

7. Service Specification

Route: 139 & N139

Contract Reference: QC69102

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. OR, unless otherwise specified (add for existing NRMs).

Terminus Points	Golders Green Bus Station and Waterloo, Waterloo Road
Contract Basis	Incentivised
Commencement Date	29 th August 2020
Vehicle Type	87 capacity, dual door, double deck vehicles
Current Maximum Approved Dimensions	10.45 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. 139 (Options 1 & 2)	Average Excess Wait Time - No more than 1.30 minutes
Extension Threshold - Route No. 139 (Options 1 & 2)	Average Excess Wait Time Threshold - 1.20 minutes
Minimum Operated Mileage Standard - Route No. 139 (Options 1 & 2)	No less than 98%
Departing On Time - Route No. N139 (Options 1 & 2)	Departing on Time - No less than 82%
Minimum Operated Mileage Standard - Route No. N139 (Options 1 & 2)	No less than 99%

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 Nos. 139 & N139.

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:

Two options are specified

Option 1

- No changes are proposed for Route Nos. 139 & N139.

Option 2

- Mondays to Saturdays daytime frequencies are reduced from every 8 minutes to every 10 minutes.

Options 1 & 2

- The designation Route No. N139 is used for contractual purposes only. This service will be marketed as Route No. 139. This includes all publicity, including destination blind displays.
- **Please identify the cost of the Nightly element of this service separately.**

The Ultra Low Emission Zone (ULEZ) in Central London commenced on 8th April 2019, applying 24 hours a day, 7 days a week.

All double deck buses operating for TfL within the zone must be hybrid (meeting Euro VI emissions standards) or zero emission.

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

OPTION 1

Golders Green Station to Waterloo Station, Waterloo Road			Waterloo Station, Tenison Way to Golders Green Station		
First departure no later than 0535.			First departure no later than 0615.		
0530 - 0550	Every 15 minutes		0610 - 0645	Every 15 minutes	
0551 - 0600	Every 10 minutes		0646 - 0715	Every 10 minutes	
0601 - 1920	Every 8 minutes		0716 - 2000	Every 8 minutes	
1921 - 2000	Every 10 minutes		2001 - 2100	Every 10 minutes	
2001 - 2340	Every 12 minutes		2101 - 0025	Every 12 minutes	
Last departure no earlier than 2335.			Last departure no earlier than 0020.		
Pinchpoints					
Orchard Street, Selfridges	0700 - 0900	8 minutes	West Hampstead Station	0720 - 0750	10 minutes
	1505 - 1635	8 minutes		0751 - 0905	8 minutes
				1500 - 1630	8 minutes

OPTION 2

Golders Green Station to Waterloo Station, Waterloo Road			Waterloo Station, Tenison Way to Golders Green Station		
First departure no later than 0535.			First departure no later than 0615.		
0530 - 0550	Every 15 minutes		0610 - 0645	Every 15 minutes	
0551 - 2000	Every 10 minutes		0646 - 2100	Every 10 minutes	
2001 - 2340	Every 12 minutes		2101 - 0025	Every 12 minutes	
Last departure no earlier than 2335.			Last departure no earlier than 0020.		
Pinchpoints					
Orchard Street, Selfridges	0700 - 0900	10 minutes	West Hampstead Station	0720 - 0900	10 minutes
	1505 - 1635	10 minutes		1500 - 1630	10 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1

Golders Green Station to Waterloo Station, Waterloo Road			Waterloo Station, Tenison Way to Golders Green Station		
First departure no later than 0535.			First departure no later than 0615.		
0530 - 0635	Every 15 minutes		0610 - 0715	Every 15 minutes	
0636 - 0735	Every 12 minutes		0716 - 0855	Every 12 minutes	
0736 - 0755	Every 10 minutes		0856 - 0925	Every 10 minutes	
0756 - 1755	Every 8 minutes		0926 - 1930	Every 8 minutes	
1756 - 1845	Every 10 minutes		1931 - 2000	Every 10 minutes	
1846 - 2340	Every 12 minutes		2001 - 0025	Every 12 minutes	
Last departure no earlier than 2335.			Last departure no earlier than 0020.		
Pinchpoints					
Orchard Street, Selfridges	0900 - 1100	8 minutes	West Hampstead Station	0905 - 1025	10 minutes
				1026 - 1105	8 minutes

OPTION 2

Golders Green Station to Waterloo Station, Waterloo Road			Waterloo Station, Tenison Way to Golders Green Station		
First departure no later than 0535.			First departure no later than 0615.		
0530 - 0635	Every 15 minutes		0610 - 0715	Every 15 minutes	
0636 - 0735	Every 12 minutes		0716 - 0855	Every 12 minutes	
0736 - 1845	Every 10 minutes		0856 - 2000	Every 10 minutes	
1846 - 2340	Every 12 minutes		2001 - 0025	Every 12 minutes	
Last departure no earlier than 2335.			Last departure no earlier than 0020.		
Pinchpoints					
Orchard Street, Selfridges	0900 - 1100	10 minutes	West Hampstead Station	0905 - 1105	10 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTIONS 1 & 2

Golders Green Station to Waterloo Station, Waterloo Road			Waterloo Station, Tenison Way to Golders Green Station		
First departure no later than 0535.			First departure no later than 0615.		
0530 - 0850	Every 15 minutes		0610 - 0950	Every 15 minutes	
0851 - 2340	Every 12 minutes		0951 - 0025	Every 12 minutes	
Last departure no earlier than 2335.			Last departure no earlier than 0020.		
Pinchpoints					
Orchard Street, Selfridges	1000 - 1200	12 minutes	West Hampstead Station	1005 - 1205	12 minutes

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

3.4) NIGHTLY

OPTIONS 1 & 2

Golders Green Station to Waterloo Station, Waterloo Road			Waterloo Station, Tenison Way to Golders Green Station		
First departure no later than 0005.			First departure no later than 0030.		
2400 - 0510	Every 30 minutes		0025 - 0605	Every 30 minutes	
Last departure no earlier than 0505.			Last departure no earlier than 0600.		

