

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 382

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This document should be read in conjunction with the Corporation's Guide for Tenderers (Part A: Explanatory Notes - Service Requirements). Where appropriate, reference is made to the relevant section.

1. TENDERS REQUIRED

This document describes the service for which the Corporation requires Tenders and Tenderers **must** submit a fully compliant bid. In addition, Tenderers **may** wish to draw upon their local knowledge to submit alternative bids which offer improved value for money in meeting passenger needs. These might incorporate, for example, different timings, frequencies, route structures and / or vehicles. The Corporation will welcome such bids and give them careful consideration.

For more information, please refer to Section 2.1 of Part A of the Guide for Tenderers.

2. 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. 382.

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:

Option 1:

- No change to current structure and frequencies.

Option 2:

- Route No. 382 is rerouted from Palmers Road to Inverforth Road via Upper Park Road in both directions. Buses will not serve Ladderswood way. **Details of this routing are shown in Appendix B.**
- Subject to consultation, Route No. 382 may be only be rerouted from Inverforth Road to Palmers Road via Upper Park Road in the direction towards Southgate Station, if a new one-way traffic scheme on Upper Park Road is implemented.
- Any significant effects on tender submissions and proposals will be negotiated with shortlisted Tenderers during the evaluation and with the successful Tenderer post award as appropriate.

3. TERMINALS

Route No. 382 will operate between Southgate Station and Mill Hill East Station.

Full details of the route to be followed, the permitted terminal workings and the available stands are shown at Appendix B. Tenderers should particularly note the information relating to the shared usage of stands, the taking of meal reliefs and the use of ferry vehicles.

4. DAYS OF OPERATION

One timetable must be offered for Route No. 382 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Saturdays & Good Friday	Section 6.2
Sundays	Section 6.3
Christmas Day	No service
Boxing Day	Section 6.4
Other Public Holidays	Sunday service

5. VEHICLE TYPE

Please refer to Section 2.5 of Part A of the Guide for Tenderers.

Route No. 382 is currently approved for vehicles which are a maximum of 8.8 metres long and 2.4 metres wide. A formal route test will be required for vehicles which exceed these dimensions. This will be arranged with the successful Tenderer.

The service requirement set out in Section 6 assumes that single deck buses with a minimum capacity of 45, of which approximately 22 should be seated, will be used on this route. Luggage space should also be provided.

Tenderers must submit proposals based on new vehicles. These must be of a low floor design and be accessible to wheelchairs by means of a powered ramp.

Bids for both conventional diesel powered vehicles and diesel-electric hybrid vehicles should be submitted and separate prices for both types are required.

Bids based on a mix of hybrid and conventional vehicles would be welcomed, subject to a minimum of 10 hybrid powered vehicles being offered for this route (full hybrid operation should be offered for routes with a vehicle requirement of less than 10).

Tenderers should refer to the vehicle design (including accessibility) features contained in Schedule II to Annex B of the Framework Agreement and Section 2 Part B of the Master ITT (Version 2 issued June 2005).

Tenderers may also submit bids based on using existing vehicles. Tenderers are asked to specify what refurbishment would be carried out on existing buses and the expected timescale of those works. See Master ITT (Version 2 issued June 2005).

6. FREQUENCIES

The level of service (e.g. every 15 minutes) required by the Corporation is described in terms of the interval between departures. Whilst a completely regular service at the specified frequency should be possible at most times, occasionally a bus may be timetabled to depart up to five minutes earlier or later than the regular time.

Tenderers should note that when the specified frequency changes (e.g. between the peak and midday periods), the scheduled interval between buses should never be greater than that provided by the lower of the two frequencies **AT ANY POINT ON THE ROUTE**.

Tenderers should note that unless otherwise stated **all** journeys should operate between the terminal points defined in each direction.

6.1 Mondays to Fridays

1. Southgate Station to Mill Hill East Station

0605 - 1955	Every 15 minutes
1956 - 2110	Every 20 minutes
2111 - 0015	Every 30 minutes

First departure from Southgate Station no later than 0610.
Last departure from Southgate Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Friern Barnet, Town Hall between 0715 and 0900 and between 1510 and 1625.

2. Mill Hill East Station to Southgate Station

0555 - 1945	Every 15 minutes
1946 - 2145	Every 20 minutes
2146 - 2350	Every 30 minutes

First departure from Mill Hill East Station no later than 0600.
Last departure from Mill Hill East Station no earlier than 2345.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Brunswick Park Road, Osidge Lane between 0710 and 0910 and between 1500 and 1630.

