

7. Service Specification

Route: 221

Contract Reference: QC54002

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.

| | |
|---|---|
| Route Number | 221 |
| Terminus Points | Option 1: Leg 1: Edgware Station, Bus Station and Turnpike Lane Station, Bus Station. Leg 2: North Finchley, Bus Station, Tally Ho Corner and Turnpike Lane Station, Bus Station Option 2: Edgware Station, Bus Station and Turnpike Lane Station, Bus Station |
| Contract Basis | Incentivised |
| Commencement Date | 5 th November 2016 |
| Vehicle Type | 87 capacity, dual door, double deck |
| Current Maximum Approved Dimensions | 10.1 metres long and 2.55 metres wide |
| New Vehicles Mandatory | Yes |
| Hybrid Price Required | Yes |
| Sponsored Route | No |
| Advertising Rights | Operator |
| Minimum Performance Standard (Options 1 & 2) | Average Excess Wait Time - No more than 1.10 minutes |
| Extension Threshold (Option 1 & 2) | Average Excess Wait Time Threshold - 1.00 minutes |
| Minimum Operated Mileage Standard (Option 1 & 2) | No less than 98.00% |

The Date of Tender for this ITT is: No later than 12 Noon on Monday 7th December 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. 221.

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:

Option 1

- No changes are proposed.

Option 2

- The short leg on Route No. 221 from North Finchley, Bus Station to Turnpike Lane Station is withdrawn. All journeys are specified to operate end to end between Turnpike Lane Station, Bus Station and Edgware Station, Bus Station.

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.

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.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1

| | | | | | |
|--|------------------|------------|--|------------------|------------|
| Edgware Station, Bus Station to Turnpike Lane Station, Bus Station | | | Turnpike Lane Station, Bus Station to Edgware Station, Bus Station | | |
| First departure no later than 0530. | | | First departure no later than 0525. | | |
| 0525 - 0615 | Every 15 minutes | | 0520 - 0540 | Every 15 minutes | |
| 0616 - 0020 | Every 12 minutes | | 0541 - 0015 | Every 12 minutes | |
| Last departure no earlier than 0015. | | | Last departure no earlier than 0010. | | |
| Pinchpoints | | | | | |
| Bounds Green Station | 0700 - 0900 | 12 minutes | Mill Hill Broadway Station | 0705 - 0905 | 12 minutes |
| | 1505 - 1640 | 12 minutes | | 1525 - 1650 | 12 minutes |

| | | | | | |
|--|------------------|------------|---|------------------|------------|
| North Finchley, Tally Ho Corner, High Road to Turnpike Lane Station, Bus Station | | | Turnpike Lane Station, Bus Station to North Finchley, Bus station | | |
| First departure no later than 0615. | | | First departure no later than 0630. | | |
| 0610 - 1935 | Every 12 minutes | | 0625 - 1930 | Every 12 minutes | |
| Last departure no earlier than 1930. | | | Last departure no earlier than 1925. | | |
| Pinchpoints | | | | | |
| Bounds Green Station | 0705 - 0905 | 12 minutes | New Southgate Station | 0710 - 0910 | 12 minutes |
| | 1500 - 1635 | 12 minutes | | 1445 - 1615 | 12 minutes |

*** Journeys operating between North Finchley, Tally Ho Corner, High Road/North Finchley Bus Station and Turnpike Lane Station, Bus Station should be timed to fully interwork with journeys between Edgware Station, Bus Station to Turnpike Lane Station, Bus Station in both directions (i.e. a joint frequency of every 6 minutes should be provided between Turnpike Lane Station, Bus Station and Edgware Station, Bus Station in both directions during the stated times).**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - Continued

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 2

| | | | | | |
|--|------------------|--|----------------------------|-------------|-----------|
| Edgware Station, Bus Station to Turnpike Lane Station, Bus Station | | Turnpike Lane Station, Bus Station to Edgware Station, Bus Station | | | |
| First departure no later than 0530. | | First departure no later than 0525. | | | |
| 0525 - 0605 | Every 12 minutes | 0520 - 0550 | Every 12 minutes | | |
| 0606 - 0625 | Every 10 minutes | 0551 - 0620 | Every 10 minutes | | |
| 0626 - 1950 | Every 6 minutes | 0621 - 1950 | Every 6 minutes | | |
| 1951 - 2020 | Every 10 minutes | 1951 - 2020 | Every 10 minutes | | |
| 2021 - 0020 | Every 12 minutes | 2021 - 0015 | Every 12 minutes | | |
| Last departure no earlier than 0015. | | Last departure no earlier than 0010. | | | |
| Pinchpoints | | | | | |
| Bounds Green Station | 0740 - 0930 | 6 minutes | Mill Hill Broadway Station | 0720 - 0905 | 6 minutes |
| | 1505 - 1640 | 6 minutes | | 1525 - 1650 | 6 minutes |

3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

OPTION 1 ONLY

| | | | |
|--|-------------|--|-------------|
| Edgware Station, Bus Station to Turnpike Lane Station, Bus Station | | Turnpike Lane Station, Bus Station to Edgware Station, Bus Station | |
| 0806 | One Journey | 1414 | One Journey |

| | |
|--|-------------|
| Mill Hill Broadway Station, The Broadway to Turnpike Lane Station, Bus Station | |
| 1518 | One Journey |

| | |
|--|-------------|
| Mill Hill East Station to Mill Hill Broadway Station, The Broadway | |
| 1457 | One Journey |

The journeys shown in Section 3.2 are specifically designed to meet the start and finish times of Friern Barnet School, Copthall School and Dollis School in the Friern Barnet and Mill Hill areas

