge, War Memorial	0940 - 1115	12 minutes

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

**All Options**

Arnos Grove Station to Edgware Station			Edgware Station to Arnos Grove Station		
First departure no later than 0630.			First departure no later than 0615.		
0625 - 0900	Every 30 minutes		0610 - 0915	Every 30 minutes	
0901 - 0005	Every 30 minutes		0916 - 0025	Every 20 minutes	
Last departure no earlier than 2400.			Last departure no earlier than 0020.		
<b>Pinchpoints</b>					
Mill Hill Broadway	1030 - 1130	20 minutes	Totteridge, War Memorial	1030 - 1130	20 minutes

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

**4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. 251 can suffer from unpredictable traffic delays in the Burnt Oak Broadway and Whetstone areas.

**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 251: Arnos Grove Station - Edgware Station

**Date of Structural Change:** 2 September 2023.

**Date of Service Change:** 2 September 2023.

**Reason for Issue:** New Tender.

### **STREETS TRAVERSED**

**Towards Edgware Station:** Bowes Road, Betstyle Circus, Oakleigh Road South, Brunswick Avenue, Oakleigh Road North, Whetstone High Road, Totteridge Lane, Totteridge Village, Totteridge Common, Highwood Hill, Lawrence Street, Mill Hill Circus, The Broadway, Mill Hill Broadway Bus Station, The Broadway, Bunn's Lane, Lyndhurst Avenue, Abbots Road, Eversfield Gardens, Watling Avenue, Burnt Oak Broadway, Edgware High Street, Station Road, Edgware Bus Station.

**Towards Arnos Grove Station:** Edgware Bus Station, Station Road, Edgware High Street, Burnt Oak Broadway, Watling Avenue, Woodcroft Avenue, Bunn's Lane, The Broadway, Mill Hill Circus, Lawrence Street, Highwood Hill, Totteridge Common, Totteridge Village, Totteridge Lane, Whetstone High Road, Oakleigh Road North, Brunswick Avenue, Oakleigh Road South, Betstyle Circus, Bowes Road, Arnos Grove 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.

### **ARNOS GROVE STATION**

Private offside stand for 2 buses on Arnos Grove Station forecourt on north side of Bowes Road commencing 22 metres west of lamp standard No. 16 and extending 31.5 metres west.

Buses proceed from Arnos Grove Station Forecourt direct to stand, departing via Arnos Grove Station Forecourt to Bowes Road. Set down in Arnos Grove Station Forecourt, at Stop U (36805 - Arnos Grove Station <>, Last Stop on LOR: 36805 - Arnos Grove Station <>) and pick up in Bowes Road, at Stop B (BP5100 - Arnos Grove Station <>, First Stop on LOR: BP5100 - Arnos Grove Station <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 251 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:	Arnos Grove.

### **TOTTERIDGE & WHETSTONE STATION**

Private stand for 1 bus in Allum Way on east side of marked turning circle at entrance to main car park area of Totteridge & Whetstone Station.

#### From Arnos Grove Station.

Buses proceed from Totteridge Lane via Allum Way and Totteridge Station Car Park to stand, departing via Totteridge Station Car Park and Allum Way to Totteridge Lane. Set down in Totteridge Station Car Park, at Alighting Point (34876 - Totteridge Station Car Park, Last Stop on LOR: 14722 - Whetstone / The Griffin) and pick up in Totteridge Lane, at Stop A (19175 - Totteridge & Whetstone Station <>, First Stop on LOR: 19175 - Totteridge & Whetstone Station <>).

#### From Edgware Station.

Buses proceed from Totteridge Lane via Allum Way and Totteridge Station Car Park to stand, departing via Totteridge Station Car Park and Allum Way to Totteridge Lane. Set down in Totteridge Station Car Park, at Alighting Point (34876 - Totteridge Station Car Park, Last Stop on LOR: 19173 - Longland Drive) and pick up in Totteridge Lane, at Stop B (19176 - Totteridge & Whetstone Station <>, First Stop on LOR: 19176 - Totteridge & Whetstone 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:	Totteridge & Whetstone.

## **HIGHWOOD HILL (from EDGWARE STATION)**

Buses proceed from Highwood Hill departing to Highwood Hill. Set down in Highwood Hill (19147 - Mill Hill / The Rising Sun, Last Stop on LOR: 19147 - Mill Hill / The Rising Sun) and pick up in Highwood Hill (19148 - Mill Hill / The Rising Sun, First Stop on LOR: 19148 - Mill Hill / The Rising Sun).

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

## **MILL HILL BROADWAY STATION**

### From Arnos Grove Station.

Buses proceed from Mill Hill Broadway Bus Station departing to The Broadway. Set down in Mill Hill Broadway Bus Station, at stop A (33773 - Mill Hill Broadway Station #, Last Stop on LOR: 33773 - Mill Hill Broadway Station #) and pick up in The Broadway, at stop F (15636 - Mill Hill Broadway Station #, First Stop on LOR: 15636 - Mill Hill Broadway Station #).

### From Edgware Station.

Buses proceed from Bunn's Lane departing to Lyndhurst Avenue. Set down in Bunn's Lane, at stop B (33648 - Woodcroft Avenue, Last Stop on LOR: 33648 - Woodcroft Avenue) and pick up in Lyndhurst Avenue, at stop A (33504 - Lyndhurst Avenue, First Stop on LOR: 33504 - Lyndhurst Avenue).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
BLIND DISPLAY: Mill Hill Broadway.

## **BURNT OAK, DEANSBROOK ROAD (from Arnos Grove Station)**

Public stand for 2 buses on south side of Deansbrook Road, outside Blood Transfusion buildings, approximately 80 metres east of and opposite Heming Road.

Buses proceed from Watling Avenue via Orange Hill Road and Deansbrook Road to stand, departing via Deansbrook Road to Burnt Oak Broadway. Set down in Watling Avenue, at Stop T (34718 - Gunter Grove, Last Stop on LOR: 34718 - Gunter Grove) and pick up in Burnt Oak Broadway, at Stop HA (24335 - Edgware Community Hospital, First Stop on LOR: 24335 - Edgware Community Hospital).

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: Burnt Oak.

## **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.

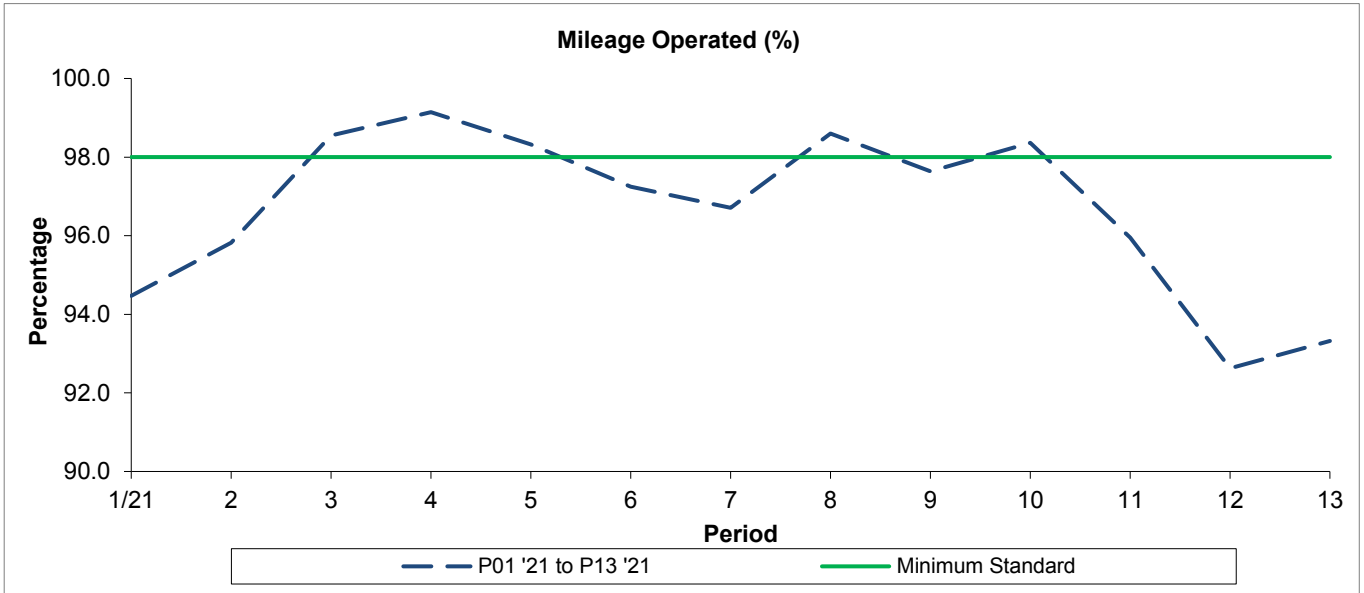
Buses proceed from Edgware Bus Station direct to stand, departing to Edgware Bus Station. Set down in Edgware Bus Station, at Stop G (BP090 - Edgware Station <>, Last Stop on LOR: BP090 - Edgware Station <>) and pick up in Edgware Bus Station, at Stop D (R0790 - Edgware Bus Station, First Stop on LOR: R0790 - Edgware Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 251 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 Station.

