7. Service Specification

Route: 49 Contract Reference:QC73801

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

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

Terminus Points	Clapham Junction and White City Bus Station
Contract Basis	Incentivised
Commencement Date	4th September 2021
Vehicle Type	87 capacity, dual door, double deck
Current Maximum Approved Dimensions	10.3 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required (for double deck vehicles)	Yes
Electric Price Required	**Yes – please note**
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard (Both Options)	Average Excess Wait Time - No more than 1.20 minutes
Extension Threshold (Both Options)	Average Excess Wait Time Threshold - 1.10 minutes
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:
No later than 12 Noon on Tuesday 28th July 2020

Tenderers should refer to section 3 of Part A for the Service Specification Explanatory Notes and Appendix B of section 5 for the Example Service Specification of the ITT document.

SERVICE SPECIFICATION

1) SERVICE SPEC - ROUTE SPECIFICATION INFORMATION
2) NOTES
3) SCHEDULE REQUIREMENTS & PINCHPOINTS
4) OPERATIONAL CONSIDERATIONS
5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS

2) NOTES

Proposed Changes:
At this time, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. 49.

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 No. 49.

Option 2
- Mondays to Saturdays daytime frequencies are reduced from every 7-8 minutes (8 buses per hour) to every 10 minutes.
- Ex Clapham Junction, Northcote 1 Mondays to Fridays AM peak flow journey is specified to provide a frequency of every 8-9 minutes (9 buses per hour) to arrive at Chelsea, Beaufort Street between 0730 and 0830.

Options 1 & 2
- The Minimum Performance Standard and the Extension Threshold are revised.

Operators should provide the following prices:

1. **Annual diesel-electric hybrid price - based on minimum 5 year contract.**
2. **Annual electric price - based on a minimum 5 year contract. Tenderers should outline the strategy they would adopt for recharging these vehicles, together with any other operational and infrastructure assumptions, within the tender submission.**

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

1. **Alternative Zero Emission vehicles (e.g. hydrogen).**
2. **Vehicles that offer genuine increased capacity and are certified as such.**
3. **Existing vehicles. Costs must include upgrading to Euro VI emissions standards where required. Please note that existing diesel vehicles will <u>NOT</u> be considered for routes which are already operated by hybrids.**

NOTES - continued

If submitting bids based on electric vehicles, Tenderers are reminded of the revised charging equipment specification requirements applicable from Tranche 726.

The welfare of bus drivers during their working day is essential, and appropriate locations for sign-on and sign-off as well as meal reliefs should be identified within the bid. These locations should have appropriate facilities available for drivers at the beginning and end of shifts to carry out their duties (including fitness for duty). For breaks and periods of rest between work there should be appropriate toilet provision (including the availability, condition and cleanliness of the facilities) and suitable locations to take a break. Whilst the obligation to provide suitable facilities remains with the bus operator, if there are any risks in not being able to supply these, the bus operator must make TfL aware in their tender or at any later stage when this becomes apparent.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1

Clapham Junction, Northcote to White City Bus Station			White City Bus Station to Clapham Junction, Bolingbroke Grove		
First departure no later than 0500.			First departure no later than 0500.		
0455 - 0600	Every 15 minutes		0455 - 0520	Every 20 minutes	
0601 - 0650	Every 10 minutes		0521 - 0605	Every 15 minutes	
0651 - 1905	Every 7-8 minutes (8 buses per hour)		0606 - 0645	Every 10 minutes	
1906 - 1945	Every 10 minutes		0646 - 1855	Every 7-8 minutes (8 buses per hour)	
1946 - 0040	Every 12 minutes		1856 - 2005	Every 10 minutes	
			2006 - 0045	Every 12 minutes	
Last departure no earlier than 0035.			Last departure no earlier than 0040.		
Pinchpoints					
Kensington High Street, Addison Road	0740 - 0905	8 minutes	Battersea, Latchmere	0745 - 0910	8 minutes
	1455 - 1630	8 minutes		1505 - 1640	8 minutes

OPTION 2

Clapham Junction to White City Bus Station			White City Bus Station to Clapham Junction		
First departure no later than 0500.			First departure no later than 0500.		
0455 - 0600	Every 15 minutes		0455 - 0520	Every 20 minutes	
0601 - 0715	Every 10 minutes		0521 - 0605	Every 15 minutes	
0716 - 0815*	Every 8-9 minutes (9 buses per hour)		0606 - 2005	Every 10 minutes	
0816 - 1945	Every 10 minutes		2006 - 0045	Every 12 minutes	
1946 - 0040	Every 12 minutes				
Last departure no earlier than 0035.			Last departure no earlier than 0040.		
Pinchpoints					
Kensington High Street, Addison Road	0720 - 0750	10 minutes	Battersea, Latchmere	0745 - 0905	10 minutes
	0751 - 0905	9 minutes		1505 - 1635	10 minutes
	1455 - 1635	10 minutes			

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1

Clapham Junction to White City Bus Station			White City Bus Station to Clapham Junction		
First departure no later than 0500.			First departure no later than 0500.		
0455 - 0620	Every 20 minutes		0455 - 0600	Every 20 minutes	
0621 - 0720	Every 15 minutes		0601 - 0700	Every 15 minutes	
0721 - 0820	Every 12 minutes		0701 - 0800	Every 12 minutes	
0821 - 0920	Every 10 minutes		0801 - 0900	Every 10 minutes	
0921 - 1750	Every 7-8 minutes (8 buses per hour)		0901 - 1745	Every 7-8 minutes (8 buses per hour)	
1751 - 1845	Every 10 minutes		1746 - 1905	Every 10 minutes	
1846 - 0040	Every 12 minutes		1906 - 0045	Every 12 minutes	
Last departure no earlier than 0035.			Last departure no earlier than 0040.		
Pinchpoints					
Kensington High Street, Addison Road	1000 - 1200	8 minutes	Battersea, Latchmere	1000 - 1200	8 minutes

