

CONTRACT SPECIFICATION

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

Contract Reference	QC38102
Route Number	204
Terminus Points	Sudbury Town Station to Edgware Station, Bus Station
Contract Basis	Incentivised
Commencement Date	28 July 2012
Vehicle Type	87 capacity, dual door, double deck vehicles
Maximum Approved Dimensions	10.1 metres long and 2.55 metres wide
Advertising Rights	Operator
Sponsored Route	No
Minimum Performance Std	Average Excess Wait Time - No more than 0.90 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.80 minutes
Minimum Operated Mileage	No less than 98.00%

Tender Return Date: No later than 12 o'clock on 9th May 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. 204.

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:

- 87 capacity, dual door, double deck vehicles are specified, subject to a satisfactory route test.

2) SCHEDULE REQUIREMENTS & PINCHPOINTS

2.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Sudbury Town Station to Edgware Station, Bus Station		Edgware Station, Bus Station to Sudbury Town Station			
First departure no later than 0530.		First departure no later than 0515.			
0525 - 0600	Every 15 minutes	0510 – 0600	Every 15 minutes		
0601 - 0645	Every 12 minutes	0601 – 0700	Every 12 minutes		
0646 - 1905	Every 10 minutes	0701 – 1910	Every 10 minutes		
1906 - 2015	Every 12 minutes	1911 – 2000	Every 12 minutes		
2016 - 0035	Every 15 minutes	2001 – 0040	Every 15 minutes		
Last departure no earlier than 0030.		Last departure no earlier than 0035.			
Pinchpoints					
Grahame Park, Quakers Course	0715 - 0915	10 minutes	Preston Road, Preston Hotel	0735 - 0915	10 minutes
	1445 - 1635	10 minutes		1455 - 1635	10 minutes

2.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Sudbury Town Station to Edgware Station, Bus Station		Edgware Station, Bus Station to Sudbury Town Station			
First departure no later than 0530.		First departure no later than 0515.			
0525 - 0800	Every 15 minutes	0510 – 0800	Every 15 minutes		
0801 - 0900	Every 12 minutes	0801 – 0900	Every 12 minutes		
0901 - 1800	Every 10 minutes	0901 – 1810	Every 10 minutes		
1801 - 1900	Every 12 minutes	1811 – 1900	Every 12 minutes		
1901 - 0035	Every 15 minutes	1901 – 0040	Every 15 minutes		
Last departure no earlier than 0030.		Last departure no earlier than 0035.			
Pinchpoints					
Grahame Park, Quakers Course	0915 - 0940	12 minutes	Preston Road, Preston Hotel	0920 - 0945	12 minutes
	0941 - 1100	10 minutes		0946 - 1105	10 minutes

2) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

2.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Sudbury Town Station to Edgware Station, Bus Station		Edgware Station, Bus Station to Sudbury Town Station			
First departure no later than 0630.		First departure no later than 0615.			
0625 - 0800	Every 30 minutes	0610 – 0745	Every 30 minutes		
0801 - 0900	Every 20 minutes	0746 – 0845	Every 20 minutes		
0901 - 0035	Every 15 minutes	0846 – 0040	Every 15 minutes		
Last departure no earlier than 0030.		Last departure no earlier than 0035.			
Pinchpoints					
Grahame Park, Quakers Course	1030 - 1130	15 minutes	Preston Road, Preston Hotel	1015 - 1135	15 minutes

2.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Sudbury Town Station to Edgware Station, Bus Station		Edgware Station, Bus Station to Sudbury Town Station			
First departure no later than 0805.		First departure no later than 0805.			
0800 - 0900	Every 20 minutes	0800 - 0845	Every 20 minutes		
0901 - 0035	Every 15 minutes	0846 - 0040	Every 15 minutes		
Last departure no earlier than 0030.		Last departure no earlier than 0035.			
Pinchpoints					
Grahame Park, Quakers Course	1030 - 1130	15 minutes	Preston Road, Preston Hotel	1015 - 1135	15 minutes

3) QSI POINTS & MILEAGE

It is intended Route No. 204 will have 120 surveys per quarter at the following locations:

QSI POINTS	
<i>Towards Edgware Station, Bus Station</i>	<i>Towards Sudbury Town Station</i>
Wembley Central	Edgware
Preston Hotel \$ (X)	Burnt Oak Station \$
Colindale Station \$ (X)	Colindale Station \$ (X)
Burnt Oak Station \$	Preston Hotel \$ (X)
MILEAGE: See Attached iBus Sheets	

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

(X) Not observed evenings or Sundays.

