

## 7. Service Specification

Route: 297 & N297

Contract Reference: QC50401

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>	Willesden and Ealing Broadway, Haven Green
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	5 <sup>th</sup> December 2015
<b>Vehicle Type</b>	87 capacity, dual door, double deck buses
<b>Current Maximum Approved Dimensions</b>	10.1 metres long and 2.55 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 - Route No. 297</b>	Average Excess Wait Time - No more than 1.10 minutes
<b>Extension Threshold - Route No. 297</b>	Average Excess Wait Time Threshold - 0.95 minutes
<b>Minimum Operated Mileage Standard - Route No. 297</b>	No less than 98.00%
<b>Departing On Time - Route No. N297</b>	Departing on Time - No less than 90.00%
<b>Minimum Operated Mileage Standard - Route No. N297</b>	No less than 99.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 2nd February 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. 297 & N297.

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:

- Route No. 297 & N297 is specified to terminate at Willesden Bus Garage, but will not stand in the bus garage. Tenderers should assume that a suitable stand will be made available within 5 minutes running time (in each direction) of this location.
- The designation Route No. N297 is used for contractual purposes only. This service will be marketed as Route No. 297. This includes all publicity, including destination blind displays.
- **Tenderers must identify the cost of the Nightly element of this service separately.**

**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.**

**Full iBus Monitoring was introduced on all night routes with effect from 1 April 2014.**

**Tenderers are therefore advised that on contracts where there is a night service both the day and night elements will be incentivised from the commencement of the Route Agreement in accordance with clause 46 of Annex B Terms and Conditions, using the Minimum Performance Standard(s) specified in Part 1 of the ITT.**

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

Willesden, Pound Lane to Ealing Broadway, Haven Green, Stop X1		Ealing Broadway, Haven Green, Stop C to Willesden High Road, Meyrick Road			
First departure no later than 0505.		First departure no later than 0500.			
0500 - 0605	Every 15 minutes	0455 - 0600	Every 15 minutes		
0606 - 1945	Every 10 minutes	0601 - 1930	Every 10 minutes		
1946 - 0005	Every 12 minutes	1931 - 0015	Every 12 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 0010.			
<b>Pinchpoints</b>					
Perivale Station	0700 - 0900	10 minutes	Wembley Park Station	0705 - 0905	10 minutes
	1500 - 1630	10 minutes		1505 - 1635	10 minutes

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

Willesden, Pound Lane to Ealing Broadway, Haven Green, Stop X1		Ealing Broadway, Haven Green, Stop C to Willesden High Road, Meyrick Road			
First departure no later than 0505.		First departure no later than 0500.			
0500 - 0805	Every 20 minutes	0455 - 0800	Every 20 minutes		
0806 - 0835	Every 15 minutes	0801 - 0830	Every 15 minutes		
0836 - 1835	Every 10 minutes	0831 - 1830	Every 10 minutes		
1836 - 0005	Every 12 minutes	1831 - 0015	Every 12 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 0010.			
<b>Pinchpoints</b>					
Perivale Station	0905 - 1105	10 minutes	Wembley Park Station	0905 - 1105	10 minutes

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

Willesden, Pound Lane to Ealing Broadway, Haven Green, Stop X1		Ealing Broadway, Haven Green, Stop C to Willesden High Road, Meyrick Road			
First departure no later than 0615.		First departure no later than 0600.			
0610 - 0645	Every 30 minutes	0555 - 0630	Every 30 minutes		
0646 - 0805	Every 20 minutes	0631 - 0810	Every 20 minutes		
0806 - 0905	Every 15 minutes	0811 - 0855	Every 15 minutes		
0906 - 0005	Every 12 minutes	0856 - 0015	Every 12 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 0010.			
<b>Pinchpoints</b>					
Perivale Station	1005 - 1205	12 minutes	Wembley Park Station	1005 - 1205	12 minutes

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

**3.5) SUNDAY NIGHTS/MONDAY MORNINGS TO FRIDAY NIGHTS/SATURDAYS MORNINGS**

Willesden, Pound Lane to Ealing Broadway, Haven Green, Stop X1		Ealing Broadway, Haven Green, Stop C to Willesden High Road, Meyrick Road	
First departure no later than 0015.		First departure no later than 0030.	
0010 - 0450	Every 30 minutes	0025 - 0435	Every 30 minutes
Last departure no earlier than 0445.		Last departure no earlier than 0430.	

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

**3.6) SATURDAYS NIGHTS/SUNDAYS MORNINGS**

Willesden, Pound Lane to Ealing Broadway, Haven Green, Stop X1		Ealing Broadway, Haven Green, Stop C to Willesden High Road, Meyrick Road	
First departure no later than 0015.		First departure no later than 0030.	
0010 - 0550	Every 30 minutes	0025 - 0535	Every 30 minutes
Last departure no earlier than 0545.		Last departure no earlier than 0530.	