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - Continued

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1

| | | | | | |
|--|------------------|--|----------------------------|-------------|------------|
| Edgware Station, Bus Station to Turnpike Lane Station, Bus Station | | Turnpike Lane Station, Bus Station to Edgware Station, Bus Station | | | |
| First departure no later than 0530. | | First departure no later than 0525. | | | |
| 0525 - 0645 | Every 15 minutes | 0520 - 0640 | Every 15 minutes | | |
| 0646 - 0020 | Every 12 minutes | 0641 - 0015 | Every 12 minutes | | |
| Last departure no earlier than 0015. | | Last departure no earlier than 0010. | | | |
| Pinchpoints | | | | | |
| Bounds Green Station | 0925 - 1225 | 12 minutes | Mill Hill Broadway Station | 0925 - 1100 | 12 minutes |

| | | | | | |
|--|------------------|---|-----------------------|-------------|------------|
| North Finchley, Tally Ho Corner, High Road to Turnpike Lane Station, Bus Station | | Turnpike Lane Station, Bus Station to North Finchley, Bus station | | | |
| First departure no later than 0720. | | First departure no later than 0725. | | | |
| 0725 - 1830 | Every 12 minutes | 0720 - 1830 | Every 12 minutes | | |
| Last departure no earlier than 1825. | | Last departure no earlier than 1825. | | | |
| Pinchpoints | | | | | |
| Bounds Green Station | 0930 - 1230 | 12 minutes | New Southgate Station | 0900 - 1100 | 12 minutes |

*** Journeys operating between North Finchley, Tally Ho Corner, High Road/North Finchley Bus Station and Turnpike Lane Station, Bus Station should be timed to fully interwork with journeys between Edgware Station, Bus Station to Turnpike Lane Station, Bus Station in both directions (i.e. a joint frequency of every 6 minutes should be provided between Turnpike Lane Station, Bus Station and Edgware Station, Bus Station in both directions during the stated times).**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - Continued

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 2

| | | | | | |
|--|------------------|--|----------------------------|-------------|-----------|
| Edgware Station, Bus Station to Turnpike Lane Station, Bus Station | | Turnpike Lane Station, Bus Station to Edgware Station, Bus Station | | | |
| First departure no later than 0530. | | First departure no later than 0525. | | | |
| 0525 - 0645 | Every 15 minutes | 0520 - 0640 | Every 15 minutes | | |
| 0646 - 0730 | Every 12 minutes | 0641 - 0740 | Every 12 minutes | | |
| 0731 - 0800 | Every 10 minutes | 0741 - 0820 | Every 10 minutes | | |
| 0801 - 1800 | Every 6 minutes | 0821 - 1845 | Every 6 minutes | | |
| 1801 - 1850 | Every 10 minutes | 1846 - 1925 | Every 10 minutes | | |
| 1851 - 0020 | Every 12 minutes | 1926 - 0015 | Every 12 minutes | | |
| Last departure no earlier than 0015. | | Last departure no earlier than 0010. | | | |
| Pinchpoints | | | | | |
| Bounds Green Station | 0925 - 1225 | 6 minutes | Mill Hill Broadway Station | 0925 - 1100 | 6 minutes |

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

OPTION 1 & 2

| | | | | | |
|--|------------------|--|----------------------------|-------------|------------|
| Edgware Station, Bus Station to Turnpike Lane Station, Bus Station | | Turnpike Lane Station, Bus Station to Edgware Station, Bus Station | | | |
| First departure no later than 0530. | | First departure no later than 0525. | | | |
| 0525 - 0645 | Every 15 minutes | 0520 - 0640 | Every 15 minutes | | |
| 0646 - 0020 | Every 12 minutes | 0641 - 0015 | Every 12 minutes | | |
| Last departure no earlier than 0015. | | Last departure no earlier than 0010. | | | |
| Pinchpoints | | | | | |
| Bounds Green Station | 0920 - 1130 | 12 minutes | Mill Hill Broadway Station | 0930 - 1130 | 12 minutes |

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 221 can suffer from unpredictable traffic delays in the Wood Green Shopping City area.
- 4.2) There is a Substantial housing development on the old Inglis Barracks site, now renamed Milbrook Park. This is close to Mill Hill East Station and will include 2,174 dwellings, a primary school, a GP surgery and large retail and office space once complete. The final phase is planned for completion in 2020 and occupation of Phase 1 is now happening.

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 221: Edgware Station - Turnpike Lane Station

Date of Structural Change: 5 November 2016.

Date of Service Change: 5 November 2016.

Reason for Issue: {To be specified}.

STREETS TRAVERSED

Towards Turnpike Lane Station: Edgware Bus Station, Station Road, Hale Lane, The Broadway, Flower Lane, Bunn's Lane, Page Street, Pursley Road, Bittacy Rise, Engel Park, Bittacy Hill, Frith Lane, Lullington Garth, Argyle Road, Alexandra Grove, Ballards Lane, North Finchley High Road, Woodhouse Road, Friern Barnet Road, Station Road, Bounds Green Road, Wood Green High Road, Green Lanes.

