

7. Service Specification

Route: 232

QC44802

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 | St Raphaels Estate, Pitfield Way to Turnpike Lane Station, Bus Station |
| Contract Basis | Incentivised |
| Commencement Date | 2 nd August 2014 |
| Vehicle Type | 60 capacity, dual door, single deck buses, subject to a satisfactory route test. |
| Current Maximum Approved Dimensions | 10.26 metres long and 2.42 metres wide |
| New Vehicles Mandatory | Yes |
| Hybrid Price Required | Yes |
| Sponsored Route | No |
| Advertising Rights | Operator |
| Minimum Performance Standard | Departing on Time - No less than 74.00% |
| Extension Threshold | Departing on Time Threshold - 78.00% |
| Minimum Operated Mileage | No less than 98.00% |

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 19th August 2013

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. 232.

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

- The Mondays to Saturdays daytime frequencies are increased from every 20 minutes to every 15 minutes.
- Monday to Fridays additional journeys are withdrawn.
- 60 capacity, dual door, single deck buses are specified, subject to a satisfactory route test.

Operators should provide the following prices:

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

All tender prices should be based on the gross fuel cost exclusive of BSOG payments which will not be claimable from DfT after 1st October 2013.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| | | | | | |
|---|------------------|---|-------------------------|-------------|------------|
| St. Raphaels, Pitfield Way to Turnpike Lane Station | | Turnpike Lane Station to St. Raphaels, Pitfield Way | | | |
| First departure no later than 0525. | | First departure no later than 0530. | | | |
| 0520 - 0645 | Every 20 minutes | 0525 - 0650 | Every 20 minutes | | |
| 0646 - 2100 | Every 15 minutes | 0651 - 2035 | Every 15 minutes | | |
| 2101 - 2120 | Every 20 minutes | 2036 - 2055 | Every 20 minutes | | |
| 2121 - 2355 | Every 30 minutes | 2056 - 2400 | Every 30 minutes | | |
| Last departure no earlier than 2350. | | Last departure no earlier than 2355. | | | |
| Pinchpoints | | | | | |
| Arnos Grove Station | 0730 - 0900 | 15 minutes | Finchley, Henlys Corner | 0725 - 0855 | 15 minutes |
| | 1510 - 1640 | 15 minutes | | 1505 - 1636 | 15 minutes |

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

| | | | | | |
|---|------------------|---|-------------------------|-------------|------------|
| St. Raphaels, Pitfield Way to Turnpike Lane Station | | Turnpike Lane Station to St. Raphaels, Pitfield Way | | | |
| First departure no later than 0525. | | First departure no later than 0530. | | | |
| 0520 - 0945 | Every 20 minutes | 0525 - 0951 | Every 20 minutes | | |
| 0946 - 1800 | Every 15 minutes | 0951 - 1835 | Every 15 minutes | | |
| 1801 - 2120 | Every 20 minutes | 1836 - 2055 | Every 20 minutes | | |
| 2121 - 2355 | Every 30 minutes | 2056 - 2400 | Every 30 minutes | | |
| Last departure no earlier than 2350. | | Last departure no earlier than 2355. | | | |
| Pinchpoints | | | | | |
| Arnos Grove Station | 1030 - 1200 | 15 minutes | Finchley, Henlys Corner | 1025 - 1155 | 15 minutes |

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

| | | | | | |
|---|------------------|---|-------------------------|-------------|------------|
| St. Raphaels, Pitfield Way to Turnpike Lane Station | | Turnpike Lane Station to St. Raphaels, Pitfield Way | | | |
| First departure no later than 0615. | | First departure no later than 0620. | | | |
| 0610 - 0915 | Every 30 minutes | 0615 - 0850 | Every 30 minutes | | |
| 0916 - 1920 | Every 20 minutes | 0851 - 1855 | Every 20 minutes | | |
| 1921 - 2355 | Every 30 minutes | 1856 - 2400 | Every 30 minutes | | |
| Last departure no earlier than 2350. | | Last departure no earlier than 2355. | | | |
| Pinchpoints | | | | | |
| Arnos Grove Station | 1110 - 1210 | 20 minutes | Finchley, Henlys Corner | 1110 - 1210 | 20 minutes |

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 232 can suffer from unpredictable traffic delays along the North Circular Road.
- 4.2) **There is a weight restriction on Broomfield Lane, Palmers Green; therefore buses should not proceed beyond the roundabout (Broomfield Lane at the junction of Shapland Way and Bridge Drive) under any circumstances.**

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 232: St Raphaels, Pitfield Way - Turnpike Lane Station

Date of Structural Change: 2 August 2014.

Date of Service Change: 2 August 2014.

Reason for Issue: New tender.

