

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE Nos. 139 & N139

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This document should be read in conjunction with the Corporation's Guide for Tenderers (Part A: Explanatory Notes - Service Requirements). Where appropriate, reference is made to the relevant section.

1. TENDERS REQUIRED

This document describes the service for which the Corporation requires Tenders and Tenderers **must** submit a fully compliant bid. In addition, Tenderers **may** wish to draw upon their local knowledge to submit alternative bids which offer improved value for money in meeting passenger needs. These might incorporate, for example, different timings, frequencies, route structures and / or vehicles. The Corporation will welcome such bids and give them careful consideration.

For more information, please refer to Section 2.1 of Part A of the Guide for Tenderers.

2. 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:

- 87 capacity double deck, dual door, low floor buses are specified for Route Nos. 139 & N139.
- 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.

3. TERMINALS

Route Nos. 139 & N139 will operate between West Hampstead, West End Green and Waterloo, Tenison Way.

Full details of the route to be followed, the permitted terminal workings and the available stands are shown at Appendix A. Tenderers should particularly note the information relating to the shared usage of stands, the taking of meal reliefs and the use of ferry vehicles.

4. DAYS OF OPERATION

One timetable must be offered for Route Nos. 139 & N139 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Saturdays & Good Friday	Section 6.2
Sundays	Section 6.3
Christmas Day	No service
Boxing Day	Section 6.4
Other Public Holidays	Sunday service
Nightly	Section 6.5
New Year's Eve night/New Year's Day morning*	Nightly service
Christmas Eve night/Christmas Day morning	No service
Christmas Day night/Boxing Day morning	No service

* The New Year's Eve service level should be regarded as a minimum and any frequency increases and / or diversions will be discussed with the successful Tenderer on an annual basis.

5. VEHICLE TYPE

Please refer to Section 2.5 of Part A of the Guide for Tenderers.

Route Nos. 139 & N139 are currently approved for vehicles which are a maximum of 10.1 metres long and 2.5 metres wide. A formal route test will be required for vehicles which exceed these dimensions. This will be arranged with the successful Tenderer.

The service requirement set out in Section 6 assumes that dual door, double deck buses with a minimum capacity of 87 of which approximately 60 should be seated, will be used on this route. Luggage space should also be provided.

Tenderers must submit proposals based on new vehicles. These must be of a low floor design and be accessible to wheelchairs by means of a powered ramp.

Bids for both conventional diesel powered vehicles and diesel-electric hybrid vehicles should be submitted and separate prices for both types are required.

Bids based on a mix of hybrid and conventional vehicles would be welcomed, subject to a minimum of 10 hybrid powered vehicles being offered for this route (full hybrid operation should be offered for routes with a vehicle requirement of less than 10).

Tenderers should refer to the vehicle design (including accessibility) features contained in Schedule II to Annex B of the Framework Agreement and Section 2 Part B of the Master ITT (Version 2 issued June 2005).

Tenderers may also submit bids based on using existing vehicles. Tenderers are asked to specify what refurbishment would be carried out on existing buses and the expected timescale of those works. See Master ITT (Version 2 issued June 2005).

6. FREQUENCIES

The level of service (e.g. every 15 minutes) required by the Corporation is described in terms of the interval between departures. Whilst a completely regular service at the specified frequency should be possible at most times, occasionally a bus may be timetabled to depart up to five minutes earlier or later than the regular time.

Tenderers should note that when the specified frequency changes (e.g. between the peak and midday periods), the scheduled interval between buses should never be greater than that provided by the lower of the two frequencies **AT ANY POINT ON THE ROUTE.**

Tenderers should note that unless otherwise stated **all** journeys should operate between the terminal points defined in each direction.

6.1 Mondays to Fridays

1. West Hampstead, West End Green to Waterloo, Tenison Way

0535 - 0555	Every 15 minutes
0556 - 0745	Every 8 minutes
0746 - 0850	Every 6 minutes
0851 - 1805	Every 8 minutes
1806 - 1905	Every 10 minutes
1906 - 2350	Every 12 minutes

First departure from West Hampstead, West End Green no later than 0540.
Last departure from West Hampstead, West End Green no earlier than 2345.

Tenderers should ensure that buses are scheduled to be no more than 6 minutes apart at Oxford Circus, Oxford Street between 0825 and 0925 and no more than 8 minutes apart between 1545 and 1645.

2. Waterloo, Tenison Way to West Hampstead, West End Green

0555 - 0635	Every 15 minutes
0636 - 0715	Every 10 minutes
0716 - 1930	Every 8 minutes
1931 - 2030	Every 10 minutes
2031 - 0030	Every 12 minutes

First departure from Waterloo, Tenison Way no later than 0600.
Last departure from Waterloo, Tenison Way no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at West Hampstead Station between 0815 and 0915 and between 1530 and 1645.

6.2 Saturdays & Good Friday

1. West Hampstead, West End Green to Waterloo, Tenison Way

0535 - 0725	Every 15 minutes
0726 - 0755	Every 12 minutes
0756 - 0820	Every 10 minutes
0821 - 1805	Every 8 minutes
1806 - 1835	Every 10 minutes
1836 - 2350	Every 12 minutes

First departure from West Hampstead, West End Green no later than 0540.
Last departure from West Hampstead, West End Green no earlier than 2345.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Oxford Circus, Oxford Street between 0930 and 1030.

2. Waterloo, Tenison Way to West Hampstead, West End Green

0555 - 0820	Every 15 minutes
0821 - 0910	Every 12 minutes
0911 - 0930	Every 10 minutes
0931 - 1930	Every 8 minutes
1931 - 2000	Every 10 minutes
2001 - 0010	Every 12 minutes
0011 - 0030	Every 15 minutes

First departure from Waterloo, Tenison Way no later than 0600.
Last departure from Waterloo, Tenison Way no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at West Hampstead Station between 0945 and 1015 and no more than 8 minutes apart between 1016 and 1045.

6.3 Sundays

1. West Hampstead, West End Green to Waterloo, Tenison Way

0535 - 0640	Every 30 minutes
0641 - 0755	Every 20 minutes
0756 - 0855	Every 15 minutes
0856 - 2350	Every 12 minutes

First departure from West Hampstead, West End Green no later than 0540.
Last departure from West Hampstead, West End Green no earlier than 2345.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Oxford Circus, Oxford Street between 1000 and 1200.

