

CONTRACT SPECIFICATION

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

Contract Reference	QC38201
Route Number	124
Terminus Points	Catford, St Dunstons College to Eltham, Southend Crescent
Contract Basis	Incentivised
Commencement Date	26 th May 2012
Vehicle Type	45 capacity, single door, single deck buses
Current Maximum Approved Dimensions	8.8 metres long and 2.4 metres wide
Advertising Rights	Operator
Sponsored Route	No
Minimum Performance Std	Average Excess Wait Time - No more than 1.00 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.85 minutes
Minimum Operated Mileage	No less than 98.00%

Tender Return Date: No later than 12 o'clock on 13th June 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 124.

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:

- Ex Eltham, Southend Crescent, one peak flow journey is specified during the Mondays to Fridays AM peak to provide a frequency of every 10 minutes between 0655 and 0740.
- Ex Eltham, Southend Crescent, one peak flow journey is specified during the Mondays to Fridays PM peak to provide a frequency of every 10 minutes between 1700 and 1820.
- Ex Catford, St Dunstons College, one peak flow journey is specified during the Mondays to Fridays PM peak to provide a frequency of every 10 minutes between 1555 and 1700.
- No change to resource is expected for the above journeys. Minor widening is acceptable outside of the Mondays to Fridays AM and PM peak periods.

2) SCHEDULE REQUIREMENTS & PINCHPOINTS

2.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Catford, St Dunstans College to Eltham, Southend Crescent			Eltham, Southend Crescent to Catford, St Dunstans College		
First departure no later than 0500.			First departure no later than 0515.		
0455 - 0620	Every 20 minutes		0510 - 0615	Every 20 minutes	
0621 - 1555	Every 12 minutes		0616 - 0655	Every 12 minutes	
1556 - 1700	Every 10 minutes		0656 - 0740	Every 10 minutes	
1701 - 1855	Every 12 minutes		0741 - 1700	Every 12 minutes	
1856 - 1940	Every 15 minutes		1701 - 1820	Every 10 minutes	
1941 - 0010	Every 20 minutes		1821 - 1920	Every 12 minutes	
			1921 - 2005	Every 15 minutes	
			2006 - 0030	Every 20 minutes	
Last departure no earlier than 0005.			Last departure no earlier than 0025.		
Pinchpoints					
Mottingham Station	0700 - 0900 1500 - 1620 1621 - 1650	12 minutes 12 minutes 10 minutes	Grove Park Station, Downham Way	0725 - 0815 0816 - 0900 1500 - 1630	10 minutes 12 minutes 12 minutes

2.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Catford, St Dunstans College to Eltham, Southend Crescent			Eltham, Southend Crescent to Catford, St Dunstans College		
First departure no later than 0500.			First departure no later than 0515.		
0455 - 0700	Every 30 minutes		0510 - 0715	Every 30 minutes	
0701 - 0800	Every 20 minutes		0716 - 0815	Every 20 minutes	
0801 - 1800	Every 12 minutes		0816 - 1830	Every 12 minutes	
1801 - 0010	Every 20 minutes		1831 - 0030	Every 20 minutes	
Last departure no earlier than 0005.			Last departure no earlier than 0025.		
Pinchpoints					
Mottingham Station	0925 - 1125	12 minutes	Grove Park Station, Downham Way	0925 - 1125	12 minutes

2) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

2.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Catford, St Dunstans College to Eltham, Southend Crescent		Eltham, Southend Crescent to Catford, St Dunstans College			
First departure no later than 0555.		First departure no later than 0640.			
0550 - 0925	Every 30 minutes	0635 - 0810	Every 30 minutes		
0926 - 0010	Every 20 minutes	0811 - 0030	Every 20 minutes		
Last departure no earlier than 0005.		Last departure no earlier than 0025.			
Pinchpoints					
Mottingham Station	1015 - 1155	20 minutes	Grove Park Station, Downham Way	1030 - 1150	20 minutes

2.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Catford, St Dunstans College to Eltham, Southend Crescent		Eltham, Southend Crescent to Catford, St Dunstans College			
First departure no later than 0755.		First departure no later than 0815.			
0750 - 0925	Every 30 minutes	0810 - 0030	Every 20 minutes		
0926 - 0010	Every 20 minutes				
Last departure no earlier than 0005.		Last departure no earlier than 0025.			
Pinchpoints					
Mottingham Station	1015 - 1155	20 minutes	Grove Park Station, Downham Way	1030 - 1150	20 minutes

