

7. Service Specification

Route: X140

Contract Reference: QC74202

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 unless otherwise specified.

Terminus Points	Heathrow Airport Central Bus Station and Harrow, Bus Station
Contract Basis	Incentivised
Commencement Date	4 th September 2021
Vehicle Type	87 capacity, dual door, double deck vehicles
Current Maximum Approved Dimensions	10.6 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Electric Price Required	Yes - Please note
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Average Excess Wait Time - No more than 1.20 minutes
Extension Threshold	Average Excess Wait Time Threshold - 1.10 minutes
Minimum Operated Mileage Standard	No less than 98%

The Date of Tender for this ITT is: No later than 12 Noon on Tuesday 18th August 2020.

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. X140.

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

- Route No. X140 is no longer jointly contracted with Route Nos. 140 & N140.
- Route No. X140 is tendered separately as part of Tranche 742.
- **Please note**, Route No. X140 is **NOT** part of the Heathrow Free Fare Zone so journeys within the airport perimeter are **NOT** free of charge.
- Tenderers should refer to the schedules dated 7th December 2019 NOT the current temporary schedules.

2) **NOTES – continued**

Limited Stops:

Route No. X140 has the following limited stops:

Ex Heathrow Airport Central Bus Station

Stop Number	Stop Name
BP5117	Heathrow Central Bus Station
16326	Harlington Corner
16322	Manor Lane
29994	Hayes and Harlington Station
BP6123	Hayes Town
14725	The Grapes
14865	Willow Tree Lane
14723	Tangmere Gardens
33016	Yeading/White Hart
14908	Northolt Station
16138	Station Parade
29641	South Harrow Station
R0839	Harrow Bus Station

Ex Harrow, Bus Station

Stop Number	Stop Name
R0842	Harrow Bus Station
26472	South Harrow Station
16139	Station Parade
18221	Northolt Station
37263	Yeading/White Hart
14724	Dilston Close
14864	Shakespeare Avenue
10462	The Grapes
BP6122	Hayes Town
15979	Hayes and Harlington Station
16323	Manse Close
3419	Harlington Corner
OC901	Heathrow Central Bus Station

2) NOTES - continued

Operators should provide the following prices:

1. Annual diesel-electric hybrid price - based on minimum 5 year contract.
2. Annual electric price - based on a minimum 5 year contract. Tenderers should outline the strategy they would adopt for recharging these vehicles, together with any other operational and infrastructure assumptions, within the tender submission.

Tenderers are encouraged to offer alternative vehicle options in accordance with Part 9 of their tender, including but not limited to:

1. Alternative Zero Emission vehicles (e.g. hydrogen).
2. Vehicles that offer genuine increased capacity and are certified as such.
3. Existing vehicles. Costs must include upgrading to EURO VI Emissions Standards where required. Please note that existing diesel vehicles will **NOT** be considered for routes which are already operated by hybrids.

If submitting bids based on electric vehicles, Tenderers are reminded of the revised charging equipment specification requirements applicable from Tranche 726.

The welfare of bus drivers during their working day is essential, and appropriate locations for sign-on and sign-off as well as meal reliefs should be identified within the bid. These locations should have appropriate facilities available for drivers at the beginning and end of shifts to carry out their duties (including fitness for duty). For breaks and periods of rest between work there should be appropriate toilet provision (including the availability, condition and cleanliness of the facilities) and suitable locations to take a break. Whilst the obligation to provide suitable facilities remains with the bus operator, if there are any risks in not being able to supply these, the bus operator must make TfL aware in their tender or at any later stage when this becomes apparent.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Heathrow Airport Central Bus Station to Harrow, Bus Station			Harrow, Bus Station to Heathrow Airport Central Bus Station		
First departure no later than 0555.			First departure no later than 0540.		
0550 - 0625	Every 15 minutes		0535 - 0640	Every 15 minutes	
0626 - 2025	Every 12 minutes		0641 - 1940	Every 12 minutes	
2026 - 2345	Every 15 minutes		1941 - 2245	Every 15 minutes	
Last departure no earlier than 2340.			Last departure no earlier than 2240.		
Pinchpoints					
South Harrow Station	0635 - 0705	15 minutes	Hayes and Harlington Station	0720 - 0920	12 minutes
	0706 - 0905	12 minutes		1505 - 1630	12 minutes
	1505 - 1640	12 minutes			