4) OPERATIONAL CONSIDERATIONS

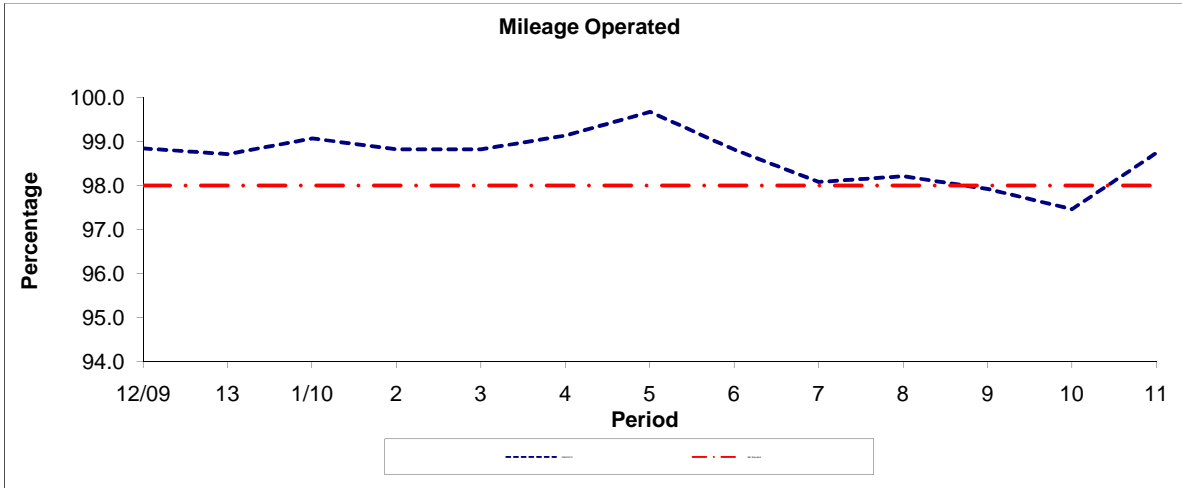
- 4.1) Route No. 204 should interwork with Route No. 79 between Wembley Central Station and Preston Road, Preston Hotel during all evenings and Sundays and be separated during all other periods, where possible.
- 4.2) Route No. 204 should interwork with Route No. 251 between Burnt Oak Station and Edgware Station, Bus Station during the Mondays to Fridays AM & PM peaks and be separated during all other periods, where possible.
- 4.3) Route No. 204 should interwork with Route No. N5 between Colindale Station and Edgware Station, Bus Station to form a seamless 24 hour service.
- 4.4) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following locations: Sudbury Town, Wembley Central, Preston Road, Kingsbury, Colindale, Burnt Oak and Edgware Stations.
- 4.5) Route No. 204 can suffer unpredictable traffic delays in the Wembley, Burnt Oak and Edgware areas.
- 4.6) Route No. 204 can suffer from unpredictable and severe delays caused by sports and other events at the Wembley complex.
- 4.7) The residential area in Grahame Park is expanding and as a result demand is expected to grow over the next few years.
- 4.8) 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

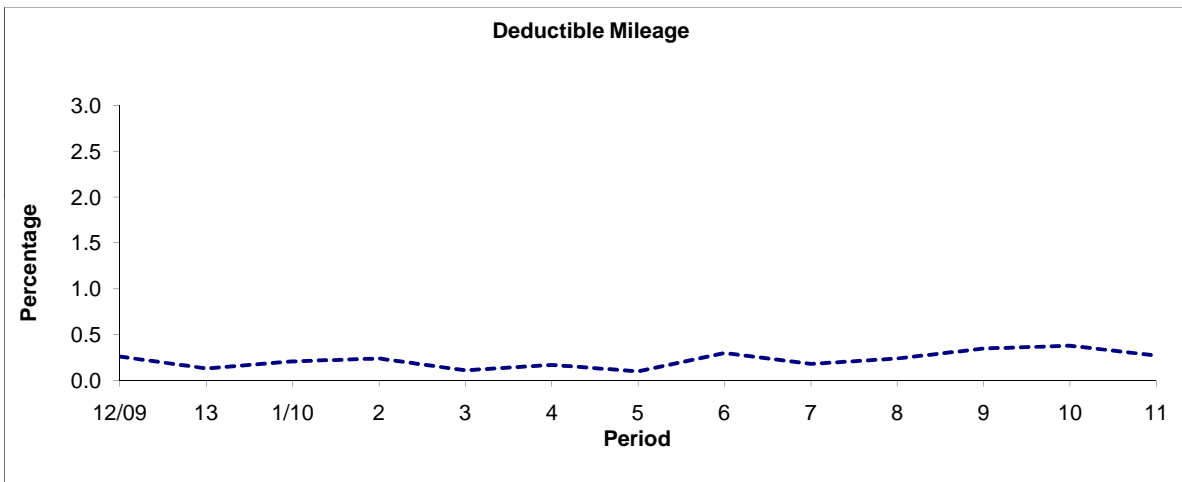
- 5.1) CURRENT PERFORMANCE
As per current print out.
- 5.2) ROUTE RECORD
As per Busnet Printout.
- 5.3) IBUS MILEAGE
As per current print out.

