

7. Service Specification

Route: 119

Contract Reference: QC48901

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

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

Route Number	119 & N119
Terminus Points	Bromley North Station and Purley Way, Colonnades
Contract Basis	Incentivised
Commencement Date	29 th August 2015
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	10.6 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. 119	Average Excess Wait Time - No more than 1.00 minutes
Extension Threshold - Route No. 119	Average Excess Wait Time Threshold - 0.85 minutes
Minimum Operated Mileage Standard - Route No. 119	No less than 98.00%
Departing On Time - Route No. N119	Departing on Time - No less than 90.00%
Minimum Operated Mileage Standard - Route No. N119	No less than 99.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 7th October 2014

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 Nos. 119 & N119.

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

- The designation Route No. N119 is used for contractual purposes only. This service will be marketed as Route No. 119. This includes all publicity, including destination blind displays.
- **Tenderers must identify the cost of the Nightly element of this service separately.**

Tenderers should note that if they are supplying an alternative price based on using existing vehicles, these must be refurbished in line with the revised specification dated 1st March 2014. This applies to all contracts awarded from Tranche 471 onwards.

Operators should provide the following prices:

1. Annual diesel price - based on minimum 5 year contract.
2. Annual hybrid price - based on minimum 5 year contract.
3. Annual hybrid price - with upfront payment of capital difference between diesel and hybrid for 5 year contract.

All tender prices should be based on the gross fuel cost exclusive of BSOG payments which will not be claimable from DfT after 1st October 2013.

Cash Free Boarding was extended throughout London from 6th July 2014. Submitted tender prices should fully reflect the cost saving accrued from this change. Tenderers should also indicate the approximate additional cost if cash fares were still to be accepted.

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

Bromley North Station to Purley Way, Colonnades			Purley Way, Colonnades to Bromley North Station		
First departure no later than 0455.			First departure no later than 0440.		
0450 - 0515	Every 20 minutes		0435 - 0520	Every 20 minutes	
0516 - 0600	Every 15 minutes		0521 - 0620	Every 15 minutes	
0601 - 0625	Every 12 minutes		0621 - 0645	Every 12 minutes	
0626 - 1905	Every 10 minutes		0646 - 1910	Every 10 minutes	
1906 - 1930	Every 12 minutes		1911 - 2010	Every 12 minutes	
1931 - 0020	Every 15 minutes		2011 - 0030	Every 15 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0025.		
Pinchpoints					
East Croydon Station	0705 - 0905	10 minutes	Hayes Station (Kent)	0715 - 0915	10 minutes
	1500 - 1630	10 minutes		1500 - 1630	10 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Bromley North Station to Purley Way, Colonnades			Purley Way, Colonnades to Bromley North Station		
First departure no later than 0455.			First departure no later than 0440.		
0450 - 0715	Every 20 minutes		0435 - 0740	Every 20 minutes	
0716 - 0800	Every 15 minutes		0741 - 0810	Every 15 minutes	
0801 - 0845	Every 12 minutes		0811 - 0835	Every 12 minutes	
0846 - 1800	Every 10 minutes		0836 - 1800	Every 10 minutes	
1801 - 1900	Every 12 minutes		1801 - 1925	Every 12 minutes	
1901 - 0020	Every 15 minutes		1926 - 0030	Every 15 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0025.		
Pinchpoints					
East Croydon Station	0925 - 1105	10 minutes	Hayes Station (Kent)	0915 - 1115	10 minutes

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

Bromley North Station to Purley Way, Colonnades			Purley Way, Colonnades to Bromley North Station		
First departure no later than 0455.			First departure no later than 0440.		
0450 - 0825	Every 30 minutes		0435 - 0810	Every 30 minutes	
0826 - 0845	Every 20 minutes		0811 - 0910	Every 20 minutes	
0846 - 0020	Every 15 minutes		0911 - 0030	Every 15 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0025.		
Pinchpoints					
East Croydon Station	1000 - 1130	15 minutes	Hayes Station (Kent)	1000 - 1130	15 minutes

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

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.4) NIGHTLY

Bromley North Station to Purley Way, Colonnades		Purley Way, Colonnades to Bromley North Station	
First departure no later than 0035.		First departure no later than 0050.	
0030 - 0440	Every 30 minutes	0045 - 0425	Every 30 minutes
Last departure no earlier than 0435.		Last departure no earlier than 0420.	

Tenderers must identify the cost of the Nightly element of this service separately.

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 119 should interwork with Route No. 198 between Wickham Road (at junction with Bridle Road) and East Croydon Station during Mondays to Saturdays daytimes and be separated during all other periods.
- 4.2) Route No. 119 should interwork with Route No. N119 to form a seamless 24 hour service.
- 4.3) Route No. 119 can suffer from unpredictable traffic delays in the Bromley and Croydon areas.
- 4.4) Route No. 119 can suffer from unpredictable traffic delays in the Purley Way area during all daytime periods, especially during the Monday to Friday peak periods as a result of heavy traffic flows along the A23.
- 4.5) **Analysis of running time has been undertaken during both the Mondays to Fridays AM and PM peaks and it is expected that the full resource should be in service no later than 0715 and 1400 respectively.**
- 4.6) **The proposed night tube project may impact on the night bus network. A review is currently being undertaken and the successful Tenderer will be kept up to date about the potential implications of the night tube project on this route.**

**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 119: Bromley North Station - Purley Way, Colonnades (24 hour service)

Date of Structural Change: 29 August 2015.

