

7. Service Specification

Route: 184

Contract Reference: QC50202

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.

Terminus Points	Turnpike Lane Station, Bus Station to Barnet, Chesterfield Road
Contract Basis	Incentivised
Commencement Date	6 th February 2016
Vehicle Type	60 capacity, dual door, single deck, minimum 10.8m long, subject to a satisfactory route test. <u>Additional School Journeys (as specified in section 3.2):</u> 87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	10.2 metres long and 2.5 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Average Excess Wait Time - No more than 1.00 minutes
Extension Threshold	Average Excess Wait Time Threshold – 0.85 minutes
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 26th January 2015

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

SERVICE SPECIFICATION

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

2) NOTES

Proposed Changes:

At this time, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. 184.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 184.

- 60 capacity, dual door, single deck, minimum 10.8m long, subject to a satisfactory route test.
- Tenderers should refer to the schedules dated 01/03/2014 rather than the current emergency schedules.

Hail & Ride Operation Sections:

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. 184:

Ex Turnpike Lane Station, Bus Station: Palace Gates Road, Alexandra Park Road
Ex Barnet, Chesterfield Road: Alexandra Park Road, Palace Gates Road

Tenderers are also encouraged to offer two axle vehicles with a longer wheelbase and increased capacity, subject to route constraints. Tenders offering such vehicles will be welcomed and carefully considered by the Corporation. Triaxle vehicles are not being considered by the Corporation at this time.

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

Operators should provide the following prices:

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

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

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Turnpike Lane Station, Bus Station to Barnet, Chesterfield Road			Barnet, Chesterfield Road to Turnpike Lane Station, Bus Station		
First departure no later than 0530.			First departure no later than 0525.		
0525 - 0550	Every 20 minutes		0520 - 0545	Every 20 minutes	
0551 - 0620	Every 15 minutes		0546 - 0630	Every 15 minutes	
0621 - 0700	Every 10 minutes		0631 - 0700	Every 10 minutes	
0701 - 1900	Every 8-9 minutes (7 buses per hour)		0701 - 1900	Every 8-9 minutes (7 buses per hour)	
1901 - 1950	Every 10 minutes		1901 - 2010	Every 10 minutes	
1951 - 2315	Every 12 minutes		2011 - 2310	Every 12 minutes	
2316 - 0035	Every 15 minutes		2311 - 0015	Every 15 minutes	
Last departure no earlier than 0030.			Last departure no earlier than 0010.		
Pinchpoints					
New Barnet Station	0725 - 0745	10 minutes	Bounds Green Station	0730 - 0830	9 minutes
	0746 - 0905	9 minutes		1530 - 1630	9 minutes
	1505 - 1635	9 minutes			

3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

Alexandra Park School to Barnet, Chesterfield Road		Barnet, Chesterfield Road to Alexandra Park School	
1523^	One journey	0739^	One journey

^These journeys are to be run with 87 capacity, dual door, double deck buses.

Alexandra Park School to Turnpike Lane Station, Bus Station	
1524	One journey

The journeys shown in Section 3.2 are specifically designed to meet the start and finish time of Alexandra Park School in the Bounds Green area.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.3) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Turnpike Lane Station, Bus Station to Barnet, Chesterfield Road			Barnet, Chesterfield Road to Turnpike Lane Station, Bus Station		
First departure no later than 0530.			First departure no later than 0525.		
0525 - 0710	Every 20 minutes		0520 - 0705	Every 20 minutes	
0711 - 0810	Every 15 minutes		0706 - 0805	Every 15 minutes	
0811 - 0900	Every 10 minutes		0806 - 0835	Every 10 minutes	
0901 - 1830	Every 8-9 minutes (7 buses per hour)		0836 - 1800	Every 8-9 minutes (7 buses per hour)	
1831 - 1930	Every 10 minutes		1801 - 1910	Every 10 minutes	
1931 - 2315	Every 12 minutes		1911 - 2310	Every 12 minutes	
2316 - 0035	Every 15 minutes		2311 - 0015	Every 15 minutes	
Last departure no earlier than 0030.			Last departure no earlier than 0010.		
Pinchpoints					
New Barnet Station	0945 - 1145	9 minutes	Bounds Green Station	0915 - 1115	9 minutes