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 139 should interwork with Route No. N139 between Golders Green Bus Station and Waterloo, Waterloo Road to form a seamless 24 hour service.
- 4.2) Route Nos. 139 & N139 should interwork with Route Nos. 189 & N189 between Abbey Road and Baker Street during Mondays to Saturdays daytimes under Option 2 only.
- 4.3) Route No. N139 can suffer from unpredictable traffic delays along Oxford Street.
- 4.4) Route No. 139 can also suffer from major disruption in the St. Johns Wood area during cricket matches at Lord's.
- 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 139: Golders Green Station - Waterloo, Waterloo Road (24 hour service)

Date of Structural Change: 29 August 2020.

Date of Service Change: 29 August 2020.

Reason for Issue: New tender.

STREETS TRAVERSED

Towards Waterloo, Waterloo Road: Golders Green Bus Station Forecourt, North End Road, Finchley Road, Fortune Green Road, West End Lane, Abbey Road, Grove End Road, Lisson Grove, Rossmore Road, Park Road, Baker Street, Portman Square, Orchard Street, Oxford Street, Regent Street, Piccadilly Circus, Haymarket, Cockspur Street, Trafalgar Square (South Side), Trafalgar Square (East Side), Duncannon Street, Strand, Lancaster Place, Waterloo Bridge, Waterloo Road.

Towards Golders Green Station: Tenison Way Bus Station, Tenison Way, Waterloo Road, Waterloo Bridge, Lancaster Place, Strand, Charing Cross, Trafalgar Square (South Side), Cockspur Street, Pall Mall, Waterloo Place, Regent Street St.James, Regent Street, Piccadilly Circus, Regent Street, Oxford Street, Orchard Street, Portman Square (West Side), Baker Street, Park Road, Rossmore Road, Lisson Grove, Grove End Road, Abbey Road, West End Lane, Fortune Green Road, Finchley Road, North End Road, Golders Green Bus Station Forecourt.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

GOLDERS GREEN STATION FORECOURT, STAND G G

Private stand for 2 buses at Stop GG in Golders Green Bus Station on north side of North End Road.

Buses proceed from Golders Green Bus Station Forecourt direct to stand, departing to Golders Green Bus Station Forecourt. Set down in Golders Green Bus Station Forecourt, at stop GF (R0800 - Golders Green Station <>, Last Stop on LOR: R0800 - Golders Green Station <>) and pick up in Golders Green Bus Station Forecourt, at stop GF (R0800 - Golders Green Station <>, First Stop on LOR: R0800 - Golders Green Station <>).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 139 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: Golders Green.

CHILDS HILL (from WATERLOO, WATERLOO ROAD)

Buses proceed from Finchley Road via Cricklewood Lane and Hendon Way departing to Finchley Road. Set down in Finchley Road, at stop L (4705 - Childs Hill / Cricklewood Lane, Last Stop on LOR: 4705 - Childs Hill / Cricklewood Lane) and pick up in Finchley Road, at stop F (33180 - Hendon Way, First Stop on LOR: 33180 - Hendon Way).

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

BAKER STREET STATION (from Golders Green Station)

Buses proceed from Baker Street via York Street and Gloucester Place departing to Rossmore Road. Set down in Baker Street, at Stop B (14635 - Baker Street Station <>, Last Stop on LOR: 14635 - Baker Street Station <>) and pick up in Rossmore Road, at Stop LM (29319 - Park Road / London Business School, First Stop on LOR: 29319 - Park Road / London Business School).

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

BAKER STREET STATION, ALLSOP PLACE

Public stand for four buses on west side of Allsop Place, commencing 12 metres east of lamp standard no. 3 and extending 56 metres east.

From Golders Green Station.

Buses proceed from Baker Street via Marylebone Road and Allsop Place to stand, departing via Allsop Place to Park Road. Set down in Baker Street, at Stop B (14635 - Baker Street Station <>, Last Stop on LOR: 14635 - Baker Street Station <>) and pick up in Park Road, at Stop X (BP6328 - Park Road/ Ivor Place, First Stop on LOR: BP6328 - Park Road/ Ivor Place).

From Waterloo, Waterloo Road.

Buses proceed from Baker Street via York Street, Gloucester Place, Marylebone Road and Allsop Place to stand, departing via Allsop Place to Baker Street. Set down in Baker Street, at Stop F (725 - York Street, Last Stop on LOR: 725 - York Street) and pick up in Baker Street, at Stop B (14635 - Baker Street Station <>, First Stop on LOR: 14635 - Baker Street Station <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Baker Street Station.

OXFORD STREET, SELFRIDGES (from Golders Green Station)

Buses proceed from Baker Street via Portman Square departing to Baker Street. Set down in Baker Street, at Stop J (1588 - George Street, Last Stop on LOR: 1588 - George Street) and pick up in Baker Street, at Stop Y (BP6325 - Portman Square, First Stop on LOR: BP6325 - Portman Square).

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

OXFORD CIRCUS, JOHN PRINCES ST. (from Golders Green Station)

Public stand for two buses on east side of John Prince's Street, commencing at the party wall of Nos 2/3 and extending 28 metres north.

Buses proceed from Oxford Street via Regent Street, Margaret Street and John Prince's Street to stand, departing via John Prince's Street to Oxford Street. Set down in Oxford Street, at Stop OE (829 - New Bond Street, Last Stop on LOR: 829 - New Bond Street) and pick up in Oxford Street, at Stop OV (91511 - Oxford Street / John Lewis, First Stop on LOR: 91511 - Oxford Street / John Lewis).

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: Oxford Circus.

PICCADILLY CIRCUS, WATERLOO PLACE (from Golders Green Station)

Public stand for two buses on west side of Waterloo Place, commencing 9 metres south of lamp standard No.3 and extending 25 metres south.