6.2 Saturdays & Good Friday

1. Southgate Station to Mill Hill East Station

0605 - 0710	Every 30 minutes
0711 - 0810	Every 20 minutes
0811 - 1840	Every 15 minutes
1841 - 1940	Every 20 minutes
1941 - 0015	Every 30 minutes

First departure from Southgate Station no later than 0610
Last departure from Southgate Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Friern Barnet, Town Hall between 0930 and 1100.

2. Mill Hill East Station to Southgate Station

0555 - 0730	Every 30 minutes
0731 - 0845	Every 20 minutes
0846 - 1800	Every 15 minutes
1801 - 1820	Every 20 minutes
1821 - 2350	Every 30 minutes

First departure from Mill Hill East Station no later than 0600.
Last departure from Mill Hill East Station no earlier than 2345.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Brunswick Park Road, Osidge Lane between 0945 and 1100.

6.3 Sundays

1. Southgate Station to Mill Hill East Station

0605 - 0015 Every 30 minutes

First departure from Southgate Station no later than 0610.
Last departure from Southgate Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Friern Barnet, Town Hall between 0950 and 1120.

2. Mill Hill East Station to Southgate Station

0640 - 2350 Every 30 minutes

First departure from Mill Hill East Station no later than 0645.
Last departure from Mill Hill East Station no earlier than 2345.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Brunswick Park Road, Osidge Lane between 1005 and 1105.

6.4 Boxing Day

1. Southgate Station to Mill Hill East Station

0805 - 0015 Every 30 minutes

First departure from Southgate Station no later than 0810.
Last departure from Southgate Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Friern Barnet, Town Hall between 0950 and 1120.

2. Mill Hill East Station to Southgate Station

0810 - 2350 Every 30 minutes

First departure from Mill Hill East Station no later than 0815.
Last departure from Mill Hill East Station no earlier than 2345.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Brunswick Park Road, Osidge Lane between 1005 and 1105.

7. MINIMUM PERFORMANCE STANDARDS

Please refer to Section 2.7 of Part A of the Guide for Tenderers.

Tenderers should note that the objective of the Operator of Route No. 382 shall be to operate all scheduled mileage and adhere **fully** to the published timetable. The Operator must use its best endeavours to achieve this.

The **minimum** standards of acceptable performance for Route No. 382 shall be:

Departing on Time:	No less than 82.00%
Minimum Operated Mileage:	No less than 98.00%

or as notified by the Corporation from time to time. The Operator will be required to achieve or better the standards.

QSI Thresholds

The QSI threshold is the standard of performance to be achieved by the operator in order to qualify for an automatic contract extension (in accordance with Schedule IX of the Framework Agreement).

Departing On Time Threshold = 86.00%

Summary of proposed QSI coverage: Route No. 382

Note: While London Buses undertakes to carry out QSI surveys at the times and locations specified below, it may prove impossible to rearrange a survey cancelled or nullified at short notice.

Survey locations

Location of QSI survey points in each direction

Towards Mill Hill East Station	Towards Southgate Station
Southgate	Finchley Central
Arnos Grove \$	Arnos Grove \$

\$ Observed simultaneously in both directions. Counted as two surveys.

Total scheduled manual QSI surveys per quarter = 64

8. RUNNING TIMES

Extracts from the public timetable with sample running times for Route No. 382 are attached at Appendix A. This gives an indication of the time required to travel the route. Attention is drawn to the variations in running times at different times of the day. Please refer to Section 2.8 of Part A of the Guide for Tenderers for further information.

Tenderers should devise their own running times for the section of Route No. 382 between Palmers Road and Inverforth Road via Upper Park Road.

Tenderers should carefully check the existing running times to ensure that they are appropriate in present traffic conditions. Tenderers should particularly check the existing running times for the Mondays to Fridays AM peak and Sundays shopping periods.

It is expected that any changes to these running times can be accommodated within existing cycle times.

When reviewing existing, and devising new, running times Tenderers should refer to:

- the minimum performance standards for Route No. 382 in Section 7 above;
- the historical performance data provided in Section 1 Part B of the introduction to this ITT;
- the paragraph in Section 12 referring to the proposed extension of the Cashless Boarding zone throughout the whole of the London area.

Tenderers may consider if school summer holiday schedules, incorporating running time reductions, are desirable for this route. In this event, schedules and costs must be submitted separately.

9. LAYOVERS

Under normal circumstances, layover time on stands and at bus stations should be restricted to that required to provide a reliable service. Longer layovers for any other purpose may only be taken with the permission of the Corporation.

10. TIMING CONSTRAINTS

Route No. 382 should interwork with other bus services where possible.

Tenderers submitting bids should bear this requirement in mind when compiling schedules. This requirement will be negotiated with the successful Tenderer for this route to ensure that optimal interworking / separation is delivered within its schedules.