2. Waterloo, Tenison Way to West Hampstead, West End Green

0555 - 0725	Every 30 minutes
0726 - 0745	Every 20 minutes
0746 - 0945	Every 15 minutes
0946 - 0010	Every 12 minutes
0011 - 0030	Every 15 minutes

First departure from Waterloo, Tenison Way no later than 0600.
Last departure from Waterloo, Tenison Way no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at West Hampstead Station between 1015 and 1215.

6.4 Boxing Day

1. West Hampstead, West End Green to Waterloo, Tenison Way

0755 - 0855	Every 15 minutes
0856 - 2350	Every 12 minutes

First departure from West Hampstead, West End Green no later than 0800.
Last departure from West Hampstead, West End Green no earlier than 2345.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Oxford Circus, Oxford Street between 1000 and 1200.

2. Waterloo, Tenison Way to West Hampstead, West End Green

0800 - 0945	Every 15 minutes
0946 - 0010	Every 12 minutes
0011 - 0030	Every 15 minutes

First departure from Waterloo, Tenison Way no later than 0805.
Last departure from Waterloo, Tenison Way no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at West Hampstead Station between 1015 and 1215.

6.5 Nightly

1. West Hampstead, West End Green to Waterloo, Tenison Way

0010 - 0520 Every 30 minutes

First departure from West Hampstead, West End Green no later than 0015.
Last departure from West Hampstead, West End Green no earlier than 0515.

2. Waterloo, Tenison Way to West Hampstead, West End Green

0055 - 0535 Every 30 minutes

First departure from Waterloo, Tenison Way no later than 0100.
Last departure from Waterloo, Tenison Way no earlier than 0530.

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

7. MINIMUM PERFORMANCE STANDARDS

Please refer to Section 2.7 of Part A of the Guide for Tenderers.

Tenderers should note that the objective of the Operator of Route Nos. 139 & N139 shall be to operate all scheduled mileage and adhere **fully** to the published timetable. The Operator must use its best endeavours to achieve this.

The **minimum** standards of acceptable performance for Route No. 139 shall be:

Average Excess Wait Time:	No more than 1.30 minutes
Minimum Operated Mileage:	No less than 98.00%

The **minimum** standards of acceptable performance for Route No. N139 shall be:

Departing on Time	No less than 85.00%
Minimum Operated Mileage	No less than 99.00%

or as notified by the Corporation from time to time. The Operator will be required to achieve or better the standards.

It is unlikely that the minimum number of QSI surveys for performance measurement will be conducted on Route No. N139 at present. However, this may change at a later date.

QSI Thresholds

The QSI threshold is the standard of performance to be achieved by the operator in order to qualify for an automatic contract extension (in accordance with Schedule IX of the Framework Agreement).

Average Excess Wait Time Threshold = 1.15 minutes

It is unlikely that the minimum number of QSI surveys for Threshold measurement will be conducted on Route No. N139 at present. However, this may change at a later date when a Threshold figure may be published.

Summary of proposed QSI coverage: Route No. 139

Note: While London Buses undertakes to carry out QSI surveys at the times and locations specified below, it may prove impossible to rearrange a survey cancelled or nullified at short notice.

Survey locations

Location of QSI survey points in each direction

Southbound (towards Waterloo)

West End Green
Abbey Road / Belsize Road \$
Baker Street (AM only)
Oxford Circus

Northbound (towards West Hampstead)

Waterloo
Oxford Circus
Gloucester Place (PM only)
Abbey Road / Belsize Road \$

\$ Both directions observed simultaneously at this point. Counted as two surveys.

Total scheduled manual QSI surveys per quarter = 112.

8. RUNNING TIMES

Extracts from the public timetable with sample running times for Route Nos. 139 & N139 are attached at Appendix B. This gives an indication of the time required to travel the route. Attention is drawn to the variations in running times at different times of the day. Please refer to Section 2.8 of Part A of the Guide for Tenderers for further information.

Tenderers should carefully check the existing running times to ensure that they are appropriate in present traffic conditions. Tenderers should particularly check the existing running times for the Monday to Friday AM interpeak and early evening, Saturday shopping and Sunday shopping period.

It is expected that any changes to these running times can be accommodated within existing cycle times.

When reviewing existing, and devising new, running times Tenderers should refer to:

- the minimum performance standards for Route Nos. 139 & N139 in Section 7 above;
- the historical performance data provided in Section 1 Part B of the introduction to this ITT;
- the paragraph in Section 12 referring to the proposed extension of the Cashless Boarding zone throughout the whole of the London area.

In order to meet reliability targets, Tenderers may wish to consider the inclusion of a boarding time allowance at Trafalgar Square on Route No. N139 as appropriate on all or some nights.

Tenderers may consider if school summer holiday schedules, incorporating running time reductions, are desirable for this route. In this event, schedules and costs must be submitted separately.

9. LAYOVERS

Under normal circumstances, layover time on stands and at bus stations should be restricted to that required to provide a reliable service. Longer layovers for any other purpose may only be taken with the permission of the Corporation.

10. TIMING CONSTRAINTS

Route No. 139 should interwork with Route No. N139 to form a seamless 24 hour service.

Route Nos. 139 & N139 should interwork with Route Nos. 189 & N189 between Abbey Road, Belsize Road and Oxford Circus during all periods.

Tenderers submitting bids should bear this requirement in mind when compiling schedules. This requirement will be negotiated with the successful Tenderer for this route to ensure that optimal interworking /separation is delivered within its schedules.

11. CONTROL STRATEGY

Route Nos. 139 & N139 can suffer from the effects of traffic congestion, making some form of route control essential in order to achieve or better the minimum performance standards for this route.

Tenderers should submit proposals on the control strategy they intend to adopt and the type of control they would intend to use by completing the form provided in Section 3: Part 7 of this ITT. The cost of this control should be included within the main Tender price.

Tenderers should also indicate how they intend to facilitate driver changeovers and meal reliefs for this route.

Further information is provided in Section 2.11 of Part A of the Guide for Tenderers.

12. OPERATIONAL CONSIDERATIONS

Tenderers should note the following operating considerations affecting Route Nos. 139 & N139:

- Route Nos. 139 & N139 can suffer from unpredictable traffic delays in the West Hampstead area, and especially within central London (Baker Street, Oxford Street, Trafalgar Square);
- Route No. 139 can sometimes suffer from delays due to cricket matches (especially Test matches and one-day finals) at Lord's cricket ground;
- There have been some past problems regarding stand usage and occupancy at the West End Green terminus. **Tenderers should ensure that no more than 2 vehicles stand at any time at this terminus, and that they do not obstruct the Fire Station forecourt and exit in West End Lane.**

Tenderers should also note the following factors / events which may have an impact on Route Nos. 139 & N139 in the foreseeable future:

- It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract. **This is expected to lead to significant savings in running and recovery times to bus routes, and, therefore, potential resource (cycle time and PVR) savings are expected. Tenderers are required to identify and submit the level of savings per vehicle that could be achieved by reducing peak vehicle requirement, and / or how reliability targets could be revised when the Scheme is introduced.**

The above factors have been included to assist Tenderers and represents the information currently available to the Corporation. Tenderers should make their own enquiries about events which may impact upon the route and should form their own views about their likely effect upon it.

