

7. Service Specification

Route: 233

QC40504

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	Eltham Station to Swanley, Beechenlea Lane
Contract Basis	Incentivised
Commencement Date	23 rd February 2013
Vehicle Type	45 capacity, single door, single deck, minimum 8.9m long
Current Maximum Approved Dimensions	8.9 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 82.00%
Extension Threshold	Departing on Time Threshold - 86.00%
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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 233.

- From 3rd March 2012, on Mondays to Fridays schooldays, ex Swanley, Beechenlea Lane, an additional morning journey is specified to provide a frequency of every 15 minutes between 0720 and 0820.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 233.

Hail & ride operation:

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. 233:

(Sidcup) Longlands Road

Requirements for Registration:

The section of Route No. 233 between Swanley, Beechenlea Lane and the Kent County Boundary at Maidstone Road will need to be registered with the Traffic Commissioner for the South Eastern & Metropolitan Traffic Area 56 days before the operation commences. The registration should be sent to:

South Eastern & Metropolitan Traffic Area Office
Hillcrest House
386 Harehills Lane
LEEDS
LS9 6NF

Copies of the registration should be sent to:

Local Bus Manager
Kent County Council
County Hall
Maidstone
Kent ME14 1XQ

and to:

Requirements for Registration - continued:

Licensing Manager,
TfL Surface Transport
11th Floor, Zone Y7
Palestra
197 Blackfriars Road
London
SE1 8NJ
e-mail: lsp@tfl.gov.uk

The cost of this and any future variation to this registration are to be met by the Operator.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS & PINCHPOINTS

Eltham Station to Swanley, Beechenlea Lane			Swanley, Beechenlea Lane to Eltham Station		
First departure no later than 0605.			First departure no later than 0520.		
0600 - 1930	Every 20 minutes*		0515 - 0720	Every 20 minutes*	
1931 - 0035	Every 30 minutes		0721 - 0820	Every 15 minutes	
			0821 - 1905	Every 20 minutes*	
			1906 - 0010	Every 30 minutes	
Last departure no earlier than 0030.			Last departure no earlier than 0005.		
Pinchpoints					
Ruxley Corner, West Side	0705 - 0905	20 minutes	Longlands Road, Little Birches	0710 - 0750	20 minutes
	1455 - 1635	20 minutes		0751 - 0850	15 minutes
				0851 - 0930	20 minutes
				1450 - 1630	20 minutes

* During the Mondays to Fridays AM peak, widening of departures to every 21 minutes is acceptable. Please see current schedule.

3.2) MONDAY TO FRIDAY NON SCHOOLDAYS SCHEDULE REQUIREMENTS

Eltham Station to Swanley, Beechenlea Lane			Swanley, Beechenlea Lane to Eltham Station		
First departure no later than 0605.			First departure no later than 0520.		
0600 - 1930	Every 20 minutes		0515 - 1905	Every 20 minutes	
1931 - 0035	Every 30 minutes		1906 - 0010	Every 30 minutes	
Last departure no earlier than 0030.			Last departure no earlier than 0005.		
Pinchpoints					
Ruxley Corner, West Side	0705 - 0905	20 minutes	Longlands Road, Little Birches	0710 - 0930	20 minutes
	1455 - 1635	20 minutes		1450 - 1630	20 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.3) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Eltham Station to Swanley, Beechenlea Lane		Swanley, Beechenlea Lane to Eltham Station			
First departure no later than 0605.		First departure no later than 0520.			
0600 - 1800	Every 20 minutes	0515 - 1805	Every 20 minutes		
1801 - 0035	Every 30 minutes	1806 - 0010	Every 30 minutes		
Last departure no earlier than 0030.		Last departure no earlier than 0005.			
Pinchpoints					
Ruxley Corner, West Side	0905 - 1105	20 minutes	Longlands Road, Little Birches	0900 - 1100	20 minutes

