

Transport for London

ICT14522 Planned Bus Disruptions

Market Brochure

TfL Reference: ICT14522- Planned Bus Disruptions -
Notice of Events (NOE) -
Version Number: v1.0

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1. Purpose of Document

This Market Brochure has been issued along with the Prior Information Notice PIN and has been produced to provide information about the Planned Bus Disruptions Project and the potential future procurement for a replacement solution to document Planned Bus Disruptions

This Market Brochure aims to:

1. Explain the Early Market Engagement (EME) process and provide some high-level timescales in Section 2.
2. Project background, objectives, and scope.
3. Describe the current solution at a high level including its constraints and pain points; and
4. Provide the future vision of the solution including the business and technology principles.

Unless otherwise specified, capitalised terms in this Market Brochure are defined in the Glossary set out in Appendix A.

2. The EME Process & Indicative Timescales

This section details how the EME process will be conducted, including information on each stage in the process and the associated timescales.

2.1. EME High Level Process

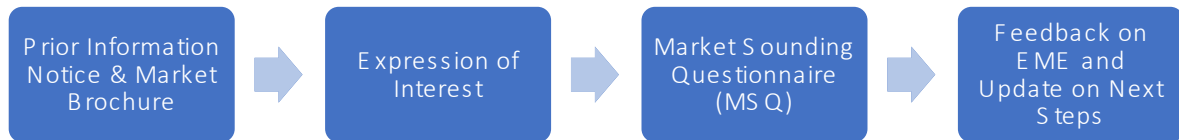


Figure 1: EME Process

2.1.1 Prior Information Notice (PIN)

The PIN has been released to the market as the first stage of this Early Market Engagement, this is to inform the market of TfL's current thinking regarding the Planned Bus Disruptions Project and how to register their interest should a Supplier wish to be informed when the Market Sounding Questionnaire is released.

2.1.1.1 Market Brochure

The Market Brochure is this document and contains all the relevant and available details about the Bus Disruptions project and the associated EME activity which TfL will be undertaking.

2.1.2 Expression of Interest (EOI)

If, after reading this Market Brochure, you would like to register your EOI, you can do so by sending an email to SarahAnderson@tfl.gov.uk. Your EOI should include your organisation's full company name, company registration number and key contact Name and Email Address. The Planned Bus Disruptions Commercial team will register these details to grant interested suppliers access to the Market Sounding Questionnaire which will be issued via MS Forms.

2.1.3 Market Sounding Questionnaire (MSQ)

The MSQ seeks to obtain feedback from the market in relation to the Bus Disruptions project and its requirements. The MSQ should be read in conjunction with this Market Brochure to ensure that parties completing the MSQ understand the project and its associated objectives.

TfL expect to release the MSQ on 14th May 2024. Interested parties are invited to complete the MSQ and return their responses Via MS Forms by the deadline – which is expected to be 3-4 weeks after the MSQ has been issued.

Any feedback received will be reviewed, analysed, and may be considered by the Planned Bus Disruptions Project Team in developing any subsequent procurement strategy for any potential future Bus Disruptions procurement activity.

2.1.4 1-2-1 Supplier Meetings

After receiving and reviewing the MSQ responses, TfL may invite individual suppliers to engage in further 1-2-1 Supplier Meetings for live demonstrations of the proposed solution and/or to discuss and clarify the supplier's response. The dates for the 1-2-1 Supplier Meetings are provided in Section 2.2 of this document. TfL will send invites and agendas once the supplier responses have been reviewed by the project team.

Previous attempts to deliver a solution have failed to attain system acceptance due to the user interface. Ground-up development would be too time consuming and difficult to bring to maturity. The supplier 1-2-1 sessions will primarily focus on:

1. Managing disruptions with multiple bus diversions – The Bus network in London is dense. A disruption to the network usually causes diversions for multiple bus routes. As demonstrated in the Appendix K – Example NOE, multiple diversions, it is simple to apply a single diversion to multiple routes in free text, but this can be a more demanding task on a map interface.
2. Phased disruptions – London frequently hosts major events which change during the event. There is concern that a solution might not be capable of managing such a complicated disruption.

Please note that attendance or non-attendance to a 1-2-1 Supplier Meeting will not preclude or disadvantage/advantage any involvement in potential future procurement activity.

2.1.5 EME Feedback and Next Steps

Following the EME process, TfL will provide feedback on our findings to all parties that have indicated interest in the Planned Bus Disruptions project and, in the event that TfL proceeds with any procurement in relation to the Planned Bus Disruptions Project, such information will be included in the relevant procurement documents.

2.2 Indicative Timescales

Please note that the below timescales are indicative only and are subject to change.

Activity	Date-
Prior Information Notice (PIN) Published	14 May 2024
Expression of Interest (EOI) Deadline	11th June 2024
MSQ Release	17th May 2024
MSQ Response Deadline	11th June 2024
121 Sessions	Week commencing 1st July 2024
EME Feedback and Next Steps	August 2025

3. The Planned Bus Disruptions Project

3.1 The Background

Transport for London (TfL) currently manage more than 650 bus routes in London. Each bus route is tendered to Bus Operators using a Bus Service Specification [Appendix B – Example Service specification](#), the Bus Operator responds with a Time Schedule [Appendix C – Example Time Schedule](#) for the service they intend to operate. These Time Schedules are negotiated as part of a tendering process and the agreed time schedule used as the basis of the service to be provided by the chosen Operator.

Currently, when there is a planned disruption to an agreed time schedule, (defined as stop closures or route diversions lasting fewer than eight weeks' and received with fewer than 6 weeks' notice) the appropriate TfL Service Delivery Manager or TfL Event Planning team will document details on a SharePoint site [Appendix E – NOE SharePoint site](#). A form is populated with free text describing the Planned Bus Disruption and impact (traffic congestion, diversions and/or closed stops). Reference data from other systems are used during NOE creation and the details are in section 4.2. This can be viewed within the SharePoint site or exported as a formally formatted pdf document - a Notice of Event (NoE), which is shared more widely. [Appendix G – Example NOE, Simple diversion](#)

The formally formatted NoE document containing a free text description is shared by email and interpreted by each of the consumers to determine the path of the bus route and bus stops impacted.

The primary consumer of the formally formatted NoE document is the Bus Operators who receive this as an official notification of Planned Disruptions. The Bus Operators use NoEs to inform bus drivers, service controllers and mileage clerks. TfL use NoEs to produce public facing free text descriptions of disruptions and to close stops manually on the website and apps for passengers.

Currently, there are more than 1,300 Planned Bus disruptions each month.

This project intends to deliver a system that will enable TfL users to document Planned Bus Disruptions digitally on a map rather than in free text. The primary objective is to share this diversion path with passengers to support journey planning. The secondary objective is to use this data to improve efficiency of business processes, for example the creation of printed publicity, interfaces and bus operator comms.

The system is intended for use by operational users who spend limited time in an office environment. Consequently, the system needs to be self-explanatory and intuitive. Previous projects have failed to deliver a solution due to a lack of emphasis on usability resulting in rejection from end users.

