

CONTRACT SPECIFICATION

Tenders are requested for the following contract to operate a bus service.

Contract Reference	QC37802
Route Number	82
Terminus Points	North Finchley Bus Station to Victoria Station
Contract Basis	Incentivised
Commencement Date	31 st March 2012
Vehicle Type	87 capacity, dual door, double deck vehicles
Maximum Approved Dimensions	10.5 metres long and 2.55 metres wide
Advertising Rights	Operator
Sponsored Route	No
Minimum Performance Std	Average Excess Wait Time - No more than 1.30 minutes
Extension Threshold	Average Excess Wait Time Threshold - 1.15 minutes
Minimum Operated Mileage	No less than 98.00%

Tender Return Date: No later than 12 o'clock on 4th April 2011

SERVICE SPECIFICATION

CONTENTS

- 1) NOTES
- 2) SCHEDULE REQUIREMENTS & PINCHPOINTS
- 3) QSI POINTS & MILEAGE
- 4) OPERATIONAL CONSIDERATIONS
- 5) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

1) 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. 82.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 82.

2) SCHEDULE REQUIREMENTS & PINCHPOINTS

2.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

North Finchley Bus Station to Victoria Station			Victoria Station to North Finchley Bus Station		
First departure no later than 0515.			First departure no later than 0615.		
0510 - 0555	Every 20 minutes		0610 - 0635	Every 20 minutes	
0556 - 0610	Every 15 minutes		0636 - 0705	Every 15 minutes	
0611 - 0730	Every 8 minutes		0706 - 1720	Every 8 minutes	
0731 - 0830	Every 6 minutes		1721 - 1820	Every 5 minutes	
0831 - 1800	Every 8 minutes		1821 - 1925	Every 8 minutes	
1801 - 1850	Every 10 minutes		1926 - 2200	Every 10 minutes	
1851 - 2250	Every 12 minutes		2201 - 2350	Every 12 minutes	
2251 - 2345	Every 20 minutes		2351 - 0050	Every 20 minutes	
Last departure no earlier than 2340.			Last departure no earlier than 0045.		
Pinchpoints					
Baker Street Station	0720 - 0820	8 minutes	Golders Green Station	0715 - 0745	15 minutes
	0821 - 0920	6 minutes		0746 - 0845	8 minutes
	1530 - 1630	8 minutes		1545 - 1645	8 minutes
				1805 - 1905	5 minutes

2.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

North Finchley Bus Station to Victoria Station			Victoria Station to North Finchley Bus Station		
First departure no later than 0515.			First departure no later than 0615.		
0510 - 0615	Every 20 minutes		0610 - 0655	Every 20 minutes	
0616 - 0745	Every 15 minutes		0656 - 0840	Every 15 minutes	
0746 - 1810	Every 8 minutes		0841 - 0920	Every 10 minutes	
1811 - 1900	Every 10 minutes		0921 - 1950	Every 8 minutes	
1901 - 2300	Every 12 minutes		1951 - 2100	Every 10 minutes	
2301 - 2345	Every 20 minutes		2101 - 0005	Every 12 minutes	
			0006 - 0050	Every 20 minutes	
Last departure no earlier than 2340.			Last departure no earlier than 0045.		
Pinchpoints					
Baker Street Station	0945 - 1100	8 minutes	Golders Green Station	0930 - 1000	10 minutes
				1001 - 1100	8 minutes

2.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

North Finchley Bus Station to Victoria Station			Victoria Station to North Finchley Bus Station		
First departure no later than 0515.			First departure no later than 0615.		
0510 - 0615	Every 30 minutes		0610 - 0715	Every 30 minutes	
0616 - 0715	Every 20 minutes		0716 - 0815	Every 20 minutes	
0716 - 0800	Every 15 minutes		0816 - 0900	Every 15 minutes	
0801 - 2300	Every 12 minutes		0901 - 0005	Every 12 minutes	
2301 - 2345	Every 20 minutes		0006 - 0050	Every 20 minutes	
Last departure no earlier than 2340.			Last departure no earlier than 0045.		
Pinchpoints					
Baker Street Station	1015 - 1130	12 minutes	Golders Green Station	1015 - 1130	12 minutes

