

7. Service Specification

Route: 23 & N23

Contract Reference: QC69101

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	Westbourne Park Station, Elkstone Road to Hammersmith Bus Station, Upper Level
Contract Basis	Incentivised
Commencement Date	25 th July 2020
Vehicle Type	87 capacity, dual door, double deck vehicles
Current Maximum Approved Dimensions	10.4 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard - Route No. 23	Average Excess Wait Time - No more than 1.30 minutes
Extension Threshold - Route No. 23	Average Excess Wait Time Threshold - 1.20 minutes
Minimum Operated Mileage Standard - Route No. 23	No less than 98.00%
Departing On Time - Route No. N23	Departing on Time - No less than 86.0%
Minimum Operated Mileage Standard - Route No. N23	No less than 99.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 30th September 2019.

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. 23 & N23.

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

- Route Nos. 23 & N23 is specified to stand at Harrow Road, Prince of Wales not Westbourne Park bus garage.
- **Please see Section 5 for a full list of streets traversed and standing arrangements.**
- The designation Route No. N23 is used for contractual purposes only. This service will be marketed as Route No. 23. This includes all publicity, including destination blind displays.
- **Tenderers must identify the cost of the Nightly element of this service separately.**

The Mayor and Transport for London (TfL) have developed a series of clean bus corridors which will be 'Low Emission Bus Zones' (LEBZ) in London. The corridors will prioritise the greenest buses on the worst polluted routes, as part of the Mayor's plans to improve air quality across London.

The Low Emission Bus Zones will apply 24 hours a day, 7 days a week, and will require all buses operating for TfL within the zones to meet Euro VI emission standards.

- **Route Nos. 23 & N23 serves LEBZ (Chiswick High Road to Kensington) which commenced in June 2019**

2) **NOTES - continued.**

Operators should provide the following prices:

1. **Annual diesel-electric hybrid price - based on minimum 5 year contract.**

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

1. **Vehicles that offer genuine increased capacity and are certified as such.**
2. **Modifications to reduce emissions and fuel consumption (including energy storage, engine stop/start, extended zero-emission range and/or energy efficient components)**
3. **Existing vehicles. Separate costs must be provided both excluding and including the cost of upgrading to Euro VI standards. The inclusive costs should be on a per bus per annum basis. Please note that existing diesel vehicles will NOT be considered for routes which are already operated by hybrids.**

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

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

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Westbourne Park Station, Elkstone Road to Hammersmith Bus Station, Upper Level		Hammersmith Bus Station, Upper Level to Westbourne Park Station, Elkstone Road			
First departure no later than 0500.		First departure no later than 0545.			
0455 - 0545	Every 15 minutes	0540 - 0600	Every 15 minutes		
0546 - 0615	Every 10 minutes	0601 - 0630	Every 10 minutes		
0616 - 2040	Every 8 minutes	0631 - 2030	Every 8 minutes		
2041 - 0020	Every 10 minutes	2031 - 0035	Every 10 minutes		
Last departure no earlier than 0015.		Last departure no earlier than 0015.			
Pinchpoints					
Kensington, Royal Albert Hall	0715 - 0905	8 minutes	Marble Arch	0725 - 0925	8 minutes
	1500 - 1630	8 minutes		1525 - 1645	8 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Westbourne Park Station, Elkstone Road to Hammersmith Bus Station, Upper Level		Hammersmith Bus Station, Upper Level to Westbourne Park Station, Elkstone Road			
First departure no later than 0500.		First departure no later than 0545.			
0455 - 0615	Every 15 minutes	0540 - 0715	Every 15 minutes		
0616 - 0715	Every 12 minutes	0716 - 0740	Every 12 minutes		
0716 - 0825	Every 10 minutes	0741 - 0850	Every 10 minutes		
0826 - 1850	Every 8 minutes	0851 - 1930	Every 8 minutes		
1851 - 0020	Every 10 minutes	1931 - 0035	Every 10 minutes		
Last departure no earlier than 0015.		Last departure no earlier than 0030.			
Pinchpoints					
Kensington, Royal Albert Hall	0930 - 1100	8 minutes	Marble Arch	0935 - 1105	8 minutes

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

Westbourne Park Station, Elkstone Road to Hammersmith Bus Station, Upper Level		Hammersmith Bus Station, Upper Level to Westbourne Park Station, Elkstone Road			
First departure no later than 0500.		First departure no later than 0545.			
0455 - 0820	Every 15 minutes	0540 - 0845	Every 15 minutes		
0821 - 0020	Every 10 minutes	0846 - 0035	Every 10 minutes		
Last departure no earlier than 0015.		Last departure no earlier than 0030.			
Pinchpoints					
Kensington, Royal Albert Hall	1000 - 1100	10 minutes	Marble Arch	1035 - 1135	10 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.4) NIGHTLY

Hammersmith Bus Station, Upper Level to Westbourne Park Station, Elkstone Road		Westbourne Park Station, Elkstone Road to Hammersmith Bus Station, Upper Level	
First departure no later than 0045.		First departure no later than 0045.	
0040 - 0520	Every 30 minutes	0040 - 0445	Every 30 minutes
Last departure no earlier than 0515.		Last departure no earlier than 0440.	

Please identify the cost of the Nightly element of this service separately.

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 23 should interwork with Route No. N23 to form a seamless 24 hour service.
- 4.2) Route No. 23 & N23 can suffer from unpredictable traffic delays in the Marble Arch, Paddington Station and Central London areas.
- 4.3) The Notting Hill Carnival is an annual event held in the Notting Hill area over the late Summer Bank Holiday period and affects several LBSL contracted bus services. The arrangements for serving the area are flexible and depend on what advance information is provided by bodies such as the Metropolitan Police. Prior to the event, London Buses Officials will discuss service provision with those Operators who are involved.
- 4.4) The central section of the Elizabeth line will open between Paddington and Abbey Wood initially and there will be a six month window for delivery from October 2020. Once the central section opens, full services across the Elizabeth line from Reading and Heathrow to Abbey Wood and Shenfield will commence as soon as possible. There is potential for a change in passenger demand on Route Nos. 23 & N23 once the Elizabeth line becomes fully operational. A review, post opening of the Elizabeth line, will be undertaken if required.
- 4.5) London Underground (LUL) has introduced 'NightTube'; the continuous operation of LU services from first train on Friday morning to last train on Sunday night i.e. for 67 hours over the weekend. Bus demand will continue to be monitored and operators will be kept up to date about the impact of 'NightTube'.