PART B - PERFORMANCE STATISTICS

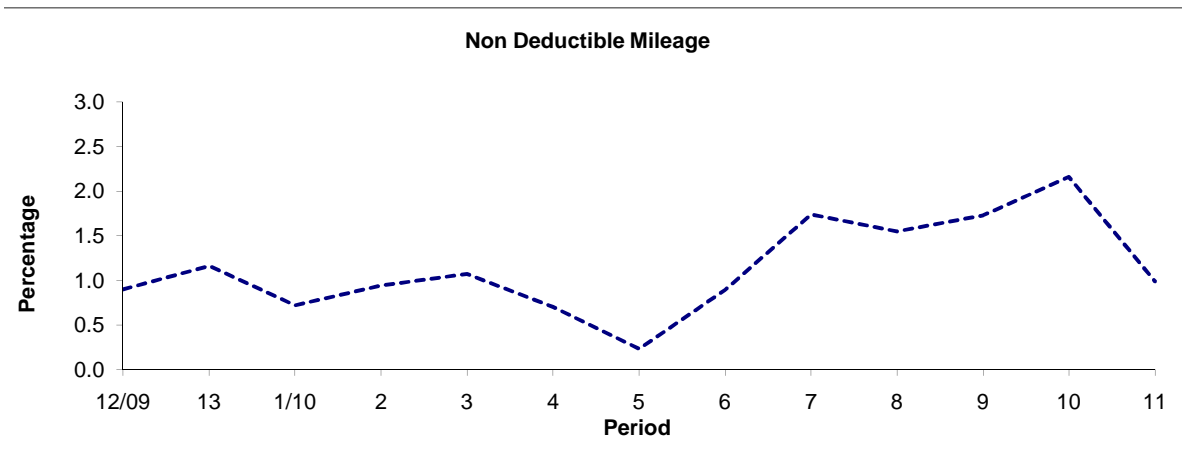
Route 204



Period	12/09	13	1/10	2	3	4	5	6	7	8	9	10	11
2009/2010	98.84	98.71	99.07	98.82	98.82	99.13	99.67	98.81	98.08	98.21	97.92	97.46	98.74
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	12/09	13	1/10	2	3	4	5	6	7	8	9	10	11
2009/2010	0.26	0.13	0.21	0.24	0.11	0.17	0.10	0.30	0.18	0.24	0.35	0.38	0.27