Towards Edgware Station: Turnpike Lane Bus Station, Green Lanes, Wood Green High Road, Bounds Green Road, Station Road, Friern Barnet Road, Woodhouse Road, North Finchley High Road, Tally Ho Bus Station, Ballards Lane, Alexandra Grove, Argyle Road, Lullington Garth, Frith Lane, Bittacy Hill, Holders Hill Circus, Bittacy Hill, Mill Hill East Station Forecourt, Bittacy Hill, Engel Park, Bittacy Rise, Pursley Road, Page Street, Bunn's Lane, Flower Lane, The Broadway, Mill Hill Broadway Bus Station, The Broadway, Hale Lane, Station Road, Edgware Bus Station.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

EDGWARE STATION, BUS STATION, REAR STAND

Private offside stand for 2 buses on south side of Edgware Bus Station adjacent to north side of The Broadwalk Shopping Centre commencing 3 metres west of pedestrian crossing linking bus station concourse and the shopping centre and extending 24 metres west. Buses proceed from Edgware Bus Station direct to stand, departing to Edgware Bus Station. Set down in Edgware Bus Station, at Stop G (BP090 - Edgware Station <>, Last Stop on LOR: BP090 - Edgware Station <>) and pick up in Edgware Bus Station, at Stop E (R0791 - Edgware Bus Station, First Stop on LOR: R0791 - Edgware Bus Station).

| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | No more than 2 buses on Route 221 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: | Edgware. |
| OTHER INFORMATION: | Toilet facilities available 24 hours a day. |

MILL HILL BROADWAY STATION, WEST SIDE (from TURNPIKE LANE STATION)

Private stand for 3 buses on west side of Mill Hill Broadway Station Forecourt commencing 4 metres south of Bus Stop 33771 and extending 39.3 metres north. Buses proceed from Mill Hill Broadway Bus Station direct to stand, departing via Mill Hill Broadway Bus Station to The Broadway. Set down in Mill Hill Broadway Bus Station, at Stop A (33773 - Mill Hill Broadway Station #, Last Stop on LOR: 33772 - Mill Hill Broadway Station #) and pick up in The Broadway, at Stop F (15636 - Mill Hill Broadway Station #, First Stop on LOR: 15636 - Mill Hill Broadway 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: | Mill Hill Broadway. |

MILL HILL EAST STATION

Private stand for one bus on Mill Hill East Station forecourt.

From Edgware Station.

Buses proceed from Bittacy Hill via Mill Hill East Station Forecourt to stand, departing via Mill Hill East Station Forecourt to Bittacy Hill. Set down in Bittacy Hill, at Stop B (20313 - Mill Hill East Station <>, Last Stop on LOR: 20313 - Mill Hill East Station <>) and pick up in Bittacy Hill (15621 - Sanders Lane, First Stop on LOR: 15621 - Sanders Lane).

From Turnpike Lane Station.

Buses proceed from Mill Hill East Station Forecourt direct to stand, departing via Mill Hill East Station Forecourt to Bittacy Hill. Set down in Mill Hill East Station Forecourt, at Stop A (25975 - Mill Hill East Station <>, Last Stop on LOR: 25975 - Mill Hill East Station <>) and pick up in Bittacy Hill, at Stop B (20313 - Mill Hill East Station <>, First Stop on LOR: 20313 - Mill Hill East 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: | Mill Hill East. |

HOLDERS HILL CIRCUS (from Edgware Station)

Buses proceed from Bittacy Hill via Holders Hill Circus and Bittacy Hill departing to Mill Hill East Station Forecourt. Set down in Bittacy Hill, at stop B (20313 - Mill Hill East Station <>, Last Stop on LOR: 20313 - Mill Hill East Station <>) and pick up in Mill Hill East Station Forecourt, at stop A (25975 - Mill Hill East Station <>, First Stop on LOR: 25975 - Mill Hill East Station <>).

| | |
|-------------------------|--|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | Turning Point Only - Buses must not stand |
| BLIND DISPLAY: | Holders Hill Circus. |

NORTH FINCHLEY BUS STATION

Private offside stand for 2 buses in marked 'Stand 1' and 'Stand 2' bays on north side of North Finchley Bus Station commencing opposite front of Bus Stop 'P' area.

From Edgware Station.

Buses proceed from North Finchley High Road via Tally Ho Bus Station to stand, departing to Tally Ho Bus Station. Set down in North Finchley High Road, at Stop E (28900 - North Finchley Bus Station, Last Stop on LOR: 28900 - North Finchley Bus Station) and pick up in Tally Ho Bus Station, at Stop P (OC568 - North Finchley Bus Station, First Stop on LOR: OC568 - North Finchley Bus Station).

From Turnpike Lane Station.

Buses proceed from Tally Ho Bus Station direct to stand, departing via Tally Ho Bus Station to Ballards Lane. Set down in Tally Ho Bus Station, at Stop P (OC568 - North Finchley Bus Station, Last Stop on LOR: 9933 - North Finchley High Road) and pick up in Ballards Lane, at Stop K (1023 - Tally Ho Corner, First Stop on LOR: 1023 - Tally Ho Corner).

| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | No more than 1 bus on Route 221 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: | North Finchley. |
| OTHER INFORMATION: | Toilet facilities available 24 hours a day. |

FRIERN BARNET, TOWN HALL

From Edgware Station.

Buses proceed from Woodhouse Road departing to Woodhouse Road. Set down in Woodhouse Road, at Stop FV (9940 - Lewes Road, Last Stop on LOR: 9940 - Lewes Road) and pick up in Woodhouse Road, at Stop FP (9941 - Summers Lane, First Stop on LOR: 9941 - Summers Lane).

From Turnpike Lane Station.

Buses proceed from Woodhouse Road departing to Woodhouse Road. Set down in Woodhouse Road, at Stop FL (9945 - Colney Hatch Lane, Last Stop on LOR: 9945 - Colney Hatch Lane) and pick up in Woodhouse Road, at Stop FW (9944 - Colney Hatch Lane, First Stop on LOR: 9944 - Colney Hatch Lane).

| | |
|-------------------------|--|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | Turning Point Only - Buses must not stand |
| BLIND DISPLAY: | Friern Barnet. |

NEW SOUTHGATE STATION

Public stand for one bus in Friern Barnet Road, commencing at a point 5 metres west of the p/w Nos. 21/23 and extending 17 metres east.

From Edgware Station.