3.4) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Eltham Station to Swanley, Beechenlea Lane		Swanley, Beechenlea Lane to Eltham Station			
First departure no later than 0730.		First departure no later than 0710.			
0725 - 0035	Every 30 minutes	0705 - 0010	Every 30 minutes		
Last departure no earlier than 0030.		Last departure no earlier than 0005.			
Pinchpoints					
Ruxley Corner, West Side	1020 - 1120	30 minutes	Longlands Road, Little Birches	1030 - 1130	30 minutes

3.5) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Eltham Station to Swanley, Beechenlea Lane		Swanley, Beechenlea Lane to Eltham Station			
First departure no later than 0800.		First departure no later than 0810.			
0755 - 0035	Every 30 minutes	0805 - 0010	Every 30 minutes		
Last departure no earlier than 0030.		Last departure no earlier than 0005.			
Pinchpoints					
Ruxley Corner, West Side	1020 - 1120	30 minutes	Longlands Road, Little Birches	1030 - 1130	30 minutes

4) QSI POINTS & MILEAGE

It is intended Route No. 233 will have 80 surveys per quarter at the following locations:

QSI POINTS	
Towards Swanley, Beechenlea Lane	Towards Eltham Station
Eltham High Street	Sidcup \$
New Eltham Station \$	New Eltham Station \$
Sidcup \$	
MILEAGE: See Attached iBus Sheets	

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

5) OPERATIONAL CONSIDERATIONS

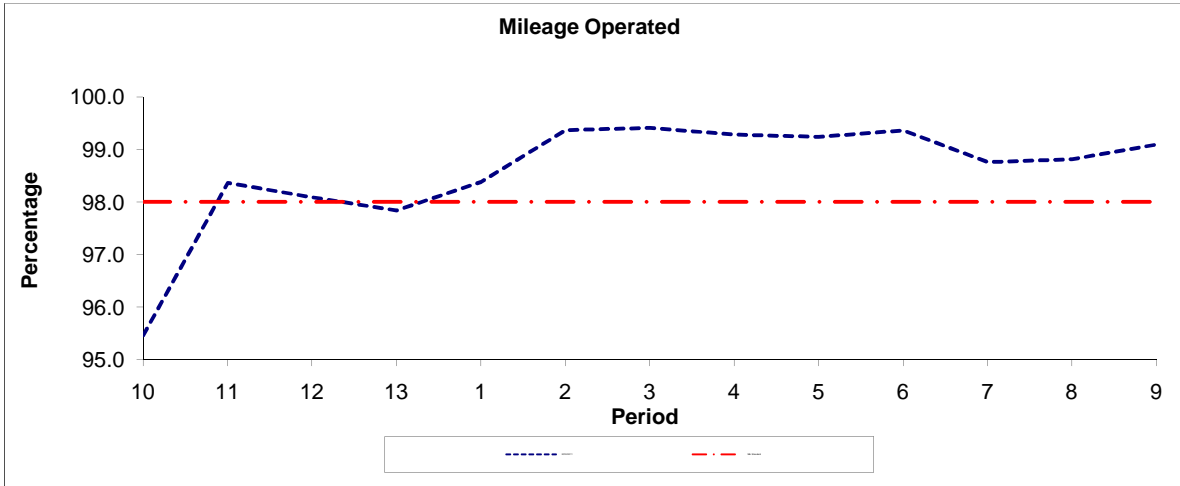
- 5.1) Route No. 233 can suffer unpredictable traffic delays in the Eltham area.
- 5.2) Smaller buses are used on the route due to restrictions in the Longlands Road area.

6) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

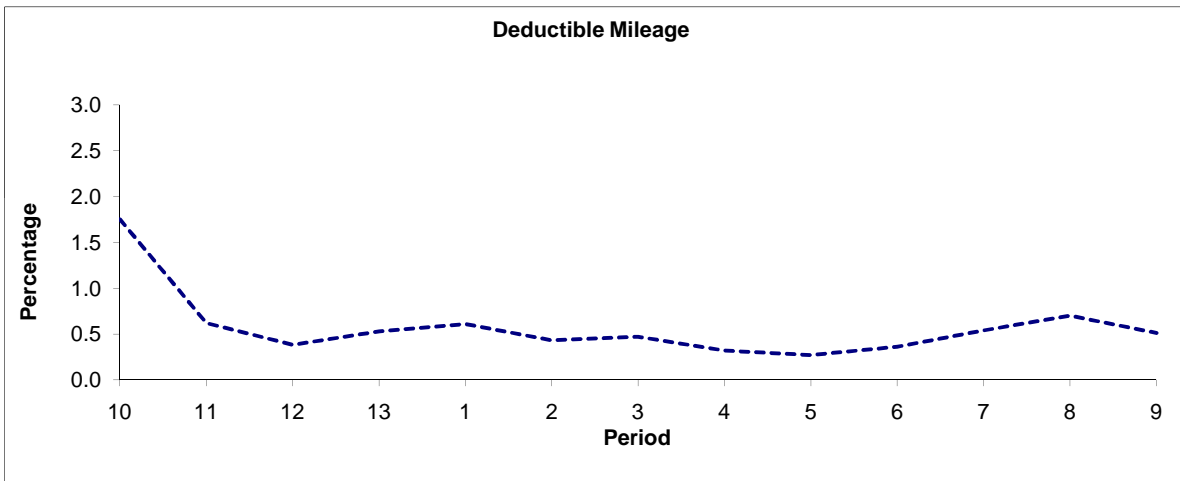
- 6.1) CURRENT PERFORMANCE
As per current print out.
- 6.2) ROUTE RECORD
As per Busnet Printout.
- 6.3) IBUS MILEAGE
As per current print out.

PART B - PERFORMANCE STATISTICS

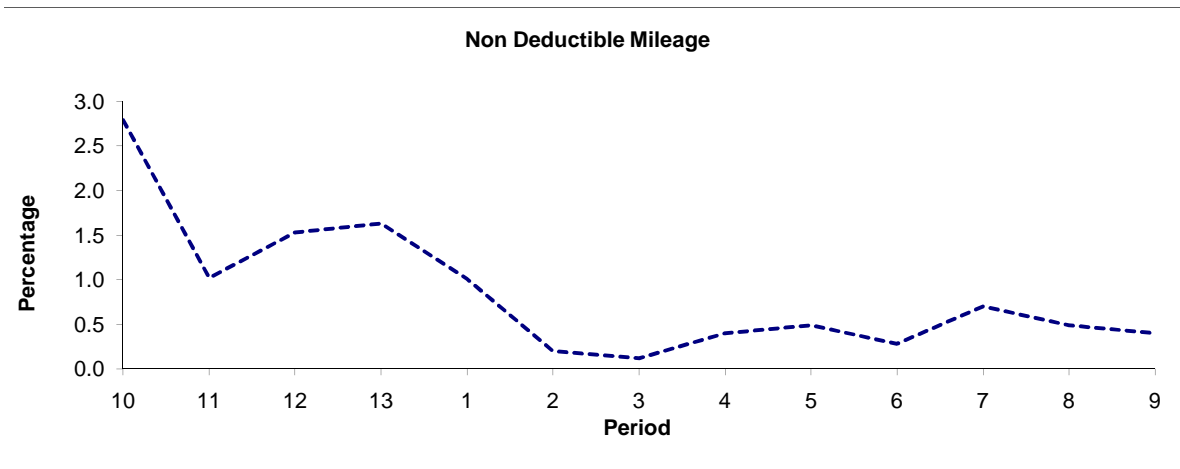
Route 233



Period	10	11	12	13	1	2	3	4	5	6	7	8	9
2010/2011	95.46	98.36	98.09	97.84	98.38	99.37	99.41	99.28	99.24	99.36	98.76	98.81	99.09
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	1.75	0.62	0.38	0.53	0.61	0.43	0.47	0.32	0.27	0.36	0.54	0.70	0.51