2.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

North Finchley Bus Station to Victoria Station			Victoria Station to North Finchley Bus Station		
First departure no later than 0805.			First departure no later than 0820.		
0800 - 2300	Every 12 minutes		0815 - 0900	Every 15 minutes	
2301 - 2345	Every 20 minutes		0901 - 0005	Every 12 minutes	
			0006 - 0050	Every 20 minutes	
Last departure no earlier than 2340.			Last departure no earlier than 0045.		
Pinchpoints					
Baker Street Station	1015 - 1115	12 minutes	Golders Green Station	1015 - 1115	12 minutes

3) QSI POINTS & MILEAGE

It is intended Route No. 82 will have 128 surveys per quarter at the following locations:

QSI POINTS	
<i>Towards Victoria</i>	<i>Towards North Finchley</i>
North Finchley	Victoria
Finchley Central	Gloucester Place (PM only)
Golders Green \$	Finchley Road Station
Swiss Cottage	Golders Green \$
Baker Street Station (AM only)	
MILEAGE: See Attached iBus Sheets	

\$ This location observed simultaneously in both directions - counted as two surveys.

4) OPERATIONAL CONSIDERATIONS

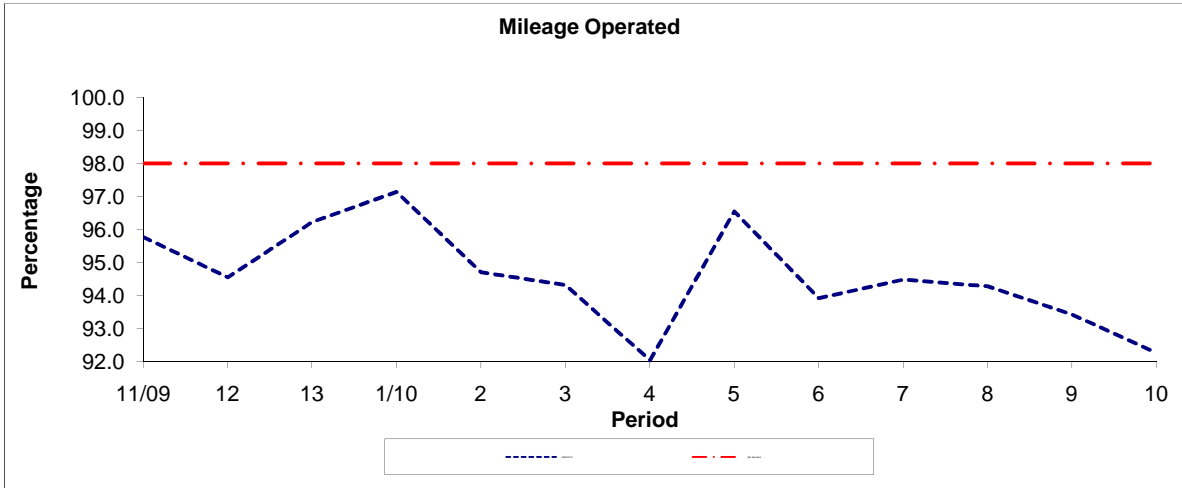
- 4.1) Route No. 82 should interwork with Route No. N13 between North Finchley Bus Station and Baker Street Station to form a seamless 24 hour service.
- 4.2) Route No. 82 should interwork with Route No. 13 between Golders Green Station and Baker Street Station on all evenings and Sundays, where possible.
- 4.3) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following location/s:
Finchley Central LUL, Golders Green LUL, Finchley Road & Frognal Station.
- 4.4) Route No. 82 can suffer unpredictable traffic delays in the Finchley, Henly's Corner and Golders Green areas.
- 4.5) Cricket matches at Lords Cricket Ground can also cause traffic congestion in the St. John's Wood area.
- 4.6) The 2012 Olympic Games open on Friday 27th July and close on Sunday 12th August. The 2012 Paralympic Games start on Wednesday 29th August and close on Sunday 9th September. The Games will result in additional passenger demand across the network, requiring additional capacity on some routes. There will also be a number of road closures in the event areas resulting in route diversions. Operators should be aware there will be implications to them during this time. Full details and any extra resource required will be negotiated with the operator at a later date.

5) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

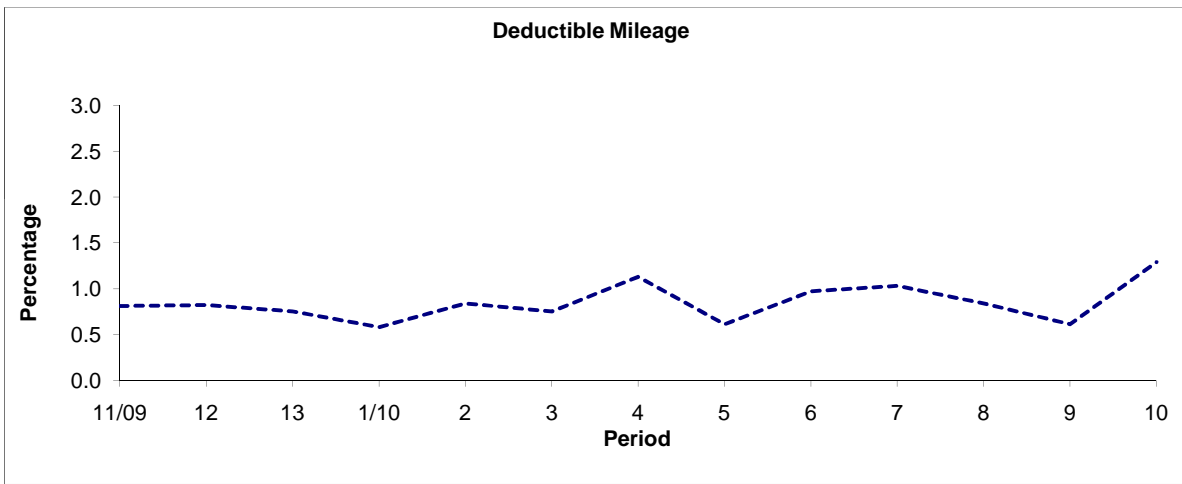
- 5.1) CURRENT PERFORMANCE
As per current print out.
- 5.2) ROUTE RECORD
As per Busnet Printout.
- 5.3) IBUS MILEAGE
As per current print out.

PART B - PERFORMANCE STATISTICS

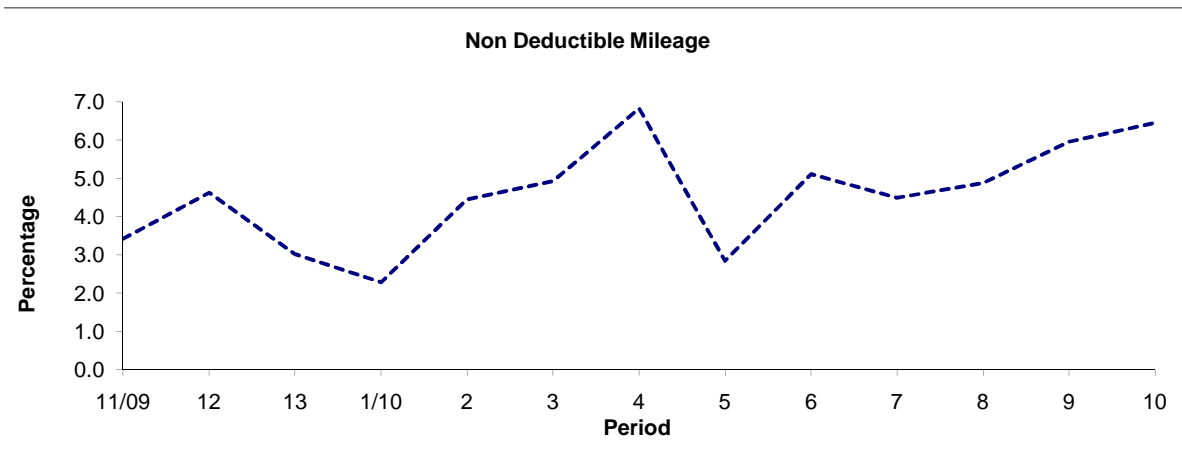
Route 82



Period	11/09	12	13	1/10	2	3	4	5	6	7	8	9	10
2009/2010	95.77	94.55	96.23	97.14	94.71	94.32	92.04	96.55	93.92	94.48	94.28	93.43	92.26
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	11/09	12	13	1/10	2	3	4	5	6	7	8	9	10
2009/2010	0.81	0.82	0.75	0.58	0.84	0.75	1.13	0.61	0.97	1.03	0.84	0.61	1.29