Date of Service Change: 29 August 2015.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Purley Way, Colonnades: Bromley North Station Forecourt, Tweedy Road, Kentish Way, Elmfield Road, Bromley High Street, Westmoreland Road, Hayes Road, Hayes Lane, Hayes Street, Pickhurst Lane, Station Approach, Bourne Way, Addington Road, Glebe Way Roundabout, Addington Road, Corkscrew Hill, Wickham Court Road, West Wickham High Street, Wickham Road, Shirley Road, Addiscombe Road, George Street, Croydon Bus Bridge, Park Street, Croydon High Street, South End, Warham Road, Denning Avenue, Purley Way, Approach Road To Colonnades Complex.

Towards Bromley North Station: Approach Road To Colonnades Complex, Turning Circle, Approach Road To Colonnades Complex, Purley Way, Denning Avenue, Warham Road, South End, Croydon High Street, Katharine Street, Park Lane, Wellesley Road, George Street, East Croydon Interchange, Addiscombe Road, Shirley Road, Wickham Road, Monks Orchard Bus Lay-By, Wickham Road, West Wickham High Street, Wickham Court Road, Corkscrew Hill, Addington Road, Glebe Way Roundabout, Addington Road, Bourne Way, Station Approach, Pickhurst Lane, Hayes Street, Hayes Lane, Hayes Road, Westmoreland Road, Bromley High Street, Elmfield Road, Kentish Way, Widmore Road, East Street, West Street, College Road, Tweedy Road, Mitchell Way, Bromley North Bus Stand.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

BROMLEY NORTH STATION

Private stand in two sections for up to 18 buses in Bus Parking Area on the former goods yard site on west side of Bromley North Station.

Buses proceed from Bromley North Bus Stand direct to stand, departing via Bromley North Bus Stand and Mitchell Way to Bromley North Station Forecourt. Set down in Bromley North Bus Stand, at Alighting Point (37087 - Bromley North Station #, Last Stop on LOR: 37087 - Bromley North Station #) and pick up in Bromley North Station Forecourt, at Stop D (36953 - Bromley North Station #, First Stop on LOR: 36953 - Bromley North Station #).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 119 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: Bromley North.
OTHER INFORMATION: LBSL toilets available 24 hours.

BROMLEY SOUTH STATION (from PURLEY WAY, COLONNADES)

Buses proceed from Bromley High Street via Ravensbourne Road and Ringer's Road departing to Bromley High Street. Set down in Bromley High Street, at Stop W (37294 - Bromley South Station #, Last Stop on LOR: 37294 - Bromley South Station #) and pick up in Bromley High Street, at Stop X (21558 - Bromley South Station #, First Stop on LOR: 21558 - Bromley South Station #).

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

HAYES STATION (from Bromley North Station)

Buses proceed from Bourne Way via Station Hill, Ridgeway and Hayes Garden departing to Pickhurst Lane. Set down in Station Approach, at Stop B (9470 - Hayes Station #, Last Stop on LOR: 9470 - Hayes Station #) and pick up in Pickhurst Lane, at Stop J (17813 - Hayes Library, First Stop on LOR: 17813 - Hayes Library).

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

SHIRLEY, MONKS ORCHARD ROAD

Public stand in slip road between Wickham Road and Monks Orchard Road (west of Monks Orchard Road), commencing 20 metres north of the north kerbline of Wickham Road and extending 20 metres south.

From Bromley North Station.

Buses proceed from Wickham Road via Monks Orchard Road to stand, departing via Monks Orchard Road and Wickham Road to Monks Orchard Bus Lay-By. Set down in Wickham Road, at Stop Q (33012 - West Wickham And Shirley Baptist Church, Last Stop on LOR: 33012 - West Wickham And Shirley Baptist Church) and pick up in Monks Orchard Bus Lay-by, at Stop P (17440 - West Wickham And Shirley Baptist Church, First Stop on LOR: 17440 - West Wickham And Shirley Baptist Church).

From Purley Way, Colonnades.

Buses proceed from Wickham Road via Monks Orchard Road to stand, departing via Monks Orchard Road to Wickham Road. Set down in Monks Orchard Road, at Alighting Point (BP4456 - Wickham Road, Last Stop on LOR: 17442 - Langland Gardens) and pick up in Wickham Road (17439 - Bethlem Royal Hospital, First Stop on LOR: 17439 - Bethlem Royal Hospital).

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:	Shirley.

SHIRLEY INN (from PURLEY WAY, COLONNADES)

Public stand for one bus on north side of West Way Gardens, commencing opposite the centre line of Spring Park Avenue and extending 10 metres west.

Buses proceed from Wickham Road via West Way Gardens to stand, departing via West Way Gardens and Hartland Way to Wickham Road. Set down in Wickham Road, at Stop B (17445 - Verdayne Avenue, Last Stop on LOR: 17445 - Verdayne Avenue) and pick up in Wickham Road, at Stop K (1554 - Shirley Library, First Stop on LOR: 1554 - Shirley Library).

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:	Shirley Inn.

