

## 7. Service Specification

Route: H18 & H19

QC42004

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>	Harrow, Bus Station to Harrow, Bus Station (Circular)
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	31st August 2013
<b>Vehicle Type</b>	87 capacity, dual door, double deck buses, subject to a satisfactory route test <b>(for 2 trips only)</b>  60 capacity, dual door, single deck, minimum 10.8m long, subject to a satisfactory route test.
<b>Current Maximum Approved Dimensions</b>	10.3 metres long and 2.5 metres wide
<b>New Vehicles Mandatory</b>	Yes
<b>Hybrid Price Required</b>	No
<b>Sponsored Route</b>	No
<b>Minimum Performance Standard</b>	Departing on Time - No less than 86.00%
<b>Extension Threshold</b>	Departing on Time Threshold - 90.00%
<b>Advertising Rights</b>	Operator
<b>Minimum Operated Mileage Standard</b>	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on 22<sup>nd</sup> October 2012

*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. H18 & H19.

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: The 0726 journey on Route No. H18 will be operated by 87 capacity, dual door, double deck bus, subject to a satisfactory route test.
- Option 1: The 0745 journey on Route No. H19 will be operated by 87 capacity, dual door, double deck bus, subject to a satisfactory route test.
- Option 2: Increase the Mondays to Fridays peak frequency from every 30 minutes to every 20 minutes.
- Option 2: Increase the Mondays to Fridays peak and interpeaks and Saturday shopping period frequencies, from every 30 minutes to every 20 minutes.

### All Options

- The Boxing Day service should match the Sunday service.
- **Tenderers must identify the cost of the Boxing Day element of this service separately.**
- 60 capacity, dual door, single deck buses of a minimum of 10.8 metres long buses will be specified, subject to a satisfactory route test.

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

#### 3.1) MONDAYS TO FRIDAYS SCHEDULE REQUIREMENTS & PINCHPOINTS (OPTION 1)

Harrow, Bus Station to Harrow, Bus Station ( <b>Circular H18 Direction</b> )			Harrow, Bus Station to Harrow, Bus Station ( <b>Circular H19 Direction</b> )		
First departure no later than 0530.			First departure no later than 0545.		
0525 – 2335	Every 30 minutes		0540 - 2350	Every 30 minutes	
Last departure no earlier than 2330.			Last departure no earlier than 2345.		
<b>Pinchpoints</b>					
Belmont	0730 - 0930	30 minutes	Belmont	0735 - 0935	30 minutes
Circle	1500 - 1630	30 minutes	Circle	1500 - 1630	30 minutes

The 0726 journey on Route No. H18 will be operated by 87 capacity, dual door, double deck bus, subject to a satisfactory route test.

The 0745 journey on Route No. H19 will be operated by 87 capacity, dual door, double deck bus, subject to a satisfactory route test.

#### 3.2) MONDAY TO FRIDAY ADDITIONAL SCHEDULE REQUIREMENTS (OPTION 1)

Harrow, Bus Station to Harrow, Bus Station ( <b>Circular H18 Direction</b> )		Harrow, Bus Station to Harrow, Bus Station ( <b>Circular H19 Direction</b> )	
1515	One journey	1610	One journey

#### 3.3) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS (OPTION 1)

Harrow, Bus Station to Harrow, Bus Station ( <b>Circular H18 Direction</b> )			Harrow, Bus Station to Harrow, Bus Station ( <b>Circular H19 Direction</b> )		
First departure no later than 0530.			First departure no later than 0545.		
0525 – 2335	Every 30 minutes		0540 - 2350	Every 30 minutes	
Last departure no earlier than 2330.			Last departure no earlier than 2345.		
<b>Pinchpoints</b>					
Belmont	0955 - 1055	30 minutes	Belmont	1000- 1130	30 minutes
Circle			Circle		

#### 3.4) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS (OPTION 1)

Harrow, Bus Station to Harrow, Bus Station ( <b>Circular H18 Direction</b> )			Harrow, Bus Station to Harrow, Bus Station ( <b>Circular H19 Direction</b> )		
First departure no later than 0630.			First departure no later than 0645.		
0625 – 2335	Every 30 minutes		0640 - 2350	Every 30 minutes	
Last departure no earlier than 2330.			Last departure no earlier than 2345		
<b>Pinchpoints</b>					
Belmont	0955 - 1055	30 minutes	Belmont	1000- 1130	30 minutes
Circle			Circle		

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

**3) SCHEDULE REQUIREMENTS & PINCHPOINTS – continued.**

**3.5) MONDAYS TO FRIDAYS SCHEDULE REQUIREMENTS & PINCHPOINTS (OPTION 2)**

Harrow, Bus Station to Harrow, Bus Station <b>(Circular H18 Direction)</b>			Harrow, Bus Station to Harrow, Bus Station <b>(Circular H19 Direction)</b>		
First departure no later than 0530.			First departure no later than 0545.		
0525 - 0700	Every 30 minutes		0540 - 0715	Every 30 minutes	
0701 - 0920	Every 20 minutes		0716 - 0935	Every 20 minutes	
0921 - 1515	Every 30 minutes		0936 - 1525	Every 30 minutes	
1516 - 1935	Every 20 minutes		1526 - 1945	Every 20 minutes	
1936 - 2335	Every 30 minutes		1946 - 2350	Every 30 minutes	
Last departure no earlier than 2330.			Last departure no earlier than 2345.		
<b>Pinchpoints</b>					
Belmont Circle	0730 - 0930	20 minutes	Belmont Circle	0735 - 0935	20 minutes
	1450 - 1550	30 minutes		1450 - 1550	30 minutes
	1551 - 1630	20 minutes		1551 - 1630	20 minutes

**3.6) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS (OPTION 2)**

Harrow, Bus Station to Harrow, Bus Station <b>(Circular H18 Direction)</b>			Harrow, Bus Station to Harrow, Bus Station <b>(Circular H19 Direction)</b>		
First departure no later than 0530.			First departure no later than 0545.		
0525 - 2335	Every 30 minutes		0540 - 2350	Every 30 minutes	
Last departure no earlier than 2330.			Last departure no earlier than 2345.		
<b>Pinchpoints</b>					
Belmont Circle	0955 - 1055	30 minutes	Belmont Circle	1010- 1140	30 minutes