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Heathrow Airport Central Bus Station to Harrow, Bus Station			Harrow, Bus Station to Heathrow Airport Central Bus Station		
First departure no later than 0555.			First departure no later than 0540.		
0550 - 0735	Every 20 minutes		0535 - 0640	Every 20 minutes	
0736 - 0935	Every 15 minutes		0641 - 0841	Every 15 minutes	
0936 - 1935	Every 12 minutes		0841 - 1840	Every 12 minutes	
1936 - 2345	Every 15 minutes		1841 - 2245	Every 15 minutes	
Last departure no earlier than 2340.			Last departure no earlier than 2240.		
Pinchpoints					
South Harrow Station	0915 - 1015	15 minutes	Hayes and Harlington Station	0920 - 1120	12 minutes
	1016 - 1115	12 minutes			

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

Heathrow Airport Central Bus Station to Harrow, Bus Station			Harrow, Bus Station to Heathrow Airport Central Bus Station		
First departure no later than 0555.			First departure no later than 0540.		
0550 - 0725	Every 30 minutes		0535 - 0640	Every 30 minutes	
0726 - 0925	Every 20 minutes		0641 - 0840	Every 20 minutes	
0926 - 2345	Every 15 minutes		0841 - 2245	Every 15 minutes	
Last departure no earlier than 2340.			Last departure no earlier than 2240.		
Pinchpoints					
South Harrow Station	1000 - 1130	15 minutes	Hayes and Harlington Station	1005 - 1135	15 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. X140 is expected to suffer from unpredictable traffic delays in the Heathrow, Hayes and Harrow areas.
- 4.2) The Old Vinyl Factory in Hayes (formerly owned by the British music company EMI) is being re-developed and is a mix of re-imagined Art Deco office buildings, new homes, innovation and educational hubs, restaurants, shops, gym, boutique cinema and a live music venue. In total, there will be 642 new homes, 550,000 square feet of office space, 70,000 square feet of retail space and 250,000 square feet of public space. This is expected to increase demand on the bus network in the surrounding area.
- 4.3) The former Nestle factory site in Hayes will be re-developed. Plans include around 1300 new homes, the restoration of the canal frontage, over three hectares of public parks, the re-opening of a site to the public that has been closed for 100 years and the re-development of the Canteen Building to offer new community space, such as a day nursery and a gym. This is expected to increase demand on the bus network in the surrounding area.
- 4.4) Heathrow Airport Limited propose to reduce the number of staff parking spaces over the next few years to reduce the number of private car trips in and around Heathrow airport. This is expected to increase demand on the bus network in the surrounding area.
- 4.5) The two town centres of Harrow and Wealdstone, the Station Road corridor linking the two centres and the industrial land and open spaces surrounding Wealdstone, including the Kodak site, Headstone Manor and the Harrow Leisure Centre will be re-generated. This may have an impact on demand on Route No. X140. In addition, there may be changes to road infrastructure and bus priority which may have an impact on Route No. X140.
- 4.6) Discussions are ongoing for the redevelopment of Harrow Bus Station. If this scheme progresses to construction, it would be expected to have an impact on Route No. X140.
- 4.7) The Harrow and Wealdstone area has been designated as a London Plan Opportunity Area and Harrow is one of the Mayors Housing Zones.

4) OPERATIONAL CONSIDERATIONS - continued

- 4.8) The central section of the Elizabeth line between Paddington and Abbey Wood is expected to open in summer 2021 and the railway will operate as follows:

Paddington (Elizabeth line station) to Abbey Wood via central London.

Liverpool Street (main line station) to Shenfield.

Paddington (main line station) to Heathrow and Reading.

Following the opening of the central section, full services across the Elizabeth line from Reading and Heathrow in the west to Abbey Wood and Shenfield in the east will commence by mid 2022. This will connect the eastern and western sections straight through central London. There is potential for a change in passenger demand on Route No. X140 once the Elizabeth line becomes fully operational. A review, post opening of the Elizabeth line, will be undertaken if required.

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 X140: Heathrow Airport, Central Bus Station - Harrow Bus Station

Date of Structural Change: 4 September 2021.

Date of Service Change: 4 September 2021.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Harrow Bus Station: Heathrow Airport Central Bus Station, Inner Ring West, Tunnel Road West, Tunnel Road East, East Ramp [Northern Side], Bath Road, Harlington High Street, Station Road, Botwell Lane, Coldharbour Lane, Yeading Lane, White Hart Roundabout, Church Road, Target Roundabout, Church Road, Mandeville Road, Pett's Hill, Northolt Road, Lower Road, Bessborough Road, College Road, Headstone Road, Kymberley Road, Harrow Bus Station.

Towards Heathrow Airport, Central Bus Station: College Road, Bessborough Road, Lower Road, Northolt Road, Pett's Hill, Mandeville Road, Church Road, Target Roundabout, Church Road, White Hart Roundabout, Yeading Lane, Coldharbour Lane, Pump Lane, Botwell Lane, Station Road, Harlington High Street, Hatton Road North, Bath Road, Heathrow North Bus Lane, Nettleton Road, Nene Road, East Ramp, Tunnel Road East, Inner Ring East, Heathrow Airport Central 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.