Buses proceed from Friern Barnet Road (Eastbound) via Betstyle Circus (Circling) and Friern Barnet Road to stand, departing to Friern Barnet Road. Set down in Friern Barnet Road (9952 - Beaconsfield Road, Last Stop on LOR: 9953 - Beaconsfield Road) and pick up in Friern Barnet Road (9952 - Beaconsfield Road, First Stop on LOR: 9952 - Beaconsfield Road).

From Turnpike Lane Station.

Buses proceed from Station Road via Friern Barnet Road (Eastbound), Betstyle Circus (Circling) and Friern Barnet Road to stand, departing via Friern Barnet Road to Station Road. Set down in Station Road, at Stop K (9954 - New Southgate Station #, Last Stop on LOR: 9954 - New Southgate Station #) and pick up in Station Road, at Stop J (9955 - New Southgate Station #, First Stop on LOR: 9955 - New Southgate 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: | New Southgate. |

WOOD GREEN, BULLER ROAD (from Edgware Station)

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 Buller Road to stand, departing via Buller Road, Redvers Road, Moselle Avenue and Gladstone Avenue to Wood Green High Road. Set down in Wood Green High Road, at Stop D (1488 - Wood Green Station <>, Last Stop on LOR: 1488 - Wood Green Station <>) 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 STATION (from Edgware Station)

Buses proceed from Wood Green High Road via Gladstone Avenue, Moselle Avenue, Redvers Road and Lordship Lane departing to Wood Green High Road. Set down in Wood Green High Road, at Stop D (1488 - Wood Green Station <>, Last Stop on LOR: 1488 - Wood Green Station <>) 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: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Wood Green.

WOOD GREEN, BULLER ROAD (from Edgware Station)

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 Buller Road to stand, departing via Buller Road, Redvers Road, Lordship Lane and Wood Green High Road to Bounds Green Road. Set down in Wood Green High Road, at stop D (1488 - Wood Green Station <>, Last Stop on LOR: 1488 - Wood Green Station <>) and pick up in Bounds Green Road, at stop BH (9980 - Haringey Civic Centre, First Stop on LOR: 9980 - Haringey Civic 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: Wood Green.

TURNPIKE LANE STATION

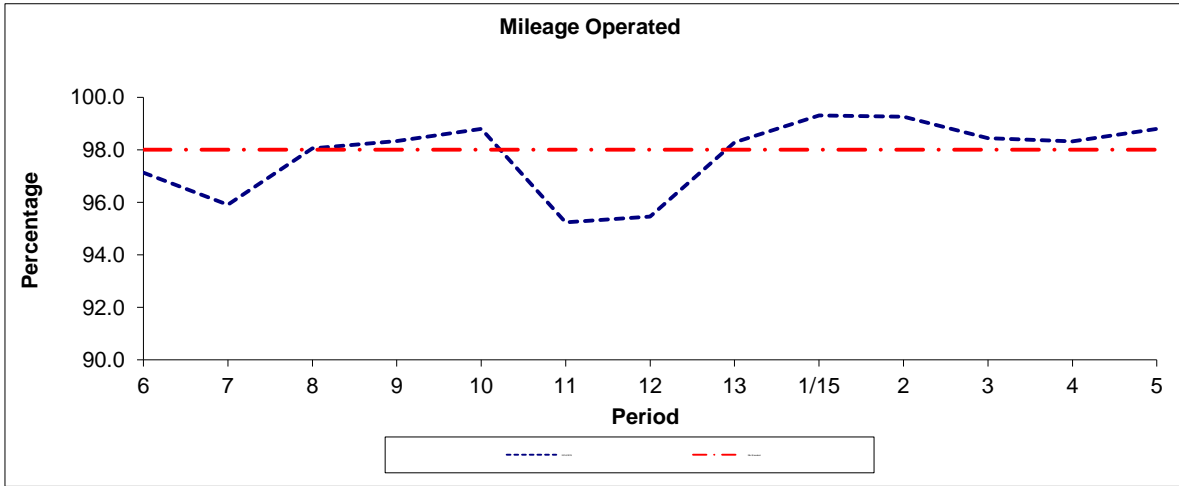
Private stand for 10 buses in marked bays in Turnpike Lane Bus Station on east side of Green Lanes.

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).

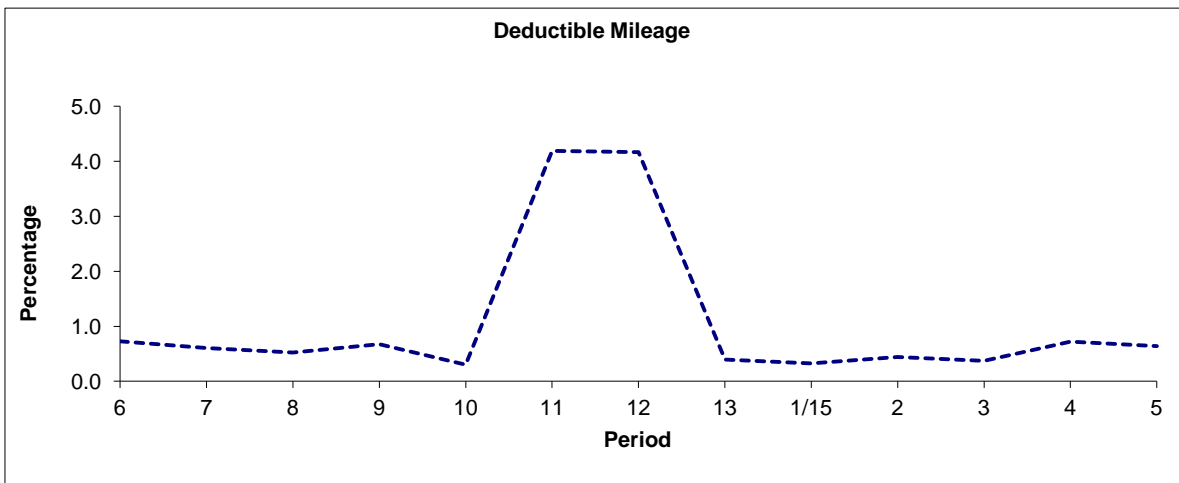
| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | No more than 2 buses on Route 221 should be scheduled to stand at any one time. |
| MEAL RELIEFS: | No meal relief vehicles to stand at any time. |
| FERRY VEHICLES: | No ferry vehicles to park on stand at any time. |
| BLIND DISPLAY: | Turnpike Lane Station. |
| OTHER INFORMATION: | London Buses toilet facilities available 24 hours a day. |