**3.7) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS (OPTION 2)**

Harrow, Bus Station to Harrow, Bus Station <b>(Circular H18 Direction)</b>			Harrow, Bus Station to Harrow, Bus Station <b>(Circular H19 Direction)</b>		
First departure no later than 0630.			First departure no later than 0645.		
0625 – 2335	Every 30 minutes		0640 - 2350	Every 30 minutes	
Last departure no earlier than 2330.			Last departure no earlier than 2345		
<b>Pinchpoints</b>					
Belmont Circle	0955 - 1055	30 minutes	Belmont Circle	1000- 1130	30 minutes

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

3) SCHEDULE REQUIREMENTS & PINCHPOINTS – continued.

3.8) MONDAYS TO FRIDAYS SCHEDULE REQUIREMENTS & PINCHPOINTS (OPTION 3)

Harrow, Bus Station to Harrow, Bus Station ( <b>Circular H18 Direction</b> )			Harrow, Bus Station to Harrow, Bus Station ( <b>Circular H19 Direction</b> )		
First departure no later than 0530.			First departure no later than 0545.		
0525 - 0700	Every 30 minutes		0540 - 0645	Every 30 minutes	
0701 - 1940	Every 20 minutes		0646 - 1945	Every 20 minutes	
1941 - 2335	Every 30 minutes		1946 - 2350	Every 30 minutes	
Last departure no earlier than 2330.			Last departure no earlier than 2345.		
<b>Pinchpoints</b>					
Belmont Circle	0730 - 0930	20 minutes	Belmont Circle	0735 - 0935	20 minutes
	1450 - 1630	20 minutes		1450 - 1630	20 minutes

3.9) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS (OPTION 3)

Harrow, Bus Station to Harrow, Bus Station ( <b>Circular H18 Direction</b> )			Harrow, Bus Station to Harrow, Bus Station ( <b>Circular H19 Direction</b> )		
First departure no later than 0530.			First departure no later than 0545.		
0525 - 0930	Every 30 minutes		0540 - 0945	Every 30 minutes	
0931 - 1830	Every 20 minutes		0946 - 1845	Every 20 minutes	
1831 - 2335	Every 30 minutes		1846 - 2350	Every 30 minutes	
Last departure no earlier than 2330.			Last departure no earlier than 2345.		
<b>Pinchpoints</b>					
Belmont Circle	0955 - 1055	20 minutes	Belmont Circle	1010- 1130	20 minutes

3.10) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS (OPTION 3)

Harrow, Bus Station to Harrow, Bus Station ( <b>Circular H18 Direction</b> )			Harrow, Bus Station to Harrow, Bus Station ( <b>Circular H19 Direction</b> )		
First departure no later than 0630.			First departure no later than 0645.		
0625 – 2335	Every 30 minutes		0640 - 2350	Every 30 minutes	
Last departure no earlier than 2330.			Last departure no earlier than 2345		
<b>Pinchpoints</b>					
Belmont Circle	0955 - 1055	30 minutes	Belmont Circle	1000- 1130	30 minutes

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

**4) OPERATIONAL CONSIDERATIONS**

4.1) Route No. H18 can suffer unpredictable traffic delays in the Long Elms area.

4.2) Route No. H19 can suffer unpredictable traffic delays in the Belmont Circle area.

**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 H18: Harrow Bus Station - Harrow Bus Station (Via Pinner & Wealdstone)**

**Date of Structural Change:** 31 August 2013.

**Date of Service Change:** 31 August 2013.

**Reason for Issue:** New tender.

#### **STREETS TRAVERSED**

**Towards Harrow Bus Station (via Pinner & Wealdstone):** College Road, Headstone Road, Greenhill Way, Pinner Road, Headstone Lane, Long Elmes, Harrow Weald High Road, Uxbridge Road Roundabout, Uxbridge Road, Kenton Lane, Belmont Circle, Kenton Lane, Kenton Road, Rushout Avenue, Northwick Avenue, Kenton Road, Peterborough Road, Station Road, College Road, Harrow 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.

### **HARROW BUS STATION**

Private stand for 7 buses in marked bays in Harrow Bus Station on south side of College Road.

Buses proceed from Harrow Bus Station direct to stand, departing via Harrow Bus Station to College Road. Set down in Harrow Bus Station, at Stop E (R0839 - Harrow Bus Station, Last Stop on LOR: R0839 - Harrow Bus Station) and pick up in College Road, at Stop D (R0840 - Harrow Bus Station, First Stop on LOR: R0840 - Harrow Bus Station).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 1 bus on Route H18 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: Harrow.  
OTHER INFORMATION: LBSL toilets available 24 hours.

### **HARROW WEALD, LONG ELMES**

Buses proceed out of service from Long Elmes. Set down in Long Elmes, at Stop E (BP2378 - Long Elmes / Boxtree Lane, Last Stop on LOR: BP2378 - Long Elmes / Boxtree Lane).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: Unscheduled curtailments only  
BLIND DISPLAY: Harrow Weald, Long Elmes.

### **BELMONT CIRCLE**

Buses proceed out of service from Belmont Circle. Set down in Belmont Circle, at Stop BE (15027 - Belmont Circle, Last Stop on LOR: 15027 - Belmont Circle).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: Unscheduled curtailments only  
BLIND DISPLAY: Belmont Circle.