3.2 The Objectives

The main objectives of the project are provided below:

Objective No.	Description
1	Replace the existing NOE SharePoint site with a solution that will enable TfL staff to document Planned Bus Disruptions with additional mapped diversion path data that can be shared with downstream systems (including customer facing Journey planning apps via interfaces).
2	Ensure that Bus Operators have access to the data captured on Planned Bus disruptions so they are aware of any closed stops or diverted routes and can integrate with their internal systems.
3	To provide passengers with a map of the bus diversion path so they can make informed decisions about their journey
4	Reduce the effort required to search and interpret information about Planned Bus Disruptions for all users.
5	To enable TfL Staff to access and create Planned Bus Disruption data from a mobile device.

4. Business process context

The following process map demonstrates how planned disruptions and events (triggers represented by the green circles) are processed by the relevant TfL stakeholder areas. The stakeholders are represented by the horizontal 'swim lanes' and the processes by blue rectangles. The grey diamonds are decision points and the red circles represent end-states for the overall process. The tables following the process map summarise each stakeholder's functions and the use made of the data by 'downstream' areas.

Stakeholders	Use cases (as-is)
Requestor	Utility companies, etc., request SDMs' permission for works that will cause disruptions. (Preferably using StarGo)
Borough Streetworks	Boroughs notify SDMs of planned disruptions. Often (but not always) accompanied by a Traffic Management Plan.
NMCC	Network Management Control Centre. Notifies SDMs of unplanned disruptions (e.g., burst water mains). Create initial diversion (on blog) but not initially a NoE. Trigger NoEs by notifying operators.
Service Delivery Managers (SDMs)	Organised into teams responsible for all local Planned Bus Disruptions in a specified area of London Appendix D – Service delivery managers . Bus diversions can span several areas so coordination between Service Delivery Managers is necessary. The team collect enough information to document the NOE for all Planned Bus Disruptions that are not London wide events. Create advanced publicity.
Event Planning Team	Notified of planned large-scale events (e.g., demonstrations, London wide events). Plans response and creates NoEs accordingly.
Operators	Bus operating companies: The main consumers of NoEs, using them to be aware of any temporary changes to routes and schedules. For large-scale disruptions, operators are sometimes sent draft NoEs in advance so that they can report on their feasibility.
Network Traffic Controllers	Validate proposed diversion routes and confirming which stops require hoods to be placed over bus stop flag, diversion boards and publicity. When Disruption completed, remove publicity and diversion boards. (If >30 items, delegated to a 3 rd party contractor).
NMCC Customer Information Team	Read NoEs to amend (or close) Countdown signs as necessary. Write and publish text update on website notifying customer of disruptions.
Printed Publicity	Read NOEs to create Advance Publicity Appendix H – Example

4.1 NOE to-be use cases

The NOEs are published via email to a long mailing list and additionally emailed to individuals who have specific tasks. Below are some of the use cases some of which could be automated once more structured data is available through this project.

Stakeholders	Use cases (to-be)
Customer contact centre	Read NOEs to respond to customer queries
Printed publicity	Read NOEs to create Advance Publicity Appendix H – Example Advance Publicity
Network Management Control Centre (NMCC)– Customer Information	Read NOEs to close Countdown signs and Stops on the website/ APIs. Write and publish text update on website notifying customer of disruptions.
Network Traffic Controllers	Read NOEs to confirm which stops require hoods to be placed over the bus stop flag. To place directional signage for bus drivers (diversion boards) and create Advanced Publicity.
Digital Team	In the future, publish stop closures and diverted route path on TfL journey planner, website, APIs, and TfL-go
NMCC Operations	Read NOEs for situational awareness to inform network management decisions
Bus Drivers/ service controllers	Read NOEs to understand the diverted path to be driven
Journey planner Team	Read NOE to update and publish TransXchange data.

5. The Current Solution

The existing solution is based on SharePoint Online, the structure and features of the site have changed very little over the past decade. The end users are very familiar with the existing solution and the associated business process. They are also comfortable with consuming information from exported PDFs and SharePoint. The primary users of the SharePoint site feel that it is fit for purpose so when introducing additional tasks (i.e., requesting diversions path and stop closures are captured geospatially) it is important to minimise impact, this is key to achieving system acceptance.

There are three types of users for the solution

1. NOE creators – The Service Delivery managers and Events team who document the Planned Bus Disruption on the NOE SharePoint
2. NOE interpreters – Recipients of the NOEs who need to manually interpret them to action further dependent tasks
3. Downstream systems – Systems that will consume the future data published from the NOEs

5.1 Key functions of the existing solution

This section describes some of the key features of the current NOE SharePoint Online solution, not all these features are expected to be part of the replacement solution but the impact of this needs to be considered. [Appendix E – NOE SharePoint site](#)

5.1.1 Multiple sections

The current NOE SharePoint Online solution has four identical sections, North, Central, South and Events. This allows each area of London to be managed and / or accessed separately allowing for faster filtering.

5.1.2 Document upload storage

Each Planned Bus Disruptions is allocated a folder for storing source documents that inform the creation of the NOE. Typically, these documents are referred to for clarity during a dispute or ambiguity. The storage folder is automatically appended to the NOE as an attribute.

5.1.3 Planned Bus Disruption form

When new NOEs are created, the user is presented with a paginated form to populate. The form includes dropdowns (with the ability to add options), toggle buttons, a shopping basket, calendars, and free text.

5.1.4 Search and filter list view

All the attributes collected through the NOE form are presented in a table in SharePoint. The contents of this table are searchable and filterable.

6. The Planned Bus Disruptions Vision

6.1 Vision Statement

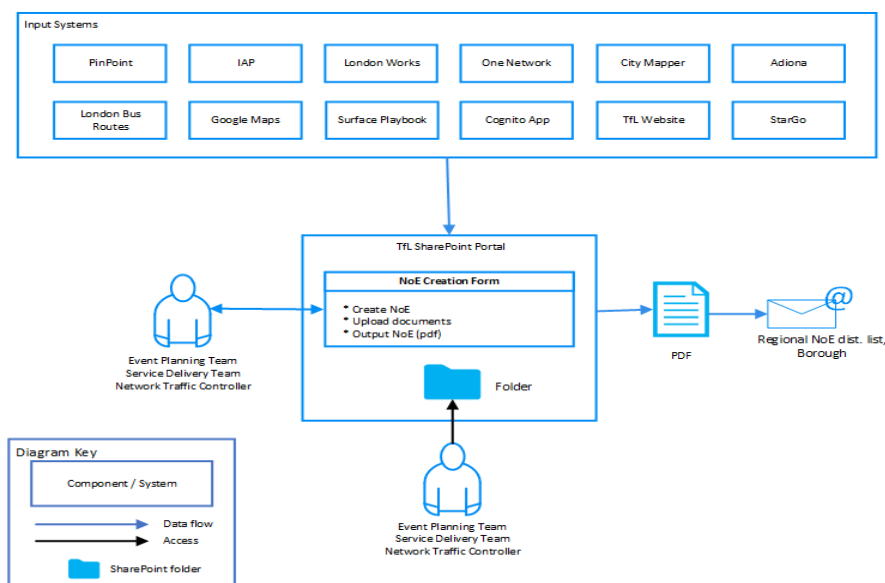
Geospatial Bus diversion and stop closure data is incorporated into the TfL website, TfL Journey Planner, TfL-Go app, and 3rd parties' apps, enabling passengers to plan journeys on disrupted bus routes.

Currently passengers only have access to route level free text describing the diversion, making disrupted bus routes difficult to understand and navigate. [Appendix I – Example Current bus diversion info](#)

The most significant challenge for this project is to minimise the impact to the Service Delivery managers and the Events planning team who will need to capture the additional geospatial data.

