

CONTRACT SPECIFICATION

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

Contract Reference	QC38401
Route Number	227
Terminus Points	Bromley North Station to Crystal Palace
Contract Basis	Incentivised
Commencement Date	23 rd June 2012
Vehicle Type	70 capacity, dual door, single deck buses
Current Maximum Approved Dimensions	11.3 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: 4th July 2011

SERVICE SPECIFICATION

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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. 227.

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:

- 70 capacity, dual door, single deck buses are specified subject to a satisfactory route test.
- Tenderers should refer to the schedules dated 22/01/2011 rather than the current emergency schedules.

2) SCHEDULE REQUIREMENTS & PINCHPOINTS

2.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Bromley North Station to Crystal Palace Parade			Crystal Palace Bus Station to Bromley North Station		
First departure no later than 0510.			First departure no later than 0540.		
0505 - 0620	Every 12 minutes		0535 - 0700	Every 12 minutes	
0621 - 1825	Every 8 minutes		0701 - 1950	Every 8 minutes	
1826 - 2015	Every 10 minutes		1951 - 2100	Every 10 minutes	
2016 - 2130	Every 12 minutes		2101 - 2200	Every 12 minutes	
2131 - 0020	Every 15 minutes		2201 - 0050	Every 15 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0045.		
Pinchpoints					
Shortlands Station	0725 - 0900	8 minutes	Shortlands Station	0720 - 0900	8 minutes
	1500 - 1630	8 minutes		1505 - 1635	8 minutes

2.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Bromley North Station to Crystal Palace Parade			Crystal Palace Bus Station to Bromley North Station		
First departure no later than 0510.			First departure no later than 0540.		
0505 - 0710	Every 15 minutes		0535 - 0755	Every 15 minutes	
0711 - 0820	Every 10 minutes		0756 - 0855	Every 10 minutes	
0821 - 1815	Every 8 minutes		0856 - 1830	Every 8 minutes	
1816 - 1915	Every 10 minutes		1831 - 2000	Every 10 minutes	
1916 - 2130	Every 12 minutes		2001 - 2200	Every 12 minutes	
2131 - 0020	Every 15 minutes		2201 - 0050	Every 15 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0045.		
Pinchpoints					
Shortlands Station	0925 - 1105	8 minutes	Shortlands Station	0915 - 1105	8 minutes

2) SCHEDULE REQUIREMENTS & PINCHPOINTS (continued)

2.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Bromley North Station to Crystal Palace Parade			Crystal Palace Bus Station to Bromley North Station		
First departure no later than 0600.			First departure no later than 0630.		
0555 - 0800	Every 30 minutes		0625 - 0855	Every 30 minutes	
0801 - 0840	Every 20 minutes		0856 - 1025	Every 15 minutes	
0841 - 0940	Every 15 minutes		1026 - 1850	Every 12 minutes	
0941 - 1740	Every 12 minutes		1851 - 0050	Every 15 minutes	
1741 - 0020	Every 15 minutes				
Last departure no earlier than 0015.			Last departure no earlier than 0045.		
Pinchpoints					
Shortlands Station	1030 - 1130	12 minutes	Shortlands Station	1020 - 1050 1051 - 1150	15 minutes 12 minutes

2.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Bromley North Station to Crystal Palace Parade			Crystal Palace Bus Station to Bromley North Station		
First departure no later than 0800.			First departure no later than 0830.		
0755 - 0840	Every 20 minutes		0825 - 0855	Every 30 minutes	
0841 - 0940	Every 15 minutes		0856 - 1025	Every 15 minutes	
0941 - 1740	Every 12 minutes		1026 - 1850	Every 12 minutes	
1741 - 0020	Every 15 minutes		1851 - 0050	Every 15 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0045.		
Pinchpoints					
Shortlands Station	1030 - 1130	12 minutes	Shortlands Station	1020 - 1050 1051 - 1150	15 minutes 12 minutes

3) QSI POINTS & MILEAGE

It is intended Route No. 227 will have 76 surveys per quarter at the following locations:

QSI POINTS	
Towards Crystal Palace Parade	Towards Bromley North Station
Bromley North	Crystal Palace
Beckenham (not evenings or Sundays) \$	Penge (AM only)
Penge (PM only)	Beckenham (not evenings or Sundays) \$
MILEAGE: See Attached iBus Sheets	