## **LONDON BUSES - ROUTE DESCRIPTION**

### **ROUTE H19: Harrow Bus Station - Harrow Bus Station (Via Wealdstone & Pinner)**

**Date of Structural Change:** 31 August 2013.

**Date of Service Change:** 31 August 2013.

**Reason for Issue:** New tender.

#### **STREETS TRAVERSED**

**Towards Harrow Bus Station (via Wealdstone & Pinner):** Harrow Bus Station, College Road, Station Road, Peterborough Road, Kenton Road, Rushout Avenue, Northwick Avenue, Kenton Road, Kenton Lane, Belmont Circle, Kenton Lane, Uxbridge Road, Uxbridge Road Roundabout, Harrow Weald High Road, Long Elmes, Headstone Lane, Pinner Road, Bessborough Road, College Road, Headstone Road, Kymberley Road, Harrow 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.

### **HARROW BUS STATION**

Private stand for 7 buses in marked bays in Harrow Bus Station on south side of College Road.

Buses proceed from Harrow Bus Station direct to stand, departing to Harrow Bus Station. Set down in Harrow Bus Station, at Stop E (R0839 - Harrow Bus Station, Last Stop on LOR: R0839 - Harrow Bus Station) and pick up in Harrow Bus Station, at Stop C (R0841 - Harrow Bus Station, First Stop on LOR: R0841 - Harrow Bus Station).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 1 bus on Route H19 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: Harrow.  
OTHER INFORMATION: LBSL toilets available 24 hours.

### **HARROW WEALD, LONG ELMES**

Buses proceed out of service from Long Elmes. Set down in Long Elmes, at Stop F (26392 - Courtenay Avenue, Last Stop on LOR: 26392 - Courtenay Avenue).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: Unscheduled curtailments only  
BLIND DISPLAY: Harrow Weald, Long Elmes.

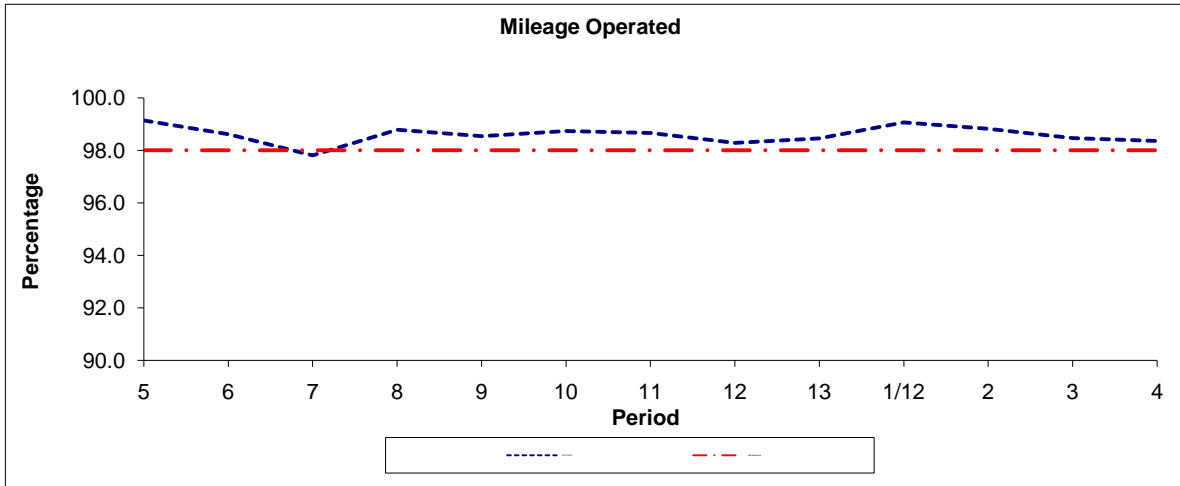
### **BELMONT CIRCLE**

Buses proceed out of service from Belmont Circle. Set down in Belmont Circle, at Stop BQ (15028 - Belmont Circle, Last Stop on LOR: 15028 - Belmont Circle).

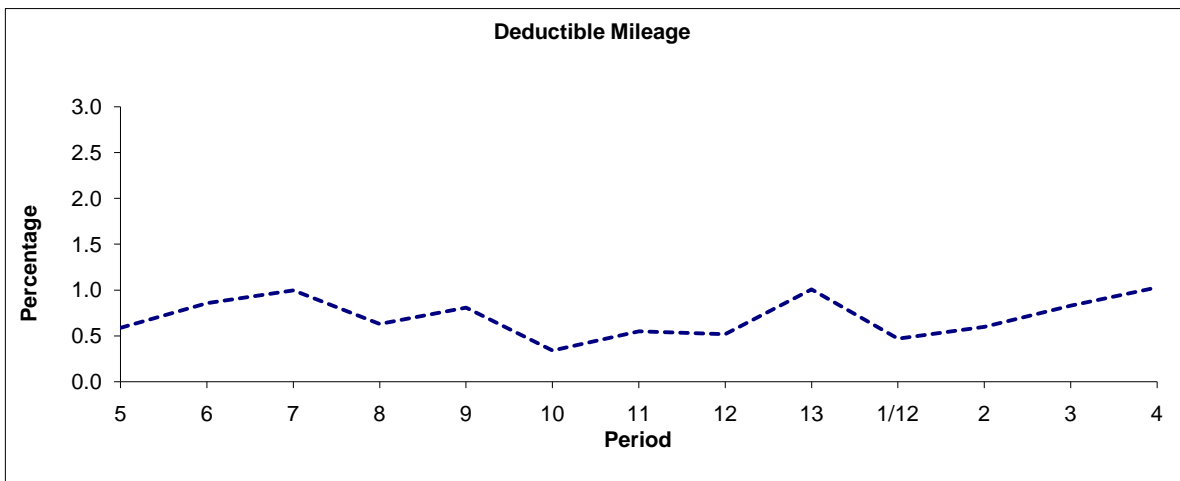
AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: Unscheduled curtailments only  
BLIND DISPLAY: Belmont Circle.