STREETS TRAVERSED

Towards Turnpike Lane Station: Pitfield Way, Besant Way, Drury Way, North Circular Road, Neasden Lane North, Neasden Underpass, Dudden Hill Lane Roundabout, Neasden Lane, Birse Crescent, Dudden Hill Lane Roundabout, Dollis Hill Lane, Coles Green Road, Oxgate Lane, Edgware Road, Staples Corner, North Circular Road Slip Road, M1 Junction 1 Roundabout, North Circular Road Slip Road, Etheridge Road, Prince Charles Drive, Brent Cross Bus Station, Prince Charles Drive, Cooper Road Roundabout, Cooper Road, North Circular Road, North Circular Road Slip Road, Atlas Road, Pinkham Way Slip Road, Pinkham Way, Station Road, Friern Barnet Road, Betstyle Circus, Bowes Road, Arnos Grove Station Forecourt, Bowes Road, Green Lanes, Wood Green High Road, Green Lanes.

Towards St Raphaels, Pitfield Way: Turnpike Lane Bus Station, Green Lanes, Wood Green High Road, Green Lanes, Bowes Road, Betstyle Circus, Friern Barnet Road, Station Road, Pinkham Way, Pinkham Way Slip Road, Orion Road, Bobby Moore Way, North Circular Road, Brent Cross Interchange, North Circular Road, Cooper Road, Cooper Road Roundabout, Prince Charles Drive, Brent Cross Bus Station, Prince Charles Drive, Tempelhof Avenue, Tilling Road, M1 Junction 1 Roundabout, North Circular Road Slip Road, Staples Corner, North Circular Road, Coles Green Road, Dollis Hill Lane, Dudden Hill Lane Roundabout, Neasden Underpass, North Circular Road Slip Road, North Circular Road, Great Central Way, Brent Park Tesco Access Road, Brent Park Tesco Car Park, Brent Park Tesco Access Road, Drury Way, Besant Way, Pitfield Way, U-Turn At Junction With Tillett Close, Pitfield Way.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

ST. RAPHAELS ESTATE, PITFIELD WAY

Public stand for 3 buses on west side of Pitfield Way, commencing 12 metres south of Overton Close and extending 35 metres southward.

Buses proceed from Pitfield Way direct to stand, departing to Pitfield Way. Set down in Pitfield Way (37024 - Mitchell Way, Last Stop on LOR: 37024 - Mitchell Way) and pick up in Pitfield Way (37024 - Mitchell Way, First Stop on LOR: 37024 - Mitchell Way).

| | |
|-------------------------|--|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | No more than 1 bus on Route 232 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: | St Raphael's. |
| OTHER INFORMATION: | LBSL Toilet facilities available at St. Raphael's North, Drury Way (24 hours). |

ST. RAPHAELS ESTATE, DRURY WAY (from TURNPIKE LANE STATION)

Public stand for one bus at northern end of layby on east side of Drury Way, north of the junction with Besant Way, commencing 33 metres north of public access to Ikea store extending 12 metres north.

Buses proceed from Drury Way direct to stand, departing via Drury Way to North Circular Road. Set down in Drury Way, at Stop C (37280 - Ikea Brent Park, Last Stop on LOR: 37280 - Ikea Brent Park) and pick up in North Circular Road, at Stop L (14851 - Woodheyes Road, First Stop on LOR: 14851 - Woodheyes 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: | Brent Park, Superstores. |
| OTHER INFORMATION: | LBSL Toilet facilities available (24 hours). |

NEASDEN SHOPPING CENTRE (from TURNPIKE LANE STATION)

Public stand on south side of Neasden Lane, commencing at party wall of 253/255 and extending 17 metres south-eastwards.

Buses proceed from Dollis Hill Lane via Dudden Hill Lane Roundabout and Neasden Lane to stand, departing via Neasden Lane, Birse Crescent, Neasden Lane and Dudden Hill Lane Roundabout to Dollis Hill Lane. Set down in Dollis Hill Lane, at Stop JJ (BP2320 - St Catherine Neasden Church, Last Stop on LOR: BP2320 - St Catherine Neasden Church) and pick up in Dollis Hill Lane, at Stop II (BP2312 - St Catherine Neasden Church, First Stop on LOR: BP2312 - St Catherine Neasden 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: | Neasden, Shopping Centre. |

BRENT CROSS SHOPPING CENTRE. BUS STATION

Private stand for up to 19 buses in Brent Cross Bus Station on north side of Prince Charles Drive.

From St Raphaels, Pitfield Way.

Buses proceed from Brent Cross Bus Station direct to stand, departing to Brent Cross Bus Station. Set down in Brent Cross Bus Station, at Stop D (35214 - Brent Cross Shopping Centre, Last Stop on LOR: 35214 - Brent Cross Shopping Centre) and pick up in Brent Cross Bus Station, at Stop A (35211 - Brent Cross Shopping Centre, First Stop on LOR: 35211 - Brent Cross Shopping Centre).