PART B - PERFORMANCE STATISTICS

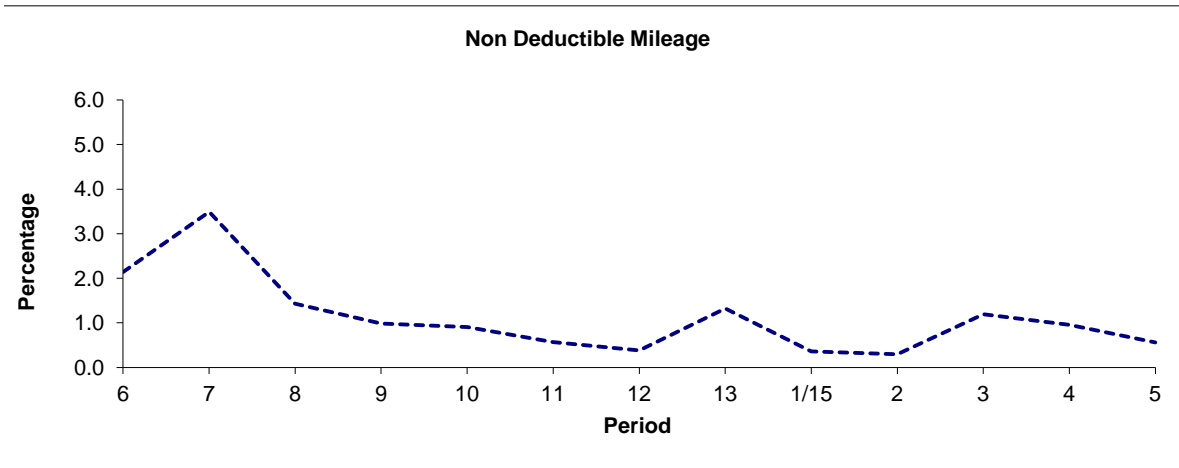
Route 221



| Period | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/15 | 2 | 3 | 4 | 5 |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2014/2015 | 97.13 | 95.91 | 98.05 | 98.33 | 98.79 | 95.24 | 95.45 | 98.28 | 99.31 | 99.26 | 98.44 | 98.32 | 98.80 |
| 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 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/15 | 2 | 3 | 4 | 5 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2014/2015 | 0.73 | 0.60 | 0.52 | 0.68 | 0.30 | 4.19 | 4.16 | 0.40 | 0.32 | 0.44 | 0.37 | 0.72 | 0.64 |

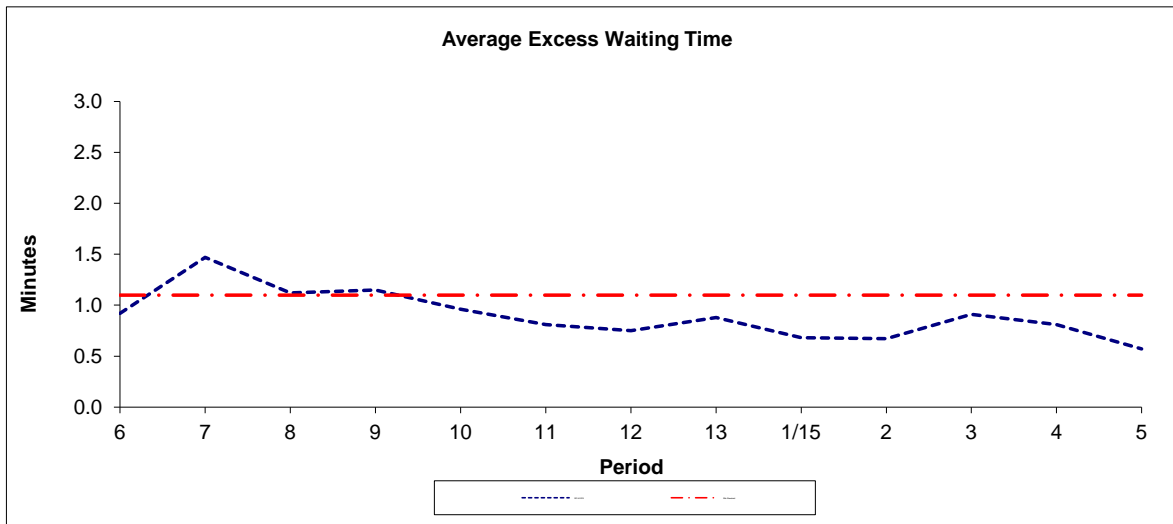


| Period | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/15 | 2 | 3 | 4 | 5 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2014/2015 | 2.14 | 3.49 | 1.43 | 0.99 | 0.91 | 0.57 | 0.38 | 1.32 | 0.36 | 0.29 | 1.19 | 0.96 | 0.56 |