**PART B - PERFORMANCE STATISTICS**

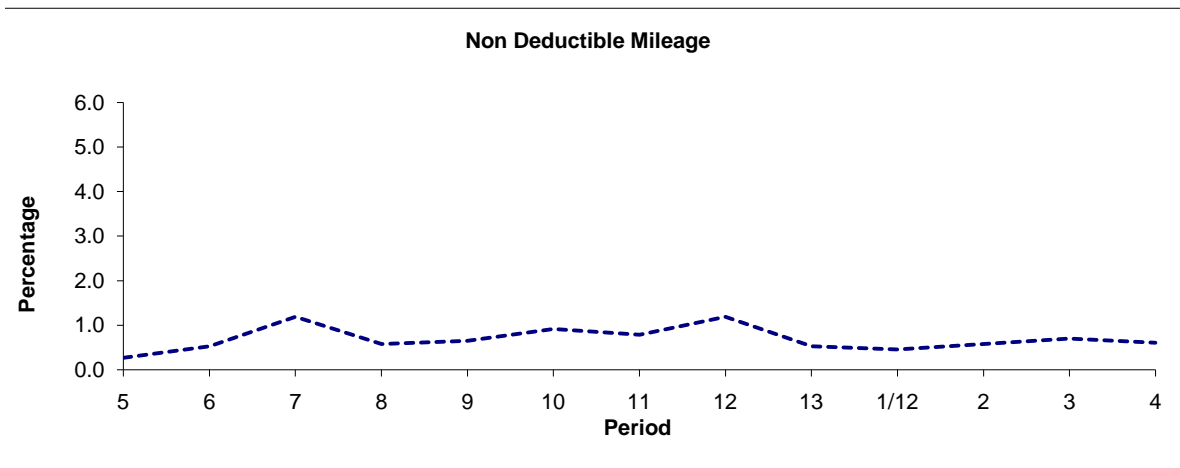
**Route H18**



Period	5	6	7	8	9	10	11	12	13	1/12	2	3	4
2011/2012	99.14	98.61	97.81	98.79	98.54	98.74	98.66	98.29	98.46	99.07	98.82	98.47	98.36
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	5	6	7	8	9	10	11	12	13	1/12	2	3	4
2011/2012	0.59	0.86	1.00	0.63	0.81	0.34	0.55	0.52	1.01	0.47	0.60	0.83	1.03

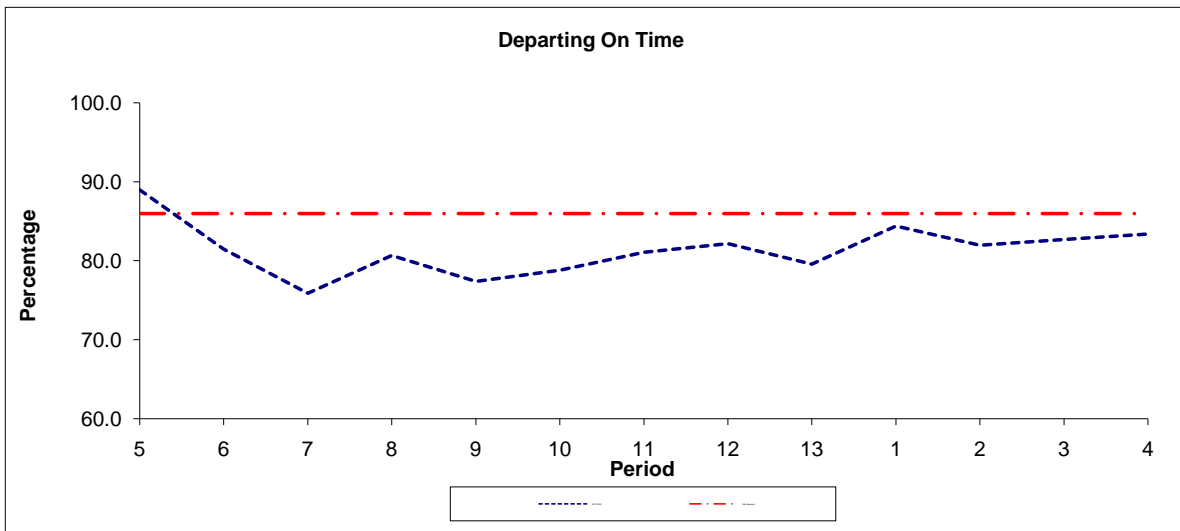


Period	5	6	7	8	9	10	11	12	13	1/12	2	3	4
2011/2012	0.27	0.53	1.19	0.58	0.65	0.92	0.79	1.19	0.53	0.46	0.58	0.70	0.61

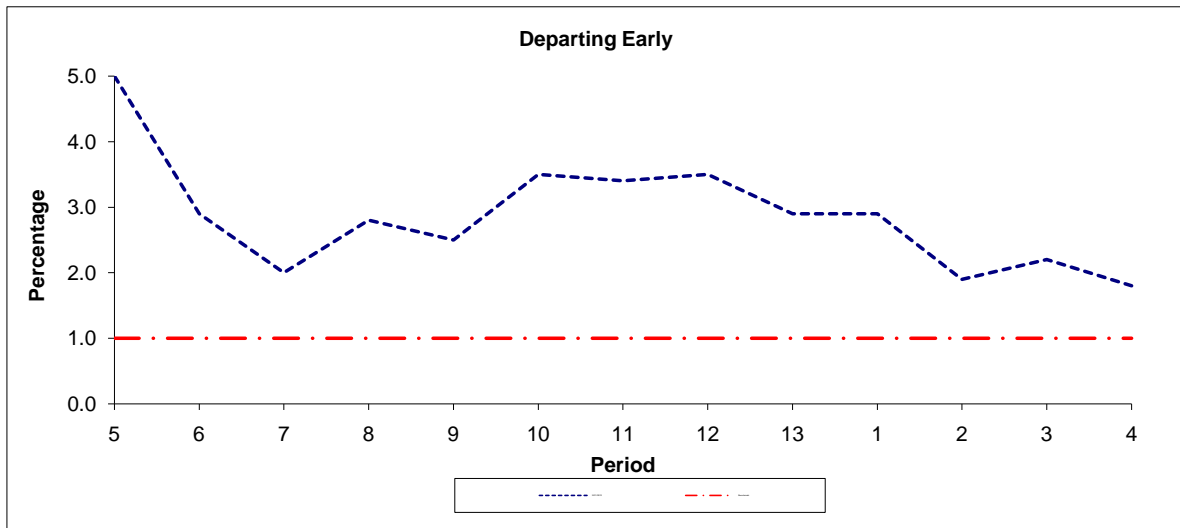
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route H18**