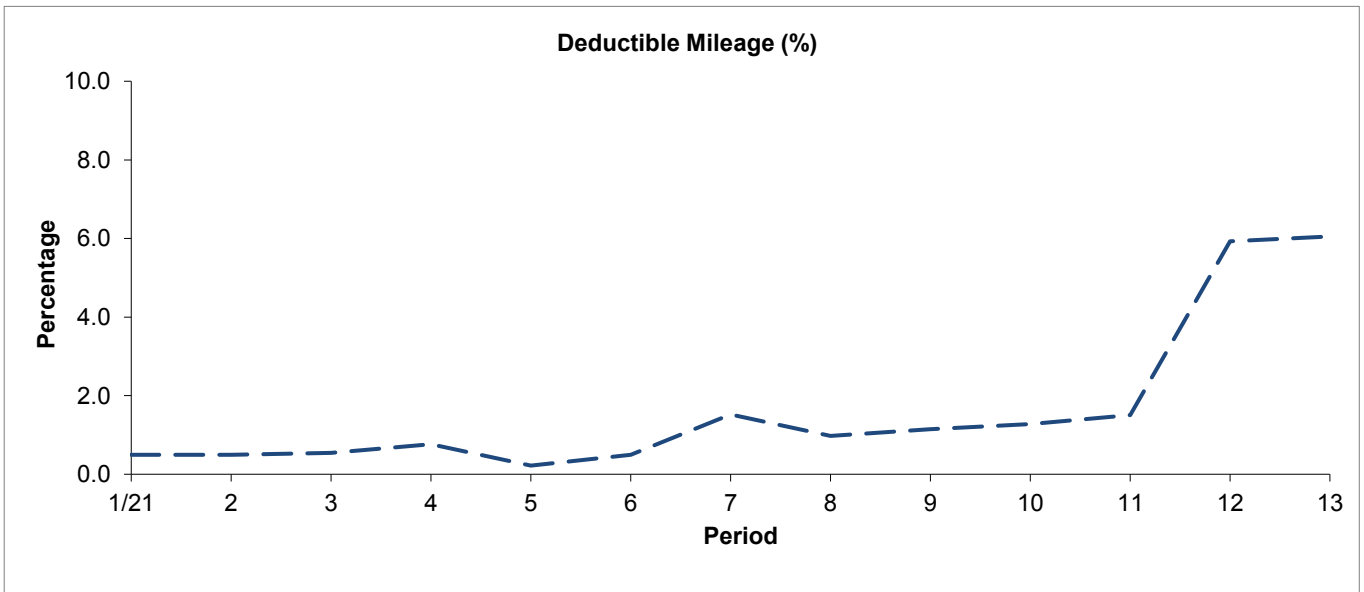
Period Trend Performance Graphs

# Route 251

**Mileage Performance**



Period	1/21	2	3	4	5	6	7	8	9	10	11	12	13
P01 '21 to P13 '21	94.47	95.82	98.55	99.14	98.32	97.25	96.71	98.60	97.64	98.37	95.95	92.63	93.32
Minimum 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

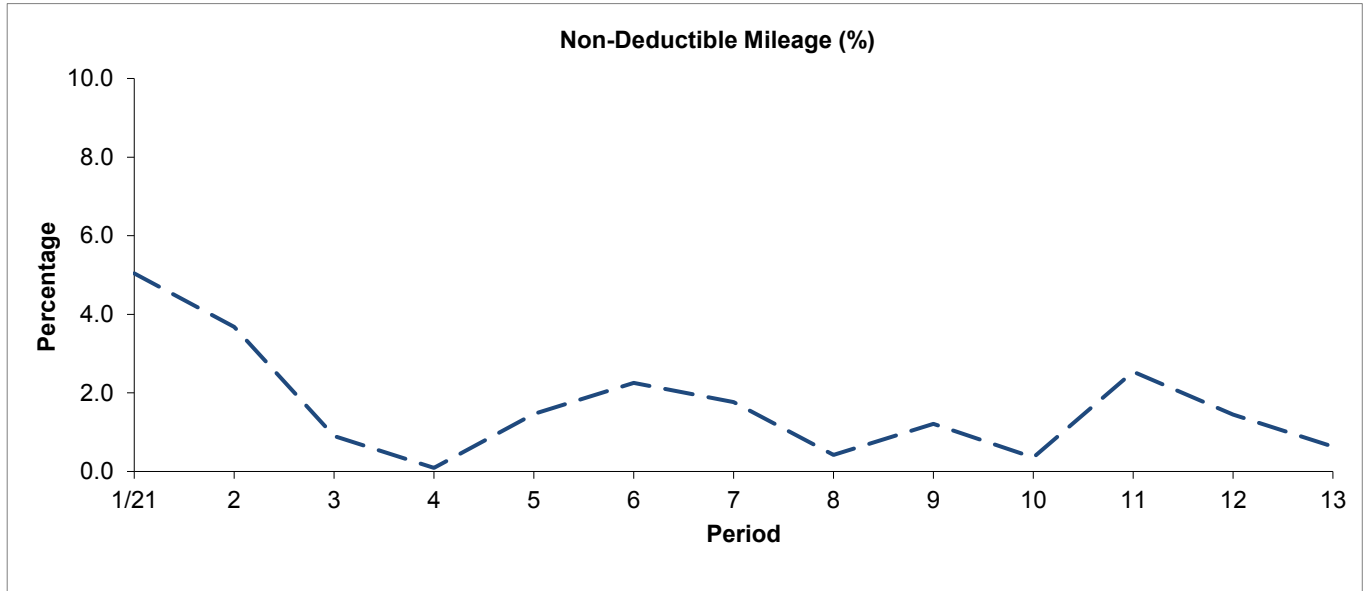


Period	1/21	2	3	4	5	6	7	8	9	10	11	12	13
P01 '21 to P13 '21	0.49	0.50	0.55	0.76	0.22	0.50	1.52	0.98	1.15	1.27	1.51	5.93	6.05