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

4) OPERATIONAL CONSIDERATIONS

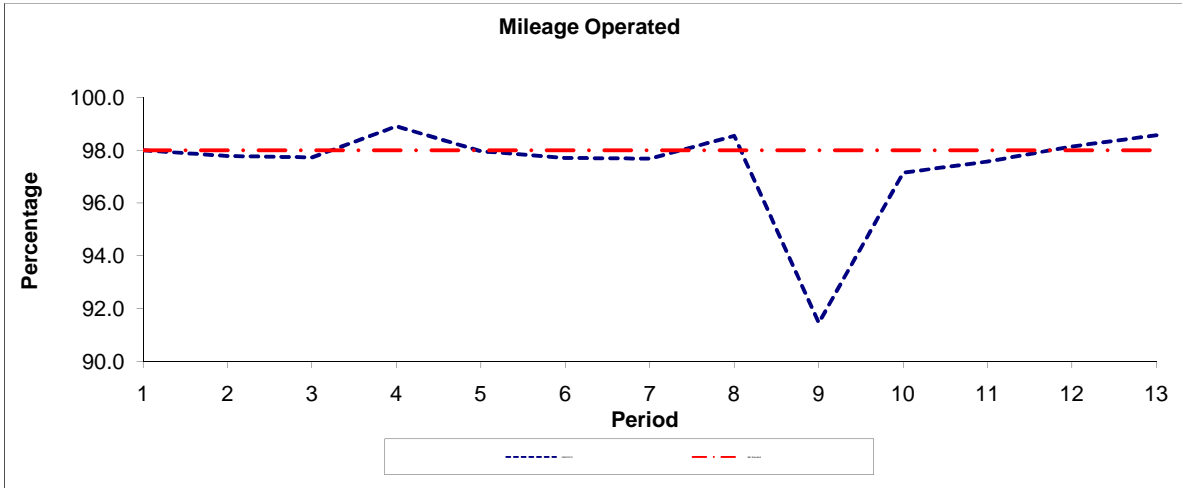
- 4.1) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following locations: Bromley North Station, Shortlands Station, Clock House Station and Beckenham Road Tram Stop.
- 4.2) Route No. 227 can suffer unpredictable traffic delays in the Bromley, Shortlands, Penge and Beckenham area.
- 4.3) Occasional sporting or cultural events at Crystal Palace may lead to delays from increased traffic congestion.
- 4.4) The railway bridge at Shortlands Station has a height restriction of 3.65 metres (12 feet 0 inches), which precludes the use of double deck buses under this bridge at any time. Double deck buses are therefore not suitable for operation on Route No. 227 under any circumstances.
- 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

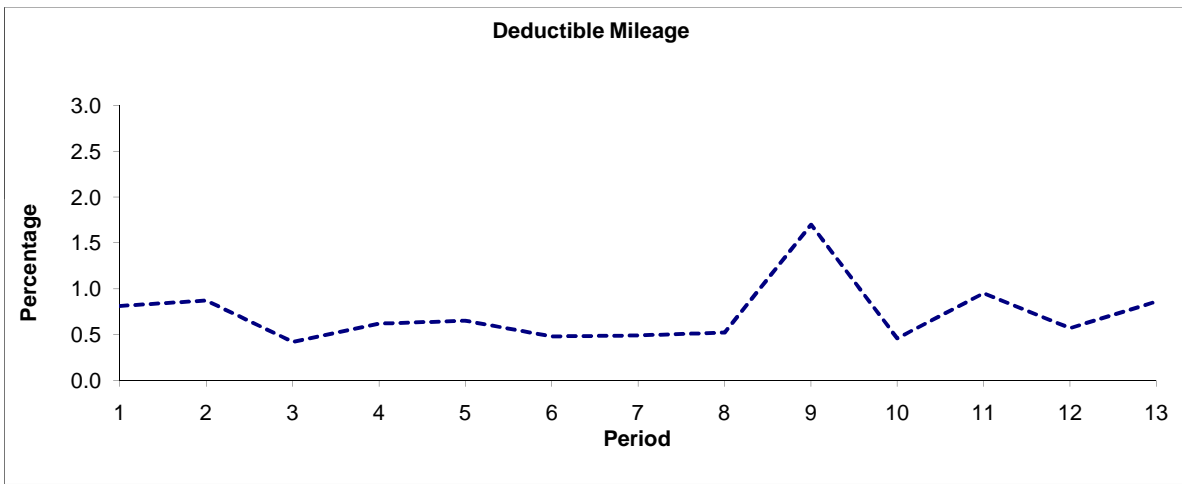
- 5.1) CURRENT PERFORMANCE
As per current print out.
- 5.2) ROUTE RECORD
As per Busnet Printout.
- 5.3) IBUS MILEAGE
As per current print out.