Buses proceed from Haymarket via Pall Mall and Waterloo Place to stand, departing via Waterloo Place to Regent Street St.James. Set down in Haymarket, at Stop R (29867 - Haymarket / Jermyn Street, Last Stop on LOR: 29867 - Haymarket / Jermyn Street) and pick up in Regent Street St.james, at Stop Z (17683 - Regent Street / St James's, First Stop on LOR: 17683 - Regent Street / St James'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: Piccadilly Circus.

PICCADILLY CIRCUS, CHARLES II STREET (from Golders Green Station)

Buses proceed from Piccadilly Circus via Haymarket, Charles I I Street and Regent Street St. James departing to Regent Street St.James. Set down in Piccadilly Circus, at Stop G (149 - Piccadilly Circus, Last Stop on LOR: 149 - Piccadilly Circus) and pick up in Regent Street, at Stop Z (17683 - Regent Street / St James's, First Stop on LOR: 17683 - Regent Street / St James's).

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

TRAFALGAR SQUARE, NORTHUMBERLAND AVENUE (from Golders Green Station)

Public stand for four buses on south side of Northumberland Avenue in 2 parts:

1. For two buses commencing at a point 16 metres east of the centre-line of Great Scotland Yard, extending 25 metres east;
2. For two buses commencing at a point 55 metres west of centre-line of Whitehall Place, extending 25 metres east.

Buses proceed from Cockspur Street via Trafalgar Square (South Side), Charing Cross, Whitehall, Whitehall Place and Northumberland Avenue to stand, departing via Northumberland Avenue, Charing Cross and Trafalgar Square (South Side) to Cockspur Street. Set down in Cockspur Street, at Stop B (BP3509 - Trafalgar Square, Last Stop on LOR: BP3509 - Trafalgar Square) and pick up in Cockspur Street, at Stop T (BP3503 - Trafalgar Square, First Stop on LOR: BP3503 - Trafalgar Square).

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:	Trafalgar Square.

ALDWYCH (from Golders Green Station)

Buses proceed from Strand via Aldwych departing to Strand. Set down in Strand, at stop A (7853 - Southampton Street / Covent Garden, Last Stop on LOR: 7853 - Southampton Street / Covent Garden) and pick up in Strand, at stop A (14627 - Savoy Street, First Stop on LOR: 7852 - Bedford Street).

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

WATERLOO, WATERLOO ROAD, OLD VIC, WEST SIDE

Public stand for five buses in two portions:

1 - For 4 buses on west side of Waterloo Road commencing 65 metres south of junction with Baylis Road and extending 44 metres south.

2 - Overflow stand for 1 bus on east side of Waterloo Road (prior to main stand) commencing 54 metres south of The Cut and extending 13 metres north.

Buses proceed from Waterloo Road via And Perform A U-Turn In The Road At The Junction With Pearman Street and Waterloo Road to stand, departing via Waterloo Road to Tenison Way Bus Station. Set down in Waterloo Road, at stop E (2593 - Waterloo Station <> # / Waterloo Road, Last Stop on LOR: 2593 - Waterloo Station <> # / Waterloo Road) and pick up in Tenison Way Bus Station, at stop J (BP4258 - Waterloo Station / Tenison Way <> #, First Stop on LOR: BP4258 - Waterloo Station / Tenison Way <> #).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 139 should be scheduled to stand at any one time.

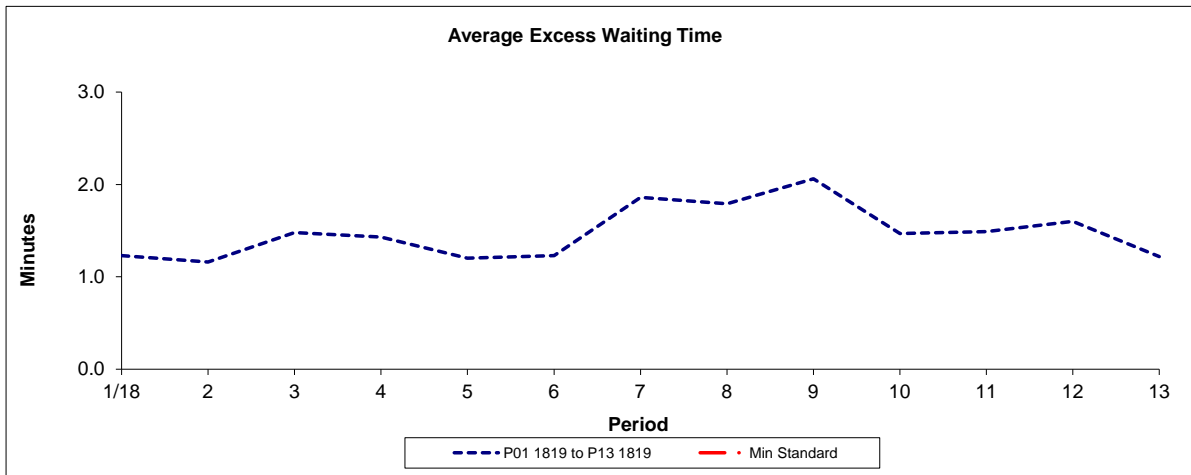
MEAL RELIEFS: No meal relief vehicles to stand at any time.

FERRY VEHICLES: No ferry vehicles to park on stand at any time.