11. CONTROL STRATEGY

Route No. 382 can suffer from the effects of traffic congestion, making some form of route control essential in order to achieve or better the minimum performance standards for this route.

Tenderers should submit proposals on the control strategy they intend to adopt and the type of control they would intend to use by completing the form provided in Section 3: Part 7 of this ITT. The cost of this control should be included within the main Tender price.

Tenderers should also indicate how they intend to facilitate driver changeovers and meal reliefs for this route.

Further information is provided in Section 2.11 of Part A of the Guide for Tenderers.

12. OPERATIONAL CONSIDERATIONS

Tenderers should note the following operating considerations affecting Route No. 382:

- Route No. 382 can suffer from unpredictable traffic delays in the Summers Lane, Finchley and Arnos Grove Station areas.

Tenderers should also note the following factors / events which may have an impact on Route No. 382 in the foreseeable future:

- Tenderers should note that there are proposals (subject to consultation) to replace Hail and ride operation with fixed stops. If approved, the successful Tenderer will be advised of revised stopping arrangements.
- Mill Hill East is planned for redevelopment which is expected to start in 2011. It is likely the southern section and the road infrastructure may be substantially completed by 2014.
- It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract. **This is expected to lead to significant savings in running and recovery times to bus routes, and, therefore, potential resource (cycle time and PVR) savings are expected. Tenderers are required to identify and submit the level of savings per vehicle that could be achieved by reducing peak vehicle requirement, and / or how reliability targets could be revised when the Scheme is introduced.**

The above factors have been included to assist Tenderers and represents the information currently available to the Corporation. Tenderers should make their own enquiries about events which may impact upon the route and should form their own views about their likely effect upon it.

13. STOPPING ARRANGEMENTS

Buses operating on Route No. 382 must serve all stops on the line of route designated for the route.

Hail and ride operation, with buses stopping wherever it is safe to set down and pick up passengers, applies on the following sections of Route No. 382:

Option 1:

Towards Mill Hill East Station:

- Brookside South, Parkside Gardens
- Palmer's Road, Ladderswood Way, Upper Park Road, Inverforth Road
- Squires Lane, Long Lane

Towards Southgate Station:

- Long Lane, Squires Lane
- Inverforth Road, Upper Park Road, Ladderswood Way, Palmer's Road
- Parkside Gardens, Brookside South

Option 2:

Towards Mill Hill East Station:

- Brookside South, Parkside Gardens
- Palmer's Road, Upper Park Road, Inverforth Road
- Squires Lane, Long Lane

Towards Southgate Station:

- Long Lane, Squires Lane
- Inverforth Road, Upper Park Road, Palmer's Road
- Parkside Gardens, Brookside South

14. TIMING POINTS & MILEAGES

Timing Points

The required timing points (and codes) are shown in Caesar.

Mileages for Route No. 382

Option 1:

Southgate Station to Mill Hill East Station	8.3 miles
Mill Hill East Station to Southgate Station	8.3 miles

Option 2:

Southgate Station to Mill Hill East Station	8.2 miles
Mill Hill East Station to Southgate Station	8.2 miles

Tenderers should note that:

- these measurements are believed to be accurate to within 0.5 miles, but no warranty or representation as to accuracy is given;
- out of service stand workings have not been measured and are not included within the above measurements;
- if alternative or additional measurements are used by the Tenderer, these must be stated in the tender submission;
- point to point measurements pertaining to recognised curtailment points or alternative terminals will be agreed with the successful Tenderer once the contract has been awarded.

15. VEHICLE LIVERY

All vehicles to be used on Route No. 382 from the commencement of the new Route Agreement must be in a livery that is exclusively Corporation red. The paint should be matched accurately to the colour as defined by the following manufacturer's specifications:

ICI London Bus Red P498 FPF 3

Other manufacturers should also be able to produce this specification from the ICI colour chart.

This requirement does not include the lower panels which may be in a different colour but which shall not exceed 50cm in height, or the rooftop which should be painted white so as to reduce temperatures inside the vehicle during the summer months.

The positioning and size of Operators' logos are to be agreed between the Operator and the Corporation and, where possible, these should be above the front doors on the nearside of the vehicles and above the drivers' offside cab windows.

All livery proposals must be submitted to the Contracts Tendering Manager for approval.