Period Trend Performance Graphs

# Route 251

**Mileage Performance**



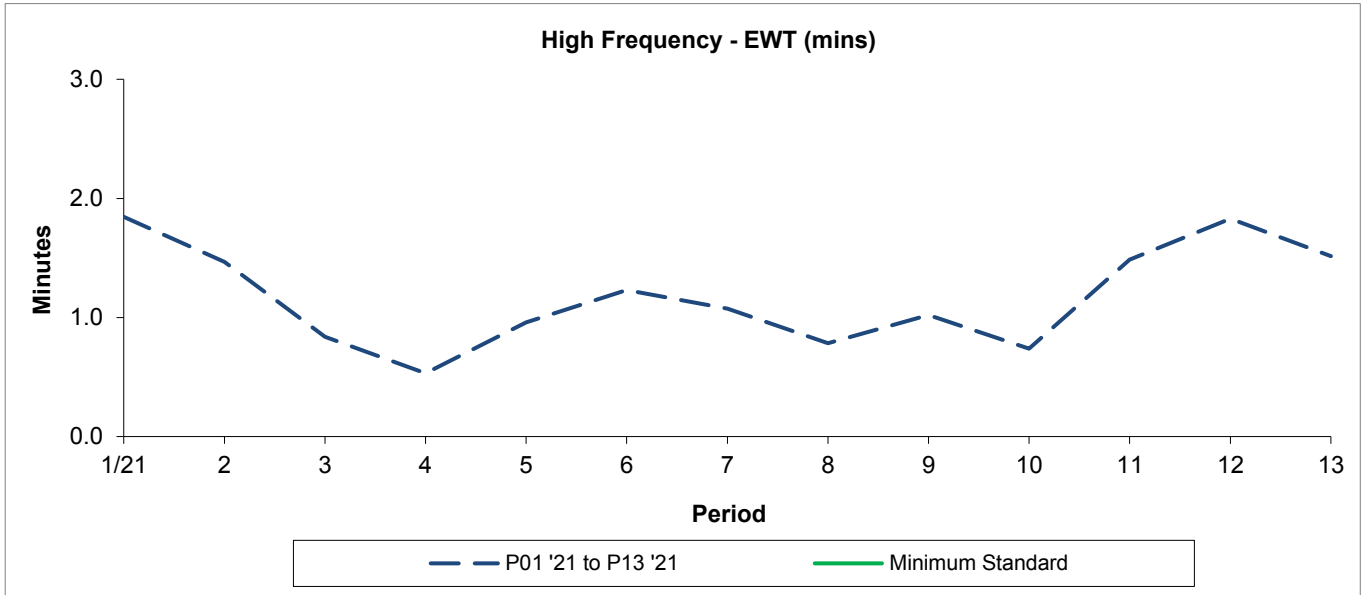
Period	1/21	2	3	4	5	6	7	8	9	10	11	12	13
P01 '21 to P13 '21	5.04	3.68	0.90	0.09	1.46	2.25	1.77	0.42	1.22	0.36	2.54	1.45	0.63

Mileage Performance figures are based on four weeks data

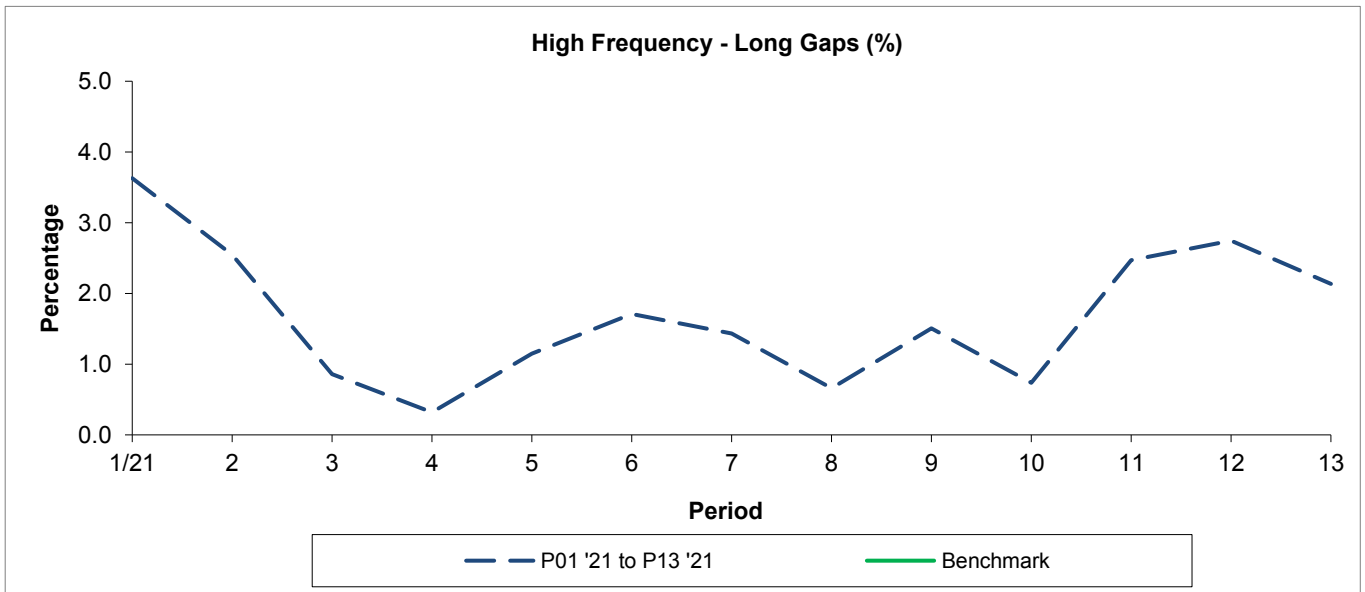
Period Trend Performance Graphs

# Route 251

**Reliability Performance**



Period	1/21	2	3	4	5	6	7	8	9	10	11	12	13
P01 '21 to P13 '21	1.84	1.47	0.84	0.53	0.96	1.23	1.07	0.78	1.02	0.74	1.49	1.83	1.52
Minimum Standard													



Period	1/21	2	3	4	5	6	7	8	9	10	11	12	13
P01 '21 to P13 '21	3.63	2.55	0.86	0.32	1.15	1.71	1.43	0.66	1.51	0.74	2.47	2.75	2.14
Benchmark													

Minimum Standards and Benchmarks are those applicable under the new contract.

Detailed QSI Report

# Route 251

## Full iBus results by Time of Day

Quarter 1 / 2021 to Quarter 4 / 2021 (01/04/2021 to 31/03/2022)

### All days

(Day Routes 05:00 - 24:00, Night Routes 00:00 - 05:00)

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	23,182	23,000	99.2	9.7	0.3	10.0	61.5	32.8	5.0	0.7	0.9	54.2
07:00 - 10:00	72,298	68,352	94.5	6.0	1.2	7.2	75.6	20.6	3.2	0.6	2.0	88.4
10:00 - 13:00	69,050	67,561	97.8	6.5	1.0	7.5	71.7	25.3	2.6	0.4	0.9	70.6
13:00 - 16:00	72,649	69,279	95.4	6.2	1.3	7.5	71.7	24.5	3.2	0.6	1.9	59.8
16:00 - 19:00	78,216	74,740	95.6	5.7	1.6	7.2	74.2	22.1	3.1	0.6	2.7	66.3
19:00 - 22:00	50,868	50,180	98.6	8.3	0.9	9.2	57.4	35.9	5.4	1.3	1.0	80.9
22:00 - 24:00	28,908	28,281	97.8	9.9	0.6	10.5	49.7	43.9	5.4	1.1	0.3	64.7
<b>All Locations Summary</b>	<b>395,171</b>	<b>381,393</b>	<b>96.5</b>	<b>6.6</b>	<b>1.2</b>	<b>7.8</b>	<b>70.0</b>	<b>25.8</b>	<b>3.5</b>	<b>0.7</b>	<b>1.7</b>	<b>88.4</b>

### Mondays to Fridays

(Day Routes 05:00 - 24:00, Night Routes 00:00 - 05:00)

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	18,564	18,463	99.5	9.4	0.4	9.7	62.1	33.1	4.3	0.6	0.1	54.2
07:00 - 10:00	60,142	56,311	93.6	5.3	1.3	6.5	79.0	18.5	2.1	0.4	2.2	59.1
10:00 - 13:00	51,495	50,241	97.6	6.0	1.1	7.1	74.7	22.8	2.1	0.4	1.1	70.6
13:00 - 16:00	55,033	52,169	94.8	5.6	1.5	7.0	75.0	21.8	2.6	0.5	2.3	59.8
16:00 - 19:00	61,121	58,031	94.9	5.0	1.8	6.8	77.7	19.0	2.8	0.5	3.3	66.3
19:00 - 22:00	37,144	36,648	98.7	7.8	1.0	8.8	60.0	33.7	5.0	1.3	1.2	80.0
22:00 - 24:00	19,833	19,335	97.5	10.0	0.7	10.6	49.5	43.9	5.3	1.2	0.3	64.7
<b>All Locations Summary</b>	<b>303,332</b>	<b>291,198</b>	<b>96.0</b>	<b>6.0</b>	<b>1.3</b>	<b>7.3</b>	<b>73.3</b>	<b>23.2</b>	<b>2.9</b>	<b>0.6</b>	<b>2.0</b>	<b>80.0</b>