3) QSI POINTS & MILEAGE

It is intended Route No. 124 will have 64 surveys per quarter at the following locations:

QSI POINTS	
<i>Towards Eltham, Southend Crescent</i>	<i>Towards Catford, St Dunstans College</i>
Catford	Eltham
Grove Park \$	Grove Park
MILEAGE: See Attached iBus Sheets	

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

4) OPERATIONAL CONSIDERATIONS

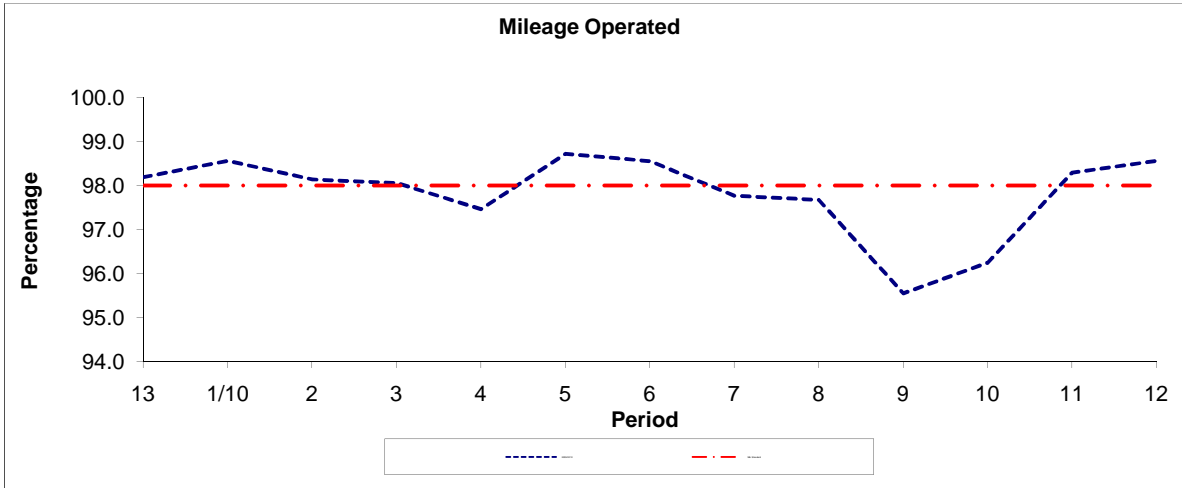
- 4.1) Route No. 124 can suffer unpredictable traffic delays in the Catford and Eltham areas.
- 4.2) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following locations: Catford Station, Catford Bridge Station and Mottingham Station.
- 4.3) Route No. 124 operates through narrow, residential streets where car parking and delivery vans often cause delays for buses.
- 4.4) Smaller buses are used on the route due to highway constraints in the North Downham area.
- 4.5) 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

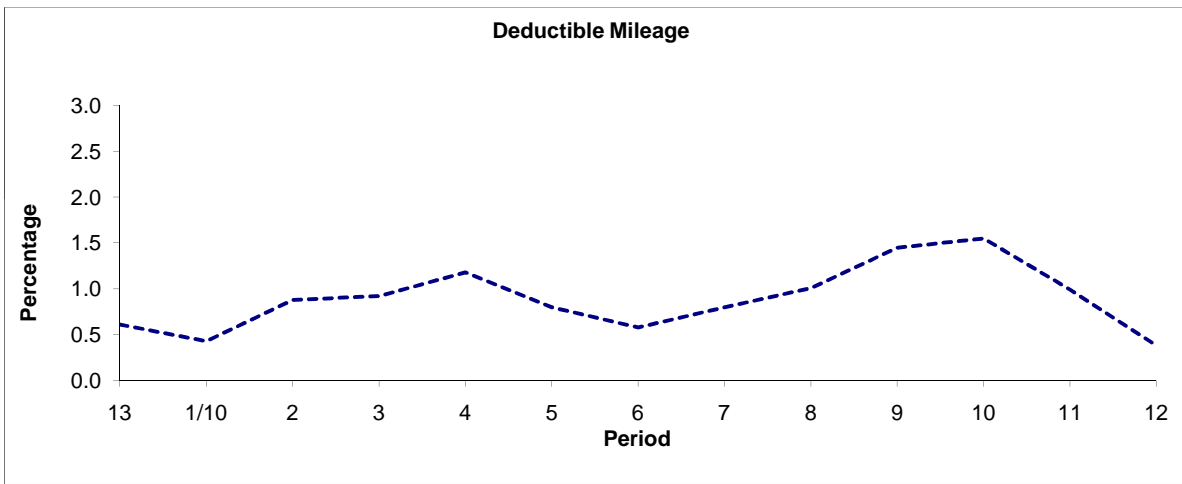
- 5.1) CURRENT PERFORMANCE
As per current print out.
- 5.2) ROUTE RECORD
As per Busnet Printout.
- 5.3) IBUS MILEAGE
As per current print out.