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

Turnpike Lane Station, Bus Station to Barnet, Chesterfield Road			Barnet, Chesterfield Road to Turnpike Lane Station, Bus Station		
First departure no later than 0645.			First departure no later than 0625.		
0640 - 0745	Every 30 minutes		0620 - 0755	Every 30 minutes	
0746 - 0845	Every 20 minutes		0756 - 0835	Every 20 minutes	
0846 - 1015	Every 15 minutes		0836 - 0935	Every 15 minutes	
1016 - 2315	Every 12 minutes		0936 - 2310	Every 12 minutes	
2316 - 0035	Every 15 minutes		2311 - 0015	Every 15 minutes	
Last departure no earlier than 0030.			Last departure no earlier than 0010.		
Pinchpoints					
New Barnet Station	1015 - 1045	15 minutes	Bounds Green Station	1010 - 1210	12 minutes
	1046 - 1155	12 minutes			

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 184 should interwork with other bus services where possible.
- 4.4) Route No. 184 can suffer from unpredictable traffic delays in the Wood Green, Barnet Church and Arnos Grove areas.

5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS

- 5.1) ROUTE RECORD
As per Busnet printout.
- 5.2) CURRENT PERFORMANCE
As per current print out.
- 5.3) QSI BY TIME OF DAY
As per current print out.
- 5.4) IBUS MILEAGE & QSI POINTS
As per current print out.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 184: Turnpike Lane Station, Bus Station - Barnet, Chesterfield Road

Date of Structural Change: 6 February 2016.

Date of Service Change: 6 February 2016.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Barnet, Chesterfield Road: Turnpike Lane Bus Station, Green Lanes, Wood Green High Road, Station Road, Buckingham Road, Bridge Road, Palace Gates Road, Alexandra Park Road, Albert Road, Durnsford Road, Brownlow Road, Bowes Road, Betstyle Circus, Waterfall Road, Hampden Way, Hampden Square, Osidge Lane, Brunswick Park Road, Church Hill Road, East Barnet Road, Station Road, Plantagenet Road, Potter's Road, Meadway, Barnet High Street, Wood Street, Manor Road, Mays Lane, Chesterfield Road.

Towards Turnpike Lane Station, Bus Station: Chesterfield Road, Mays Lane, Manor Road, Wood Street, Barnet High Street, Meadway, Potter's Road, Plantagenet Road, Station Road, East Barnet Road, Church Hill Road, Brunswick Park Road, Osidge Lane, Hampden Square, Hampden Way, Waterfall Road, Betstyle Circus, Bowes Road, Arnos Grove Station Forecourt, Bowes Road, Brownlow Road, Durnsford Road, Albert Road, Alexandra Park Road, Palace Gates Road, Bridge Road, Buckingham Road, Station Road, Wood Green High Road, Green Lanes.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

TURNPIKE LANE STATION

Private stand for 10 buses in marked bays in Turnpike Lane Bus Station on east side of Green Lanes.

Buses proceed from Green Lanes via Carlingford Road and Turnpike Lane Bus Station to stand, departing to Turnpike Lane Bus Station. Set down in Green Lanes, at Stop Y (3617 - Turnpike Lane Station <>, Last Stop on LOR: 3617 - Turnpike Lane Station <>) and pick up in Turnpike Lane Bus Station, at Stop S (33694 - Turnpike Lane Bus Station, First Stop on LOR: 33694 - Turnpike Lane Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 184 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:	Turnpike Lane Station.
OTHER INFORMATION:	London Buses toilet facilities available 24 hours a day.

WOOD GREEN, BULLER ROAD (from BARNET, CHESTERFIELD ROAD)

Public stand for 10 buses in two portions:

1 - On north side of Buller Road commencing 10 metres west of junction with Redvers Road and extending 54 metres west.

2 - On east side (offside) of Redvers Road commencing 7 metres south of Lordship Lane and extending 59 metres south.