HEATHROW AIRPORT, CENTRAL BUS STATION

Private stand for 10 buses in marked bays on north side of Heathrow Airport Central Bus Station.

Buses proceed from Heathrow Airport Central Bus Station via Bus Parking Area to stand, departing via Bus Parking Area to Heathrow Airport Central Bus Station. Set down in Heathrow Airport Central Bus Station, at Alighting Point (OC901 - Heathrow Central Bus Station, Last Stop on LOR: OC901 - Heathrow Central Bus Station) and pick up in Heathrow Airport Central Bus Station, from Stand 19 (BP5117 - Heathrow Central Bus Station, First Stop on LOR: BP5117 - Heathrow Central Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route X140 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:	Heathrow Central.

HEATHROW AIRPORT NORTH (from HARROW BUS STATION)

Buses proceed from Bath Road via Heathrow North Bus Lane, Nettleton Road, Nene Road, Sipson Road and Bath Road departing to Harlington High Street. Set down in Bath Road, At Stop BM (18208 - Nene Road, Last Stop on LOR: 3419 - Harlington Corner) and pick up in Harlington High Street, At Stop BJ (16326 - Harlington Corner, First Stop on LOR: 16326 - Harlington Corner).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Bath Road, Sipson Road.

HARLINGTON CORNER, NOBEL DRIVE (from HARROW BUS STATION)

Public stand for two buses in Nobel Drive (East arm), commencing 45 metres north of Bath Road and continuing 21 metres north.

Buses proceed from Bath Road via Heathrow North Bus Lane, Nettleton Road, Nene Road, Sipson Road, Bath Road, Nobel Drive and Nobel Drive (East Arm) to stand, departing via Nobel Drive (East Arm), Nobel Drive (East Roundabout), Nobel Drive (East Arm) and Bath Road to Harlington High Street. Set down in Bath Road, J (3419 - Harlington Corner, Last Stop on LOR: 3419 - Harlington Corner) and pick up in Harlington High Street, At Stop N (16326 - Harlington Corner, First Stop on LOR: 16326 - Harlington Corner).

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:	Harlington Corner.

HAYES, CLARENDON ROAD

Public stand for one bus on west side of Clarendon Road, commencing 50 metres south of Clayton Road and extending 12 metres south.

From Harrow Bus Station.

Buses proceed from Station Road via Clayton Road, Blyth Road and Clarendon Road to stand, departing via Clarendon Road and Clayton Road to Station Road. Set down in Station Road, At Stop D (BP6122 - Hayes Town, Last Stop on LOR: BP6122 - Hayes Town) and pick up in Station Road, At Stop P (BP6123 - Hayes Town, First Stop on LOR: BP6123 - Hayes Town).

From Heathrow Airport, Central Bus Station.

Buses proceed from Station Road via Clayton Road, Blyth Road and Clarendon Road to stand, departing via Clarendon Road and Clayton Road to Station Road. Set down in Station Road, At Stop L (29994 - Hayes And Harlington Station #, Last Stop on LOR: 29994 - Hayes And Harlington Station #) and pick up in Station Road, At Stop E (15979 - Hayes And Harlington Station #, First Stop on LOR: 15979 - Hayes And Harlington 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:	Hayes & Harlington Station.

YEADING, WHITE HART

Public stand for one bus on south west side of Old Ruislip Road, alongside the green, commencing at a point 9 metres west of the centre of Hawtry Avenue and extending 13 metres eastwards.

From Harrow Bus Station.

Buses proceed from Church Road via White Hart Roundabout, Ruislip Road and Old Ruislip Road to stand, departing via Old Ruislip Road, Ruislip Road and White Hart Roundabout to Church Road. Set down in Church Road, At Stop X (37263 - Yeading / White Hart Roundabout, Last Stop on LOR: 37263 - Yeading / White Hart Roundabout) and pick up in Church Road, At Stop V (33016 - Yeading / White Hart Roundabout, First Stop on LOR: 33016 - Yeading / White Hart Roundabout).

From Heathrow Airport, Central Bus Station.

Buses proceed from Yeading Lane via White Hart Roundabout, Ruislip Road and Old Ruislip Road to stand, departing via Old Ruislip Road, Ruislip Road and White Hart Roundabout to Yeading Lane. Set down in Yeading Lane, At Stop N (14723 - Tangmere Gardens, Last Stop on LOR: 14723 - Tangmere Gardens) and pick up in Yeading Lane, At Stop L (14724 - Dilston Close, First Stop on LOR: 14724 - Dilston Close).

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:	Yeading, White Hart.

NORTHOLT STATION (from Heathrow Airport, Central Bus Station)

Public stand for six buses in bus parking area on west side of Mandeville Road between Carr Road and Castle Road.

