

## 7. Service Specification

Route: W6

Contract Reference: QC59407

This Service Specification forms section 7 of the ITT and should be read in conjunction with the ITT document, Version 1 dated 29 September 2011.

You are formally invited to tender for the provision of the bus service detailed below and in accordance with this Service Specification. Tenderers must ensure that a Compliant Tender is submitted and this will only be considered for evaluation if all parts of the Tender documents, as set out in section 11, have been received by the Corporation by the Date of Tender. The Tender must be fully completed in the required format, in accordance with the Instructions to Tenderers. A Compliant Tender must comply fully with the requirements of the Framework Agreement; adhere to the requirements of the Service Specification; and reflect the price of operating the Services with new vehicles.

|                                            |                                                                 |
|--------------------------------------------|-----------------------------------------------------------------|
| <b>Terminus Points</b>                     | Southgate Station and Edmonton Green, Bus Station               |
| <b>Contract Basis</b>                      | Incentivised                                                    |
| <b>Commencement Date</b>                   | 3 <sup>rd</sup> February 2018                                   |
| <b>Vehicle Type</b>                        | 50 capacity, dual door, single deck vehicles, minimum 9.3m long |
| <b>Current Maximum Approved Dimensions</b> | 9.3 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 20<sup>th</sup> March 2017

*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, no changes are proposed to the existing service for introduction prior to the commencement of the new route agreement for Route No. W6.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. W6.

**Smaller buses are used on the route due to highway constraints on Haslebury Road.**

**Operators should provide the following prices:**

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

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

- 1. Modifications to reduce emissions and fuel consumption (including energy storage, engine stop/start and/or energy efficient components).**
- 2. Zero emission vehicles (e.g. electric or fuel cell).**
- 3. Existing vehicles.**

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

|                                                          |                  |                                                          |                                 |             |            |
|----------------------------------------------------------|------------------|----------------------------------------------------------|---------------------------------|-------------|------------|
| Southgate Station to Edmonton Green, Bus Station, Stop A |                  | Edmonton Green, Bus Station, Stop D to Southgate Station |                                 |             |            |
| First departure no later than 0600.                      |                  | First departure no later than 0550.                      |                                 |             |            |
| 0555 - 0700                                              | Every 20 minutes | 0545 - 0650                                              | Every 20 minutes                |             |            |
| 0701 - 1845                                              | Every 10 minutes | 0651 - 1900                                              | Every 10 minutes                |             |            |
| 1846 - 2000                                              | Every 15 minutes | 1901 - 2000                                              | Every 15 minutes                |             |            |
| 2001 - 2100                                              | Every 20 minutes | 2001 - 2100                                              | Every 20 minutes                |             |            |
| 2101 - 2335                                              | Every 30 minutes | 2101 - 2335                                              | Every 30 minutes                |             |            |
| Last departure no earlier than 2330.                     |                  | Last departure no earlier than 2330.                     |                                 |             |            |
| <b>Pinchpoints</b>                                       |                  |                                                          |                                 |             |            |
| Edmonton, Cambridge (East Side)                          | 0715 - 0915      | 10 minutes                                               | Edmonton, Cambridge (East Side) | 0700 - 0900 | 10 minutes |
|                                                          | 1505 - 1635      | 10 minutes                                               |                                 | 1500 - 1630 | 10 minutes |

#### 3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

|                                                          |             |                                                          |             |
|----------------------------------------------------------|-------------|----------------------------------------------------------|-------------|
| Southgate Station to Edmonton Green, Bus Station, Stop A |             | Edmonton Green, Bus Station, Stop D to Southgate Station |             |
| 1525                                                     | One journey | 0820                                                     | One journey |
| 1600                                                     | One journey | 1539                                                     | One journey |

The journeys shown in Section 3.2 is specifically designed to meet the finish time of Latymer school in the Edmonton Green area.