6.2 Interfaces

The current Solution is hosted on TfL SharePoint Portal. The As-Is high-level architecture can be visualised as:



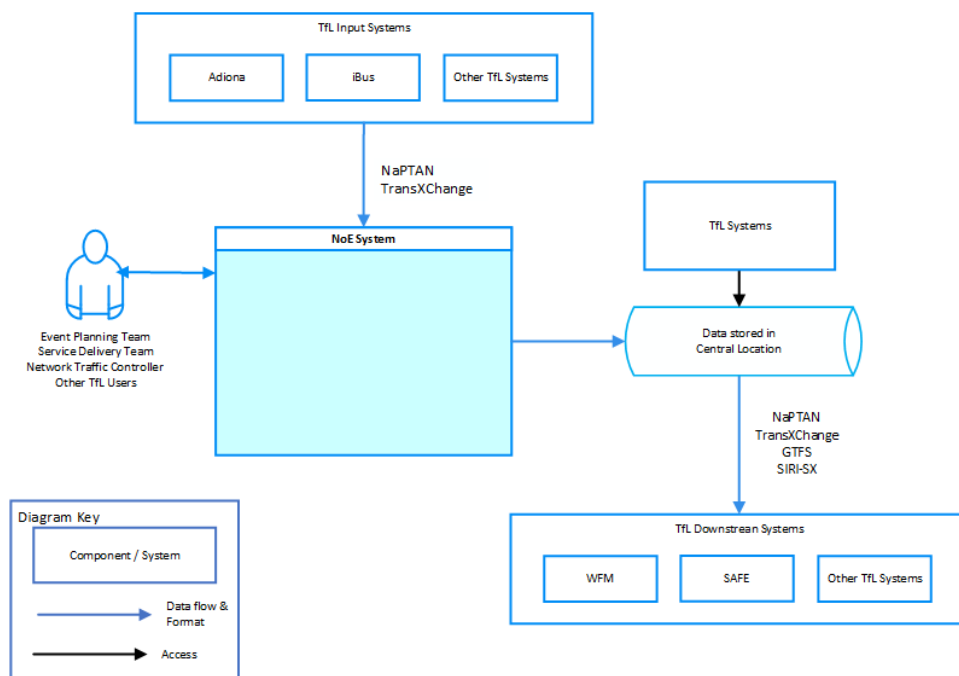
Note, current NoE input data is supplied manually by looking at multiple TfL systems and 3rd party systems used by TfL.

The supporting input systems act as a source for reference data during NoE creation. There is a long list of systems as no one system supplies all the data and the users each have their own personal preferences. Ideally, the procured solution will provide a user-friendly interface for access to all this reference data. This would improve usability, efficiency and drive system acceptance.

	Pinpoint 3.9	Pinpoint 4	iAP	London Works	One Network	Chymatapper	Adiona	London Bus routes	Google maps	Surface Playbook	CoSmo app	TfI Website
Bus Stop Number	Y	Y	Y	n	n	n	Y	n	SMS	Y	Y	n
Bus Stop SMS	n	n	Y	Y	Y	n	Y	n				Y
Point Letter	Y	Y	Y	Y	Y	Y	Y	n	Y	Y	Y	Y
shelter number	?	?	Y	n	n	n	Y	n	n	Y	?	n
road name	Y	Y	Y	map	map	Y	Y	Y	Y	Y	Y	Y
post code	Y	Y	n	n	n	Y	Y	n	Y	Y	Y	n
shelter name	Y	Y	Y	Y	Y	n	Y	n	n	Y	?	Y
other routes at stop	n	Y	Y	n	n	Y	Y	n	Y	Y	Y	Y
map - detailed	Y	Y	Y	Y	Y	Y	Y	n	Y	Y	n	Y
map - vague	N	N	N	N	N	n	n	n	n	n	Y	n
Route record	N	N	?	N	N	N	Y	n	n	n	Y	n
first and last stops	FROM MAP	FROM MAP	Y	N	N	Y	Y	Y	n	n	Y	Y
first and last bus				N	N	Y	Y	Y	n	n	Y	Y
Curtailment points	N	N	?	N	N	n	Y	n	n	n	Y	n
apply filters and save	N	N	N	Y	Y	n	n	n	?	Creator	n	?
apply filters no save	N	N	Y	n	n	n	Y	n	Y	Y	n	?
access via website	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	n	Y
access via app	n	n	n	n	n	Y	n	n	Y	N	Y	n
password required	tfl log in	tfl log in	Log in	Y	Y	n	Y	n	n	tfl Log in	Y	n
Permit Number	n	n	n	Y	Y	n	n	n	n	n	n	n
Contractor details	n	n	n	Y	Y	n	n	n	n	n	n	n
duration of works	n	n	n	Y	Y	n	n	n	n	n	n	n
TM Used				Y	Y	n	n					
Bus Routing details - detailed	Y	Y	Y	n	n	Y	Y	n	n	n	n	Y
Bus Routing details - vague	n	n	n	n	n	n	n	n	n	Y	Very	n
Outer county routes available	n	n	n	n	n	Y	Y	Y	Y	Y?	n	n
Outer county stops	n	n	n	Y	Y	Y	Y	n				n
Access to stand from last stop	n	n	?	n	n	n	Y	n	n	n	Y	n
Active diversions				n	n	Y	n	Y			Y	n
Bus Stop open or closed				n	n	Y	Y	n			Y	Y
yes count	10	11	13	13	13	14	21	7	10	14	14	11

Figure 1 – List of reference systems and accessible reference data

The expected new NoE To-Be high-level architecture:



The new NoE system that replaces the existing system MUST take data inputs from TfL systems using interfaces (e.g., API) in specified formats e.g., NaPTAN, TransXChange.

The new NoE system MUST store the data in a central location that can be accessed by TfL Systems, and it MUST be capable of providing output interfaces (e.g., API) to produce required information in specified formats e.g., NaPTAN, TransXchange, GTFS, SIRI-SX.

7. Legal Notice

Information provided within this Market Brochure, the PIN, the MSQ and any documents provided in relation to this EME (“the EME documents”) does not purport to be comprehensive or verified by TfL or its advisers. No representation or warranty, express or implied, is or will be given by TfL or any of its officers, employees, servants, agents, or advisers with respect to the information or opinions contained in the EME documents. Any liability in respect of such representations or warranties, howsoever arising, is hereby expressly disclaimed but nothing in the EME documents shall exclude or restrict liability for fraudulent misrepresentations.

Neither TfL nor its advisors accept any liability or responsibility for the adequacy, accuracy, or completeness of any of the information or options stated in the EME documents and the information should not be relied upon as an undertaking or representation as to TfL’s ultimate decision in relation to the project. The information in the EME documents should not be treated as a substitute for the information set out in any final procurement documents.

TfL reserves the right without prior notice to amend the information provided, including, but not limited to, changing the timetable, the scope and nature of the procurement and the procurement process. In particular, TfL reserves the right to issue circulars to interested parties providing further information or supplementing and / or amending the procurement process. In no circumstances shall TfL incur any liability in respect of any changes. This will be subject to the requirements of public law and UK procurement rules.

TfL reserves the right without prior notice not to follow up the EME documents in any way or with any interested parties. TfL also reserves the right to terminate this process at any time. TfL will not enter into a contract based solely on the responses to the EME documents and no information contained within the EME documents or in any communication made between TfL and any interested party in connection with the EME documents shall be relied upon as constituting a contract or representation that any contract shall be offered.