PART B - PERFORMANCE STATISTICS

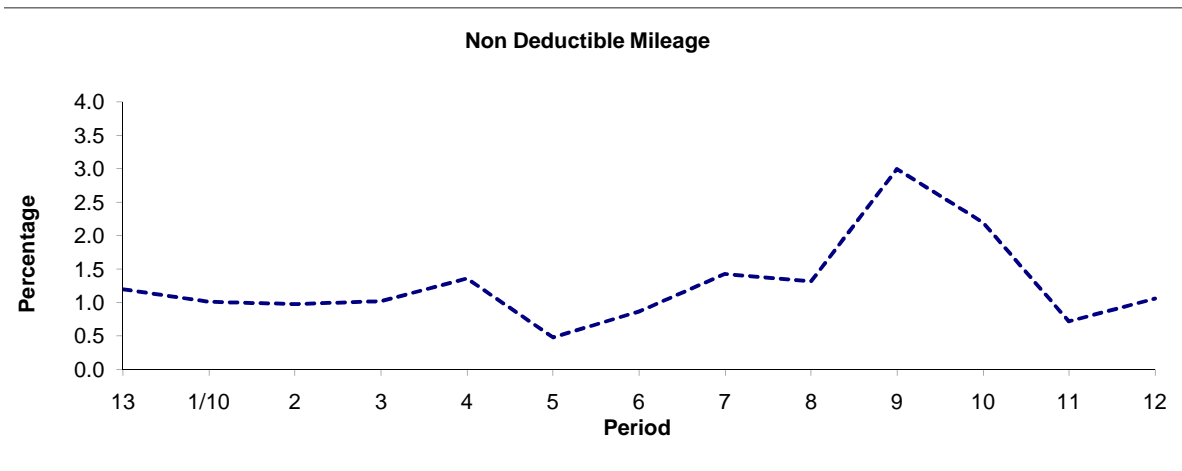
Route 124



Period	13	1/10	2	3	4	5	6	7	8	9	10	11	12
2009/2010	98.19	98.56	98.14	98.06	97.46	98.72	98.55	97.77	97.67	95.55	96.25	98.29	98.56
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	13	1/10	2	3	4	5	6	7	8	9	10	11	12
2009/2010	0.61	0.43	0.88	0.92	1.18	0.80	0.58	0.80	1.01	1.45	1.55	0.99	0.38

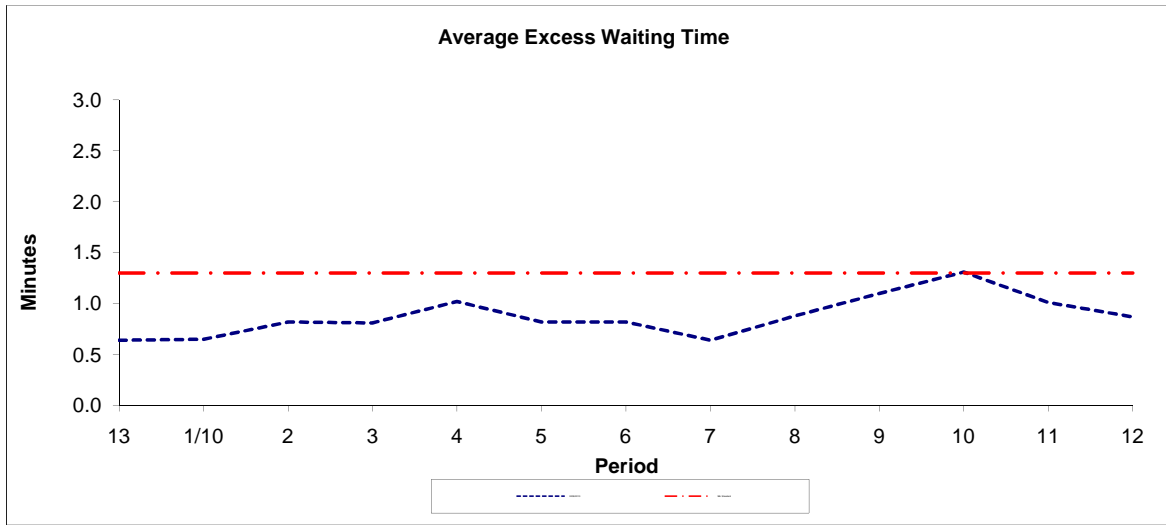


Period	13	1/10	2	3	4	5	6	7	8	9	10	11	12
2009/2010	1.20	1.01	0.98	1.02	1.36	0.48	0.87	1.43	1.32	3.00	2.20	0.72	1.06