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

|                                                          |                  |                                                          |                                 |             |            |
|----------------------------------------------------------|------------------|----------------------------------------------------------|---------------------------------|-------------|------------|
| Southgate Station to Edmonton Green, Bus Station, Stop A |                  | Edmonton Green, Bus Station, Stop D to Southgate Station |                                 |             |            |
| First departure no later than 0600.                      |                  | First departure no later than 0550.                      |                                 |             |            |
| 0555 - 0700                                              | Every 30 minutes | 0545 - 0650                                              | Every 30 minutes                |             |            |
| 0701 - 0845                                              | Every 15 minutes | 0651 - 0850                                              | Every 15 minutes                |             |            |
| 0846 - 1800                                              | Every 10 minutes | 0851 - 1800                                              | Every 10 minutes                |             |            |
| 1801 - 2100                                              | Every 20 minutes | 1801 - 2100                                              | Every 20 minutes                |             |            |
| 2101 - 2335                                              | Every 30 minutes | 2101 - 2335                                              | Every 30 minutes                |             |            |
| Last departure no earlier than 2330.                     |                  | Last departure no earlier than 2330.                     |                                 |             |            |
| <b>Pinchpoints</b>                                       |                  |                                                          |                                 |             |            |
| Edmonton, Cambridge (East Side)                          | 0930 - 1100      | 10 minutes                                               | Edmonton, Cambridge (East Side) | 0930 - 1100 | 10 minutes |

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

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

|                                                          |                  |                                                          |                                 |             |            |
|----------------------------------------------------------|------------------|----------------------------------------------------------|---------------------------------|-------------|------------|
| Southgate Station to Edmonton Green, Bus Station, Stop A |                  | Edmonton Green, Bus Station, Stop D to Southgate Station |                                 |             |            |
| First departure no later than 0730.                      |                  | First departure no later than 0720.                      |                                 |             |            |
| 0725 - 0900                                              | Every 30 minutes | 0715 - 0845                                              | Every 30 minutes                |             |            |
| 0901 - 1800                                              | Every 15 minutes | 0846 - 1800                                              | Every 15 minutes                |             |            |
| 1801 - 2335                                              | Every 30 minutes | 1801 - 2335                                              | Every 30 minutes                |             |            |
| Last departure no earlier than 2330.                     |                  | Last departure no earlier than 2330.                     |                                 |             |            |
| <b>Pinchpoints</b>                                       |                  |                                                          |                                 |             |            |
| Edmonton, Cambridge (East Side)                          | 1000 - 1200      | 15 minutes                                               | Edmonton, Cambridge (East Side) | 1005 - 1205 | 15 minutes |

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

**4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. W6 can suffer from unpredictable traffic delays in the Edmonton Green and Green Lane/Hedge Lane areas.
- 4.2) Tottenham Hotspur Football Club playing at home can cause delays in the Edmonton area. Tenderers should bear this in mind when compiling schedules.
- 4.3) Buses cannot be larger than specified due to the turn from Silver Street into Haslebury Road.**

**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 W6: Southgate Station - Edmonton Green Station

**Date of Structural Change:** 3 February 2018.

**Date of Service Change:** 3 February 2018.

**Reason for Issue:** {To be specified}.

### **STREETS TRAVERSED**

**Towards Edmonton Green Station:** Station Parade, Southgate High Street, The Green, Cannon Hill, Alderman's Hill, The Triangle, Green Lanes, Hedge Lane, Taplow Road, North Circular Road Slip Road, Cambridge Roundabout, North Circular Road Slip Road, Silver Street, Haselbury Road, Northern Avenue, Victoria Road, Church Street, The Green, Edmonton Green Bus Station.

**Towards Southgate Station:** Edmonton Green Bus Station, The Green, Church Street, Victoria Road, Northern Avenue, Haselbury Road, Silver Street, Westway, Sterling Way (North Circular Road), Cambridge Roundabout, Great Cambridge Road, Hedge Lane, Green Lanes, The Triangle, Alderman's Hill, Cannon Hill, The Green, Southgate High Street, Southgate Circus, Station Parade.

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

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

### **SOUTHGATE STATION [EAST SIDE]**

Private stand for two buses on routes W6 and W9 on east side of Station Parade, commencing at a point 26 metres south of Chase Side.

Buses proceed from Station Parade direct to stand, departing to Station Parade. Set down in Station Parade, at Stop H (70355 - Southgate Station <>, Last Stop on LOR: 70355 - Southgate Station <>) and pick up in Station Parade, at Stop C (35836 - Southgate Station <>, First Stop on LOR: 35836 - Southgate Station <>).

|                         |                                                                                    |
|-------------------------|------------------------------------------------------------------------------------|
| AVAILABILITY:           | At any time.                                                                       |
| OPERATING RESTRICTIONS: | No more than 1 bus on Route W6 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:          | Southgate.                                                                         |
| OTHER INFORMATION:      | McDonalds toilet facilities available Mon-Sat (08:00-21:00) and Sun (09:00-21:00). |

### **PALMERS GREEN, HEDGE LANE**

Public stand for one bus on east side of slip road at north east corner of junction of Green Lanes with Hedge Lane, commencing 3 metres north of lamp standard 26P and extending 10 metres north.