### Saturdays

(Day Routes 05:00 - 24:00, Night Routes 00:00 - 05:00)

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	3,544	3,481	98.2	10.0	0.1	10.2	54.2	39.9	5.6	0.3	0.0	40.9
07:00 - 10:00	6,993	6,916	98.9	8.7	0.7	9.3	60.4	34.4	4.7	0.5	0.1	57.2
10:00 - 13:00	10,089	9,963	98.8	6.0	0.9	6.9	75.4	23.0	1.6	0.1	0.5	37.3
13:00 - 16:00	10,184	9,785	96.1	6.0	1.2	7.2	73.5	23.6	2.5	0.4	1.3	49.0
16:00 - 19:00	9,612	9,372	97.5	6.3	0.9	7.2	72.2	25.4	2.0	0.4	0.9	42.1
19:00 - 22:00	6,176	6,072	98.3	9.7	0.9	10.6	49.3	41.5	7.2	1.9	0.5	62.5
22:00 - 24:00	4,159	4,089	98.3	9.9	0.4	10.4	50.0	43.8	5.7	0.5	0.1	46.8
<b>All Locations Summary</b>	<b>50,757</b>	<b>49,678</b>	<b>97.9</b>	<b>7.2</b>	<b>0.9</b>	<b>8.1</b>	<b>67.0</b>	<b>29.1</b>	<b>3.3</b>	<b>0.6</b>	<b>0.7</b>	<b>62.5</b>

### Sundays and Bank Holidays

(Day Routes 05:00 - 24:00, Night Routes 00:00 - 05:00)

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	1,074	1,056	98.3	14.8	0.2	15.0	64.8	15.1	16.9	3.3	15.0	44.5
07:00 - 10:00	5,163	5,125	99.3	14.0	0.4	14.3	39.2	37.1	20.3	3.4	0.0	88.4
10:00 - 13:00	7,466	7,357	98.5	9.8	0.5	10.4	50.4	42.0	6.7	0.9	0.2	53.0
13:00 - 16:00	7,432	7,325	98.6	9.9	0.6	10.5	49.7	42.3	7.1	0.9	0.2	51.2
16:00 - 19:00	7,483	7,337	98.0	9.9	0.7	10.6	49.2	42.2	7.2	1.4	0.3	54.4
19:00 - 22:00	7,548	7,460	98.8	9.8	0.6	10.4	50.3	43.1	5.6	1.1	0.2	80.9
22:00 - 24:00	4,916	4,857	98.8	9.8	0.6	10.4	50.0	43.8	5.2	1.0	0.1	45.1
<b>All Locations Summary</b>	<b>41,082</b>	<b>40,517</b>	<b>98.6</b>	<b>10.3</b>	<b>0.6</b>	<b>10.9</b>	<b>49.1</b>	<b>41.4</b>	<b>8.2</b>	<b>1.3</b>	<b>0.4</b>	<b>88.4</b>



**Transport for London - Live Mileage List**

v2.0 - Mileage directly imported from Caesar

Route: 251

Service Change: 60472

Date: 04/12/2021

Arnos Grove Station - Edgware Station	Tranche 842
Reason for Issue	New Contract

QSI points are highlighted.

OUT DIRECTION					BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles	Timing Point Code	Stop Number	Stop Name	Metres	Miles
ARGVSN	BP5100	Arnos Grove Station			EWSNBS	R0790	Edgware Bus Station		
	BP4848	Ravenscraig Road	155	0.10		29833	Manor Park Crescent	311	0.19
	15423	Betstyle Circus	247	0.15		6071	Whitchurch Lane	293	0.18
	80009	Carlisle Place	346	0.21		2990	Deansbrook Road	340	0.21
	15421	Spencer Road	204	0.13		24335	Edgware Community Hospital	332	0.21
NSOUOS	12913	Beaconsfield Road	624	0.39		2988	North Road	214	0.13
	13423	Bawtry Road	390	0.24		27971	Watling Avenue	504	0.31
	15419	Raleigh Drive	269	0.17	BTOKSN	25027	Burnt Oak Station	239	0.15
	2295	Pollard Road	193	0.12		34719	Gunter Grove	348	0.22
	15417	Myddelton Park	331	0.21		16110	Burnt Oak Leisure Centre	295	0.18
	70119	Oakleigh Park North	363	0.23		16109	Goldbeaters Grove	408	0.25
WHETGF	14722	Whetstone / The Griffin	279	0.17		33648	Woodcroft Avenue	425	0.26
	19176	Totteridge & Whetstone Station	418	0.26	MLHBSN	15636	Mill Hill Broadway Station	559	0.35
	19174	Longland Drive	257	0.16		15634	Mill Hill Circus / Flower Lane	298	0.19
	19172	Links Drive	347	0.22		19142	Uphill Road	193	0.12
	19170	Totteridge Green	419	0.26		19143	Sunnyfield	415	0.26
	19168	The Orange Tree	281	0.17		BP1962	The Reddings	269	0.17
TRGEWM	19166	Totteridge War Memorial	426	0.26		19146	Holcombe Hill	400	0.25
	19164	Grange Avenue	332	0.21	HWDHRS	19147	Mill Hill / The Rising Sun	333	0.21
	19160	Horseshoe Lane	555	0.34		19149	Hendon Wood Lane	652	0.41
	19156	Ellern Mede and Denham Farms	521	0.32		19151	West End House	368	0.23
	19154	Totteridge Common / Mill Hill	423	0.26		19153	Totteridge Common / Mill Hill	239	0.15
	19152	West End House	228	0.14		19155	Ellern Mede Farm	281	0.17
	19150	Hendon Wood Lane	503	0.31		19159	Horseshoe Lane	720	0.45
HWDHRS	19148	Mill Hill / The Rising Sun	538	0.33		19163	Grange Avenue	507	0.32
	19145	Holcombe Hill	354	0.22	TRGEWM	19165	Totteridge War Memorial	306	0.19
	19144	Sunnyfield	592	0.37		19167	The Orange Tree	491	0.31
	27912	Uphill Road	357	0.22		19169	Pine Grove	374	0.23
	20857	Flower Lane / Sacred Heart Church	416	0.26		19171	Links Drive	349	0.22
MLHLSNW	33773	Mill Hill Broadway Station	297	0.18		19173	Longland Drive	279	0.17
	33504	Lyndhurst Avenue	582	0.36		19175	Totteridge & Whetstone Station	364	0.23
	34159	Eversfield Gardens	258	0.16	WHETGF	14721	Whetstone / The Griffin	385	0.24
	16108	Goldbeaters Grove	260	0.16		70120	Ashcroft Court	270	0.17
	16111	Burnt Oak Leisure Centre	404	0.25		15418	Myddelton Park	324	0.20
	34718	Gunter Grove	235	0.15		2294	Pollard Road	224	0.14
BTOKSN	34872	Burnt Oak Station	400	0.25		15420	Raleigh Drive	241	0.15
	2987	Burnt Oak Broadway	319	0.20		13422	Bawtry Road	337	0.21
	2989	North Road	279	0.17	NSOUOS	12914	Beaconsfield Road	362	0.22
	14586	Edgware Community Hospital	405	0.25		15422	Spencer Road	586	0.36
	6070	Deansbrook Road	157	0.10		15424	Betstyle Circus	339	0.21
	14803	Spring Villa Road	351	0.22		BP113	Betstyle Road	332	0.21
	29834	Manor Park Crescent	358	0.22	ARGVSN	36805	Arnos Grove Station	306	0.19
EWSNBS	BP090	Edgware Station	207	0.13					
Total Route Mileage - Out Direction					Total Route Mileage - Back Direction				
			14880	9.25				14812	9.20
			Metres	Miles				Metres	Miles

## 7. Service Specification

Route: 251

Contract Reference: QC52801

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>Route Number</b>	251
<b>Terminus Points</b>	Arnos Grove Station to Edgware Station
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	3 <sup>rd</sup> Sept 2016
<b>Vehicle Type</b>	60 capacity, dual door, single deck
<b>Current Maximum Approved Dimensions</b>	10.2 metres long and 2.4 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 – 0.85 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 14<sup>th</sup> September 2015.