ADDISCOMBE ROAD, SHIRLEY ROAD (from PURLEY WAY, COLONNADES)

Buses proceed from Addiscombe Road via Shirley Road (Circling Roundabout Junction Of) departing to Addiscombe Road. Set down in Addiscombe Road, at Stop F (17449 - Trinity School, Last Stop on LOR: 17449 - Trinity School) and pick up in Addiscombe Road, at Stop P (17448 - Trinity School, First Stop on LOR: 17448 - Trinity School).

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

EAST CROYDON STATION (from Bromley North Station)

Buses proceed from George Street via Dingwall Road, Lansdowne Road, Dingwall Road and George Street departing to East Croydon Interchange. Set down in George Street, at Stop E7 (BP2333 - East Croydon Station # >t<, Last Stop on LOR: BP2333 - East Croydon Station # >t<) and pick up in East Croydon Interchange, at Stop E1 (BP2631 - East Croydon Bus Station, First Stop on LOR: BP2631 - East Croydon Bus Station).

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

SOUTH CROYDON, SWAN & SUGAR LOAF (from Bromley North Station)

Public stand on north side of Nottingham Road, in two parts:

1. For one bus commencing 25 metres west of Brighton Road outside flats 3-4 Whitgift Court and extending 15 metres west.
2. For two buses, commencing 50 metres west of Brighton Road of outside flats 7-8 Whitgift Court and extending 25 metres west.

Buses proceed from Warham Road via Nottingham Road to stand, departing via Nottingham Road and Brighton Road to South End. Set down in Warham Road, at Stop L (17458 - Warham Road / Brighton Road, Last Stop on LOR: 17458 - Warham Road / Brighton Road) and pick up in South End, at Stop M (19220 - Swan & Sugar Loaf, First Stop on LOR: 19220 - Swan & Sugar Loaf).

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 Croydon, South End.

PURLEY WAY, COLONNADES

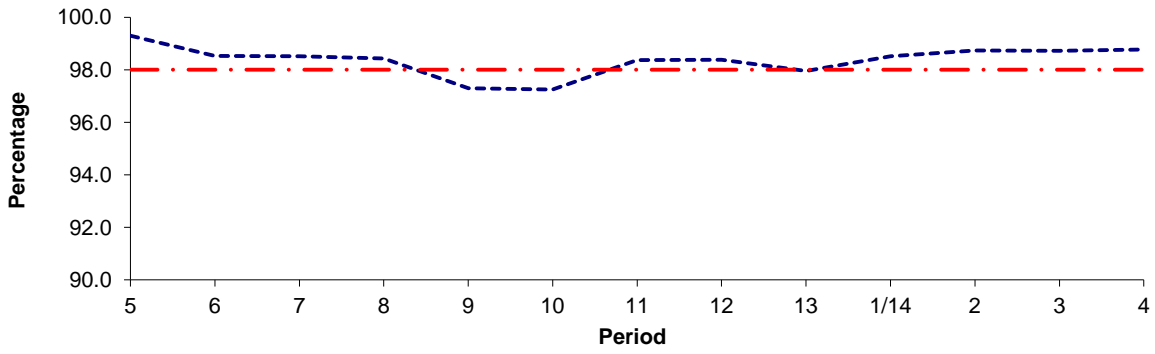
Public stand for two buses in lay-by on approach road to Colonnades complex. Buses proceed from Approach Road To Colonnades Complex direct to stand, departing to Approach Road To Colonnades Complex. Set down in Approach Road To Colonnades Complex (BP2469 - The Colonnades / Croydon Airport, Last Stop on LOR: BP2469 - The Colonnades / Croydon Airport) and pick up in Approach Road To Colonnades Complex (BP2468 - The Colonnades / Croydon Airport, First Stop on LOR: BP2468 - The Colonnades / Croydon Airport).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 119 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:	Purley Way, Colonnades.