OPTION 2

Clapham Junction to White City Bus Station			White City Bus Station to Clapham Junction		
First departure no later than 0500.			First departure no later than 0500.		
0455 - 0620	Every 20 minutes		0455 - 0600	Every 20 minutes	
0621 - 0720	Every 15 minutes		0601 - 0700	Every 15 minutes	
0721 - 0820	Every 12 minutes		0701 - 0800	Every 12 minutes	
0821 - 1845	Every 10 minutes		0801 - 1905	Every 10 minutes	
1846 - 0040	Every 12 minutes		1906 - 0045	Every 12 minutes	
Last departure no earlier than 0035.			Last departure no earlier than 0040.		
Pinchpoints					
Kensington High Street, Addison Road	1000 - 1200	10 minutes	Battersea, Latchmere	1000 - 1200	10 minutes

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

OPTIONS 1 & 2

Clapham Junction to White City Bus Station			White City Bus Station to Clapham Junction		
First departure no later than 0500.			First departure no later than 0500.		
0455 - 0720	Every 20 minutes		0455 - 0700	Every 20 minutes	
0721 - 0850	Every 15 minutes		0701 - 0945	Every 15 minutes	
0851 - 0950	Every 12 minutes		0946 - 1815	Every 10 minutes	
0951 - 1830	Every 10 minutes		1816 - 0045	Every 12 minutes	
1831 - 0040	Every 12 minutes				
Last departure no earlier than 0035.			Last departure no earlier than 0040.		
Pinchpoints					
Kensington High Street, Addison Road	1045 - 1245	10 minutes	Battersea, Latchmere	1040 - 1240	10 minutes

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

4) OPERATIONAL CONSIDERATIONS

4.1) The Notting Hill Carnival is an annual event held in the Notting Hill area over the late Summer Bank Holiday period and affects several LBSL contracted bus services. The arrangements for serving the area are flexible and depend on what advance information is provided by bodies such as the Metropolitan Police. Prior to the event, London Buses Officials will discuss service provision with those Operators who are involved.

4.2) Home Football matches at Queens Park Rangers F.C. in Loftus Road can cause severe traffic congestion in the Shepherd's Bush area.

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 49: Clapham Junction, Bolingbroke Grove - White City Bus Station

Date of Structural Change: 4 September 2021.

Date of Service Change: 4 September 2021.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards White City Bus Station: Battersea Rise, St John's Road, Falcon Road, Battersea Park Road, Battersea Bridge Road, Battersea Bridge, Beaufort Street, King's Road, Sydney Street, Fulham Road, Sydney Place, Onslow Square, Harrington Road, Stanhope Gardens, Gloucester Road, Palace Gate, Kensington Road, Kensington High Street, Holland Road, Holland Park Roundabout, Uxbridge Road, Shepherds Bush Interchange, Westfield Way, Ariel Way, White City Bus Station.

Towards Clapham Junction, Bolingbroke Grove: White City Bus Station, Ariel Way, Westfield Way, Shepherds Bush Interchange, Uxbridge Road, Holland Park Roundabout, Holland Road, Addison Crescent, Addison Road, Kensington High Street, Kensington Road, Palace Gate, Gloucester Road, Stanhope Gardens, Harrington Road, Onslow Square, Sydney Place, Fulham Road, Sydney Street, King's Road, Beaufort Street, Battersea Bridge, Battersea Bridge Road, Prince Of Wales Drive, Albert Bridge Road, Battersea Park Road, Falcon Road, St John's Road, Battersea Rise.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

CLAPHAM JUNCTION, BOLINGBROKE GROVE

Public stand for four buses on west side of Bolingbroke Grove, commencing 14 metres south of junction Strath Terrace extinding 50 metres south.
Buses proceed from Battersea Rise via Bolingbroke Grove to stand, departing via Bolingbroke Grove and Boutflower Road to Battersea Rise. Set down in Battersea Rise, at Stop SC (12840 - Bolingbroke Grove, Last Stop on LOR: 12840 - Bolingbroke Grove) and pick up in Battersea Rise, at Stop X (1411 - Northcote Road, First Stop on LOR: 1411 - Northcote Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 49 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:	Clapham Junction.
OTHER INFORMATION:	Toilet facilities available (restricted opening times) at St. Mark's Church and at Battersea Rise Ambulance Station.

BATTERSEA BRIDGE ROAD, LATCHMERE (from WHITE CITY BUS STATION)

Public stand for two buses on west side of Battersea Bridge Road, commencing outside No. 214 and extending 23 metres south.
Buses proceed from Battersea Park Road via Battersea Bridge Road to stand, departing to Battersea Bridge Road. Set down in Battersea Park Road, at stop LB (33015 - The Latchmere, Last Stop on LOR: 33015 - The Latchmere) and pick up in Battersea Bridge Road, at stop LV (12877 - Prince Of Wales Drive, First Stop on LOR: 12877 - Prince Of Wales Drive).

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:	Battersea, Latchmere Road.

BATTERSEA BRIDGE ROAD, ELCHO STREET

From Clapham Junction, Bolingbroke Grove.
Buses proceed from Battersea Bridge Road via Parkgate Road, Elcho Street and Howie Street departing to Battersea Bridge Road. Set down in Battersea Bridge Road, at Stop BJ (12873 - Parkgate Road, Last Stop on LOR: 12873 - Parkgate Road) and pick up in Battersea Bridge Road, at Stop BE (12874 - Parkgate Road, First Stop on LOR: 12874 - Parkgate Road).

From White City Bus Station.
Buses proceed from Battersea Bridge Road via Parkgate Road, Elcho Street and Howie Street departing to Battersea Bridge Road. Set down in Battersea Bridge Road, at Stop BE (12874 - Parkgate Road, Last Stop on LOR: 12874 - Parkgate Road) and pick up in Battersea Bridge Road, at Stop BL (12871 - Battersea Bridge, First Stop on LOR: 12871 - Battersea Bridge).