Buses proceed from Station Road via Wood Green High Road and Buller Road to stand, departing via Buller Road, Redvers Road and Lordship Lane to Station Road. Set down in Station Road, at Stop B (11792 - Wood Green Station<> / River Park Road, Last Stop on LOR: 11792 - Wood Green Station<> / River Park Road) and pick up in Station Road, at Stop A (11763 - The Broadway, First Stop on LOR: 11763 - The Broadway).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Wood Green.

ALEXANDRA PARK SCHOOL (from BARNET, CHESTERFIELD ROAD)

Buses proceed from Durnsford Road via Albert Road departing to Durnsford Road. Set down in Durnsford Road (16018 - Albert Road, Last Stop on LOR: 16018 - Albert Road) and pick up in Durnsford Road (16017 - Albert Road, First Stop on LOR: 16017 - Albert Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Alexandra Park School.

ALEXANDRA PARK SCHOOL

Buses proceed out of service from Albert Road. Buses depart from out of service to Albert Road. Set down in Albert Road (33038 - Victoria Road, Last Stop on LOR: 33038 - Victoria Road) and pick up in Albert Road (33037 - Victoria Road, First Stop on LOR: 33038 - Victoria Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: None.
BLIND DISPLAY: Alexandra Park School.
OTHER INFORMATION: Turning Point only - Buses must not wait for longer than is necessary to set down and pick up passengers at these stops.

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 Barnet, Chesterfield Road.

Buses proceed from Arnos Grove Station Forecourt direct to stand, departing via Arnos Grove Station Forecourt to Bowes Road. Set down in Arnos Grove Station Forecourt, at Stop U (36805 - Arnos Grove Station <>, Last Stop on LOR: BP113 - Betstyle Road) and pick up in Bowes Road, at Stop C (BP4848 - Ravenscraig Road, First Stop on LOR: BP4848 - Ravenscraig Road).

From Turnpike Lane Station, Bus Station.

Buses proceed from Bowes Road via Arnos Grove Station Forecourt to stand, departing via Arnos Grove Station Forecourt to Bowes Road. Set down in Bowes Road, at Stop A (BP4890 - Arnos Grove Station <>, Last Stop on LOR: BP4890 - Arnos Grove Station <>) and pick up in Bowes Road, at Stop GP (15427 - Telford Road, First Stop on LOR: 15427 - Telford Road).

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: Arnos Grove.

HAMPDEN SQUARE

From Barnet, Chesterfield Road.

Buses proceed from Osidge Lane via Hampden Square departing to Osidge Lane. Set down in Osidge Lane, at stop G (13425 - Hampden Square, Last Stop on LOR: 13425 - Hampden Square) and pick up in Osidge Lane, at stop J (17267 - Osidge Library, First Stop on LOR: 17267 - Osidge Library).

From Turnpike Lane Station, Bus Station.

Buses proceed from Hampden Way via Hampden Square departing to Hampden Way. Set down in Hampden Way, at stop W (29709 - Hampden Square, Last Stop on LOR: 29709 - Hampden Square) and pick up in Hampden Way, at stop Y (29708 - Arlington Road, First Stop on LOR: 29708 - Arlington Road).

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

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, Chesterfield Road.

Buses proceed from Station Road via Station Approach and New Barnet Station Forecourt to stand, departing via New Barnet Station Forecourt and Station Approach to Station Road. Set down in Station Road, at Stop D (3809 - New Barnet Station # / Station Road, Last Stop on LOR: 3809 - New Barnet Station # / Station Road) and pick up in Station Road, at Stop E (3810 - New Barnet Station # / Station Road, First Stop on LOR: 3810 - New Barnet Station # / Station Road).

From Turnpike Lane Station, Bus Station.

Buses proceed from East Barnet Road via Station Road, Station Approach and New Barnet Station Forecourt to stand, departing via New Barnet Station Forecourt, Station Approach, Lyonsdown Road and Station Road to East Barnet Road. Set down in East Barnet Road, at Stop B (18116 - New Barnet Sainsbury's, Last Stop on LOR: 18116 - New Barnet Sainsbury's) and pick up in East Barnet Road, at Stop C (18115 - New Barnet Sainsbury's, First Stop on LOR: 18115 - New Barnet Sainsbury's).