PART B - PERFORMANCE STATISTICS

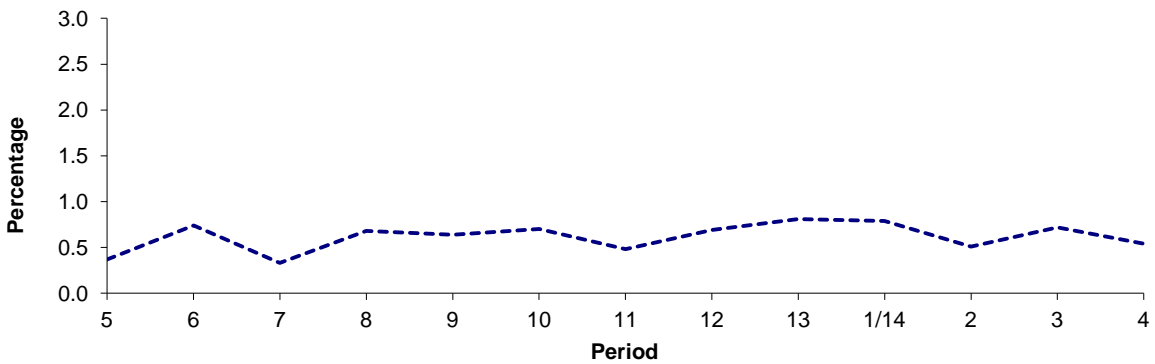
Route 119

Mileage Operated



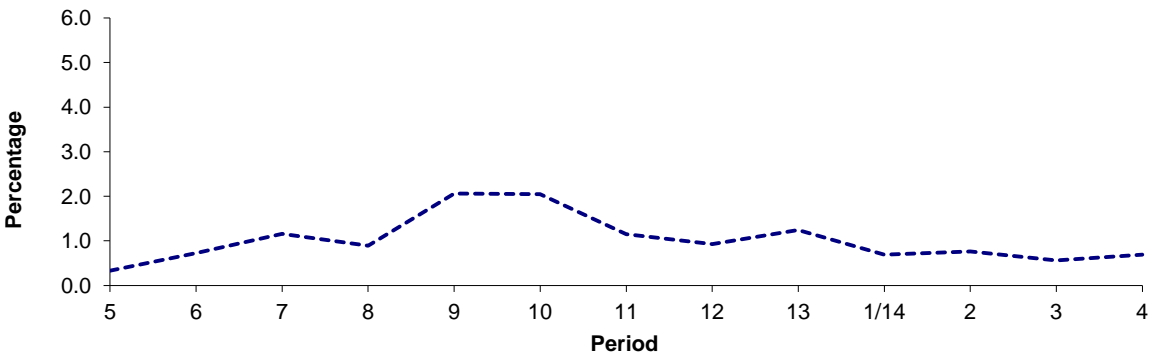
Period	5	6	7	8	9	10	11	12	13	1/14	2	3	4
2013/2014	99.30	98.53	98.51	98.43	97.30	97.25	98.37	98.38	97.95	98.52	98.73	98.72	98.77
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	5	6	7	8	9	10	11	12	13	1/14	2	3	4
2013/2014	0.37	0.74	0.33	0.68	0.64	0.70	0.48	0.69	0.81	0.79	0.51	0.72	0.54

Non Deductible Mileage

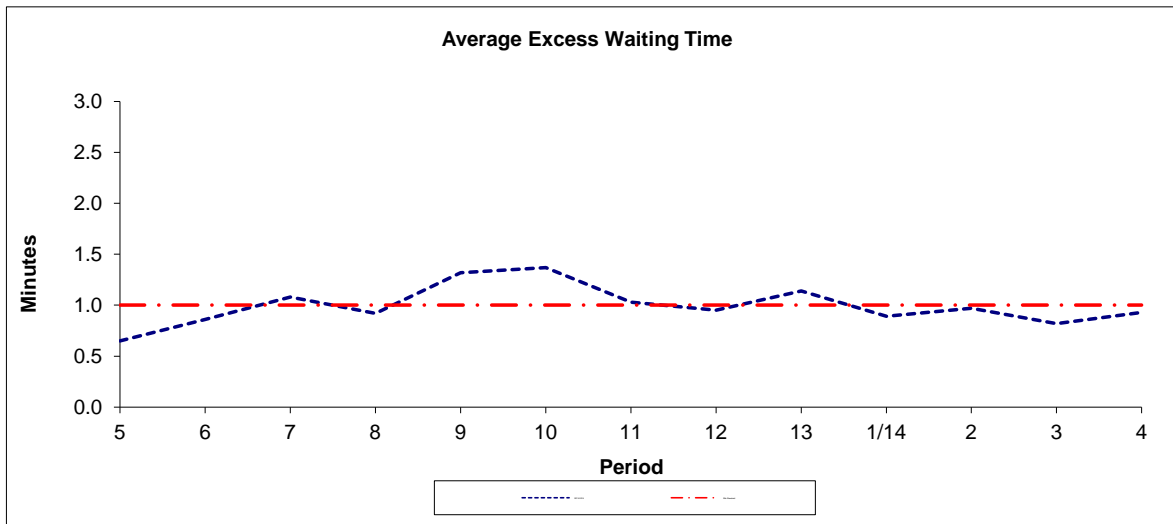


Period	5	6	7	8	9	10	11	12	13	1/14	2	3	4
2013/2014	0.33	0.73	1.16	0.89	2.06	2.05	1.15	0.93	1.24	0.69	0.76	0.56	0.69

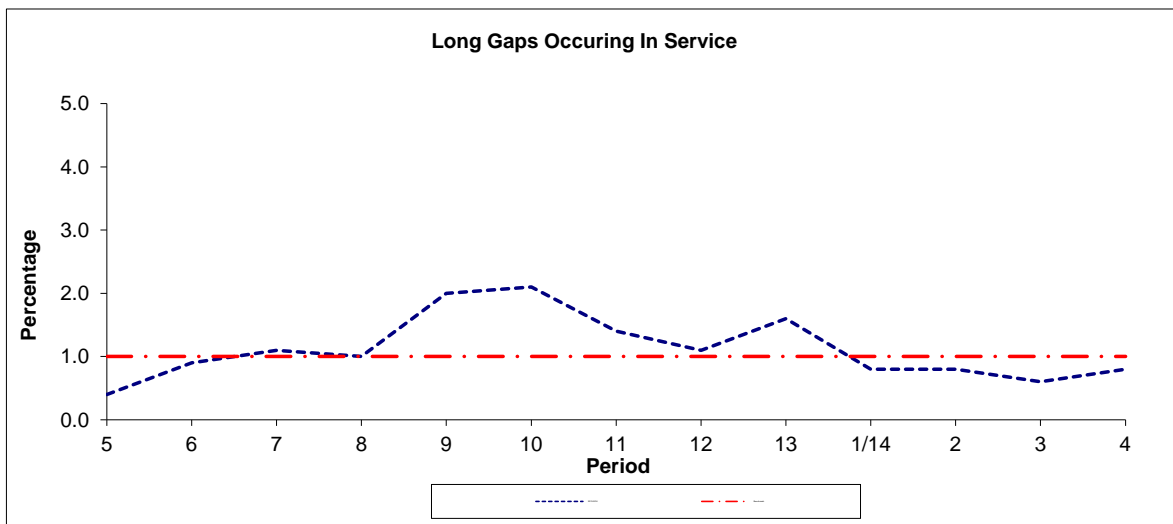
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 119