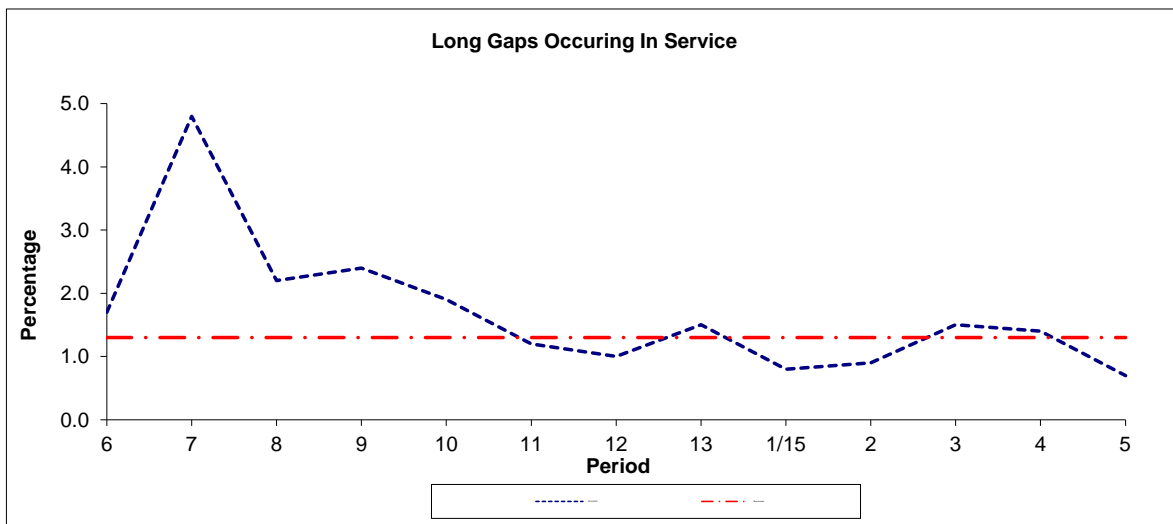
Note : Mileage is based on 4 weeks data
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

PART B - PERFORMANCE STATISTICS

Route 221



| Period | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/15 | 2 | 3 | 4 | 5 |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2014-2015 | 0.92 | 1.47 | 1.12 | 1.15 | 0.96 | 0.81 | 0.75 | 0.88 | 0.68 | 0.67 | 0.91 | 0.81 | 0.57 |
| 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 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/15 | 2 | 3 | 4 | 5 |
|-----------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|
| 2014-2015 | 1.7 | 4.8 | 2.2 | 2.4 | 1.9 | 1.2 | 1.0 | 1.5 | 0.8 | 0.9 | 1.5 | 1.4 | 0.7 |
| 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.

ROUTE 221 - FULL IBUS RESULTS BY TIME OF DAY
QUARTER 2 14/15 TO QUARTER 1 15/16 (21/06/14 - 26/0615)

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 | 36,939. | 36,436. | 98.6 | 5.78 | 0.44 | 6.22 | 86.5 | 13.0 | 0.5 | 0.0 | 0.5 | 65 |
| 07:00 - 10:00 | 109,042. | 105,300. | 96.6 | 4.05 | 0.88 | 4.93 | 88.6 | 10.8 | 0.6 | 0.1 | 1.7 | 52 |
| 10:00 - 13:00 | 101,343. | 98,528. | 97.2 | 4.25 | 0.86 | 5.10 | 87.7 | 11.8 | 0.4 | 0.1 | 1.5 | 62 |
| 13:00 - 16:00 | 107,088. | 102,531. | 95.7 | 4.11 | 1.20 | 5.30 | 85.7 | 13.3 | 0.9 | 0.1 | 3.0 | 49 |
| 16:00 - 19:00 | 102,338. | 99,819. | 97.5 | 4.23 | 1.31 | 5.54 | 84.9 | 14.1 | 0.9 | 0.1 | 3.0 | 59 |
| 19:00 - 22:00 | 83,749. | 83,266. | 99.4 | 5.08 | 0.76 | 5.84 | 82.2 | 17.0 | 0.7 | 0.1 | 1.4 | 63 |
| 22:00 - 24:00 | 47,815. | 47,812. | 100.0 | 5.93 | 0.48 | 6.42 | 79.5 | 20.0 | 0.4 | 0.0 | 0.2 | 51 |
| All Locations Summary | 588,314. | 573,692. | 97.5 | 4.39 | 1.00 | 5.39 | 85.8 | 13.4 | 0.7 | 0.1 | 2.1 | 65 |

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 | 5,937. | 5,697. | 96.0 | 7.35 | 0.36 | 7.71 | 72.3 | 26.5 | 1.1 | 0.1 | 0.5 | 35 |
| 07:00 - 10:00 | 22,021. | 21,958. | 99.7 | 4.30 | 0.67 | 4.97 | 89.4 | 10.1 | 0.4 | 0.0 | 0.7 | 43 |
| 10:00 - 13:00 | 22,809. | 21,679. | 95.0 | 4.18 | 0.99 | 5.17 | 86.7 | 12.4 | 0.8 | 0.1 | 2.2 | 45 |
| 13:00 - 16:00 | 22,350. | 21,422. | 95.8 | 4.23 | 1.36 | 5.59 | 84.0 | 14.5 | 1.3 | 0.2 | 3.5 | 50 |
| 16:00 - 19:00 | 22,286. | 21,542. | 96.7 | 4.25 | 0.98 | 5.23 | 86.7 | 12.4 | 0.8 | 0.1 | 2.2 | 51 |
| 19:00 - 22:00 | 16,067. | 15,907. | 99.0 | 5.85 | 0.97 | 6.82 | 76.1 | 22.1 | 1.5 | 0.3 | 0.9 | 64 |
| 22:00 - 24:00 | 10,557. | 10,410. | 98.6 | 5.93 | 0.68 | 6.62 | 77.3 | 21.8 | 0.9 | 0.0 | 0.3 | 63 |
| All Locations Summary | 122,027. | 118,615. | 97.2 | 4.59 | 1.01 | 5.60 | 84.2 | 14.7 | 1.0 | 0.1 | 2.0 | 64 |