**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 23: Westbourne Park Station - Hammersmith Bus Station (24 hour service)

Date of Structural Change: 25 July 2020.

Date of Service Change: 25 July 2020.

Reason for Issue: New Contract.

STREETS TRAVERSED

Towards Hammersmith Bus Station: Elkstone Road, Golborne Road, Kensal Road, Ladbroke Grove, Canal Way, Ladbroke Grove, Elgin Crescent, Colville Terrace, Colville Road, Westbourne Grove, Bishop's Bridge Road, Eastbourne Terrace, Praed Street, Edgware Road, Marble Arch, Park Lane, Hyde Park Corner, Duke Of Wellington Place, Grosvenor Place, Knightsbridge, Kensington Road, Kensington Gore, Kensington Road, Kensington High Street, Hammersmith Road, Butterwick, Talgarth Road, Hammersmith Bus Station High Level.

Towards Westbourne Park Station: Hammersmith Bus Station High Level, Hammersmith Bus Station Northern Exit Ramp, Hammersmith Broadway, Hammersmith Road, Kensington High Street, Kensington Road, Kensington Gore, Kensington Road, Knightsbridge, Hyde Park Corner, Park Lane, Cumberland Gate, Marble Arch, Edgware Road, Sussex Gardens, Norfolk Place, Praed Street, Eastbourne Terrace, Bishop's Bridge Road, Westbourne Grove, Kensington Park Road, Elgin Crescent, Ladbroke Grove, Canal Way, Ladbroke Grove, Kensal Road, Golborne Road, Elkstone Road.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

HARROW ROAD, PRINCE OF WALES, ELGIN AVENUE, SOUTH SIDE

Public stand for three buses on south side of Elgin Avenue in 2 parts:

1 - For two buses commencing at a point 99 metres west of the centre-line of Chippenham Road, and extending 22 metres east.

2 - For one bus commencing at a point 124 metres west of the centre line of Chippenham Road and extending 12 metres east.

Buses proceed from Elkstone Road via Great Western Road, Elgin Avenue, Shirland Road, Chippenham Road and Elgin Avenue to stand, departing via Elgin Avenue and Great Western Road to Elkstone Road. Set down in Elkstone Road, At Stop AP (35141 - Westbourne Park Bus Garage, Last Stop on LOR: 35141 - Westbourne Park Bus Garage) and pick up in Elkstone Road, At stop L (35140 - Great Western Road, First Stop on LOR: 35140 - Great Western Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 23 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: Westbourne Park.

LADBROKE GROVE, SAINSBURYS (from HAMMERSMITH BUS STATION)

Private stand for three buses in layby on east side of Canal Way, commencing at a point opposite the covered walkway entrance to Sainsbury's supermarket.

Buses proceed from Ladbroke Grove via Canal Way to stand, departing to Canal Way. Set down in Ladbroke Grove, at Stop R (11547 - Kensal House, Last Stop on LOR: 11547 - Kensal House) and pick up in Canal Way, at Stop U (37615 - Ladbroke Grove Sainsbury's, First Stop on LOR: 37615 - Ladbroke Grove Sainsbury's).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: Unscheduled curtailments only.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Ladbroke Grove, Sainsbury's.
OTHER INFORMATION: Toilet facilities available in Sainsburys (Mon-Sat - 24 hours; Sun - 1000-1600).

WESTBOURNE GROVE, PORTOBELLO ROAD (from HAMMERSMITH BUS STATION)

Buses proceed from Kensington Park Road departing to Elgin Crescent. Set down in Kensington Park Road, at Stop PP (11533 - Portobello And Golborne Market, Last Stop on LOR: 11533 - Portobello And Golborne Market) and pick up in Elgin Crescent, at Stop PJ (BP1108 - Portobello Road, First Stop on LOR: BP1108 - Portobello Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Notting Hill, Westbourne Grove.

PADDINGTON, BISHOP'S BRIDGE ROAD (from HAMMERSMITH BUS STATION)

Buses proceed from Bishop's Bridge Road via Porchester Road, Lord Hills Bridge, Harrow Road, Lord Hills Bridge and Porchester Road departing to Bishop's Bridge Road. Set down in Bishop's Bridge Road, at Stop RQ (34145 - Gloucester Terrace, Last Stop on LOR: 34145 - Gloucester Terrace) and pick up in Bishop's Bridge Road, at Stop L (16972 - Porchester Terrace North, First Stop on LOR: 16972 - Porchester Terrace North).

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

PADDINGTON, EASTBOURNE TERRACE (from HAMMERSMITH BUS STATION)

Buses proceed from Eastbourne Terrace via Cleveland Terrace, Gloucester Terrace, Bishop's Bridge Road and Eastbourne Terrace departing to Praed Street. Set down in Eastbourne Terrace, at Stop D (29396 - Paddington Stn<># / Eastbourne Terrace, Last Stop on LOR: 29396 - Paddington Stn<># / Eastbourne Terrace) and pick up in Praed Street, at Stop H (14020 - Paddington Station <> #, First Stop on LOR: 14020 - Paddington Station <> #).

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

PADDINGTON STATION (from Westbourne Park Station)

Buses proceed from Bishop's Bridge Road via Eastbourne Terrace, Praed Street, London Street and Sussex Gardens departing to Norfolk Place. Set down in Bishop's Bridge Road, at Stop M (35232 - Bishops Bridge Road / Westbourne Terrace, Last Stop on LOR: 35232 - Bishops Bridge Road / Westbourne Terrace) and pick up in Norfolk Place, at Stop G (33284 - St Mary's Hospital, First Stop on LOR: 33284 - St Mary's Hospital).

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

MARBLE ARCH, TYBURN WAY

Public stand for three buses on west side of Tyburn Way, commencing 1 metre south of lamp standard No 20512 and extending 33 metres south.

From Hammersmith Bus Station.