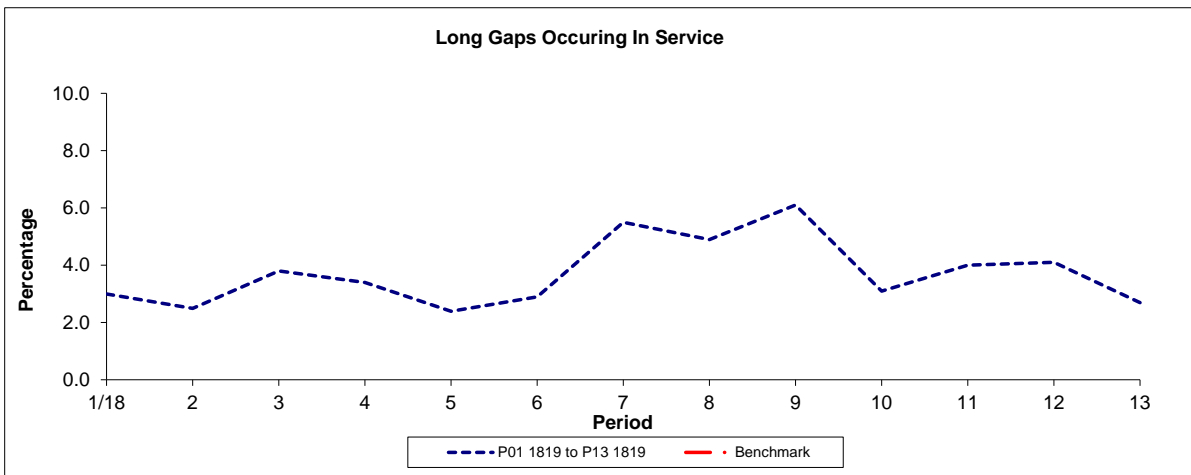
BLIND DISPLAY: Waterloo.

PART B - PERFORMANCE STATISTICS

Route 139



Period	1/18	2	3	4	5	6	7	8	9	10	11	12	13
P01 1819 to P13 1819	1.23	1.16	1.48	1.43	1.20	1.23	1.86	1.79	2.06	1.47	1.49	1.60	1.22
Min Standard													

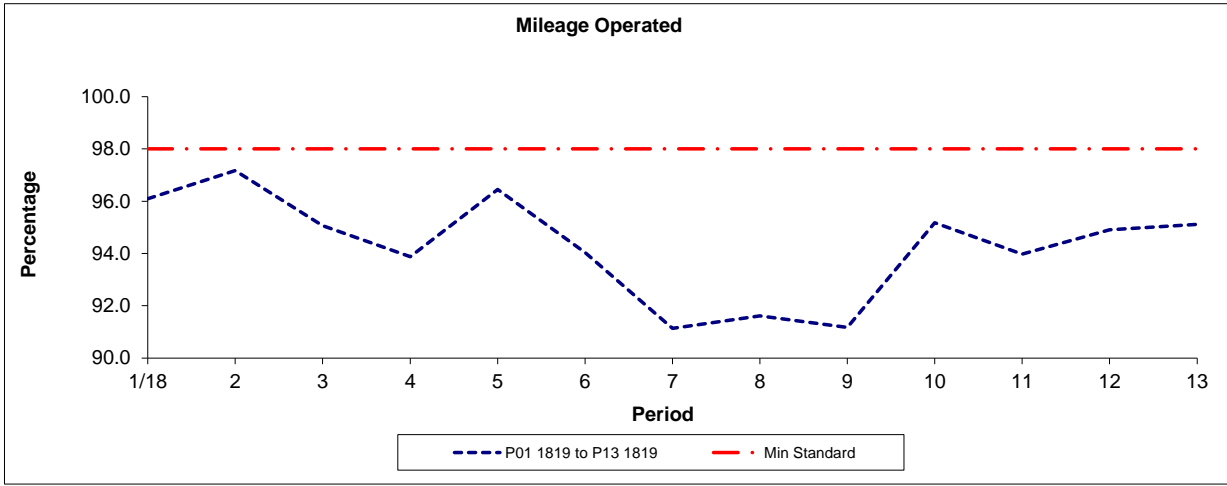


Period	1/18	2	3	4	5	6	7	8	9	10	11	12	13
P01 1819 to P13 1819	3.0	2.5	3.8	3.4	2.4	2.9	5.5	4.9	6.1	3.1	4.0	4.1	2.7
Benchmark													

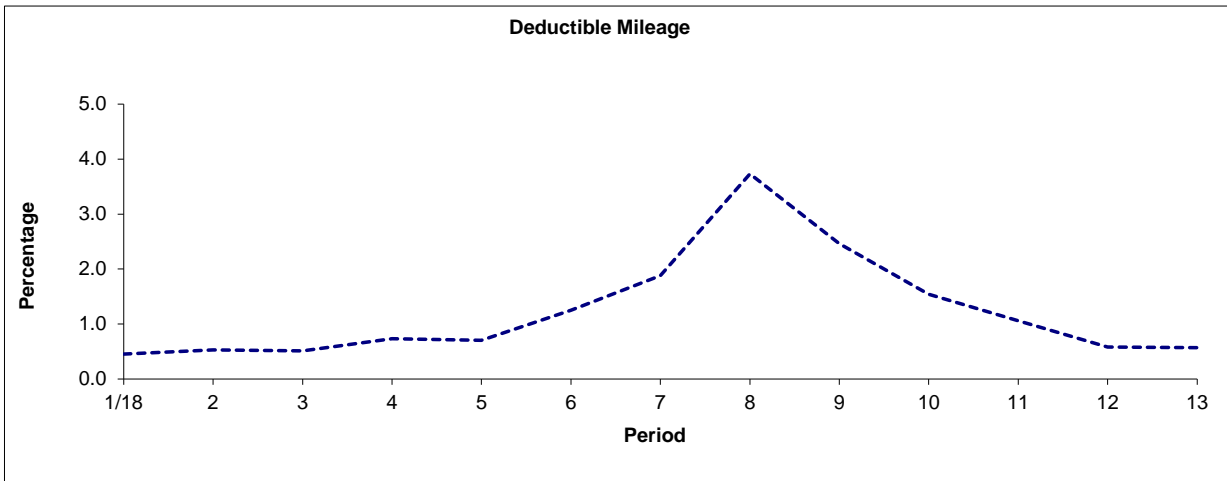
Note : Reliability is actual performance under full iBus (4 weeks data).
Minimum Standards and Benchmarks are those applicable under the new contract.