#### **From Edmonton Green Station.**

Buses proceed from Hedge Lane via Green Lanes and Slip Road to stand, departing via Slip Road to Hedge Lane. Set down in Hedge Lane (HC109 - Hail & Ride Section, Last Stop on LOR: HC109 - Hail & Ride Section) and pick up in Hedge Lane (H0550 - Hail And Ride Hedge Lane, First Stop on LOR: H0550 - Hail And Ride Hedge Lane).

#### **From Southgate Station.**

Buses proceed from Green Lanes via Slip Road to stand, departing via Slip Road and Hedge Lane to Green Lanes. Set down in Green Lanes (23415 - Bourne Hill, Last Stop on LOR: 23415 - Bourne Hill) and pick up in Green Lanes (10889 - Bourne Hill, First Stop on LOR: 10889 - Bourne Hill).

|                         |                                                 |
|-------------------------|-------------------------------------------------|
| 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:          | Palmers Green, Hedge Lane.                      |

## **EDMONTON, CAMBRIDGE**

Public stand for two buses in bay on north side of Silver Street between Cambridge roundabout and Westway slip road, commencing 5 metres west of the western flank wall of No 285 Silver Street and extending 25 metres west.

### **From Edmonton Green Station.**

Buses proceed from Sterling Way (North Circular Road) via Cambridge Roundabout, North Circular Road Slip Road and Silver Street to stand, departing to Silver Street. Set down in Sterling Way (north Circular Road), at Stop WS (BP061 - Cambridge Roundabout / East Side, Last Stop on LOR: BP061 - Cambridge Roundabout / East Side) and pick up in Silver Street, at Stop ED (14109 - North Middlesex Hospital, First Stop on LOR: 14109 - North Middlesex Hospital).

### **From Southgate Station.**

Buses proceed from Silver Street direct to stand, departing via Silver Street and Westway to Sterling Way (North Circular Road). Set down in Silver Street, at Stop EC (14128 - Cambridge Roundabout / East Side, Last Stop on LOR: 14128 - Cambridge Roundabout / East Side) and pick up in Sterling Way (north Circular Road), at Stop WS (BP061 - Cambridge Roundabout / East Side, First Stop on LOR: BP061 - Cambridge Roundabout / East Side).

|                         |                                                 |
|-------------------------|-------------------------------------------------|
| 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:          | Edmonton, Cambridge.                            |

## **EDMONTON GREEN BUS STATION, NORTH SIDE**

Private offside stand for 1 bus in lay-by opposite Stop D on north side of Edmonton Green Bus Station on south side of Hertford Road. Overflow offside stand for 1 bus in lay-by opposite Stop F.

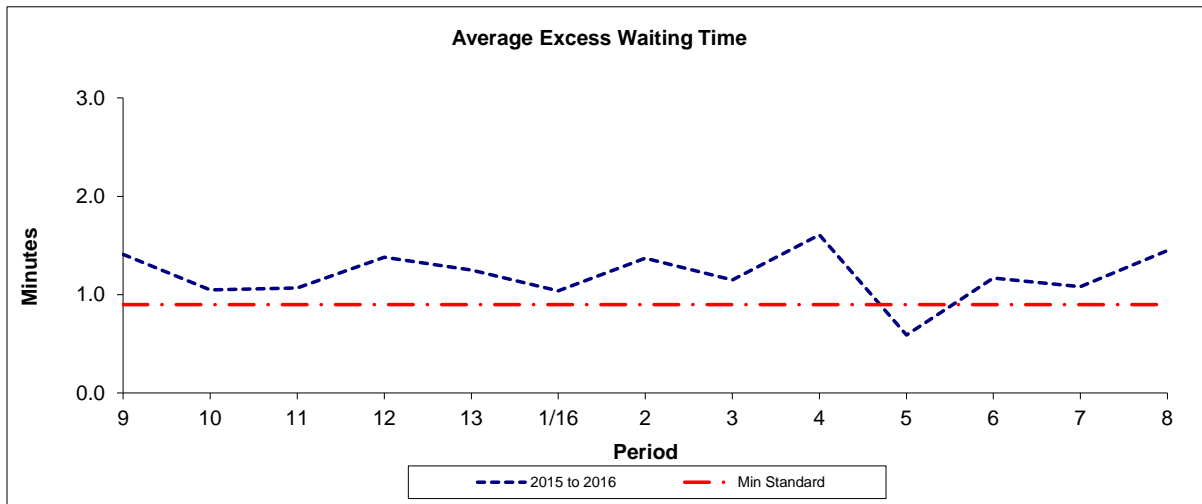
Buses proceed from Edmonton Green Bus Station direct to stand, departing to Edmonton Green Bus Station. Set down in Edmonton Green Bus Station, at Stop A (BP4951 - Edmonton Green Bus Station, Last Stop on LOR: BP4951 - Edmonton Green Bus Station) and pick up in Edmonton Green Bus Station, at Stop D (BP4954 - Edmonton Green Bus Station, First Stop on LOR: BP4955 - Edmonton Green Bus Station).