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

**4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. 297 should interwork with Route No. N297 to form a seamless 24 hour service.
- 4.2) Route No. 297 & N297 can suffer from unpredictable traffic delays in the Wembley and Ealing Road areas.
- 4.3) Route No. 297 & N297 is specified to terminate at Willesden bus Garage, but will not stand in the bus garage. Tenderers should assume that a suitable stand will be made available within 5 minutes running time (in each direction) of this location.
- 4.4) The new developments in the Alperton area; Residential units at 243 Ealing Road (currently under construction) and Re-development of Minavil House (opposite Alperton bus garage) are expected to generate additional journeys on the route. The existing spare capacity available on this part of the route is considered sufficient to accommodate these at all times.
- 4.5) Alperton and Wembley have been identified as areas for additional planned development. It is expected that significant development will continue in Wembley for the next 10-15 years. It is not expected that additional capacity will be required.
- 4.6) The proposed night tube project may impact on the night bus network. A review is currently being undertaken and the successful Tenderer will be kept up to date about the potential implications of the night tube project on this route.**

**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 297: Willesden Bus Garage - Ealing Broadway Station (24 hour service)**

**Date of Structural Change:** 5 December 2015.

**Date of Service Change:** 5 December 2015.

**Reason for Issue:** New tender.

#### **STREETS TRAVERSED**

**Towards Ealing Broadway Station:** Pound Lane, Willesden High Road, Church End Roundabout, Neasden Lane, Dudden Hill Lane Roundabout, Neasden Underpass, Hazelwood Court, Neasden Lane North, Blackbird Hill, Forty Lane, Bridge Road, Wembley Park Drive, Park Lane, Wembley High Road, Ealing Road, Glacier Way, Athlon Road, Manor Farm Road, Bilton Road, Horsenden Lane South, Teignmouth Gardens, Argyle Road, Cleveland Road, Castlebar Hill, Castlebar Road, Haven Green (North Side), Haven Green (East Side).

**Towards Willesden Bus Garage:** Haven Green (East Side), Haven Green (Diagonal), Castlebar Road, Castlebar Hill, Cleveland Road, Argyle Road, Teignmouth Gardens, Horsenden Lane South, Bilton Road, Manor Farm Road, Athlon Road, Glacier Way, Ealing Road, Wembley High Road, Park Lane, Wembley Park Drive, Bridge Road, Forty Lane, Blackbird Hill, Neasden Lane North, Neasden Underpass, Dudden Hill Lane Roundabout, Neasden Lane, Birse Crescent, Dudden Hill Lane Roundabout, Neasden Lane, Church End Roundabout, Willesden High Road.



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

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

### **WILLESDEN, ROUNDWOOD PARK**

Public stand in slip road off Harlesden Road, opposite Hersant Close.  
Buses proceed from Willesden High Road via Pound Lane, Robson Avenue and Harlesden Road to stand, departing via Harlesden Road and Robson Avenue to Pound Lane. Set down in Willesden High Road, at stop WT (2959 - Meyrick Road, Last Stop on LOR: 2959 - Meyrick Road) and pick up in Pound Lane, at stop WX (34186 - Pound Lane / Willesden Bus Garage, First Stop on LOR: 34186 - Pound Lane / Willesden Bus Garage).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 2 buses on Route 297 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: Willesden, Bus Garage.

### **NEASDEN SHOPPING CENTRE**

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

#### **From Ealing Broadway Station.**

Buses proceed from Neasden Lane direct to stand, departing via Neasden Lane, Birse Crescent and Dudden Hill Lane Roundabout to Neasden Underpass. Set down in Neasden Lane, at Stop FF (34870 - Neasden Shopping Centre / Birse Crescent, Last Stop on LOR: 34870 - Neasden Shopping Centre / Birse Crescent) and pick up in Neasden Underpass, at Stop EE (34756 - Neasden Underpass, First Stop on LOR: 34756 - Neasden Underpass).

#### **From Willesden Bus Garage.**

Buses proceed from Neasden Lane (South) via Dudden Hill Lane Roundabout and Neasden Lane to stand, departing to Neasden Lane. Set down in Neasden Lane, at Stop CC (18908 - Prout Grove, Last Stop on LOR: 18908 - Prout Grove) and pick up in Neasden Lane, at Stop FF (34870 - Neasden Shopping Centre / Birse Crescent, First Stop on LOR: 34870 - Neasden Shopping Centre / Birse Crescent).

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.

### **WEMBLEY, BRENT TOWN HALL (from EALING BROADWAY STATION)**

Buses proceed from Forty Lane via The Paddocks, Salmon Street (Roundabout) and The Paddocks departing to Forty Lane. Set down in Forty Lane, at Stop BA (16102 - Brent Town Hall, Last Stop on LOR: 16102 - Brent Town Hall) and pick up in Forty Lane, at Stop S (16103 - Brent Town Hall, First Stop on LOR: 16103 - Brent Town Hall).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
BLIND DISPLAY: Brent Town Hall.

### **WEMBLEY PARK STATION (from Willesden Bus Garage)**

Buses proceed from Wembley Park Drive departing to Wembley Park Drive. Set down in Wembley Park Drive, at Stop O (20993 - Wembley Park Station <>, Last Stop on LOR: 20993 - Wembley Park Station <>) and pick up in Wembley Park Drive, at Stop J (20994 - Empire Way, First Stop on LOR: 20994 - Empire Way).

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

### **WEMBLEY CENTRAL STATION (from Willesden Bus Garage)**

Buses proceed from Wembley High Road via Ealing Road, Montrose Crescent, Station Grove and Union Road departing to Ealing Road. Set down in Wembley High Road, at Stop CT (R0268 - Wembley Central Station <> #, Last Stop on LOR: R0268 - Wembley Central Station <> #) and pick up in Ealing Road, at Stop CV (4590 - High Road Wembley, First Stop on LOR: 4590 - High Road Wembley).

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

## **ALPERTON, SAINSBURY'S**

Public stand for two buses on the south side of Glacier Way, commencing 40 metres from lamp standard 10 extending 25 metres east.

### **From Ealing Broadway Station.**

Buses proceed from Glacier Way direct to stand, departing via Glacier Way, Ealing Road, Bridgewater Road and Ealing Road to Glacier Way. Set down in Glacier Way, at Stop K (CW61 - Alperton Sainsbury's, Last Stop on LOR: CW61 - Alperton Sainsbury's) and pick up in Glacier Way, at Stop L (BP043 - Athlon Road, First Stop on LOR: BP043 - Athlon Road).