13. STOPPING ARRANGEMENTS

Buses operating on Route Nos. 139 & N139 must serve all stops on the line of route designated for the route. There are two types of bus stop:

- Compulsory (white stop flag): where all buses must stop.
- Request (red stop flag): where buses are only required to stop if a passenger rings the bell or an intending passenger signals to the driver.

On all night routes (with N prefix) and on 24 hour routes (between the hours of 0100 and 0430) all bus stops are regarded as request stops regardless of their type.

14. TIMING POINTS & MILEAGES

Timing Points

The required timing points (and codes) are shown in Caesar.

Mileages for Route Nos. 139 & N139

West Hampstead, West End Green to Waterloo, Tenison Way	6.7 miles
Waterloo, Tenison Way to West Hampstead, West End Green	6.2 miles

Tenderers should note that:

- these measurements are believed to be accurate to within 0.5 miles, but no warranty or representation as to accuracy is given;
- out of service stand workings have not been measured and are not included within the above measurements;
- if alternative or additional measurements are used by the Tenderer, these must be stated in the tender submission;
- point to point measurements pertaining to recognised curtailment points or alternative terminals will be agreed with the successful Tenderer once the contract has been awarded.

15. VEHICLE LIVERY

All vehicles to be used on Route Nos. 139 & N139 from the commencement of the new Route Agreement must be in a livery that is exclusively Corporation red. The paint should be matched accurately to the colour as defined by the following manufacturer's specifications:

ICI London Bus Red P498 FPF 3

Other manufacturers should also be able to produce this specification from the ICI colour chart.

This requirement does not include the lower panels which may be in a different colour but which shall not exceed 50cm in height, or the rooftop which should be painted white so as to reduce temperatures inside the vehicle during the summer months.

The positioning and size of Operators' logos are to be agreed between the Operator and the Corporation and, where possible, these should be above the front doors on the nearside of the vehicles and above the drivers' offside cab windows.

All livery proposals must be submitted to the Contracts Tendering Manager for approval.

APPENDIX A: ROUTE RECORD

ROUTE No. 139: WEST HAMPSTEAD, WEST END GREEN - WATERLOO, TENISON WAY

STREETS TRAVERSED

Towards Waterloo, Tenison Way: 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, Aldwych, Strand, Lancaster Place, Waterloo Bridge, Waterloo Road, Tenison Way, York Road, Mepham Street.

Towards West Hampstead, West End Green: 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, Piccadilly Circus, Regent Street, Oxford Street, Portman Street, Portman Square (west side), Gloucester Place, Rossmore Road, Lisson Grove, Grove End Road, Abbey Road, West End Lane.

STANDS, TURNING POINTS AND DESTINATION BLINDS

Tenderers should note that under normal circumstances, the specific restrictions relating to each stand will apply to the whole stand at all times. Any variation to such standing arrangements must be agreed by the Corporation. In addition, Tenderers should note the following general requirements:

- 1) Drivers MUST switch off engines during layover periods at bus stations or on stands.
- 2) No meal reliefs may be taken on any stand (on or off line of route) without the permission of the Corporation.
- 3) No crew ferry vehicles may enter any stand (on or off line of route) without the permission of the Corporation.
- 4) Destination blind displays to be used are shown under each stand description. Tenderers may suggest, within their bids, alternative blind displays.
- 5) The intermediate (also known as via) blind display to be used on the nearside of the vehicle is shown in the box below:

139 via Aldwych

For further information, please refer to Annex C of the Framework Agreement: General Conditions relating to the use of London Buses' Bus Stations and Stands.

WEST HAMPSTEAD, WEST END GREEN

Public offside stand for 1 bus at West End Green in slip road on east side of West End Lane commencing opposite the party wall of Nos. 272/274 and extending 12 metres north.

Buses proceed from West End Lane direct to stand, departing to West End Lane. Set down in West End Lane, at stop R and pick up in West End Lane, at stop T.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than **2** vehicles on Route Nos. 139 & N139 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.
OTHER INFORMATION: Automated convenience available 24 hours.
BLIND DISPLAY: West Hampstead

BAKER STREET STATION (from West Hampstead, West End Green)

Buses proceed from Baker Street via York Street departing to Gloucester Place. Set down in Baker Street, at stop G and pick up in Gloucester Place, at stop Q.

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 on west side of Allsop Place, commencing opposite the party wall of 6/7 Allsop Place and extending 57 metres east to lamp standard R1846, opposite No. 12.

From West Hampstead, West End Green

Buses proceed from Baker Street via York Street, Gloucester Place, Marylebone Road and Allsop Place to stand, departing via Allsop Place, Baker Street and York Street to Gloucester Place. Set down in Baker Street, at stop G and pick up in Gloucester Place, at stop Q.

From Waterloo, Tenison Way

Buses proceed from Gloucester Place via Marylebone Road and Allsop Place to stand, departing via Allsop Place to Baker Street. Set down in Gloucester Place, at stop Q and pick up in Baker Street, at stop B.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: To be used for 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 West Hampstead, West End Green)

Buses proceed from Orchard Street via Oxford Street departing to Portman Street. Set down in Orchard Street, at stop BZ and pick up in Portman Street, at stop N.

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

OXFORD CIRCUS, JOHN PRINCES STREET (from West Hampstead, West End Green)

Public stand on east side of John Princes 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 Princes Street to stand, departing via John Princes Street to Oxford Street. Set down in Oxford Street, at stop OE and pick up in Oxford Street, at stop OR.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: To be used for 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 West Hampstead, West End Green)

Public stand on west side of Waterloo Place, commencing 12 metres south of No.11 and extending 17 metres south.

Buses proceed from Haymarket via Pall Mall and Waterloo Place to stand, departing via Waterloo Place to Regent Street. Set down in Haymarket, at stop R and pick up in Regent Street, at stop Z.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: To be used for 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 West Hampstead, West End Green)

Buses proceed from Regent Street via Piccadilly Circus, Haymarket and Charles II Street departing to Regent Street. Set down in Regent Street, at stop G and pick up in Regent Street, at stop Z.