|                         |                                                                                |
|-------------------------|--------------------------------------------------------------------------------|
| AVAILABILITY:           | At any time.                                                                   |
| OPERATING RESTRICTIONS: | No more than 2 buses on Route W6 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:          | Edmonton Green.                                                                |
| OTHER INFORMATION:      | St Modwin Co Ltd toilet facilities available daily between 06:30-18:00.        |

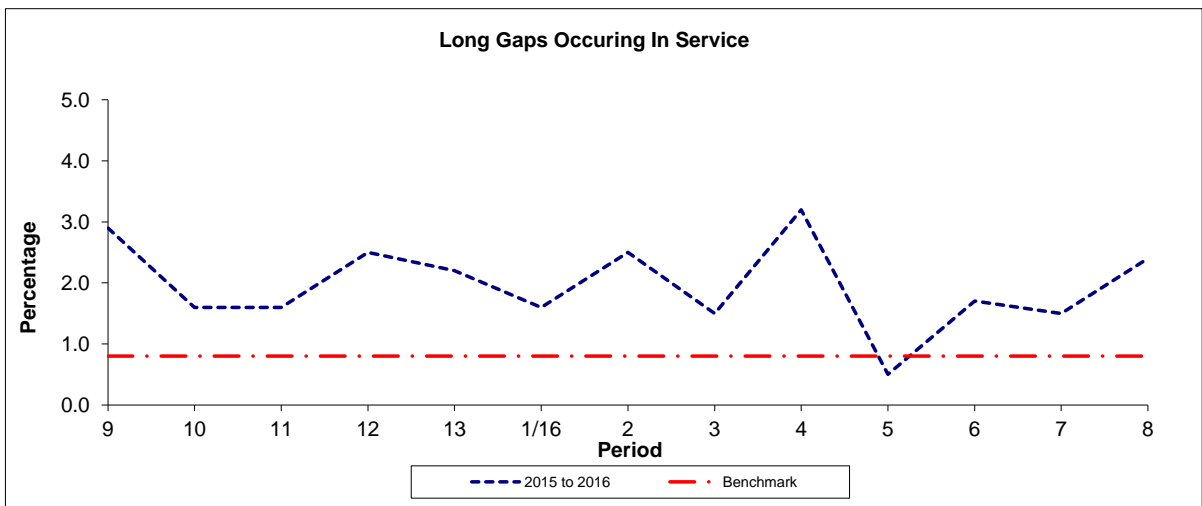


**PART B - PERFORMANCE STATISTICS**

**Route W6**



| Period       | 9    | 10   | 11   | 12   | 13   | 1/16 | 2    | 3    | 4    | 5    | 6    | 7    | 8    |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2015 to 2016 | 1.41 | 1.05 | 1.07 | 1.38 | 1.25 | 1.04 | 1.37 | 1.15 | 1.61 | 0.59 | 1.17 | 1.08 | 1.45 |
| 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 |



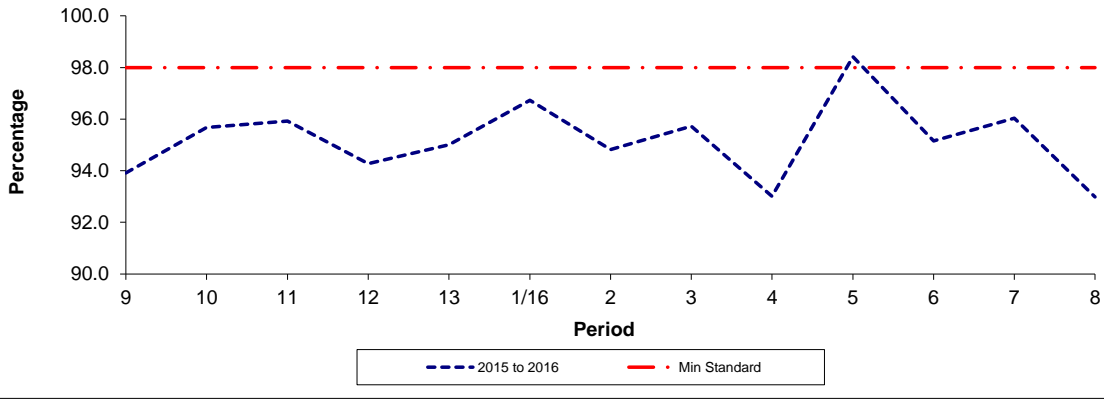
| Period       | 9   | 10  | 11  | 12  | 13  | 1/16 | 2   | 3   | 4   | 5   | 6   | 7   | 8   |
|--------------|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|
| 2015 to 2016 | 2.9 | 1.6 | 1.6 | 2.5 | 2.2 | 1.6  | 2.5 | 1.5 | 3.2 | 0.5 | 1.7 | 1.5 | 2.4 |
| Benchmark    | 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.