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: New Barnet.
OTHER INFORMATION: A 36m stand used by terminating routes 84 & 107. Room is available for one additional bus curtailment on route 184.

BARNET, HIGH STREET (from Turnpike Lane Station, Bus 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 and Wood Street Slip Road to Barnet High Street. Set down in Barnet High Street, at Stop M (9926 - Fitzjohn Avenue, Last Stop on LOR: 26163 - High Barnet Station <->) and pick up in Barnet High Street, at Stop H (14927 - Barnet High Street / Barnet Church, First Stop on LOR: 14927 - Barnet High Street / Barnet Church).

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: Barnet Church.

BARNET, CHESTERFIELD ROAD

Public stand for 2 buses on south side of Chesterfield Road outside No. 87 commencing at east gate to United Reform Church and extending 20 metres east.

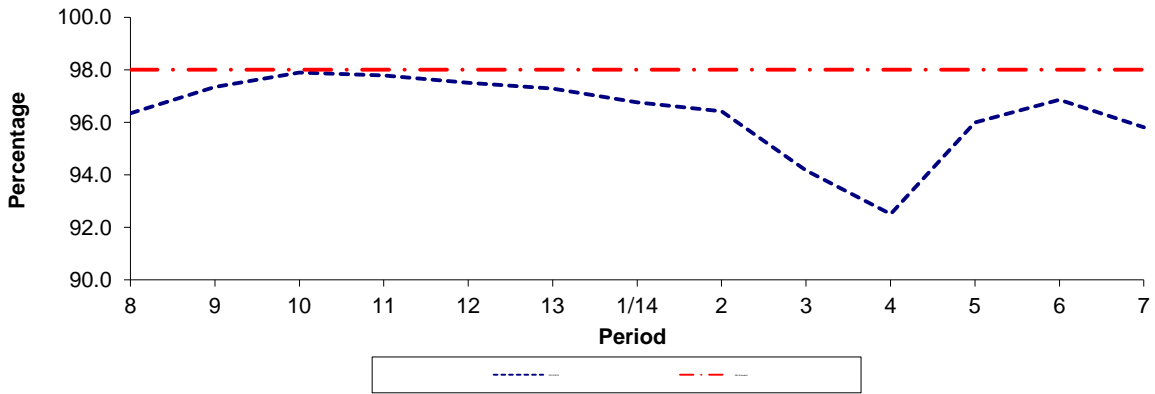
Buses proceed from Chesterfield Road direct to stand, departing via Chesterfield Road and Whitings Road to Chesterfield Road. Set down in Chesterfield Road (26174 - Chesterfield Road, Last Stop on LOR: 26174 - Chesterfield Road) and pick up in Chesterfield Road (26173 - Chesterfield Road, First Stop on LOR: 26173 - Chesterfield Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 184 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: Barnet, Chesterfield Road.
OTHER INFORMATION: Toilet facilities available.