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

TRAFALGAR SQUARE, NORTHUMBERLAND AVENUE (from West Hampstead, West End Green)

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

1. From a point 16 metres east of the centre-line of Great Scotland Yard, extending 25 metres east;
2. From 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 and pick up in Cockspur Street, at stop T.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	To be used for 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

WATERLOO, TENISON WAY

New Stand at Tenison Way Bus Station.

Buses proceed from Mepham Street via Tenison Way Bus Station to stand, departing to Tenison Way Bus Station. Set down in Mepham Street, at alighting point and pick up in Tenison Way Bus Station, at stop J.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 vehicles on Route Nos. 139 & N139 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.
OTHER INFORMATION:	London Buses toilet facilities available 24 hours a day.
BLIND DISPLAY:	Waterloo

APPENDIX B: SAMPLE RUNNING TIMES FOR ROUTE NO. 139

(based on current schedule)

MONDAYS TO FRIDAYS

1. West Hampstead, West End Green to Waterloo Station

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical early evening	Typical late evening
West Hampstead <i>West End Green</i>	0540	0759	1159	1700	2007	2307
West Hampstead Station	0542	0803	1202	1704	2010	2310
Belsize Road <i>Abbey Road</i>	0545	0812	1208	1711	2015	2315
Abbey Road <i>Grove End Road</i>	0548	0818	1213	1716	2018	2318
Baker St Station	0553	0826	1218	1721	2023	2323
Orchard Street <i>Selfridges</i>	0556	0831	1224	1727	2027	2327
Oxford Circus <i>Oxford Street</i>	0601	0837	1233	1736	2031	2331
Piccadilly Circus	0605	0845	1240	1743	2036	2336
Trafalgar Square <i>Cockspur Street</i>	0609	0850	1246	1749	2042	2342
Aldwych <i>St Mary's Church</i>	0612	0855	1251	1755	2047	2347
Waterloo Station <i>Mepham Street</i>	0615	0900	1256	1801	2051	2350
	35	61	57	61	44	43
	minutes	minutes	minutes	minutes	minutes	minutes

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2. Waterloo Station to West Hampstead, West End Green

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical early evening	Typical late evening
Waterloo Station <i>Tenison Way</i>	0622	0801	1105	1704	1959	2259
<i>Strand South Side</i>	0625	0806	1110	1709	2003	2303
<i>Trafalgar Square Cockspur Street</i>	0628	0810	1116	1715	2008	2308
<i>Piccadilly Circus</i>	0631	0816	1123	1723	2013	2313
<i>Oxford Circus Oxford Street</i>	0635	0822	1130	1730	2019	2319
<i>Portman Square Orchard Street</i>	0640	0828	1137	1738	2024	2324
<i>Dorchester Square</i>	0643	0831	1143	1744	2029	2329
<i>Abbey Road Grove End Road</i>	0647	0836	1148	1749	2033	2333
<i>Belsize Road Abbey Road</i>	0652	0841	1153	1755	2038	2338
<i>West Hampstead Station</i>	0655	0847	1158	1703	2043	2343
West Hampstead <i>West End Green</i>	0658	0851	1202	1708	2046	2346
	36	50	57	64	47	47
	minutes	minutes	minutes	minutes	minutes	minutes

SATURDAYS

1. West Hampstead, West End Green to Waterloo Station

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical early evening	Typical late evening
West Hampstead West End Green	0540	1102	1501	2007	2307
West Hampstead Station	0542	1106	1505	2010	2310
Belsize Road <i>Abbey Road</i>	0545	1112	1512	2015	2315
Abbey Road <i>Grove Green Road</i>	0548	1117	1517	2018	2318
Baker Street Station	0553	1122	1522	2023	2323
Orchard Street <i>Selfridges</i>	0556	1128	1528	2027	2327
Oxford Circus <i>Oxford Street</i>	0601	1136	1537	2031	2331
Piccadilly Circus	0605	1143	1544	2036	2336
Trafalgar Square <i>Cockspur Street</i>	0609	1149	1550	2042	2342
Aldywch <i>St Mary's Church</i>	0612	1153	1556	2047	2347
Waterloo Station Mephram Street	0615	1158	1601	2051	2350
	35	56	60	44	43
	minutes	minutes	minutes	minutes	minutes

Service Specification for Route Nos. 139 & N139 - 17/11/2008

2. Waterloo Station to West Hampstead, West End Green

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical early evening	Typical late evening
Waterloo Station <i>Tenison Way</i>	0622	1059	1458	2000	2259
<i>Strand South Side</i>	0625	1103	1502	2004	2303
<i>Trafalgar Street Cockspur Street</i>	0628	1108	1508	2009	2308
<i>Piccadilly Circus</i>	0631	1115	1515	2014	2313
<i>Oxford Circus Oxford Street</i>	0635	1122	1522	2020	2319
<i>Portman Square Orchard Street</i>	0640	1129	1529	2025	2324
<i>Dorchester Square</i>	0643	1133	1535	2030	2329
<i>Abbey Road Grove Green Road</i>	0647	1138	1540	2034	2333
<i>Belsize Road Abbey Road</i>	0652	1144	1546	2039	2338
<i>West Hampstead Station</i>	0655	1150	1552	2044	2343
West Hampstead <i>West End Green</i>	0658	1153	1556	2047	2346
	36	54	58	47	47
	minutes	minutes	minutes	minutes	minutes

Service Specification for Route Nos. 139 & N139 - 17/11/2008

SUNDAYS

1. West Hampstead, West End Green to Waterloo Station

	Typical Early morning	Typical late AM shopping period	Typical PM shopping period	Typical early evening	Typical late evening
West Hampstead <i>West End Green</i>	0540	1059	1456	2007	2259
West Hampstead Station	0542	1102	1459	2010	2303
Belsize Road <i>Belsize Road</i>	0545	1107	1504	2015	2308
Abbey Road <i>Grove Green Road</i>	0549	1111	1508	2018	2313
Baker Street Station	0553	1116	1513	2023	2319
Orchard Street <i>Selfridges</i>	0556	1121	1518	2027	2324
Oxford Circus <i>Oxford Street</i>	0601	1127	1527	2031	2329
Piccadilly Circus	0605	1132	1534	2036	2333
Trafalgar Square <i>Cockspur Street</i>	0609	1138	1540	2042	2338
Aldywch <i>St Mary's Church</i>	0612	1142	1545	2047	2343
Waterloo Station <i>Mepham Street</i>	0615	1147	1550	2051	2346
	35 minutes	48 minutes	54 minutes	44 minutes	47 minutes