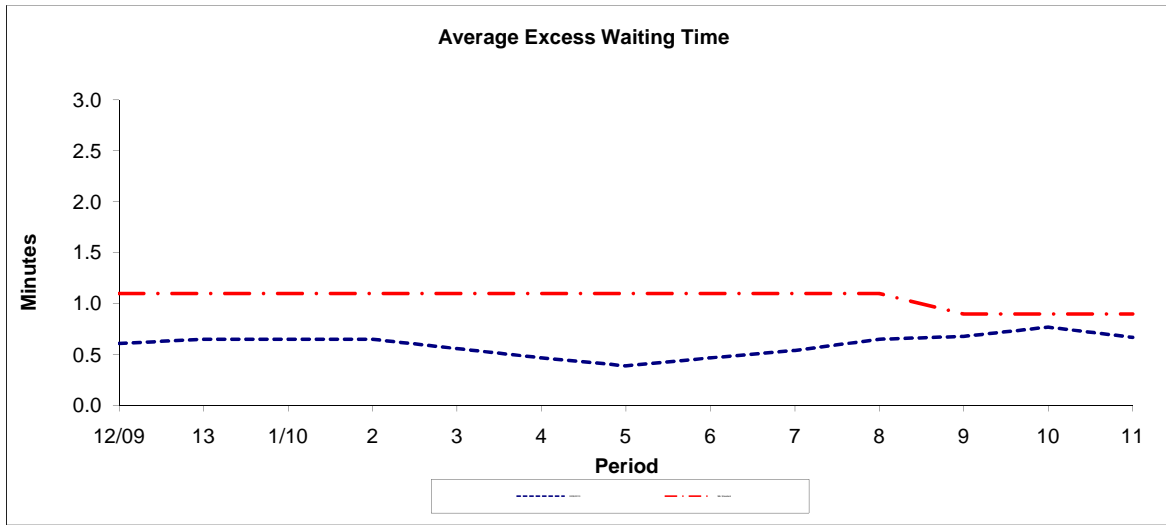


Period	12/09	13	1/10	2	3	4	5	6	7	8	9	10	11
2009/2010	0.90	1.16	0.72	0.94	1.07	0.70	0.23	0.89	1.74	1.55	1.73	2.16	0.99

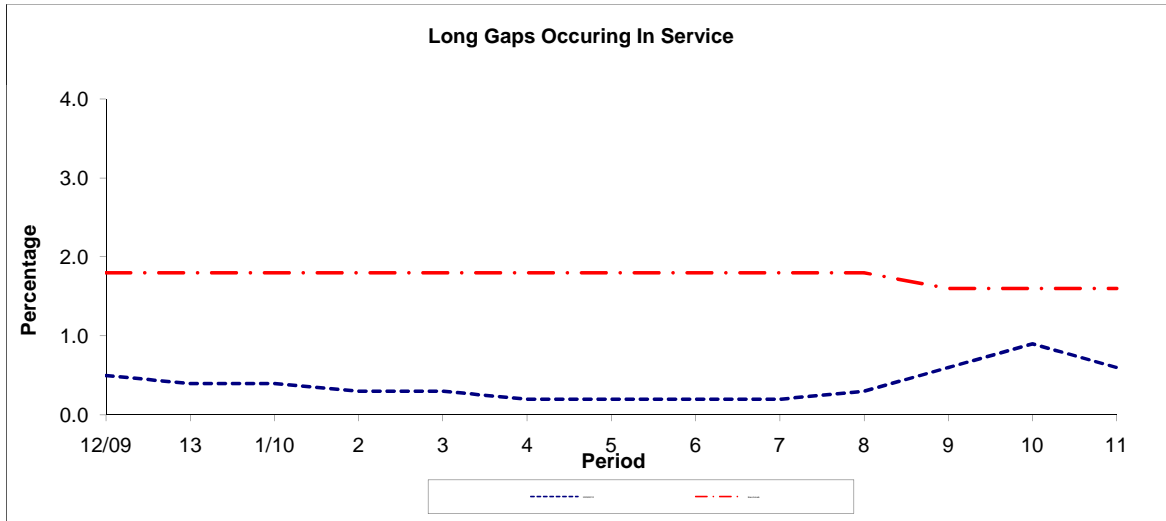
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 204



Period	12/09	13	1/10	2	3	4	5	6	7	8	9	10	11
2009/2010	0.61	0.65	0.65	0.65	0.56	0.47	0.39	0.47	0.54	0.65	0.68	0.77	0.67
Min Standard	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	0.90	0.90	0.90



Period	12/09	13	1/10	2	3	4	5	6	7	8	9	10	11
2009/2010	0.50	0.40	0.40	0.30	0.30	0.20	0.20	0.20	0.20	0.30	0.60	0.90	0.60
Benchmark	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.60	1.60	1.60

Note : Reliability is based on 12 weeks rolling data

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 204: Sudbury Town Station - Edgware Station

Date of Structural Change: 28 April 2012.

Date of Service Change: 28 April 2012.

Reason for Issue: New tender.

STREETS TRAVERSED

Towards Edgware Station: Sudbury Town Station Forecourt, Station Approach, Bridgewater Road, Harrow Road, Wembley High Road, Park Lane, Wembley Hill Road, Preston Road, Preston Hill, Kenton Road, Kingsbury Circle, Kingsbury Road, Roe Green, Hay Lane, Edgware Road, Colindale Avenue, Grahame Park Way, Lanacre Avenue, Quakers Course, Lanacre Avenue, Montrose Avenue, Watling Avenue, Burnt Oak Broadway, Edgware High Street, Station Road, Edgware Bus Station.