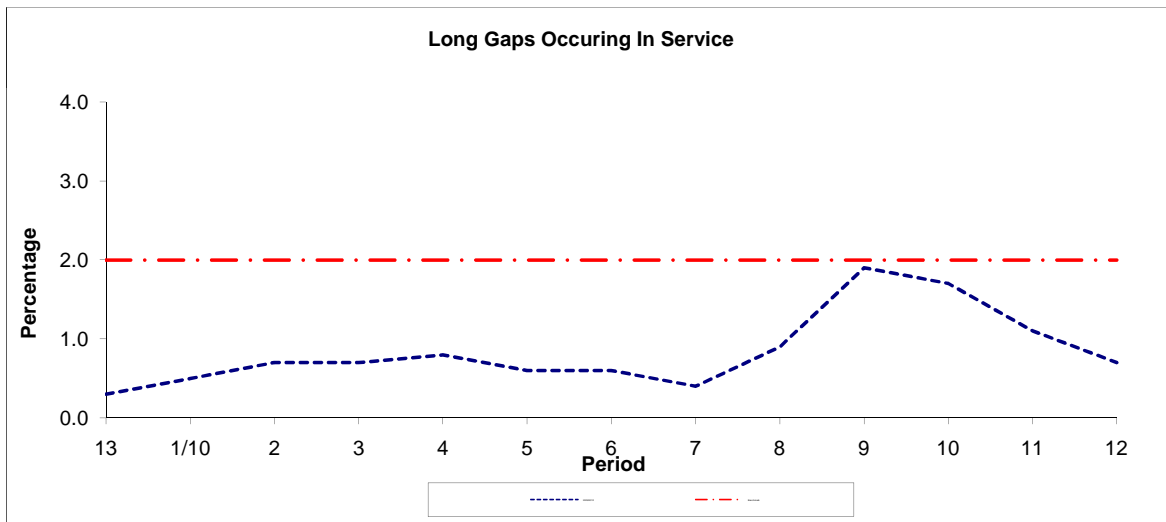
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 124



Period	13	1/10	2	3	4	5	6	7	8	9	10	11	12
2009/2010	0.64	0.65	0.82	0.81	1.02	0.82	0.82	0.64	0.88	1.10	1.31	1.01	0.87
Min Standard	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30



Period	13	1/10	2	3	4	5	6	7	8	9	10	11	12
2009/2010	0.30	0.50	0.70	0.70	0.80	0.60	0.60	0.40	0.90	1.90	1.70	1.10	0.70
Benchmark	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00

Note : Reliability is based on 12 weeks rolling data

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 124: Catford, St Dunstans College - Eltham, Southend Crescent

Date of Structural Change: 26 May 2012.

Date of Service Change: 26 May 2012.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Eltham, Southend Crescent: St. Dunstan's Slip Road, Stanstead Road, Catford Road, Rushey Green, Brownhill Road, Plassy Road, Sangley Road, Sandhurst Road, Torridon Road, Hazelbank Road, Baudwin Road, Castillon Road, Boundfield Road, Battersby Road, Waters Road, Verdant Lane, Northover, Downham Way, Baring Road, Chinbrook Road, Marvels Lane, Dunkery Road, Mottingham Road, Court Road, Middle Park Avenue, Kingsground, Eltham Hill, Eltham High Street, Southend Crescent.

Towards Catford, St Dunstans College: Southend Crescent, Footscray Road, Southend Crescent, Eltham High Street, Eltham Hill, Kingsground, Middle Park Avenue, Court Road, Mottingham Road, Dunkery Road, Marvels Lane, Chinbrook Road, Baring Road, Downham Way, Northover, Verdant Lane, Waters Road, Battersby Road, Boundfield Road, Castillon Road, Baudwin Road, Hazelbank Road, Torridon Road, Sandhurst Road, Sangley Road, Rushey Green, Catford Road, Catford Hill, Stanstead Road South Arm, St. Dunstan's Slip Road.