Period	5	6	7	8	9	10	11	12	13	1	2	3	4
2011/2012	89.0	81.5	75.9	80.7	77.4	78.8	81.1	82.2	79.6	84.4	82.0	82.7	83.4
Min Standard	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0

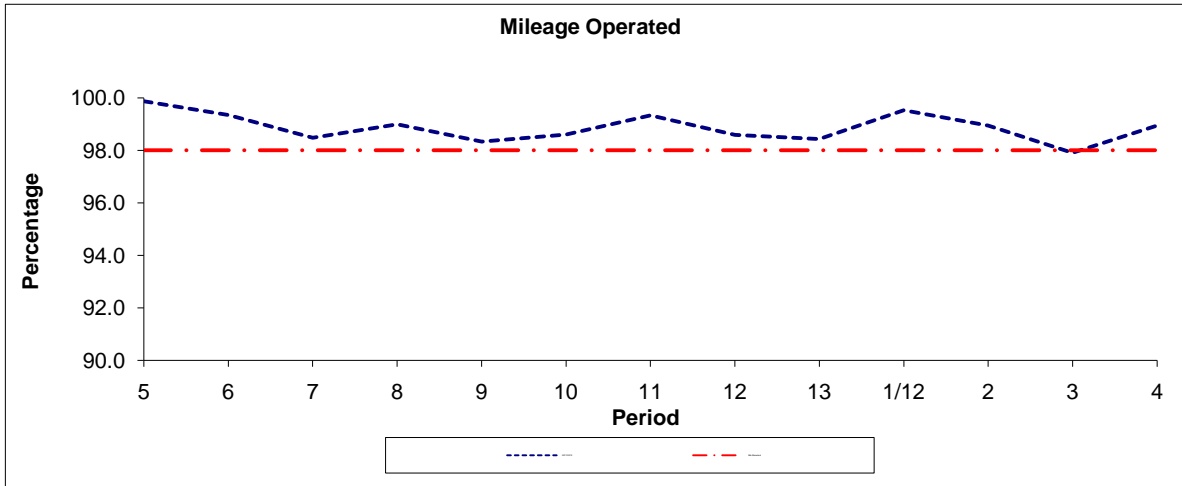


Period	5	6	7	8	9	10	11	12	13	1	2	3	4
2011/2012	5.0	2.9	2.0	2.8	2.5	3.5	3.4	3.5	2.9	2.9	1.9	2.2	1.8
Benchmark	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

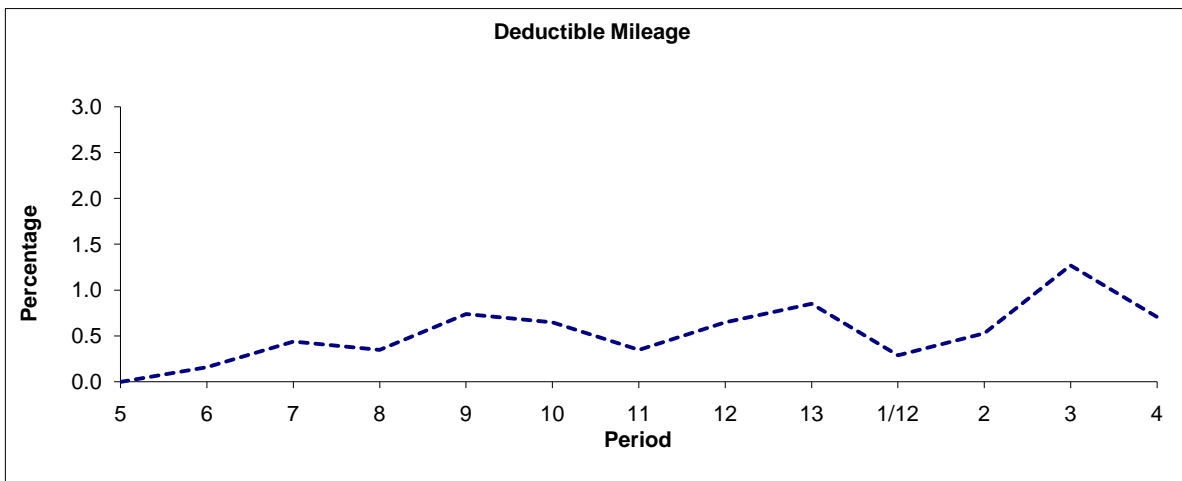
**Note :** Reliability is actual performance under full iBus (4 weeks data).  
Minimum Standards and Benchmarks are those applicable under the new contract.

