

## SECTION 2: PART A

### SERVICE SPECIFICATION FOR ROUTE No. 384

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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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 384.

- Conversion of hail and ride section in York Road to fixed stops in both directions.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 384.

## 3. TERMINALS

Route No. 384 will operate between Barnet, Quinta Drive, Aitken Road and Cockfosters 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. 384 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. 384 is currently approved for vehicles which are a maximum of 9.3 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 door, single deck buses with a minimum capacity of 50, of which approximately 23 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. Barnet, Quinta Drive, Aitken Road to Cockfosters Station

0550 - 1920	Every 15 minutes
1921 - 2000	Every 20 minutes
2001 - 0005	Every 30 minutes

First departure from Barnet, Quinta Drive, Aitken Road no later than 0555.  
Last departure from Barnet, Quinta Drive, Aitken Road no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at New Barnet Station between 0710 and 0910 and between 1515 and 1630.

### 2. Cockfosters Station to Barnet, Quinta Drive, Aitken Road

0545 - 1845	Every 15 minutes
1846 - 1945	Every 20 minutes
1946 - 2350	Every 30 minutes

First departure from Cockfosters Station no later than 0550.  
Last departure from Cockfosters Station no earlier than 2345.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Barnet High Street, Barnet Church between 0700 and 0900 and between 1500 and 1645.

## 6.2 Saturdays & Good Friday

### 1. Barnet, Quinta Drive, Aitken Road to Cockfosters Station

0550 - 0755	Every 30 minutes
0756 - 0835	Every 20 minutes
0836 - 1735	Every 15 minutes
1736 - 1835	Every 20 minutes
1836 - 0005	Every 30 minutes

First departure from Barnet, Quinta Drive, Aitken Road no later than 0555.  
Last departure from Barnet, Quinta Drive, Aitken Road no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at New Barnet Station between 0935 and 1055.

### 2. Cockfosters Station to Barnet, Quinta Drive, Aitken Road

0545 - 0815	Every 30 minutes
0816 - 0835	Every 20 minutes
0836 - 1750	Every 15 minutes
1751 - 1850	Every 20 minutes
1851 - 2350	Every 30 minutes

First departure from Cockfosters Station no later than 0550.  
Last departure from Cockfosters Station no earlier than 2345.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Barnet High Street, Barnet Church between 0930 and 1100.

### 6.3 Sundays

1. Barnet, Quinta Drive, Aitken Road to Cockfosters Station

0655 - 0005            Every 30 minutes

First departure from Barnet, Quinta Drive, Aitken Road no later than 0700.

Last departure from Barnet, Quinta Drive, Aitken Road no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at New Barnet Station between 1000 and 1100.

2. Cockfosters Station to Barnet, Quinta Drive, Aitken Road

0640 - 2350            Every 30 minutes

First departure from Cockfosters Station no later than 0645.

Last departure from Cockfosters Station no earlier than 2345.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Barnet High Street, Barnet Church between 0945 and 1045.

## 6.4 Boxing Day

1. Barnet, Quinta Drive, Aitken Road to Cockfosters Station

0755 - 0005            Every 30 minutes

First departure from Barnet, Quinta Drive, Aitken Road no later than 0800.  
Last departure from Barnet, Quinta Drive, Aitken Road no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at New Barnet Station between 1000 and 1100.

2. Cockfosters Station to Barnet, Quinta Drive, Aitken Road

0810 - 2350            Every 30 minutes

First departure from Cockfosters Station no later than 0815.  
Last departure from Cockfosters Station no earlier than 2345.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Barnet High Street, Barnet Church between 0945 and 1045.

## 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. 384 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. 384 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. 384

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

#### Towards Cockfosters Station

Barnet Church  
New Barnet Station  
(not evenings or Sundays) \$

#### Towards Barnet, Quinta Drive, Aitken Road

Cockfosters  
New Barnet Station  
(not evenings or Sundays) \$

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

Total scheduled manual QSI surveys per quarter = 60 .

## 8. RUNNING TIMES

Extracts from the public timetable with sample running times for Route No. 384 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 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 interpeak 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. 384 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. 384 should interwork with other bus services where possible.

## 11. CONTROL STRATEGY

Route No. 384 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. 384:

- Route No. 384 can suffer from unpredictable traffic delays in the Barnet area.