From Turnpike Lane Station.

Buses proceed from Brent Cross Bus Station direct to stand, departing to Brent Cross Bus Station. Set down in Brent Cross Bus Station, at Stop A (35211 - Brent Cross Shopping Centre, Last Stop on LOR: 35211 - Brent Cross Shopping Centre) and pick up in Brent Cross Bus Station, at Stop D (35214 - Brent Cross Shopping Centre, First Stop on LOR: 35214 - Brent Cross Shopping Centre).

| | |
|-------------------------|---|
| 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: | Brent Cross. |

COLNEY HATCH LANE, SLIP ROAD (from St Raphaels, Pitfield Way)

Buses proceed from North Circular Road Slip Road via Colney Hatch Lane departing to Bobby Moore Way. Set down in North Circular Road Slip Road, at Stop CT (70228 - Colney Hatch Lane, Last Stop on LOR: 70228 - Colney Hatch Lane) and pick up in Bobby Moore Way, at Stop CV (16521 - Colney Hatch Lane, First Stop on LOR: 16521 - Colney Hatch Lane).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: North Circular, Colney Hatch.

COLNEY HATCH LANE (from TURNPIKE LANE STATION)

Buses proceed from Pinkham Way via Pinkham Way Slip Road, Orion Road, Bobby Moore Way, Colney Hatch Lane, North Circular Road Slip Road, Atlas Road and Pinkham Way Slip Road departing to Pinkham Way. Set down in Pinkham Way, at Stop CU (16519 - Alexandra Road, Last Stop on LOR: 16519 - Alexandra Road) and pick up in Pinkham Way, at Stop CW (16520 - Alexandra Road, First Stop on LOR: 16520 - Alexandra Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Colney Hatch Lane.

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 St Raphaels, Pitfield Way.

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 T (15425 - Arnos Grove Station <>, Last Stop on LOR: 15425 - Arnos Grove Station <>) and pick up in Bowes Road, at Stop C (BP4848 - Ravenscraig Road, First Stop on LOR: BP4848 - Ravenscraig Road).

From Turnpike Lane Station.

Buses proceed from Bowes Road via Arnos Grove Station Forecourt to stand, departing to Arnos Grove Station Forecourt. Set down in Bowes Road, at Stop A (BP4890 - Arnos Grove Station <>, Last Stop on LOR: BP4890 - Arnos Grove Station <>) and pick up in Arnos Grove Station Forecourt, at Stop T (15425 - Arnos Grove Station <>, First Stop on LOR: 15425 - Arnos Grove Station <>).

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

PALMERS GREEN, BROOMFIELD LANE (from St Raphaels, Pitfield Way)

Buses proceed from Bowes Road via Bowes Road (North Circular Road), Green Lanes, Broomfield Lane and Green Lanes departing to Bowes Road. Set down in Bowes Road, at Stop GU (34927 - Pymmes Road, Last Stop on LOR: 34927 - Pymmes Road) and pick up in Bowes Road, at Stop S (BP5649 - Palmerston Road, First Stop on LOR: BP5649 - Palmerston Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Palmers Green, North Circular Road.

WOOD GREEN, BULLER ROAD (from St Raphaels, Pitfield Way)

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 Wood Green High Road via Gladstone Avenue, Moselle Avenue and Redvers Road to stand, departing via Redvers Road and Lordship Lane to Wood Green High Road. Set down in Wood Green High Road, at Stop G (BP1795 - Lordship Lane, Last Stop on LOR: BP1795 - Lordship Lane) and pick up in Wood Green High Road, at Stop C (33760 - Wood Green Bus Garage, First Stop on LOR: 33760 - Wood Green Bus Garage).

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.

WOOD GREEN, GLADSTONE AVENUE (from St Raphaels, Pitfield Way)

Buses proceed from Wood Green High Road via Gladstone Avenue departing to Wood Green High Road. Set down in Wood Green High Road, at Stop G (BP1795 - Lordship Lane, Last Stop on LOR: BP1795 - Lordship Lane) and pick up in Wood Green High Road, at Stop H (BP1794 - Wood Green Station <>, First Stop on LOR: BP1794 - Wood Green Station <>).