**PART B - PERFORMANCE STATISTICS**

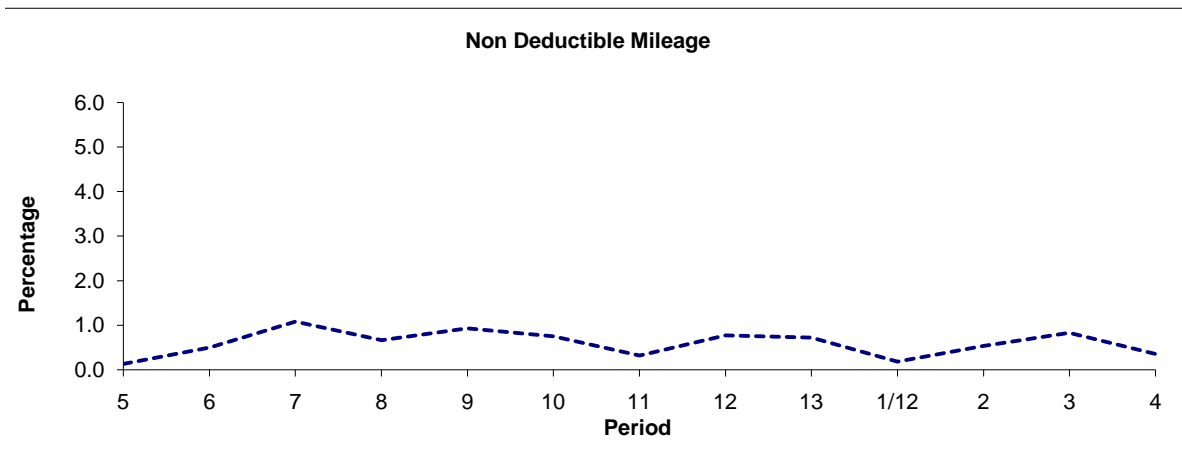
**Route H19**



Period	5	6	7	8	9	10	11	12	13	1/12	2	3	4
2011/2012	99.87	99.34	98.48	98.99	98.33	98.60	99.33	98.58	98.43	99.53	98.94	97.90	98.94
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	5	6	7	8	9	10	11	12	13	1/12	2	3	4
2011/2012	0.00	0.16	0.44	0.35	0.74	0.65	0.35	0.65	0.85	0.29	0.53	1.27	0.71

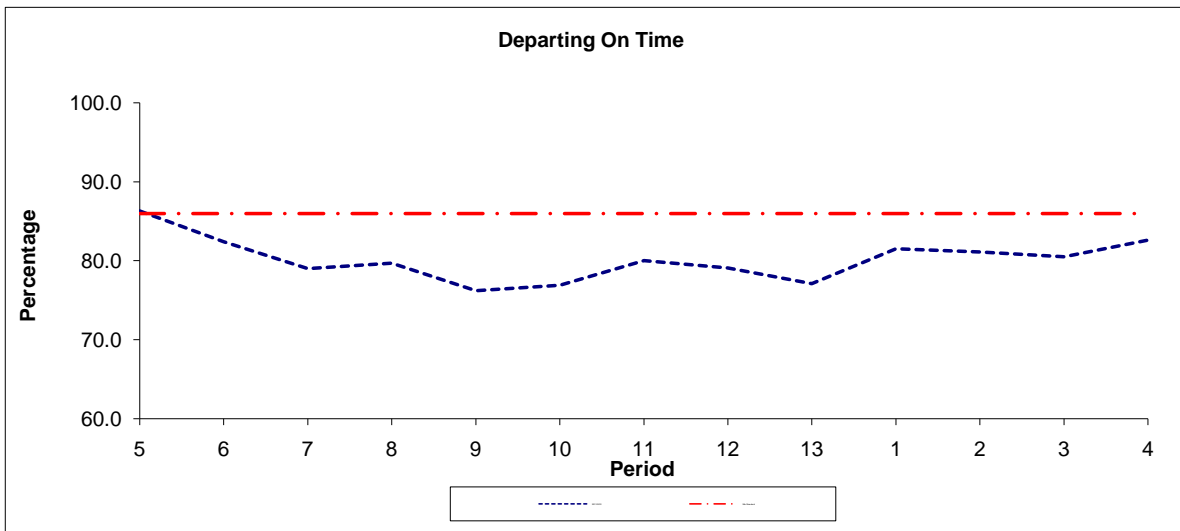


Period	5	6	7	8	9	10	11	12	13	1/12	2	3	4
2011/2012	0.13	0.50	1.08	0.66	0.93	0.75	0.32	0.77	0.72	0.18	0.53	0.83	0.35

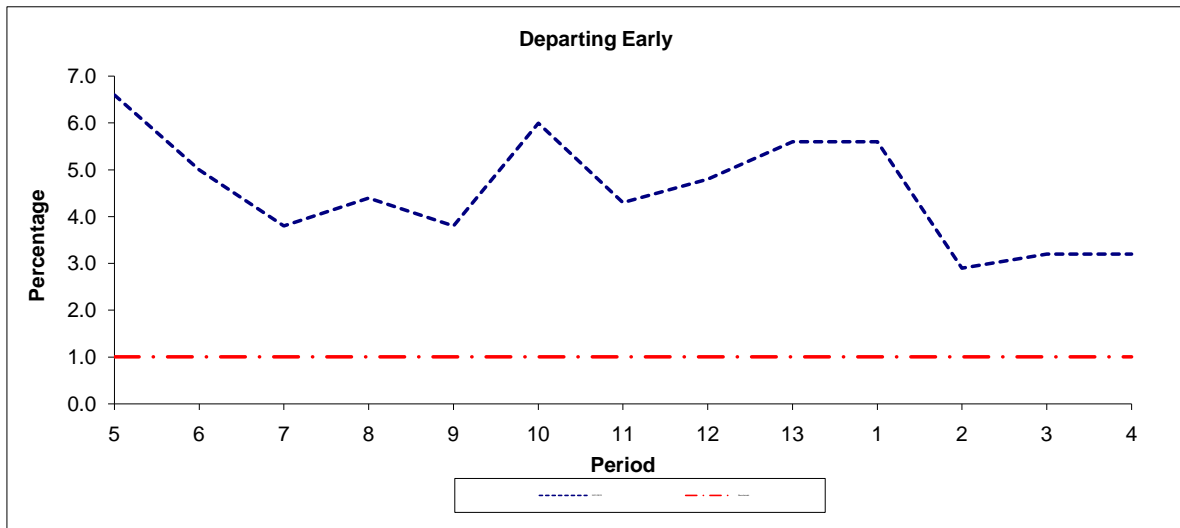
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route H19**



Period	5	6	7	8	9	10	11	12	13	1	2	3	4
2011/2012	86.3	82.4	79.0	79.7	76.2	76.9	80.0	79.1	77.1	81.5	81.1	80.5	82.6
Min Standard	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0



Period	5	6	7	8	9	10	11	12	13	1	2	3	4
2011/2012	6.6	5.0	3.8	4.4	3.8	6.0	4.3	4.8	5.6	5.6	2.9	3.2	3.2
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 H18 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTERS 2 (11/12) to 1 (12/13) 25/06/2011 - 22/06/2012**