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

SOUTH KENSINGTON, HARRINGTON ROAD

From Clapham Junction, Bolingbroke Grove.
Buses proceed from Onslow Square via Cromwell Place, Cromwell Road and Queensberry Place departing to Harrington Road. Set down in Onslow Square, at Stop B (33257 - Sth Kensington Stn <> / Old Brompton Rd, Last Stop on LOR: 33257 - Sth Kensington Stn <> / Old Brompton Rd) and pick up in Harrington Road, at Stop D (BP5348 - South Kensington Station <>, First Stop on LOR: BP5348 - South Kensington Station <>).

From White City Bus Station.
Buses proceed from Harrington Road via Cromwell Place, Cromwell Road, Cromwell Gardens, Thurloe Place and Cromwell Place departing to Harrington Road. Set down in Harrington Road, at Stop D (BP5348 - South Kensington Station <>, Last Stop on LOR: BP5348 - South Kensington Station <>) and pick up in Harrington Road, at Stop V (37414 - Queensberry Place, First Stop on LOR: 37414 - Queensberry Place).

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

KENSINGTON, QUEENS GATE (from Clapham Junction, Bolingbroke Grove)

Buses proceed from Gloucester Road via Queen's Gate Terrace, Queen's Gate and Kensington Road departing to Palace Gate. Set down in Gloucester Road, at Stop RN (3192 - Queen's Gate Terrace, Last Stop on LOR: 3192 - Queen's Gate Terrace) and pick up in Palace Gate, at Stop RP (11150 - Palace Gate, First Stop on LOR: 11150 - Palace Gate).

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

KENSINGTON, HOLLAND ROAD (from Clapham Junction, Bolingbroke Grove)

Buses proceed from Holland Road via Addison Crescent and Addison Road departing to Kensington High Street. Set down in Holland Road, at Stop N (11196 - Holland Gardens, Last Stop on LOR: 11196 - Holland Gardens) and pick up in Kensington High Street, at Stop W (35202 - Warwick Gardens, First Stop on LOR: 35202 - Warwick Gardens).

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

HOLLAND PARK AVENUE, KENSINGTON HILTON (from Clapham Junction, Bolingbroke Grove)

Buses proceed from Holland Road via Holland Park Roundabout departing to Holland Road. Set down in Holland Road (839 - Holland Road / Upper Addison Gardens, Last Stop on LOR: 839 - Holland Road / Upper Addison Gardens) and pick up in Holland Road (34171 - Holland Road / Upper Addison Gardens, First Stop on LOR: 34171 - Holland Road / Upper Addison Gardens).

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

WHITE CITY BUS STATION, STAND 4 & 5

Private stand for two buses on Route 49 at Stands 4 & 5 in White City Bus Stand. Buses proceed from White City Bus Station via Ariel Way and White City Bus Stand to stand, departing via White City Bus Stand and Ariel Way to White City Bus Station. Set down in White City Bus Station, at alighting point (BP5255 - White City Bus Station <>, Last Stop on LOR: BP5255 - White City Bus Station <>) and pick up in White City Bus Station, at stop WL (BP5239 - White City Bus Station <>, First Stop on LOR: BP5239 - White City Bus Station <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 49 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:	White City.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 49: Clapham Junction, Bolingbroke Grove - White City Bus Station

Date of Structural Change: 5 September 2021.

Date of Service Change: 5 September 2021.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards White City Bus Station: Battersea Rise, St John's Road, Falcon Road, Battersea Park Road, Battersea Bridge Road, Battersea Bridge, Beaufort Street, King's Road, Sydney Street, Fulham Road, Sydney Place, Onslow Square, Harrington Road, Stanhope Gardens, Gloucester Road, Palace Gate, Kensington Road, Kensington High Street, Holland Road, Holland Park Roundabout, Uxbridge Road, Shepherds Bush Interchange, Westfield Way, Ariel Way, White City Bus Station.

Towards Clapham Junction, Bolingbroke Grove: White City Bus Station, Ariel Way, Westfield Way, Shepherds Bush Interchange, Uxbridge Road, Holland Park Roundabout, Holland Road, Addison Crescent, Addison Road, Kensington High Street, Kensington Road, Palace Gate, Gloucester Road, Stanhope Gardens, Harrington Road, Onslow Square, Sydney Place, Fulham Road, Sydney Street, King's Road, Beaufort Street, Battersea Bridge, Battersea Bridge Road, Prince Of Wales Drive, Albert Bridge Road, Battersea Park Road, Falcon Road, St John's Road, Battersea Rise.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

CLAPHAM JUNCTION, BOLINGBROKE GROVE

Public stand for four buses on west side of Bolingbroke Grove, commencing 14 metres south of junction Strath Terrace extinding 50 metres south.
Buses proceed from Battersea Rise via Bolingbroke Grove to stand, departing via Bolingbroke Grove and Boutflower Road to Battersea Rise. Set down in Battersea Rise, at Stop SC (12840 - Bolingbroke Grove, Last Stop on LOR: 12840 - Bolingbroke Grove) and pick up in Battersea Rise, at Stop X (1411 - Northcote Road, First Stop on LOR: 1411 - Northcote Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 49 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:	Clapham Junction.
OTHER INFORMATION:	Toilet facilities available (restricted opening times) at St. Mark's Church and at Battersea Rise Ambulance Station.

BATTERSEA BRIDGE ROAD, LATCHMERE (from WHITE CITY BUS STATION)

Public stand for two buses on west side of Battersea Bridge Road, commencing outside No. 214 and extending 23 metres south.
Buses proceed from Battersea Park Road via Battersea Bridge Road to stand, departing to Battersea Bridge Road. Set down in Battersea Park Road, at stop LB (33015 - The Latchmere, Last Stop on LOR: 33015 - The Latchmere) and pick up in Battersea Bridge Road, at stop LV (12877 - Prince Of Wales Drive, First Stop on LOR: 12877 - Prince Of Wales Drive).