Buses proceed from Mandeville Road via Bus Parking Area to stand, departing via Bus Parking Area to Mandeville Road. Set down in Mandeville Road, At Stop A (14908 - Northolt Station <>, Last Stop on LOR: 14908 - Northolt Station <>) and pick up in Mandeville Road, At Stop B (18221 - Northolt Station <>, First Stop on LOR: 18221 - Northolt 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:	Northolt Station.

SOUTH HARROW STATION, SOUTH HILL AVENUE (from Heathrow Airport, Central Bus Station)

Stand for routes in two sections:

1 - Public stand for two buses in marked bay on north-east side of South Hill Avenue commencing 1 metre north of No.4 South Hill Avenue and extending 21 metres north.

2 - Private overflow stand for three buses on the south side of South Harrow Station Forecourt.

Buses proceed from Northolt Road via South Hill Avenue to stand, departing via South Hill Avenue and South Harrow Bus Station to Northolt Road. Set down in Northolt Road, At Stop F (29641 - South Harrow Station <>), Last Stop on LOR: 29641 - South Harrow Station <>) and pick up in Northolt Road, At Stop G (26472 - South Harrow Station <>), First Stop on LOR: 26472 - South Harrow 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:	South Harrow Station.

HARROW BUS STATION

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

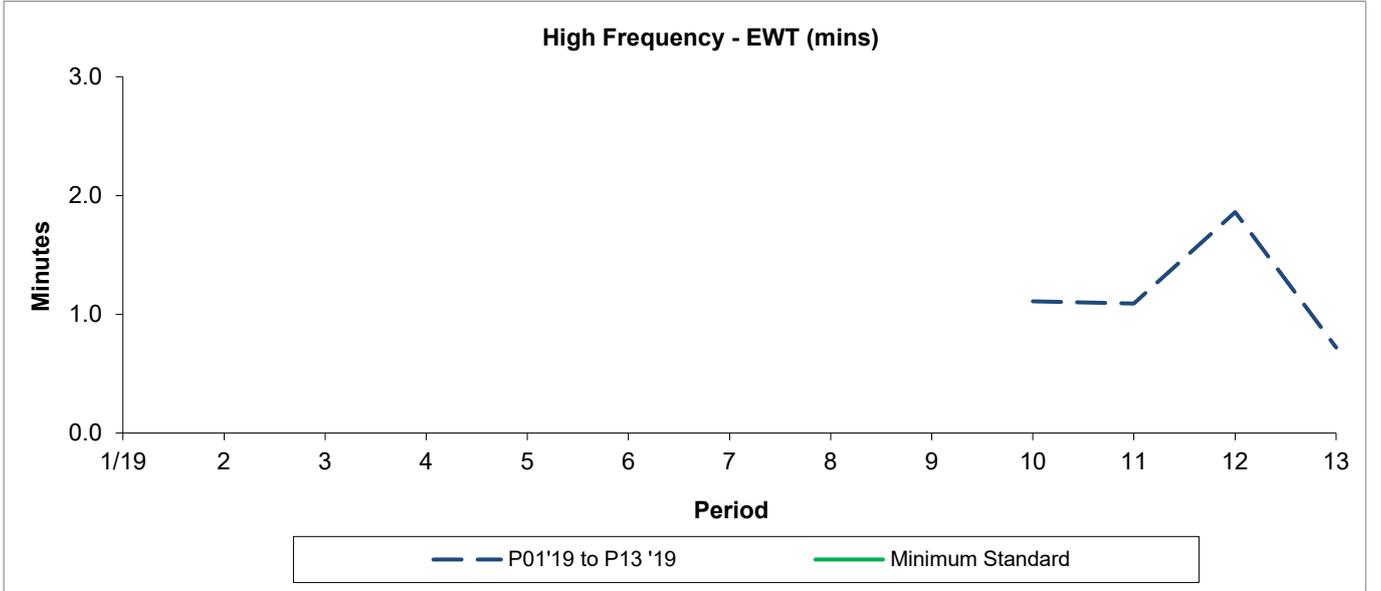
Buses proceed from College Road via Harrow Bus Station to stand, departing via Harrow Bus Station to College Road. Set down in Harrow Bus Station, At Stop E (R0839 - Harrow Bus Station, Last Stop on LOR: R0839 - Harrow Bus Station) and pick up in College Road, At Stop B (R0842 - Harrow Bus Station, First Stop on LOR: R0842 - Harrow Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route X140 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.