**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	4,414.	93.4	93.8	91.5	6.3	0.5	1.7
0700 - 1000	11,070.	97.7	95.6	75.1	4.5	2.8	17.6
1000 - 1300	11,304.	99.3	99.0	94.0	1.0	2.2	2.8
1300 - 1600	12,816.	93.3	94.1	81.9	5.9	2.4	9.9
1600 - 1900	12,363.	100.1	95.9	77.1	4.8	5.3	12.8
1900 - 2200	10,441.	96.7	92.6	72.9	8.1	1.2	17.8
2200 - 2400	6,719.	99.0	97.1	88.3	3.0	6.9	1.9
<b>Summary</b>	<b>69,127.</b>	<b>97.3</b>	<b>95.5</b>	<b>80.8</b>	<b>4.7</b>	<b>3.1</b>	<b>11.4</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 (%)
0500 - 0700	936.	91.8	90.9	88.5	8.7	2.4	0.4
0700 - 1000	2,126.	95.7	95.7	87.1	4.6	0.2	8.1
1000 - 1300	2,259.	97.2	94.0	79.5	6.1	1.7	12.8
1300 - 1600	2,395.	98.2	97.7	87.2	2.4	2.9	7.6
1600 - 1900	2,357.	94.3	95.2	61.0	5.2	1.6	32.3
1900 - 2200	2,149.	98.1	94.5	77.2	6.4	1.4	15.0
2200 - 2400	1,395.	99.0	97.6	85.6	3.4	6.7	4.2
<b>Summary</b>	<b>13,617.</b>	<b>96.6</b>	<b>95.4</b>	<b>78.9</b>	<b>4.7</b>	<b>2.0</b>	<b>14.4</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 (%)
0500 - 0700	265.	94.7	95.1	91.9	4.7	1.4	2.0
0700 - 1000	2,348.	96.1	95.4	92.6	4.1	1.8	1.5
1000 - 1300	2,374.	96.8	96.2	90.9	4.1	1.0	4.0
1300 - 1600	2,374.	96.2	95.4	84.7	4.7	1.8	8.8
1600 - 1900	2,421.	95.2	95.9	86.6	4.1	1.8	7.5
1900 - 2200	2,348.	98.9	96.0	87.6	4.2	2.4	5.8
2200 - 2400	1,500.	97.7	97.1	86.6	3.3	9.0	1.0
<b>Summary</b>	<b>13,630.</b>	<b>96.7</b>	<b>95.9</b>	<b>87.8</b>	<b>4.2</b>	<b>2.2</b>	<b>5.8</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 (%)
0500 - 0700	5,615.	93.2	93.4	91.1	6.6	0.7	1.6
0700 - 1000	15,544.	97.2	95.6	77.0	4.5	2.5	16.0
1000 - 1300	15,937.	98.6	97.9	91.3	2.2	2.0	4.6
1300 - 1600	17,585.	94.4	94.8	83.0	5.2	2.4	9.4
1600 - 1900	17,141.	98.6	95.8	76.2	4.8	4.6	14.4
1900 - 2200	14,938.	97.2	93.4	75.1	7.4	1.4	16.1
2200 - 2400	9,614.	98.8	97.1	87.7	3.1	7.1	2.1
<b>Summary</b>	<b>96,374.</b>	<b>97.1</b>	<b>95.6</b>	<b>81.2</b>	<b>4.7</b>	<b>2.9</b>	<b>11.2</b>

96,374.

**ROUTE H19 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTERS 2 (11/12) to 1 (12/13) 25/06/2011 - 22/06/2012**

**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	3,346.	97.1	95.2	91.4	5.4	2.0	1.2
0700 - 1000	11,448.	99.7	93.3	80.2	7.3	3.0	9.6
1000 - 1300	10,733.	98.9	95.9	88.7	4.6	2.9	3.9
1300 - 1600	11,187.	97.2	94.9	81.8	5.8	3.4	9.0
1600 - 1900	12,075.	98.1	93.7	73.7	6.2	9.3	10.7
1900 - 2200	9,794.	96.7	93.9	65.6	7.0	3.3	24.1
2200 - 2400	6,569.	97.5	96.3	82.6	3.8	11.4	2.2
<b>Summary</b>	<b>65,152.</b>	<b>98.0</b>	<b>94.6</b>	<b>79.0</b>	<b>6.1</b>	<b>5.0</b>	<b>10.0</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 (%)
0500 - 0700	713.	96.8	95.8	88.7	5.4	5.7	0.2
0700 - 1000	2,091.	96.0	95.6	86.1	4.9	4.3	4.7
1000 - 1300	2,238.	97.4	94.6	83.8	5.7	3.8	6.7
1300 - 1600	2,301.	100.0	96.1	82.3	4.1	5.2	8.4
1600 - 1900	2,112.	95.5	92.4	77.9	8.7	3.4	10.0
1900 - 2200	2,030.	96.5	93.7	74.9	6.3	1.9	16.8
2200 - 2400	1,376.	96.1	95.6	82.8	4.5	9.5	3.3
<b>Summary</b>	<b>12,861.</b>	<b>97.0</b>	<b>94.7</b>	<b>81.5</b>	<b>5.8</b>	<b>4.2</b>	<b>8.5</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 (%)
0500 - 0700	122.	101.6	95.1	90.0	5.8	1.2	3.0
0700 - 1000	2,246.	97.5	96.1	90.8	4.8	3.9	0.5
1000 - 1300	2,346.	96.6	96.6	89.6	3.6	1.5	5.2
1300 - 1600	2,330.	96.4	94.8	78.7	5.2	1.0	15.0
1600 - 1900	2,232.	96.7	95.4	85.1	4.8	1.7	8.4
1900 - 2200	2,299.	97.3	96.3	85.9	3.8	2.7	7.5
2200 - 2400	1,404.	96.9	94.6	86.9	5.7	5.9	1.4
<b>Summary</b>	<b>12,979.</b>	<b>96.9</b>	<b>95.7</b>	<b>85.4</b>	<b>4.6</b>	<b>2.1</b>	<b>7.9</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 (%)
0500 - 0700	4,181.	97.2	95.3	91.1	5.4	2.4	1.1
0700 - 1000	15,785.	98.9	94.0	81.2	6.9	3.2	8.7
1000 - 1300	15,317.	98.4	95.8	88.0	4.6	2.9	4.5
1300 - 1600	15,818.	97.5	95.1	81.5	5.5	3.4	9.5
1600 - 1900	16,419.	97.6	93.7	75.3	6.4	8.0	10.4
1900 - 2200	14,123.	96.8	94.3	69.0	6.5	3.1	21.3
2200 - 2400	9,349.	97.2	96.0	83.2	4.1	10.4	2.3
<b>Summary</b>	<b>90,992.</b>	<b>97.7</b>	<b>94.8</b>	<b>79.9</b>	<b>5.9</b>	<b>4.6</b>	<b>9.6</b>