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:	Battersea, Latchmere Road.

BATTERSEA BRIDGE ROAD, ELCHO STREET

From Clapham Junction, Bolingbroke Grove.
Buses proceed from Battersea Bridge Road via Parkgate Road, Elcho Street and Howie Street departing to Battersea Bridge Road. Set down in Battersea Bridge Road, at Stop BJ (12873 - Parkgate Road, Last Stop on LOR: 12873 - Parkgate Road) and pick up in Battersea Bridge Road, at Stop BE (12874 - Parkgate Road, First Stop on LOR: 12874 - Parkgate Road).

From White City Bus Station.
Buses proceed from Battersea Bridge Road via Parkgate Road, Elcho Street and Howie Street departing to Battersea Bridge Road. Set down in Battersea Bridge Road, at Stop BE (12874 - Parkgate Road, Last Stop on LOR: 12874 - Parkgate Road) and pick up in Battersea Bridge Road, at Stop BL (12871 - Battersea Bridge, First Stop on LOR: 12871 - Battersea Bridge).

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

SOUTH KENSINGTON, HARRINGTON ROAD

From Clapham Junction, Bolingbroke Grove.
Buses proceed from Onslow Square via Cromwell Place, Cromwell Road and Queensberry Place departing to Harrington Road. Set down in Onslow Square, at Stop B (33257 - Sth Kensington Stn <> / Old Brompton Rd, Last Stop on LOR: 33257 - Sth Kensington Stn <> / Old Brompton Rd) and pick up in Harrington Road, at Stop D (BP5348 - South Kensington Station <>, First Stop on LOR: BP5348 - South Kensington Station <>).

From White City Bus Station.
Buses proceed from Harrington Road via Cromwell Place, Cromwell Road, Cromwell Gardens, Thurloe Place and Cromwell Place departing to Harrington Road. Set down in Harrington Road, at Stop D (BP5348 - South Kensington Station <>, Last Stop on LOR: BP5348 - South Kensington Station <>) and pick up in Harrington Road, at Stop V (37414 - Queensberry Place, First Stop on LOR: 37414 - Queensberry Place).

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

KENSINGTON, QUEENS GATE (from Clapham Junction, Bolingbroke Grove)

Buses proceed from Gloucester Road via Queen's Gate Terrace, Queen's Gate and Kensington Road departing to Palace Gate. Set down in Gloucester Road, at Stop RN (3192 - Queen's Gate Terrace, Last Stop on LOR: 3192 - Queen's Gate Terrace) and pick up in Palace Gate, at Stop RP (11150 - Palace Gate, First Stop on LOR: 11150 - Palace Gate).

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

KENSINGTON, HOLLAND ROAD (from Clapham Junction, Bolingbroke Grove)

Buses proceed from Holland Road via Addison Crescent and Addison Road departing to Kensington High Street. Set down in Holland Road, at Stop N (11196 - Holland Gardens, Last Stop on LOR: 11196 - Holland Gardens) and pick up in Kensington High Street, at Stop W (35202 - Warwick Gardens, First Stop on LOR: 35202 - Warwick Gardens).

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

HOLLAND PARK AVENUE, KENSINGTON HILTON (from Clapham Junction, Bolingbroke Grove)

Buses proceed from Holland Road via Holland Park Roundabout departing to Holland Road. Set down in Holland Road (839 - Holland Road / Upper Addison Gardens, Last Stop on LOR: 839 - Holland Road / Upper Addison Gardens) and pick up in Holland Road (34171 - Holland Road / Upper Addison Gardens, First Stop on LOR: 34171 - Holland Road / Upper Addison Gardens).

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

WHITE CITY BUS STATION, STAND 4 & 5

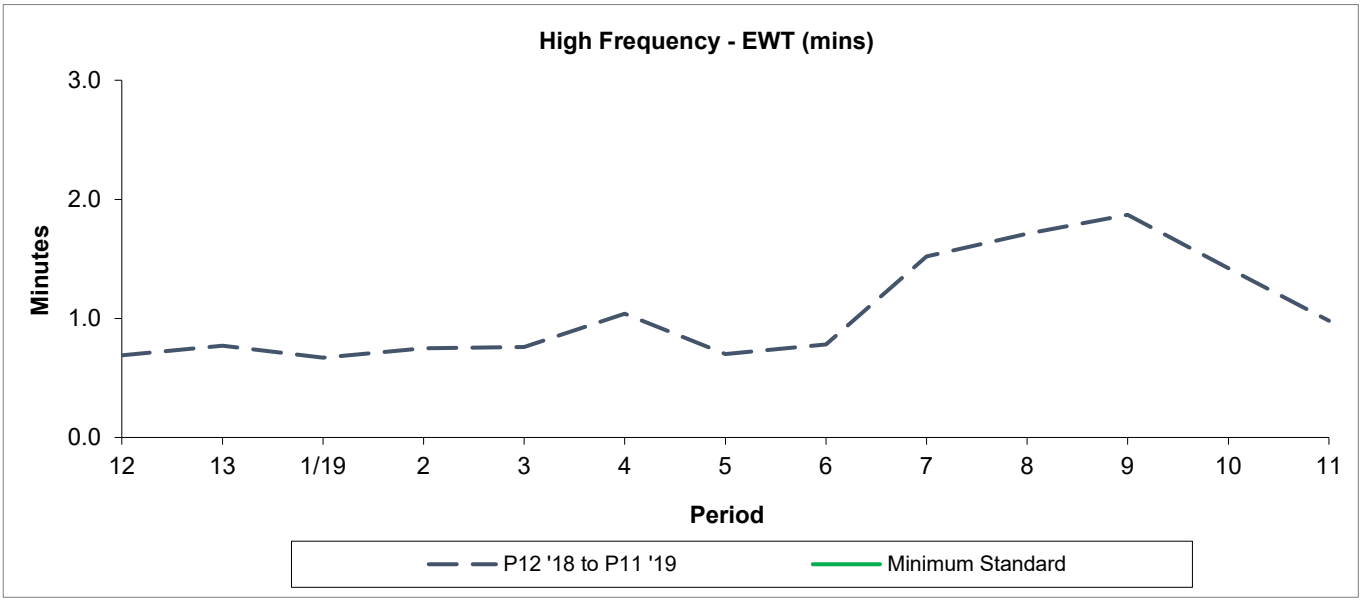
Private stand for two buses on Route 49 at Stands 4 & 5 in White City Bus Stand. Buses proceed from White City Bus Station via Ariel Way and White City Bus Stand to stand, departing via White City Bus Stand and Ariel Way to White City Bus Station. Set down in White City Bus Station, at alighting point (BP5255 - White City Bus Station <>, Last Stop on LOR: BP5255 - White City Bus Station <>) and pick up in White City Bus Station, at stop WL (BP5239 - White City Bus Station <>, First Stop on LOR: BP5239 - White City Bus Station <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 49 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:	White City.

