

7. Service Specification

Route: 138

QC40502

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	Bromley North Station to Coney Hall, Chestnut Avenue
Contract Basis	Incentivised
Commencement Date	16 th March 2013
Vehicle Type	45 capacity, single door, single deck, minimum 8.9m long
Current Maximum Approved Dimensions	8.95 metres long and 2.4 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	No
Sponsored Route	No
Minimum Performance Standard	Departing on Time - No less than 86.00%
Extension Threshold	Departing on Time Threshold - 90.00%
Advertising Rights	Operator
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on 27th February 2012

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) QSI POINTS & MILEAGE
- 5) OPERATIONAL CONSIDERATIONS
- 6) CURRENT PERFORMANCE ROUTE RECORD & IBUS MILEAGE

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. 138.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 138.

Hail & ride operation sections:

Hail and ride operation, with buses stopping wherever it is safe to set down and pick up passengers, applies on the following sections of Route No. 138:

Towards Bromley North - (**Coney Hall**) Sylvan Way, Layhams Road, Birch Tree Avenue

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Bromley North Station to Coney Hall, Chestnut Avenue		Coney Hall, Chestnut Avenue to Bromley North Station			
First departure no later than 0530.		First departure no later than 0550.			
0525 - 1950	Every 20 minutes	0545 - 2010	Every 20 minutes		
1951 - 0025	Every 30 minutes	2011 - 0010	Every 30 minutes		
Last departure no earlier than 0020.		Last departure no earlier than 0005.			
Pinchpoints					
Hayes Station (Kent)	0725 - 0905	20 minutes	Bromley South Station	0710 - 0910	20 minutes
	1505 - 1625	20 minutes		1510 - 1630	20 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Bromley North Station to Coney Hall, Chestnut Avenue		Coney Hall, Chestnut Avenue to Bromley North Station			
First departure no later than 0530.		First departure no later than 0550.			
0525 - 0630	Every 30 minutes	0545 - 0650	Every 30 minutes		
0631 - 1950	Every 20 minutes	0651 - 2005	Every 20 minutes		
1951 - 0025	Every 30 minutes	2006 - 0010	Every 30 minutes		
Last departure no earlier than 0020.		Last departure no earlier than 0005.			
Pinchpoints					
Hayes Station (Kent)	0925 - 1125	20 minutes	Bromley South Station	0930 - 1130	20 minutes

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Bromley North Station to Coney Hall, Chestnut Avenue		Coney Hall, Chestnut Avenue to Bromley North Station			
First departure no later than 0730.		First departure no later than 0745.			
0725 - 0025	Every 30 minutes	0740 - 0010	Every 30 minutes		
Last departure no earlier than 0020.		Last departure no earlier than 0005.			
Pinchpoints					
Hayes Station (Kent)	1010 - 1140	30 minutes	Bromley South Station	1030 - 1130	30 minutes

3.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Bromley North Station to Coney Hall, Chestnut Avenue		Coney Hall, Chestnut Avenue to Bromley North Station			
First departure no later than 0800.		First departure no later than 0815.			
0755 - 0025	Every 30 minutes	0810 - 0010	Every 30 minutes		
Last departure no earlier than 0020.		Last departure no earlier than 0005.			
Pinchpoints					
Hayes Station (Kent)	1010 - 1140	30 minutes	Bromley South Station	1030 - 1130	30 minutes

4) QSI POINTS & MILEAGE

It is intended Route No. 138 will have 48 surveys per quarter at the following locations:

QSI POINTS	
Towards Coney Hall, Chestnut Avenue	Towards Bromley North Station
Bromley North	Hayes Station \$
Hayes Station \$	
MILEAGE: See Attached iBus Sheets	