16. STANDS AND BLINDS

Tenderers should note that under normal circumstances, the specific restrictions relating to each stand will apply to the whole stand at all times. Any variation to such standing arrangements must be agreed by the Corporation. In addition, Tenderers should note the following general requirements:

- 1) Drivers MUST switch off engines during layover periods at bus stations or on stands.
- 2) No meal reliefs may be taken on any stand (on or off line of route) without the permission of the Corporation.
- 3) No crew ferry vehicles may enter any stand (on or off line of route) without the permission of the Corporation.
- 4) Destination blind displays to be used are shown under each stand description. Tenderers may suggest, within their bids, alternative blind displays.
- 5) The intermediate (also known as via) blind display to be used on the nearside of the vehicle is shown in the box below:

382 via Arnos Grove

For further information, please refer to Annex C of the Framework Agreement: General Conditions relating to the use of London Buses' Bus Stations and Stands.

APPENDIX A: SAMPLE RUNNING TIMES FOR ROUTE No. 382
(based on current schedule)

MONDAYS TO FRIDAYS1. Southgate Station to Mill Hill East Station

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical late evening
Southgate Station	0607	0803	1153	1700	2309
Brookside South <i>Parkside Gardens</i>	0611	0810	1159	1707	2313
Brunswick Park Road <i>Osidge Lane</i>	0613	0813	1202	1710	2315
Arnos Grove Station	0618	0822	1208	1718	2320
Friern Barnet <i>Town Hall</i>	0622	0830	1214	1726	2324
Summers Lane <i>Finchley High Road</i>	0626	0836	1219	1732	2328
Finchley Central Station	0630	0844	1225	1739	2332
Mill Hill East Station	0635	0850	1230	1745	2336
	28 minutes	47 minutes	37 minutes	45 minutes	27 minutes

2. Mill Hill East Station to Southgate Station

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical late evening
Mill Hill East Station	0600	0800	1200	1700	2245
Finchley Central Station	0604	0806	1205	1706	2249
Summers Hill <i>Finchley High Road</i>	0608	0813	1211	1714	2253
Friern Barnet <i>Town Hall</i>	0612	0820	1217	1721	2257
Arnos Grove Station	0616	0829	1223	1730	2301
Brunswick Park Road <i>Osidge Lane</i>	0621	0837	1229	1739	2306
Brookside South <i>Parkside Gardens</i>	0623	0840	1232	1742	2308
Southgate Station	0628	0848	1238	1750	2313
	28 minutes	48 minutes	38 minutes	50 minutes	28 minutes

SATURDAYS

1. Southgate Station to Mill Hill East Station

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Southgate Station	0609	1053	1508	2309
Brookside South <i>Parkside Gardens</i>	0613	1059	1514	2313
Brunswick Park Road <i>Osidge Lane</i>	0615	1102	1517	2315
Arnos Grove Station	0620	1108	1523	2320
Friern Barnet <i>Town Hall</i>	0624	1114	1529	2324
Summers Lane <i>Finchley High Road</i>	0628	1119	1534	2328
Finchley Central Station	0632	1125	1540	2332
Mill Hill East Station	0636	1130	1545	2336
	27 minutes	37 minutes	37 minutes	27 minutes

2. Mill Hill East Station to Southgate Station

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Mill Hill East Station	0600	1100	1500	2245
Finchley Central Station	0604	1105	1505	2249
Summers Hill <i>Finchley High Road</i>	0608	1111	1511	2253
Friern Barnet <i>Town Hall</i>	0612	1117	1517	2257
Arnos Grove Station	0616	1123	1523	2301
Brunswick Park Road <i>Osidge Lane</i>	0621	1129	1529	2306
Brookside South <i>Parkside Gardens</i>	0623	1132	1532	2308
Southgate Station	0628	1138	1538	2313
	28 minutes	38 minutes	38 minutes	28 minutes

SUNDAYS

1. Southgate Station to Mill Hill East Station

	Typical Early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Southgate Station	0609	1101	1501	2309
Brookside South <i>Parkside Gardens</i>	0613	1107	1507	2313
Brunswick Park Road <i>Osidge Lane</i>	0615	1110	1510	2315
Arnos Grove Station	0620	1116	1516	2320
Friern Barnet <i>Town Hall</i>	0624	1121	1521	2324
Summers Lane <i>Finchley High Road</i>	0628	1126	1526	2328
Finchley Central Station	0632	1131	1531	2332
Mill Hill East Station	0636	1136	1536	2336
	27 minutes	35 minutes	35 minutes	27 minutes

2. Mill Hill East Station to Southgate Station

	Typical Early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Mill Hill East Station	0645	1115	1515	2245
Finchley Central Station	0649	1120	1520	2249
Summers Hill <i>Finchley High Road</i>	0653	1125	1525	2253
Friern Barnet <i>Town Hall</i>	0657	1130	1530	2257
Arnos Grove Station	0701	1135	1535	2301
Brunswick Park Road <i>Osidge Lane</i>	0706	1142	1542	2306
Brookside South <i>Parkside Gardens</i>	0708	1145	1545	2308
Southgate Station	0713	1151	1551	2313
	28 minutes	36 minutes	36 minutes	28 minutes

The above tables have been included to assist Tenderers. They represent the information currently available to the Corporation. Tenderers should form their own views about what is appropriate in terms of running times. (See Section 8.)