90,992.

## Transport for London - QSI Points and Mileage

Route H018  
 Service change 21391  
 Date 25 September 2009

Tranche 420

Locations shaded in blue denote QSI points under Full iBus

OUT DIRECTION				
Timing Point	Stop	Stop Name	Metres	Miles
Code	Number			
HARRBS S	HARRBS S	HARROW BUS STATION		
HARRBS	R0840	Harrow Bus Station	0	0.00
	17183	Neptune Road	714	0.44
	17184	Oxford Road	294	0.18
	17186	The Gardens	376	0.23
	18460	Durham Road	304	0.19
NHARPO	4547	North Harrow Post Office	391	0.24
	17188	Southfield Park	287	0.18
	BP455	Priory Way	329	0.20
	BP454	Elmcroft Crescent	221	0.14
	BP447	Pinner Park Avenue	527	0.33
	BP449	Broadfields Sports Ground	249	0.15
HLNESN	BP456	Headstone Lane Station	309	0.19
	26393	Headstone Lane	354	0.22
	37292	Courtenay Avenue	154	0.10
LNGECA	BP2378	Long Elmes / Boxtree Lane	164	0.10
	26389	Stanhope Avenue	465	0.29
HWLDWI	16410	Long Elmes	400	0.25
	16409	Harrow Weald Bus Garage	242	0.15
	BP146	Uxbridge Road	264	0.16
	16407	Brookshill	303	0.19
	26983	All Saints Mews	280	0.17
UXRDCH	BP3119	Brockhurst Corner	369	0.23
	BP3037	Gordon Avenue	368	0.23
	BP3443	Laurel Park	256	0.16
	M19	College Hill Road	322	0.20
	29949	Fisher Road	345	0.21
	70117	Belmont Health Centre	507	0.32
BMNTCL	15027	Belmont Circle	213	0.13
	29950	Clifton Avenue	393	0.24
	29952	Queens Avenue	365	0.23
	7504	Kenton Library	400	0.25
	16123	Hunters Grove	317	0.20
	16125	Woodcock Hill / Kenton Lane	473	0.29
	25066	St Leonard's Avenue	279	0.17
	16126	Upton Gardens	309	0.19
KNTNSN	1757	Kenton Station	385	0.24
NWPKSN	33935	Northwick Park Station	354	0.22
	15016	Kenton Road	1238	0.77
	37310	Harrow Town Centre	174	0.11
HARRBS	R0839	Harrow Bus Station	418	0.26
	HARRBS S	HARROW BUS STATION	0	0.00
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>			14112 metres	8.77 miles

## Transport for London - QSI Points and Mileage

Route H019  
 Service change 21396  
 Date 25 September 2009

Tranche 420

Locations shaded in blue denote QSI points under Full iBus

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HARRBS S	HARRBS S	HARROW BUS STATION		
HARRBS	R0841	Harrow Bus Station	0	0.00
	37309	Harrow Town Centre	302	0.19
	15015	Kenton Road	235	0.15
	BP893	Gayton Road	890	0.55
NWPKSN	29428	Northwick Park Station	526	0.33
	20041	Northwick Avenue	461	0.29
KNTNSN	34328	Kenton Station	1284	0.80
	1756	Carlton Avenue	253	0.16
	16127	Odeon Parade	211	0.13
	17663	St Leonard's Avenue	289	0.18
	16124	Kenton Road	316	0.20
	16122	Hunters Grove	433	0.27
	R0491	Kenton Library	319	0.20
	29953	Queens Avenue	387	0.24
	29951	Clifton Avenue	347	0.22
BMNTCL	15028	Belmont Circle	309	0.19
	29948	Fisher Road	616	0.38
	M18	College Hill Road	438	0.27
	BP2791	Laurel Park	329	0.20
	BP3036	Richmond Gardens	439	0.27
UXRDCH	16406	Brockhurst Corner	319	0.20
	26984	All Saints Mews	201	0.12
	16408	Uxbridge Road	439	0.27
	BP1007	Harrow Weald Bus Garage	448	0.28
HWLDWI	26388	Long Elmes / Aspri Medical Centre	243	0.15
	26390	Stanhope Avenue	338	0.21
LNGECA	26392	Courtenay Avenue	391	0.24
	26394	Headstone Lane	393	0.24
HLNESN	BP448	Headstone Lane Station	285	0.18
	BP451	Parkfield Avenue	210	0.13
	BP450	Pinner Park Avenue	428	0.27
	BP452	Elmcroft Crescent	463	0.29
	BP453	Priory Way	175	0.11
	17189	Southfield Park	428	0.27
NHARPO	4546	North Harrow Post Office	256	0.16
	18459	Durham Road	439	0.27
	17187	Rutland Road	434	0.27
	17185	Oxford Road	150	0.09
	17182	Neptune Road	374	0.23
	BP3073	St Georges Centre	542	0.34
HARRBS	R0839	Harrow Bus Station	215	0.13
	HARRBS S	HARROW BUS STATION	0	0.00
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>			15555 metres	9.67 miles