PART B - PERFORMANCE STATISTICS

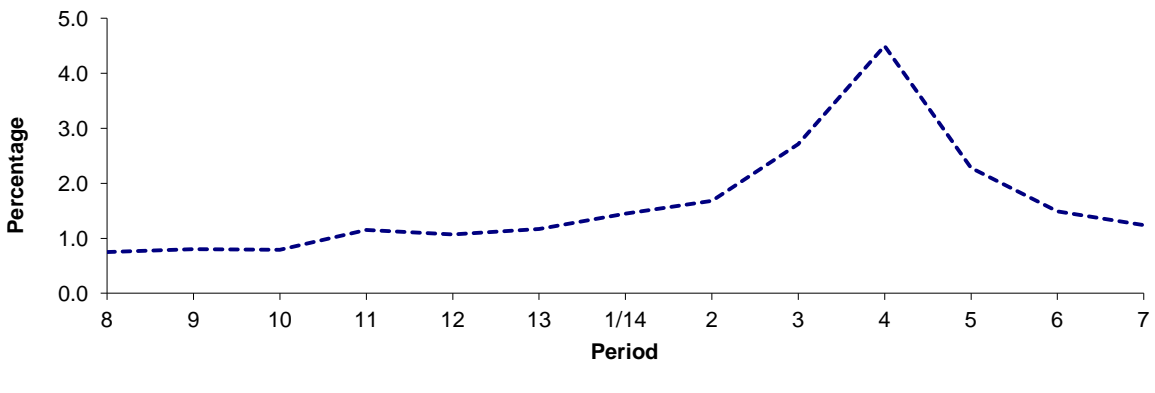
Route 184

Mileage Operated



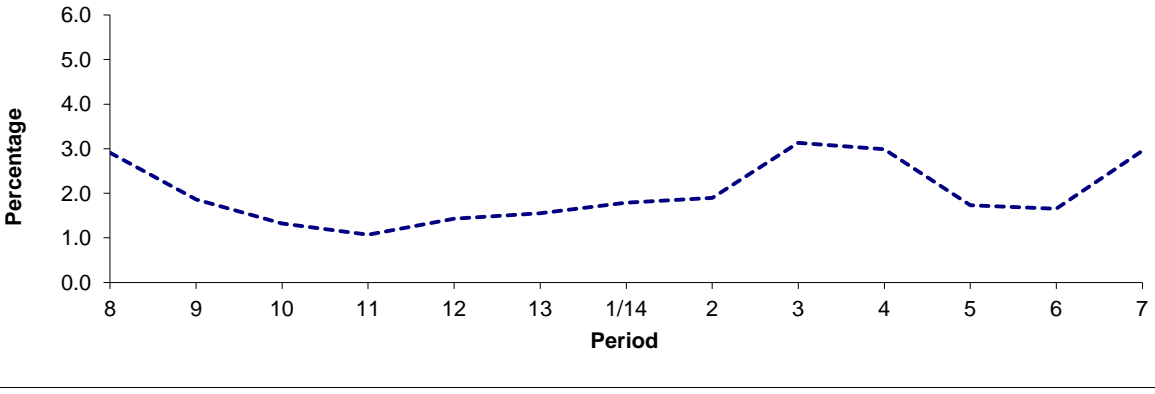
Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013/2014	96.34	97.34	97.89	97.78	97.50	97.28	96.76	96.42	94.16	92.51	95.99	96.86	95.81
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013/2014	0.75	0.80	0.79	1.15	1.07	1.17	1.45	1.68	2.71	4.50	2.28	1.49	1.24

Non Deductible Mileage

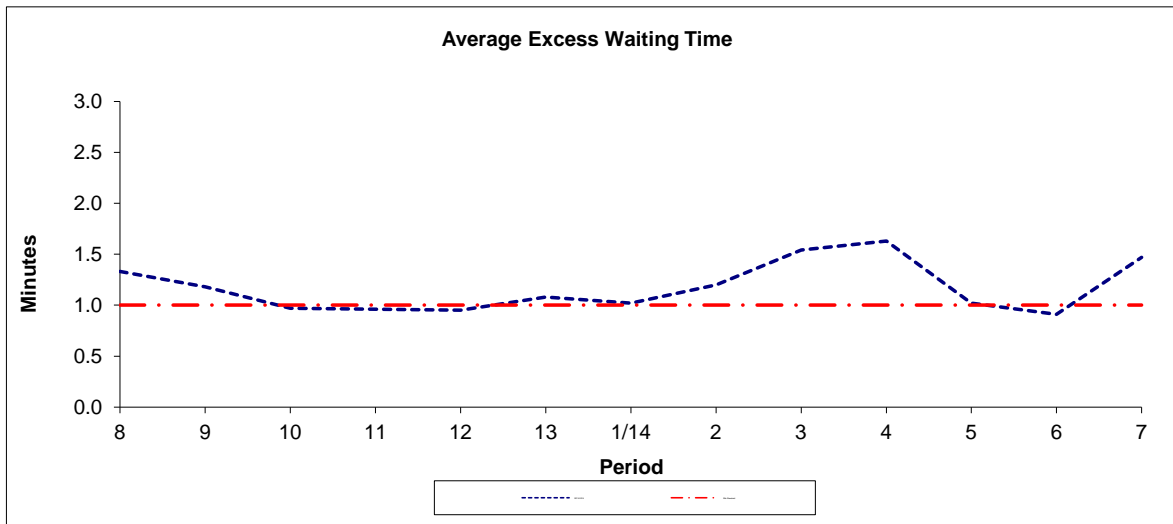


Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013/2014	2.91	1.86	1.32	1.07	1.43	1.55	1.79	1.90	3.13	2.99	1.73	1.65	2.95