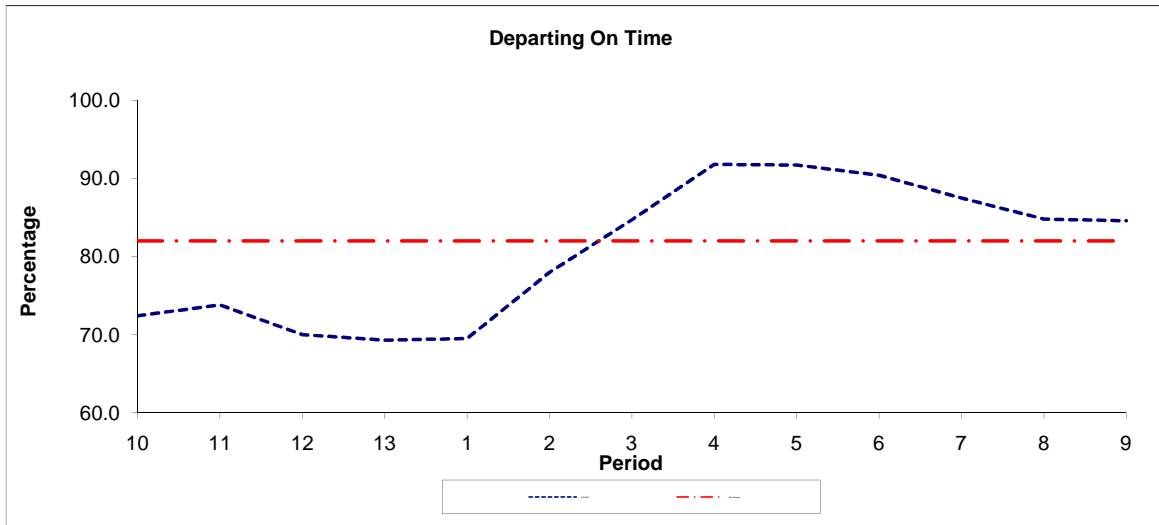


Period	10	11	12	13	1	2	3	4	5	6	7	8	9
2010/2011	2.79	1.02	1.53	1.63	1.01	0.20	0.12	0.40	0.49	0.28	0.70	0.49	0.40

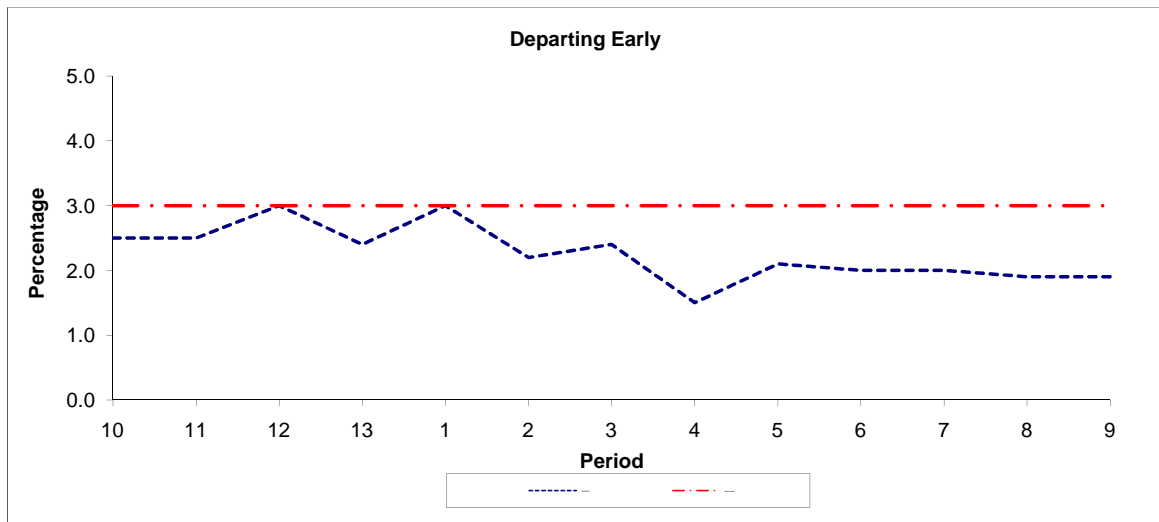
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 233