*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. 251.

- Ex Arnos Grove Station Route No. 251 is re-routed from Bunns Lane via Woodcroft Avenue to Watling Avenue to rejoin normal line of routing.

Tenderers should note that the following alterations (subject to consultation) are proposed as part of this Service Specification for introduction with the new Route Agreement:

- 60 capacity, dual door, single deck buses of a minimum of 10.8 metres long is specified, subject to a satisfactory route test.

#### **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 SCHOOLDAYS SCHEDULE REQUIREMENTS & PINCHPOINTS

Arnos Grove Station to Edgware Station			Edgware Station to Arnos Grove Station		
First departure no later than 0510.			First departure no later than 0515.		
0505 - 0610	Every 20 minutes		0510 - 0610	Every 20 minutes	
0611 - 0640	Every 15 minutes		0611 - 0640	Every 15 minutes	
0641 - 0950	Every 10 minutes		0641 - 0740	Every 12 minutes	
0951 - 1450	Every 12 minutes		0741 - 0840	Every 7-8 minutes (8 buses per hour)	
1451 - 1910	Every 10 minutes		0841 - 0910	Every 10 minutes	
1911 - 1940	Every 15 minutes		0911 - 1420	Every 12 minutes	
1941 - 0005	Every 20 minutes		1421 - 1930	Every 10 minutes	
			1931 - 2000	Every 15 minutes	
			2001 - 0025	Every 20 minutes	
Last departure no earlier than 2400.			Last departure no earlier than 0020.		
<b>Pinchpoints</b>					
Mill Hill Broadway	0720 - 0850	10 minutes	Totteridge, War Memorial	0735 - 0810	12 minutes
	1500 - 1630	10 minutes		0811 - 0910	8 minutes
				1510 - 1630	10 minutes

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

Arnos Grove Station to Edgware Station			Edgware Station to Arnos Grove Station		
First departure no later than 0510.			First departure no later than 0515.		
0505 - 0610	Every 20 minutes		0510 - 0630	Every 20 minutes	
0611 - 0640	Every 15 minutes		0631 - 0720	Every 15 minutes	
0641 - 0915	Every 10 minutes		0721 - 0740	Every 12 minutes	
0916 - 1450	Every 12 minutes		0741 - 0825	Every 8-9 minutes (7 buses per hour)	
1451 - 1910	Every 10 minutes		0826 - 0915	Every 10 minutes	
1911 - 1940	Every 15 minutes		0916 - 1420	Every 12 minutes	
1941 - 0005	Every 20 minutes		1421 - 1930	Every 10 minutes	
			1931 - 2000	Every 15 minutes	
			2001 - 0025	Every 20 minutes	
Last departure no earlier than 2400.			Last departure no earlier than 0020.		
<b>Pinchpoints</b>					
Mill Hill Broadway	0720 - 0850	10 minutes	Totteridge, War Memorial	0750 - 0810	12 minutes
	1500 - 1520	12 minutes		0811 - 0855	9 minutes
	1521 - 1630	10 minutes		1510 - 1630	10 minutes

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

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

Arnos Grove Station to Edgware Station			Edgware Station to Arnos Grove Station		
First departure no later than 0510.			First departure no later than 0515.		
0505 - 0825	Every 20 minutes		0510 - 0830	Every 20 minutes	
0826 - 0910	Every 15 minutes		0831 - 0915	Every 15 minutes	
0911 - 1740	Every 12 minutes		0916 - 1810	Every 12 minutes	
1741 - 1840	Every 15 minutes		1811 - 1940	Every 15 minutes	
1841 - 0005	Every 20 minutes		1941 - 0025	Every 20 minutes	
Last departure no earlier than 2400.			Last departure no earlier than 0020.		
<b>Pinchpoints</b>					
Mill Hill Broadway	0930 - 1105	12 minutes	Totteridge, War Memorial	0940 - 1115	12 minutes

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

Arnos Grove Station to Edgware Station			Edgware Station to Arnos Grove Station		
First departure no later than 0630.			First departure no later than 0615.		
0625 - 0900	Every 30 minutes		0610 - 0915	Every 30 minutes	
0901 - 0005	Every 20 minutes		0916 - 0025	Every 20 minutes	
Last departure no earlier than 2400.			Last departure no earlier than 0020.		
<b>Pinchpoints</b>					
Mill Hill Broadway	1030 - 1130	20 minutes	Totteridge, War Memorial	1030 - 1130	20 minutes

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

**4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. 251 can suffer from unpredictable traffic delays in the Burnt Oak Broadway and Whetstone areas.

**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 251: Arnos Grove Station - Edgware Station

**Date of Structural Change:** 3 September 2016.

**Date of Service Change:** 3 September 2016.

**Reason for Issue:** New tender.

### **STREETS TRAVERSED**

**Towards Edgware Station:** Bowes Road, Betstyle Circus, Oakleigh Road South, Brunswick Avenue, Oakleigh Road North, Whetstone High Road, Totteridge Lane, Totteridge Village, Totteridge Common, Highwood Hill, Lawrence Street, Mill Hill Circus, The Broadway, Mill Hill Broadway Bus Station, The Broadway, Bunn's Lane, Woodcroft Avenue, Watling Avenue, Burnt Oak Broadway, Edgware High Street, Station Road, Edgware Bus Station.

**Towards Arnos Grove Station:** Edgware Bus Station, Station Road, Edgware High Street, Burnt Oak Broadway, Watling Avenue, Woodcroft Avenue, Bunn's Lane, The Broadway, Mill Hill Circus, Lawrence Street, Highwood Hill, Totteridge Common, Totteridge Village, Totteridge Lane, Whetstone High Road, Oakleigh Road North, Brunswick Avenue, Oakleigh Road South, Betstyle Circus, Bowes Road, Arnos Grove 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.

### **ARNOS GROVE STATION**

Private offside stand for 3 buses on Arnos Grove Station forecourt on north side of Bowes Road commencing 22 metres west of lamp standard No. 16 and extending 31.5 metres west.

Buses proceed from Arnos Grove Station Forecourt direct to stand, departing via Arnos Grove Station Forecourt to Bowes Road. Set down in Arnos Grove Station Forecourt, at Stop U (36805 - Arnos Grove Station <>, Last Stop on LOR: 36805 - Arnos Grove Station <>) and pick up in Bowes Road, at Stop B (BP5100 - Arnos Grove Station <>, First Stop on LOR: BP5100 - Arnos Grove Station <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 251 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:	Arnos Grove.

### **TOTTERIDGE & WHETSTONE STATION**

Private stand for 1 bus in Allum Way on east side of marked turning circle at entrance to main car park area of Totteridge & Whetstone Station.

#### From Arnos Grove Station.

Buses proceed from Totteridge Lane via Allum Way and Totteridge Station Car Park to stand, departing via Totteridge Station Car Park and Allum Way to Totteridge Lane. Set down in Totteridge Station Car Park, at Alighting Point (34876 - Totteridge Station Car Park, Last Stop on LOR: 14722 - Whetstone / The Griffin) and pick up in Totteridge Lane, at Stop A (19175 - Totteridge & Whetstone Station <>, First Stop on LOR: 19175 - Totteridge & Whetstone Station <>).