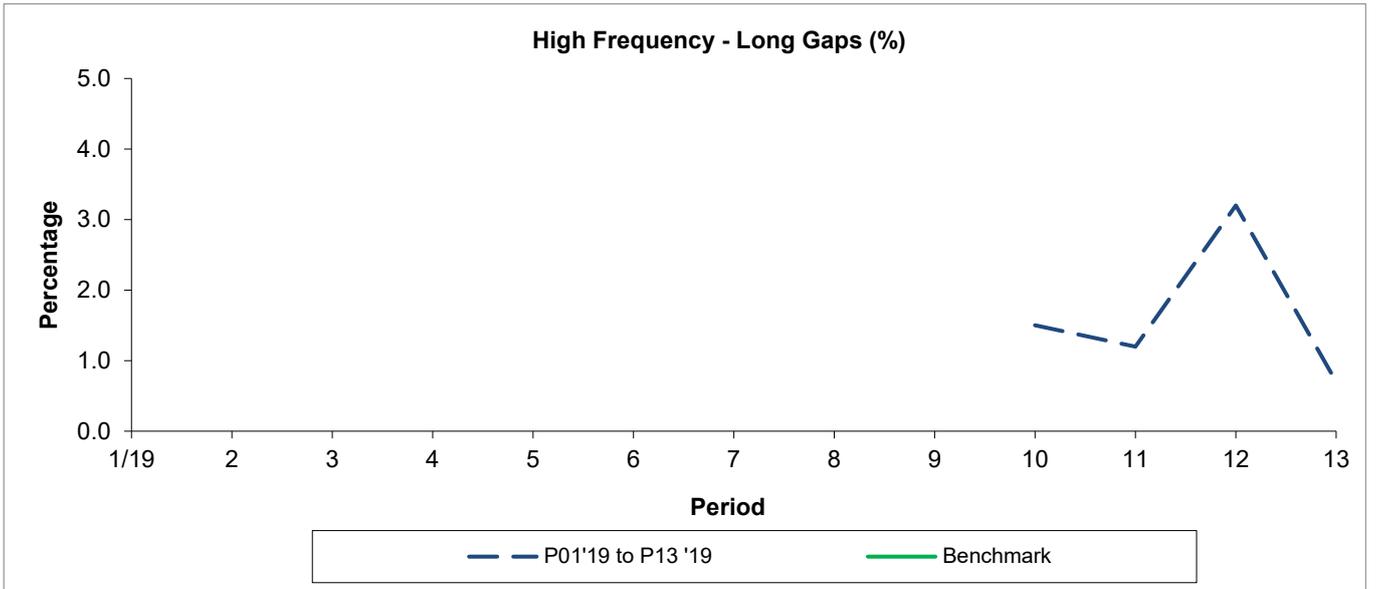
Period Trend Performance Graphs

Route X140

Reliability Performance



Period	1/19	2	3	4	5	6	7	8	9	10	11	12	13
P01'19 to P13 '19										1.11	1.09	1.86	0.72
Minimum Standard													



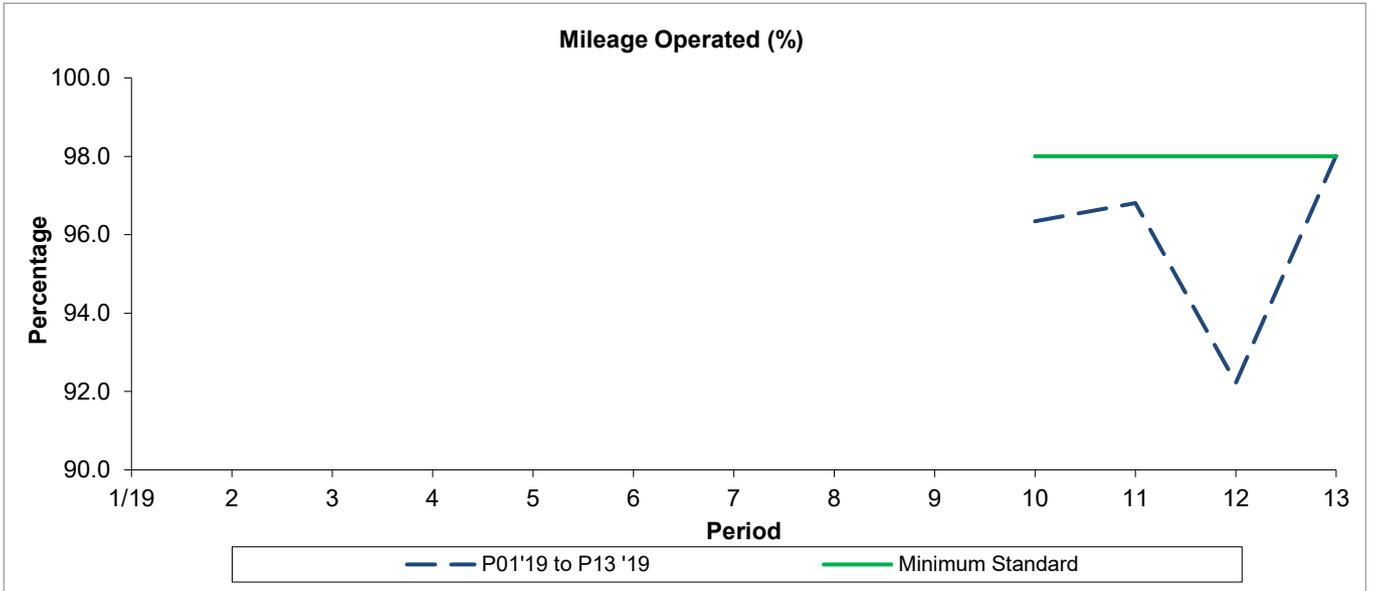
Period	1/19	2	3	4	5	6	7	8	9	10	11	12	13
P01'19 to P13 '19										1.50	1.20	3.20	0.70
Benchmark													