Towards Sudbury Town Station: Edgware Bus Station, Station Road, Edgware High Street, Burnt Oak Broadway, Watling Avenue, Montrose Avenue, Lanacre Avenue, Quakers Course, Lanacre Avenue, Grahame Park Way, Colindale Avenue, Edgware Road, Hay Lane, Roe Green, Kingsbury Road, Kingsbury Circle, Kenton Road, Preston Hill, Preston Road, Wembley Hill Road, Park Lane, Wembley High Road, Harrow Road, Bridgewater Road, Station Approach, Sudbury Town Station Forecourt.

STANDING AND TURNING POINTS

SUDBURY TOWN STATION

Private stand for two buses side by side in the centre of the forecourt of Sudbury Town LUL Station.

Buses proceed from Sudbury Town Station Forecourt direct to stand, departing to Sudbury Town Station Forecourt. Set down in Sudbury Town Station, at Stop B and pick up in Sudbury Town Station, at Stop B.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 204 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:	Sudbury Town.
OTHER INFORMATION:	LUL toilet facilities available 0600-0030 Mondays to Saturdays; 0700-0030 Sundays.

WEMBLEY HIGH ROAD, PARK LANE (from EDGWARE STATION)

Buses proceed from Wembley Hill Road via Empire Way, Wembley Hill Road, Wembley High Road and Park Lane departing to Wembley Hill Road. Set down in Wembley Hill Road, at Stop C and pick up in Wembley Hill Road, at Stop P.

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

PRESTON ROAD, EAST LANE

From Edgware Station.

Buses proceed from Wembley Hill Road via Empire Way departing to Wembley Hill Road. Set down in Wembley Hill Road, at Stop C and pick up in Wembley Hill Road, at Stop P.

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

KINGSBURY, HONEYPOT LANE (from Sudbury Town Station)

Buses proceed from Kenton Road via Kingsbury Circle and Kenton Road departing to Preston Hill. Set down in Kenton Road, at Stop P and pick up in Preston Hill, at Stop R.

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

KINGSBURY, HONEYPOT LANE (from EDGWARE STATION)

Buses proceed from Kingsbury Road via Kingsbury Circle departing to Kingsbury Road. Set down in Kingsbury Road, at Stop B and pick up in Kingsbury Road, at Stop A.

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

COLINDALE STATION (from Sudbury Town Station)

Buses proceed from Colindale Avenue via Roundabout departing to Colindale Avenue. Set down in Colindale Avenue, at Stop CD and pick up in Colindale Avenue, at Stop CC.

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

GRAHAME PARK, QUAKERS COURSE

From Edgware Station.

Buses proceed from Quakers Course departing to Quakers Course. Set down in Quakers Course, at Alighting Point QD and pick up in Quakers Course, at Stop QD.

From Sudbury Town Station.

Buses proceed from Quakers Course departing to Quakers Course. Set down in Quakers Course, at Stop QD and pick up in Quakers Course, at Stop QE.

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

BURNT OAK DEANSBROOK ROAD (from Sudbury Town Station)

Public stand for 2 buses on south side of Deansbrook Road, outside Blood Transfusion buildings, approximately 80 metres east of and opposite Heming Road.
Buses proceed from Watling Avenue via Orange Hill Road and Deansbrook Road to stand, departing via Deansbrook Road to Burnt Oak Broadway. Set down in Watling Avenue, at Stop T and pick up in Burnt Oak Broadway, at Stop HA.

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: Burnt Oak.

EDGWARE STATION, BUS STATION

Private stand for 9 buses on south side of Edgware Bus Station adjacent to and forward of pedestrian entrance to The Broadwalk Shopping Centre.
Buses proceed from Edgware Bus Station direct to stand, departing to Edgware Bus Station. Set down in Edgware Bus Station, at Stop G and pick up in Edgware Bus Station, at Stop D.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 204 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: Edgware.