PART B - PERFORMANCE STATISTICS

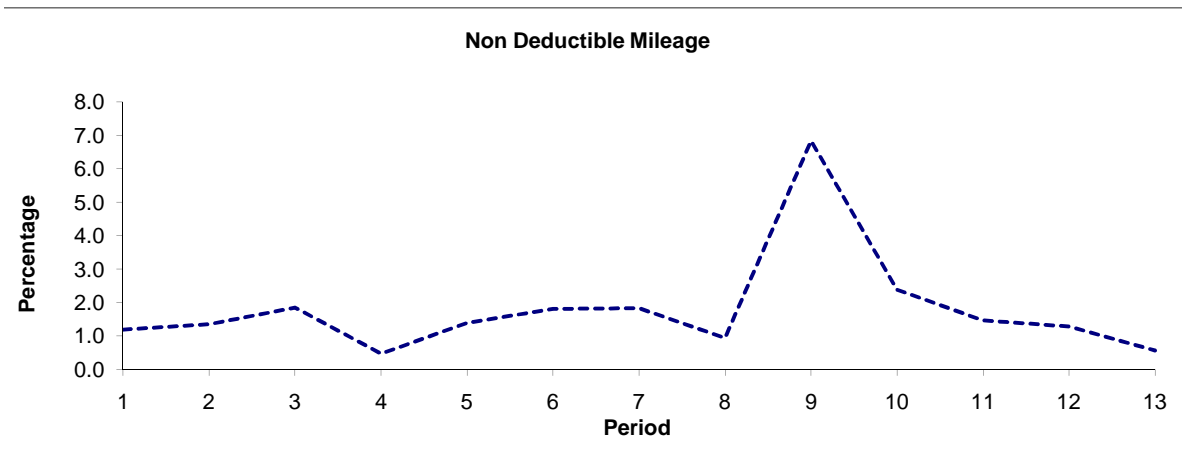
Route 227



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2009/2010	98.00	97.78	97.73	98.91	97.96	97.71	97.68	98.54	91.46	97.15	97.58	98.15	98.57
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	1	2	3	4	5	6	7	8	9	10	11	12	13
2009/2010	0.81	0.87	0.42	0.62	0.65	0.48	0.49	0.52	1.70	0.46	0.95	0.57	0.86

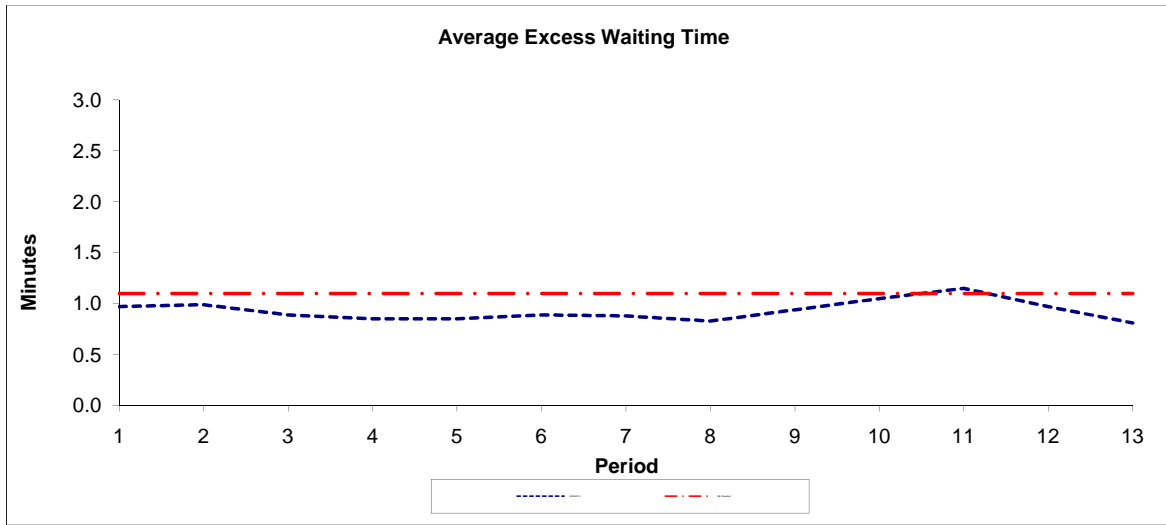


Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2009/2010	1.19	1.35	1.85	0.47	1.39	1.81	1.83	0.94	6.84	2.39	1.47	1.28	0.57