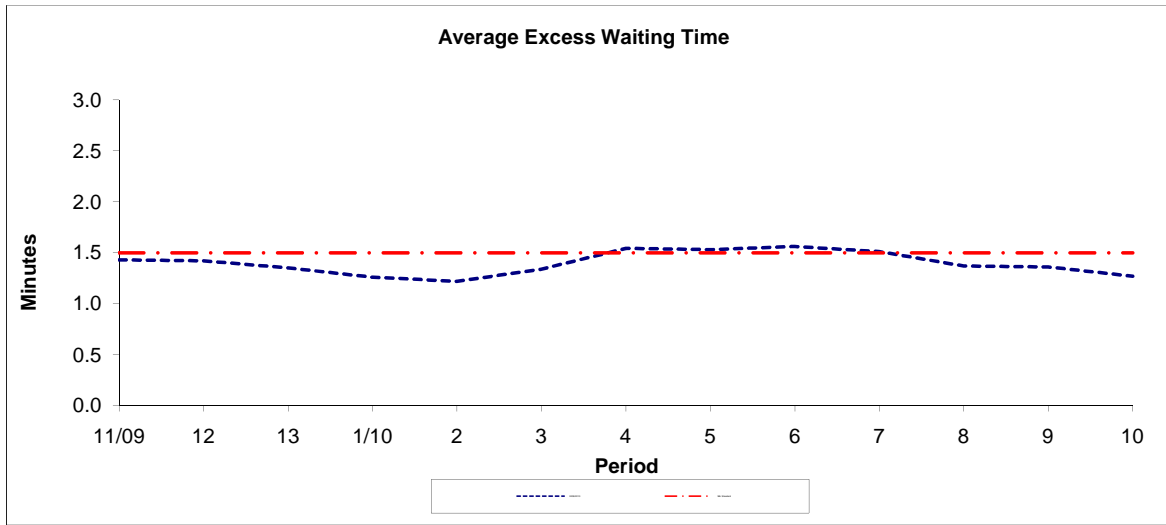


Period	11/09	12	13	1/10	2	3	4	5	6	7	8	9	10
2009/2010	3.42	4.63	3.02	2.28	4.45	4.93	6.83	2.84	5.11	4.49	4.88	5.96	6.45

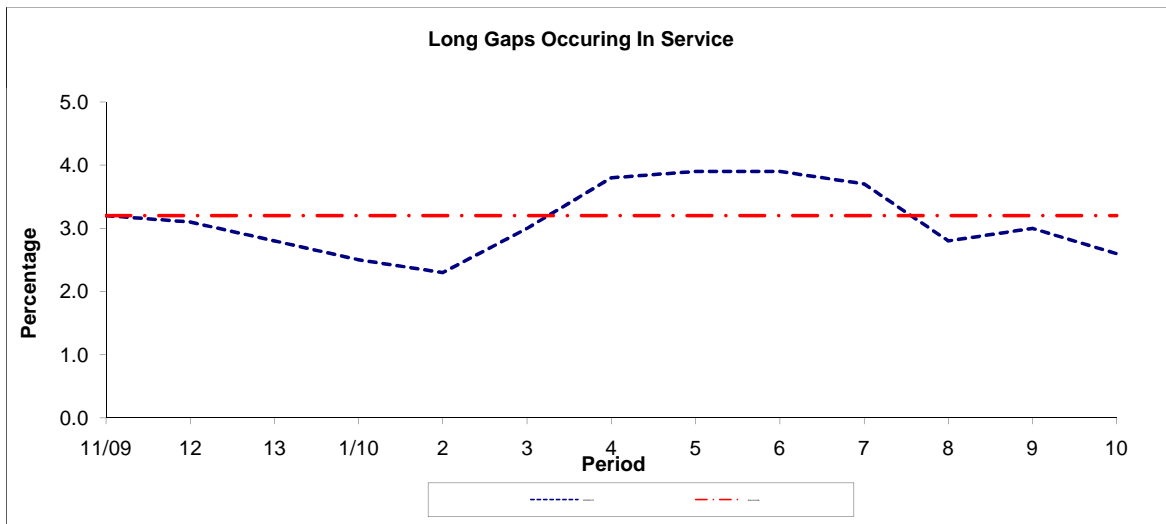
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 82