Period	5	6	7	8	9	10	11	12	13	1/14	2	3	4
2013-2014	0.65	0.86	1.08	0.92	1.32	1.37	1.03	0.95	1.14	0.89	0.97	0.82	0.93
Min Standard	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00



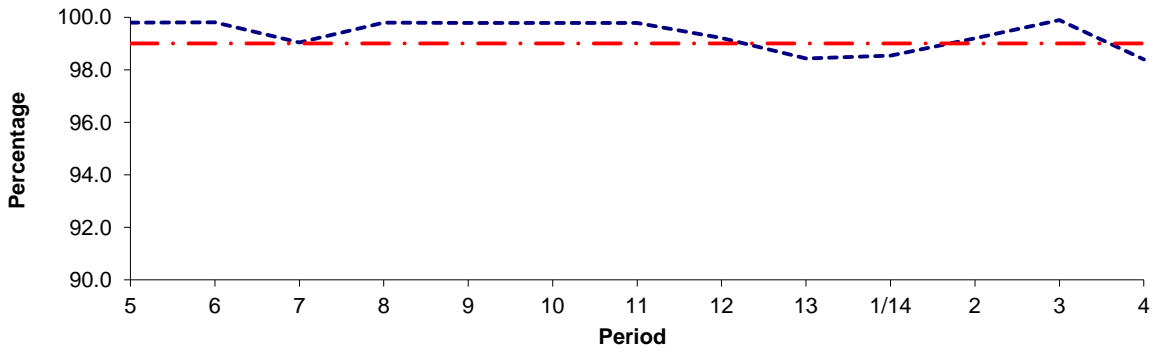
Period	5	6	7	8	9	10	11	12	13	1/14	2	3	4
2013-2014	0.40	0.90	1.10	1.00	2.00	2.10	1.40	1.10	1.60	0.80	0.80	0.60	0.80
Benchmark	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

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

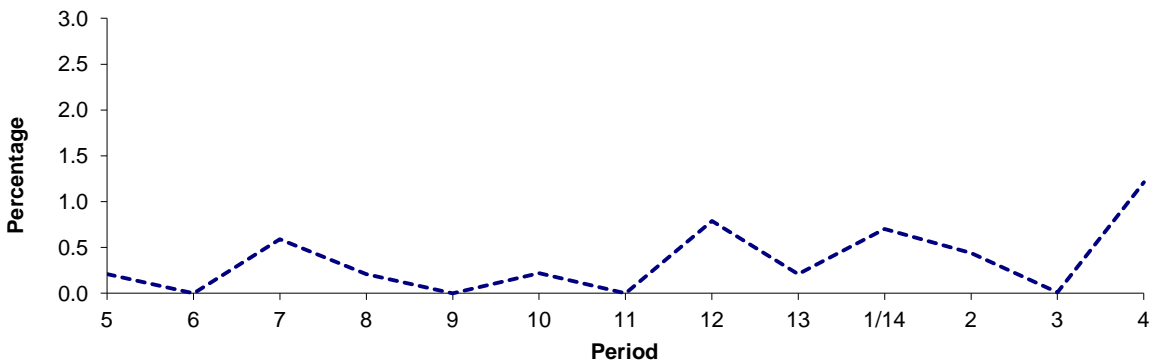
Route N119

Mileage Operated



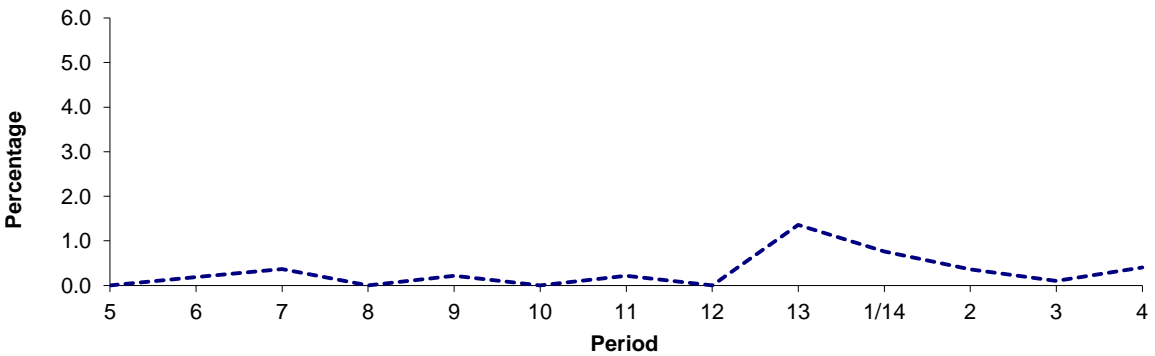
Period	5	6	7	8	9	10	11	12	13	1/14	2	3	4
2013/2014	99.79	99.81	99.04	99.79	99.78	99.78	99.78	99.21	98.43	98.54	99.20	99.89	98.39
Min Standard	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00