Minimum Standards and Benchmarks are those applicable under the new contract.

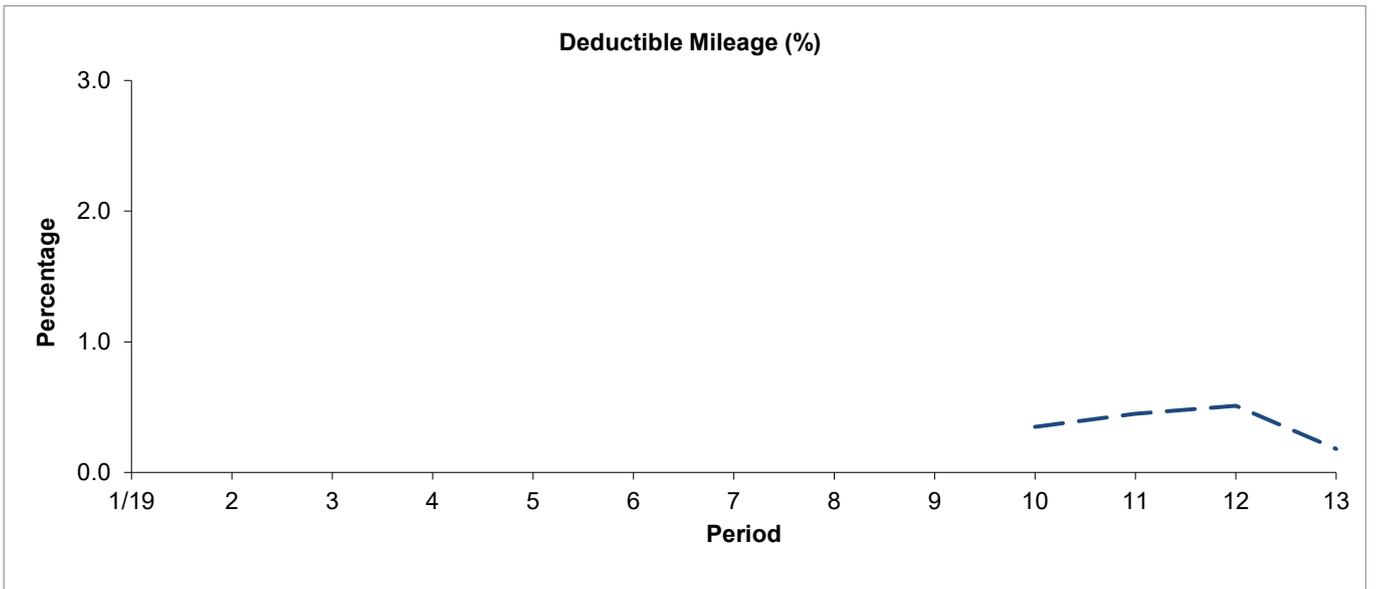
Period Trend Performance Graphs

Route X140

Mileage Performance



Period	1/19	2	3	4	5	6	7	8	9	10	11	12	13
P01'19 to P13 '19										96.34	96.81	92.22	98.02
Minimum Standard										98.00	98.00	98.00	98.00