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

TURNPIKE LANE STATION

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

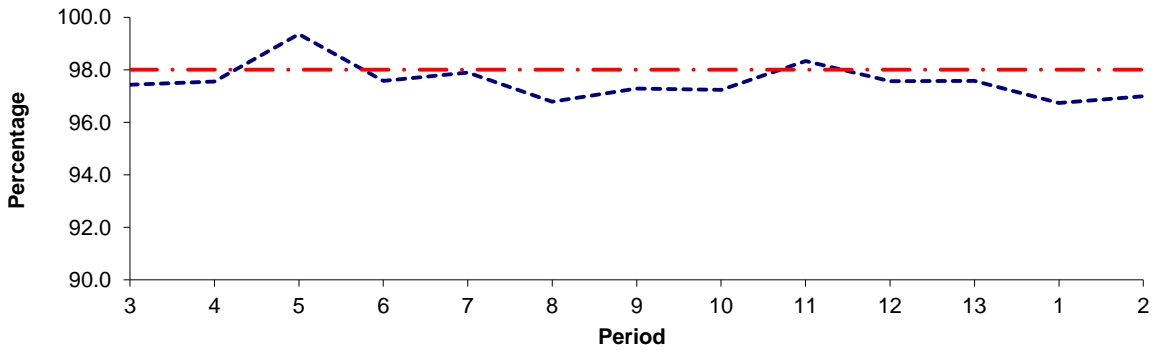
Buses proceed from Green Lanes via Carlingford Road and Turnpike Lane Bus Station to stand, departing to Turnpike Lane Bus Station. Set down in Green Lanes, at Stop Y (3617 - Turnpike Lane Station <>, Last Stop on LOR: 3617 - Turnpike Lane Station <>) and pick up in Turnpike Lane Bus Station, at Stop 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 232 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: | LBSL toilet Facilities available 24 hours a day. |

PART B - PERFORMANCE STATISTICS

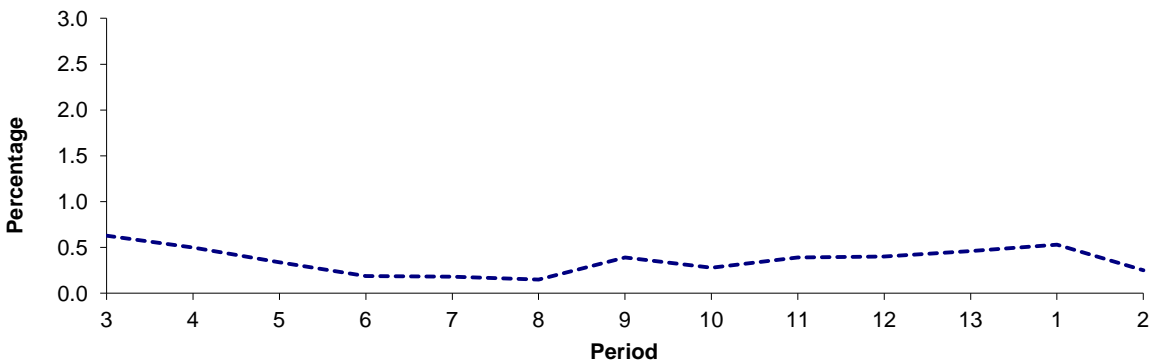
Route 232

Mileage Operated



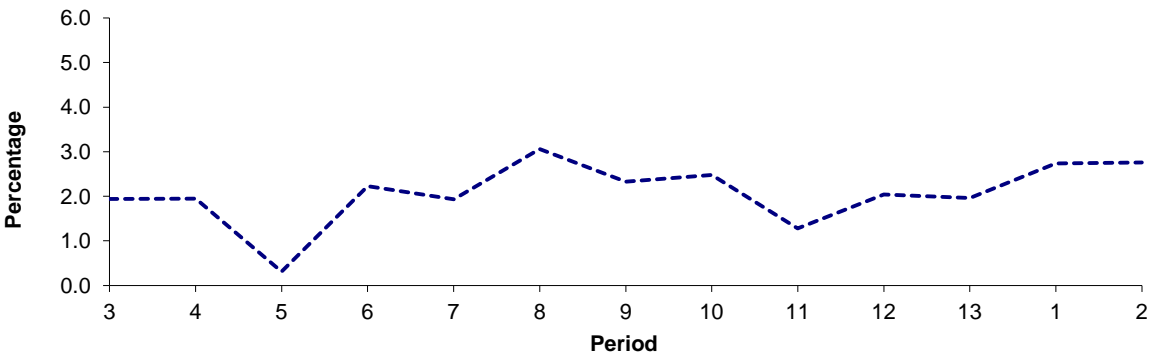
| Period | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1 | 2 |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2012/2013 | 97.43 | 97.55 | 99.35 | 97.58 | 97.89 | 96.79 | 97.28 | 97.24 | 98.33 | 97.56 | 97.58 | 96.73 | 96.99 |
| 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 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1 | 2 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2012/2013 | 0.63 | 0.50 | 0.34 | 0.19 | 0.18 | 0.15 | 0.39 | 0.28 | 0.39 | 0.40 | 0.46 | 0.53 | 0.25 |