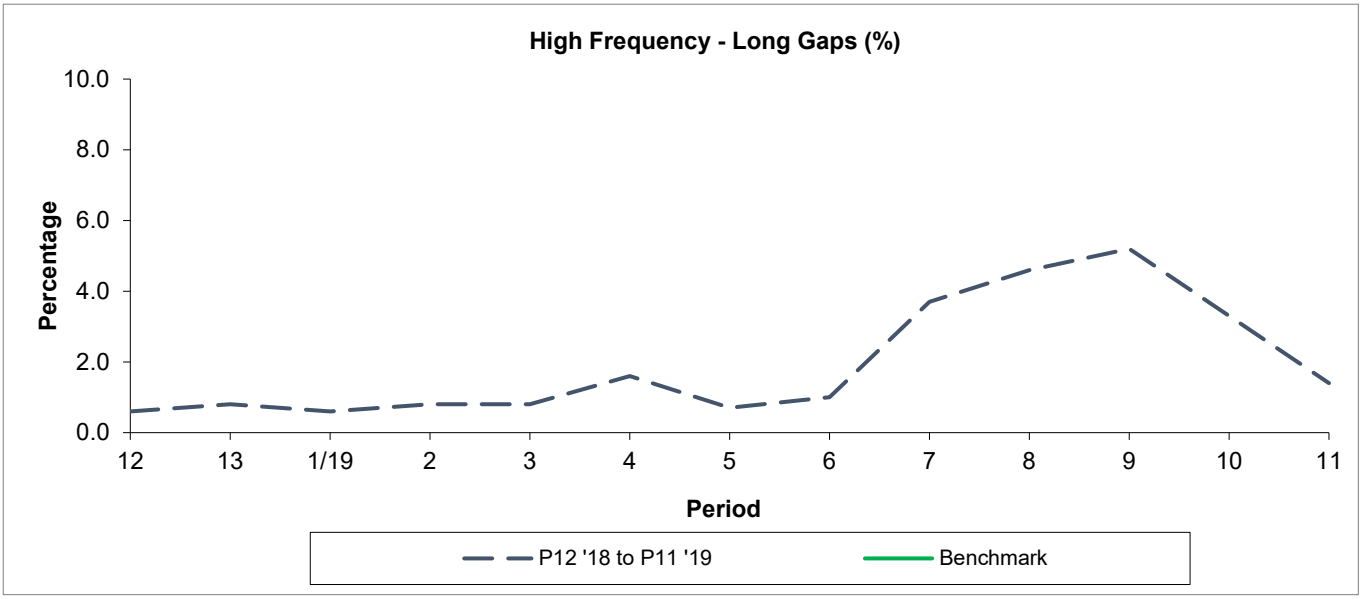
Period Trend Performance Graphs

Route 49

Reliability Performance



Period	12	13	1/19	2	3	4	5	6	7	8	9	10	11
P12 '18 to P11 '19	0.69	0.77	0.67	0.75	0.76	1.04	0.70	0.78	1.52	1.71	1.87	1.42	0.98
Minimum Standard													



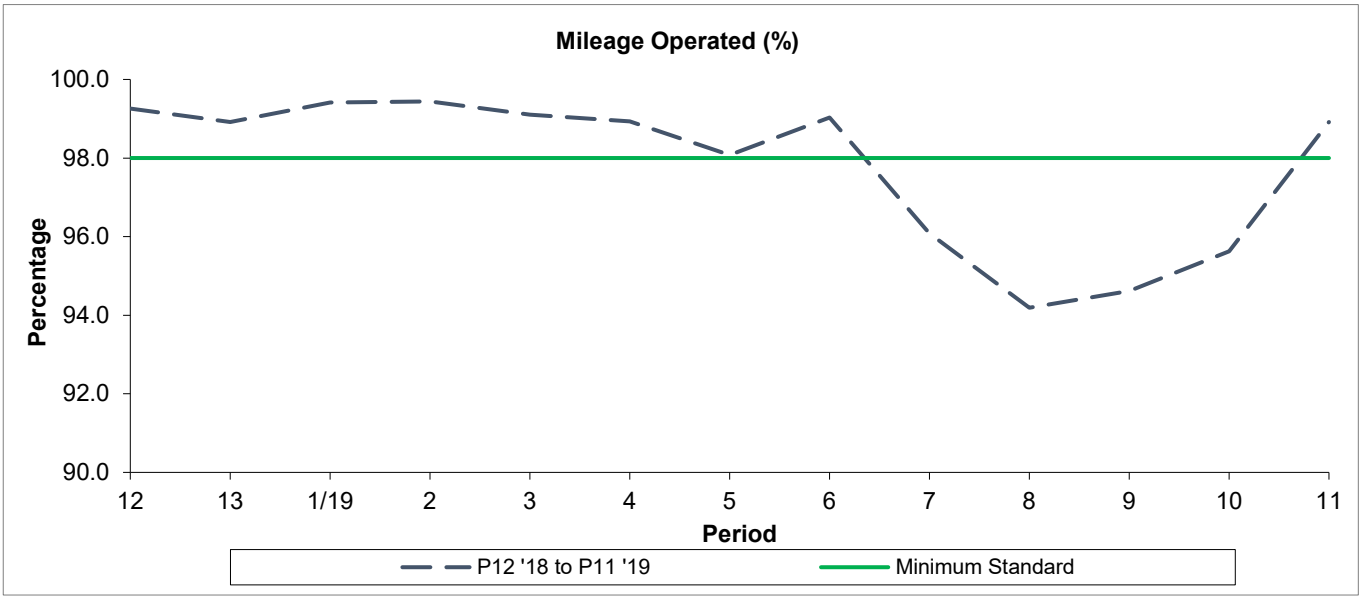
Period	12	13	1/19	2	3	4	5	6	7	8	9	10	11
P12 '18 to P11 '19	0.60	0.80	0.60	0.80	0.80	1.60	0.70	1.00	3.70	4.60	5.20	3.30	1.40
Benchmark													