Deductible Mileage



Period	5	6	7	8	9	10	11	12	13	1/14	2	3	4
2013/2014	0.21	0.00	0.59	0.21	0.00	0.22	0.00	0.79	0.21	0.70	0.44	0.01	1.21

Non Deductible Mileage

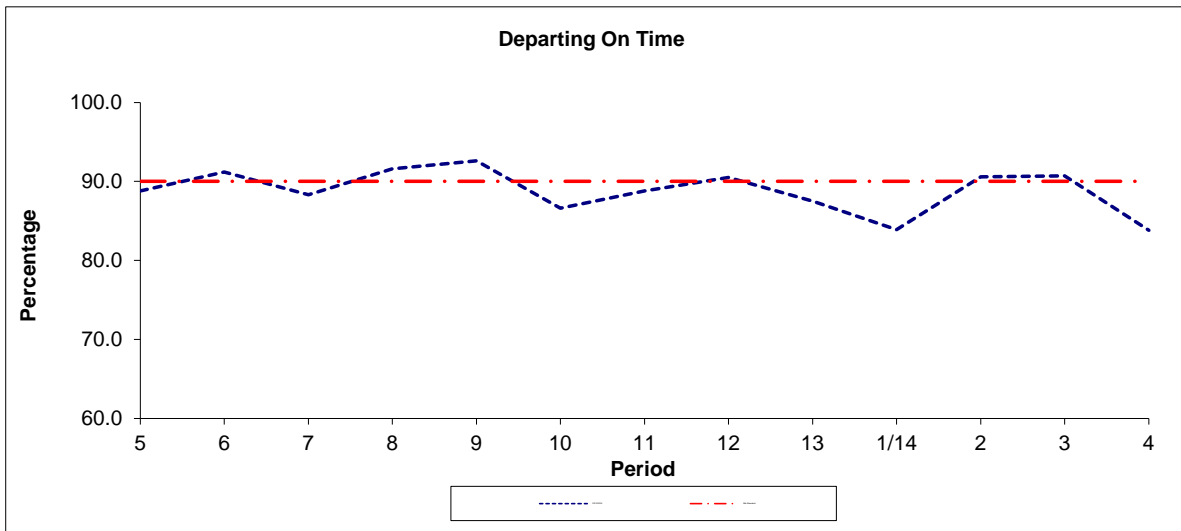


Period	5	6	7	8	9	10	11	12	13	1/14	2	3	4
2013/2014	0.00	0.19	0.37	0.00	0.22	0.00	0.22	0.00	1.36	0.76	0.36	0.10	0.40

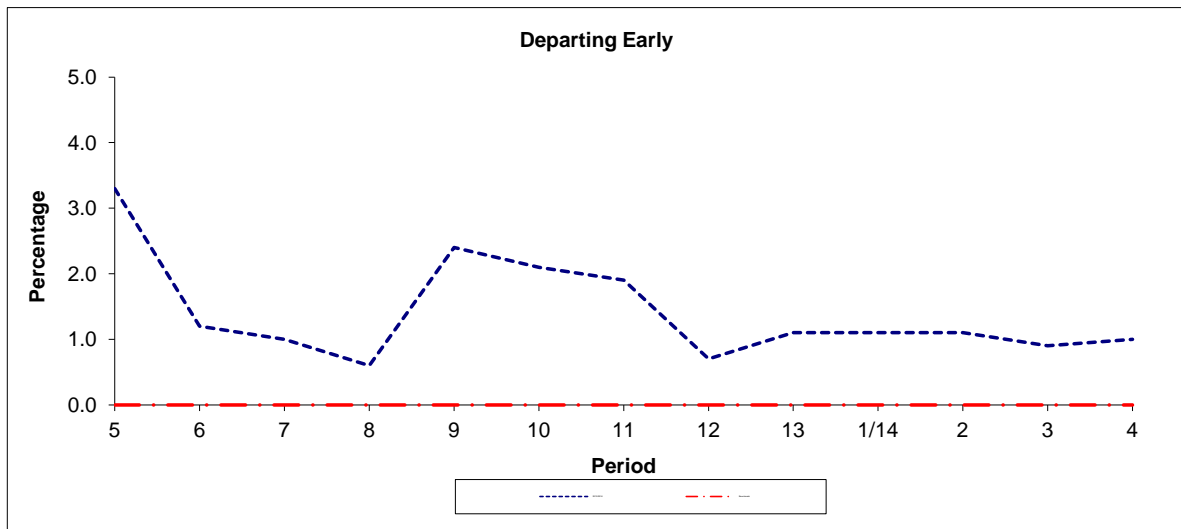
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route N119



Period	5	6	7	8	9	10	11	12	13	1/14	2	3	4
2013/2014	88.8	91.2	88.3	91.6	92.6	86.6	88.8	90.5	87.5	83.9	90.6	90.7	83.8
Min Standard	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0



Period	5	6	7	8	9	10	11	12	13	1/14	2	3	4
2013/2014	3.3	1.2	1.0	0.6	2.4	2.1	1.9	0.7	1.1	1.1	1.1	0.9	1.0
Benchmark	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