Buses proceed from Park Lane via Cumberland Gate and Tyburn Way to stand, departing via Tyburn Way and Marble Arch to Park Lane. Set down in Park Lane, at Stop W (29629 - Marble Arch, Last Stop on LOR: 29629 - Marble Arch) and pick up in Park Lane, at Stop R (29907 - Marble Arch Station <> / Park Lane, First Stop on LOR: 29907 - Marble Arch Station <> / Park Lane).

From Westbourne Park Station.

Buses proceed from Edgware Road via Marble Arch, Park Lane, Cumberland Gate and Tyburn Way to stand, departing via Tyburn Way, Marble Arch, Park Lane, Cumberland Gate and Marble Arch to Edgware Road. Set down in Edgware Road, at Stop H (621 - Marble Arch Station <> / Edgware Road, Last Stop on LOR: 621 - Marble Arch Station <> / Edgware Road) and pick up in Edgware Road, at Stop E (14 - Marble Arch / Edgware Road, First Stop on LOR: 14 - Marble Arch / Edgware Road).

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:	Marble Arch.

HYDE PARK CORNER, ACHILLES WAY

Public stand for two buses on the south side (offside) of Achilles Way, commencing 18 metres west of the southbound carriageway of Park Lane and extending 20 metres west.

From Hammersmith Bus Station.

Buses proceed from Knightsbridge via Hyde Park Corner, Park Lane and Achilles Way to stand, departing via Achilles Way, Park Lane, Hyde Park Corner, Duke Of Wellington Place and Grosvenor Place to Knightsbridge. Set down in Knightsbridge, at Stop W (14703 - Hyde Park Corner Station <>, Last Stop on LOR: 14703 - Hyde Park Corner Station <>) and pick up in Knightsbridge, at Stop M (107 - Hyde Park Corner Station <>, First Stop on LOR: 107 - Hyde Park Corner Station <>).

From Westbourne Park Station.

Buses proceed from Park Lane via Achilles Way to stand, departing via Achilles Way to Park Lane. Set down in Park Lane, at Stop A (BP5929 - London Hilton Hotel, Last Stop on LOR: BP5929 - London Hilton Hotel) and pick up in Park Lane, at Stop Y (29622 - London Hilton Hotel, First Stop on LOR: 29622 - London Hilton Hotel).

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:	Hyde Park Corner.

KENSINGTON, HOLLAND ROAD (from Westbourne Park Station)

Buses proceed from Kensington High Street via Holland Road, Addison Crescent and Addison Road departing to Kensington High Street. Set down in Kensington High Street, at Stop Z (11195 - Warwick Gardens, Last Stop on LOR: 11195 - Warwick Gardens) and pick up in Kensington High Street, at Stop W (35202 - Warwick Gardens, First Stop on LOR: 35202 - Warwick Gardens).

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

HAMMERSMITH BUS STATION, UPPER LEVEL

Private stand for 10 buses in Hammersmith Upper Level Bus Station. Buses to stand as follows:

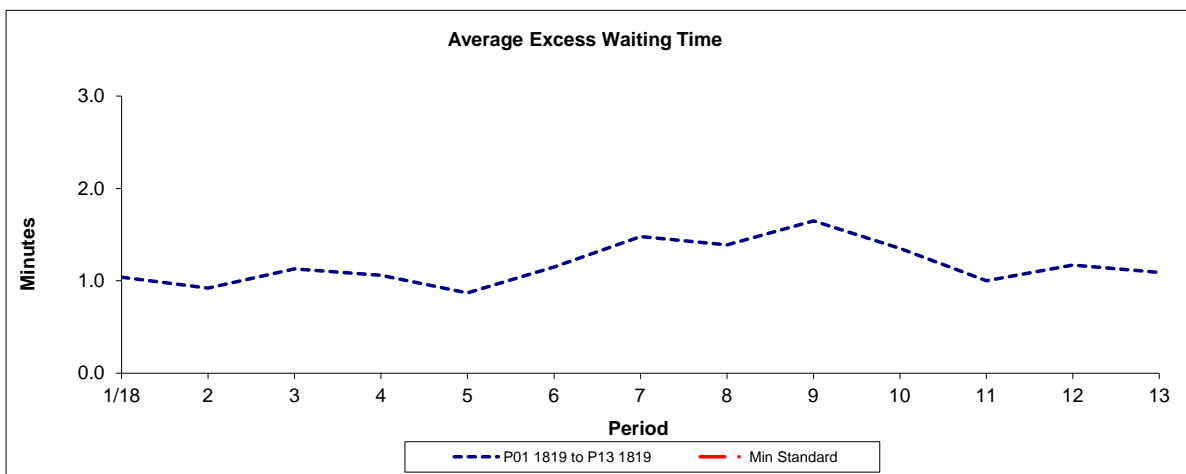
Bays E1/E2 on east side - Route 267,
Bays E3/E4/E5 on east side - Routes 9 and N9,
Bay S1 on south side - Route 9 (only between 0600 and 2100),
Bays W1/W2 on west side - Route 211,
Bays W3/W4 on west side - Route 10.

Buses proceed from Hammersmith Bus Station High Level direct to stand, departing to Hammersmith Bus Station High Level. Set down in Hammersmith Bus Station High Level, at stop E (R0879 - Hammersmith Bus Station, Last Stop on LOR: R0879 - Hammersmith Bus Station) and pick up in Hammersmith Bus Station High Level, at stop F (R0880 - Hammersmith Bus Station, First Stop on LOR: R0880 - Hammersmith Bus Station).