### **From Willesden Bus Garage.**

Buses proceed from Glacier Way direct to stand, departing to Glacier Way. Set down in Glacier Way, at Stop L (BP043 - Athlon Road, Last Stop on LOR: BP043 - Athlon Road) and pick up in Glacier Way, at Stop K (CW61 - Alperton Sainsbury's, First Stop on LOR: CW61 - Alperton 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:	Alperton, Sainsbury's.

## **PERIVALE STATION**

Buses proceed out of service from Horsenden Lane South. Set down in Horsenden Lane South, at stop PF (37250 - Perivale Station <>, Last Stop on LOR: 37250 - Perivale Station <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only
BLIND DISPLAY:	Perivale Station.

## **EALING, SCOTCH COMMON (from Willesden Bus Garage)**

Public stand for one bus on south side of Scotch Common, commencing 42 metres east of Argyle Road and extending 20 metres east.

Buses proceed from Argyle Road via Scotch Common, Circumnavigate Roundabout At Junction With Kent Gardens and Scotch Common to stand, departing via Scotch Common to Argyle Road. Set down in Argyle Road, at Stop AB (15681 - Scotch Common, Last Stop on LOR: 15681 - Scotch Common) and pick up in Argyle Road, at Stop AH (20388 - Scotch Common, First Stop on LOR: 20388 - Scotch Common).

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:	West Ealing, Scotch Common.

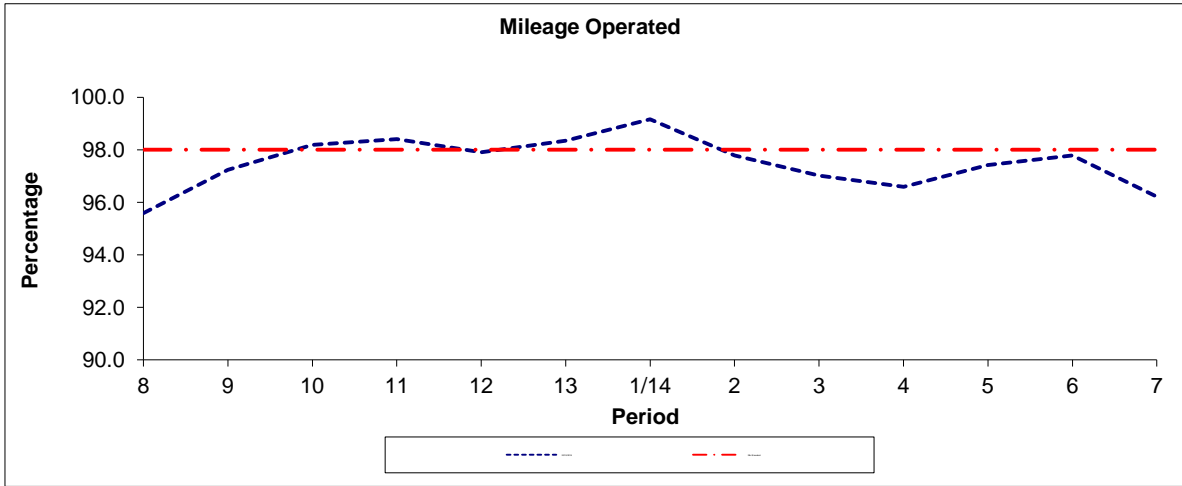
## **EALING BROADWAY, HAVEN GREEN, STAND Z3/Z4**

Public stand for 5 buses at Stops Z3 and Z4 on south side of Haven Green (diagonal) commencing 11 metres west of lamp standard No. 37S8 and extending 49 metres east. Buses proceed from Haven Green (East Side) via Haven Green (Diagonal) to stand, departing via Haven Green (Diagonal) and Haven Green (North Side) to Haven Green (East Side). Set down in Haven Green (east Side), at Alighting Point X1 (BP996 - Ealing Broadway Station <> #, Last Stop on LOR: BP996 - Ealing Broadway Station <> #) and pick up in Haven Green (east Side), at Stop C (CW26 - Ealing Broadway Station <> #, First Stop on LOR: CW26 - Ealing Broadway Station <> #).

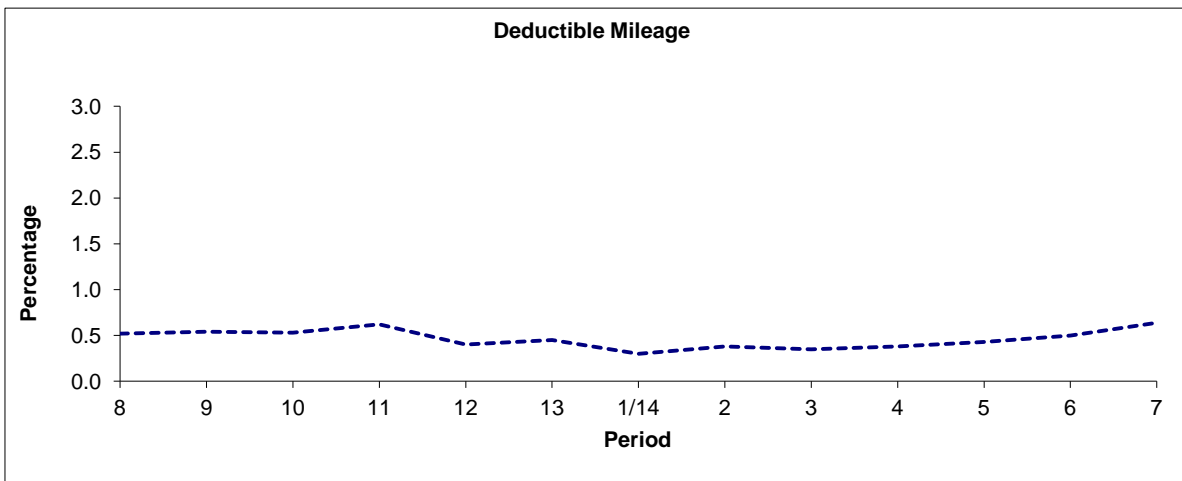
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 297 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Ealing Broadway.
OTHER INFORMATION:	Toilet facilities available in Ealing Broadway Station 0600-2200 daily.