PART B - PERFORMANCE STATISTICS

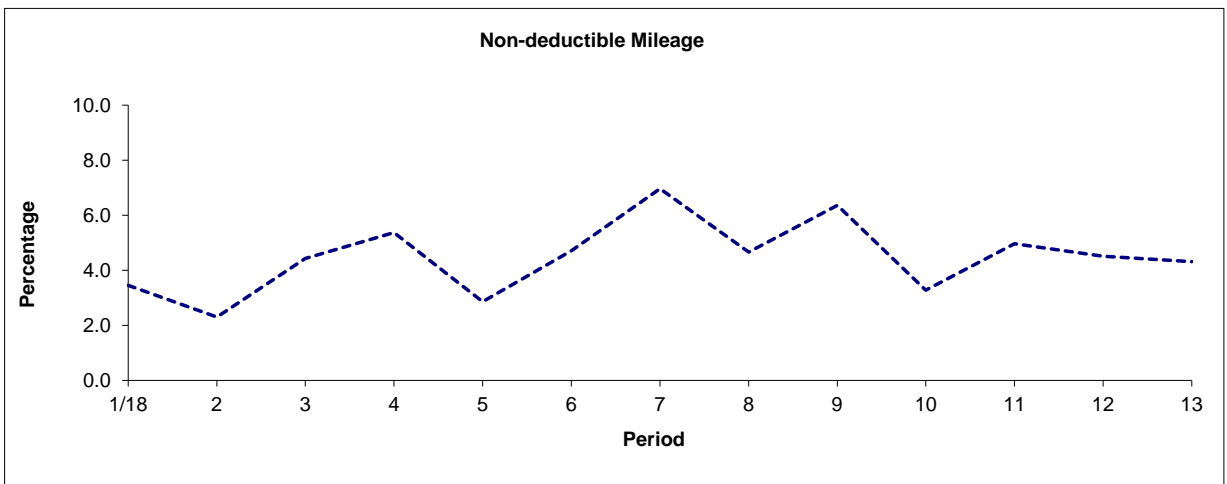
Route 139



Period	1/18	2	3	4	5	6	7	8	9	10	11	12	13
P01 1819 to P13 1819	96.09	97.17	95.06	93.88	96.45	94.04	91.14	91.61	91.17	95.18	93.97	94.91	95.12
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	0.45	0.53	0.51	0.73	0.70	1.25	1.88	3.73	2.46	1.54	1.06	0.58	0.57

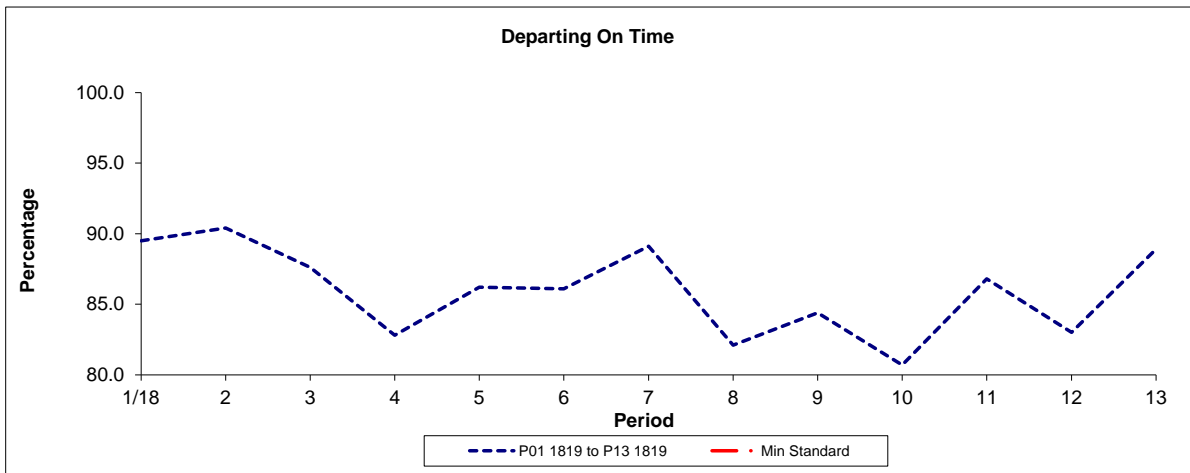


Period	1/18	2	3	4	5	6	7	8	9	10	11	12	13
P01 1819 to P13 1819	3.46	2.30	4.43	5.38	2.86	4.71	6.97	4.66	6.36	3.28	4.97	4.51	4.32

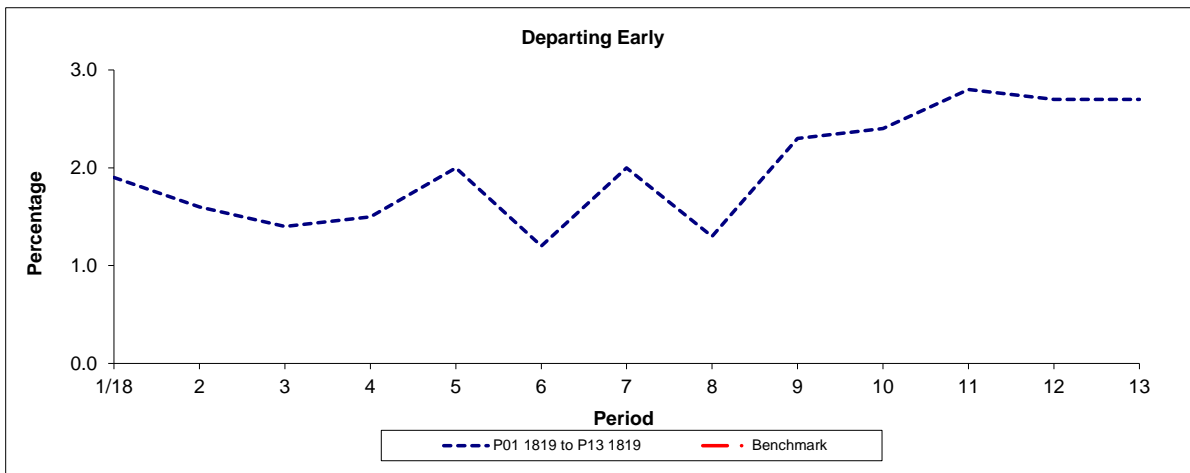
Note: Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route N139