APPENDIX B: ROUTE RECORD (Option 1)

ROUTE 382: Southgate Station - Mill Hill East Station

STREETS TRAVERSED

Towards Mill Hill East Station: Station Parade, Chase Side, Osidge Lane, Hampden Square, Brookside South, Parkside Gardens, Church Hill Road, Brunswick Park Road, Waterfall Road, Betstyle Circus, Bowes Road, Arnos Grove Station Forecourt, Bowes Road, Palmer's Road, Ladderswood Way, Upper Park Road, Inverforth Road, Station Road, Friern Barnet Road, Woodhouse Road, Summers Lane, North Finchley High Road, Squires Lane, Long Lane, Ballards Lane, Nether Street, Dollis Road, Holders Hill Circus, Bittacy Hill, Mill Hill East Station Forecourt.

Towards Southgate Station: Bittacy Hill, Holders Hill Circus, Dollis Road, Nether Street, Ballards Lane, Long Lane, Squires Lane, North Finchley High Road, Summers Lane, Woodhouse Road, Friern Barnet Road, Station Road, Inverforth Road, Upper Park Road, Ladderswood Way, Palmer's Road, Arnos Grove Station Forecourt, Bowes Road, Betstyle Circus, Waterfall Road, Brunswick Park Road, Church Hill Road, Parkside Gardens, Brookside South, Hampden Square, Osidge Lane, Chase Side, Southgate Circus, Station Parade.

STANDING AND TURNING POINTS

SOUTHGATE STATION [WEST SIDE]

Private stand for one bus on west side of Station Parade, commencing at a point 25 metres north of Southgate High Street, opposite Southgate Underground Station.

Buses proceed from Station Parade direct to stand, departing to Station Parade. Set down in Station Parade, at Stop D and pick up in Station Parade, at Stop G.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 382 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:	Southgate.

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.

From Mill Hill East Station.

Buses proceed from Arnos Grove Station Forecourt direct to stand, departing via Arnos Grove Station Forecourt, Bowes Road, Palmer's Road, Ladderswood Way, Upper Park Road and Inverforth Road to Station Road. Set down in Arnos Grove Station Forecourt, at Stop U and pick up in Station Road, at Stop M.

From Southgate Station.

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 and pick up in Bowes Road, at Stop C.

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:	Arnos Grove.

HAMPDEN SQUARE

From Mill Hill East Station.

Buses proceed from Parkside Gardens via Brookside South and Hampden Square departing to Brookside South. Set down in Parkside Gardens and pick up in Brookside South.

From Southgate Station.

Buses proceed from Osidge Lane via Hampden Square departing to Osidge Lane. Set down in Osidge Lane, at stop F and pick up in Osidge Lane, at stop H.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
DISPLAY:	Hampden Square.

FRIERN BARNET, WOODHOUSE ROAD (from Southgate Station)

Public stand for 2 buses on south side of Woodhouse Road, commencing at rear of bus stop 9945 and extending 24 metres east.

Buses proceed from Woodhouse Road direct to stand, departing to Woodhouse Road. Set down in Woodhouse Road, at Stop FL and pick up in Woodhouse Road, at Stop FW.

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: Friern Barnet.

FINCHLEY CENTRAL, HENDON LANE (from Southgate Station)

Buses proceed from Ballards Lane via Regent's Park Road, Gravel Hill, Hendon Lane and Regent's Park Road departing to Ballards Lane. Set down in Ballards Lane, at Stop D and pick up in Ballards Lane, at Stop C.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Finchley Central.

MILL HILL EAST STATION

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

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: No more than 2 buses on Route 382 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: Mill Hill East.

APPENDIX B: ROUTE RECORD (Option 2)

ROUTE 382: Southgate Station - Mill Hill East Station

STREETS TRAVERSED

Towards Mill Hill East Station: Station Parade, Chase Side, Osidge Lane, Hampden Square, Brookside South, Parkside Gardens, Church Hill Road, Brunswick Park Road, Waterfall Road, Betstyle Circus, Bowes Road, Arnos Grove Station Forecourt, Bowes Road, Palmer's Road, Upper Park Road, Inverforth Road, Station Road, Friern Barnet Road, Woodhouse Road, Summers Lane, North Finchley High Road, Squires Lane, Long Lane, Ballards Lane, Nether Street, Dollis Road, Holders Hill Circus, Bittacy Hill, Mill Hill East Station Forecourt.