Period	10	11	12	13	1	2	3	4	5	6	7	8	9
2010/2011	72.40	73.80	70.00	69.30	69.50	78.00	84.70	91.80	91.70	90.40	87.50	84.80	84.60
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	2.50	2.50	3.00	2.40	3.00	2.20	2.40	1.50	2.10	2.00	2.00	1.90	1.90
Benchmark	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0

Note : Reliability is based on 12 weeks rolling data

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 233: Eltham Station - Swanley, Beechenlea Lane

Date of Structural Change: 23 February 2013.

Date of Service Change: 23 February 2013.

Reason for Issue: New Contract.

STREETS TRAVERSED

Towards Swanley, Beechenlea Lane: Eltham Bus Station, Well Hall Road, Eltham High Street, Southend Crescent, Footscray Road, Main Road, Longlands Road, Station Road, Sidcup High Street, Sidcup Hill, Fooks Cray High Street, Maidstone Road, London Road, Hilda May Avenue, Northview, Sycamore Drive, Bartholomew Way, Swanley High Street, London Road, Bus Lay-By Slip Road.

Towards Eltham Station: Bus Lay-By Slip Road, London Road, Swanley High Street, Swanley Lane, Bartholomew Way, Sycamore Drive, Northview, Hilda May Avenue, London Road, Maidstone Road, Fooks Cray High Street, Sidcup Hill, Sidcup High Street, Station Road, Longlands Road, Main Road, Footscray Road, Southend Crescent, Eltham High Street, Well Hall Road, Eltham Bus Station.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

ELTHAM STATION

Private stand for up to 9 buses in bus station adjacent to Eltham Station on east side of Well Hall Road, facing west in centre parking area.

Buses proceed from Eltham Bus Station direct to stand, departing to Eltham Bus Station. Set down in Eltham Bus Station, at Alighting Point (40082 - Eltham Bus Station #, Last Stop on LOR: 40082 - Eltham Bus Station #) and pick up in Eltham Bus Station, at Stop A (40085 - Eltham Bus Station #, First Stop on LOR: 40085 - Eltham Bus Station #).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 233 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:	Eltham Station.
OTHER INFORMATION:	Toilets available at station 24 hours daily.

NEW ELTHAM STATION, SOUTHWOOD ROAD (from SWANLEY, BEECHENLEA LANE)

Public stand for one bus on north side of Southwood Road commencing level with west wall of New Eltham Library.

Buses proceed from Footscray Road via Southwood Road to stand, departing via Southwood Road and Green Lane to Footscray Road. Set down in Footscray Road, at Stop U (4925 - Footscray Road / Southwood Road, Last Stop on LOR: 4925 - Footscray Road / Southwood Road) and pick up in Footscray Road, at Stop FD (2300 - Green Lane, First Stop on LOR: 2300 - Green Lane).

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:	New Eltham.

SIDCUP STATION, JUBILEE WAY

Public stand for two buses on north side of Jubilee Way, commencing 24 metres east of the station car park entrance and extending 22 metres west.

From Eltham Station.

Buses proceed from Longlands Road via Hatherley Crescent, Faraday Avenue, Jubilee Way, Bus Turning Circle and Jubilee Way to stand, departing via Jubilee Way, Faraday Avenue and Hatherley Crescent to Longlands Road. Set down in Jubilee Way, at Stop E (35756 - Sidcup Station #, Last Stop on LOR: HC156 - Hail & Ride Section Ends Here) and pick up in Longlands Road (HC157 - Hail & Ride Section Starts Here, First Stop on LOR: OC418 - Longlands Road Little Birches).