Period	1/18	2	3	4	5	6	7	8	9	10	11	12	13
P01 1819 to P13 1819	89.50	90.40	87.60	82.80	86.20	86.10	89.10	82.10	84.40	80.70	86.80	83.00	88.90
Min Standard													

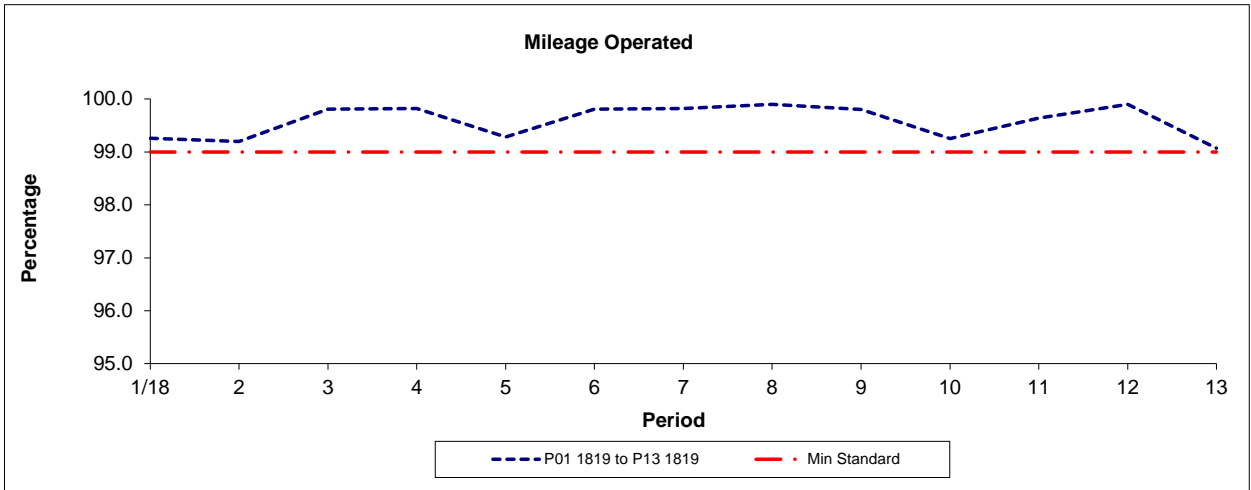


Period	1/18	2	3	4	5	6	7	8	9	10	11	12	13
P01 1819 to P13 1819	1.9	1.6	1.4	1.5	2.0	1.2	2.0	1.3	2.3	2.4	2.8	2.7	2.7
Benchmark													

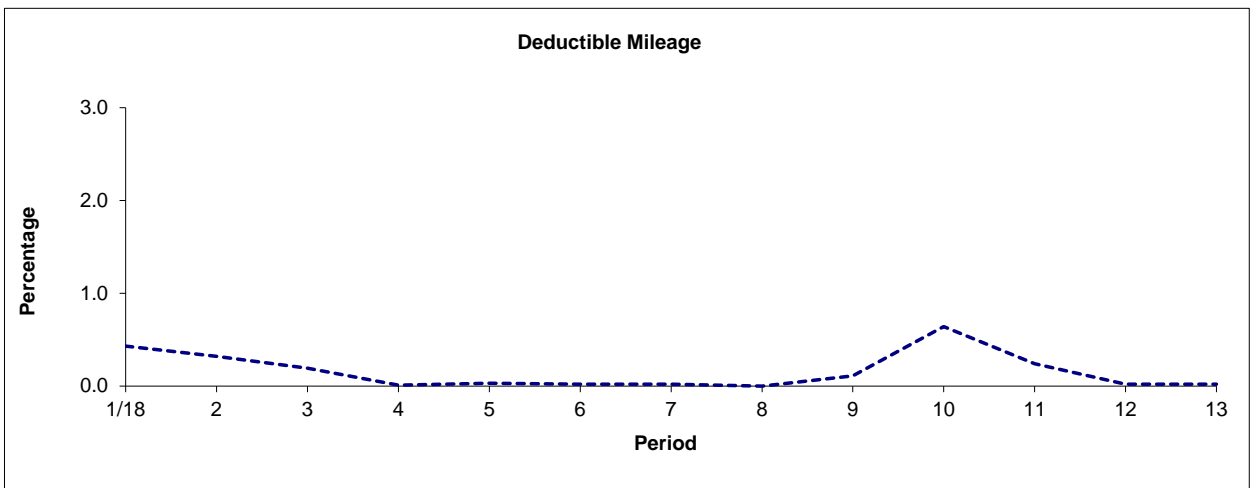
Note : Reliability is actual performance under full iBus (4 weeks data).
Minimum Standards and Benchmarks are those applicable under the new contract.