Service Specification for Route Nos. 139 & N139 - 17/11/2008

2. Waterloo Station to West Hampstead, West End Green

	Typical Early morning	Typical late AM shopping period	Typical PM shopping period	Typical early evening	Typical late evening
Waterloo Station <i>Tenison Way</i>	0625	1055	1501	2000	2259
<i>Strand South Side</i>	0628	1058	1505	2004	2303
<i>Trafalgar Square Cockspur Street</i>	0631	1102	1511	2009	2308
<i>Piccadilly Circus</i>	0634	1107	1518	2014	2313
<i>Oxford Circus Oxford Street</i>	0638	1112	1525	2020	2319
<i>Portman Square Orchard Street</i>	0643	1118	1532	2025	2324
<i>Dorchester Square</i>	0646	1122	1537	2030	2329
<i>Abbey Road Grove Green Road</i>	0650	1126	1541	2034	2333
<i>Belsize Road Abbey Road</i>	0655	1131	1546	2039	2338
<i>West Hampstead Station</i>	0658	1135	1552	2044	2343
West Hampstead <i>West End Green</i>	0701	1138	1555	2047	2346
	36 minutes	43 minutes	54 minutes	47 minutes	47 minutes

The above tables have been included to assist Tenderers. They represent the information currently available to the Corporation. Tenderers should form their own views about what is appropriate in terms of running times. (See Section 8.)

APPENDIX B: SAMPLE RUNNING TIMES (Nightly)
(based on current schedule)

MONDAY – THURSDAY NIGHT

1. West Hampstead, West End Green to Waterloo Station

	Typical nightly
West Hampstead <i>West End Green</i>	0020
West Hampstead Station	0021
Belsize Road <i>Abbey Road</i>	0024
Abbey Road <i>Grove Green Road</i>	0027
Baker Street Station	0031
Portman Square <i>Orchard Square</i>	0034
Oxford Circus <i>Oxford Street</i>	0038
Piccadilly Circus	0041
Trafalgar Square <i>Cockspur Street</i>	0044
Aldwych <i>St Mary's Church</i>	0047
Waterloo Station <i>Mepham Street</i>	0050
	30
	minutes

2. Waterloo Station to West Hampstead, West End Green

	Typical nightly
Waterloo Station <i>Tenison Way</i>	0037
Strand <i>South Side</i>	0040
Trafalgar Square <i>Cockspur Street</i>	0043
Piccadilly Circus	0046
Oxford Circus <i>Oxford Street</i>	0050
Portman Square <i>Orchard Street</i>	0053
Dorchester Square	0055
Abbey Road <i>Grove Green Road</i>	0058
Belsize Road <i>Abbey Road</i>	0102
West Hampstead Station	0105
West Hampstead <i>West End Green</i>	0107
	30
	minutes

FRIDAY NIGHT1. West Hampstead, West End Green to Waterloo Station

	Typical nightly
West Hampstead <i>West End Green</i>	0015
West Hampstead Station	0016
Belsize Road <i>Abbey Road</i>	0019
Abbey Road <i>Grove Green Road</i>	0022
Baker Street Station	0026
Portman Square <i>Orchard Street</i>	0029
Oxford Circus <i>Oxford Street</i>	0033
Piccadilly Circus	0038
Trafalgar Square <i>Cockspur Street</i>	0043
Aldwych <i>St Mary's Church</i>	0048
Waterloo Station <i>Mepham Street</i>	0051
	36
	minutes

2. Waterloo Station to West Hampstead, West End Green

	Typical nightly
Waterloo Station <i>Tenison Way</i>	0032
Strand <i>South Side</i>	0035
Trafalgar Square <i>Cockspur Street</i>	0039
Piccadilly Circus	0044
Oxford Circus <i>Oxford Street</i>	0050
Portman Square <i>Orchard Street</i>	0055
Dorchester Square	0057
Abbey Road <i>Grove Green Road</i>	0100
Belsize Road <i>Abbey Road</i>	0104
West Hampstead Station	0107
West Hampstead <i>West End Green</i>	0109
	37
	minutes

SATURDAY NIGHT1. West Hampstead, West End Green to Waterloo Station

	Typical nightly
West Hampstead <i>West End Green</i>	0015
West Hampstead Station	0016
Belsize Road <i>Abbey Road</i>	0019
Abbey Road <i>Grove Green Road</i>	0022
Baker Street Station	0026
Portman Square <i>Orchard Street</i>	0029
Oxford Circus <i>Oxford Street</i>	0033
Piccadilly Circus	0038
Trafalgar Square <i>Cockspur Street</i>	0043
Aldwych <i>St Mary's Church</i>	0048
Waterloo Station <i>Mepham Street</i>	0051
	36
	minutes

2. Waterloo Station to West Hampstead, West End Green

	Typical nightly
Waterloo Station <i>Tenison Way</i>	0032
Strand <i>South Side</i>	0035
Trafalgar Square <i>Cockspur Street</i>	0039
Piccadilly Circus	0044
Oxford Circus <i>Oxford Street</i>	0050
Portman Square <i>Orchard Street</i>	0055
Dorchester Square	0057
Abbey Road <i>Grove Green Road</i>	0100
Belsize Road <i>Abbey Road</i>	0104
West Hampstead Station	0107
West Hampstead <i>West End Green</i>	0109
	37
	minutes

SUNDAY NIGHT1. West Hampstead, West End Green to Waterloo Station

	Typical nightly
West Hampstead <i>West End Green</i>	0020
West Hampstead Station	0021
Belsize Road <i>Abbey Road</i>	0024
Abbey Road <i>Grove Green Road</i>	0027
Baker Street Station	0031
Portman Square <i>Orchard Square</i>	0034
Oxford Circus <i>Oxford Street</i>	0038
Piccadilly Circus	0041
Trafalgar Square <i>Cockspur Street</i>	0044
Aldwych <i>St Mary's Church</i>	0047
Waterloo Station <i>Mepham Street</i>	0050
	30
	minutes