From Swanley, Beechenlea Lane.

Buses proceed from Station Road via Hatherley Crescent, Faraday Avenue, Jubilee Way, Bus Turning Circle and Jubilee Way to stand, departing via Jubilee Way, Faraday Avenue and Hatherley Crescent to Station Road. Set down in Station Road, at Stop L (25848 - Sidcup Station # / Station Road, Last Stop on LOR: 25848 - Sidcup Station # / Station Road) and pick up in Station Road, at Stop G (25998 - Sidcup Station #, First Stop on LOR: 25998 - Sidcup Station #).

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:	Sidcup Station.
OTHER INFORMATION:	Toilets available in station 06:00-20:00.

FOOTS CRAY, RUXLEY CORNER (from Eltham Station)

Buses proceed from Maidstone Road departing to Maidstone Road. Set down in Maidstone Road, at Stop FF (29286 - Ruxley Corner, Last Stop on LOR: 29286 - Ruxley Corner) and pick up in Maidstone Road, at Stop FL (24134 - Ruxley Corner, First Stop on LOR: 24134 - Ruxley Corner).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Fooths Cray, Ruxley Corner.

SWANLEY, ASDA (from Eltham Station)

Buses proceed from Bartholomew Way via Swanley Lane departing to Bartholomew Way. Set down in Bartholomew Way (BP3265 - Bartholomew Way, Last Stop on LOR: BP3265 - Bartholomew Way) and pick up in Bartholomew Way (BP3273 - Bartholomew Way, First Stop on LOR: BP3273 - Bartholomew Way).

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

SWANLEY, BEECHENLEA LANE

Public stand for 1 bus at Stop BP3269 22 metres along bus lay-by slip road on east side of London Road approximately 65 metres north of bridge over A20.

Buses proceed from Bus Lay-By Slip Road direct to stand, departing to Bus Lay-By Slip Road. Set down in Bus Lay-by Slip Road (BP3269 - Beechenlea Lane, Last Stop on LOR: BP3269 - Beechenlea Lane) and pick up in Bus Lay-by Slip Road (BP3269 - Beechenlea Lane, First Stop on LOR: BP3269 - Beechenlea Lane).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 233 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: Swanley.