PART B - PERFORMANCE STATISTICS

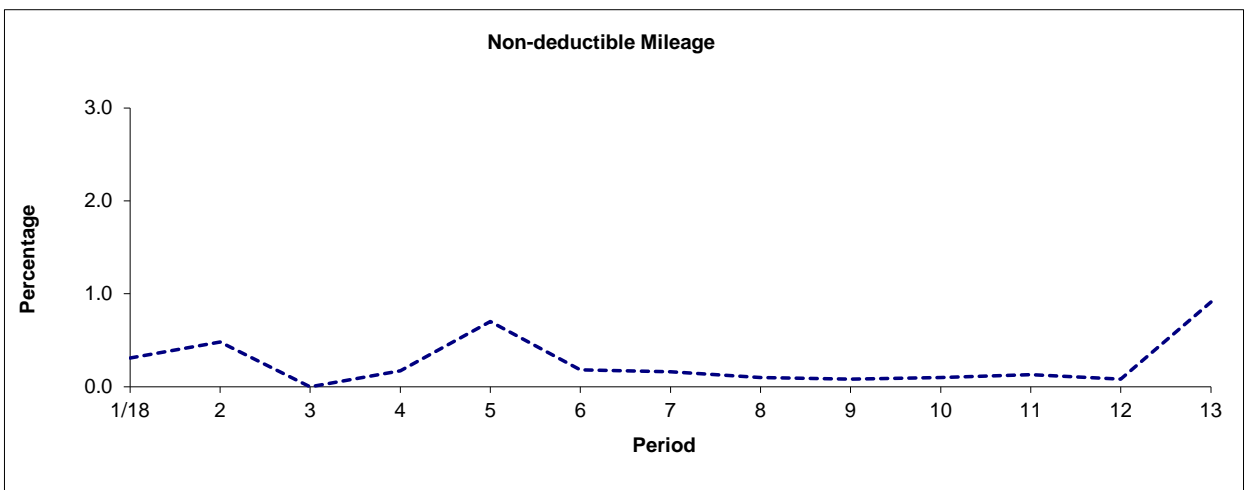
Route N139



Period	1/18	2	3	4	5	6	7	8	9	10	11	12	13
P01 1819 to P13 1819	99.26	99.20	99.81	99.82	99.28	99.81	99.82	99.90	99.80	99.25	99.64	99.90	99.07
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	0.43	0.32	0.19	0.01	0.03	0.02	0.02	0.00	0.11	0.64	0.24	0.02	0.02



Period	1/18	2	3	4	5	6	7	8	9	10	11	12	13
P01 1819 to P13 1819	0.31	0.48	0.00	0.17	0.70	0.18	0.16	0.10	0.08	0.10	0.13	0.08	0.91

Note: Mileage is based on 4 weeks data

ROUTE 139 - 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	24,708	23,007	93.1	4.33	0.66	4.99	93.5	6.3	0.2	0.0	1.0	31.7
07:00 - 10:00	108,489	104,851	96.6	4.00	1.17	5.17	87.3	11.6	0.9	0.2	2.9	56.4
10:00 - 13:00	106,384	97,826	92.0	4.00	1.64	5.64	83.9	14.0	1.7	0.4	4.5	75.2
13:00 - 16:00	107,117	101,074	94.4	3.92	1.68	5.60	83.8	14.2	1.7	0.3	4.9	66.7
16:00 - 19:00	107,255	99,638	92.9	3.97	1.62	5.59	84.2	13.9	1.6	0.3	4.4	84.1
19:00 - 22:00	97,464	94,607	97.1	4.28	1.51	5.79	81.9	15.9	1.9	0.4	4.4	52.6
22:00 - 24:00	45,482	44,696	98.3	5.78	1.73	7.51	73.6	22.1	3.5	0.9	2.5	63.1
All Locations Summary	596,899	565,699	94.8	4.09	1.49	5.58	84.4	13.7	1.5	0.3	4.0	84.1

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	2,944	2,865	97.3	7.41	0.59	8.00	76.0	21.8	1.9	0.3	1.5	49.7
07:00 - 10:00	17,252	16,836	97.6	5.11	0.79	5.91	84.4	14.8	0.8	0.0	0.5	36.8
10:00 - 13:00	20,788	19,709	94.8	3.98	1.21	5.19	87.4	11.7	0.8	0.1	2.5	45.7
13:00 - 16:00	18,821	17,998	95.6	4.05	1.41	5.46	86.0	12.2	1.3	0.5	3.5	71.9
16:00 - 19:00	20,823	18,970	91.1	3.99	1.66	5.65	84.1	13.5	1.8	0.5	4.8	61.3
19:00 - 22:00	17,071	16,046	94.0	4.97	2.21	7.17	72.7	21.3	4.6	1.5	6.4	57.6
22:00 - 24:00	9,304	9,010	96.8	5.90	2.20	8.10	69.9	23.8	4.9	1.4	3.7	59.5
All Locations Summary	107,003	101,434	94.8	4.46	1.48	5.94	82.7	14.8	1.9	0.5	3.6	71.9

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	3,224	3,212	99.6	7.51	0.39	7.90	75.8	23.2	1.0	0.1	1.4	32.9
07:00 - 10:00	13,528	13,075	96.7	6.82	0.74	7.57	70.2	27.8	1.7	0.2	0.5	67.1
10:00 - 13:00	16,108	15,693	97.4	5.75	1.11	6.86	75.8	21.5	2.2	0.4	1.4	46.7
13:00 - 16:00	15,260	14,565	95.4	6.00	1.45	7.45	71.9	24.0	3.6	0.6	1.9	68.1
16:00 - 19:00	16,354	15,220	93.1	5.94	1.89	7.83	69.3	25.2	4.4	1.2	3.0	70.6
19:00 - 22:00	16,925	16,828	99.4	5.81	1.59	7.40	73.1	23.0	3.3	0.6	2.2	87.6
22:00 - 24:00	10,751	10,606	98.7	5.77	0.96	6.73	79.0	19.7	1.2	0.1	0.6	59.3
All Locations Summary	92,150	89,199	96.8	6.02	1.37	7.39	72.6	23.7	3.1	0.6	1.9	87.6

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	30,876	29,084	94.2	4.84	0.63	5.47	90.6	8.9	0.4	0.0	1.1	49.7
07:00 - 10:00	139,269	134,762	96.8	4.23	1.12	5.35	86.2	12.7	1.0	0.1	2.6	67.1
10:00 - 13:00	143,280	133,228	93.0	4.21	1.51	5.72	83.4	14.6	1.6	0.3	3.8	75.2
13:00 - 16:00	141,198	133,637	94.6	4.18	1.61	5.79	82.7	15.1	1.9	0.4	4.4	71.9
16:00 - 19:00	144,432	133,828	92.7	4.16	1.65	5.82	82.8	15.0	1.9	0.4	4.3	84.1
19:00 - 22:00	131,460	127,481	97.0	4.55	1.62	6.18	79.6	17.5	2.4	0.6	4.4	87.6
22:00 - 24:00	65,537	64,312	98.1	5.80	1.71	7.51	73.6	22.1	3.5	0.8	2.5	63.1
All Locations Summary	796,052	756,332	95.0	4.33	1.48	5.81	83.0	14.9	1.7	0.4	3.7	87.6