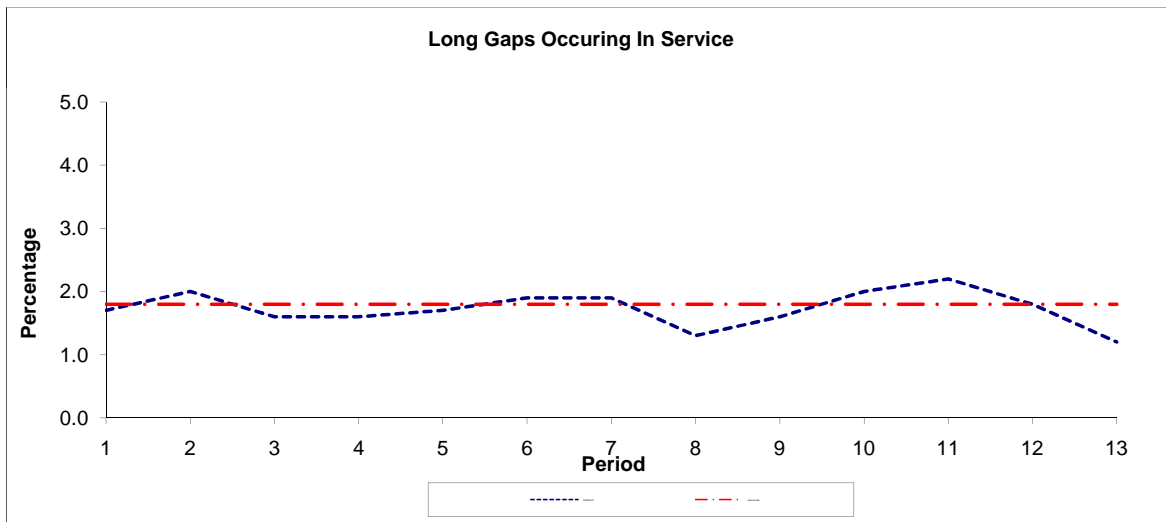
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 227



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2009/2010	0.97	0.99	0.89	0.85	0.85	0.89	0.88	0.83	0.94	1.05	1.15	0.97	0.81
Min Standard	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2009/2010	1.70	2.00	1.60	1.60	1.70	1.90	1.90	1.30	1.60	2.00	2.20	1.80	1.20
Benchmark	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80

Note : Reliability is based on 12 weeks rolling data

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 227: Bromley North Station - Crystal Palace Bus Station

Date of Structural Change: 23 June 2012.

Date of Service Change: 23 June 2012.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Crystal Palace Bus Station: Bromley North Station Forecourt, Tweedy Road, Widmore Road, Market Square, Bromley High Street, Beckenham Lane, Bromley Road, Beckenham High Street, Beckenham War Memorial, Beckenham Road, Penge High Street, Crystal Palace Park Road, Westwood Hill, Crystal Palace Parade.

Towards Bromley North Station: Crystal Palace Bus Station East Side, Crystal Palace Parade, Westwood Hill, Crystal Palace Park Road, Penge High Street, Beckenham Road, Beckenham War Memorial, Beckenham High Street, Bromley Road, Beckenham Lane, Bromley High Street, Market Square, Widmore Road, Tweedy Road, Mitchell Way, Bromley North Bus Stand.

STANDING AND TURNING POINTS

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 and pick up in Bromley North Station Forecourt, at Stop E.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 227 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: Bromley North.

BECKENHAM, WAR MEMORIAL (from Bromley North Station)

Buses proceed from Beckenham High Street via Beckenham War Memorial departing to Beckenham High Street. Set down in Beckenham High Street, at stop R and pick up in Beckenham High Street, at stop P.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Beckenham, War Memorial.

PENGE, CROOKED BILLET (from Bromley North Station)

Public stand in two parts on north side of Penge High Street east of the island at the 'Crooked Billet' public house.

1. For one bus on the nearside commencing at the junction with Penge High Street and extending 12 metres north.
2. For one bus on the offside commencing at the junction with Penge High Street and extending 12 metres north.

Buses proceed from Penge High Street via Penge Lane and Crooked Billet Slip Road to stand, departing via Crooked Billet Slip Road to Penge High Street. Set down in Penge High Street, at Stop E and pick up in Penge High Street, at Stop F.

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: Penge.