**PART B - PERFORMANCE STATISTICS**

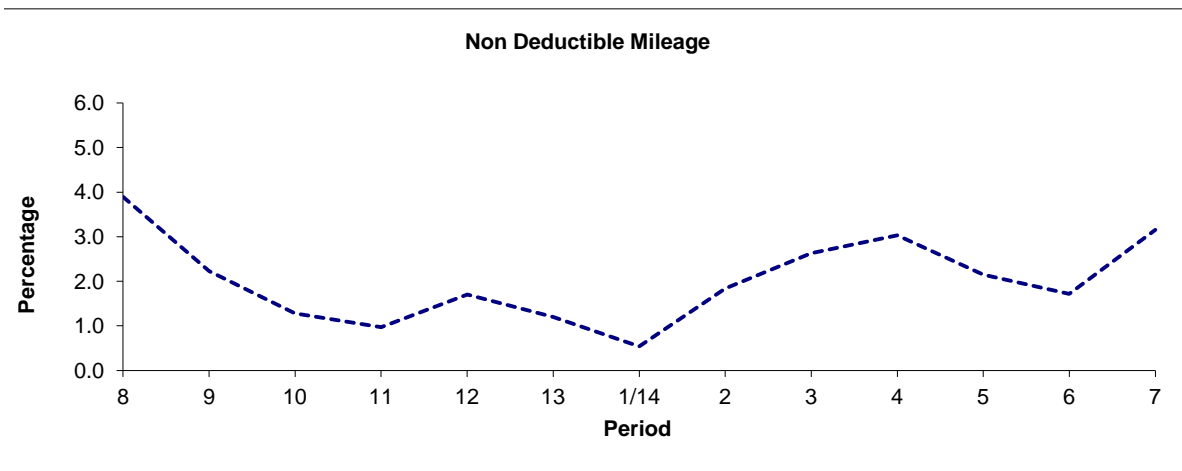
**Route 297**



Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013/2014	95.59	97.23	98.19	98.41	97.90	98.35	99.16	97.78	97.02	96.59	97.42	97.78	96.21
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00



Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013/2014	0.52	0.54	0.53	0.62	0.40	0.45	0.30	0.38	0.35	0.38	0.43	0.50	0.64

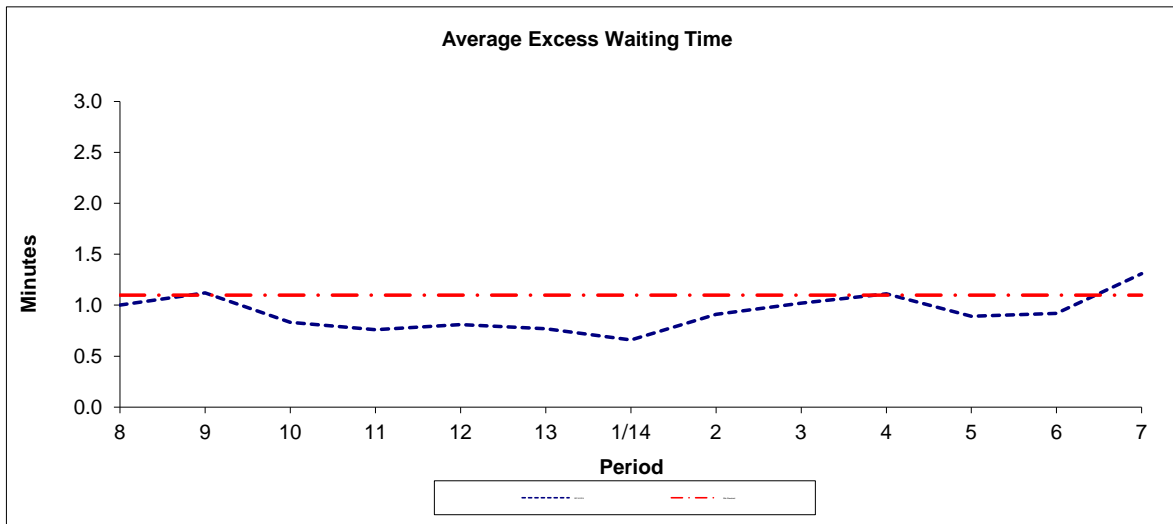


Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013/2014	3.89	2.23	1.28	0.97	1.70	1.20	0.54	1.84	2.63	3.03	2.15	1.72	3.15