Minimum Standards and Benchmarks are those applicable under the new contract.

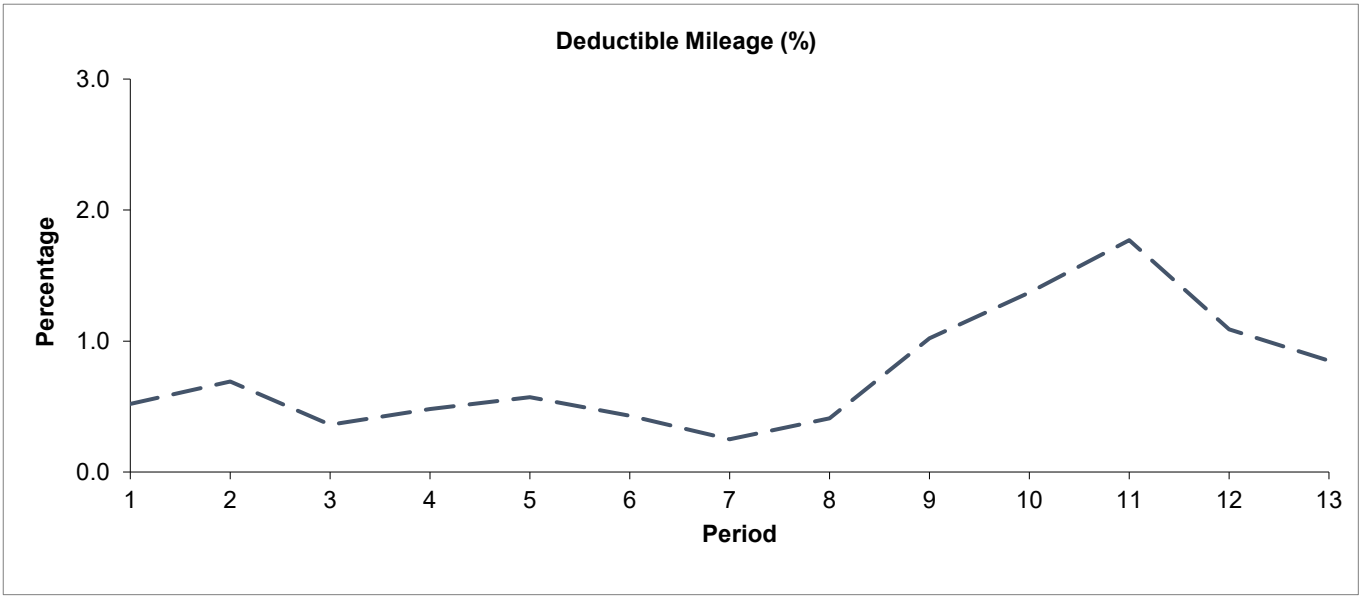
Period Trend Performance Graphs

Route 49

Mileage Performance



Period	12	13	1/19	2	3	4	5	6	7	8	9	10	11
P12 '18 to P11 '19	99.26	98.92	99.41	99.44	99.10	98.93	98.08	99.03	96.08	94.19	94.62	95.63	98.92
Minimum 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