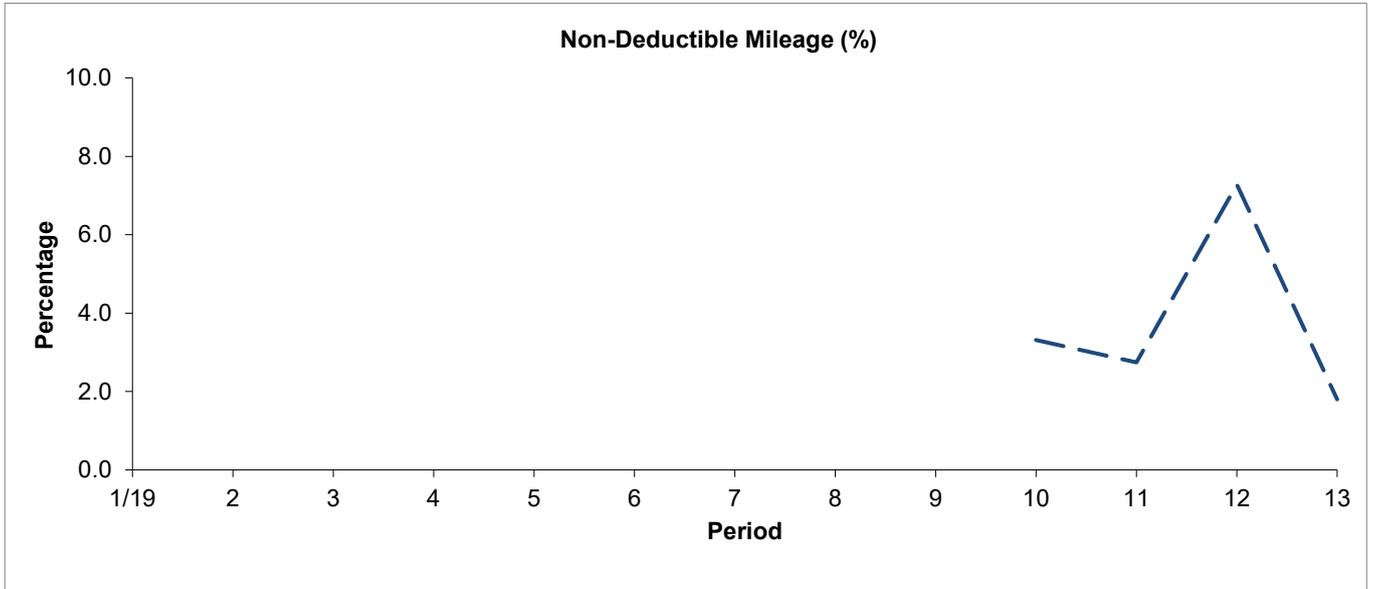


Period	1/19	2	3	4	5	6	7	8	9	10	11	12	13
P01'19 to P13 '19										0.35	0.45	0.51	0.18

Period Trend Performance Graphs

Route X140

Mileage Performance



Period	1/19	2	3	4	5	6	7	8	9	10	11	12	13
P01'19 to P13 '19										3.31	2.74	7.28	1.80

Mileage Performance figures are based on four weeks data

ROUTE X140 - FULL iBUS RESULTS BY TIME OF DAY
QUARTERS 01/19 to 04/19 (01/04/2019 to 31/03/2020)

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	6,240	6,111	97.9	6.63	0.32	6.95	79.9	18.8	1.3	0.1	0.2	33.9
07:00 - 10:00	15,348	14,901	97.1	6.19	0.91	7.10	74.0	23.5	2.2	0.3	1.0	46.9
10:00 - 13:00	15,646	15,508	99.1	6.04	0.58	6.62	78.2	20.9	0.8	0.0	0.3	66.6
13:00 - 16:00	15,546	14,632	94.1	6.04	1.12	7.16	73.0	24.0	2.3	0.6	1.5	67.4
16:00 - 19:00	15,236	13,111	86.1	6.04	2.51	8.55	64.5	27.5	6.1	1.9	4.5	72.5
19:00 - 22:00	14,274	13,650	95.6	6.47	1.60	8.07	67.9	27.3	3.9	1.0	2.1	58.8
22:00 - 24:00	6,796	6,798	100.0	7.49	0.37	7.86	71.2	27.7	1.0	0.1	0.1	50.4
All Locations Summary	89,086	84,711	95.1	6.20	1.31	7.51	71.7	24.6	3.0	0.8	1.8	72.5

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	983	943	95.9	9.82	0.52	10.35	57.8	37.0	4.4	0.8	0.7	42.6
07:00 - 10:00	2,804	2,819	100.5	7.42	0.30	7.73	69.6	29.1	1.2	0.1	0.0	55.8
10:00 - 13:00	3,555	3,375	94.9	6.03	0.76	6.79	76.3	22.4	1.3	0.1	0.4	39.4
13:00 - 16:00	3,480	3,174	91.2	6.00	1.80	7.80	69.4	24.8	4.4	1.4	3.2	57.7
16:00 - 19:00	3,446	3,216	93.3	6.00	1.75	7.76	70.9	24.4	3.5	1.2	2.6	86.8
19:00 - 22:00	3,335	3,232	96.9	6.42	0.94	7.36	71.2	26.4	2.2	0.2	0.7	43.8
22:00 - 24:00	1,537	1,509	98.2	7.49	0.56	8.05	71.1	27.0	1.7	0.2	0.2	39.3
All Locations Summary	19,140	18,268	95.4	6.41	1.18	7.60	71.2	25.4	2.7	0.7	1.6	86.8