Non Deductible Mileage

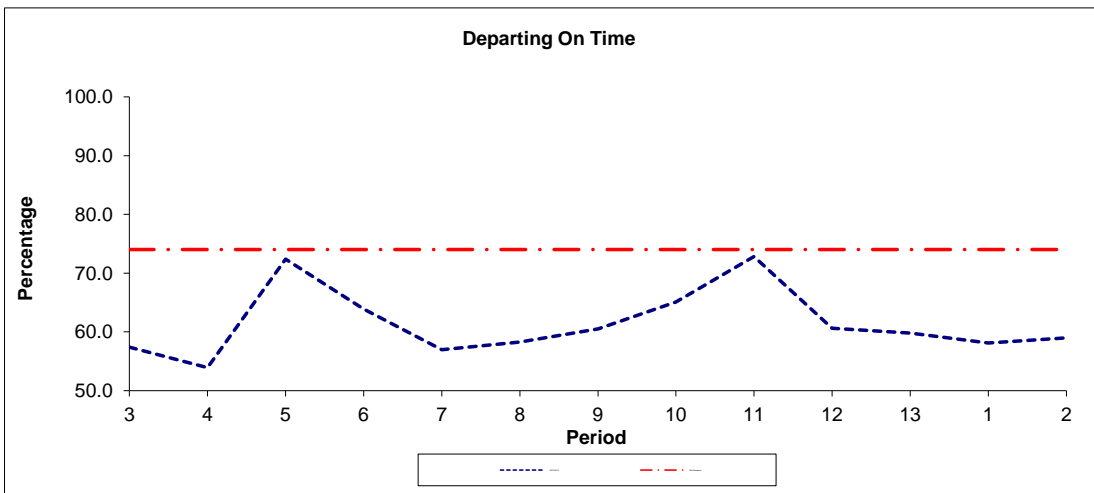


| Period | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1 | 2 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2012/2013 | 1.94 | 1.95 | 0.31 | 2.23 | 1.93 | 3.06 | 2.33 | 2.48 | 1.28 | 2.04 | 1.96 | 2.74 | 2.76 |

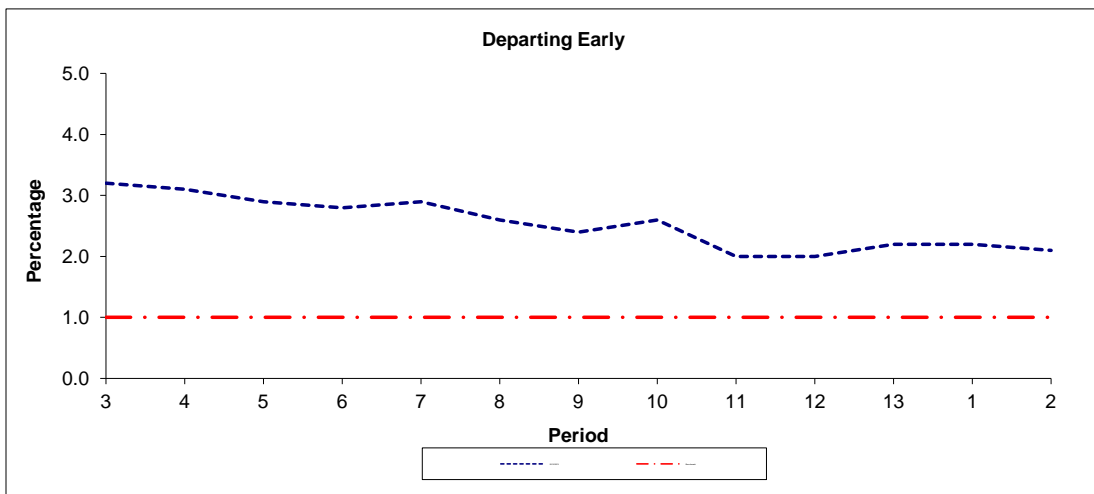
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 232



| Period | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1 | 2 |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2012/2013 | 57.4 | 53.9 | 72.4 | 63.9 | 57.0 | 58.3 | 60.5 | 65.1 | 72.8 | 60.6 | 59.8 | 58.1 | 59.0 |
| Min Standard | 74.0 | 74.0 | 74.0 | 74.0 | 74.0 | 74.0 | 74.0 | 74.0 | 74.0 | 74.0 | 74.0 | 74.0 | 74.0 |



| Period | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1 | 2 |
|-----------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2012/2013 | 3.2 | 3.1 | 2.9 | 2.8 | 2.9 | 2.6 | 2.4 | 2.6 | 2.0 | 2.0 | 2.2 | 2.2 | 2.1 |
| 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 232 - FULL iBUS RESULTS BY TIME OF DAY
 QUARTERS 1 to 4 2012/13 (01/04/12 - 31/03/13)**