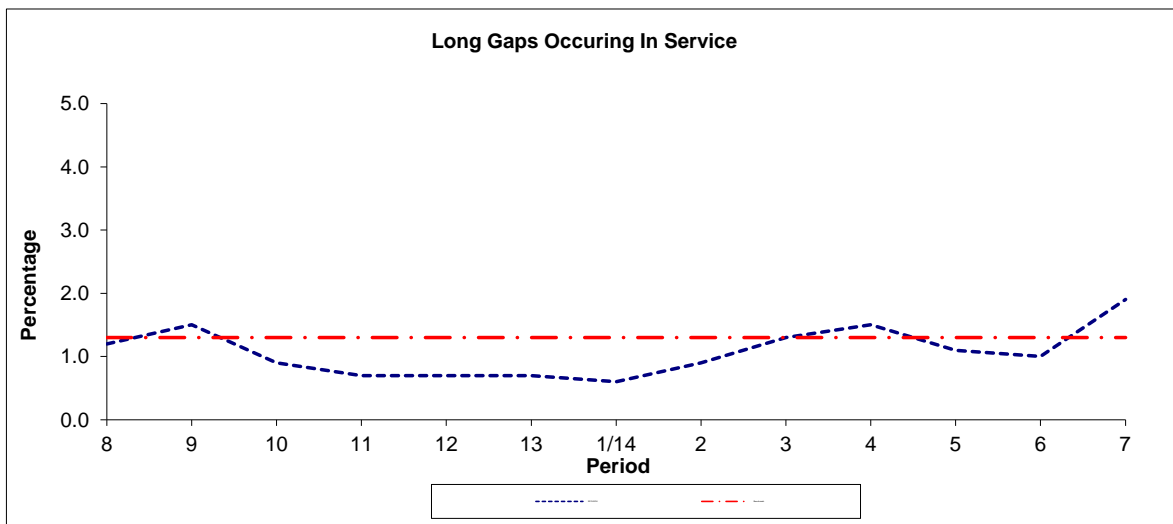
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 297**



Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013-2014	1.00	1.12	0.83	0.76	0.81	0.77	0.66	0.91	1.02	1.11	0.89	0.92	1.31
Min Standard	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10



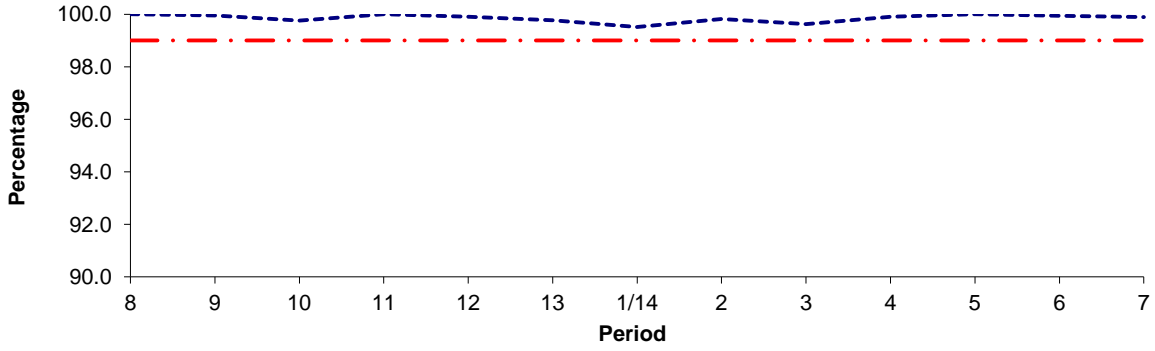
Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013-2014	1.2	1.5	0.9	0.7	0.7	0.7	0.6	0.9	1.3	1.5	1.1	1.0	1.9
Benchmark	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3

**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**

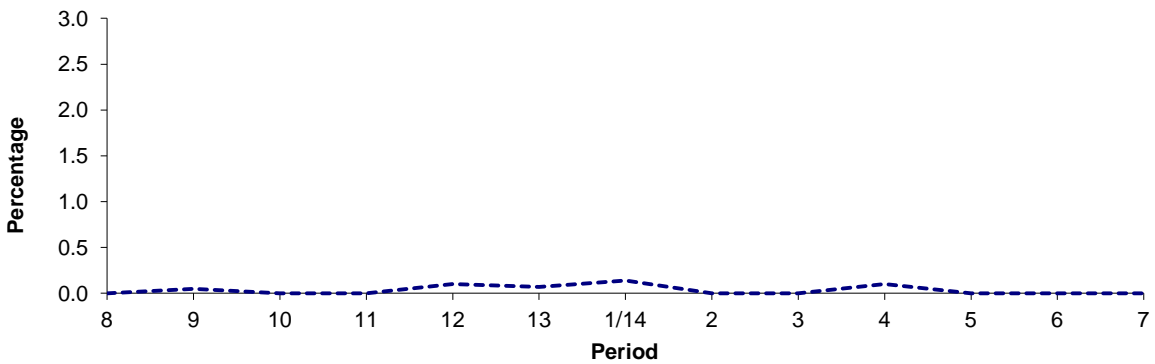
**Route N297**

**Mileage Operated**



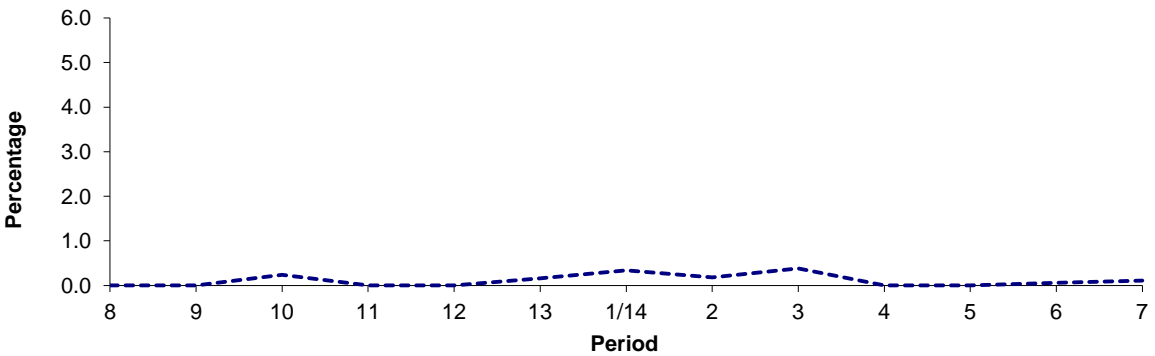
Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013/2014	100.00	99.95	99.76	100.00	99.90	99.77	99.52	99.82	99.62	99.90	100.00	99.94	99.89
Min Standard	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00