**PART B - PERFORMANCE STATISTICS**

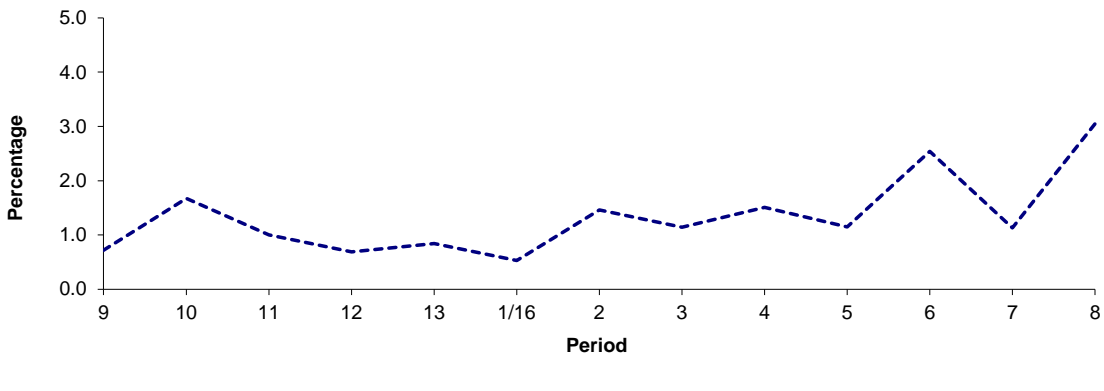
**Route W6**

**Mileage Operated**



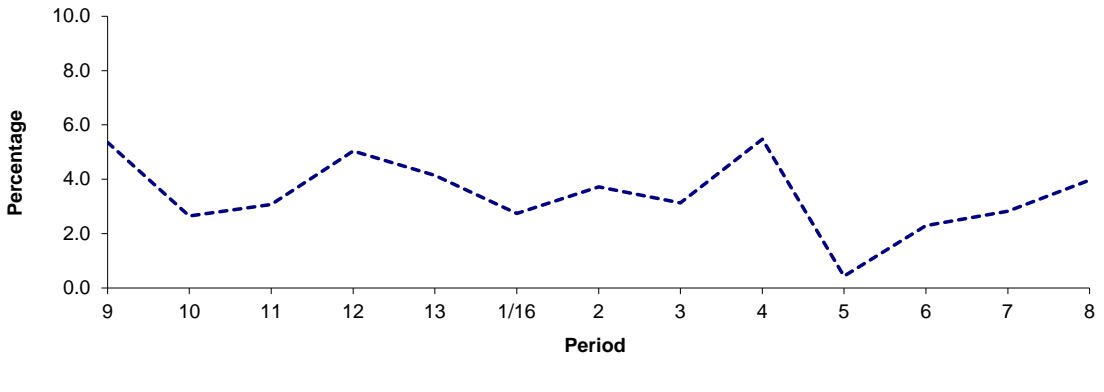
| Period       | 9     | 10    | 11    | 12    | 13    | 1/16  | 2     | 3     | 4     | 5     | 6     | 7     | 8     |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2015 to 2016 | 93.92 | 95.67 | 95.93 | 94.27 | 95.01 | 96.73 | 94.82 | 95.73 | 93.01 | 98.42 | 95.16 | 96.04 | 92.98 |
| 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 |

**Deductible Mileage**



| Period       | 9    | 10   | 11   | 12   | 13   | 1/16 | 2    | 3    | 4    | 5    | 6    | 7    | 8    |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2015 to 2016 | 0.72 | 1.67 | 1.00 | 0.69 | 0.84 | 0.53 | 1.46 | 1.14 | 1.51 | 1.15 | 2.54 | 1.13 | 3.05 |