#### From Edgware Station.

Buses proceed from Totteridge Lane via Allum Way and Totteridge Station Car Park to stand, departing via Totteridge Station Car Park and Allum Way to Totteridge Lane. Set down in Totteridge Station Car Park, at Alighting Point (34876 - Totteridge Station Car Park, Last Stop on LOR: 19173 - Longland Drive) and pick up in Totteridge Lane, at Stop B (19176 - Totteridge & Whetstone Station <>, First Stop on LOR: 19176 - Totteridge & Whetstone 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:	Totteridge & Whetstone.



### **HIGHWOOD HILL (from EDGWARE STATION)**

Buses proceed from Highwood Hill departing to Highwood Hill. Set down in Highwood Hill (19146 - Holcombe Hill, Last Stop on LOR: 19146 - Holcombe Hill) and pick up in Highwood Hill (19148 - Mill Hill / The Rising Sun, First Stop on LOR: 19148 - Mill Hill / The Rising Sun).

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

### **MILL HILL BROADWAY STATION**

#### From Arnos Grove Station.

Buses proceed from Mill Hill Broadway Bus Station departing to The Broadway. Set down in Mill Hill Broadway Bus Station, at stop A (33773 - Mill Hill Broadway Station #, Last Stop on LOR: 33773 - Mill Hill Broadway Station #) and pick up in The Broadway, at stop F (15636 - Mill Hill Broadway Station #, First Stop on LOR: 15636 - Mill Hill Broadway Station #).

#### From Edgware Station.

Buses proceed from Mill Hill Broadway Bus Station departing to Mill Hill Broadway Bus Station. Set down in Mill Hill Broadway Bus Station, at stop B (33771 - Mill Hill Broadway Station #, Last Stop on LOR: 33648 - Woodcroft Avenue) and pick up in Mill Hill Broadway Bus Station, at stop A (33773 - Mill Hill Broadway Station #, First Stop on LOR: 33773 - Mill Hill Broadway Station #).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
BLIND DISPLAY: Mill Hill Broadway.

### **BURNT OAK, DEANSBROOK ROAD (from Arnos Grove Station)**

Public stand for 2 buses on south side of Deansbrook Road, outside Blood Transfusion buildings, approximately 80 metres east of and opposite Heming Road.

Buses proceed from Watling Avenue via Orange Hill Road and Deansbrook Road to stand, departing via Deansbrook Road to Burnt Oak Broadway. Set down in Watling Avenue, at Stop T (34718 - Gunter Grove, Last Stop on LOR: 34718 - Gunter Grove) and pick up in Burnt Oak Broadway, at Stop HA (24335 - Edgware Community Hospital, First Stop on LOR: 24335 - Edgware Community Hospital).

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: Burnt Oak.

## **EDGWARE STATION, BUS STATION**

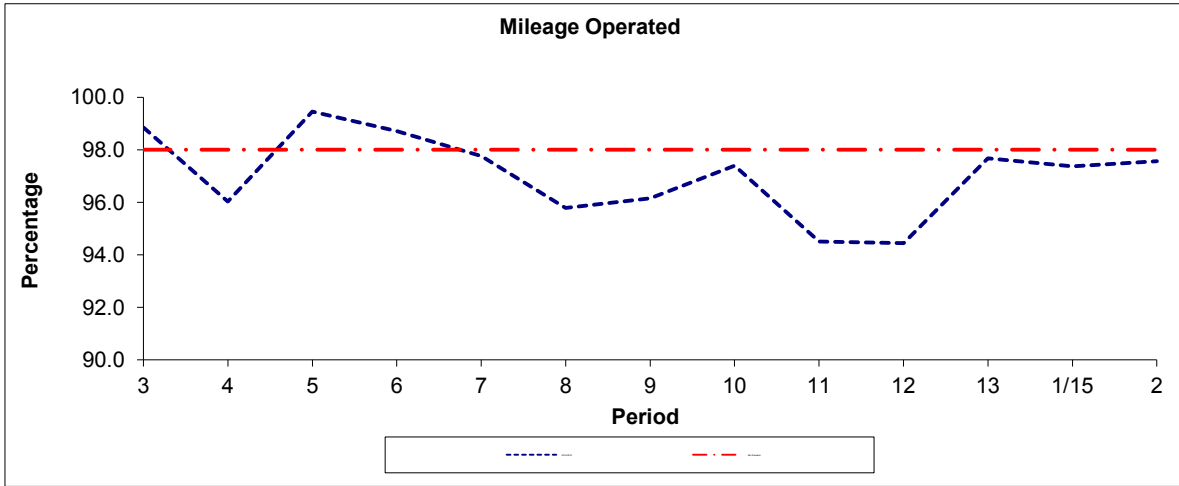
Private stand for 9 buses on south side of Edgware Bus Station adjacent to and forward of pedestrian entrance to The Broadwalk Shopping Centre.

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 D (R0790 - Edgware Bus Station, First Stop on LOR: R0790 - Edgware Bus Station).

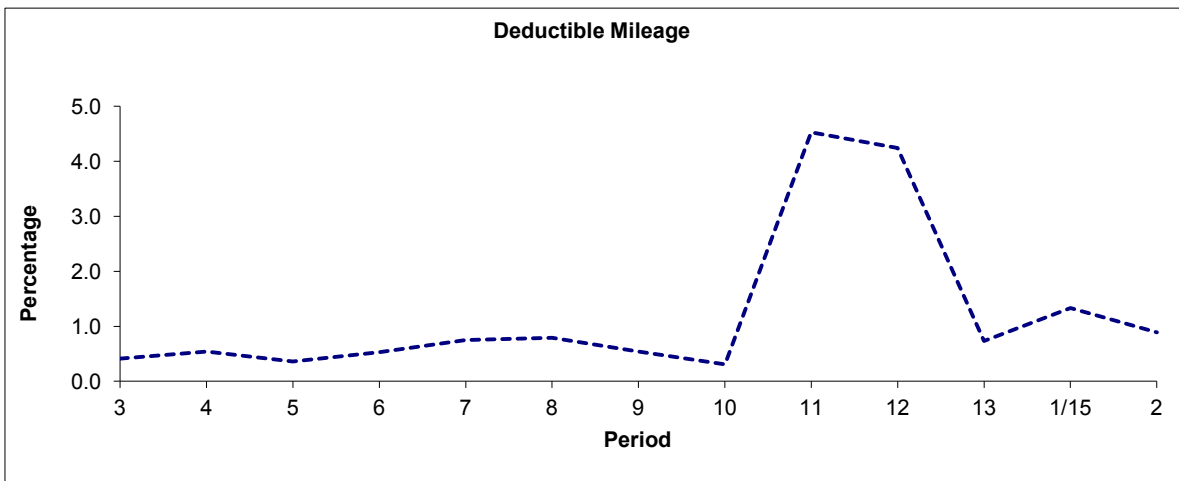
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 251 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Edgware.