**Deductible Mileage**



Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013/2014	0.00	0.05	0.00	0.00	0.10	0.07	0.14	0.00	0.00	0.10	0.00	0.00	0.00

**Non Deductible Mileage**

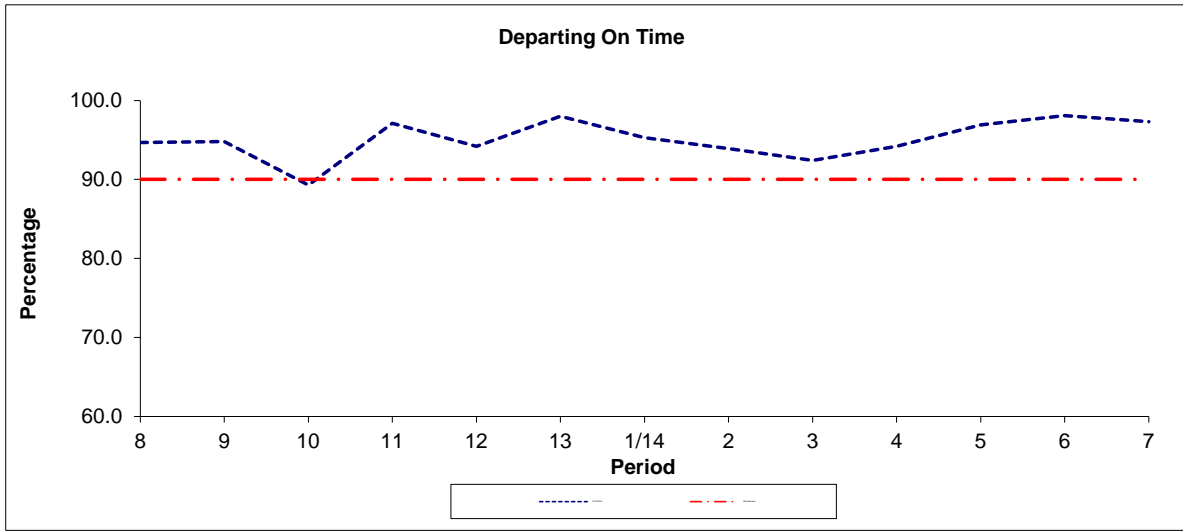


Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013/2014	0.00	0.00	0.24	0.00	0.00	0.16	0.34	0.18	0.38	0.00	0.00	0.06	0.11

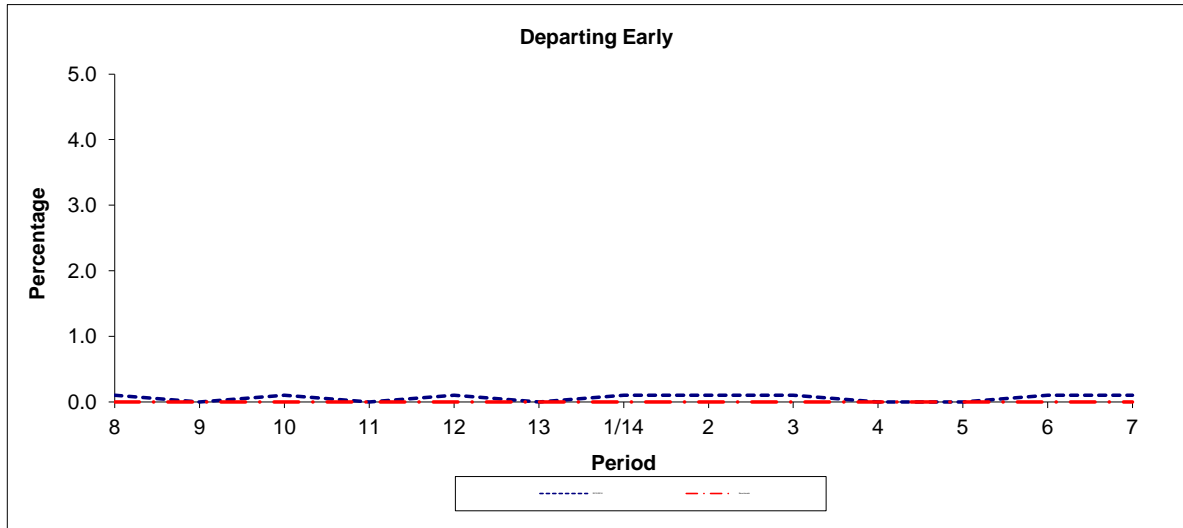
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route N297**



Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013/2014	94.7	94.8	89.3	97.1	94.2	98.0	95.3	93.9	92.4	94.2	96.9	98.1	97.3
Min Standard	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0



Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013/2014	0.1	0.0	0.1	0.0	0.1	0.0	0.1	0.1	0.1	0.0	0.0	0.1	0.1
Benchmark	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