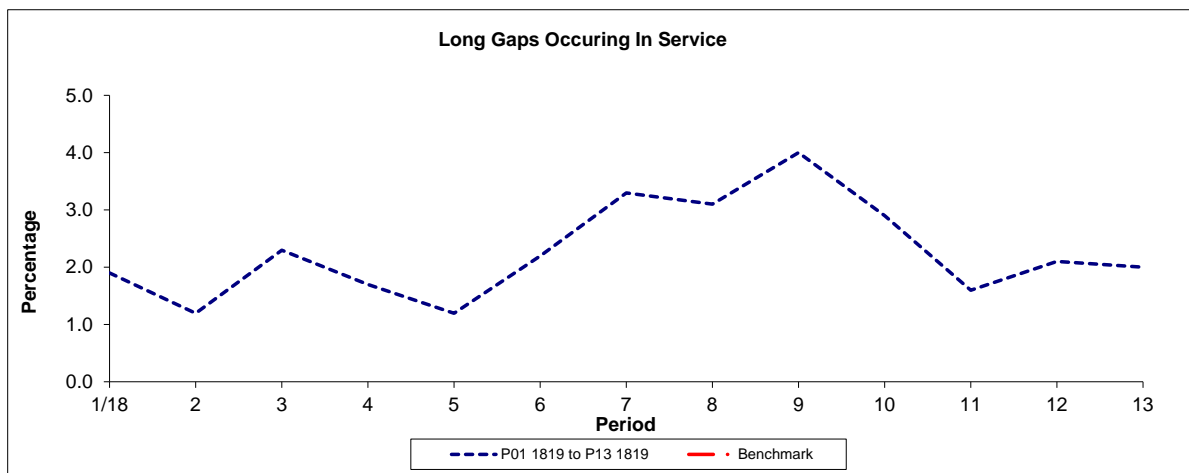
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 23 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Hammersmith.
OTHER INFORMATION: Toilet Facilities available 0700-2200 daily.

PART B - PERFORMANCE STATISTICS

Route 23



Period	1/18	2	3	4	5	6	7	8	9	10	11	12	13
P01 1819 to P13 1819	1.04	0.92	1.13	1.06	0.87	1.15	1.48	1.39	1.65	1.35	1.00	1.17	1.09
Min Standard													

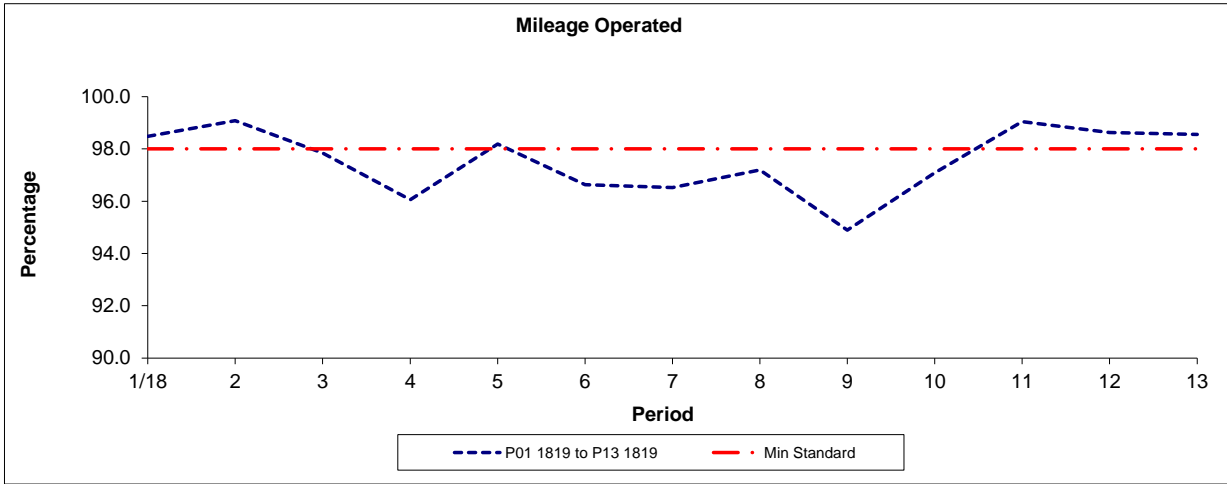


Period	1/18	2	3	4	5	6	7	8	9	10	11	12	13
P01 1819 to P13 1819	1.9	1.2	2.3	1.7	1.2	2.2	3.3	3.1	4.0	2.9	1.6	2.1	2.0
Benchmark													

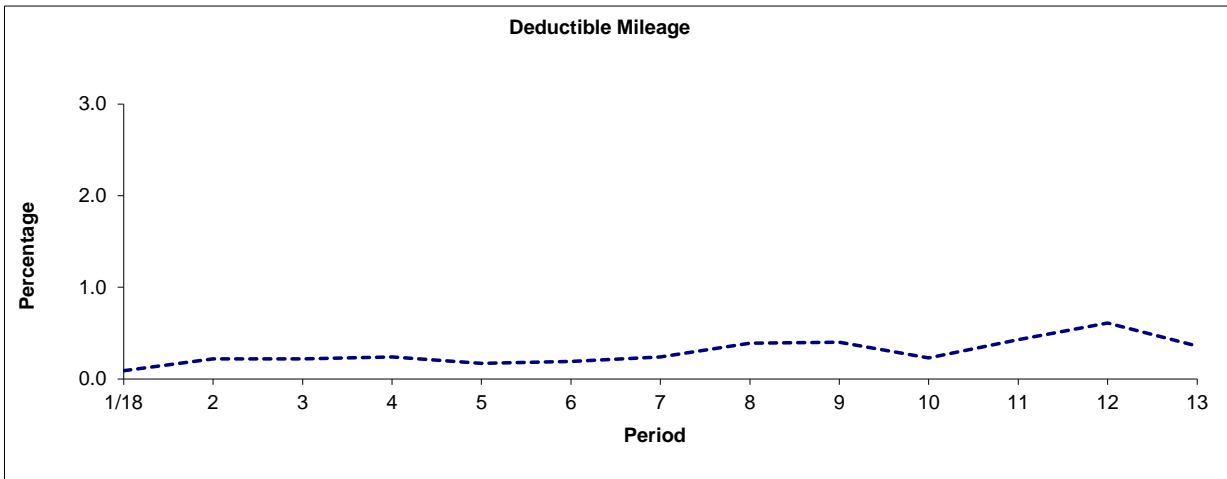
Note : Reliability is actual performance under full iBus (4 weeks data).
Minimum Standards and Benchmarks are those applicable under the new contract.