STANDING AND TURNING POINTS

CATFORD, ST. DUNSTAN'S COLLEGE

Public stand for two buses in 'bus only' slip road between south and north arms of Stanstead Road, facing north. Buses to stand abreast at forward position. Buses proceed from St. Dunstan's Slip Road direct to stand, departing to St. Dunstan's Slip Road. Set down in St. Dunstan's Slip Road and pick up in St. Dunstan's Slip Road.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 124 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:	Catford, St Dunstan's.
OTHER INFORMATION:	No toilet facilities available.

CATFORD TOWN HALL (from ELTHAM, SOUTHEND CRESCENT)

Buses proceed from Rushey Green via Brownhill Road departing to Plassy Road. Set down in Rushey Green, at Stop H and pick up in Plassy Road, at Stop F.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Catford, Town Centre.

DOWNHAM, SHROFFOLD ROAD

Public stand for one bus on north side of Shroffold Road, commencing at a point 27 metres east of Northover and extending 10 metres west.

From Catford, St Dunstans College.

Buses proceed from Verdant Lane via Northover and Shroffold Road to stand, departing via Shroffold Road and Durham Hill to Northover. Set down in Shroffold Road and pick up in Northover, H.

From Eltham, Southend Crescent.

Buses proceed from Northover via Shroffold Road to stand, departing via Shroffold Road, Durham Hill and Northover to Downham Way. Set down in Northover, H and pick up in Downham Way, T.

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: Downham, Shroffold Road.

GROVE PARK STATION (from Catford, St Dunstans College)

Private stand for 4 buses standing abreast facing south-west in marked bays in Grove Park Bus Station on west side of Baring Road between Le May Avenue and Chinbrook Road. Buses proceed from Downham Way via Baring Road and Grove Park Bus Station to stand, departing via Grove Park Bus Station and Baring Road to Downham Way. Set down in Downham Way, at Stop C and pick up in Downham Way, 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: Grove Park.

DUNKERY ROAD, MOTTINGHAM ROAD (from Catford, St Dunstans College)

Buses proceed from Mottingham Road via Ravensworth Road, Widecombe Road and Thursley Road departing to Dunkery Road. Set down in Mottingham Road, at stop C and pick up in Dunkery Road, at stop T.

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

MOTTINGHAM VILLAGE, MOTTINGHAM ROAD (from Catford, St Dunstans College)

Buses proceed from Mottingham Road via Grove Park Road departing to Mottingham Road. Set down in Mottingham Road, at stop MK and pick up in Mottingham Road, at stop ME.

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

ELTHAM CHURCH (from Catford, St Dunstans College)

Buses proceed from Eltham Hill via Court Yard departing to Court Road. Set down in Court Yard, at Stop K and pick up in Court Road, at Stop MD.

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

ELTHAM, SOUTHEND CRESCENT

Public stand for 2 buses on east side of Southend Crescent north of Southend Close commencing 8 metres north of lamp standard No. 09V1312 and extending 17 metres north. Buses proceed from Southend Crescent direct to stand, departing to Southend Crescent. Set down in Southend Crescent and pick up in Southend Crescent, FA.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 124 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: Eltham, Southend Crescent.
OTHER INFORMATION: No toilet facilities available.