**Non Deductible Mileage**



| Period       | 9    | 10   | 11   | 12   | 13   | 1/16 | 2    | 3    | 4    | 5    | 6    | 7    | 8    |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2015 to 2016 | 5.36 | 2.65 | 3.07 | 5.04 | 4.15 | 2.74 | 3.72 | 3.13 | 5.48 | 0.43 | 2.30 | 2.83 | 3.97 |

Note: Mileage is based on 4 weeks data

**ROUTE W6 - FULL IBUS RESULTS BY TIME OF DAY**  
**QUARTER 3 2015/16 TO QUARTER 2 16/17 (19/09/2015 - 16/09/2016)**

**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                | 4,998          | 5,048          | 101.0              | 10.21       | <b>0.57</b> | 10.78       | 61.2                                 | 32.6                                  | 5.5                                   | 0.7                                  | 3.1           | 99                 |
| 07:00 - 10:00                | 27,387         | 25,533         | 93.2               | 5.11        | <b>1.32</b> | 6.43        | 81.8                                 | 16.4                                  | 1.5                                   | 0.3                                  | 2.0           | 61                 |
| 10:00 - 13:00                | 26,676         | 25,880         | 97.0               | 5.00        | <b>0.92</b> | 5.92        | 84.7                                 | 14.5                                  | 0.7                                   | 0.1                                  | 0.8           | 64                 |
| 13:00 - 16:00                | 28,519         | 26,723         | 93.7               | 4.75        | <b>1.27</b> | 6.02        | 81.9                                 | 16.2                                  | 1.6                                   | 0.2                                  | 2.6           | 46                 |
| 16:00 - 19:00                | 26,574         | 24,364         | 91.7               | 4.92        | <b>2.04</b> | 6.97        | 76.1                                 | 20.0                                  | 3.2                                   | 0.7                                  | 4.1           | 65                 |
| 19:00 - 22:00                | 13,375         | 13,380         | 100.0              | 9.24        | <b>0.75</b> | 10.00       | 52.7                                 | 35.2                                  | 10.2                                  | 1.9                                  | 0.8           | 78                 |
| 22:00 - 24:00                | 5,762          | 5,511          | 95.6               | 15.00       | <b>0.27</b> | 15.27       | 46.8                                 | 27.5                                  | 23.4                                  | 2.3                                  | 0.0           | 65                 |
| <b>All Locations Summary</b> | <b>133,291</b> | <b>126,439</b> | <b>94.9</b>        | <b>5.97</b> | <b>1.29</b> | <b>7.26</b> | <b>75.5</b>                          | <b>20.1</b>                           | <b>3.8</b>                            | <b>0.6</b>                           | <b>2.2</b>    | <b>99</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                | 751            | 790            | 105.2              | 15.00       | <b>0.23</b> | 15.23       | 52.6                                 | 23.6                                  | 21.0                                  | 2.8                                  | 4.1           | 47                 |
| 07:00 - 10:00                | 4,335          | 4,287          | 98.9               | 6.76        | <b>0.45</b> | 7.21        | 77.1                                 | 22.0                                  | 0.8                                   | 0.0                                  | 0.2           | 37                 |
| 10:00 - 13:00                | 5,472          | 5,265          | 96.2               | 4.99        | <b>0.84</b> | 5.83        | 84.7                                 | 14.3                                  | 0.8                                   | 0.1                                  | 0.9           | 47                 |
| 13:00 - 16:00                | 5,436          | 5,090          | 93.6               | 5.00        | <b>1.63</b> | 6.63        | 78.7                                 | 19.0                                  | 2.0                                   | 0.4                                  | 2.4           | 67                 |
| 16:00 - 19:00                | 4,900          | 4,686          | 95.6               | 5.68        | <b>0.81</b> | 6.49        | 77.3                                 | 20.5                                  | 1.8                                   | 0.4                                  | 1.0           | 40                 |
| 19:00 - 22:00                | 2,400          | 2,389          | 99.5               | 10.58       | <b>0.96</b> | 11.53       | 45.2                                 | 37.8                                  | 14.3                                  | 2.7                                  | 0.5           | 84                 |
| 22:00 - 24:00                | 1,164          | 1,114          | 95.7               | 15.00       | <b>0.28</b> | 15.28       | 48.2                                 | 26.6                                  | 22.6                                  | 2.6                                  | 0.0           | 63                 |