Towards Southgate Station: Bittacy Hill, Holders Hill Circus, Dollis Road, Nether Street, Ballards Lane, Long Lane, Squires Lane, North Finchley High Road, Summers Lane, Woodhouse Road, Friern Barnet Road, Station Road, Inverforth Road, Upper Park Road, Palmer's Road, Arnos Grove Station Forecourt, Bowes Road, Betstyle Circus, Waterfall Road, Brunswick Park Road, Church Hill Road, Parkside Gardens, Brookside South, Hampden Square, Osidge Lane, Chase Side, Southgate Circus, Station Parade.

STANDING AND TURNING POINTS

SOUTHGATE STATION [WEST SIDE]

Private stand for one bus on west side of Station Parade, commencing at a point 25 metres north of Southgate High Street, opposite Southgate Underground Station.

Buses proceed from Station Parade direct to stand, departing to Station Parade. Set down in Station Parade, at Stop D and pick up in Station Parade, at Stop G.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 382 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:	Southgate.

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.

From Mill Hill East Station.

Buses proceed from Arnos Grove Station Forecourt direct to stand, departing via Arnos Grove Station Forecourt, Bowes Road, Palmer's Road, Ladderswood Way, Upper Park Road and Inverforth Road to Station Road. Set down in Arnos Grove Station Forecourt, at Stop U and pick up in Station Road, at Stop M.

From Southgate Station.

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 and pick up in Bowes Road, at Stop C.

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:	Arnos Grove.

HAMPDEN SQUARE

From Mill Hill East Station.

Buses proceed from Parkside Gardens via Brookside South and Hampden Square departing to Brookside South. Set down in Parkside Gardens and pick up in Brookside South.

From Southgate Station.

Buses proceed from Osidge Lane via Hampden Square departing to Osidge Lane. Set down in Osidge Lane, at stop F and pick up in Osidge Lane, at stop H.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
DISPLAY:	Hampden Square.

FRIERN BARNET, WOODHOUSE ROAD (from Southgate Station)

Public stand for 2 buses on south side of Woodhouse Road, commencing at rear of bus stop 9945 and extending 24 metres east.

Buses proceed from Woodhouse Road direct to stand, departing to Woodhouse Road. Set down in Woodhouse Road, at Stop FL and pick up in Woodhouse Road, at Stop FW.

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: Friern Barnet.

FINCHLEY CENTRAL, HENDON LANE (from Southgate Station)

Buses proceed from Ballards Lane via Regent's Park Road, Gravel Hill, Hendon Lane and Regent's Park Road departing to Ballards Lane. Set down in Ballards Lane, at Stop D and pick up in Ballards Lane, at Stop C.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Finchley Central.

MILL HILL EAST STATION

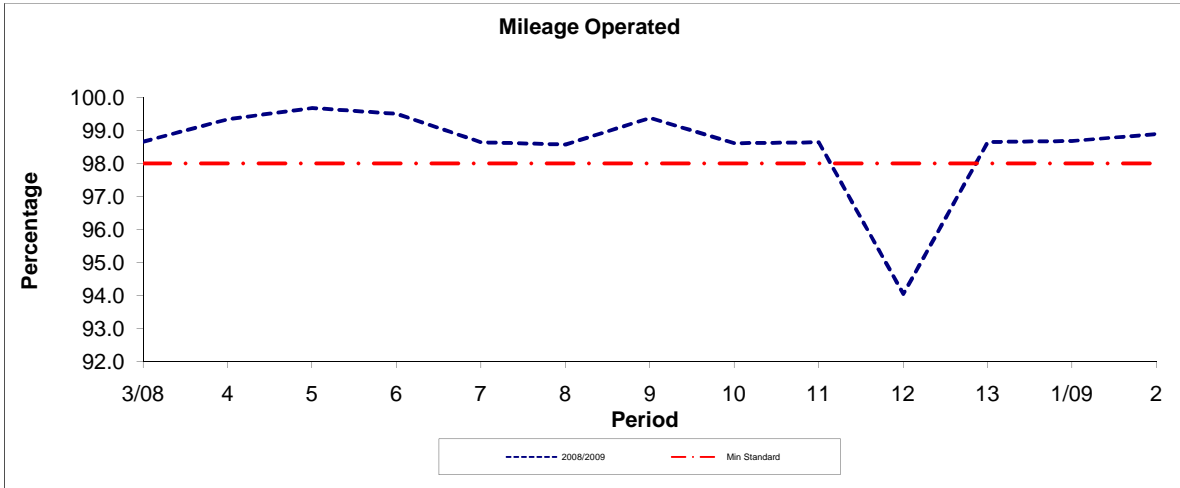
Private stand for one bus on Mill Hill East Station forecourt.