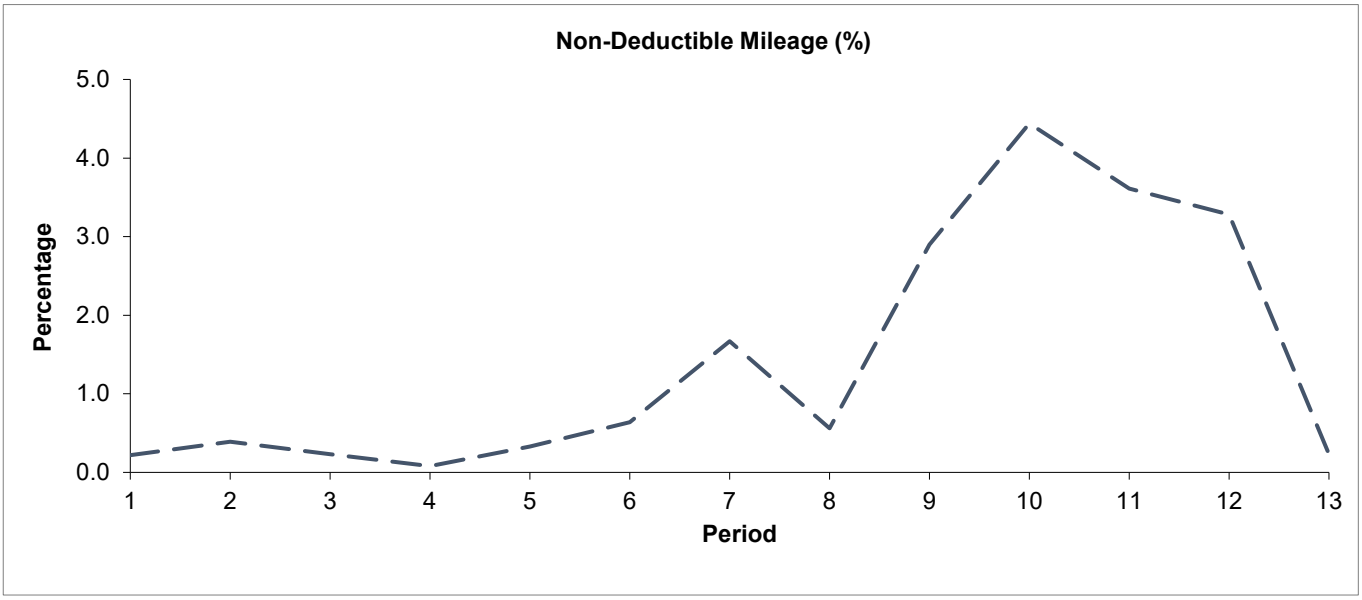


Period	12	13	1/19	2	3	4	5	6	7	8	9	10	11
P12 '18 to P11 '19	0.52	0.69	0.36	0.48	0.57	0.43	0.25	0.41	1.02	1.37	1.77	1.09	0.85

Period Trend Performance Graphs

Route 49

Mileage Performance



Period	12	13	1/19	2	3	4	5	6	7	8	9	10	11
P12 '18 to P11 '19	0.22	0.39	0.23	0.08	0.33	0.64	1.67	0.56	2.90	4.44	3.61	3.28	0.23

Mileage Performance figures are based on four weeks data

ROUTE 49 - FULL iBUS RESULTS BY TIME OF DAY
QUARTERS 04/18 to 03/19 (05/01/2019 to 03/01/2020)

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	26,252	25,103	95.6	6.65	**0.50**	7.15	77.2	22.0	0.8	0.1	0.1	49.6
07:00 - 10:00	67,162	65,322	97.3	4.11	**0.96**	5.07	89.4	10.0	0.5	0.0	1.6	38.8
10:00 - 13:00	66,909	65,604	98.0	4.04	**0.97**	5.01	89.8	9.7	0.5	0.1	1.7	51.7
13:00 - 16:00	66,394	65,456	98.6	4.08	**1.04**	5.11	88.6	10.7	0.6	0.1	2.0	55.7
16:00 - 19:00	67,572	64,420	95.3	4.02	**1.34**	5.36	86.9	11.8	1.1	0.2	3.3	60.6
19:00 - 22:00	51,903	51,787	99.8	5.09	**1.04**	6.13	80.9	17.4	1.4	0.2	1.9	57.1
22:00 - 24:00	30,246	30,374	100.4	5.93	**0.75**	6.68	77.8	20.8	1.3	0.1	0.5	51.4
All Locations Summary	**376,438**	**368,066**	**97.8**	**4.35**	**1.05**	**5.40**	**86.8**	**12.2**	**0.8**	**0.1**	**2.0**	**60.6**

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	3,934	3,839	97.6	9.22	**0.35**	9.57	57.2	39.2	3.5	0.2	0.0	40.1
07:00 - 10:00	10,368	10,028	96.7	5.45	**0.64**	6.08	83.5	16.1	0.3	0.0	0.3	38.9
10:00 - 13:00	13,495	13,323	98.7	4.18	**1.06**	5.23	87.8	11.3	0.8	0.1	2.1	37.1
13:00 - 16:00	13,885	13,417	96.6	4.02	**1.30**	5.33	87.5	11.4	1.0	0.2	2.9	46.9
16:00 - 19:00	13,259	12,846	96.9	4.22	**1.21**	5.43	86.1	12.7	1.1	0.2	2.6	51.0
19:00 - 22:00	9,748	9,599	98.5	5.70	**1.07**	6.77	76.5	21.2	2.0	0.2	1.3	44.3
22:00 - 24:00	6,261	6,267	100.1	5.93	**0.89**	6.82	76.3	22.1	1.5	0.1	0.5	46.4
All Locations Summary	**70,950**	**69,319**	**97.7**	**4.74**	**1.08**	**5.81**	**83.8**	**14.9**	**1.1**	**0.1**	**1.9**	**51.0**

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	**EWT (mins)**	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	3,801	3,750	98.7	9.98	**0.49**	10.47	50.2	42.7	6.5	0.6	0.0	54.6
07:00 - 10:00	8,083	7,846	97.1	7.67	**0.46**	8.13	66.1	32.0	1.6	0.2	0.2	42.9
10:00 - 13:00	11,204	11,074	98.8	5.38	**0.93**	6.32	81.1	17.7	1.0	0.2	1.0	78.3
13:00 - 16:00	11,447	11,244	98.2	5.30	**0.98**	6.28	80.9	17.9	1.1	0.1	1.1	44.2
16:00 - 19:00	11,710	11,466	97.9	5.19	**0.97**	6.16	81.6	17.1	1.2	0.1	1.2	45.3
19:00 - 22:00	10,626	10,545	99.2	5.76	**0.88**	6.64	78.0	20.4	1.4	0.2	0.8	51.1
22:00 - 24:00	6,902	6,972	101.0	5.91	**0.56**	6.47	79.5	19.9	0.6	0.0	0.2	38.0
All Locations Summary	**63,773**	**62,897**	**98.6**	**5.75**	**0.87**	**6.62**	**78.3**	**20.2**	**1.3**	**0.2**	**0.9**	**78.3**