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	689	680	98.7	14.77	0.15	14.92	46.7	26.2	23.4	3.7	2.7	60.2
07:00 - 10:00	2,402	2,399	99.9	9.31	0.05	9.36	59.2	37.7	2.9	0.2	0.0	63.2
10:00 - 13:00	3,012	2,988	99.2	7.51	0.30	7.81	65.6	33.9	0.5	0.0	0.0	27.8
13:00 - 16:00	3,012	2,989	99.2	7.50	0.46	7.96	65.4	32.9	1.5	0.3	0.3	39.6
16:00 - 19:00	3,008	3,019	100.4	7.44	0.42	7.86	66.2	32.4	1.3	0.2	0.2	46.4
19:00 - 22:00	3,068	3,033	98.9	7.38	0.39	7.77	66.8	32.0	0.9	0.3	0.3	64.0
22:00 - 24:00	1,625	1,622	99.8	7.49	0.12	7.61	71.7	28.2	0.2	0.0	0.0	24.5
All Locations Summary	16,816	16,730	99.5	7.83	0.34	8.17	65.1	32.9	1.8	0.3	0.2	64.0

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	7,912	7,734	97.8	7.52	0.33	7.85	75.4	21.1	3.1	0.4	0.4	60.2
07:00 - 10:00	20,554	20,119	97.9	6.46	0.81	7.27	72.9	24.7	2.1	0.3	0.9	63.2
10:00 - 13:00	22,213	21,871	98.5	6.22	0.58	6.80	76.3	22.8	0.9	0.0	0.3	66.6
13:00 - 16:00	22,038	20,795	94.4	6.21	1.14	7.35	71.6	25.2	2.5	0.7	1.6	67.4
16:00 - 19:00	21,690	19,346	89.2	6.17	2.21	8.38	65.5	27.6	5.3	1.6	3.8	86.8
19:00 - 22:00	20,677	19,915	96.3	6.57	1.36	7.92	68.2	27.7	3.3	0.8	1.7	64.0
22:00 - 24:00	9,958	9,929	99.7	7.49	0.37	7.86	71.3	27.6	1.0	0.1	0.1	50.4
All Locations Summary	125,042	119,709	95.7	6.39	1.19	7.59	71.0	25.5	2.8	0.7	1.6	86.8

Transport for London - Live Mileage List

Route: X140

Service Change: 46814

Date: 07/12/2019

Heathrow Airport,
Harrow, Bus Stati

Reason for Issu

QSI points are highlighted.

OUT DIRECTION					
Timing Point	Code	Stop Number	Stop Name	Metres	Miles
	HTWABS	BP5117	Heathrow Central Bus Station		
	HARNCR	16326	Harlington Corner	2712	1.69
		16322	Manor Lane	720	0.45
	HYSHSN	29994	Hayes and Harlington Station	2200	1.37
		BP6123	Hayes Town	421	0.26
	HYSHGP	14725	The Grapes	1678	1.04
	YDLNWT	14865	Willow Tree Lane	1187	0.74
		14723	Tangmere Gardens	1022	0.64
	YEADWH	33016	Yeading / White Hart Roundabout	290	0.18
	NTHTSN	14908	Northolt Station	1877	1.17
		16138	Station Parade	1633	1.01
	SHARSN	29641	South Harrow Station	786	0.49
	HARRBS	R0839	Harrow Bus Station	2659	1.65
Total Route Mileage - Out Direction				17185	10.68
				Metres	Miles

Central Bus Station - on	Tranche 742
e New Contract	

BACK DIRECTION					
Timing Point	Code	Stop Number	Stop Name	Metres	Miles
	HARRBS	R0842	Harrow Bus Station		
	SHARSN	26472	South Harrow Station	2295	1.43
		16139	Station Parade	887	0.55
	NTHTSN	18221	Northolt Station	1491	0.93
	YEADWH	37263	Yeading / White Hart Roundabout	2068	1.28
		14724	Dilston Close	505	0.31
	YDLNWT	14864	Shakespeare Avenue	998	0.62
	HYSHGP	10462	The Grapes	1101	0.68
		BP6122	Hayes Town	1630	1.01
	HYSHSN	15979	Hayes and Harlington Station	421	0.26
		16323	Manse Close	2271	1.41
	HARNCR	3419	Harlington Corner	801	0.50
	HTWABS	OC901	Heathrow Central Bus Station	2257	1.40
Total Route Mileage - Back Direction				16725	10.39
				Metres	Miles