2. Waterloo Station to West Hampstead, West End Green

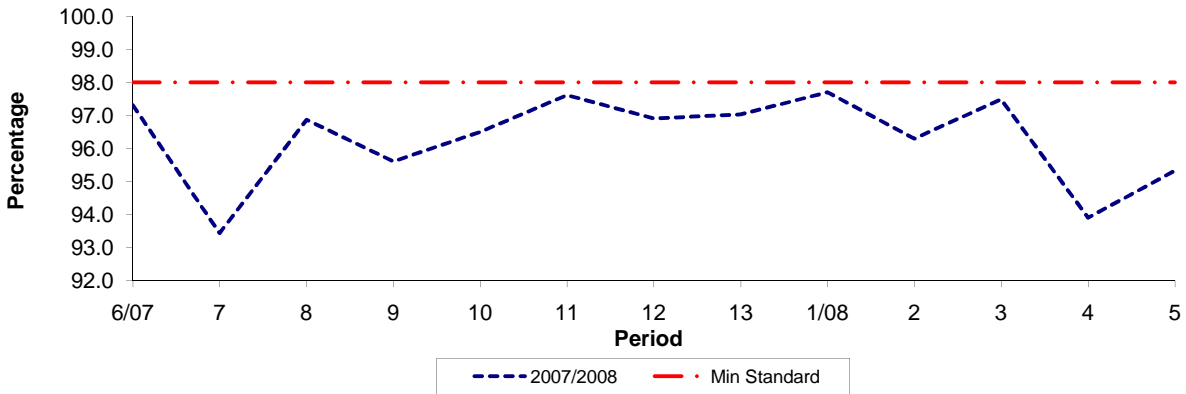
	Typical nightly
Waterloo Station <i>Tenison Way</i>	0037
Strand <i>South Side</i>	0040
Trafalgar Square <i>Cockspur Street</i>	0043
Piccadilly Circus	0046
Oxford Circus <i>Oxford Street</i>	0050
Portman Square <i>Orchard Street</i>	0053
Dorchester Square	0055
Abbey Road <i>Grove Green Road</i>	0058
Belsize Road <i>Abbey Road</i>	0102
West Hampstead Station	0105
West Hampstead <i>West End Green</i>	0107
	30
	minutes

The above tables have been included to assist Tenderers. They represent the information currently available to the Corporation. Tenderers should form their own views about what is appropriate in terms of running times. (See Section 8.)

PART B - PERFORMANCE STATISTICS

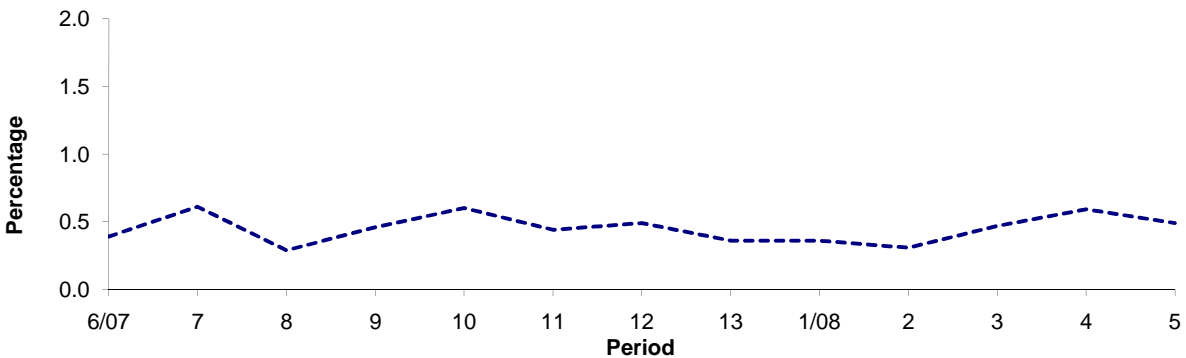
Route 139

Mileage Operated



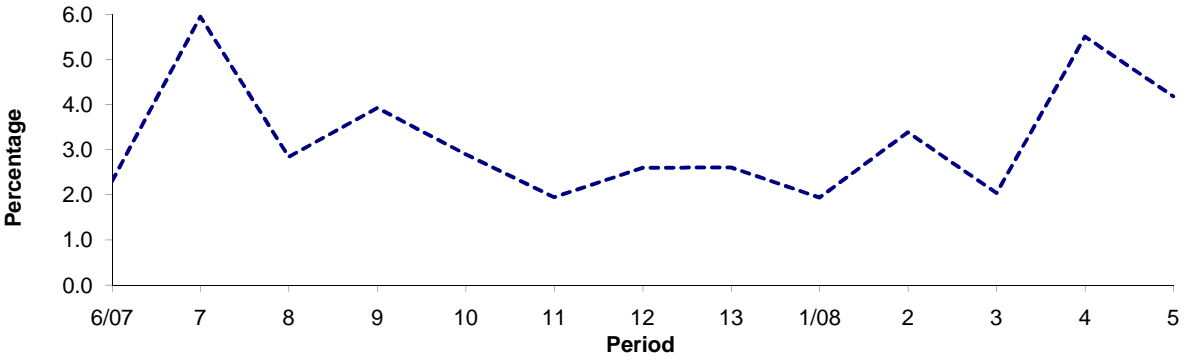
Period	6/07	7	8	9	10	11	12	13	1/08	2	3	4	5
2007/2008	97.31	93.44	96.87	95.61	96.50	97.61	96.91	97.03	97.70	96.30	97.49	93.90	95.33
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	6/07	7	8	9	10	11	12	13	1/08	2	3	4	5
2007/2008	0.39	0.61	0.29	0.46	0.60	0.44	0.49	0.36	0.36	0.31	0.47	0.59	0.49

Non Deductible Mileage



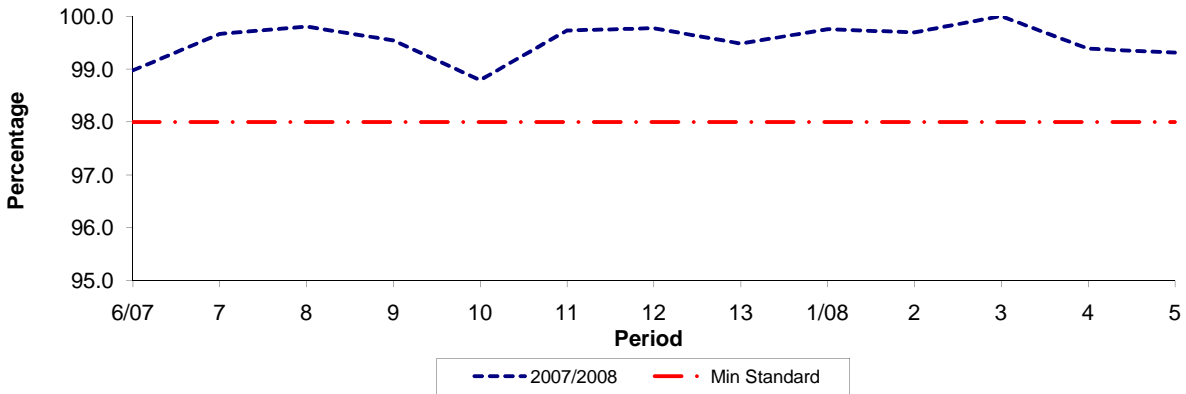
Period	6/07	7	8	9	10	11	12	13	1/08	2	3	4	5
2007/2008	2.30	5.95	2.84	3.93	2.90	1.95	2.60	2.61	1.94	3.39	2.04	5.51	4.18

Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

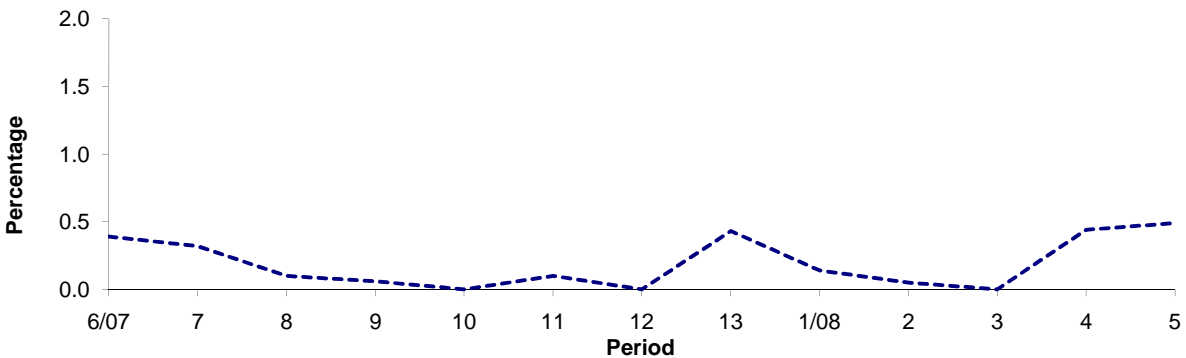
Route N139

Mileage Operated



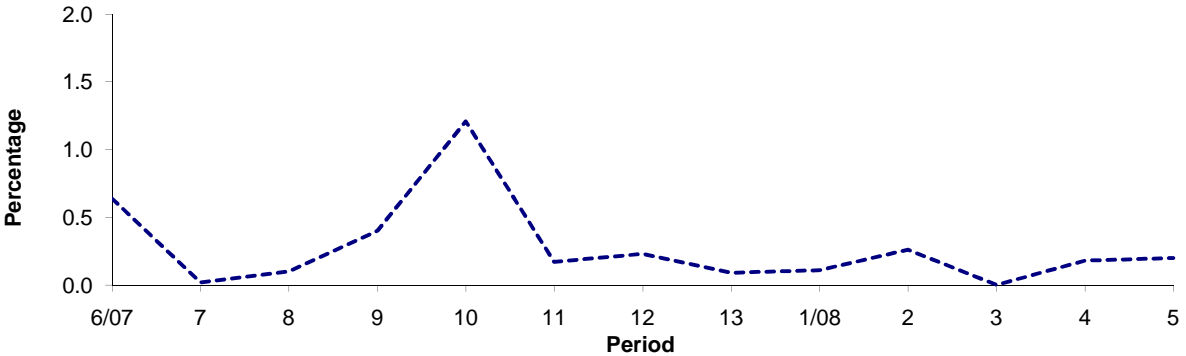
Period	6/07	7	8	9	10	11	12	13	1/08	2	3	4	5
2007/2008	98.97	99.66	99.80	99.54	98.79	99.73	99.77	99.48	99.75	99.69	100.00	99.38	99.31
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	6/07	7	8	9	10	11	12	13	1/08	2	3	4	5
2007/2008	0.39	0.32	0.10	0.06	0.00	0.10	0.00	0.43	0.14	0.05	0.00	0.44	0.49

Non Deductible Mileage

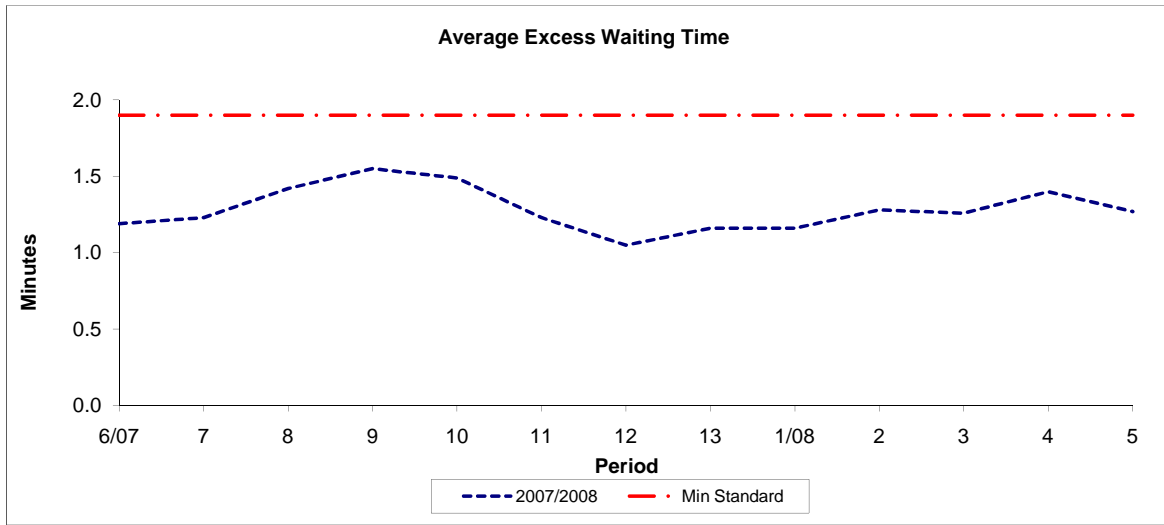


Period	6/07	7	8	9	10	11	12	13	1/08	2	3	4	5
2007/2008	0.64	0.02	0.10	0.40	1.21	0.17	0.23	0.09	0.11	0.26	0.00	0.18	0.20