Period	11/09	12	13	1/10	2	3	4	5	6	7	8	9	10
2009/2010	1.43	1.42	1.35	1.26	1.22	1.34	1.54	1.53	1.56	1.51	1.37	1.36	1.27
Min Standard	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50



Period	11/09	12	13	1/10	2	3	4	5	6	7	8	9	10
2009/2010	3.20	3.10	2.80	2.50	2.30	3.00	3.80	3.90	3.90	3.70	2.80	3.00	2.60
Benchmark	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20

Note : Reliability is based on 12 weeks rolling data

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 82: North Finchley - Victoria Station

Date of Structural Change: 31 March 2012.

Date of Service Change: 31 March 2012.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Victoria Station: Tally Ho Bus Station, Ballards Lane, Regent's Park Road, Finchley Road, North End Road, Finchley Road, Avenue Road, Adelaide Road, Finchley Road, Wellington Road, Park Road, Baker Street, Portman Square, Orchard Street, Oxford Street, Park Lane, Hyde Park Corner, Duke Of Wellington Place, Grosvenor Place, Lower Grosvenor Place, Buckingham Palace Road, Terminus Place.

Towards North Finchley: Wilton Road, Victoria Street, Grosvenor Gardens, Grosvenor Place, Hyde Park Corner, Park Lane, Cumberland Gate, Tyburn Way, Marble Arch, Oxford Street, Portman Street, Portman Square, Gloucester Place, Park Road, Wellington Road, Finchley Road, Regent's Park Road, Ballards Lane, Kingsway.

STANDING AND TURNING POINTS

NORTH FINCHLEY, WOODHOUSE ROAD

Private stand for 4 buses in marked bays in Bus Parking Area on south side of Woodhouse Road opposite Lambert Way.

Buses proceed from Kingsway via Woodhouse Road and Bus Standing Area to stand, departing via Bus Standing Area, Woodhouse Road and North Finchley High Road to Tally Ho Bus Station. Set down in Kingsway, at Stop S and pick up in Tally Ho Bus Station, at Stop P.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 4 buses on Route 82 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.
DISPLAY:	North Finchley.
OTHER INFORMATION:	LBSL toilet facilities available 24 hours.

FINCHLEY, CHURCH END

From Victoria Station.

Buses proceed from Regent's Park Road via Gravel Hill and Hendon Lane departing to Regent's Park Road. Set down in Regent's Park Road, at Stop K and pick up in Regent's Park Road, at Stop H.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Finchley, Church End.

GOLDERS GREEN STATION FORECOURT, STAND G Z

Private (unlettered) stand for 4 buses opposite Stops GH and GI in Golders Green Bus Station on north side of North End Road.

From North Finchley.

Buses proceed from Finchley Road via North End Road and Golders Green Bus Station Forecourt to stand, departing via Golders Green Bus Station Forecourt and North End Road to Finchley Road. Set down in Finchley Road, at Stop GV and pick up in Finchley Road, at Stop GU.

From Victoria Station.

Buses proceed from Finchley Road via North End Road and Golders Green Bus Station Forecourt to stand, departing via Golders Green Bus Station Forecourt and North End Road to Finchley Road. Set down in Finchley Road, at Stop GM and pick up in Finchley Road, at Stop GL.

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.
DISPLAY: Golders Green.

SWISS COTTAGE STATION, FINCHLEY ROAD (SOUTH)

Public stand for one bus in bay on west side of Finchley Road, commencing at a point 71 metres north of Hilgrove Road and extending 12 metres south.

From North Finchley.

Buses proceed from Avenue Road via Adelaide Road and Finchley Road to stand, departing to Finchley Road. Set down in Avenue Road, at Stop D and pick up in Finchley Road, at Stop L.