PART B - PERFORMANCE STATISTICS

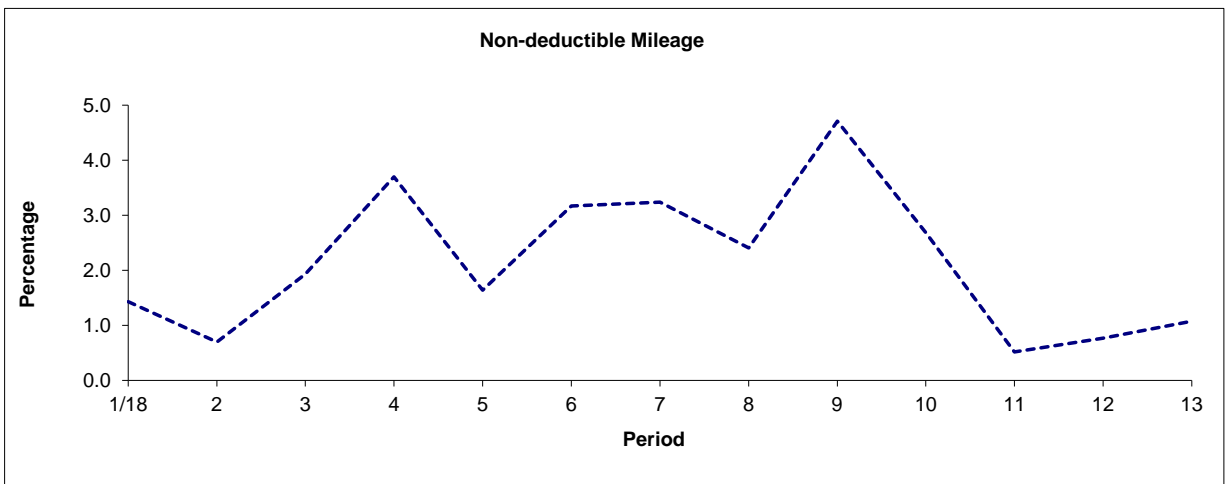
Route 23



Period	1/18	2	3	4	5	6	7	8	9	10	11	12	13
P01 1819 to P13 1819	98.48	99.08	97.85	96.06	98.19	96.63	96.52	97.20	94.89	97.08	99.05	98.63	98.56
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	1/18	2	3	4	5	6	7	8	9	10	11	12	13
P01 1819 to P13 1819	0.09	0.22	0.22	0.24	0.17	0.19	0.24	0.39	0.40	0.23	0.43	0.61	0.36

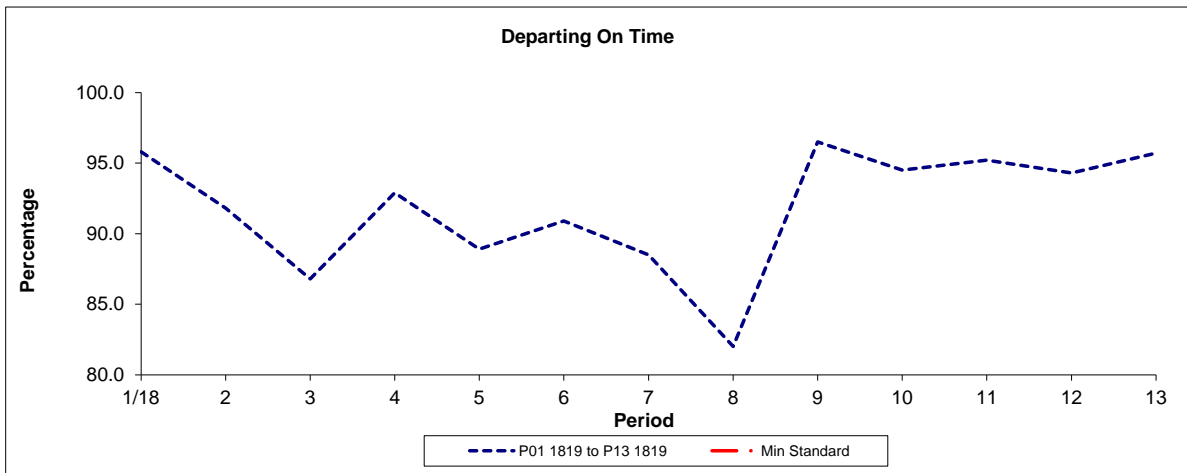


Period	1/18	2	3	4	5	6	7	8	9	10	11	12	13
P01 1819 to P13 1819	1.43	0.70	1.93	3.70	1.64	3.17	3.24	2.41	4.71	2.69	0.52	0.77	1.08

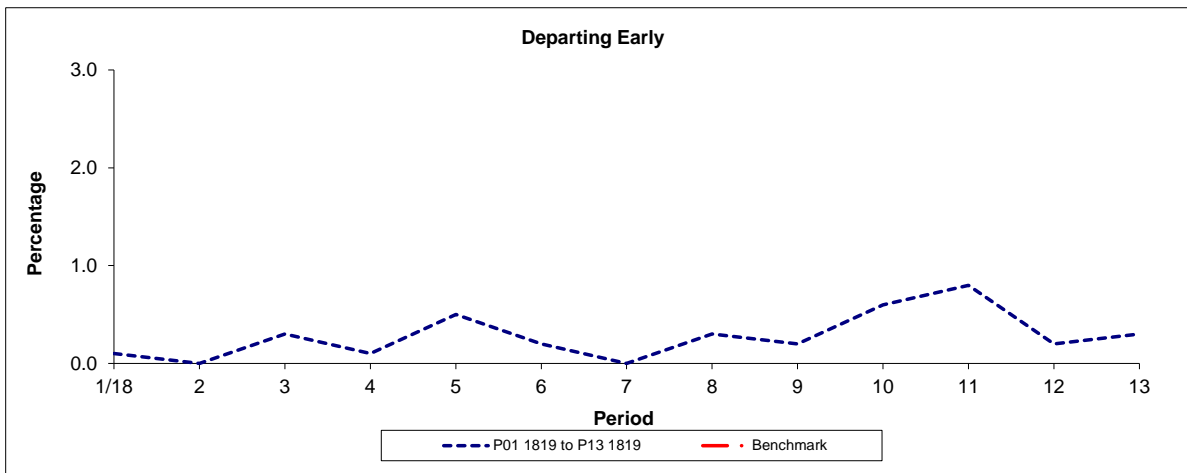
Note: Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route N23