Tenderers should also note the following factors / events which may have an impact on Route No. 384 in the foreseeable future:

- 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. 384 must serve all stops on the line of route designated for the route.

## 14. TIMING POINTS & MILEAGES

### Timing Points

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

### Mileages for Route No. 384

Barnet, Quinta Drive, Aitken Road to Cockfosters Station	7.4 miles
Cockfosters Station to Barnet, Quinta Drive, Aitken Road	7.4 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. 384 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:

384 via New Barnet
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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. 384**

(based on current schedule)

**MONDAYS TO FRIDAYS**1. Barnet, Quinta Drive, Aitken Road to Cockfosters Station

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical late evening
<b>Barnet Quinta Drive, Aitken Road</b>	0555	0759	1205	1705	2300
Barnet Hospital	0559	0803	1209	1709	2304
Barnet High Street <i>Salisbury Road</i>	0603	0808	1214	1704	2308
Barnet High Street <i>Barnet Church</i>	0604	0811	1216	1717	2309
High Barnet Station	0605	0813	1217	1718	2310
Barnet Odeon	0607	0815	1219	1720	2312
New Barnet Station	0612	0821	1225	1727	2317
Westbrook Crescent <i>Hertford Road</i>	0618	0830	1234	1736	2324
Beven Estate <i>The Jester</i>	0622	0834	1238	1740	2328
<b>Cockfosters Station</b>	0625	0838	1242	1744	2332
	30 minutes	39 minutes	37 minutes	39 minutes	32 minutes

2. Cockfosters Station to Barnet, Quinta Drive, Aitken Road

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical late evening
<b>Cockfosters Station</b>	0550	0750	1205	1658	2245
Beven Estate <i>The Jester</i>	0553	0754	1209	1702	2249
Westbrook Crescent <i>Hertford Road</i>	0557	0758	1214	1706	2253
New Barnet Station	0603	0807	1216	1715	2300
Barnet Odeon	0609	0814	1217	1722	2306
High Barnet Station	0611	0816	1219	1724	2308
Barnet High Street <i>Barnet Church</i>	0612	0817	1225	1725	2309
Barnet High Street <i>St. Albans Road</i>	0613	0821	1234	1729	2311
Barnet Hospital	0617	0826	1238	1734	2315
<b>Barnet Quinta Drive, Aitken Road</b>	0620	0830	1242	1738	2319
	30 minutes	40 minutes	37 minutes	40 minutes	34 minutes

## SATURDAYS

### 1. Barnet, Quinta Drive, Aitken Road to Cockfosters Station

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
<b>Barnet Quinta Drive, Aitken Road</b>	0555	1105	1505	2300
Barnet Hospital	0559	1109	1509	2304
Barnet High Street <i>Salisbury Road</i>	0603	1114	1514	2308
Barnet High Street <i>Barnet Church</i>	0604	1117	1517	2309
High Barnet Station	0605	1118	1518	2310
Barnet <i>Odeon</i>	0607	1120	1520	2312
New Barnet Station	0612	1126	1526	2317
Westbrook Crescent <i>Hertford Road</i>	0618	1135	1535	2324
Beven Estate <i>The Jester</i>	0622	1139	1539	2328
<b>Cockfosters Station</b>	0625	1143	1543	2332
	30 minutes	38 minutes	38 minutes	32 minutes

### 2. Cockfosters Station to Barnet, Quinta Drive, Aitken Road

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
<b>Cockfosters Station</b>	0550	1105	1505	2245
Beven Estate <i>The Jester</i>	0553	1109	1509	2249
Westbrook Crescent <i>Hertford Road</i>	0557	1113	1513	2253
New Barnet Station	0603	1121	1521	2300
Barnet <i>Odeon</i>	0609	1127	1527	2306
High Barnet Station	0611	1129	1529	2308
Barnet High Street <i>Barnet Church</i>	0612	1130	1530	2309
Barnet High Street <i>St. Albans Road</i>	0613	1133	1533	2311
Barnet Hospital	0617	1138	1538	2315
<b>Barnet Quinta Drive, Aitken Road</b>	0620	1142	1542	2319
	30 minutes	37 minutes	37 minutes	34 minutes