From Victoria Station.

Buses proceed from Finchley Road direct to stand, departing via Finchley Road to Avenue Road. Set down in Finchley Road, at Stop M and pick up in Avenue Road, at Stop D.

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.
DISPLAY:	Swiss Cottage.

BAKER STREET STATION (from North Finchley)

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

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
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 North Finchley.

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 F and pick up in Gloucester Place, from Stop Q.

From Victoria Station.

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 A.

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.
DISPLAY:	Baker Street Station.

PORTMAN SQUARE (from VICTORIA STATION)

Buses proceed from Portman Street via Portman Square (West And North And East Sides) departing to Orchard Street. Set down in Portman Street, at Stop N and pick up in Orchard Street, at Stop BA.

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

OXFORD STREET, SELFRIDGES (from North Finchley)

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

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

MARBLE ARCH, TYBURN WAY

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

From North Finchley.

Buses proceed from Orchard Street via Oxford Street, Park Lane, Cumberland Gate and Tyburn Way to stand, departing via Tyburn Way, Marble Arch and Oxford Street to Portman Street. Set down in Orchard Street, at Stop BA and pick up in Portman Street, at Stop N.

From Victoria Station.

Buses proceed from Park Lane via Cumberland Gate and Tyburn Way to stand, departing via Tyburn Way and Marble Arch to Park Lane. Set down in Park Lane, at Stop W and pick up in Park Lane, at Stop R.

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.
DISPLAY:	Marble Arch.

HYDE PARK CORNER, ACHILLES WAY (from North Finchley)

Public stand for two buses on the south side (offside) of Achilles Way, commencing 18 metres west of the southbound carriageway of Park Lane and extending 20 metres west. Buses proceed from Park Lane (Southbound Then Northbound) via Achilles Way to stand, departing via Achilles Way to Park Lane (Southbound Then Northbound). Set down in Park Lane, at Stop B and pick up in Park Lane, at Stop Y.

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.
DISPLAY:	Park Lane, Hilton Hotel.

VICTORIA, VAUXHALL BRIDGE ROAD (WEST)

Public stand for five buses on west side of Vauxhall Bridge Road commencing at the steps to the rear entrance of Parnell House.

Buses proceed from Terminus Place via Wilton Road and Vauxhall Bridge Road to stand, departing via Vauxhall Bridge Road and Neathouse Place to Wilton Road. Set down in Terminus Place, at Stop AP and pick up in Wilton Road, at Stop H.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 82 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.
DISPLAY:	Victoria.
OTHER INFORMATION:	LBSL toilet facilities available 24 hours.

Transport for London - Live Mileage List

Route Number: 82
 Service Change Number: 21565
 Date: 18th September 2009

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
NTFYWR S	NTFYWR S	NORTH FINCHLEY, WOODHOUSE ROAD		
NTFYBS	OC568	North Finchley Bus Station	0	0.00
	6114	Christchurch Avenue	432	0.27
	6112	Granville Road	140	0.09
	6108	Essex Park	348	0.22
	2758	Long Lane	394	0.24
FNCHCS	2760	Finchley Central Station	288	0.18
	15677	Hendon Lane	397	0.25
	2297	East End Road	203	0.13
	6099	Mountfield Road	440	0.27
	6097	Allandale Avenue	257	0.16
FNCHHC	2766	Henlys Corner	150	0.09
	2799	Addison Way	286	0.18
	6092	Childs Way	369	0.23
	2299	Temple Fortune Lane	352	0.22
	6090	Clifton Gardens	169	0.11
	2800	Hoop Lane	389	0.24
GGSNFR	2768	Golders Green Station	424	0.26
	6085	Golders Green / Finchley Road	251	0.16
	6083	Dunstan Road	332	0.21
	6081	Llanvanor Road	313	0.19
	766	Childs Hill / Cricklewood Lane	223	0.14
	9357	Hendon Way	373	0.23
FNRDPL	1463	Fortune Green Road	175	0.11
	12026	Burrard Road	349	0.22
	137	Lyncroft Gardens	210	0.13
	37634	West End Lane	208	0.13
	117	Alvanley Court	175	0.11
	12028	Langland Gardens	200	0.12
	1219	Finchley Road & Frognal Station	264	0.16
	12030	O2 Centre	289	0.18
FNRDSN	1331	Finchley Road Station	160	0.10
	33798	College Crescent	362	0.22
SCOTSN	34615	Swiss Cottage Station	195	0.12
	12037	Boundary Road	505	0.31
	1027	Queens Grove	294	0.18
	2193	St John's Wood Station	373	0.23
	4804	Lords Cricket Ground	465	0.29
	2737	Park Road / Lords Cricket Ground	288	0.18
	11321	Alpha Close	266	0.17
	1052	Rossmore Road	237	0.15
BKSTSN	4789	Baker Street Station	436	0.27
	725	York Street	227	0.14
	26597	Blandford Street	314	0.20
ORCHSF	449	Orchard Street / Selfridges	461	0.29
MARBPL	29907	Marble Arch Station	515	0.32
	29626	Dorchester Hotel	549	0.34
PKLAHT	29997	London Hilton Hotel	370	0.23
	36857	Hyde Park Corner	467	0.29
	27945	Wilton Street	434	0.27
	33477	Bressenden Place	435	0.27
VCSNTP	BP4489	Victoria Station	204	0.13
	VCSNVBWS	CTORIA, VAUXHALL BRIDGE ROAD (WEST)	0	0.00