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	33,987	32,692	96.2	7.13	**0.49**	7.62	73.4	25.1	1.4	0.1	0.1	54.6
07:00 - 10:00	85,613	83,196	97.2	4.39	**0.91**	5.31	87.8	11.6	0.6	0.0	1.4	42.9
10:00 - 13:00	91,608	90,001	98.2	4.23	**0.98**	5.20	88.4	10.9	0.6	0.1	1.6	78.3
13:00 - 16:00	91,726	90,117	98.2	4.21	**1.07**	5.28	87.6	11.6	0.7	0.1	2.0	55.7
16:00 - 19:00	92,541	88,732	95.9	4.16	**1.29**	5.45	86.3	12.4	1.1	0.2	3.0	60.6
19:00 - 22:00	72,277	71,931	99.5	5.25	**1.03**	6.28	80.0	18.3	1.5	0.2	1.7	57.1
22:00 - 24:00	43,409	43,613	100.5	5.93	**0.75**	6.68	77.8	20.9	1.2	0.1	0.5	51.4
All Locations Summary	**511,161**	**500,282**	**97.9**	**4.54**	**1.03**	**5.57**	**85.6**	**13.4**	**0.9**	**0.1**	**1.9**	**78.3**

Transport for London - Live Mileage List

Route: 49

Service Change: 53876
Date: 11/01/2020

Clapham Junction Bus Station

Reason for Issu

QSI points are highlighted.

OUT DIRECTION				
Timing Point Code	**Stop Number**	**Stop Name**	**Metres**	**Miles**
CLJNNC	1411	Northcote Road		
	1414	Clapham Junction / The Northcote	163	0.10
	25569	Clapham Junction Station / The Falcon	289	0.18
	8955	Clapham Junction Station / Falcon Road	248	0.15
CJSFAL	8950	Ingrave Street	126	0.08
	397	Battersea High Street	265	0.16
	25525	Bullen Street	259	0.16
BATTLM	248	The Latchmere	359	0.22
	12877	Prince Of Wales Drive	185	0.11
	34835	Ethelburga Street	323	0.20
	12873	Parkgate Road	114	0.07
	12871	Battersea Bridge	260	0.16
	11298	Cheyne Walk	358	0.22
CHELBF	1450	Beaufort Street / King's Road	196	0.12
	35905	Old Church Street	228	0.14
	11294	Carlyle Square	223	0.14
	1575	Sydney Street / Chelsea Old Town Hall	240	0.15
	11312	Cale Street / Royal Brompton Hospital	217	0.13
	1071	Onslow Square	353	0.22
SKENSN	33257	Sth Kensington Stn / Old Brompton Rd	166	0.10
	37414	Queensberry Place	274	0.17
	11152	Stanhope Gardens	141	0.09
	1562	Gloucester Road Station	301	0.19
	11751	Cornwall Gardens	237	0.15
	3192	Queen's Gate Terrace	219	0.14
	11149	Palace Gate	364	0.23
	120	Kensington Palace	299	0.19
HSKNSN	82	High Street Kensington Station	362	0.22
	27497	Phillimore Gardens	324	0.20
	126	The Design Museum	226	0.14
KENSAR	11195	Warwick Gardens	306	0.19
	1059	Holland Rd / Kensington Olympia Stn	287	0.18
	11196	Holland Gardens	253	0.16
	1791	Russell Gardens	268	0.17
	11197	Lower Addison Gardens	210	0.13
	839	Holland Road / Upper Addison Gardens	194	0.12
	BP5232	Shepherd's Bush Station	375	0.23
WCTYBS	BP5255	White City Bus Station	1062	0.66

	Total Route Mileage - Out Direction	10274	6.38
		Metres	Miles

** - Note SHEPSI temporarily suspended and will be reinstated as a QSI point pending resolution of mapping/polling

v2.0 - Mileage directly imported from Caesar

n, Bolingbroke Grove - White City	Tranche 738
e	New Contract

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WCTYBS	BP5239	White City Bus Station		
SHEPSI **	BP5234	Shepherd's Bush Station	1098	0.68
	34171	Holland Road / Upper Addison Gardens	359	0.22
	34172	Lower Addison Gardens	267	0.17
	34173	Russell Gardens	260	0.16
	29935	St Barnabas Church	324	0.20
KENSAR	35202	Warwick Gardens	357	0.22
	20591	The Design Museum	205	0.13
	27496	Phillimore Gardens	325	0.20
HSKNSN	81	High Street Kensington Station	216	0.13
	16034	Kensington Palace	444	0.28
	11150	Palace Gate	345	0.21
	3191	Queen's Gate Terrace	363	0.23
	1563	Cromwell Road	289	0.18
	11148	Gloucester Road Station	182	0.11
	11151	Stanhope Gardens	242	0.15
SKENSN	BP5348	South Kensington Station	296	0.18
	1072	Onslow Square	310	0.19
	11313	Cale Street / Royal Brompton Hospital	334	0.21
	1576	Sydney Street / Chelsea Old Town Hall	245	0.15
	11295	Carlyle Square	263	0.16
CHELBF	1449	Beaufort Street / King's Road	463	0.29
	11300	Cheyne Walk	149	0.09
	12874	Parkgate Road	529	0.33
	12878	Petworth Street	347	0.22
BATTLM	33015	The Latchmere	705	0.44
	R0280	Bullen Street	274	0.17
BATTHS	25524	Battersea High Street	229	0.14
	8953	Falcon Grove	321	0.20
	8957	Clapham Junction Station / Falcon Road	286	0.18
	140	Clapham Junction Station / The Falcon	319	0.20
	35707	Clapham Junction / The Northcote	204	0.13
CLJNBG	12840	Bolingbroke Grove	310	0.19

Total Route Mileage - Back Direction	10860	6.75
	Metres	Miles

issues at White City