Direct or indirect canvassing of the Mayor, any members of the Greater London Authority, employees, directors, board members, agents and advisers of TfL and any of its subsidiaries by any person concerning the EME documents or any related procurement process and any attempt to procure information from any of the foregoing concerning the EME documents may result in the disqualification of the person and / or the relevant organisation from consideration during the market engagement or for any associated procurement.

8. Freedom of Information

TfL is committed to open government and to meeting its legal responsibilities under the Freedom of Information Act 2000. Accordingly, all information submitted to a public authority may need to be disclosed by the public authority in response to a request under the Act. TfL may also decide to include certain information in the publication scheme, which TfL maintains under the Act.

If an interested party considers that any of the information included in their expression of interest or Market Sounding Questionnaire (MSQ) response is commercially sensitive, it should identify it and explain (in broad terms) what harm may result from disclosure if a request is received, and the time period applicable to that sensitivity.

Interested parties should be aware that, even where they have indicated that information is commercially sensitive, TfL might be required to disclose it under the Act if a request is received.

Interested parties should also note that the receipt of any material marked 'confidential' or equivalent by TfL should not be taken to mean that TfL accepts any duty of confidence by virtue of that marking.

9. Appendix A - Glossary

Term	Description	Abbreviation
Automatic Vehicle Location	A means of automatically determining and transmitting the geographic location of a Vehicle.	AVL
Bus Service Specification	A document that describes the Bus service being tendered.	
Bus Operator	A bus transport company running passenger bus services on one or more of TfL's bus routes.	
Early Market Engagement	The process of engaging with potential suppliers before an organization begins to buy goods or services.	EME
Time Schedule	A file that describes the departure times of buses from timing points.	
Notice of Event	A document produced by TfL notifying bus operators and relevant TfL stakeholders of planned route diversions and/or stop closures.	NoE
Expression of Interest	A statement issued by a supplier of their intention to compete for an opportunity.	EOI
Countdown signs	Dot matrix displays at selected bus stops indicating expected arrival times.	
Market Sounding Questionnaire	A document used to obtain market feedback in relation to the potential procurement of good and/or services.	MSQ
Prior Information Notice	A means where European organisations can publish their interest in initiating procurement. However, it is not a formal commitment to initiating procurement.	PIN
Advance Publicity	Publicity that provides advance warning of a diversion or stop closure.	

Curtailment	The starting or ending of the in-service portion of a journey at a Service Stop other than the first or last Service Stop on a Service Path, due to a Disruption or performance problem for example.	
Point Letter	The letter of the alphabet displayed on the physical bus flag to allow passengers to quickly identify the stop within a local area.	

10. Appendix B – Example Service specification

7. Service Specification

Route: 30

Contract Reference: QC60801

This Service Specification forms section 7 of the ITT and should be read in conjunction with the ITT document, Version 1 dated 29 September 2011.

You are formally invited to tender for the provision of the bus service detailed below and in accordance with this Service Specification. Tenderers must ensure that a Compliant Tender is submitted and this will only be considered for evaluation if all parts of the Tender documents, as set out in section 11, have been received by the Corporation by the Date of Tender. The Tender must be fully completed in the required format, in accordance with the Instructions to Tenderers. A Compliant Tender must comply fully with the requirements of the Framework Agreement; adhere to the requirements of the Service Specification; and reflect the price of operating the Services with new vehicles.

Terminus Points	Portman Street/Marble Arch, Oxford Street and Hackney Wick, Chapman Road
Contract Basis	Incentivised
Commencement Date	23 rd June 2018
Vehicle Type	87 capacity, dual door, double deck vehicles.
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 (Both Options)	Average Excess Wait Time - No more than 1.40 minutes
Extension Threshold (Both Options)	Average Excess Wait Time Threshold - 1.25 minutes
Minimum Operated Mileage Standard	No less than 98%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 31st July 2017

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.

<https://foi.tfl.gov.uk/FOI-0146-1819/Route%20No.%2030.pdf>

11. Appendix C – Example Time Schedule

Trip No.	Duty Start	Duty End	Bus Run No.	MARBTW T	HT GR T	PTMSOS	BKSTMR	EUSTSN	KGSXER	ISLNBS	ISLNHS	HYISSN	DALSJC	HCKCAR	HACWCR	HACWCR T	HT GR T	Form Time	Next Trip
				J1135	J2303	A0606	A0704	A8301	A8503	AC113	ACD01	AC905	AD410	ADG04	ADE09	J2784	J2303		
				MARBTW S	HT	450	723	36513	R0058	9487	25146	11469	14219	BP4921	BP965	HACWCR S	HT		
				Dep.	Dep.	Dep.	Dep.	Dep.	Dep.	Dep.	Dep.	Dep.	Dep.	Dep.	Dep.	Dep.	Dep.		
1	601	601	303	0539		0540	0544	0550	0554	0558	0600	0605	0611	0616	0624	0625		0637	22
3	602	602	305	0554		0555	0559	0605	0609	0613	0615	0620	0626	0631	0639	0640		0647	24
5	603	603	307	0609		0610	0614	0620	0624	0629	0632	0637	0644	0649	0657	0658		0703	28
11	611	611	313		0618	0652	0657	0705	0710	0715	0718	0723	0731	0737	0745	0746		0757	40
7	604	604	310	0624		0625	0629	0637	0642	0647	0650	0655	0702	0708	0716	0717		0728	34
9	605	605	312	0639		0640	0645	0653	0658	0703	0706	0711	0719	0725	0733	0734		0747	38
17	615	615	317		0645	0723	0728	0736	0741	0746	0749	0754	0803	0810	0821	0822		0838	48
13	606	606	314	0702		0704	0709	0717	0722	0727	0730	0735	0743	0749	0757	0758		0808	42
23	618	618	301		0704	0745	0750	0759	0806	0812	0816	0823	0833	0840	0851	0852		0908	54
15	607	607	315	0712		0714	0719	0727	0732	0737	0740	0745	0753	0759	0807	0808		0818	44
29	620	620	304		0728	0813	0820	0829	0836	0842	0846	0853	0903	0910	0921	0922		0938	60
19	608	608	318	0728		0730	0735	0743	0748	0753	0756	0803	0813	0820	0831	0832		0848	50
21	609	609	319	0736		0738	0743	0751	0757	0802	0806	0813	0823	0830	0841	0842		0858	52
25	610	610	302	0753		0755	0800	0809	0816	0822	0826	0833	0843	0850	0901	0902		0918	56
27	601	602	303	0801		0803	0810	0819	0826	0832 R	0836	0843	0853	0900	0911	0912		0928	58
31	617	617	305	0821		0823	0830	0839	0846	0852	0856	0903	0913	0920	0931	0932		0948	62
33	612	612	306	0831		0833	0840	0849	0856	0902	0906	0913	0923	0930	0941	0942		0958	64
35	619	619	307	0841		0843	0850	0859	0906	0912	0916	0923	0933	0940	0951	0952		1008	66
37	613	613	308	0851		0853	0900	0909	0916	0922	0926	0933	0943	0950	1001	1002		1018	68
39	614	601	309	0901		0903	0910	0919	0926	0932 R	0936	0943	0953	1000	1011	1012		1028	70
41	604	623	310	0911		0913	0920	0929	0936	0942 R	0946	0953	1003	1010	1021	1022		1038	72
43	616	616	311	0921		0923	0930	0939	0946	0952	0956	1003	1013	1020	1031	1032		1048	74
45	605	611	312	0931		0933	0940	0949	0956	1002 R	1006	1013	1023	1030	1041	1042		1058	76

https://s3-eu-west-1.amazonaws.com/bus.data.tfl.gov.uk/schedules/Schedule_30-MF.pdf