MONDAY - FRIDAY

| Time Period | Expected Buses | On AVL (%) | Linked (%) | Departing On Time (%) | Non Arrival / Not Linked (%) | Departing 8 - 2.5 mins Early (%) | Departing 5 - 15 mins Late (%) |
|----------------|-----------------|-------------|-------------|-----------------------|------------------------------|----------------------------------|--------------------------------|
| 0500 - 0700 | 17,132. | 94.5 | 97.8 | 80.9 | 2.2 | 1.0 | 16.0 |
| 0700 - 1000 | 40,954. | 99.0 | 92.9 | 63.8 | 7.4 | 3.0 | 25.8 |
| 1000 - 1300 | 39,422. | 99.0 | 97.5 | 72.4 | 2.7 | 2.4 | 22.5 |
| 1300 - 1600 | 40,214. | 99.0 | 96.0 | 62.3 | 4.3 | 2.2 | 31.2 |
| 1600 - 1900 | 38,822. | 96.5 | 90.6 | 52.7 | 9.7 | 3.5 | 34.1 |
| 1900 - 2200 | 37,883. | 98.6 | 91.8 | 58.6 | 8.9 | 2.1 | 30.4 |
| 2200 - 2400 | 17,364. | 102.1 | 96.5 | 72.4 | 3.8 | 1.9 | 21.9 |
| Summary | 231,791. | 98.4 | 94.3 | 62.5 | 6.4 | 2.7 | 28.4 |

SATURDAY

| Time Period | Expected Buses | On AVL (%) | Linked (%) | Departing On Time (%) | Non Arrival / Not Linked (%) | Departing 8 - 2.5 mins Early (%) | Departing 5 - 15 mins Late (%) |
|----------------|----------------|-------------|-------------|-----------------------|------------------------------|----------------------------------|--------------------------------|
| 0500 - 0700 | 3,722. | 97.9 | 99.4 | 90.6 | 0.6 | 3.7 | 5.2 |
| 0700 - 1000 | 8,203. | 100.5 | 98.8 | 81.9 | 1.2 | 2.1 | 14.8 |
| 1000 - 1300 | 8,170. | 98.2 | 96.3 | 68.6 | 3.9 | 2.4 | 25.1 |
| 1300 - 1600 | 8,103. | 98.5 | 94.6 | 59.7 | 5.6 | 2.3 | 32.4 |
| 1600 - 1900 | 8,309. | 95.8 | 91.5 | 54.5 | 8.5 | 2.7 | 34.4 |
| 1900 - 2200 | 7,665. | 96.3 | 85.0 | 42.2 | 16.3 | 4.9 | 36.6 |
| 2200 - 2400 | 3,672. | 100.4 | 95.6 | 70.8 | 4.6 | 1.8 | 22.8 |
| Summary | 47,844. | 98.1 | 94.0 | 62.6 | 6.3 | 2.7 | 28.3 |

SUNDAY AND BANK HOLIDAYS

| Time Period | Expected Buses | On AVL (%) | Linked (%) | Departing On Time (%) | Non Arrival / Not Linked (%) | Departing 8 - 2.5 mins Early (%) | Departing 5 - 15 mins Late (%) |
|----------------|----------------|-------------|-------------|-----------------------|------------------------------|----------------------------------|--------------------------------|
| 0500 - 0700 | 1,517. | 97.1 | 99.3 | 93.9 | 0.8 | 2.5 | 2.8 |
| 0700 - 1000 | 7,170. | 100.0 | 99.0 | 81.0 | 1.1 | 1.1 | 16.7 |
| 1000 - 1300 | 9,455. | 98.4 | 97.9 | 79.3 | 2.1 | 3.3 | 15.3 |
| 1300 - 1600 | 9,286. | 96.7 | 92.4 | 57.3 | 7.9 | 2.9 | 32.0 |
| 1600 - 1900 | 9,663. | 95.8 | 90.7 | 59.0 | 9.6 | 2.6 | 28.8 |
| 1900 - 2200 | 6,937. | 100.4 | 89.7 | 55.2 | 11.1 | 1.6 | 32.1 |
| 2200 - 2400 | 4,347. | 101.1 | 97.7 | 82.8 | 2.3 | 3.8 | 11.1 |
| Summary | 48,375. | 98.3 | 94.4 | 66.4 | 6.4 | 2.6 | 24.6 |