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 | 6,747. | 6,659. | 98.7 | 7.37 | 0.24 | 7.61 | 73.6 | 26.0 | 0.4 | 0.0 | 0.5 | 61 |
| 07:00 - 10:00 | 17,997. | 17,772. | 98.7 | 5.78 | 0.64 | 6.42 | 79.4 | 20.1 | 0.4 | 0.0 | 0.1 | 72 |
| 10:00 - 13:00 | 17,699. | 17,526. | 99.0 | 5.92 | 0.64 | 6.56 | 77.9 | 21.1 | 0.9 | 0.2 | 0.5 | 49 |
| 13:00 - 16:00 | 17,545. | 17,336. | 98.8 | 5.96 | 0.85 | 6.81 | 76.2 | 22.2 | 1.3 | 0.3 | 0.8 | 69 |
| 16:00 - 19:00 | 17,754. | 17,677. | 99.6 | 5.92 | 0.60 | 6.52 | 78.8 | 20.5 | 0.6 | 0.1 | 0.2 | 46 |
| 19:00 - 22:00 | 17,630. | 17,575. | 99.7 | 5.94 | 0.54 | 6.48 | 78.9 | 20.5 | 0.6 | 0.0 | 0.2 | 67 |
| 22:00 - 24:00 | 11,704. | 11,718. | 100.1 | 5.94 | 0.37 | 6.31 | 80.4 | 19.1 | 0.4 | 0.0 | 0.2 | 33 |
| All Locations Summary | 107,076. | 106,263. | 99.2 | 5.95 | 0.64 | 6.59 | 78.1 | 21.0 | 0.8 | 0.1 | 0.4 | 72 |

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 | 49,623. | 48,792. | 98.3 | 6.06 | 0.42 | 6.48 | 84.0 | 15.3 | 0.6 | 0.1 | 0.5 | 65 |
| 07:00 - 10:00 | 149,060. | 145,030. | 97.3 | 4.16 | 0.85 | 5.01 | 88.2 | 11.2 | 0.5 | 0.1 | 1.5 | 72 |
| 10:00 - 13:00 | 141,851. | 137,733. | 97.1 | 4.44 | 0.85 | 5.29 | 86.4 | 13.0 | 0.5 | 0.1 | 1.5 | 62 |
| 13:00 - 16:00 | 146,983. | 141,289. | 96.1 | 4.33 | 1.18 | 5.52 | 84.4 | 14.5 | 1.0 | 0.1 | 2.9 | 69 |
| 16:00 - 19:00 | 142,378. | 139,038. | 97.7 | 4.40 | 1.20 | 5.60 | 84.5 | 14.5 | 0.9 | 0.1 | 2.6 | 59 |
| 19:00 - 22:00 | 117,446. | 116,748. | 99.4 | 5.29 | 0.76 | 6.05 | 81.0 | 18.1 | 0.8 | 0.1 | 1.2 | 67 |
| 22:00 - 24:00 | 70,076. | 69,940. | 99.8 | 5.93 | 0.50 | 6.43 | 79.3 | 20.1 | 0.5 | 0.0 | 0.2 | 63 |
| All Locations Summary | 817,417. | 798,570. | 97.7 | 4.57 | 0.96 | 5.54 | 84.8 | 14.3 | 0.7 | 0.1 | 1.9 | 72 |

Transport for London - QSI Points and Live Mileage List

Route 221
 Service change 20882
 Date 3 November 2009

TRANCHE 540

QSI Points are highlighted.

| OUT DIRECTION | | | | |
|-------------------|-------------|-------------------------------|--------|-------|
| Timing Point Code | Stop Number | Stop Name | Metres | Miles |
| EWSNBS S | EWSNBS S | Edgware Station, Bus Station | | |
| EWSNBS | R0791 | Edgware Station | 0 | 0.00 |
| | 3193 | Edgware Station | 311 | 0.19 |
| | 11772 | Broadfields Avenue | 505 | 0.31 |
| | 15643 | Highview Gardens | 379 | 0.24 |
| EDGWHD | 15641 | Greencroft | 398 | 0.25 |
| | 15640 | Ashbourne Grove | 471 | 0.29 |
| | 15638 | Hale Grove Gardens | 302 | 0.19 |
| MLHBSN | 15636 | Mill Hill Broadway Station | 308 | 0.19 |
| | 20858 | St Michaels Church | 289 | 0.18 |
| | 20859 | Parkmead Gardens | 353 | 0.22 |
| | 20861 | Bunns Lane Bridge | 686 | 0.43 |
| MLHLPS | 20864 | Cophall Gardens / Page Street | 330 | 0.21 |
| | 20865 | Page Street | 176 | 0.11 |
| | 25964 | Cophall Sports Centre | 367 | 0.23 |
| | 25967 | Salcombe Gardens | 369 | 0.23 |
| | 25968 | Rushden Gardens | 494 | 0.31 |
| | 25970 | Bittacy Hill | 306 | 0.19 |
| | 15620 | Sanders Lane | 408 | 0.25 |
| MLHESN | 20313 | Mill Hill East Station | 274 | 0.17 |
| | 33744 | Abercorn Road | 376 | 0.23 |
| | 26199 | Finchley Golf Club | 554 | 0.34 |
| | 26197 | Partingdale Lane | 401 | 0.25 |
| | 25048 | Cissbury Ring (Western Arm) | 553 | 0.34 |
| | 25044 | Sussex Ring | 377 | 0.23 |
| | 25042 | Argyle Road / Avondale Avenue | 372 | 0.23 |
| | 34202 | Nether Street | 153 | 0.10 |
| | 6117 | Woodberry Grove | 510 | 0.32 |
| NTFYHR | 1023 | Tally Ho Corner | 327 | 0.20 |
| | 28900 | North Finchley Bus Station | 296 | 0.18 |
| | 9934 | North Finchley High Road | 153 | 0.10 |
| | 9936 | Grove Road | 331 | 0.21 |
| | 9938 | Woodhouse College | 242 | 0.15 |
| | 9940 | Lewes Road | 211 | 0.13 |
| FBARTH | 9944 | Colney Hatch Lane | 324 | 0.20 |
| | 8285 | St John's Church | 298 | 0.19 |
| | 9949 | Stanford Road | 335 | 0.21 |
| | 9951 | Bellevue Road | 229 | 0.14 |
| | 9953 | Beaconsfield Road | 192 | 0.12 |
| NSOUSN | 9955 | New Southgate Station | 235 | 0.15 |
| | 9957 | Whitmore Close | 181 | 0.11 |
| | 9961 | Lower Park Road | 247 | 0.15 |
| | 9963 | Hobart Corner | 166 | 0.10 |
| | 9965 | Cline Road | 413 | 0.26 |
| | 9969 | Warwick Road | 188 | 0.12 |
| BDGNSN | 9971 | Bounds Green Station | 370 | 0.23 |
| | 9973 | Palace Road | 227 | 0.14 |
| | 9977 | Nightingale Road | 498 | 0.31 |
| | 9979 | Park Avenue | 379 | 0.24 |
| | 9981 | Haringey Civic Centre | 188 | 0.12 |
| WN GR | 1488 | Wood Green Station | 277 | 0.17 |
| WDGNHR | BP960 | Wood Green Shopping City | 255 | 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 - OUT DIRECTION 17399 metres 10.81 miles