**SUNDAYS**

1. Barnet, Quinta Drive, Aitken Road to Cockfosters Station

	Typical Early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
<b>Barnet</b> <i>Quinta Drive, Aitken Road</i>	0700	1100	1500	2300
Barnet Hospital	0704	1104	1504	2304
Barnet High Street <i>Salisbury Road</i>	0708	1108	1508	2308
Barnet High Street <i>Barnet Church</i>	0709	1109	1509	2309
High Barnet Station	0710	1111	1511	2310
Barnet <i>Odeon</i>	0712	1113	1513	2312
New Barnet Station	0717	1118	1518	2317
Westbrook Crescent <i>Hertford Road</i>	0723	1125	1525	2324
Beven Estate <i>The Jester</i>	0727	1129	1529	2328
<b>Cockfosters Station</b>	0731	1133	1533	2332
	31 minutes	33 minutes	33 minutes	32 minutes

2. Cockfosters Station to Barnet, Quinta Drive, Aitken Road

	Typical Early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
<b>Cockfosters Station</b>	0645	1115	1515	2245
Beven Estate <i>The Jester</i>	0648	1119	1519	2249
Westbrook Crescent <i>Hertford Road</i>	0652	1123	1523	2253
New Barnet Station	0658	1130	1530	2300
Barnet <i>Odeon</i>	0704	1136	1536	2306
High Barnet Station	0706	1138	1538	2308
Barnet High Street <i>Barnet Church</i>	0707	1140	1540	2309
Barnet High Street <i>St. Albans Road</i>	0709	1142	1542	2311
Barnet Hospital	0713	1147	1547	2315
<b>Barnet</b> <i>Quinta Drive, Aitken Road</i>	0717	1151	1551	2319
	32 minutes	36 minutes	36 minutes	34 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**

**ROUTE 384: Barnet, Quinta Drive - Cockfosters Station**

**STREETS TRAVERSED**

**Towards Cockfosters Station:** Service Road, Aitken Road, Quinta Drive, Whitings Road, Trinder Road, Wellhouse Lane, Barnet Hospital Bus Lay-By, Wellhouse Lane, Wood Street, The Avenue, Alston Road, Trafford Road, Stapylton Road, Salisbury Road, Barnet High Street, Barnet Hill, Great North Road, Station Road, Gloucester Road, Lyonsdown Road, Longmore Avenue, York Road, Station Approach, Lyonsdown Road, Station Road, East Barnet Road, Brookhill Road, Crescent Road, Park Road, Baring Road, Lawton Road, Westbrook Crescent, Lawton Road, Baring Road, Fordham Road, Castlewood Road, Northfield Road, Grove Road, Mount Pleasant, Cockfosters Road, Cockfosters Station Lay-By.

**Towards Barnet, Quinta Drive:** Cockfosters Road, Mount Pleasant, Grove Road, Northfield Road, Castlewood Road, Fordham Road, Baring Road, Lawton Road, Westbrook Crescent, Lawton Road, Baring Road, Park Road, Crescent Road, Brookhill Road, East Barnet Road, Station Road, Lyonsdown Road, Station Approach, New Barnet Station Forecourt, Station Approach, York Road, Longmore Avenue, Lyonsdown Road, Gloucester Road, Station Road, Great North Road, Barnet Hill, Barnet High Street, St Albans Road, Stapylton Road, Trafford Road, Alston Road, The Avenue, Wood Street, Wellhouse Lane, Trinder Road, Whitings Road, Quinta Drive, Service Road.

## **STANDING AND TURNING POINTS**

### **BARNET, QUINTA DRIVE**

Public stand for 1 bus in service road adjacent to shops at junction of Quinta Drive and Aitken Road.

Buses proceed from Service Road direct to stand, departing to Service Road. Set down in Service Road and pick up in Service Road.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 384 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:	Barnet, Quinta Drive.
OTHER INFORMATION:	No toilet facilities currently available.

### **BARNET HOSPITAL (from COCKFOSTERS STATION)**

Public stand for up to 4 buses in Bus Parking Area in Barnet Hospital grounds on south side of Wellhouse Lane.

Buses proceed from Wellhouse Lane via Barnet Hospital Bus Lay-By to stand, departing to Barnet Hospital Bus Lay-By. Set down in Wellhouse Lane, at Stop B2 and pick up in Barnet Hospital Bus Lay-by, at Stop B1.

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:	Barnet Hospital.