PENGE WEST (from Bromley North Station)

Buses proceed from Crystal Palace Park Road via Sydenham Avenue, Circumnavigate Roundabout At Junction With Border Road and Sydenham Avenue departing to Crystal Palace Park Road. Set down in Crystal Palace Park Road and pick up in Crystal Palace Park Road.

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

CRYSTAL PALACE BUS STATION

Private stand for 9 buses facing south in marked bays on east side of bus station on east side of Crystal Palace Parade opposite Farquhar Road.

Buses proceed from Crystal Palace Parade via Crystal Palace Bus Station East Side to stand, departing to Crystal Palace Bus Station East Side. Set down in Crystal Palace Parade, at Alighting Point and pick up in Crystal Palace Bus Station East Side, at Stop D.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 227 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:	Crystal Palace.

Transport for London - Live Mileage List

Route 227
 Service change 22261
 Date 12 October 2009

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
BROMNS S	BROMNS S	BROMLEY NORTH STATION		
BROMNS	36951	Bromley North Station	0	0.00
BROMWC	40105	Bromley Town Hall	387	0.24
	R0558	Bromley / Market Square	161	0.10
	34206	Bromley / The Greyhound	125	0.08
	R0509	Bromley Court House	249	0.15
	19756	Meadow Road	586	0.36
SHRTSN	19757	Bromley Road / Shortlands Station	205	0.13
	R0388	Albemarle Road	375	0.23
	19759	Bromley Road / Scotts Lane	174	0.11
	19761	Oakwood Avenue	481	0.30
	19764	Westgate Road	379	0.24
	14125	Bromley Road / St George's Church	463	0.29
	1426	Manor Road	126	0.08
	20979	Beckenham High Street / Kelsey Square	275	0.17
BECKWM	1428	Beckenham High Street / War Memorial	233	0.14
	19766	Hayne Road	373	0.23
	1522	Clock House Station	268	0.17
	19768	Beckenham Road Tram Stop	328	0.20
	BP2553	Kent House Station	292	0.18
	R0775	Clevedon Road	173	0.11
	19772	Penge / Sainsburys	170	0.11
PENGCB	17327	High Street/ Maple Road	362	0.22
	R0776	High Street/Penge West Stn	429	0.27
	BP136	Lawrie Park Road	265	0.16
	R0777	Sydenham Avenue	503	0.31
	R0778	Crystal Palace Pk Rd/Westwood Hill	455	0.28
	19020	Crystal Palace Parade/Fountain Drive	483	0.30
	13379	Crystal Palace Parade / College Road	220	0.14
CPALPD	BP3075	Crystal Palace	238	0.15
CPALBS S	CPALBS S	CRYSTAL PALACE BUS STATION	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			8778	5.45
			metres	miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CPALBS S	CPALBS S	CRYSTAL PALACE BUS STATION		
CPALBS	BP2418	Crystal Palace Bus Station	0	0.00
	BP2417	Crystal Palace Parade	183	0.11
	17839	Crystal Palace Parade / College Road	345	0.21
	17835	Crystal Palace Park Road	364	0.23
	25960	Crystal Palace Pk Rd/Chareville Circus	305	0.19
	25959	Sydenham Avenue	477	0.30
	17323	Lawrie Park Road	431	0.27
	19771	High Street/Penge West Station	350	0.22
PENGCB	17326	High Street/ Maple Road	264	0.16
	2131	High Street / Green Lane	227	0.14
	BP210	Penge / Sainsburys	138	0.09
	19770	Clevedon Road	248	0.15
	BP2554	Kent House Station	282	0.18
	19769	Beckenham Road Tram Stop	211	0.13
	19767	Clock House Station	174	0.11
	1521	Beckenham Library	191	0.12
	19765	Hayne Road	207	0.13
BECKWM	1427	Beckenham High Street / War Memorial	397	0.25
	R0405	Manor Road	345	0.21
	14124	Bromley Rd/St Georges Church	241	0.15
	19763	Westgate Road	491	0.31
	19762	Bromley Road / Oakwood Avenue	194	0.12
	19760	Ashmere Avenue	479	0.30
	43011	Albemarle Road	279	0.17
SHRTSN	19758	Bromley Road/Shortlands Station	417	0.26
	19755	Valley School	326	0.20
	BP051	Bromley / The Greyhound	710	0.44
	BP050	Bromley / Market Square	146	0.09
BROMWC	BP053	Bromley Town Hall	213	0.13
BROMNS	37087	Bromley North Station	468	0.29
BROMNS S	BROMNS S	BROMLEY NORTH STATION	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			9103	5.66
			metres	miles