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

5) OPERATIONAL CONSIDERATIONS

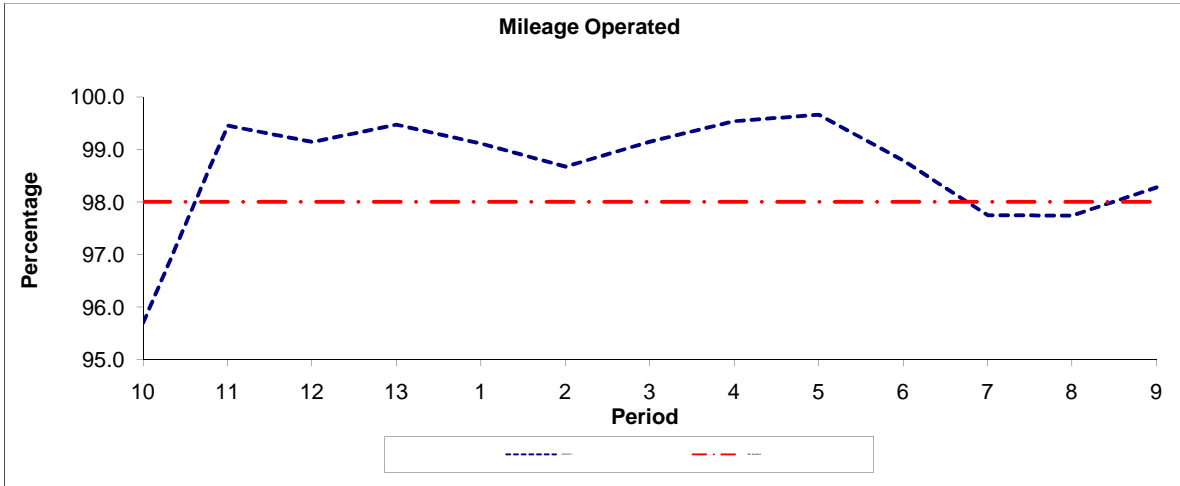
- 5.1) Route No. 138 should interwork with Route No. 162 between Bromley South Station and Bromley, Westmoreland during all periods on all days.
- 5.2) Route No. 138 should be separated from Route No. 246 between Bromley North Station and Hayes Station, during all periods where possible.
- 5.3) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following locations: Bromley North Rail Station, Bromley South Rail Station and Hayes Rail Station (Kent).
- 5.4) Route No. 138 can suffer unpredictable traffic delays in the Bromley area.
- 5.5) Smaller buses are used on the route due to highway constraints in the Coney Hall area.

6) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

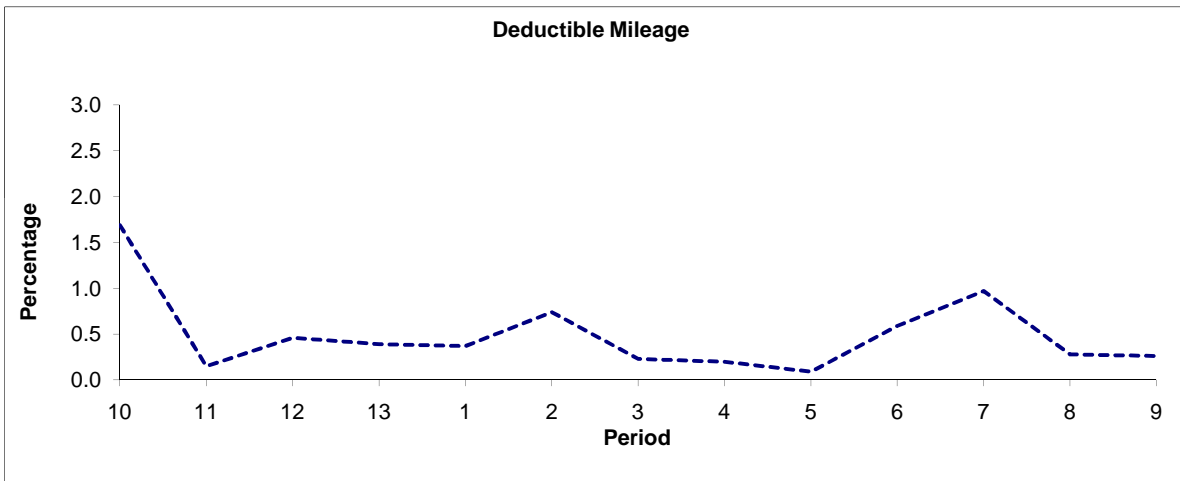
- 6.1) CURRENT PERFORMANCE
As per current print out.
- 6.2) ROUTE RECORD
As per Busnet Printout.
- 6.3) IBUS MILEAGE
As per current print out.