### **BARNET, THE SPIRES (from COCKFOSTERS STATION)**

Public stand for 4 buses in marked bays on east side of Stapylton Road commencing opposite and 9 metres north of Lamp Standard No. 14 and extending 49 metres north.

Buses proceed from Stapylton Road direct to stand, departing via Stapylton Road to Salisbury Road. Set down in Stapylton Road, at Stop S and pick up in Salisbury Road, at Stop T.

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:	Barnet, The Spires.

**BARNET, HIGH STREET (from COCKFOSTERS STATION)**

Public stand for 3 buses on west side of Barnet High Street commencing 15 metres south of Fitzjohn Avenue and extending 36.2 metres south.

Buses proceed from Barnet High Street direct to stand, departing via Barnet High Street, Wood Street (Circling Island Junction Of) and Wood Street Slip Road to Barnet High Street.

Set down in Barnet High Street, at Stop M and pick up in Barnet High Street, at Stop H.

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: Barnet Church.

**NEW BARNET STATION**

Private stand for up to 3 buses on east side of Station Approach commencing opposite entrance to Russell Court Flats.

From Barnet, Quinta Drive.

Buses proceed from Station Approach via New Barnet Station Forecourt to stand, departing to New Barnet Station Forecourt. Set down in Station Approach and pick up in New Barnet Station Forecourt, at Stop A.

From Cockfosters Station.

Buses proceed from New Barnet Station Forecourt direct to stand, departing via New Barnet Station Forecourt, Station Approach, Lyonsdown Road and Station Road to East Barnet Road. Set down in New Barnet Station Forecourt, at Stop Z1 and pick up in East Barnet 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: New Barnet.

**COCKFOSTERS STATION**

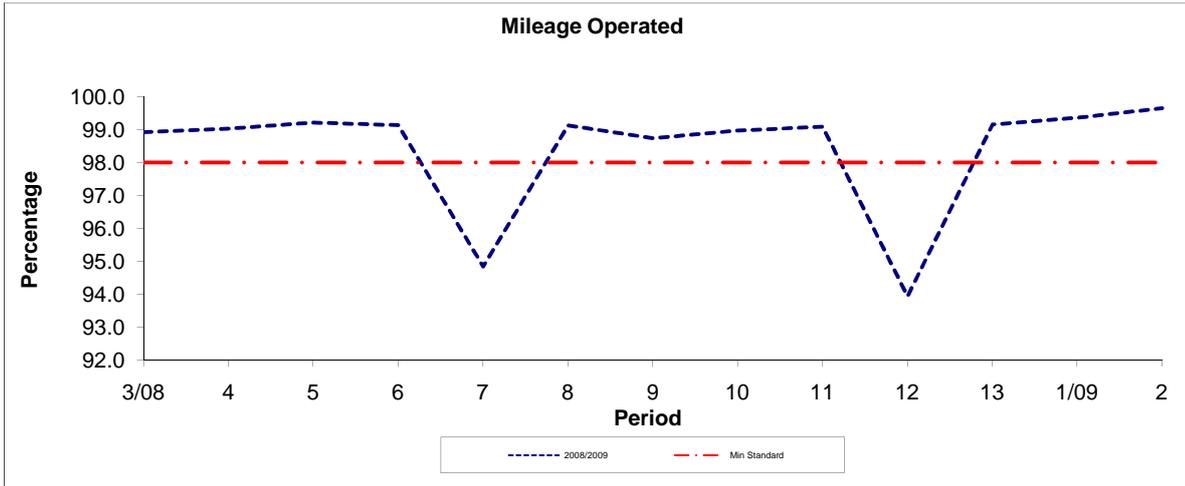
Private stand for up to 3 buses in lay-by on west side of Cockfosters Road outside Cockfosters Station.

Buses proceed from Cockfosters Station Lay-By direct to stand, departing via Cockfosters Station Lay-By to Cockfosters Road. Set down in Cockfosters Station Lay-by, at Alighting Point and pick up in Cockfosters Road, at Stop B.