| BACK 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 |
| WN GR | 33760 | Wood Green Bus Garage | 126 | 0.08 |
| | 9980 | Haringey Civic Centre | 231 | 0.14 |
| | 10852 | Park Avenue | 323 | 0.20 |
| | 9976 | Nightingale Road | 307 | 0.19 |
| | 9972 | Palace Road | 387 | 0.24 |
| BDGNSN | 9970 | Bounds Green Station | 295 | 0.18 |
| | 9968 | Warwick Road | 202 | 0.13 |
| | 9964 | Cline Road | 434 | 0.27 |
| | 9962 | Hobart Corner | 341 | 0.21 |
| | 9960 | Lower Park Road | 200 | 0.12 |
| | 9956 | Whitmore Close | 239 | 0.15 |
| NSOUSN | 9954 | New Southgate Station | 168 | 0.10 |
| | 9952 | Beaconsfield Road | 295 | 0.18 |
| | 9950 | Bellevue Road | 199 | 0.12 |
| | 9947 | St John's Church | 376 | 0.23 |
| FBARTH | BP3077 | Friern Barnet Town Hall | 242 | 0.15 |
| | 9945 | Colney Hatch Lane | 114 | 0.07 |
| | 9941 | Summers Lane | 281 | 0.17 |
| | 9939 | Crescent Way | 193 | 0.12 |
| | 9937 | Woodhouse College | 176 | 0.11 |
| | 9935 | North Finchley | 342 | 0.21 |
| | 9933 | North Finchley High Road | 173 | 0.11 |
| NTFYBS | OC568 | North Finchley Bus Station | 191 | 0.12 |
| | 34201 | Thyra Grove | 434 | 0.27 |
| | 34203 | Nether Street | 371 | 0.23 |
| | 25043 | Argyle Road / Avondale Avenue | 91 | 0.06 |
| | 25045 | Sussex Ring | 318 | 0.20 |
| | 25046 | Singleton Scarp | 221 | 0.14 |
| | 26196 | Cissbury Ring (Western Arm) | 310 | 0.19 |
| | 26198 | Partingdale Lane | 448 | 0.28 |
| | 26200 | Finchley Golf Club | 492 | 0.31 |
| | 26202 | Frith Lane | 910 | 0.57 |
| MLHESN | 25975 | Mill Hill East Station | 383 | 0.24 |
| | 15621 | Sanders Lane | 207 | 0.13 |
| | 25971 | Bittacy Hill | 493 | 0.31 |
| | 25969 | Rushden Gardens | 289 | 0.18 |
| | 37255 | Bittacy Rise | 256 | 0.16 |
| | 25966 | Salcombe Gardens | 284 | 0.18 |
| | 25965 | Cophall Sports Centre | 347 | 0.22 |
| | 20866 | Page Street | 330 | 0.21 |
| MLHLPS | 20863 | Cophall Gardens / Page Street | 240 | 0.15 |
| | 20862 | Bunns Lane Bridge | 285 | 0.18 |
| | 20860 | Parkmead Gardens | 622 | 0.39 |
| | 20857 | Flower Lane / Sacred Heart Church | 497 | 0.31 |
| MLHBSN | 33772 | Mill Hill Broadway Station | 395 | 0.25 |
| | 27455 | Beech Walk | 372 | 0.23 |
| | 15639 | Downhurst Avenue | 220 | 0.14 |
| EDGWHD | 15642 | Greencroft | 425 | 0.26 |
| | 15644 | Farm Road | 395 | 0.25 |
| | 11773 | Broadfields Avenue | 517 | 0.32 |
| | BP1616 | The Drive | 197 | 0.12 |
| EWSNBS | BP090 | Edgware Station | 379 | 0.24 |
| EWSNBS S | EWSNBS S | Edgware Station, Bus Station | 0 | 0.00 |

TOTAL ROUTE MILEAGE - BACK DIRECTION 17587 metres 10.93 miles