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.

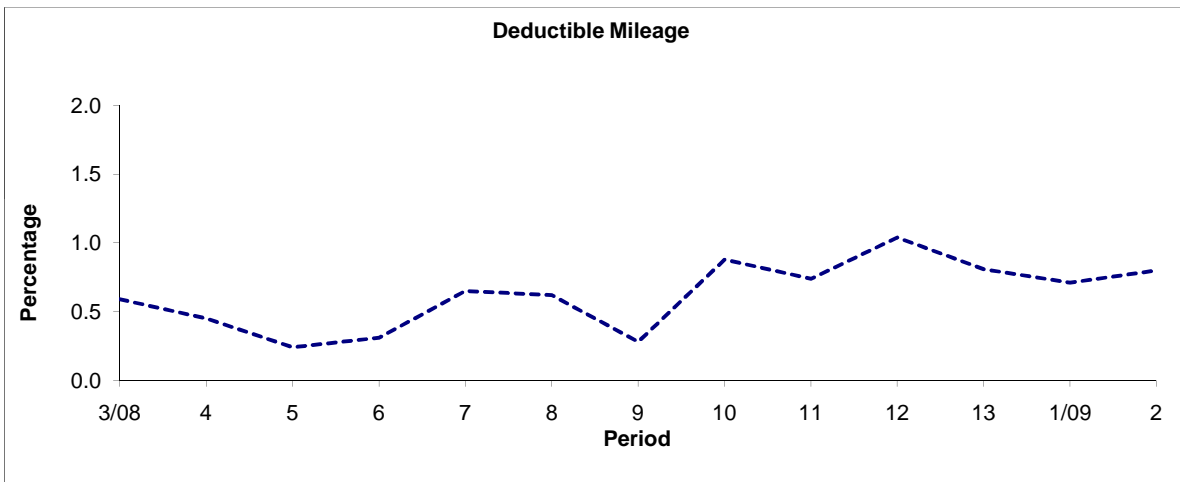
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 382 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Mill Hill East.

PART B - PERFORMANCE STATISTICS

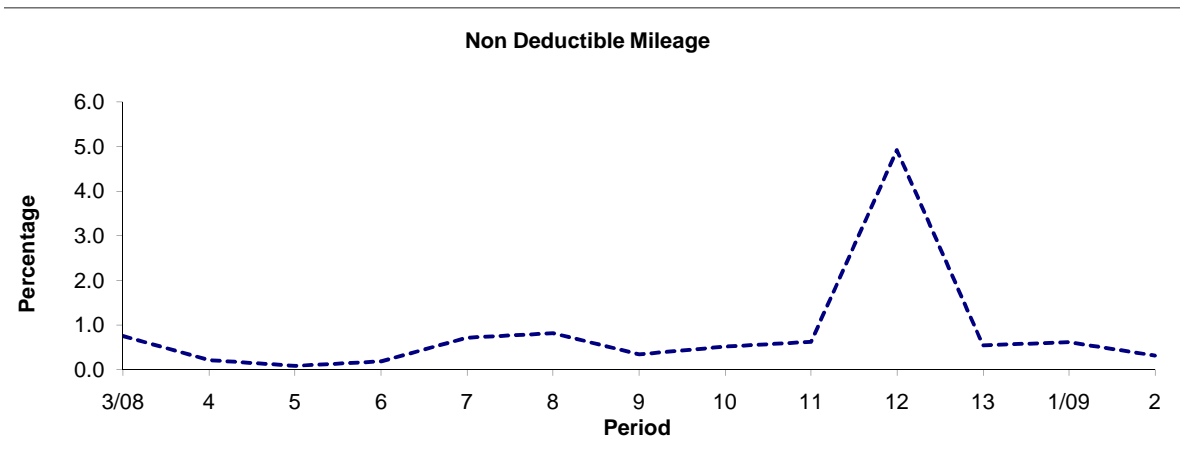
Route 382



Period	3/08	4	5	6	7	8	9	10	11	12	13	1/09	2
2008/2009	98.66	99.34	99.68	99.51	98.64	98.57	99.38	98.61	98.64	94.04	98.65	98.68	98.89
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	3/08	4	5	6	7	8	9	10	11	12	13	1/09	2
2008/2009	0.59	0.45	0.24	0.31	0.65	0.62	0.28	0.88	0.74	1.04	0.81	0.71	0.80