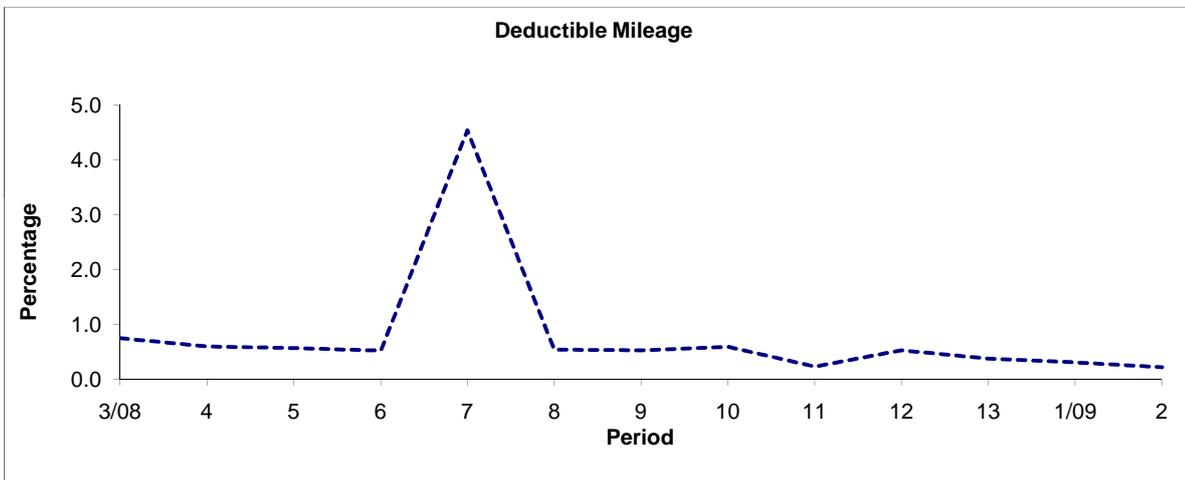
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 vehicle on Route No. 384 should be scheduled to stand at any one time
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Cockfosters.
OTHER INFORMATION:	LUL toilet facilities available (Mon-Sat:0600-0100;Sun:0700-0100).

**PART B - PERFORMANCE STATISTICS**

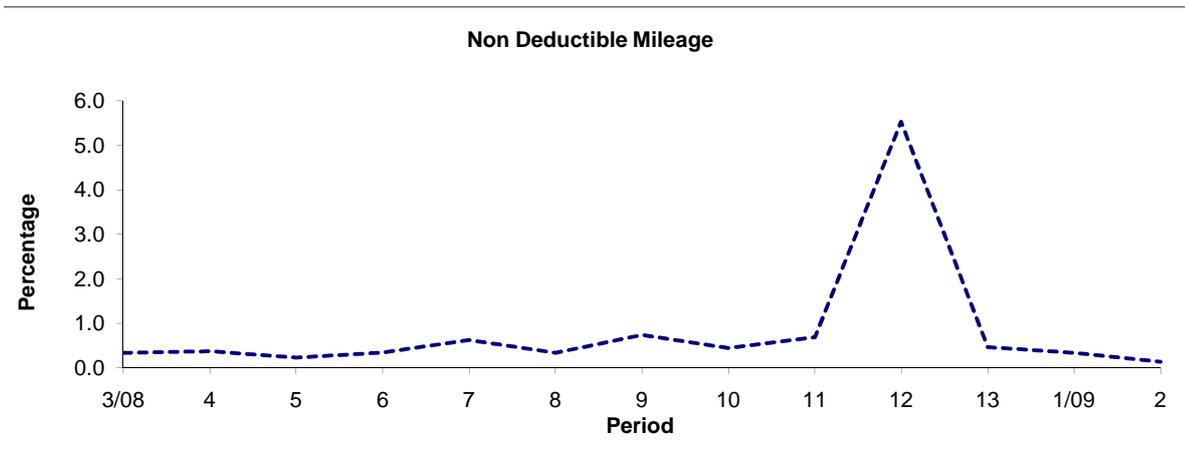
**Route 384**



Period	3/08	4	5	6	7	8	9	10	11	12	13	1/09	2
2008/2009	98.92	99.03	99.21	99.14	94.84	99.13	98.74	98.97	99.09	93.94	99.16	99.36	99.65
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	0.75	0.60	0.57	0.52	4.54	0.54	0.53	0.59	0.23	0.53	0.38	0.31	0.22