ALL DAYS

| Time Period | Expected Buses | On AVL (%) | Linked (%) | Departing On Time (%) | Non Arrival / Not Linked (%) | Departing 8 - 2.5 mins Early (%) | Departing 5 - 15 mins Late (%) |
|----------------|-----------------|-------------|-------------|-----------------------|------------------------------|----------------------------------|--------------------------------|
| 0500 - 0700 | 22,371. | 95.2 | 98.2 | 82.5 | 1.9 | 1.3 | 14.2 |
| 0700 - 1000 | 56,327. | 99.3 | 94.5 | 66.3 | 6.6 | 2.8 | 24.3 |
| 1000 - 1300 | 57,047. | 98.8 | 97.4 | 72.6 | 2.8 | 2.5 | 22.1 |
| 1300 - 1600 | 57,603. | 98.5 | 95.2 | 61.4 | 4.9 | 2.3 | 31.4 |
| 1600 - 1900 | 56,794. | 96.3 | 90.7 | 53.5 | 9.5 | 3.4 | 33.6 |
| 1900 - 2200 | 52,485. | 98.5 | 90.5 | 56.2 | 10.1 | 2.4 | 31.4 |
| 2200 - 2400 | 25,383. | 101.7 | 96.6 | 73.7 | 3.6 | 2.2 | 20.5 |
| Summary | 328,010. | 98.3 | 94.3 | 62.9 | 6.4 | 2.7 | 28.0 |

328,010.

Transport for London - QSI Points and Mileage List

Route 232

Service change 30511

Date 09/05/2012

Reason for Issue

QSI Points are highlighted in blue.

| OUT DIRECTION | | | | |
|-------------------|-------------|--|--------|-------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| SRPEPW | 37024 | Mitchell Way | | |
| | 37021 | Lilburne Walk | 241 | 0.15 |
| | 37025 | Owen Way | 220 | 0.14 |
| | 37020 | Drury Way | 302 | 0.19 |
| | 14851 | Woodheyas Road | 449 | 0.28 |
| | 16555 | Village Way | 704 | 0.44 |
| | 37338 | North Circular Road | 477 | 0.30 |
| NEASSC | 34870 | Neasden Shopping Centre / Birse Crescent | 790 | 0.49 |
| | BP2312 | St Catherine Neasden Church | 441 | 0.27 |
| | BP2313 | Randall Avenue | 242 | 0.15 |
| | BP2314 | Gladstone Park | 323 | 0.20 |
| | BP3392 | Brook Road | 212 | 0.13 |
| | BP2315 | Pippin Close | 353 | 0.22 |
| | 16998 | Oxgate Gardens | 254 | 0.16 |
| | 16999 | Humber Road | 259 | 0.16 |
| | 34105 | Oxgate Lane | 516 | 0.32 |
| STAPCR | 1763 | Staples Corner | 297 | 0.18 |
| | 35528 | Etheridge Road | 794 | 0.49 |
| BRTXSC | 35214 | Brent Cross Shopping Centre | 416 | 0.26 |
| | 16540 | Heathfield Gardens | 744 | 0.46 |
| | 16539 | Golders Green Road | 327 | 0.20 |
| | 16537 | Bridge Lane | 671 | 0.42 |
| | 25841 | Southbourne Crescent | 274 | 0.17 |
| FNCHHC | BP615 | Henlys Corner | 638 | 0.40 |
| | 16532 | Beechwood Avenue | 416 | 0.26 |
| | 27781 | Amberden Avenue | 328 | 0.20 |
| EERDNC | 16530 | East End Road | 310 | 0.19 |
| | 16528 | Long Lane | 664 | 0.41 |
| FNCHGM | 16526 | Finchley High Road | 429 | 0.27 |
| | 16524 | Coppetts Close | 1142 | 0.71 |
| CHLNTS | 70228 | Colney Hatch Lane | 522 | 0.32 |
| | 16520 | Alexandra Road | 828 | 0.51 |
| | 16518 | Bounds Green Road | 445 | 0.28 |
| | 9962 | Hobart Corner | 185 | 0.11 |
| | 9960 | Lower Park Road | 200 | 0.12 |
| | 9956 | Whitmore Close | 239 | 0.15 |
| | 9954 | New Southgate Station | 168 | 0.10 |
| | BP113 | Betstyle Road | 596 | 0.37 |
| ARGVSN | 15425 | Amos Grove Station | 336 | 0.21 |
| | 15427 | Telford Road | 531 | 0.33 |
| | 1606 | Brownlow Road | 321 | 0.20 |
| | 34927 | Pymmes Road | 397 | 0.25 |
| PALMNC | 10875 | Tottenham Road | 643 | 0.40 |
| | 10871 | Berkshire Gardens | 321 | 0.20 |
| | R0722 | Arcadian Gardens | 171 | 0.11 |
| | 760 | Nightingale Road | 405 | 0.25 |
| | 10868 | Canning Crescent | 185 | 0.11 |
| | 10866 | Haringey Civic Centre | 210 | 0.13 |
| | 1488 | Wood Green Station | 268 | 0.17 |
| WDGNHR | BP1795 | Lordship Lane | 135 | 0.08 |
| | 9985 | Brompton Park Road | 478 | 0.30 |
| | 70351 | Coleraine Road | 227 | 0.14 |
| TLSNBS | 3617 | Turnpike Lane Station | 233 | 0.14 |