TOTAL ROUTE MILEAGE - OUT DIRECTION
 15957 metres / 9.92 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
VCSNVBWS	VCSNVBWS	CTORIA, VAUXHALL BRIDGE ROAD (WEST)		
VCSNWR	7869	Victoria Station	0	0.00
	33447	Grosvenor Gardens	313	0.19
	7982	Wilton Street	327	0.20
	4900	Hyde Park Corner	295	0.18
PKLAHT	29622	London Hilton Hotel	539	0.33
	29623	Dorchester Hotel	411	0.26
MARBPL	29629	Marble Arch	456	0.28
PTMSOS	34006	Marble Arch Station	647	0.40
	29796	George Street	233	0.14
	29797	Dorset Street	224	0.14
	29799	Marylebone Road	264	0.16
DORSSQ	29803	Dorset Square	293	0.18
	1051	Alpha Close	503	0.31
	2738	Park Road / Lords Cricket Ground	308	0.19
	730	Lords Cricket Ground	240	0.15
	1436	St Johns Wood Station	457	0.28
	1026	Queens Grove	409	0.25
	11964	Boundary Road	390	0.24
SCOTSN	12034	Swiss Cottage Station	328	0.20
	33966	College Crescent	215	0.13
FNRDSN	BP4548	Finchley Road Station	304	0.19
	16153	Finchley Road / O2 Centre	160	0.10
	1218	Finchley Road And Frognal Station	312	0.19
	12027	Langland Gardens	208	0.13
	116	West End Lane	191	0.12
	136	Lyncroft Gardens	444	0.28
FNRDPL	1464	Fortune Green Road	321	0.20
	11992	Lyndale Avenue	406	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
GGSNFR	2770	Golders Green Station	196	0.12
	2801	Hoop Lane	256	0.16
	6091	Clifton Gardens	513	0.32
	2298	Temple Fortune Lane	403	0.25
	6095	Childs Way	261	0.16
	2767	Henlys Corner / Addison Way	378	0.23
FNCHHC	6096	Henlys Corner	190	0.12
	6098	Allandale Avenue	213	0.13
	6100	Mountfield Road	270	0.17
	2765	East End Road	166	0.10
	2764	Hendon Lane	415	0.26
	2763	Dollis Park	147	0.09
FNCHCS	2761	Finchley Central Station	266	0.17
	2759	Long Lane	391	0.24
	6109	Essex Park	328	0.20
	6113	Granville Road	244	0.15
	6117	Woodberry Grove	350	0.22
NTFYKW	BP4376	North Finchley Bus Station	265	0.16
	NTFYWR S	NORTH FINCHLEY, WOODHOUSE ROAD	0	0.00
	0	0	0	0.00

TOTAL ROUTE MILEAGE - BACK DIRECTION
 15677 metres / 9.74 miles