| <b>All Locations Summary</b> | <b>24,458</b>  | <b>23,621</b>  | <b>96.6</b>        | <b>6.84</b> | <b>0.96</b> | <b>7.80</b> | <b>72.6</b>                          | <b>21.8</b>                           | <b>4.9</b>                            | <b>0.8</b>                           | <b>1.2</b>    | <b>84</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                | 15             | 18             | 120.0              | 15.00       | <b>0.43</b> | 15.43        | 52.3                                 | 22.7                                  | 21.9                                  | 3.2                                  | 4.9           | 38                 |
| 07:00 - 10:00                | 2,689          | 2,652          | 98.6               | 11.82       | <b>0.46</b> | 12.28        | 55.0                                 | 30.2                                  | 13.2                                  | 1.6                                  | 2.6           | 63                 |
| 10:00 - 13:00                | 4,196          | 4,131          | 98.5               | 7.41        | <b>0.49</b> | 7.90         | 65.6                                 | 32.9                                  | 1.3                                   | 0.2                                  | 0.2           | 68                 |
| 13:00 - 16:00                | 4,192          | 4,121          | 98.3               | 7.44        | <b>0.55</b> | 7.99         | 65.2                                 | 33.1                                  | 1.5                                   | 0.3                                  | 0.3           | 48                 |
| 16:00 - 19:00                | 3,632          | 3,578          | 98.5               | 8.15        | <b>1.05</b> | 9.19         | 56.1                                 | 33.6                                  | 8.7                                   | 1.6                                  | 0.8           | 57                 |
| 19:00 - 22:00                | 2,088          | 2,071          | 99.2               | 14.86       | <b>0.42</b> | 15.28        | 33.6                                 | 33.4                                  | 28.5                                  | 4.4                                  | 0.0           | 65                 |
| 22:00 - 24:00                | 1,370          | 1,308          | 95.5               | 15.00       | <b>0.18</b> | 15.18        | 47.6                                 | 26.9                                  | 23.1                                  | 2.3                                  | 0.0           | 63                 |
| <b>All Locations Summary</b> | <b>18,182</b>  | <b>17,879</b>  | <b>98.3</b>        | <b>9.50</b> | <b>0.60</b> | <b>10.10</b> | <b>56.8</b>                          | <b>32.6</b>                           | <b>9.3</b>                            | <b>1.4</b>                           | <b>0.6</b>    | <b>68</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                | 5,764          | 5,856          | 101.6              | 10.66       | <b>0.54</b> | 11.20       | 60.3                                 | 31.7                                  | 7.0                                   | 0.9                                  | 3.2           | 99                 |
| 07:00 - 10:00                | 34,411         | 32,472         | 94.4               | 5.59        | <b>1.21</b> | 6.80        | 80.0                                 | 17.5                                  | 2.1                                   | 0.3                                  | 1.9           | 63                 |
| 10:00 - 13:00                | 36,344         | 35,276         | 97.1               | 5.30        | <b>0.86</b> | 6.16        | 82.3                                 | 16.8                                  | 0.8                                   | 0.1                                  | 0.7           | 68                 |
| 13:00 - 16:00                | 38,147         | 35,934         | 94.2               | 5.10        | <b>1.23</b> | 6.33        | 79.5                                 | 18.6                                  | 1.7                                   | 0.3                                  | 2.3           | 67                 |
| 16:00 - 19:00                | 35,106         | 32,628         | 92.9               | 5.33        | <b>1.80</b> | 7.13        | 74.3                                 | 21.4                                  | 3.6                                   | 0.7                                  | 3.4           | 65                 |
| 19:00 - 22:00                | 17,863         | 17,840         | 99.9               | 10.09       | <b>0.74</b> | 10.83       | 49.4                                 | 35.3                                  | 12.9                                  | 2.3                                  | 0.6           | 84                 |
| 22:00 - 24:00                | 8,296          | 7,933          | 95.6               | 15.00       | <b>0.26</b> | 15.26       | 47.1                                 | 27.3                                  | 23.2                                  | 2.3                                  | 0.0           | 65                 |
| <b>All Locations Summary</b> | <b>175,931</b> | <b>167,939</b> | <b>95.5</b>        | <b>6.43</b> | <b>1.18</b> | <b>7.61</b> | <b>73.3</b>                          | <b>21.5</b>                           | <b>4.5</b>                            | <b>0.7</b>                           | <b>1.9</b>    | <b>99</b>          |