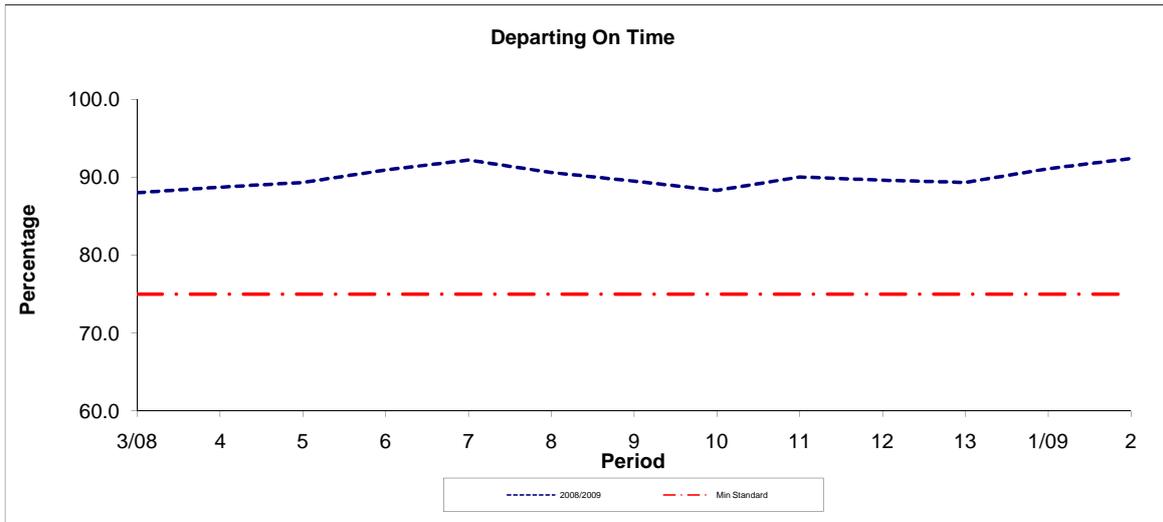


Period	3/08	4	5	6	7	8	9	10	11	12	13	1/09	2
2008/2009	0.33	0.37	0.22	0.34	0.62	0.33	0.73	0.44	0.68	5.53	0.46	0.33	0.13

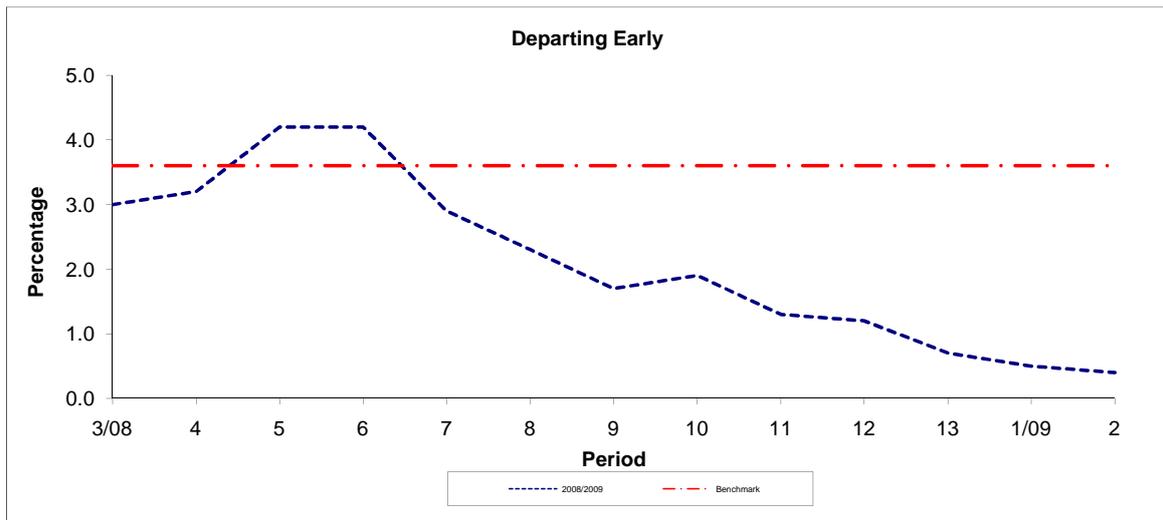
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 384**



Period	3/08	4	5	6	7	8	9	10	11	12	13	1/09	2
2008/2009	88.00	88.70	89.30	90.90	92.20	90.60	89.50	88.30	90.00	89.60	89.30	91.10	92.40
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	3.00	3.20	4.20	4.20	2.90	2.30	1.70	1.90	1.30	1.20	0.70	0.50	0.40
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