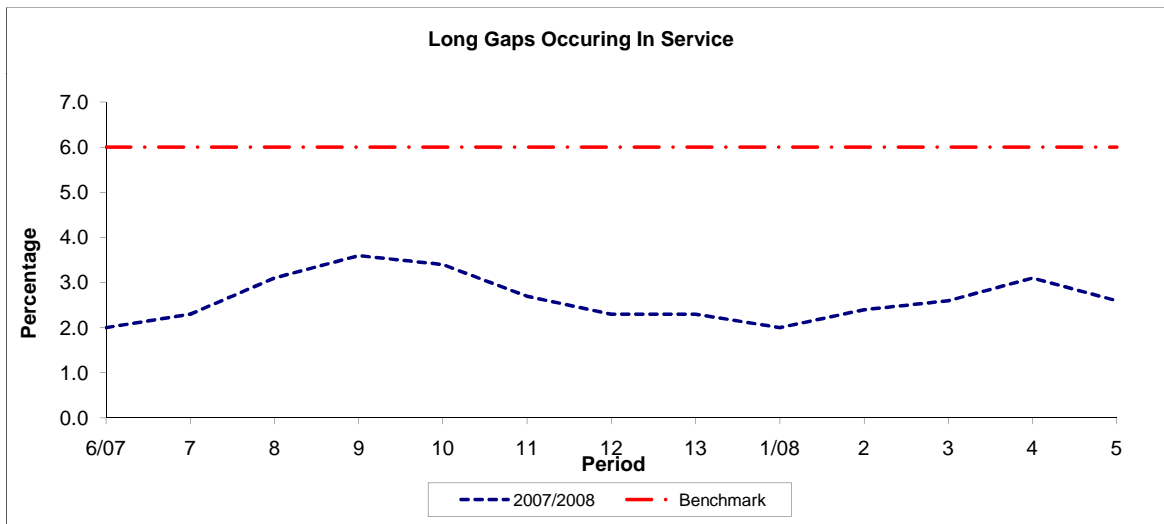
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 139



Period	6/07	7	8	9	10	11	12	13	1/08	2	3	4	5
2007/2008	1.19	1.23	1.42	1.55	1.49	1.23	1.05	1.16	1.16	1.28	1.26	1.40	1.27
Min Standard	1.90	1.90	1.90	1.90	1.90	1.90	1.90	1.90	1.90	1.90	1.90	1.90	1.90

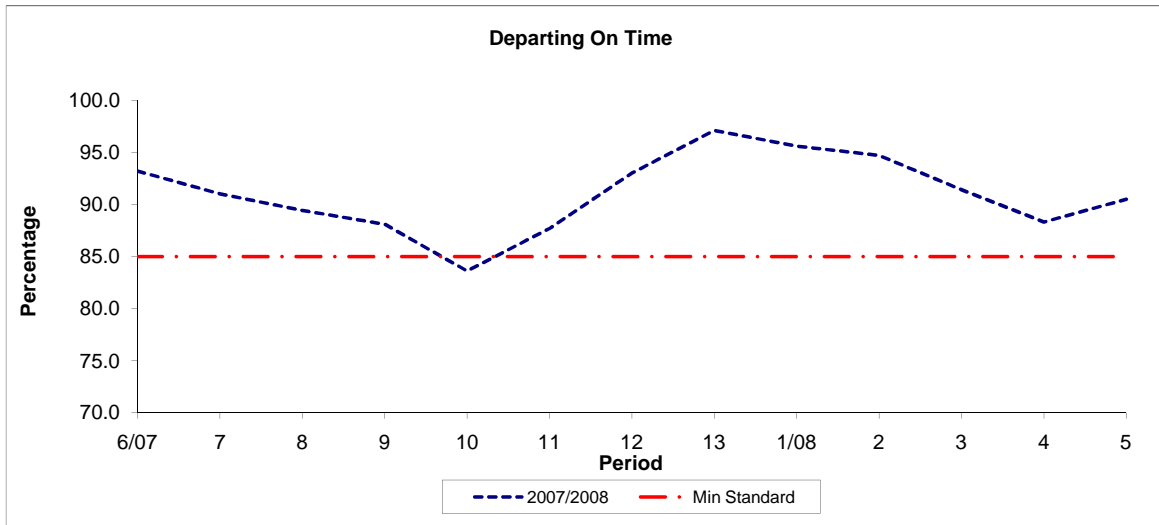


Period	6/07	7	8	9	10	11	12	13	1/08	2	3	4	5
2007/2008	2.00	2.30	3.10	3.60	3.40	2.70	2.30	2.30	2.00	2.40	2.60	3.10	2.60
Benchmark	6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00

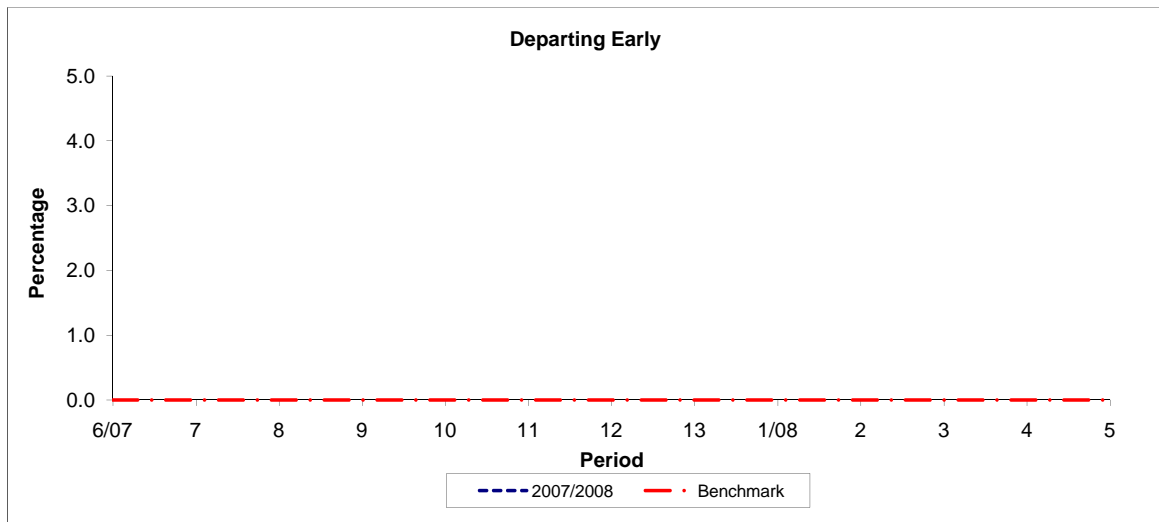
Note : Reliability is based on 12 weeks rolling data

PART B - PERFORMANCE STATISTICS

Route N139



Period	6/07	7	8	9	10	11	12	13	1/08	2	3	4	5
2007/2008	93.20	91.00	89.40	88.10	83.60	87.70	93.00	97.10	95.60	94.70	91.40	88.30	90.50
Min Standard	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00



Period	6/07	7	8	9	10	11	12	13	1/08	2	3	4	5
2007/2008													
Benchmark	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Note : Reliability is based on 12 weeks rolling data