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

Route W6  
 Service change 18839  
 Date 6 November 2009

**TRANCHE 594**

**QSI Points are highlighted**

| OUT DIRECTION                              |              |                                        |             |             |
|--------------------------------------------|--------------|----------------------------------------|-------------|-------------|
| Timing Point Code                          | Stop Number  | Stop Name                              | Metres      | Miles       |
| SGATSN S                                   | SGATSN S     | SOUTHGATE STATION                      |             |             |
| <b>SGATSN</b>                              | <b>35836</b> | <b>Southgate Station</b>               | <b>0</b>    | <b>0.00</b> |
|                                            | 17776        | Southgate College                      | 325         | 0.20        |
|                                            | 17778        | Meadway                                | 422         | 0.26        |
|                                            | 17780        | Ye Olde Cherry Tree                    | 232         | 0.14        |
|                                            | 17781        | Forestdale                             | 337         | 0.21        |
|                                            | 17785        | Broomfield Park                        | 481         | 0.30        |
| <b>PALMSN</b>                              | <b>17786</b> | <b>Palmer's Green Station</b>          | <b>365</b>  | <b>0.23</b> |
|                                            | 10881        | Lodge Drive                            | 356         | 0.22        |
|                                            | 10883        | Fox Lane                               | 158         | 0.10        |
|                                            | 23415        | Bourne Hill                            | 319         | 0.20        |
|                                            | OC 460       | Hail & Ride Section                    | 170         | 0.11        |
|                                            | H0550        | Minturn Close                          | 653         | 0.41        |
|                                            | HC 106       | Hail & Ride Section                    | 621         | 0.39        |
| EDMTCME                                    | 14128        | Cambridge Roundabout / Kendal Gardens  | 377         | 0.23        |
| <b>SLVSB</b>                               | <b>14109</b> | <b>Lopen Road</b>                      | <b>398</b>  | <b>0.25</b> |
|                                            | H0545        | Chalfont Road                          | 867         | 0.54        |
|                                            | HC 107       | Hail & Ride Section                    | 1085        | 0.67        |
|                                            | 33979        | Edmonton Green Station                 | 198         | 0.12        |
| EDMGBSA                                    | BP 4951      | Edmonton Green Bus Station             | 222         | 0.14        |
| EDMGBSNS                                   | EDMGBSNS     | Edmonton Green Bus Station, North Side | 0           | 0.00        |
| <b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b> |              |                                        | 7586 metres | 4.71 miles  |

| BACK DIRECTION                              |                |                                        |            |                   |
|---------------------------------------------|----------------|----------------------------------------|------------|-------------------|
| Timing Point Code                           | Stop Number    | Stop Name                              | Metres     | Miles             |
| EDMGBSNS                                    | EDMGBSNS       | Edmonton Green Bus Station, North Side |            |                   |
| <b>EDMGBSD</b>                              | <b>BP 4955</b> | <b>Edmonton Green Bus Station</b>      | <b>0</b>   | <b>0.00</b>       |
|                                             | 33978          | Edmonton Green Station                 |            |                   |
|                                             | H0546          | Chalfont Road                          | 1266       | 0.79              |
|                                             | HC 108         | Hail & Ride Section                    | 577        | 0.36              |
| <b>SLVSB</b>                                | <b>14110</b>   | <b>Lopen Road</b>                      | <b>145</b> | <b>0.09</b>       |
|                                             | BP 3489        | Millfield Theatre & Arts Centre        | 221        | 0.14              |
| EDMTCME                                     | BP 061         | Great Cambridge Road                   | 394        | 0.24              |
|                                             | H0544          | Minturn Close                          | 1136       | 0.71              |
|                                             | HC 109         | Hail & Ride Section                    | 498        | 0.31              |
|                                             | 10889          | Bourne Hill                            | 124        | 0.08              |
|                                             | 10885          | Fox Lane                               | 241        | 0.15              |
|                                             | 25693          | Lodge Drive                            | 281        | 0.17              |
| <b>PALMSN</b>                               | <b>1754</b>    | <b>Palmer's Green Station</b>          | <b>237</b> | <b>0.15</b>       |
|                                             | 17784          | Broomfield Park                        | 458        | 0.28              |
|                                             | 17783          | Forestdale                             | 380        | 0.24              |
|                                             | 17782          | Selborne Road                          | 313        | 0.19              |
|                                             | 17779          | Ye Olde Cherry Tree                    | 324        | 0.20              |
|                                             | 17777          | Meadway                                | 242        | 0.15              |
|                                             | 17775          | Southgate College                      | 405        | 0.25              |
| SGATSN                                      | 70355          | Southgate Station                      | 276        | 0.17              |
| SGATSN S                                    | SGATSN S       | SOUTHGATE STATION                      | 0          | 0.00              |
| <b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b> |                |                                        | metres     | <b>4.88</b> miles |