Service Delivery

Head of Operations

Bus Operations Manager

Coach Operations Manager

Business Services Manager

Information and Training Team

Business Services team contact details

Business Performance Coordinators

Senior Service Delivery Managers Region

Service Delivery Managers (borough responsibilities on map)

Victoria Coach Station

Senior Service Delivery Manager (Coaches)

Senior Customer Delivery Manager (Coaches)

Service Delivery Managers (Coaches)

Coach Network Advisor

Managed Bus Stations

- Aldgate & Liverpool Street (C)
- Shepherd's Bush & White City (C)
- Hammersmith (B&B wick) (C)
- Night Manager
- Victoria (C)
- Victoria (C)
- Putney Bridge (C)
- Euston (C)
- Finsbury Park (C)
- Edgware & Golders Green (N)
- Edmonton & Waltham Cross (N)
- Brent Cross (N)
- Stratford (N)
- Harrow (N)
- Stratford (N)
- Walthamstow Central (N)
- Turnpike Lane (N)
- Canning Town (N)
- North Greenwich (S)
- Canada Water (S)
- Crystal Palace (S)
- Kingston (Cromwell) (S)
- Addington Village (S)
- London Bridge (S)
- Vauxhall (S)
- West Croydon (S)
- Kingston (Fairfield) (S)

November 2022. This version updated by: Emily

13. Appendix E – NOE SharePoint site

PN

Notice of Events

Private group

☆ Not following

👤 2 members

Recent

Events Planning

North Region

Central Region

South Region

Test Region

NOE Documents

Legacy Documents

Return to classic SharePoint

+ New

Edit in grid view

Share

Export

Automate

Integrate

...

North Region

▼

🔍

🔗

Events Planning

☆

NoticeOfEvent...	RegionFullName	Event Status	Event Reference	Main Location	Post Code	Junction	Bus Stop	Cause Of Event	Effect Of Event	Start Date	End Date
Uxbridge Bus Station	North	Urgent Late Notice	NO2448944 URGENT LATE NOTICE	High Street	EN5	Wood Street	26884	Water Connection	Bus Stop Suspension	17/01/2024 08:00	23/01/2024 17:0
Uxbridge Bus Station	North	Urgent Late Notice	NO2448943 URGENT LATE NOTICE	Brunswick Park Road	N11	Priest Road	BP3986	Utility Chamber Replacement	Temporary Traffic Signals - Bus Stop Suspension	15/01/2024 16:00	18/01/2024 18:0
Turnpike Lane	North	Published	NO2448937	Glover Drive	N16	Meridian Way	BP4359	Event	Temporary Traffic Signals	03/02/2024 09:00	04/02/2024 19:0
Turnpike Lane	North	Published	NO2448935	Southbury Road	EN3	Glyn Road	BP3363	Telecommunication Works	Lane and Bus Stop Suspension	27/01/2024 08:00	27/01/2024 15:0
Turnpike Lane	North	Urgent Late Notice	NO2448937 URGENT LATE NOTICE	Chigwell High Road	IG7	Forest Lane	BP4812	Burst Water Main	Temporary Traffic Signals - Bus Stop Suspension	15/01/2024 09:00	19/01/2024 19:0
Uxbridge Bus Station	North	Urgent Late Notice	NO2448926 URGENT LATE NOTICE	Station Road	UB3	Readmead Road	16167	Telecommunication Works	Lane and Bus Stop Suspension	18/01/2024 08:00	18/01/2024 16:0

NOE list view

+ New

Upload

Share

Copy link

Sync

Add shortcut to OneDrive

Download

Automate

Integrate

...

All Documents

▼

🔍

🔗


NOE Documents

>

High Street EN5 17-01-2024 NO24-48944

ID	Name	Created	Modified	+ Add column
596448	Licence issued - BSSD19296.pdf	Yesterday at 17:07	Yesterday at 17:07	
596447	48944 - High Street.docx	Yesterday at 17:07	Yesterday at 17:07	
596446	43017 Network Plus 2a & 2b Bridle Mews Chipping Barnet ENS SUQ Phase 2.pdf	Yesterday at 17:07	Yesterday at 17:07	
596445	43017 Network Plus 2a & 2b Bridle Mews Chipping Barnet ENS SUQ Phase 1.pdf	Yesterday at 17:06	Yesterday at 17:07	
596444	High Street EN5 17-01-2024 NO24-48944 URGENT LATE NOTICE.pdf	Yesterday at 17:01	Yesterday at 17:01	

Document storage area


TFL

Notice of Event

Event status

Initial Notice

Main location

Junction


Post code

Bus stop

Close (no save)

Next

NOE creation form


TFL

Routes Affected 35

Add/Edit Routes

Cause of event

Bus Stop Works

+Add new

Effect of event

Bus Stop Suspension

+Add new

Start Date

17/01/2024

Start Time

00

:

00

End Date

17/01/2024

End Time

00

:

00

Add notes

Close (no save)

Next

Bus stop suspension

Diversion required

Borough

[+Add new](#)

Keep for the future


☐ No

Risk assessment

Close (no save)