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



**ROUTE 297 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 3 13/14 TO QUARTER 2 14/15 (14/09/13- 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	26,695.	100.2	6.63	<b>0.37</b>	7.00	78.2	21.3	0.4	0.0	0.0	38
0700 - 1000	60,184.	99.7	5.10	<b>0.65</b>	5.75	85.4	13.9	0.6	0.1	0.6	65
1000 - 1300	60,204.	99.1	4.99	<b>0.62</b>	5.61	86.6	13.1	0.3	0.0	0.3	45
1300 - 1600	60,037.	97.5	5.02	<b>0.83</b>	5.85	83.7	15.5	0.7	0.1	0.8	65
1600 - 1900	60,668.	93.7	5.00	<b>1.66</b>	6.67	77.1	20.1	2.4	0.4	2.8	60
1900 - 2200	56,619.	99.1	5.27	<b>1.11</b>	6.37	79.6	18.8	1.4	0.2	1.5	54
2200 - 2400	33,032.	99.6	5.95	<b>1.14</b>	7.09	74.5	23.5	1.9	0.2	0.8	51
<b>Summary</b>	<b>357,439.</b>	<b>98.1</b>	<b>5.14</b>	<b>0.99</b>	<b>6.13</b>	<b>81.9</b>	<b>16.8</b>	<b>1.2</b>	<b>0.2</b>	<b>1.2</b>	<b>65</b>

**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	3,542.	98.2	10.00	<b>0.43</b>	10.43	51.6	40.3	7.4	0.7	0.1	48
0700 - 1000	8,685.	101.2	7.71	<b>0.69</b>	8.40	68.9	26.7	4.0	0.3	0.2	46
1000 - 1300	12,612.	97.3	5.14	<b>0.66</b>	5.79	85.0	14.4	0.5	0.1	0.5	41
1300 - 1600	12,576.	95.1	5.00	<b>1.28</b>	6.28	80.3	17.5	1.8	0.3	2.1	57
1600 - 1900	12,762.	98.9	5.00	<b>1.22</b>	6.21	81.4	16.7	1.5	0.3	1.8	55
1900 - 2200	11,310.	98.4	5.76	<b>0.84</b>	6.60	77.6	21.1	1.1	0.2	0.7	56
2200 - 2400	6,993.	98.6	5.94	<b>1.02</b>	6.96	75.4	22.1	1.7	0.7	1.4	54
<b>Summary</b>	<b>68,480.</b>	<b>98.0</b>	<b>5.63</b>	<b>0.97</b>	<b>6.60</b>	<b>78.9</b>	<b>19.0</b>	<b>1.8</b>	<b>0.3</b>	<b>1.2</b>	<b>57</b>

**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	1,341.	100.1	14.19	<b>0.40</b>	14.58	52.8	26.1	17.3	3.8	5.6	64
0700 - 1000	8,089.	98.4	8.34	<b>0.65</b>	8.99	63.7	32.4	3.8	0.2	0.1	57
1000 - 1300	11,383.	100.3	6.08	<b>0.58</b>	6.66	77.4	21.4	1.0	0.1	0.3	38
1300 - 1600	11,597.	97.8	6.00	<b>0.94</b>	6.94	75.4	22.7	1.8	0.2	0.7	40
1600 - 1900	11,851.	101.0	5.87	<b>0.64</b>	6.51	78.9	20.2	0.8	0.2	0.5	54
1900 - 2200	11,920.	98.9	5.84	<b>0.55</b>	6.39	79.5	19.9	0.6	0.0	0.2	57
2200 - 2400	7,529.	100.5	5.94	<b>0.77</b>	6.72	77.8	20.7	1.0	0.4	0.8	51
<b>Summary</b>	<b>63,710.</b>	<b>99.5</b>	<b>6.27</b>	<b>0.69</b>	<b>6.97</b>	<b>76.0</b>	<b>22.2</b>	<b>1.5</b>	<b>0.2</b>	<b>0.5</b>	<b>64</b>

**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	31,578.	100.0	7.30	<b>0.38</b>	7.68	74.2	23.6	1.9	0.2	0.2	64
0700 - 1000	76,958.	99.7	5.48	<b>0.65</b>	6.13	83.0	15.9	1.0	0.1	0.6	65
1000 - 1300	84,199.	99.0	5.14	<b>0.62</b>	5.76	85.3	14.3	0.4	0.0	0.3	45
1300 - 1600	84,210.	97.2	5.12	<b>0.91</b>	6.03	82.3	16.5	1.0	0.1	1.0	65
1600 - 1900	85,281.	95.5	5.09	<b>1.52</b>	6.60	77.7	19.7	2.2	0.4	2.5	60
1900 - 2200	79,849.	99.0	5.39	<b>1.01</b>	6.40	79.4	19.2	1.2	0.2	1.2	57
2200 - 2400	47,554.	99.6	5.95	<b>1.08</b>	7.02	75.0	22.9	1.7	0.3	0.9	54
<b>Summary</b>	<b>489,629.</b>	<b>98.3</b>	<b>5.31</b>	<b>0.96</b>	<b>6.27</b>	<b>81.0</b>	<b>17.6</b>	<b>1.3</b>	<b>0.2</b>	<b>1.2</b>	<b>65</b>

**ROUTE N297 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 3 13/14 TO QUARTER 2 14/15 (14/09/13- 12/09/14)**

**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 (%)
0000 - 0500	30,869.	100.0	99.7	98.3	0.4	0.1	1.2
<b>Summary</b>	<b>30,869.</b>	<b>100.0</b>	<b>99.7</b>	<b>98.3</b>	<b>0.4</b>	<b>0.1</b>	<b>1.2</b>