Transport for London - Live Mileage List

Route 124
 Service change 21810
 Date 12 October 2009

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CATFSD S	CATFSD S	CATFORD, ST. DUNSTANS COLLEGE		
CATFSD	OC567	Stanstead Road	0	0.00
	26020	Catford & Catford Bridge Stations	317	0.20
CATFTH	8409	Catford Road/Lewisham Town Hall	287	0.18
	34081	Plassy Road	363	0.23
	20543	Holy Cross School	419	0.26
	17749	Sangley Road/St Fillans Road	268	0.17
	18917	Torridon Road/St Andrews Church	637	0.40
	17745	Downhill Road	189	0.12
TORRHR	17743	Torridon Road/Hazelbank Road	358	0.22
	BP413	Baudwin Road	266	0.17
	BP414	Castillon Road	223	0.14
	BP417	Boundfield Road	342	0.21
	BP418	Scarlet Road	297	0.18
	BP421	Forster Park School	388	0.24
	BP422	Crutchley Road	148	0.09
DNHMOVV	17739	Whitefoot Lane	186	0.12
	20399	Northover / Shroffold Road	458	0.28
	26254	Downham Way / Northover	331	0.21
	26252	The Green	313	0.19
GVPKDW	26250	Grove Park Station	194	0.12
	BP2538	Chinbrook Road / Baring Road	302	0.19
	18535	Amblecote Road	169	0.11
	17733	Marvels Lane / Chinbrook Road	360	0.22
	BP233	Lambcroft Avenue	218	0.14
	25280	Henry Cooper Way	389	0.24
	25282	Duddington Close	240	0.15
DUNKCF	25371	Court Farm Road	328	0.20
	25373	Beaconsfield Road	210	0.13
	25375	Dunkery Road / Ravensworth Road	334	0.21
	25288	Dunkery Road / Mottingham Road	166	0.10
	17534	Mottingham Road/Ravensworth Rd	319	0.20
	17536	Mottingham / Prince Of Wales	377	0.23
	7584	Mottingham Road	340	0.21
MOTTSN	17729	Mottingham Station	543	0.34
	44009	Middle Park Avenue / Court Road	335	0.21
	44011	Eltham Gardens	218	0.14
	44013	Middle Park Community Hall	280	0.17
MDPKKG	17497	Kingsground / Newmarket Green	331	0.21
	17499	Kingsground / Eltham Palace Road	378	0.23
	17501	Kingsground / Eltham Hill	472	0.29
	26667	Eltham Pools	103	0.06
ELTMHB	14710	Eltham High Street / Passey Place	421	0.26
	R0554	Eltham High Street / Blunts Road	364	0.23
ELTMSC	29246	Southend Crescent / Southend Close	428	0.27
ELTMSC S	ELTMSC S	ELTHAM, SOUTHEND CRESCENT	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			13609	8.46
			metres	miles

BACK DIRECTION

BACK DIRECTION				
Timing Point				
Code	Stop Number	Stop Name	Metres	Miles
ELTMSC S	ELTMSC S	ELTHAM, SOUTHEND CRESCENT		
ELTMSCF	34029	Holy Trinity Church	0	0.00
	BP2660	Southend Crescent / Southend Close	261	0.16
	16667	Eltham High Street / Foots Cray Road	331	0.21
	20548	Eltham High Street / Roper Street	282	0.18
ELTMHB	3381	Eltham High Street / Chequers Parade	275	0.17
	26668	Eltham Church / High Street	137	0.09
	17502	Kingsground / Eltham Hill	328	0.20
	17500	Kingsground / Eltham Palace Road	519	0.32
MDPKKG	44015	Middle Park Avenue / Newmarket Green	389	0.24
	44014	Middle Park Community Hall	279	0.17
	44012	Eltham Gardens	271	0.17
	44010	Middle Park Avenue / Court Road	195	0.12
MOTTSN	9818	Mottingham Station	285	0.18
	14387	Mottingham Road / Court Road	723	0.45
	17537	Mottingham / Prince Of Wales	366	0.23
	17535	Mottingham Road / Ravensworth Road	339	0.21
	25289	Dunkery Road / Mottingham Road	264	0.16
	25376	Dunkery Road / Ravensworth Road	232	0.14
	25374	Beaconsfield Road	270	0.17
DUNKCF	25372	Court Farm Road	259	0.16
	25283	Duddington Close	287	0.18
	25281	Henry Cooper Way	276	0.17
	BP3202	Marvels Lane Primary School	152	0.09
	R0413	Marvels Lane / Chinbrook Road	280	0.17
	18536	Amblecote Road	386	0.24
	35677	Chinbrook Road / Baring Road	303	0.19
GVPKDW	26251	Grove Park Station	227	0.14
	26253	The Green	306	0.19
	17736	Vanoc Gardens	370	0.23
	20400	Northover / Shroffold Road	192	0.12
DNHMVW	17738	Whitefoot Lane	456	0.28
	BP423	Crutchley Road	205	0.13
	BP420	Forster Park School	257	0.16
	BP419	Scarlet Road	286	0.18
	BP416	Boundfield Road	290	0.18
	BP415	Castillon Road	293	0.18
	BP412	Baudwin Road	278	0.17
TORRHR	17742	Torridon Road/Hazelbank Road	326	0.20
	17744	Dowanhill Road	202	0.13
	34231	Sandhurst Road/St Andrews Church	323	0.20
	17748	Sandhurst Road/St Fillans Road	477	0.30
	20542	Holy Cross School	317	0.20
CATFTH	110	Catford Road/Lewisham Town Hall	574	0.36
	26022	Catford & Catford Bridge Stations	195	0.12
CATFSD	OC567	Stanstead Road	408	0.25
CATFSD S	CATFSD S	CATFORD, ST. DUNSTANS COLLEGE	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			13671	8.49
			metres	miles