Total Route Mileage - Out Direction 21277 13.22

21277 13.22

TRANCHE 448**Reallocation**

| BACK DIRECTION | | | | |
|--|--------------------|-----------------------------|---------------|--------------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| TLSNBS | 33694 | Turnpike Lane Bus Station | | |
| | 23341 | Coleraine Road | 318 | 0.20 |
| | 9982 | Wood Green Shopping City | 378 | 0.23 |
| WDGNHR | BP1794 | Wood Green Station | 328 | 0.20 |
| | 33760 | Wood Green Bus Garage | 126 | 0.08 |
| | 10864 | Haringey Civic Centre | 245 | 0.15 |
| | 759 | Nightingale Road | 331 | 0.21 |
| | 2009 | Arcadian Gardens | 323 | 0.20 |
| | 10872 | Berkshire Gardens | 395 | 0.25 |
| PALMNC | 4945 | Tottenham Road | 249 | 0.15 |
| | BP5649 | Palmerston Road | 192 | 0.12 |
| | 34928 | Pymmes Close | 405 | 0.25 |
| | 34329 | Pymmes Road | 280 | 0.17 |
| | 15426 | Warwick Road | 227 | 0.14 |
| | BP4847 | Amos Grove Swimming Pool | 504 | 0.31 |
| ARGVSN | BP4890 | Amos Grove Station | 203 | 0.13 |
| | BP4848 | Ravenscraig Road | 214 | 0.13 |
| | 15423 | Betstyle Circus | 247 | 0.15 |
| | 9955 | New Southgate Station | 434 | 0.27 |
| | 9957 | Whitmore Close | 181 | 0.11 |
| | 9961 | Lower Park Road | 247 | 0.15 |
| | 9963 | Hobart Corner | 166 | 0.10 |
| | 16519 | Alexandra Road | 685 | 0.43 |
| | 16521 | Colney Hatch Lane | 707 | 0.44 |
| | 16523 | Coppetts Close | 514 | 0.32 |
| FNCHGM | 16525 | Finchley High Road | 1062 | 0.66 |
| | 16527 | Long Lane | 586 | 0.36 |
| EERDNC | 16529 | East End Road | 693 | 0.43 |
| FNCHHC | 16531 | Beechwood Drive | 667 | 0.41 |
| | 16533 | Henlys Corner | 321 | 0.20 |
| | 25842 | Southbourne Crescent | 724 | 0.45 |
| | 16536 | Bridge Lane | 232 | 0.14 |
| | 16538 | Golders Green Road | 692 | 0.43 |
| | 565 | Brent Cross Station | 329 | 0.20 |
| | 35208 | Prince Charles Drive | 674 | 0.42 |
| BRTXSC | 35211 | Brent Cross Shopping Centre | 351 | 0.22 |
| | 35215 | Tilling Road | 1076 | 0.67 |
| STAPCR | 16543 | Staples Corner | 737 | 0.46 |
| | 35210 | Coles Green Road | 167 | 0.10 |
| | BP2310 | Eyhurst Close | 310 | 0.19 |
| | 17000 | Humber Road | 424 | 0.26 |
| | BP2316 | Newfield Rise | 340 | 0.21 |
| | BP2317 | Parkside | 238 | 0.15 |
| | BP3391 | Brook Road | 203 | 0.13 |
| | BP2318 | Gladstone Park | 239 | 0.15 |
| | BP2319 | Randall Avenue | 349 | 0.22 |
| | BP2320 | St Catherine Neasden Church | 222 | 0.14 |
| NEASNU | 34756 | Neasden Underpass | 250 | 0.16 |
| | 25447 | Village Way | 468 | 0.29 |
| | BP924 | Lynton Close | 586 | 0.36 |
| NEASTS | 37253 | Brent Park Tesco | 815 | 0.51 |
| | 37280 | Ikea Brent Park | 554 | 0.34 |
| | 37022 | Drury Way | 194 | 0.12 |
| | 37026 | Owen Way | 286 | 0.18 |
| | 37023 | Lilburne Walk | 256 | 0.16 |
| SRPEPW | 37024 | Mitchell Way | 472 | 0.29 |
| Total Route Mileage - Back Directio | | | 22416 | 13.93 |
| | | | 22416 | 13.93 |