**PART B - PERFORMANCE STATISTICS**

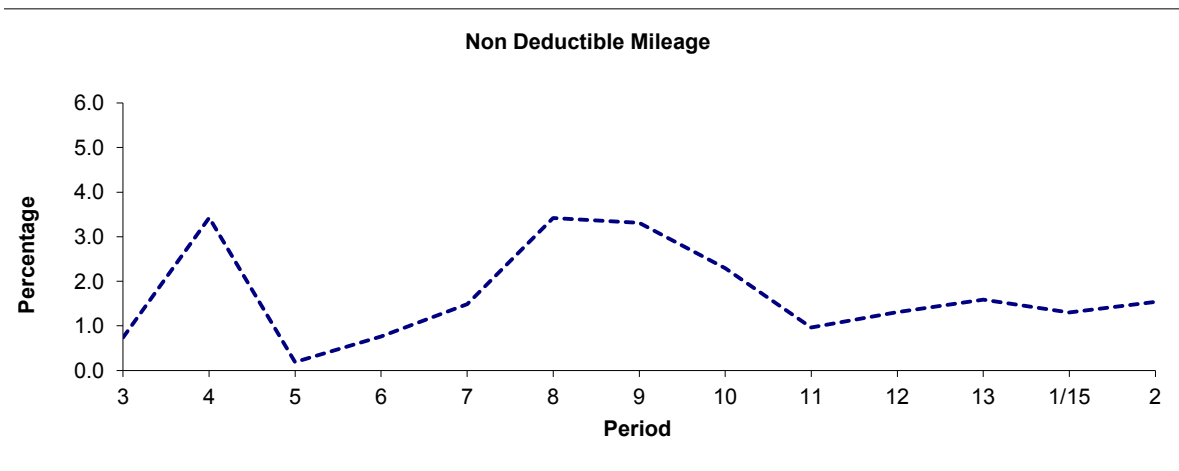
**Route 251**



Period	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014/2015	98.85	96.03	99.45	98.71	97.76	95.79	96.15	97.40	94.51	94.45	97.68	97.37	97.57
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	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014/2015	0.41	0.54	0.36	0.53	0.75	0.79	0.54	0.31	4.53	4.24	0.73	1.33	0.89

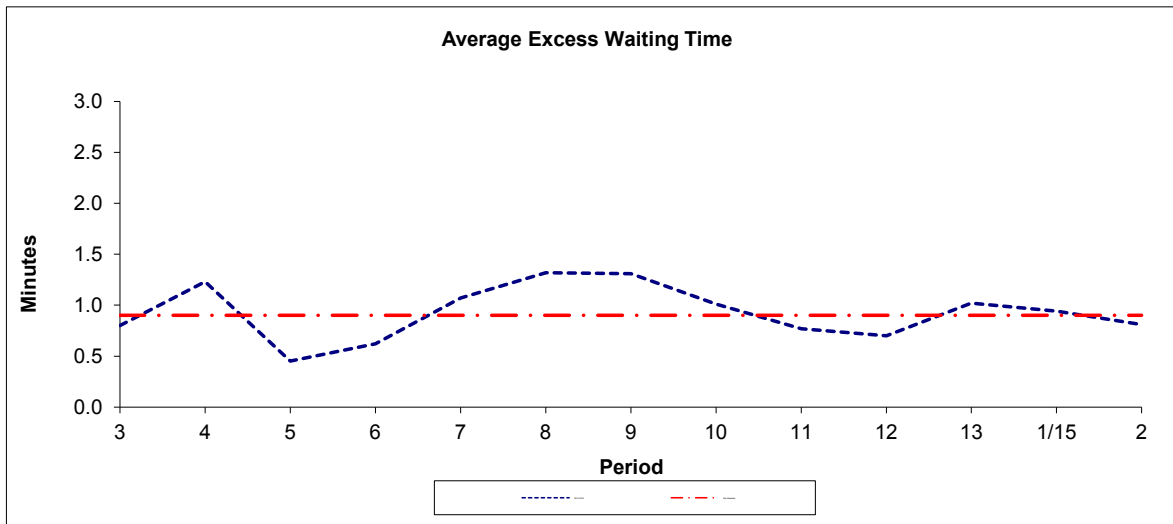


Period	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014/2015	0.74	3.43	0.19	0.76	1.49	3.42	3.31	2.29	0.96	1.31	1.59	1.30	1.54

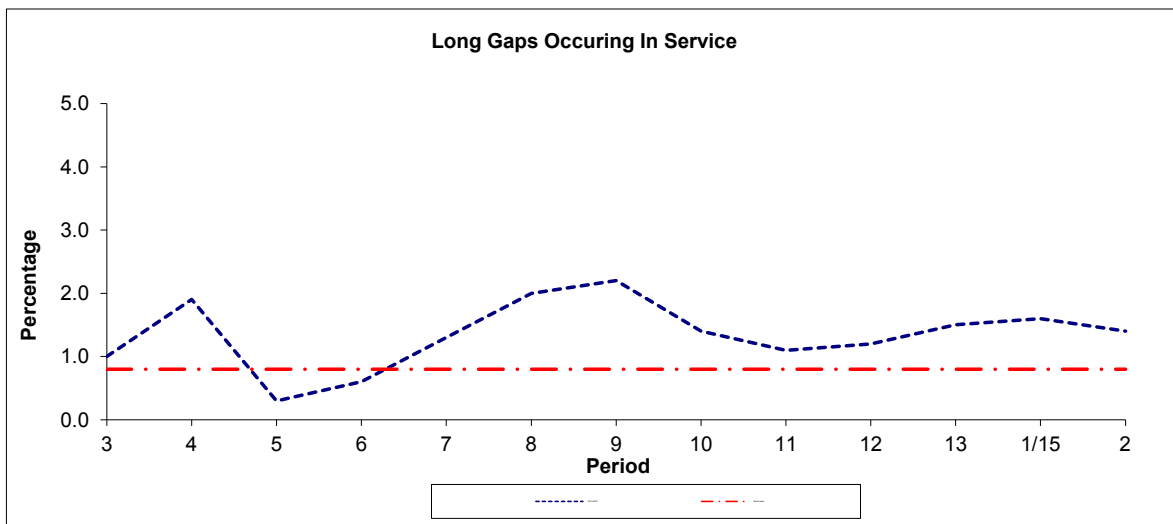
**Note :** Mileage is based on 4 weeks data  
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

**PART B - PERFORMANCE STATISTICS**

**Route 251**



Period	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014-2015	0.80	1.23	0.45	0.62	1.07	1.32	1.31	1.01	0.77	0.70	1.02	0.94	0.81
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	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014-2015	1.0	1.9	0.3	0.6	1.3	2.0	2.2	1.4	1.1	1.2	1.5	1.6	1.4
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 251 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTERS 1 TO 4 14/15 (01/04/14 - 31/03/15)**