Period	1/18	2	3	4	5	6	7	8	9	10	11	12	13
P01 1819 to P13 1819	95.80	91.80	86.80	92.90	88.90	90.90	88.50	82.00	96.50	94.50	95.20	94.30	95.70
Min Standard													

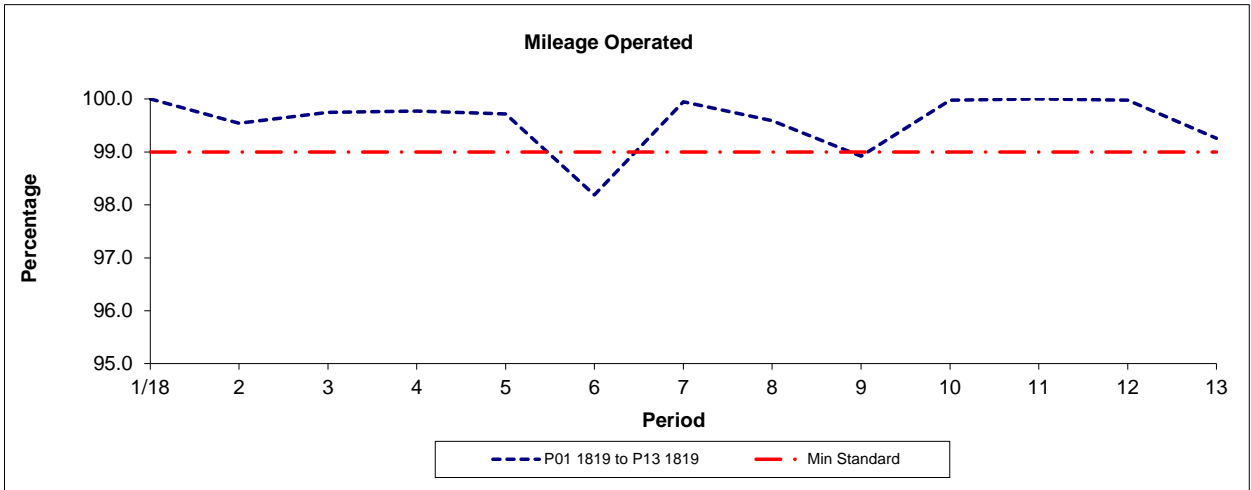


Period	1/18	2	3	4	5	6	7	8	9	10	11	12	13
P01 1819 to P13 1819	0.1	0.0	0.3	0.1	0.5	0.2	0.0	0.3	0.2	0.6	0.8	0.2	0.3
Benchmark													

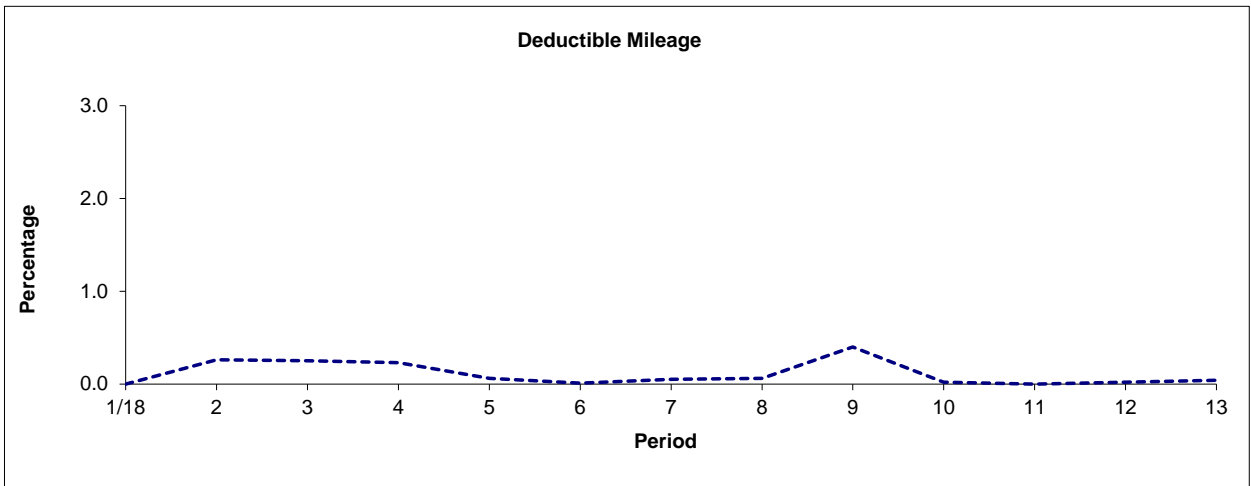
Note : Reliability is actual performance under full iBus (4 weeks data).
Minimum Standards and Benchmarks are those applicable under the new contract.