ROUTE N139 - 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	43,294	43,052	99.4	98.9	87.2	1.3	0.9	10.6
All Locations Summary	43,294	43,052	99.4	98.9	87.2	1.3	0.9	10.6

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	9,077	9,011	99.3	98.6	85.7	2.2	3.4	8.7
All Locations Summary	9,077	9,011	99.3	98.6	85.7	2.2	3.4	8.7

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	9,908	9,831	99.2	98.7	83.2	1.7	3.1	12.0
All Locations Summary	9,908	9,831	99.2	98.7	83.2	1.7	3.1	12.0

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	62,279	61,894	99.4	98.8	86.0	1.6	2.0	10.5
All Locations Summary	62,279	61,894	99.4	98.8	86.0	1.6	2.0	10.5

Transport for London - Live Mileage List

Route: 139 / N139

Service Change: 51798

Date: 09/03/2019

Golders Green

Reason for Issue

QSI points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
GGSNFGG	R0800	Golders Green Station		
GGSNCT	6085	Golders Green / Finchley Road	200	0.12
	6083	Dunstan Road	332	0.21
	6081	Llanvanor Road	313	0.19
	766	Childs Hill / Cricklewood Lane	223	0.14
	9357	Lyndale Avenue	373	0.23
	33180	Hendon Way	144	0.09
FNRDPL	8399	Fortune Green Road	231	0.14
	BP1680	Fortune Green	270	0.17
	10465	West Hampstead Police Station	158	0.10
	12044	West End Green	349	0.22
	12046	Dennington Park Road	186	0.12
WHMPSN	BP4987	West Hampstead Station	304	0.19
	114	Compayne Gardens	201	0.12
	33332	Woodchurch Road	239	0.15
	2191	Priory Road	379	0.24
BSZRAR	1635	Belsize Road	236	0.15
	3023	Boundary Road	302	0.19
	11957	Carlton Hill	327	0.20
	3184	Marlborough Place	238	0.15
ABRDGR	3182	Hall Road	400	0.25
	1593	St John's Wood Road / Lord's Cricket Grd	347	0.22
	34383	Frampton Street	419	0.26
	29321	Church Street Market	266	0.17
	35464	Rossmore Road / Lisson Grove	142	0.09
	29318	Park Road / London Business School	315	0.20
BKSTSN	14635	Baker Street Station	474	0.29
	29807	Dorset Street	325	0.20
	1588	George Street	251	0.16
ORCHSF	27706	Orchard Street / Selfridges	396	0.25
OXFCOS	829	New Bond Street	594	0.37
	16575	Oxford Circus Station	381	0.24
	7849	Beak Street / Hamleys Toy Store	437	0.27
PCIRRS	149	Piccadilly Circus	342	0.21
	29867	Haymarket / Jermyn Street	216	0.13
	BP3509	Trafalgar Square	381	0.24
TFSQCC	148	Trafalgar Square / Charing Cross Stn	312	0.19
	7853	Southampton Street / Covent Garden	356	0.22
	BP5939	Lancaster Place / Somerset House	324	0.20
	1835	Waterloo Bridge / South Bank	440	0.27
WLOOWR	2593	Waterloo Station / Waterloo Road	505	0.31
Total Route Mileage - Out Direction			12628	7.85
			Metres	Miles

- Waterloo	Tranche 691
New Contract	

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WLOOTW	BP4258	Waterloo Station / Tenison Way		
	25893	Waterloo Bridge / South Bank	275	0.17
	36886	Lancaster Place	532	0.33
	14627	Savoy Street	190	0.12
	7852	Bedford Street	229	0.14
TFSQCC	35730	Charing Cross Station	207	0.13
	BP3503	Trafalgar Square	371	0.23
	17683	Regent Street / St James's	412	0.26
PCIRRS	155	Piccadilly Circus	240	0.15
	370	Beak Street / Hamleys Toy Store	304	0.19
OXFCOS	91511	Oxford Street / John Lewis	721	0.45
	91530	Selfridges	497	0.31
	449	Orchard Street / Selfridges	206	0.13
	BP6325	Portman Square	250	0.16
	725	York Street	511	0.32
BKSTSN	BP6326	Baker Street Station	195	0.12
	BP6328	Park Road / Ivor Place	317	0.20
	29319	Park Road / London Business School	178	0.11
	29320	Rossmore Road / Lisson Grove	315	0.20
	34917	Frampton Street	348	0.22
	BP112	St John's Wood Road / Lord's Cricket Grd	269	0.17
ABRDGR	11965	Hall Road	388	0.24
	3183	Abbey Road Studios / Grove End Road	294	0.18
	3185	Marlborough Place	347	0.22
	3186	Boundary Road	379	0.24
BSZRAR	1636	Belsize Road	219	0.14
	12051	Priory Road	237	0.15
	2189	West End Lane	319	0.20
	12047	Woodchurch Road	145	0.09
	113	West Hampstead Stn / Broadhurst Gdns	380	0.24
WHMPSN	BP4986	West Hampstead Station	302	0.19
	12045	Dennington Park Road	135	0.08
	12043	West End Green	195	0.12
	12041	West Hampstead Police Station	258	0.16
	10464	Fortune Green	276	0.17
FNRDPL	8398	Finchley Road	254	0.16
	11992	Lyndale Avenue	399	0.25
	4705	Childs Hill / Cricklewood Lane	218	0.14
	6082	Llanvanor Road	326	0.20
	6084	Dunstan Road	281	0.17
	2771	Golders Green / Finchley Road	402	0.25
GSNFEGG	R0800	Golders Green Station	175	0.11
Total Route Mileage - Back Direction			12496	7.76
			Metres	Miles