Save

14. Appendix F – Example NOE, New Year's Eve

 Surface Transport • Service Delivery		<table><tr><td>N44</td><td>N53</td><td>N55</td><td>N63</td><td>N68</td><td>N73</td></tr><tr><td>N87</td><td>N89</td><td>N91</td><td>N97</td><td>N109</td><td>N113</td></tr><tr><td>N136</td><td>N155</td><td>N171</td><td>N199</td><td>N279</td><td>N343</td></tr><tr><td>N381</td><td>N550</td><td>N551</td><td></td><td></td><td></td></tr></table>						N44	N53	N55	N63	N68	N73	N87	N89	N91	N97	N109	N113	N136	N155	N171	N199	N279	N343	N381	N550	N551																																																			
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Postcode SW1																																																																															
Junction CENTRAL LONDON																																																																															
Bus Stop 3359																																																																															
Routes Affected		<table><tr><td>1</td><td>2</td><td>3</td><td>4</td><td>6</td><td>8</td></tr><tr><td>9</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td></tr><tr><td>16</td><td>17</td><td>19</td><td>22</td><td>24</td><td>26</td></tr><tr><td>29</td><td>36</td><td>38</td><td>40</td><td>53</td><td>55</td></tr><tr><td>59</td><td>63</td><td>68</td><td>73</td><td>76</td><td>77</td></tr><tr><td>87</td><td>88</td><td>91</td><td>94</td><td>139</td><td>148</td></tr><tr><td>153</td><td>159</td><td>168</td><td>170</td><td>172</td><td>176</td></tr><tr><td>185</td><td>188</td><td>211</td><td>243</td><td>341</td><td>344</td></tr><tr><td>360</td><td>381</td><td>453</td><td>507</td><td>C10</td><td>N1</td></tr><tr><td>N2</td><td>N3</td><td>N5</td><td>N8</td><td>N9</td><td>N11</td></tr><tr><td>N15</td><td>N16</td><td>N18</td><td>N19</td><td>N20</td><td>N21</td></tr><tr><td>N22</td><td>N25</td><td>N26</td><td>N29</td><td>N38</td><td>N41</td></tr></table>						1	2	3	4	6	8	9	11	12	13	14	15	16	17	19	22	24	26	29	36	38	40	53	55	59	63	68	73	76	77	87	88	91	94	139	148	153	159	168	170	172	176	185	188	211	243	341	344	360	381	453	507	C10	N1	N2	N3	N5	N8	N9	N11	N15	N16	N18	N19	N20	N21	N22	N25	N26	N29	N38	N41
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		Effect of Event EXTENSIVE ROAD CLOSURES																																																																													
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		End Time/Date 01/01/2023 06:00 AM																																																																													
		Duration Continuous																																																																													
		Issued Emer O'Neill																																																																													
		Event Details																																																																													
		NEW YEARS EVE CELEBRATIONS 2022/2023 DIVERSIONS TO BUS SERVICES IN CENTRAL LONDON																																																																													
		This notice gives details of diversions and curtailments to bus services on New Year's Eve 31 st December 2022 and into the early morning of 1 st January 2023.																																																																													
		Large numbers of people are expected to congregate to see the light and firework display around midnight based at the London Eye. The area around the River Thames between Waterloo and Lambeth Bridges, and in Trafalgar Square, Parliament Square will therefore be closed to all traffic. Additionally, the traditional gathering in Piccadilly Circus will also attract significant numbers of people.																																																																													
		ROAD CLOSURES Vehicular access to a large part of central London will be restricted, but the Metropolitan Police will allow buses through a number of cordon points to an inner ring.																																																																													
		Between 2000 hours and approximately 0600 hours buses will not serve the roads within the area bounded by Oxford Street, Great Portland Street, Oxford Street, New Oxford Street, High Holborn, Farringdon Street, New Bridge Street, Blackfriars Bridge, Blackfriars Road, The Cut, Baylis Road, Kennington Road, Kennington Lane, Vauxhall Bridge Road, Victoria Street,																																																																													
Grosvenor Place and Park Lane.		the stand areas at the departure points and be aware of other bus movements operating in the area.																																																																													
In advance of these closures, Parliament Square, Westminster Bridge, Whitehall and Victoria Embankment will be closed to all traffic from 1400 hours. Buses will be diverted around these closures before curtailments take place at 1900 hours.		CURTAILMENTS AND DIVERSIONS																																																																													
At 1400 there will be a lane drop southbound on Waterloo Bridge to enable the setup of speakers for the event, this will be prior to the commencement of the bus lane.		Surface events team has worked with the Metropolitan Police, the City of Westminster the Greater London Authority, other transport providers and many other agencies to ensure that the management of the crowds is handled safely.																																																																													
Taxi Road (Waterloo Station) and Belvedere Road will be closed from 1700 to enable a pre-event build to take place.		All the curtailments and diversions in this document will be publicised extensively and it is therefore essential that these arrangements are followed by drivers to ensure that inconvenience to passengers is minimised.																																																																													
Waterloo Bridge will be closed to pedestrians from 1600 and local arrangements will be in place to allow people to travel on buses over the bridge. Waterloo Bridge also forms part of the ticketed viewing area this year and will be closed to all traffic from 1900.		Supervisory and garage control staff are reminded that curtailments and diversions should be implemented in line with this document. They are reminded to ensure that all curtailments (as detailed below) are in place to ensure that buses are clear of this closed area by 2000 hours (Waterloo Bridge by 1900 hours).																																																																													
Vauxhall Bridge will be closed to traffic in both directions from approximately 2330 until the crowds have cleared following the firework display approximately 0030 hours.		Any variation to these arrangements, even in an emergency, should be discussed with NMCC before any action is taken.																																																																													
Some road closures will stay in place for the New Year's Day Parade. For details of the diversions and curtailments to bus services for the London Parade, to be held on Sunday 1 st January 2023, please see Notice of Event EP23/35231		Saturday night schedules will operate on all 24 hour and night bus routes on New Year's Eve, a Sunday service will be operating on New Year's Day. Selected day routes will also run overnight throughout London.																																																																													
DEPARTURE POINTS Once the road closures have been implemented, buses will operate from a number of cordon points on the edge of the closed area:		Curtailments and diversions to bus routes are detailed below. Buses will return to normal line of route as and when it is safe to allow roads to be re-opened with the exception of the routes affected by the New Year's Day Parade. Re-opening arrangements will be transmitted via iBus.																																																																													
Elephant & Castle – for buses towards South East, South & South West London Holborn Station – for buses towards North East and East London Oxford Circus – for buses towards East, West and North West London Tottenham Court Road – for buses towards North and North East London Green Park – for buses towards West and South West London Victoria – for buses towards South, South West and North West London		Drivers are reminded to follow the instructions of any London Buses Officials and Metropolitan Police Officers.																																																																													
Bus drivers must exercise extreme caution when alighting and boarding their buses in		PLEASE NOTE - FREE TRAVEL WILL NO LONGER APPLY on London Buses, Docklands Light Railway, London Underground, London Overground or London Trams.																																																																													
		Buses will be diverted or curtailed as follows:																																																																													
		#Amendment to NOE - Route 153 suspension removed. Slight change to route C10																																																																													