PART B - PERFORMANCE STATISTICS

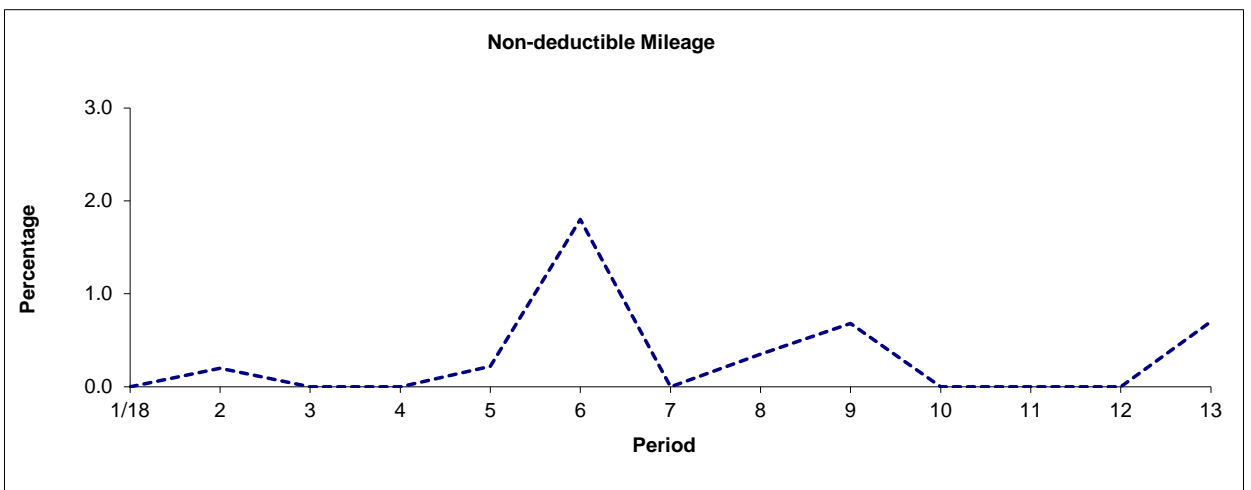
Route N23



Period	1/18	2	3	4	5	6	7	8	9	10	11	12	13
P01 1819 to P13 1819	100.00	99.54	99.75	99.77	99.72	98.19	99.95	99.59	98.92	99.98	100.00	99.98	99.26
Min Standard	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00



Period	1/18	2	3	4	5	6	7	8	9	10	11	12	13
P01 1819 to P13 1819	0.00	0.26	0.25	0.23	0.06	0.01	0.05	0.06	0.40	0.02	0.00	0.02	0.04



Period	1/18	2	3	4	5	6	7	8	9	10	11	12	13
P01 1819 to P13 1819	0.00	0.20	0.00	0.00	0.22	1.80	0.00	0.35	0.68	0.00	0.00	0.00	0.70

Note: Mileage is based on 4 weeks data

ROUTE 23 - FULL iBUS RESULTS BY TIME OF DAY
QUARTERS 01/18 to 04/18 (01/04/18 - 31/03/19)

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	39,959	39,028	97.7	5.33	0.45	5.78	87.7	11.9	0.3	0.0	0.2	53.9
07:00 - 10:00	96,880	95,443	98.5	3.95	0.95	4.90	89.9	9.6	0.4	0.1	1.5	68.9
10:00 - 13:00	95,723	92,468	96.6	3.99	1.29	5.28	87.0	11.9	0.9	0.2	2.8	58.4
13:00 - 16:00	94,626	92,375	97.6	4.00	1.36	5.35	86.4	12.5	1.0	0.2	2.9	73.6
16:00 - 19:00	95,526	92,564	96.9	3.99	1.31	5.30	87.2	11.7	0.9	0.2	2.8	84.7
19:00 - 22:00	88,691	86,668	97.7	4.29	1.22	5.51	85.7	13.0	1.1	0.2	2.5	59.6
22:00 - 24:00	50,232	48,994	97.5	5.01	1.10	6.11	82.7	16.0	1.1	0.2	1.3	59.4
All Locations Summary	561,637	547,540	97.5	4.11	1.19	5.30	87.3	11.8	0.8	0.2	2.3	84.7

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	6,874	6,828	99.3	6.57	0.41	6.98	78.5	20.8	0.6	0.0	0.3	39.8
07:00 - 10:00	18,737	18,340	97.9	4.28	0.79	5.07	89.8	10.0	0.2	0.0	0.6	66.0
10:00 - 13:00	19,502	19,401	99.5	3.93	1.06	4.99	88.9	10.4	0.5	0.3	2.0	44.4
13:00 - 16:00	18,364	17,686	96.3	3.99	1.37	5.36	86.3	12.3	1.2	0.2	3.3	66.7
16:00 - 19:00	19,316	18,364	95.1	4.00	1.50	5.50	85.8	12.4	1.4	0.4	3.8	56.6
19:00 - 22:00	17,185	16,461	95.8	4.57	1.43	6.00	82.1	16.0	1.5	0.4	3.0	56.9
22:00 - 24:00	10,720	10,281	95.9	4.95	1.32	6.26	81.3	16.8	1.6	0.3	1.9	70.0
All Locations Summary	110,698	107,361	97.0	4.21	1.25	5.46	86.0	12.7	1.0	0.3	2.6	70.0

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	5,516	5,526	100.2	8.67	0.31	8.98	63.6	33.7	2.4	0.4	0.7	45.7
07:00 - 10:00	13,502	13,278	98.3	6.32	0.61	6.93	76.0	23.1	0.9	0.0	0.2	43.8
10:00 - 13:00	17,050	16,880	99.0	4.97	0.83	5.80	84.4	14.9	0.6	0.1	0.7	59.1
13:00 - 16:00	16,598	16,122	97.1	4.99	1.13	6.12	81.6	16.8	1.4	0.2	1.6	54.1
16:00 - 19:00	17,053	16,488	96.7	4.99	1.29	6.28	80.9	17.2	1.6	0.3	2.0	53.2
19:00 - 22:00	17,634	17,148	97.2	4.90	1.06	5.97	83.3	15.6	0.9	0.2	1.3	62.2
22:00 - 24:00	11,625	11,522	99.1	4.94	0.78	5.72	86.2	13.1	0.6	0.0	0.7	37.0
All Locations Summary	98,978	96,964	98.0	5.20	1.00	6.20	81.5	17.2	1.1	0.2	1.2	62.2

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	52,349	51,382	98.2	5.68	0.44	6.12	85.1	14.3	0.5	0.1	0.3	53.9
07:00 - 10:00	129,119	127,061	98.4	4.10	0.92	5.02	89.2	10.3	0.4	0.1	1.3	68.9
10:00 - 13:00	132,275	128,749	97.3	4.10	1.20	5.30	87.0	12.0	0.8	0.2	2.4	59.1
13:00 - 16:00	129,588	126,183	97.4	4.11	1.33	5.44	85.8	12.9	1.0	0.2	2.8	73.6
16:00 - 19:00	131,895	127,416	96.6	4.08	1.33	5.42	86.4	12.3	1.1	0.2	2.8	84.7
19:00 - 22:00	123,510	120,277	97.4	4.40	1.23	5.63	84.9	13.8	1.1	0.2	2.4	62.2
22:00 - 24:00	72,577	70,797	97.5	4.99	1.10	6.09	82.9	15.8	1.2	0.2	1.3	70.0
All Locations Summary	771,313	751,865	97.5	4.23	1.18	5.41	86.5	12.4	0.9	0.2	2.3	84.7