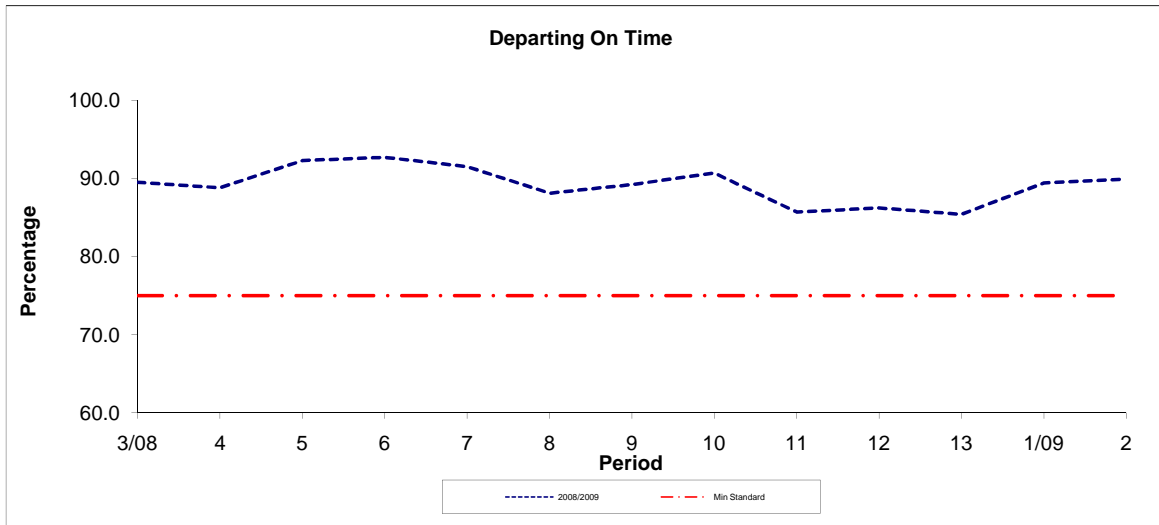


Period	3/08	4	5	6	7	8	9	10	11	12	13	1/09	2
2008/2009	0.75	0.21	0.08	0.18	0.71	0.81	0.34	0.51	0.62	4.92	0.54	0.61	0.31

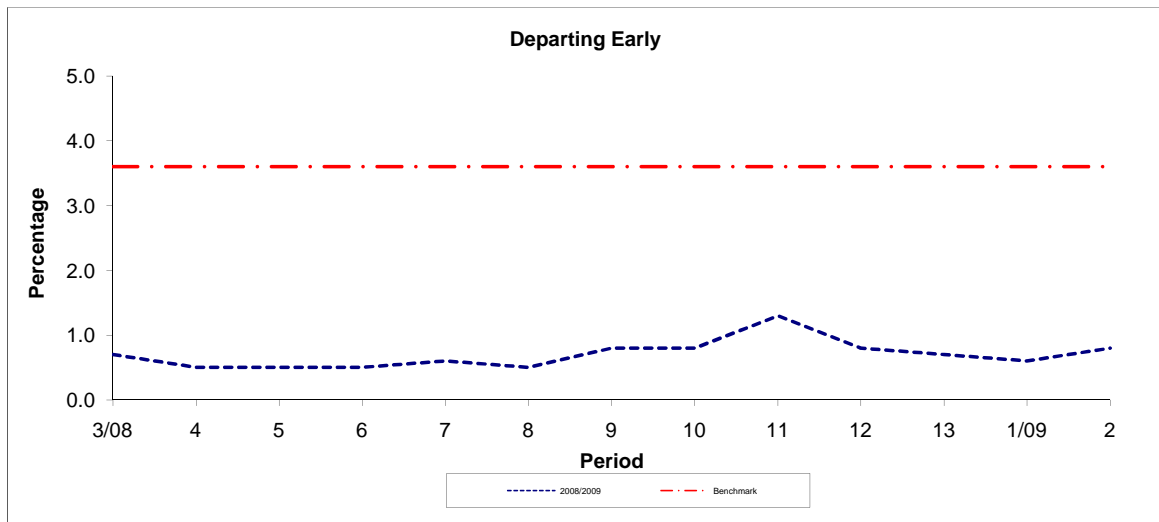
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 382



Period	3/08	4	5	6	7	8	9	10	11	12	13	1/09	2
2008/2009	89.50	88.80	92.30	92.70	91.50	88.10	89.20	90.70	85.70	86.20	85.40	89.40	89.90
Min Standard	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00



Period	3/08	4	5	6	7	8	9	10	11	12	13	1/09	2
2008/2009	0.70	0.50	0.50	0.50	0.60	0.50	0.80	0.80	1.30	0.80	0.70	0.60	0.80
Benchmark	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60

Note : Reliability is based on 12 weeks rolling data