<p>and N2, 2330 diversion.</p> <p>ROUTE 1 From 1830 hours Will be curtailed to terminate at St. George's Circus from the south (destination blinds to show Elephant & Castle).</p> <p>NORTHBOUND – From London Road via, left Lambeth Road (set down passengers at bus stand) and stand.</p> <p>SOUTHBOUND – From Lambeth Road will be diverted via, right St. George's Road, right Westminster Bridge Road ahead to St George's Circus and line of route (pick up passengers at Elephant & Castle).</p> <p>ROUTE 2 From 2230 hours Will be curtailed to terminate at Vauxhall from the South</p> <p>ROUTE 3 From 1400 hours until 1830 hours will be curtailed to terminate at Lambeth Bridge.</p> <p>From 1830 hours will be diverted to terminate at Imperial War Museum from the south (destination blinds to show Kennington Lane).</p> <p>NORTHBOUND – From Kennington Park Road at Kennington Road via ahead Kennington Park Road, ahead Newington Butts, ahead Elephant & Castle, left St Georges Road to stand prior to stop N.</p> <p>SOUTHBOUND – From the temporary stand will depart via, ahead St Georges Road, left Lambeth Road (pick up passengers at temporary bus stop in Lambeth Road), left Kennington Road and line of route.</p> <p>ROUTE 4 From 1930 hours Will be curtailed to terminate at St Pauls Station from the north. Buses to alight and stand on at stop SP on Newgate Street Buses are to take a minimum stand time at this location.</p> <p>ROUTE 6 From 1930 hours Will be curtailed to terminate at Green Park Station from the west.</p>	<p>FASTBOUND – From Piccadilly (set down passengers in Piccadilly between Clarges Street and Stratton Street), continue via ahead to stand.</p> <p>WESTBOUND – From the stand in Piccadilly eastbound, via left Stratton Street, right Berkeley Street, right Piccadilly (pick up passengers at the temporary bus stop opposite Clarges Street) and line of route.</p> <p>ROUTE 9 From 1930 hours Will be curtailed to terminate at Green Park Station from the west.</p> <p>FASTBOUND – From Piccadilly (set down passengers in Piccadilly between Clarges Street and Stratton Street), continue via ahead to stand.</p> <p>WESTBOUND – From the stand in Piccadilly eastbound, via left Stratton Street, right Berkeley Street, right Piccadilly (pick up passengers at the temporary bus stop opposite Clarges Street) and line of route.</p> <p>ROUTE 11 From 1400 hours until 1800 hours will be diverted as follows.</p> <p>FASTBOUND – From Victoria Street at Artillery Row will then be diverted via right Artillery Row, left Greycoat Place, right Horseferry Road, ahead Lambeth Bridge, left Lambeth Palace Road, right Westminster Bridge Road, left Addington Street, right York Road, left Waterloo Bridge, ahead Lancaster Place, ahead Aldwych and line of route.</p> <p>WESTBOUND – From Aldwych at Strand will then be diverted via ahead Lancaster Place, ahead Waterloo Bridge, right York Road, left Addington Street, right Westminster Bridge Road, left Lambeth Palace Road, right Lambeth Bridge, ahead Horseferry Road, left Greycoat Place, right Artillery Row, left Victoria Street and line of route.</p> <p>From 1800 hours will be curtailed to terminate at Victoria from the west.</p> <p>FASTBOUND – From Buckingham Palace Road will then be diverted via left west side of Grosvenor Gardens to set down and stand on the tour bus stop.</p> <p>WESTBOUND – From the stand via, right Lower Grosvenor Place, ahead Bressenden Place, right Victoria Street (pick up passengers at bus stop 6) and line of route.</p>
<p>ROUTE 12 From 1400 hours until 1800 hours NORTHBOUND – From Westminster Bridge Road at Addington Street via right Addington Street, right York Road, left Waterloo Bridge, ahead Lancaster Place, left Strand, ahead to Charles 1st Island and line of route.</p> <p>SOUTHBOUND – From Cockspur Street at Charles 1st Island via ahead Strand, right Lancaster Place, ahead Waterloo Bridge, right York Road, left Addington Street, left Westminster Bridge Road and line of route.</p> <p>From 1800 hours will be curtailed to terminate at St. George's Circus from the south (destination blinds to show Elephant & Castle).</p> <p>NORTHBOUND – Will terminate and stand on stop N in St. George's Road. (Buses will be facilitated through the closure of St George's Road)</p> <p>SOUTHBOUND – From the temporary stand in St. George's Road will be diverted via right Westminster Bridge Road and line of route (pick up passengers at Elephant & Castle stop D London Road).</p> <p>ROUTE 14 From 1930 hours will be curtailed to terminate at Green Park Station from the west.</p> <p>FASTBOUND – From Piccadilly (set down passengers in Piccadilly between Clarges Street and Stratton Street), continue via ahead to stand.</p> <p>WESTBOUND – From the stand in Piccadilly eastbound, via left Stratton Street, right Berkeley Street, right Piccadilly (pick up passengers at the temporary bus stop opposite Clarges Street) and line of route.</p> <p>ROUTE 15 From 1400</p> <p>Buses should circumnavigate Charles I Island into the Strand.</p> <p>Buses should not stand at this location.</p> <p>From 1930 will be curtailed to terminate at Mansion House from the east. (Destination blind to show St Paul's).</p> <p>WESTBOUND – From Cannon Street at New Change, will then be diverted via right New Change to alight passengers at stop SL. Then ahead New Change, left Newgate Street, right King Edward Street to Stand</p>	<p>FASTBOUND – From temporary stand will be diverted via ahead New King Edward Street, ahead Little Britain, 3rd exit Aldersgate Street, ahead St Martin's Le Grand, ahead Cheapside right New Change, left Cannon Street and line of route.</p> <p>ROUTE 17 From 2000 hours NORTHBOUND – From Cannon Street at New Change will then be diverted via, right New Change, left Newgate Street, ahead Holborn Viaduct, ahead Holborn Circus and line of route.</p> <p>SOUTHBOUND – From Holborn Circus at Charterhouse Street will then be diverted via ahead Holborn Viaduct, ahead Newgate Street, left King Edward Street, ahead Little Britain, ahead Montague Street, right Aldersgate Street, ahead St Martin's Le Grand, ahead Cheapside, ahead New Change, left Cannon Street and line of route.</p> <p>ROUTE 19 From 1930 hours FASTBOUND – From Hyde Park Corner at Park Lane will then be diverted via left Park Lane, left Cumberland Gate, right Tyburn Way, right Marble Arch, ahead Oxford Street, ahead New Oxford Street and line of route</p> <p>WESTBOUND – From New Oxford Street at Bloomsbury Street will then be diverted via ahead New Oxford Street, ahead Oxford Street, left Park Lane, to Hyde Park Corner and line of route.</p> <p>ROUTE 22 From 1930 hours will be curtailed to terminate at Green Park Station from the west.</p> <p>FASTBOUND – From Piccadilly (set down passengers in Piccadilly between Clarges Street and Stratton Street), continue ahead to stand.</p> <p>WESTBOUND – From the stand in Piccadilly eastbound, via left Stratton Street, right Berkeley Street, right Piccadilly (pick up passengers at the temporary bus stop opposite Clarges Street) and line of route.</p> <p>ROUTE 24 From 1400 hours until 1930 hours NORTHBOUND – From Grosvenor Gardens at Lower Grosvenor Place will then be diverted via, ahead Grosvenor Place, right Hyde Park Corner, ahead Piccadilly, ahead Shaftesbury Avenue, left Charing Cross Road and line of route.</p> <p>SOUTHBOUND – From Charing Cross Road at Shaftesbury Avenue will then be diverted via</p>

15. Appendix G – Example NOE, Simple diversion

 Surface Transport • Service Delivery		Event Details Contractors on behalf of Network Rail will be carrying out bridge works at the above location. In order to facilitate the works Globe Road will be closed. Buses to divert as follows: Route 309 towards Canning Town From Cambridge Heath Road at Roman Road, ahead Cambridge Heath Road, left Mile End Road, right White Horse Lane to line of route Route 309 towards Bethnal Green From White Horse Lane at Mile End Road, left Mile End Road, right Cambridge Heath Road to line of route
Notice of Event Event Reference NO23/36688 URGENT LATE NOTICE Reason for late notice Late notice from contractor Main Location Globe Road Postcode E3 Junction Potman Place Bus Stop BP529 Routes Affected 309 Cause of Event Bridge Works Effect of Event Road Closure Start Time/Date 06/02/2023 22:00 PM End Time/Date 10/02/2023 05:00 AM Duration Nightly Issued Foyez Uddin		

16. Appendix H – Example Advance Publicity

Edmonton Green Bus Station

Changes to buses at Edmonton Green



From Tuesday 12 December
until Sunday 7 January 2024

Edmonton Green Bus Station is partly closed for emergency repair works. Please use alternative stops:

Route	Towards	Nearest stop
W8, 192	Chase Farm, Tottenham Hale Station	Stop G at Edmonton Green Bus Station/Hertford Road
W8	Picketts Lock	Stop P at Hertford Road / Monmouth Road
102, 144, 149, 259	Brent Cross, London Bridge, Muswell Hill, Kings Cross	Stop D at Edmonton Green Bus Station
192, 279, 349, 491	Enfield, Ponders End, Waltham Cross	Stop N at Edmonton Green Station/The Broadway