PART B - PERFORMANCE STATISTICS

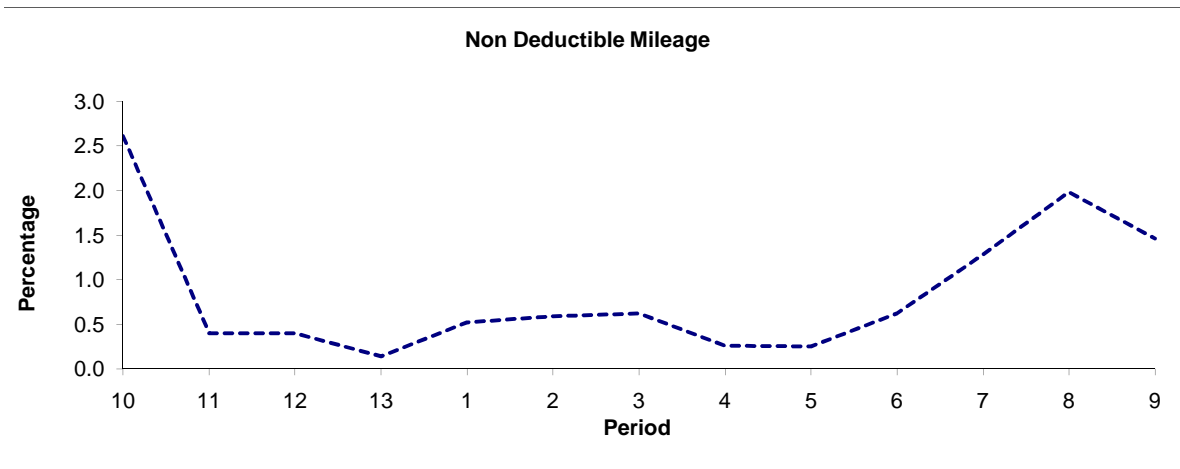
Route 138



Period	10	11	12	13	1	2	3	4	5	6	7	8	9
2010/2011	95.70	99.45	99.14	99.47	99.11	98.67	99.15	99.54	99.66	98.79	97.75	97.74	98.28
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	10	11	12	13	1	2	3	4	5	6	7	8	9
2010/2011	1.69	0.15	0.46	0.39	0.37	0.74	0.23	0.20	0.09	0.59	0.97	0.28	0.26

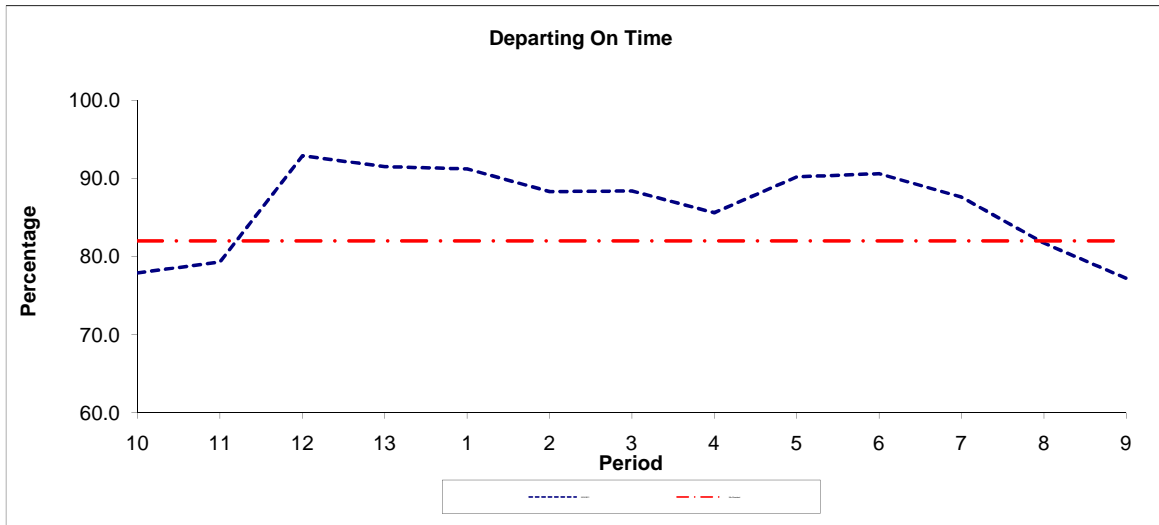


Period	10	11	12	13	1	2	3	4	5	6	7	8	9
2010/2011	2.61	0.40	0.40	0.14	0.52	0.59	0.62	0.26	0.25	0.62	1.28	1.98	1.46