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

**ROUTE 119 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 2 13/14 TO QUARTER 1 14/15 (22/06/13 - 20/06/14)**

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (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)
0500 - 0700	31,085.	94.9	7.28	0.55	7.83	71.4	27.3	1.2	0.0	0.0	46
0700 - 1000	72,426.	98.2	4.89	1.10	5.99	82.7	15.7	1.4	0.3	1.7	62
1000 - 1300	70,687.	98.5	4.98	0.83	5.81	84.8	14.7	0.5	0.0	0.6	73
1300 - 1600	70,150.	98.4	4.94	0.98	5.92	82.9	15.8	1.1	0.2	1.4	59
1600 - 1900	70,546.	98.4	4.98	1.23	6.22	81.9	16.5	1.4	0.2	1.6	67
1900 - 2200	55,394.	98.2	6.18	0.96	7.13	71.7	25.9	2.1	0.3	0.9	62
2200 - 2400	30,656.	101.2	7.48	0.47	7.95	66.5	32.0	1.4	0.1	0.1	48
Summary	400,944.	98.3	5.27	1.01	6.27	80.6	18.0	1.3	0.2	1.2	73

SATURDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (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)
0500 - 0700	4,673.	97.8	10.00	0.36	10.36	50.2	43.8	5.6	0.4	0.1	49
0700 - 1000	11,067.	97.8	6.88	0.57	7.46	74.4	23.5	2.0	0.1	0.1	45
1000 - 1300	14,688.	98.0	5.00	0.85	5.85	83.7	15.7	0.6	0.0	0.6	38
1300 - 1600	14,658.	98.4	5.00	1.29	6.29	80.5	17.8	1.4	0.2	1.6	58
1600 - 1900	14,472.	99.4	5.02	0.77	5.79	84.7	14.9	0.4	0.0	0.5	43
1900 - 2200	10,404.	100.4	6.93	0.80	7.73	67.4	29.7	2.6	0.3	0.5	52
2200 - 2400	6,352.	100.4	7.48	0.59	8.07	65.5	32.4	1.9	0.2	0.2	40
Summary	76,314.	98.8	5.71	0.88	6.59	78.3	20.2	1.4	0.1	0.7	58

SUNDAY AND BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (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)
0500 - 0700	3,420.	96.8	14.81	0.48	15.29	35.2	31.5	26.8	6.5	0.2	67
0700 - 1000	7,108.	97.7	11.58	1.00	12.58	48.2	34.8	13.7	3.3	0.2	69
1000 - 1300	10,841.	97.4	7.29	1.04	8.33	64.0	31.4	3.8	0.8	0.9	55
1300 - 1600	10,569.	99.5	7.43	1.40	8.82	62.8	31.5	4.9	0.9	0.9	62
1600 - 1900	10,991.	97.3	7.31	0.87	8.18	64.9	32.3	2.7	0.1	0.2	44
1900 - 2200	10,548.	100.3	7.45	0.65	8.10	65.4	32.1	2.1	0.4	0.4	50
2200 - 2400	7,056.	100.5	7.48	0.31	7.79	66.8	32.3	0.9	0.0	0.0	45
Summary	60,533.	98.6	7.90	0.97	8.87	62.3	32.1	4.7	0.9	0.5	69

ALL DAYS

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (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)
0500 - 0700	39,178.	95.4	8.01	0.53	8.53	67.0	29.4	3.2	0.4	0.1	67
0700 - 1000	90,601.	98.1	5.38	1.05	6.43	80.3	17.3	2.0	0.4	1.5	69
1000 - 1300	96,216.	98.3	5.24	0.86	6.10	82.3	16.7	0.9	0.1	0.6	73
1300 - 1600	95,377.	98.5	5.21	1.07	6.27	80.5	17.7	1.5	0.3	1.4	62
1600 - 1900	96,009.	98.5	5.20	1.15	6.35	80.6	17.8	1.4	0.2	1.4	67
1900 - 2200	76,346.	98.8	6.41	0.90	7.31	70.5	27.0	2.2	0.3	0.8	62
2200 - 2400	44,064.	101.0	7.48	0.46	7.94	66.4	32.1	1.4	0.1	0.1	48
Summary	537,791.	98.4	5.57	0.99	6.55	78.6	19.5	1.6	0.2	1.1	73

537,791.

ROUTE N119 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 2 13/14 TO QUARTER 1 14/15 (22/06/13 - 20/06/14)

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	31,686.	99.0	98.7	93.9	2.0	2.2	1.9
Summary	31,686.	99.0	98.7	93.9	2.0	2.2	1.9

SATURDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	6,669.	99.9	98.8	82.8	0.8	0.5	15.8
Summary	6,669.	99.9	98.8	82.8	0.8	0.5	15.8

SUNDAY AND BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	7,176.	98.4	97.5	83.8	3.0	0.5	12.7
Summary	7,176.	98.4	97.5	83.8	3.0	0.5	12.7

ALL DAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0000 - 0500	45,531.	99.1	98.6	88.9	2.0	1.4	7.7
Summary	45,531.	99.1	98.6	88.9	2.0	1.4	7.7

45,531.