Transport for London - Live Mileage List

v2.0 - Mileage directly imported from Caesar

Route 233

Service change 23340

Date 09/11/2010

Reason for Issue	Permanent diversion in Sidcup
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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	
ELTMSN	40085	Eltham Bus Station			SWANBL	BP3269	Beechenlea Lane			
	25751	Eltham Station / Lassa Road	189	0.11744		BP3270	Rogers Court	376	0.23	
	26666	Eltham Church/Well Hall Road	261	0.16218		BP3271	High Street / Goldsel Road	485	0.30	
ELTMHB	16674	Eltham High Street / Well Hall Road	160	0.09942		BP3272	High Street / Station Road	198	0.12	
	12924	Eltham High Street / Pound Place	376	0.23364	SWANAS	BP3273	Swanley / Superstore	294	0.18	
	34443	Southend Crescent / Wythens Walk	424	0.26346		BP3274	Sycamore Drive	435	0.27	
	34029	Holy Trinity Church	231	0.14354		BP3275	Northview / The Spinney	260	0.16	
	18984	Halons Road	166	0.10315		BP3276	Hilda May Avenue	418	0.26	
	20043	Inca Drive	236	0.14664		BP3277	Leslie Close	90	0.06	
	2300	Green Lane	236	0.14664		BP3278	Walnut Way	573	0.36	
	19140	Footscray Rugby Club	276	0.1715	BRWDCR	BP3279	Birchwood Corner	271	0.17	
NELTSNF	1680	New Eltham Station / Footscray Road	434	0.26968		19675	Hillside Nursery	1016	0.63	
	19661	Thaxted Road	380	0.23612		20172	Old Maidstone Road	463	0.29	
	19663	County Gate	314	0.19511		20170	Glebe Cottages	599	0.37	
	19665	Marechal Niel Parade	571	0.3548		25115	Maidstone Road / Ruxley Corner	366	0.23	
	HC154	Hail & Ride Section Starts Here	250	0.15534	RUXLCR	24134	Palm Avenue / Ruxley Corner	278	0.17	
LGLDLB	OC658	Longlands Road Little Birches	555	0.34486		BP942	Sidcup Technology Centre	375	0.23	
	HC155	Hail & Ride Section	502	0.31193	FOOTPO	18922	Rectory Lane / Sidcup Hill	333	0.21	
	HC156	Hail & Ride Section Ends Here	131	0.0814		33556	Middleton Avenue	283	0.18	
	25998	Sidcup Station	55	0.03418		3929	Knoll Road	338	0.21	
	15183	Station Road / Crescent Road	238	0.14789		15008	Church Road	419	0.26	
SIDCPS	16653	Sidcup High Street / Police Station	511	0.31752		SIDCPS	14960	Sidcup High St / Police Station	349	0.22
	25480	Church Road	406	0.25228		15182	Crescent Road	602	0.37	
	3930	Knoll Road	470	0.29204	SIDCSNS	25848	Sidcup Station / Station Road	151	0.09	
	20320	Middleton Avenue	353	0.21934		HC157	Hail & Ride Section Starts Here	178	0.11	
FOOTPO	18923	Rectory Lane	270	0.16777	LGLDLB	OC418	Longlands Road Little Birches	528	0.33	
	3375	Five Arches Business Estate	166	0.10315		HC158	Hail & Ride Section	420	0.26	
	24637	Palm Avenue	215	0.13359		HC159	Hail & Ride Section Ends Here	159	0.10	
RUXLCR	29286	Ruxley Corner	176	0.10936		19666	Marechal Niel Parade	274	0.17	
	24133	Ruxley Nursery	422	0.26222		19664	County Gate	444	0.28	
	20169	Glebe Cottages	301	0.18703		19662	Thaxted Road	278	0.17	
	20171	Old Maidstone Road	596	0.37034		4925	Footscray Road / Southwood Road	347	0.22	
	19674	Hillside Nursery	476	0.29577	NELTSNF	18982	New Eltham Station / Footscray Road	206	0.13	
BRWDCR	R0654	Birchwood Corner	776	0.48218		19139	Footscray Rugby Club	287	0.18	
	BP3261	Walnut Way	492	0.30571		3298	Green Lane	406	0.25	
	BP3262	Hilda May Avenue	649	0.40327		R0562	Halons Road	308	0.19	
	BP3263	Northview / The Spinney	393	0.2442		3379	Footscray Road / Southend Crescent	220	0.14	
	BP3264	Sycamore Drive / Bonney Way	219	0.13608		BP2660	Southend Crescent / Southend Close	221	0.14	
SWANAS	BP3265	Swanley / Superstore	377	0.23426		16667	Eltham High Street / Footh Cray Road	331	0.21	
	BP3266	High Street / Station Road	455	0.28272		12925	Eltham High Street / Elm Terrace	202	0.13	
	BP3267	High Street / Goldsel Road	105	0.06524	ELTMHB	20969	Eltham High Street / Passey Place	324	0.20	
	BP3268	Rogers Court	511	0.31752		26665	Eltham Church/Well Hall Road	182	0.11	
SWANBL	BP3269	Beechenlea Lane	343	0.21313		26882	Eltham Station / Lassa Road	317	0.20	
					ELTMSN	40082	Eltham Bus Station	232	0.14	

TOTAL ROUTE MILEAGE - OUT DIRECTION	14667 metres	9.11 miles
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TOTAL ROUTE MILEAGE - BACK DIRECTION	14836 metres	9.22 miles
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