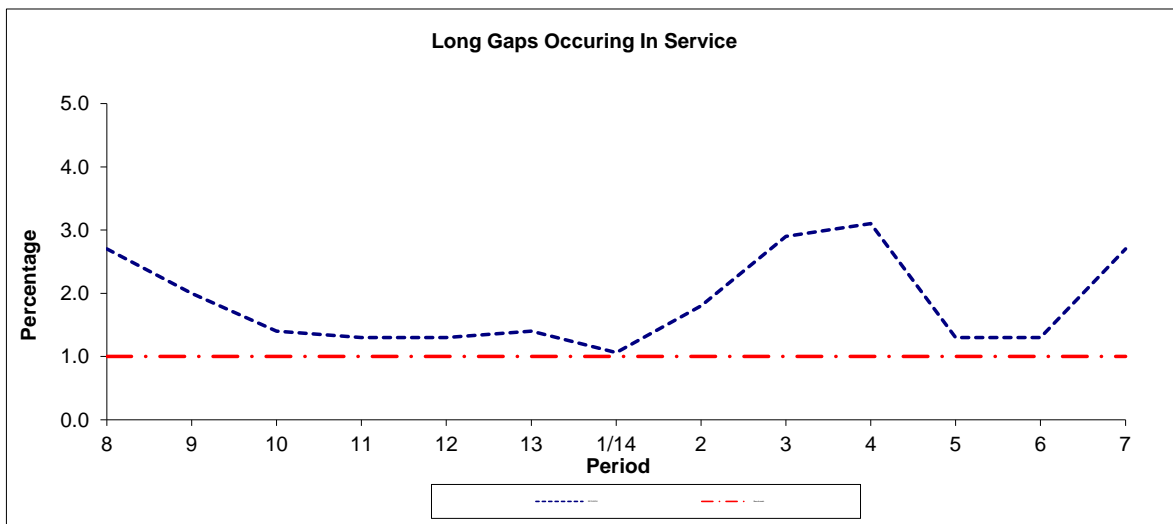
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 184



Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013-2014	1.33	1.18	0.97	0.96	0.95	1.08	1.02	1.20	1.54	1.63	1.02	0.91	1.47
Min Standard	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00



Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013-2014	2.7	2.0	1.4	1.3	1.3	1.4	1.1	1.8	2.9	3.1	1.3	1.3	2.7
Benchmark	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

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

ROUTE 184 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 3 13/14 TO QUARTER 2 14/15 (14/9/13 - 12/09/14)

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	24,131.	97.4	7.88	0.43	8.31	74.9	23.7	1.3	0.1	1.3	52
0700 - 1000	95,115.	95.1	4.21	1.12	5.33	87.7	11.7	0.6	0.0	1.6	42
1000 - 1300	91,995.	97.3	4.25	0.91	5.15	89.2	10.4	0.3	0.0	1.0	54
1300 - 1600	91,070.	95.1	4.17	1.23	5.40	86.3	12.7	0.8	0.1	2.2	60
1600 - 1900	85,958.	92.9	4.24	1.81	6.05	81.5	16.6	1.7	0.2	3.9	59
1900 - 2200	67,696.	98.4	5.14	1.24	6.37	79.4	18.8	1.5	0.3	1.8	75
2200 - 2400	36,355.	99.3	6.22	0.74	6.95	74.1	24.6	1.3	0.1	0.4	71
Summary	492,320.	96.0	4.51	1.25	5.76	84.3	14.5	1.0	0.1	2.1	75

SATURDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	3,638.	97.7	10.05	0.30	10.35	58.1	36.3	5.0	0.6	1.9	48
0700 - 1000	13,950.	98.5	6.20	0.60	6.79	79.0	19.9	1.0	0.0	0.1	47
1000 - 1300	19,998.	96.5	4.23	1.11	5.34	87.0	12.4	0.5	0.0	1.4	45
1300 - 1600	19,596.	98.8	4.25	0.96	5.21	89.1	10.5	0.4	0.0	1.1	39
1600 - 1900	19,289.	97.6	4.35	0.82	5.18	89.0	10.6	0.3	0.0	0.8	38
1900 - 2200	14,545.	98.9	5.59	0.85	6.44	78.4	20.7	0.9	0.0	0.5	37
2200 - 2400	8,556.	98.5	6.26	0.99	7.25	71.2	26.3	2.3	0.2	0.7	72
Summary	99,572.	98.0	4.90	0.89	5.79	84.5	14.7	0.7	0.0	0.9	72

SUNDAY AND BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	657.	109.1	10.06	0.20	10.26	78.7	8.4	10.6	2.3	19.0	32
0700 - 1000	9,022.	97.1	10.52	0.73	11.25	54.6	33.7	9.7	2.0	0.1	68
1000 - 1300	15,241.	98.9	5.98	0.64	6.62	78.3	20.7	0.8	0.2	0.4	56
1300 - 1600	15,129.	98.1	5.95	0.86	6.80	76.2	22.2	1.5	0.1	0.5	40
1600 - 1900	15,447.	98.0	5.86	0.86	6.71	77.5	21.2	1.1	0.2	0.6	54
1900 - 2200	15,167.	99.5	5.89	0.70	6.60	78.0	20.9	0.9	0.1	0.5	56
2200 - 2400	9,568.	100.0	6.28	0.57	6.85	74.4	24.5	1.1	0.0	0.3	33
Summary	80,231.	98.7	6.39	0.76	7.15	75.1	22.6	2.0	0.3	0.7	68

ALL DAYS

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	28,426.	97.7	8.13	0.42	8.55	73.1	24.5	2.1	0.3	2.1	52
0700 - 1000	118,087.	95.6	4.68	1.06	5.74	85.4	13.5	1.0	0.1	1.4	68
1000 - 1300	127,234.	97.3	4.44	0.91	5.35	87.6	11.9	0.4	0.1	1.0	56
1300 - 1600	125,795.	96.0	4.37	1.15	5.52	85.7	13.4	0.8	0.1	1.9	60
1600 - 1900	120,694.	94.3	4.41	1.61	6.02	81.9	16.4	1.5	0.2	3.2	59
1900 - 2200	97,408.	98.6	5.28	1.13	6.41	79.1	19.3	1.4	0.2	1.5	75
2200 - 2400	54,479.	99.3	6.23	0.75	6.98	73.7	24.8	1.4	0.1	0.4	72
Summary	672,123.	96.6	4.74	1.16	5.89	83.5	15.3	1.1	0.1	1.8	75