**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	20,565.	20,438	99.4	<b>8.78</b>	0.35	9.13	67.8	28.8	3.2	0.2	0.0	41
07:00 - 10:00	60,496.	57,011	94.2	<b>5.09</b>	1.23	6.33	80.1	17.9	1.8	0.3	2.0	52
10:00 - 13:00	51,742.	51,579	99.7	<b>5.97</b>	0.71	6.69	77.5	21.1	1.2	0.1	0.5	61
13:00 - 16:00	54,067.	53,299	98.6	<b>5.66</b>	0.86	6.52	79.2	19.2	1.4	0.2	0.9	53
16:00 - 19:00	61,863.	58,303	94.2	<b>4.97</b>	1.46	6.43	79.8	17.6	2.2	0.4	2.6	64
19:00 - 22:00	38,209.	38,717	101.3	<b>7.72</b>	0.92	8.63	61.2	31.6	5.8	1.5	1.6	78
22:00 - 24:00	18,822.	19,001	101.0	<b>9.92</b>	0.58	10.50	50.1	43.0	5.7	1.2	0.4	82
<b>All Locations Summary</b>	<b>305,764.</b>	<b>298,348</b>	<b>97.6</b>	<b>5.94</b>	<b>1.04</b>	<b>6.98</b>	<b>75.6</b>	<b>21.6</b>	<b>2.4</b>	<b>0.4</b>	<b>1.5</b>	<b>82</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	3,572.	3,495	97.8	<b>10.00</b>	0.19	10.19	54.2	40.7	4.8	0.3	0.0	40
07:00 - 10:00	7,639.	7,663	100.3	<b>8.49</b>	0.46	8.95	62.8	33.3	3.8	0.1	0.0	44
10:00 - 13:00	11,060.	10,988	99.3	<b>5.93</b>	0.51	6.44	79.2	19.9	0.9	0.1	0.3	41
13:00 - 16:00	10,825.	10,750	99.3	<b>6.00</b>	1.00	7.00	75.5	21.8	2.2	0.5	1.4	57
16:00 - 19:00	10,509.	10,319	98.2	<b>6.18</b>	0.77	6.95	74.3	23.7	1.8	0.2	0.7	44
19:00 - 22:00	6,792.	6,921	101.9	<b>9.21</b>	0.45	9.67	53.5	40.4	5.6	0.5	0.1	62
22:00 - 24:00	4,206.	4,210	100.1	<b>9.92</b>	0.43	10.35	50.2	43.1	6.1	0.6	0.1	61
<b>All Locations Summary</b>	<b>54,603.</b>	<b>54,346</b>	<b>99.5</b>	<b>6.99</b>	<b>0.66</b>	<b>7.66</b>	<b>70.2</b>	<b>26.8</b>	<b>2.7</b>	<b>0.3</b>	<b>0.6</b>	<b>62</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	993.	1,014	102.1	<b>14.71</b>	0.04	14.75	66.1	15.2	16.4	2.3	17.6	47
07:00 - 10:00	5,182.	5,167	99.7	<b>13.93</b>	0.14	14.07	39.6	37.7	20.2	2.5	0.0	62
10:00 - 13:00	7,242.	7,286	100.6	<b>9.98</b>	0.39	10.37	50.3	42.4	6.3	1.0	0.4	97
13:00 - 16:00	7,281.	7,414	101.8	<b>9.89</b>	0.44	10.33	51.1	41.7	6.5	0.7	0.1	67
16:00 - 19:00	7,495.	7,502	100.1	<b>9.78</b>	0.26	10.04	51.7	42.4	5.5	0.4	0.0	54
19:00 - 22:00	7,337.	7,445	101.5	<b>9.63</b>	0.42	10.05	51.8	41.2	6.3	0.7	0.2	48
22:00 - 24:00	4,644.	4,696	101.1	<b>10.00</b>	0.53	10.53	50.4	42.5	6.0	1.0	0.0	49
<b>All Locations Summary</b>	<b>40,174.</b>	<b>40,524</b>	<b>100.9</b>	<b>10.29</b>	<b>0.36</b>	<b>10.65</b>	<b>50.2</b>	<b>41.3</b>	<b>7.6</b>	<b>0.9</b>	<b>0.4</b>	<b>97</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	25,130.	24,947	99.3	<b>9.15</b>	0.32	9.47	66.2	29.6	3.9	0.3	0.7	47
07:00 - 10:00	73,317.	69,841	95.3	<b>5.81</b>	1.11	6.93	76.6	20.2	2.8	0.3	1.8	62
10:00 - 13:00	70,044.	69,853	99.7	<b>6.42</b>	0.64	7.06	74.7	23.3	1.8	0.2	0.5	97
13:00 - 16:00	72,173.	71,463	99.0	<b>6.15</b>	0.84	6.99	75.8	21.9	2.0	0.3	0.9	67
16:00 - 19:00	79,867.	76,124	95.3	<b>5.56</b>	1.27	6.84	76.5	20.7	2.5	0.3	2.2	64
19:00 - 22:00	52,338.	53,083	101.4	<b>8.12</b>	0.80	8.92	59.1	33.8	5.8	1.3	1.3	78
22:00 - 24:00	27,672.	27,907	100.8	<b>9.93</b>	0.56	10.49	50.2	42.9	5.8	1.1	0.3	82
<b>All Locations Summary</b>	<b>400,541.</b>	<b>393,218</b>	<b>98.2</b>	<b>6.48</b>	<b>0.93</b>	<b>7.41</b>	<b>72.6</b>	<b>24.1</b>	<b>2.9</b>	<b>0.5</b>	<b>1.3</b>	<b>97</b>

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

Route 251  
 Service change 21818  
 Date 8 December 2009

**TRANCHE 528**

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ARGVSN S	ARGVSN S	ARNOS GROVE STATION		
ARGVSN	BP5100	Amos Grove Station	0	0.00
	BP4848	Ravenscraig Road	155	0.10
	15423	Betstyle Circus	247	0.15
	80009	Carlisle Place	346	0.21
	15421	Spencer Road	204	0.13
NSOUOS	12913	Beaconsfield Road	624	0.39
	13423	Bawtry Road	390	0.24
	15419	Raleigh Drive	269	0.17
	2295	Pollard Road	193	0.12
	15417	Myddelton Park	331	0.21
	70119	Oakleigh Park North	363	0.23
WHETGF	14722	Whetstone / The Griffin	279	0.17
	19176	Whetstone / The Griffin	418	0.26
	19174	Longland Drive	257	0.16
	19172	Links Drive	347	0.22
	19170	Totteridge Green	419	0.26
	19168	Orange Tree	281	0.17
TRGEWM	19166	Totteridge War Memorial	426	0.26
	19164	Grange Avenue	332	0.21
	19160	Horseshoe Lane	555	0.34
	19156	Ellern Mede	521	0.32
	19154	St Edward's College	423	0.26
	19152	West End House	228	0.14
	19150	Hendon Wood Lane	503	0.31
HWDHRS	19148	Mill Hill / The Rising Sun	538	0.33
	19145	Holcombe Hill	354	0.22
	19144	Sunnyfield	592	0.37
	27912	Uphill Road	357	0.22
	20857	Woodcroft Avenue / Sacred Heart Lane	416	0.26
MLHLSNW	33773	Mill Hill Broadway Station	298	0.19
	16108	Goldbeaters Grove		
	16111	Burnt Oak Leisure Centre	404	0.25
	34718	Gunter Grove	235	0.15
BTOKSN	34872	Burnt Oak Station	400	0.25
	2987	Burnt Oak Broadway	319	0.20
	2989	North Road	279	0.17
	14586	Edgware Community Hospital	405	0.25
	6070	Deansbrook Road	157	0.10
	14803	Spring Villa Road	324	0.20
	29834	Edgware Station Road / Edgware Station	393	0.24
EWSNBS	BP090	Edgware Station	210	0.13
EWSNBS S	EWSNBS S	Edgware Station, Bus Station	0	0.00
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>				
			metres	miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
EWSNBS S	EWSNBS S	Edgware Station, Bus Station		
EWSNBS	R0790	Edgware Station	0	0.00
	29833	Premier House	311	0.19
	6071	Whitchurch Lane	296	0.18
	2990	Deansbrook Road	337	0.21
	24335	Edgware Community Hospital	332	0.21
	2988	North Road	214	0.13
	27971	Watling Avenue	504	0.31
BTOKSN	25028	Burnt Oak Station	222	0.14
	34719	Gunter Grove	366	0.23
	16110	Burnt Oak Leisure Centre	295	0.18
	16109	Goldbeaters Grove	408	0.25
	33648	Woodcroft Avenue	425	0.26
MLHBSN	15636	Mill Hill Broadway Station	559	0.35
	15634	Mill Hill Circus / Flower Lane	298	0.19
	19142	Uphill Road	193	0.12
	19143	Sunnyfield	415	0.26
	BP1962	The Reddings	269	0.17
	19146	Holcombe Hill	400	0.25
HWDHRS	19147	Mill Hill / The Rising Sun	333	0.21
	19149	Hendon Wood Lane	652	0.41
	19151	West End House	368	0.23
	19153	St Edward's College	239	0.15
	19155	Ellern Mede	281	0.17
	19159	Horseshoe Lane	720	0.45
	19163	Grange Avenue	507	0.32
TRGEWM	19165	Totteridge War Memorial	306	0.19
	19167	Orange Tree	491	0.31
	19169	Pine Grove	374	0.23
	19171	Links Drive	349	0.22
	19173	Longland Drive	279	0.17
	19175	Totteridge And Whetstone Station	364	0.23
WHETGF	14721	Whetstone / The Griffin	385	0.24
	70120	Ashcroft Court	270	0.17
	15418	Myddelton Park	324	0.20
	2294	Pollard Road	224	0.14
	15420	Raleigh Drive	241	0.15
	13422	Bawtry Road	337	0.21
NSOUOS	12914	Beaconsfield Road	362	0.22
	15422	Spencer Road	586	0.36
	15424	Betstyle Circus	339	0.21
	BP113	Betstyle Road	392	0.24
ARGVSN	36805	Amos Grove Station	246	0.15
ARGVSN S	ARGVSN S	ARNOS GROVE STATION	0	0.00
<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>			14813	9.20
			metres	miles