Transport for London - QSI Points and Live Mileage List

Route **119 and N119**
 Service change 27561
 Date 09/04/2011

Reason for Issue

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
BROMNS	36953	Bromley North Station		
	BP055	Bromley Civic Centre	394	0.24
	40235	Bromley High Street / The Mall	569	0.35
BROMSS	21558	Bromley South Station	173	0.11
	17787	Westmoreland Road / Sandford Road	228	0.14
	18371	Cameron Road	418	0.26
	17790	Hayes Road / Hayes Lane	427	0.27
	17791	Hayes Lane / Norman Park	575	0.36
	17793	Club Gardens Road	419	0.26
	11331	Hayes / George Lane	501	0.31
	17812	Hayes Library	332	0.21
	17711	Hayes / Station Approach	466	0.29
HYSBSN	9470	Hayes Station	155	0.10
	R0501	Holland Way	443	0.28
	17712	Tiepigs Lane	342	0.21
	17714	Addington Road / Glebe Way	443	0.28
	17815	Layhams Road	250	0.16
	17816	Courtfield Rise	348	0.22
	17818	West Wickham Playing Fields	317	0.20
	19025	Wickham Court Road	355	0.22
WWICSW	17433	High Street / Wickham Court Road	288	0.18
	17435	Sherwood Way	262	0.16
	17437	High Street / Manor Road	290	0.18
SHIRMO	33012	West Wickham And Shirley Baptist Church	373	0.23
	17439	Bethlem Royal Hospital	166	0.10
	17441	Langland Gardens	417	0.26
	17443	Cheston Avenue	415	0.26
	1554	Shirley Library	328	0.20
	12886	Shirley Oaks Road	335	0.21
	17446	Upper Shirley Road	290	0.18
ADDRSR	17448	Trinity School	639	0.40
	19719	Birch Tree Way	306	0.19
	17450	Mapledale Avenue	288	0.18
	9400	Ashburton Road	287	0.18
	17452	Sandilands Tram Stop	278	0.17
	BP2359	Canning Road	287	0.18
	BP2360	Lebanon Road Tram Stop	188	0.12
ECROSN	BP2333	East Croydon Station	638	0.40
	BP1585	Park Street	524	0.33
	3430	Croydon Flyover	230	0.14
	10829	Coombe Road	355	0.22
	25870	Aberdeen Road	258	0.16
SCROSS	17458	Warham Road / Brighton Road	301	0.19
	BP764	Croydon Bowling Club	284	0.18
	17460	Bramley Hill	161	0.10
	17462	Crowley Crescent	382	0.24
	17464	Fiveways	530	0.33
	17466	Coldharbour Road	343	0.21
	25582	Imperial Way	377	0.23
PURWCN	BP2469	The Colonnades Croydon Airport	400	0.25
TOTAL ROUTE MILEAGE - OUT DIRECTION			17375	10.80
			metres	miles

TRANCHE 489

Mileage Update

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
PURWCN	BP2468	The Colonnades / Croydon Airport		
	25585	Airport House	251	0.16
	25583	Imperial Way	347	0.22
	17465	Coldharbour Road	222	0.14
	34358	Fiveways	243	0.15
	25073	Coldharbour Road	292	0.18
	17463	Crowley Crescent	395	0.25
	17461	Bramley Hill	339	0.21
	BP1031	Croydon Bowling Club	247	0.15
SCROSS	R0523	Warham Road / Brighton Road	271	0.17
	19220	Swan & Sugar Loaf	179	0.11
	20450	Spice's Yard	228	0.14
	25868	Croydon Flyover	434	0.27
	BP1550	Croydon Library	335	0.21
	33309	Fairfield Halls	176	0.11
ECROSN	BP2631	East Croydon Bus Station	554	0.34
	BP2370	Lebanon Road Tram Stop	533	0.33
	17453	Sandilands Tram Stop	455	0.28
	9399	Ashburton Road	219	0.14
	17451	Mapledale Avenue	360	0.22
	19718	Birch Tree Way	408	0.25
ADDRSR	17449	Trinity School	327	0.20
	17447	Upper Shirley Road	600	0.37
	17445	Verdayne Avenue	352	0.22
	1553	Shirley Library	199	0.12
	17444	Cheston Avenue	285	0.18
	17442	Langland Gardens	373	0.23
SHIRMO	17440	West Wickham And Shirley Baptist Church	748	0.46
	17438	High Street / Manor Road	432	0.27
	17436	Sherwood Way	321	0.20
WWICSW	17434	High Street / The Grove	147	0.09
	19024	Wickham Court Road	417	0.26
	17819	West Wickham Playing Fields	215	0.13
	17817	Courtfield Rise	325	0.20
	17814	Layhams Road	389	0.24
	17715	Addington Road / Glebe Way	227	0.14
	17713	Tiepigs Lane	444	0.28
	18733	Holland Way	422	0.26
HYSBSN	9471	Hayes Station	344	0.21
	17710	Hayes / Station Approach	163	0.10
	17813	Hayes Library	527	0.33
	11332	Hayes / George Lane	213	0.13
	17794	Club Gardens Road	510	0.32
	17792	Hayes Lane / Norman Park	604	0.38
	17789	Hayes Road / Hayes Lane	421	0.26
	18370	Cameron Road	570	0.35
	33913	St Mark's Church	278	0.17
BROMSS	37294	Bromley South Station	269	0.17
	BP042	Elmfield Road / The Glades	283	0.18
	BP054	Bromley Civic Centre	379	0.24
	40106	Bromley Town Hall	314	0.20
	40107	West Street	270	0.17
BROMNS	37087	Bromley North Station	364	0.23
TOTAL ROUTE MILEAGE - BACK DIRECTION			18220	11.32
			metres	miles