Transport for London - QSI Points and Live Mileage List

Route 184
 Service change 23313
 Date 2 November 2009

TRANCHE 502

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
TLSNBS S	TLSNBS S	TURNPIKE LANE STATION STAND		
TLSNBS	33694	Turnpike Lane Bus Station	0	0.00
	9984	Brampton Park Road	414	0.26
	9982	Wood Green Shopping City	282	0.18
WDGNHR	BP1794	Wood Green Station	328	0.20
WDGNSR	11763	The Broadway	113	0.07
	25598	Barratt Avenue	397	0.25
	18886	Alexandra Palace Station	331	0.21
	H0495	Crescent Road	260	0.16
	H0498	Alexandra Avenue	249	0.15
	H0500	United Reformed Church	635	0.39
	HC119	Hail & Ride Section	22	0.01
AXPSRA	33037	Victoria Road	246	0.15
	16017	Albert Road	326	0.20
	25163	Woodfield Way	415	0.26
BDGNSN	1100	Bounds Green Station	416	0.26
	25369	York Road	263	0.16
	1605	Bowes Road	212	0.13
	15426	Warwick Road	253	0.16
	BP4847	Arnos Grove Swimming Pool	504	0.31
ARGVSN	BP4890	Arnos Grove Station	203	0.13
	BP4848	Ravenscraig Road	214	0.13
	15423	Betstyle Circus	247	0.15
	29699	Betstyle Circus	400	0.25
	29701	Brookdale	242	0.15
	29704	Morton Way	440	0.27
	29705	Lincoln Avenue	245	0.15
	29707	Arlington Road	374	0.23
HMSQOA	29709	Hampden Square	421	0.26
	17267	Osidge Library	501	0.31
	BP1203	Connaught Avenue	271	0.17
	29710	Parkside Gardens	278	0.17
	29712	St Mary's Church	363	0.23
	29714	Cedar Avenue	367	0.23
	BP1961	Littlegrove	176	0.11
EBAVEB	1542	East Barnet Village	379	0.24
	18118	Crescent Road	229	0.14
	18114	Victoria Road	437	0.27
	18116	New Barnet Sainsburys	299	0.19
NBARSN	3810	New Barnet Station / Station Road	423	0.26
	26154	Bulwer Road	337	0.21
	26157	Hadley Road	427	0.27
	26159	St Mark's Close	277	0.17
	26161	King Edward Road	211	0.13
	26163	High Barnet Station	445	0.28
BRNTHS	26884	Barnet Church	324	0.20
	26484	Barnet Church / Wood Street	217	0.13
	26166	Willow Drive	527	0.33
	26168	Leeside	397	0.25
	26170	Keneme Drive	255	0.16
	26171	Connaught Road	205	0.13
	BP2076	Stanhope Road	257	0.16
BRNTCR	26174	Chesterfield Road	168	0.10
BRNTCR S	BRNTCR S	BARNET, CHESTERFIELD ROAD	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			16222	10.08
			metres	miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
BRNTCR S	BRNTCR S	BARNET, CHESTERFIELD ROAD		
BRNTCR	26173	Chesterfield Road	0	0.00
	26172	Mays Lane	415	0.26
	26169	Keneme Drive	323	0.20
	26167	Leeside	267	0.17
	26165	Willow Drive	347	0.22
	26886	Manor Road / Wood Street	397	0.25
	12218	Barnet Church / Wood Street	158	0.10
BRNTHS	14927	Barnet High Street / Barnet Church	209	0.13
	1478	Meadway / High Barnet Station	193	0.12
	26160	King Edward Road	581	0.36
	26158	St Mark's Close	215	0.13
	26156	Clifford Road	417	0.26
	26155	Bulwer Road	280	0.17
NBARSN	3809	New Barnet Station / Station Road	355	0.22
	18115	New Barnet Sainsburys	334	0.21
	18117	Victoria Road	379	0.24
EBAVEB	18119	East Barnet Village	571	0.35
	29716	East Barnet Village	188	0.12
	29715	Cedar Avenue	295	0.18
	29713	St Mary's Church	523	0.32
	29711	Parkside Gardens	369	0.23
	17268	Brunswick Park Road	377	0.23
HMSQOA	13425	Hampden Square	500	0.31
	29708	Arlington Road	613	0.38
	29706	Lincoln Avenue	411	0.26
	29703	Morton Way	489	0.30
	29702	Brookdale	210	0.13
	29700	Betstyle Circus	246	0.15
	BP113	Betstyle Road	419	0.26
ARGVSN	15425	Arnos Grove Station	276	0.17
	15427	Telford Road	531	0.33
	16016	United Synagogue	479	0.30
	25370	York Road	301	0.19
BDGNSN	1101	Bounds Green Station	232	0.144158117
	25164	Woodfield Way	406	0.25
	16018	Albert Road	458	0.28
AXPSRA	33038	Victoria Road	296	0.18
	H0499	Talbot Road	445	0.28
	H0497	Alexandra Avenue	438	0.27
	H0496	Crescent Road	176	0.11
	HC120	Hail & Ride Section	81	0.05
	18885	Alexandra Palace Station	270	0.17
	25597	Barratt Avenue	370	0.23
WDGNSR	11792	Wood Green Stn / River Park Road	312	0.19
WDGNHR	BP960	Wood Green Shopping City	257	0.16
	9985	Brampton Park Road	359	0.22
	70351	Coleraine Road	227	0.14
TLSNBS	3617	Turnpike Lane Station	229	0.14
TLSNBS S	TLSNBS S	TURNPIKE LANE STATION STAND	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			16224	10.08
			metres	miles