Check your travel at tfl.gov.uk/buses

Check your travel
tfl.gov.uk/travel-tools

24-hour travel information
0343 222 1234*

MAYOR OF LONDON




17. Appendix I – Example Current bus diversion info

Status updates



[Tube, Overground, Elizabeth line, DLR & Tram](#) **Buses** [Traffic](#) [River Bus](#) [IFS Cloud Cable Car](#) [National Rail](#)

✓ Now 16:49

This weekend


Future date 

Find a bus stop or route

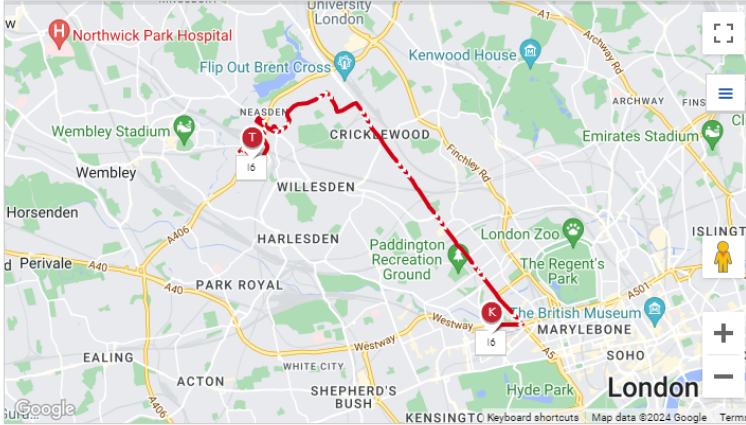
Showing disruptions on route 16 towards Bishop's Bridge / Paddington Station


[Clear route](#)

 Status alert for route 16


BIRSE CRESCENT, NW10: From 08:00 Wednesday 31 January 2024 until 18:00 Friday 02 February 2024, ROUTES 16 182 245 towards Brent Cross, Golders Green and Paddington are on diversion via Neasden Lane Roundabout and Tanfield Avenue due to telecommunication works taking place. Stop 'Neasden Shopping Centre/Birse Crescent' (FF) will not be served. Normal route to resume at 'Dudden Hill Lane' (GG).

DOLLIS HILL LANE, NW2: Routes 16 245 are on diversion in both directions via Oxgate Lane due to emergency water works. Buses will not serve stops 'Humber Road' (DH)/(DC) to 'Conway Road' (DK)/(DL). Please allow extra time for your journey.

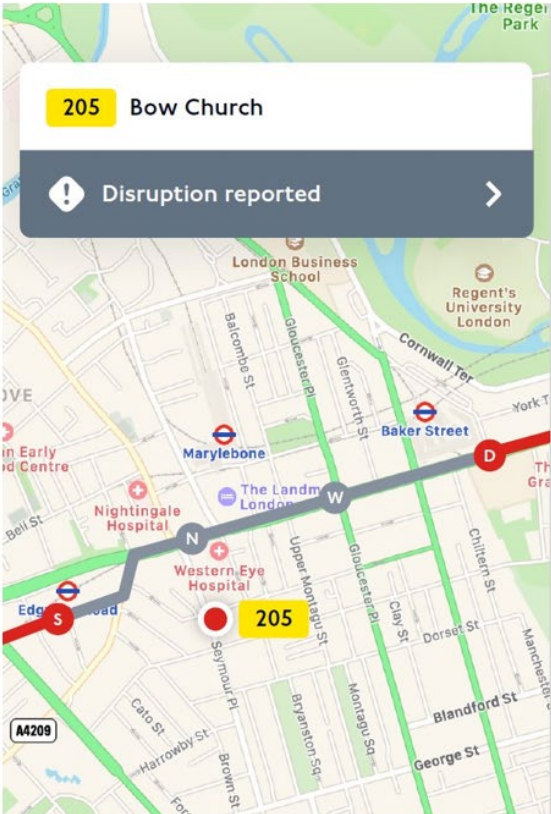


 **Email updates**

Customer updates and advanced warning of weekend closures and planned works











18. Appendix J – Example Proposed bus diversion info




205 Bow Church

Disruption reported

Map details: The map shows the Islington area in London. A red line indicates the bus route 205, which is disrupted at Essex Road. A yellow box highlights the disruption. The map includes labels for various streets and landmarks such as Regent's University London, Nightingale Hospital, and Western Eye Hospital.

-  **Islington Green**
Islington
-  **Walk 4 min**
-  **Angel Station**
Stop F
- Bus 38 Hackney Central**
 **5 stops 10 min**
-  **Route changes** 
-  **Essex Road**
Bus stop closed
-  **Amhurst Road**
Bus stop L

19. Appendix K – Example NOE, multiple diversions

 **Surface Transport • Service Delivery**

Notice of Event

Main Location Tyburn Lane

Postcode HA1

Junction Peterborough Road

Bus Stop 15015

Routes Affected

182	186	223	258	483	H14
H17	H18	H19	SL10	N18	

Cause of Event Resurfacing Carriageway

Effect of Event Road Closure

Start Time/Date 11/03/2024 20:00 PM

End Time/Date 12/03/2024 05:00 AM

Duration Overnight

Issued Joseph Crizzle

Event Reference
NO24/50769

Event Details

Contractors working on behalf of the London Borough of Harrow will be carrying out resurfacing work on Tyburn Lane at the junction with Peterborough Road.

As a result of these works, there will be a full junction closure of Tyburn Lane, Peterborough Road and Kenton Road and buses will be required to divert as follows:

Routes 182, 186, 223, 483, H14 and N18 towards Northwick Park Hospital
From Station Road at the junction with Gayton Road, left Gayton Road, right Sheepcote Road, 2nd exit Northwick Park Roundabout to Watford Road line of route.

Routes 182, 186, 223, 483, H14 and N18 towards Harrow Bus Station
From Watford Road at Northwick Park Roundabout, 2nd exit to Sheepcote Road, left Gayton Road, right Station Road to line of route.

Route H19 and SL10 towards Kenton Station
From Station Road at the junction with Gayton Road, left Gayton Road, right Sheepcote Road, 1st exit at Northwick Park Roundabout to Kenton Road line of route.

Route H18 and SL10 towards Harrow Bus Station
From Kenton Road at Northwick Park Roundabout, 3rd exit to Sheepcote Road, left Gayton Road, right Station Road to line of route.

Routes 258 towards South Harrow

From Harrow Bus Station, left College Road, left Bessborough Road, ahead Lower Road, ahead Northolt Road to line of route.

Route 258 towards Watford Junction

From Northolt Road at the junction with Shaftesbury Avenue, ahead Lower Road, ahead Bessborough Road, circumnavigate roundabout at the junction with Pinner Road, left College Road, left Headstone Road, right Kymberley Road, ahead Harrow Bus Station to line of route.

Route H17 towards Wembley Central

From Harrow Bus Station, left College Road, left Bessborough Road, ahead Lower Road, left Roxeth Hill, right London Road to line of route.

Route H17 towards Harrow Bus Station

From London Road at the junction with Roxeth Hill, left Roxeth Hill, right Lower Road, ahead Bessborough Road, circumnavigate roundabout at the junction with Pinner Road, left College Road, left Headstone Road, right Kymberley Road, ahead Harrow Bus Station to line of route.