Transport for London - Live Mileage List

Route 204
 Service change 16800
 Date 29 September 2009

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
SDTNSN S	SDTNSN S	SUDBURY TOWN STATION		
SDTNSN	BP440	Sudbury Town Station	0	0.00
	2806	Chaplin Road	580	0.36
	2807	Copland Avenue	372	0.23
	3285	Ealing Road	296	0.18
WEMBCS	14946	Wembley Central Station	337	0.21
	15945	Park Lane	163	0.10
	R0359	Wembley Hill Road	699	0.43
	17062	East Lane	347	0.22
	M20	East Lane	210	0.13
	17060	St Augustine's Avenue	249	0.15
	BP3110	Pellatt Road	196	0.12
NWEMPH	17057	Carlton Avenue East	471	0.29
	17056	Preston Road Station	178	0.11
	17053	Woodcock Hill	375	0.23
	17052	Kinch Grove	332	0.21
	17049	Sandy Lane	328	0.20
	17047	Melcombe Gardens	391	0.24
	17175	Kingsbury Circle	472	0.29
KNBYSN	17174	Kingsbury Station	301	0.19
	17172	Valley Drive	430	0.27
	26495	Roe Green Park	370	0.23
	15082	Highfield Avenue	336	0.21
	15083	Fairfield Close	221	0.14
	17045	Stag Lane	188	0.12
	17044	Buck Lane	301	0.19
	BP4266	Colindeep Lane	445	0.28
CLDAER	2060	Colindale Avenue	167	0.10
	17040	Stonecrop Close	172	0.11
	17038	Ajax Avenue	344	0.21
CLDLSN	17036	Colindale Station	180	0.11
	34608	Cherry Close	446	0.28
GMPKQC	R0485	Quakers Course	569	0.35
	34723	North Acre	350	0.22
	34721	Angus Gardens	431	0.27
	16111	Burnt Oak Leisure Centre	387	0.24
	34718	Gunter Grove	235	0.15
BTOKSN	34872	Burnt Oak Station	400	0.25
	2987	Burnt Oak Broadway	319	0.20
	2989	North Road	279	0.17
	14586	Edgware Community Hospital	405	0.25
	6070	Deansbrook Road	157	0.10
	14803	Spring Villa Road	324	0.20
	29834	Station Road / Edgware	393	0.24
EWSNBS	BP090	Edgware Station	210	0.13
	EWSNBS S	Edgware Station, Bus Station	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			14356	8.92
			metres	miles

BACK DIRECTION

Timing Point Code	Stop Number	Stop Name	Metres	Miles
EWSNBS S	EWSNBS S	Edgware Station, Bus Station		
EWSNBS	R0790	Edgware Station	0	0.00
	29833	Premier House	315	0.20
	6071	Whitchurch Lane	301	0.19
	2990	Deansbrook Road	337	0.21
	24335	Edgware Community Hospital	332	0.21
	2988	North Road	214	0.13
	9011	Watling Avenue	528	0.33
BTOKSN	25027	Burnt Oak Station	215	0.13
	34719	Gunter Grove	348	0.22
	34758	Cressingham Road	303	0.19
	34720	Pageant Avenue	384	0.24
	34722	North Acre	250	0.16
GMPKQC	34610	Quakers Course	499	0.31
	34609	Cherry Close	462	0.29
CLDLSN	17037	Colindale Station	391	0.24
	17039	Ajax Avenue	349	0.22
CLDAER	34229	Colindale Avenue	458	0.28
	2984	Colindeep Lane	212	0.13
	17043	Buck Lane	444	0.28
	15084	Fairfields Crescent	359	0.22
	17171	Slough Lane	478	0.30
	17173	Valley Drive	567	0.35
KNBYSN	14853	Kingsbury Station	352	0.22
	17046	Melbury Road	495	0.31
	17048	Melcombe Gardens	383	0.24
	17050	Sandy Lane	369	0.23
	17051	Kinch Grove	313	0.19
	17054	Woodcock Hill	340	0.21
	17055	Preston Road Station	392	0.24
NWEMPH	17058	Carlton Avenue East	267	0.17
	17059	St Augustine's Avenue	474	0.29
	R0361	East Lane	331	0.21
	17063	Park Lane	367	0.23
	25180	Dagmar Avenue	287	0.18
	R0267	Wembley High Road	400	0.25
WEMBCS	1933	Wembley Central Station	447	0.28
	3286	Ealing Road	249	0.15
	14364	Copland Avenue	429	0.27
	2803	Chaplin Road	224	0.14
	2802	Bridgewater Road	156	0.10
SDTNSN	BP440	Sudbury Town Station	326	0.20
	SDTNSN S	SUDBURY TOWN STATION	0	0.00

TOTAL ROUTE MILEAGE - BACK DIRECTION

14347
metres

8.91
miles