**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 (%)
0000 - 0500	6,548.	100.0	99.6	92.9	0.6	0.0	6.5
<b>Summary</b>	<b>6,548.</b>	<b>100.0</b>	<b>99.6</b>	<b>92.9</b>	<b>0.6</b>	<b>0.0</b>	<b>6.5</b>

**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 (%)
0000 - 0500	6,916.	99.6	98.5	90.4	2.3	0.1	7.2
<b>Summary</b>	<b>6,916.</b>	<b>99.6</b>	<b>98.5</b>	<b>90.4</b>	<b>2.3</b>	<b>0.1</b>	<b>7.2</b>

**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 (%)
0000 - 0500	44,333.	100.0	99.5	95.2	0.9	0.1	3.9
<b>Summary</b>	<b>44,333.</b>	<b>100.0</b>	<b>99.5</b>	<b>95.2</b>	<b>0.9</b>	<b>0.1</b>	<b>3.9</b>

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

**TRANCHE 504**

Route 297

Service change 36369

Date 01/03/2014

QSI Points are highlighted.

Reason for Issue

Mileage update

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WILLPL	34186	Pound Lane / Willesden Bus Garage		
	6030	Beaconsfield Road	325	0.20
	6029	Willesden Magistrates Court	190	0.12
	18904	Wharton Close	431	0.27
	18906	Neasden Station	378	0.23
	18908	Prout Grove	241	0.15
NEASNU	34756	Neasden Underpass	325	0.20
	34786	Aylesbury Street	595	0.37
	34787	Quainton Street	257	0.16
	28647	Blackbird Hill	257	0.16
KNBYBC	9370	Blackbird Cross	287	0.18
	16103	Brent Town Hall	650	0.40
WMPKSN	20993	Wembley Park Station	482	0.30
	20995	Empire Way	288	0.18
	18644	Manor Drive	237	0.15
	R0402	Wembley Hill Road	307	0.19
	25180	Dagmar Avenue	311	0.19
	R0267	Wembley High Road	390	0.24
WEMBSC	R0268	Wembley Central Station	456	0.28
	1256	Chaplin Road	213	0.13
	36879	Lyon Park Avenue	180	0.11
	15947	Eagle Road	294	0.18
	33948	Stanley Avenue	346	0.21
ALPNSN	15950	Alperton Station	360	0.22
ALPNSY	BP043	Athlon Road	557	0.35
	BP1624	Manor Farm Road	472	0.29
	26523	Brooklands Drive	176	0.11
	26521	Lee Road	400	0.25
	26519	Aintree Road	197	0.12
	37248	Jubilee Road	416	0.26
	37251	Perivale Library	376	0.23
PERISN	37250	Perivale Station	372	0.23
	37249	Dawlish Avenue	288	0.18
	BP4201	Teignmouth Gardens	449	0.28
	37004	Perivale Lane	173	0.11
RSREAR	15678	Ruislip Road East	614	0.38
	15681	Scotch Common	381	0.24
	15683	Hollingbourne Gardens	505	0.31
	15684	Kent Gardens	354	0.22
	15686	The Knoll	307	0.19
	BP045	Charlbury Grove	329	0.20
	BP047	Eaton Rise	534	0.33
EALBHX1	BP996	Ealing Broadway Station	336	0.21
Total Route Mileage - Out Direction			15036	9.34
			Metres	Miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
EALBHGC	CW26	Ealing Broadway Station		
	BP046	Eaton Rise	426	0.26
	BP044	Amherst Road	263	0.16
	15687	Mount Avenue	326	0.20
	BP506	Edgehill Road	281	0.17
	15685	Kent Gardens	192	0.12
	33861	Cleveland Road	491	0.31
	20388	Scotch Common	410	0.25
RSREAR	15679	Ruislip Road East	271	0.17
	37005	Perivale Lane	717	0.45
	R0256	Teignmouth Gardens	438	0.27
	37003	Dawlish Avenue	224	0.14
PERISN	27652	Perivale Station	162	0.10
	BP5047	Buckingham Avenue	361	0.22
	27650	Perivale Community Centre	217	0.13
	27648	Jubilee Road	283	0.18
	26518	Aintree Road	420	0.26
	26520	Lee Road	218	0.14
	26522	Brooklands Drive	264	0.16
	BP1625	Manor Farm Road	223	0.14
ALPNSY	CW61	Alperton Sainsbury's	542	0.34
ALPNSN	14833	Alperton Station	576	0.36
	R0657	Clayton Avenue	460	0.29
	15946	Eagle Road	268	0.17
	36880	Lyon Park Avenue	183	0.11
	4590	High Road Wembley	340	0.21
WEMBSC	14946	Wembley Central Station	266	0.17
	15945	Park Lane	163	0.10
	R0359	Wembley Hill Road	699	0.43
	C85	Balmoral Court	310	0.19
	18645	Manor Drive	186	0.12
	20994	Empire Way	292	0.18
WMPKSN	20992	Wembley Park Station	283	0.18
	16102	Brent Town Hall	481	0.30
KNBYBC	9369	Blackbird Cross	500	0.31
	9371	Blackbird Hill	331	0.21
	15074	Quainton Street	272	0.17
	34788	Press Road	200	0.12
NEASSC	34870	Neasden Shopping Centre / Birse Cres	832	0.52
	18909	Prout Grove	600	0.37
	18907	Neasden Station	245	0.15
	18905	Wharton Close	541	0.34
	2958	Willesden Magistrates Court	281	0.17
	6031	Beaconsfield Road	235	0.15
WILLMR	2959	Meyrick Road	127	0.08
Total Route Mileage - Back Direction			15400	9.57
			Metres	Miles

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Route N297

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