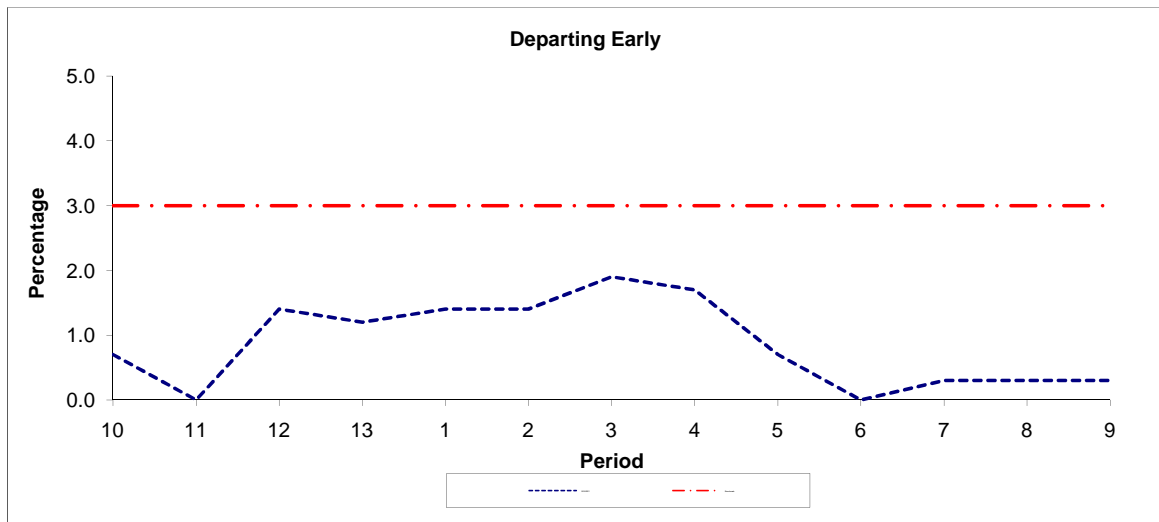
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 138



Period	10	11	12	13	1	2	3	4	5	6	7	8	9
2010/2011	77.90	79.30	92.90	91.50	91.20	88.30	88.40	85.60	90.20	90.60	87.60	81.70	77.20
Min Standard	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00



Period	10	11	12	13	1	2	3	4	5	6	7	8	9
2010/2011	0.70	0.00	1.40	1.20	1.40	1.40	1.90	1.70	0.70	0.00	0.30	0.30	0.30
Benchmark	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00

Note : Reliability is based on 12 weeks rolling data

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 138: Bromley North Station - Coney Hall

Date of Structural Change: 16 March 2013.

Date of Service Change: 16 March 2013.

Reason for Issue: New Contract.

STREETS TRAVERSED

Towards Coney Hall: Bromley North Station Forecourt, East Street, Widmore Road, Kentish Way, Elmfield Road, Bromley High Street, Westmoreland Road, Pickhurst Lane, Station Approach, Bourne Way, Addington Road, Glebe Way Roundabout, Glebe Way, Croydon Road, Kingsway, Church Drive, Queensway, Chestnut Avenue.

Towards Bromley North Station: Chestnut Avenue, Sylvan Way, Layhams Road, Birch Tree Avenue, Queensway, Princes Way, Kingsway, Croydon Road, Addington Road, Glebe Way Roundabout, Addington Road, Bourne Way, Station Approach, Pickhurst Lane, Westmoreland Road, Bromley High Street, Elmfield Road, Kentish Way, Widmore Road, East Street, West Street, College Road, Tweedy Road, Mitchell Way, Bromley North Bus Stand.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

BROMLEY NORTH STATION

Private stand in two sections for up to 18 buses in Bus Parking Area on the former goods yard site on west side of Bromley North Station.

Buses proceed from Bromley North Bus Stand direct to stand, departing via Bromley North Bus Stand and Mitchell Way to Bromley North Station Forecourt. Set down in Bromley North Bus Stand, at Alighting Point (37087 - Bromley North Station #, Last Stop on LOR: 37087 - Bromley North Station #) and pick up in Bromley North Station Forecourt, at Stop D (36953 - Bromley North Station #, First Stop on LOR: 36953 - Bromley North Station #).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 138 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: Bromley North.
OTHER INFORMATION: LBSL toilets available 24 hrs.