ROUTE N23 - FULL iBUS RESULTS BY TIME OF DAY
QUARTERS 01/18 to 04/18 (01/04/18 - 31/03/19)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	35,629	35,021	98.3	98.5	92.8	2.9	0.2	4.1
All Locations Summary	35,629	35,021	98.3	98.5	92.8	2.9	0.2	4.1

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	7,521	7,389	98.2	98.5	91.7	2.5	0.4	5.4
All Locations Summary	7,521	7,389	98.2	98.5	91.7	2.5	0.4	5.4

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	7,947	7,830	98.5	98.2	89.6	3.2	0.3	6.9
All Locations Summary	7,947	7,830	98.5	98.2	89.6	3.2	0.3	6.9

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	51,097	50,240	98.3	98.4	91.8	2.9	0.3	5.0
All Locations Summary	51,097	50,240	98.3	98.4	91.8	2.9	0.3	5.0

Transport for London - Live Mileage List

Route: 23 / N23

Service Change: 51616

Date: 26/01/2019

Prince of Wales

Reason for Issue

QSI points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HRDEASS		Harrow Road, Prince Of Wales, South Side Stand		
WBPKE	35140	Great Western Road	492	0.31
	35988	Edenham Way	151	0.09
	37385	Golborne Road	238	0.15
	37384	Bosworth Road	381	0.24
	37383	West Row	414	0.26
LADBSY	37615	Ladbroke Grove Sainsbury's	325	0.20
	11548	Kensal House	153	0.10
	11546	Barlby Road	232	0.14
	11544	St Charles Square	253	0.16
	11542	Chesterton Road	200	0.12
LADBSN	9481	Ladbroke Grove Station	310	0.19
	9451	Elgin Crescent	387	0.24
	BP1108	Portobello Road	162	0.10
	11527	Westbourne Grove / Colville Road	375	0.23
WBGRCR	1261	Chepstow Road / Westbourne Grove	478	0.30
	11671	Queensway	308	0.19
	16972	Porchester Terrace North	278	0.17
PADDBB	35232	Bishops Bridge Road / Westbourne Terrace	378	0.23
PADDPR	14020	Paddington Station	688	0.43
	11663	St Mary's Hospital	171	0.11
	4797	Edgware Road / Praed Street	367	0.23
	1590	George Street	400	0.25
	621	Marble Arch Station / Edgware Road	435	0.27
MARBPL	29907	Marble Arch Station / Park Lane	255	0.16
	29626	Dorchester Hotel	526	0.33
	BP5929	London Hilton Hotel	359	0.22
HPCRKB	107	Hyde Park Corner Station	751	0.47
	BP3406	Knightsbridge Station / Harrods	614	0.38
	11221	Knightsbridge Barracks	288	0.18
	11223	Prince Of Wales Gate	228	0.14
	115	Exhibition Road	279	0.17
KENSRA	3352	Royal Albert Hall	382	0.24
	118	Palace Gate	291	0.18
	120	Kensington Palace	354	0.22
HSKNSN	14640	High Street Kensington Station	340	0.21
	27497	Phillimore Gardens	346	0.21
	126	The Design Museum	226	0.14
	11195	Warwick Gardens	306	0.19
	27791	Kensington Olympia Station	261	0.16
KENSOL	14641	North End Road	345	0.21
	3015	Brook Green	404	0.25
	4682	Latymer Court	172	0.11
	BP503	Hammersmith Broadway	238	0.15
HAMMBU	R0879	Hammersmith Bus Station	426	0.26

Total Route Mileage - Out Direction

14967 9.30

Metres Miles

Mileages highlighted in Red are a planning estimate only

ales Stand	Tranche 691
New Contract	

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HAMMBU	R 0880	Hammersmith Bus Station		
	687	Latymer Court	466	0.29
	3614	Brook Green	202	0.13
	76	North End Road	271	0.17
KENSOL	1490	Kensington Olympia Station	221	0.14
	BP 1589	Holland Road	330	0.21
	35202	Warwick Gardens	169	0.11
	20591	The Design Museum	205	0.13
	27496	Phillimore Gardens	325	0.20
HSKNSN	16031	High Street Kensington Station	192	0.12
	16034	Kensington Palace	467	0.29
	87	Palace Gate	268	0.17
	11224	Queen's Gate	235	0.15
KENSRA	34101	Royal Albert Hall	346	0.21
	11222	Prince Of Wales Gate	373	0.23
	11220	Rutland Gardens	271	0.17
	34102	Knightsbridge Station / Harrods	277	0.17
HPCRKB	14703	Hyde Park Corner Station	721	0.45
	29622	London Hilton Hotel	388	0.24
	29623	Dorchester Hotel	461	0.29
MARBPL	29629	Marble Arch	406	0.25
	14	Marble Arch / Edgware Road	507	0.32
	35420	Burwood Place	501	0.31
	33283	Sussex Gardens	299	0.19
	33284	St Mary's Hospital	294	0.18
PADDPR	11666	Paddington Station	319	0.20
	29396	Paddington Stn / Eastbourne Terrace	332	0.21
PADDBB	11670	Westbourne Terrace	189	0.12
	34145	Gloucester Terrace	240	0.15
	1743	Westbourne Grove / Queensway	363	0.23
WBGRCR	1260	Chepstow Road	470	0.29
	11528	Colville Road	379	0.24
	11533	Portobello and Golborne Market	399	0.25
	11535	Blenheim Crescent	302	0.19
LADBSN	9482	Ladbroke Grove Station	368	0.23
	11541	Chesterton Road	237	0.15
	11543	St Charles Square	186	0.12
	11545	Barlby Road	246	0.15
	11547	Kensal House	252	0.16
LADBSY	37616	Ladbroke Grove Sainsbury's	243	0.15
	37386	Alderson Street	397	0.25
	BP 675	Bosworth Road	183	0.11
	37382	Golborne Road	361	0.22
	35987	Edenham Way	268	0.17
WBPKER	35141	Westbourne Park Bus Garage	189	0.12
HRRDEASS		Harrow Road, Prince Of Wales, South Side Stand	1550	0.96
Total Route Mileage - Back Direction			15668	9.74
			Metres	Miles