HAYES STATION (from Bromley North Station)

Buses proceed from Pickhurst Lane via Hayes Garden, Ridgeway and Station Hill departing to Station Approach. Set down in Pickhurst Lane, at Stop G (17709 - Hayes Hill Road, Last Stop on LOR: 17709 - Hayes Hill Road) and pick up in Station Approach, at Stop C (9471 - Hayes Station #, First Stop on LOR: 9471 - Hayes Station #).

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

CONEY HALL, CHESTNUT AVENUE, HESITATION POINT (from Bromley North Station)

Hesitation point only; Buses must only hesitate as long as necessary to change ticket machine, radio and blind displays.

Buses proceed from Chestnut Avenue direct to stand, departing to Chestnut Avenue. Set down in Chestnut Avenue (BP2999 - Chestnut Avenue, Last Stop on LOR: BP2999 - Chestnut Avenue) and pick up in Chestnut Avenue (BP2999 - Chestnut Avenue, First Stop on LOR: BP2999 - Chestnut Avenue).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: None.

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: Coney Hall.

Transport for London - Live Mileage List

v2.0 - Mileage directly imported from Caesar

Route 138
 Service change 28732
 Date 20/09/2011

Reason for Issue	Mileage Update
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Version Detail

OUT DIRECTION					BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles	Timing Point Code	Stop Number	Stop Name	Metres	Miles
BROMNS	36953	Bromley North Station			CYHLCA	BP2999	Chestnut Avenue		
	BP1071	Bromley / Market Place	268	0.17		HC190	Hail & Ride Section Starts Here	197	0.12
	BP053	Bromley Town Hall	197	0.12	CYHLSW	H0181	Sylvan Way / Chestnut Avenue	47	0.03
	BP055	Bromley Civic Centre	190	0.12		H0180	Sylvan Way / Layhams Road	197	0.12
	40235	Bromley High Street / The Mall	569	0.35		H0179	Layhams Rd/Chestnut Ave	318	0.20
BROMSS	21558	Bromley South Station	173	0.11		H0590	Birch Tree Avenue / Layhams Road	334	0.21
	33842	St Mark's Church	270	0.17		H0178	Birch Tree Avenue	212	0.13
	20692	Queen Anne Avenue	257	0.16		HC191	Hail & Ride Section	91	0.06
	14732	Cumberland Road	407	0.25		HC192	Hail & Ride Section Ends Here	179	0.11
	17702	Broadoaks Way	347	0.22		H0173	Birch Tree Avenue / Queensway	19	0.01
BROMWP	7722	Barnfield Wood Road	296	0.18	CYHLPW	BP2998	Princes Way	183	0.11
	R0395	Mead Way	481	0.30		17717	Coney Hall Parade	332	0.21
	17706	The Pickhurst	484	0.30		17715	Addington Road / Glebe Way	392	0.24
	R0416	Crest Road	366	0.23		17713	Tiepigs Lane	444	0.28
	17709	Hayes Hill Road	238	0.15		18733	Holland Way	422	0.26
	17711	Hayes / Station Approach	425	0.26	HYSBSN	9471	Hayes Station	344	0.21
HYSBSN	9470	Hayes Station	155	0.10		17710	Hayes / Station Approach	163	0.10
	R0501	Holland Way	443	0.28		17708	Hayes Hill Road	307	0.19
	17712	Tiepigs Lane	342	0.21		19342	Crest Road	283	0.18
	33726	Glebe Way	461	0.29		17707	The Pickhurst	322	0.20
	17716	Coney Hall / Kingsway	152	0.09		17705	The Avenue	440	0.27
CYHLCA	BP2999	Chestnut Avenue	333	0.21		R0517	Pickhurst Lane / Goodhart Way	336	0.21
					BROMWP	7723	Barnfield Wood Road	399	0.25
						17703	Broadoaks Way	222	0.14
						14733	Westmoreland Road / Cumberland Road	389	0.24
						20691	Queen Anne Avenue	392	0.24
						33913	St Mark's Church	197	0.12
					BROMSS	37294	Bromley South Station	269	0.17
						BP042	Elmfield Road / The Glades	283	0.18
						BP054	Bromley Civic Centre	379	0.24
						40106	Bromley Town Hall	314	0.20
						40107	West Street	270	0.17
					BROMNS	37087	Bromley North Station	378	0.23
TOTAL ROUTE MILEAGE - OUT DIRECTION			6854	4.26	TOTAL ROUTE MILEAGE - BACK DIRECTION			9054	5.63
			metres	miles				metres	miles