

## 7. Service Specification

Route: 284

QC40505

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.

<b>Terminus Points</b>	Lewisham Bus Station, Station Road to Grove Park Cemetery
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	16 <sup>th</sup> March 2013
<b>Vehicle Type</b>	60 capacity, dual door, single deck, minimum 10.8m long
<b>Current Maximum Approved Dimensions</b>	10.6 metres long and 2.5 metres wide
<b>New Vehicles Mandatory</b>	Yes
<b>Hybrid Price Required</b>	No
<b>Sponsored Route</b>	No
<b>Minimum Performance Standard</b>	Average Excess Wait Time - No more than 0.90 minutes
<b>Extension Threshold</b>	Average Excess Wait Time Threshold - 0.80 minutes
<b>Advertising Rights</b>	Operator
<b>Minimum Operated Mileage Standard</b>	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on 27<sup>th</sup> 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. 284.

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:

- 60 capacity, dual door, single deck buses of a minimum of 10.8 metres long will be specified, subject to a satisfactory route test.
- Mondays to Fridays PM peak frequencies are increased from every 12 minutes to every 10 minutes.

### **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. 284:

(Catford/Crofton) Ravensbourne Park, Manwood Road, Bexhill Road, Chudleigh Road.

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

#### 3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Lewisham Bus Station, Station Road to Grove Park Cemetery			Grove Park Cemetery to Lewisham Bus Station, Station Road		
First departure no later than 0525.			First departure no later than 0445.		
0520 - 0555	Every 30 minutes		0440 - 0545	Every 30 minutes	
0556 - 0625	Every 15 minutes		0546 - 0600	Every 15 minutes	
0626 - 0700	Every 12 minutes		0601 - 0625	Every 12 minutes	
0701 - 0935	Every 10 minutes		0626 - 0935	Every 10 minutes	
0936 - 1545	Every 12 minutes		0936 - 1445	Every 12 minutes	
1546 - 2005	Every 10 minutes		1446 - 1845	Every 10 minutes	
2006 - 2030	Every 12 minutes		1846 - 1915	Every 12 minutes	
2031 - 2045	Every 15 minutes		1916 - 1945	Every 15 minutes	
2046 - 0115	Every 20 minutes		1946 - 0030	Every 20 minutes	
Last departure no earlier than 0110.			Last departure no earlier than 0025.		
<b>Pinchpoints</b>					
Verdant Lane, Sandhurst Road	0720 - 0900	10 minutes	Catford, Lewisham Town Hall	0705 - 0905	10 minutes
	1510 - 1610	12 minutes		1510 - 1635	10 minutes
	1611 - 1630	10 minutes			

#### 3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Lewisham Bus Station, Station Road to Grove Park Cemetery			Grove Park Cemetery to Lewisham Bus Station, Station Road		
First departure no later than 0525.			First departure no later than 0445.		
0520 - 0555	Every 30 minutes		0440 - 0615	Every 30 minutes	
0556 - 0755	Every 20 minutes		0616 - 0750	Every 20 minutes	
0756 - 1820	Every 12 minutes		0751 - 1810	Every 12 minutes	
1821 - 1905	Every 15 minutes		1811 - 1825	Every 15 minutes	
1906 - 0115	Every 20 minutes		1826 - 0030	Every 20 minutes	
Last departure no earlier than 0110.			Last departure no earlier than 0025.		
<b>Pinchpoints</b>					
Verdant Lane, Sandhurst Road	0930 - 1105	12 minutes	Catford, Lewisham Town Hall	0935 - 1110	12 minutes

**3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS**

Lewisham Bus Station, Station Road to Grove Park Cemetery		Grove Park Cemetery to Lewisham Bus Station, Station Road			
First departure no later than 0625.		First departure no later than 0610.			
0620 - 0825	Every 30 minutes	0605 - 0740	Every 30 minutes		
0826 - 0115	Every 20 minutes	0741 - 0030	Every 20 minutes		
Last departure no earlier than 0110.		Last departure no earlier than 0025.			
<b>Pinchpoints</b>					
Verdant Lane, Sandhurst Road	1040 - 1140	20 minutes	Catford, Lewisham Town Hall	1015 - 1135	20 minutes

**3.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS**

Lewisham Bus Station, Station Road to Grove Park Cemetery		Grove Park Cemetery to Lewisham Bus Station, Bus Station			
First departure no later than 0755.		First departure no later than 0800.			
0750 - 0825	Every 30 minutes	0755 - 0030	Every 20 minutes		
0826 - 0115	Every 20 minutes				
Last departure no earlier than 0110.		Last departure no earlier than 0025.			
<b>Pinchpoints</b>					
Verdant Lane, Sandhurst Road	1040 - 1140	20 minutes	Catford, Lewisham Town Hall	1015 - 1135	20 minutes

**4) QSI POINTS & MILEAGE**

It is intended Route No. 284 will have 80 surveys per quarter at the following locations:

<b>QSI POINTS</b>	
<b>Towards Grove Park Cemetery</b>	<b>Towards Lewisham Bus Station, Station Road</b>
Lewisham	Grove Park Station
Catford	Catford
Grove Park Station	
<b>MILEAGE: See Attached iBus Sheets</b>	

**5) OPERATIONAL CONSIDERATIONS**

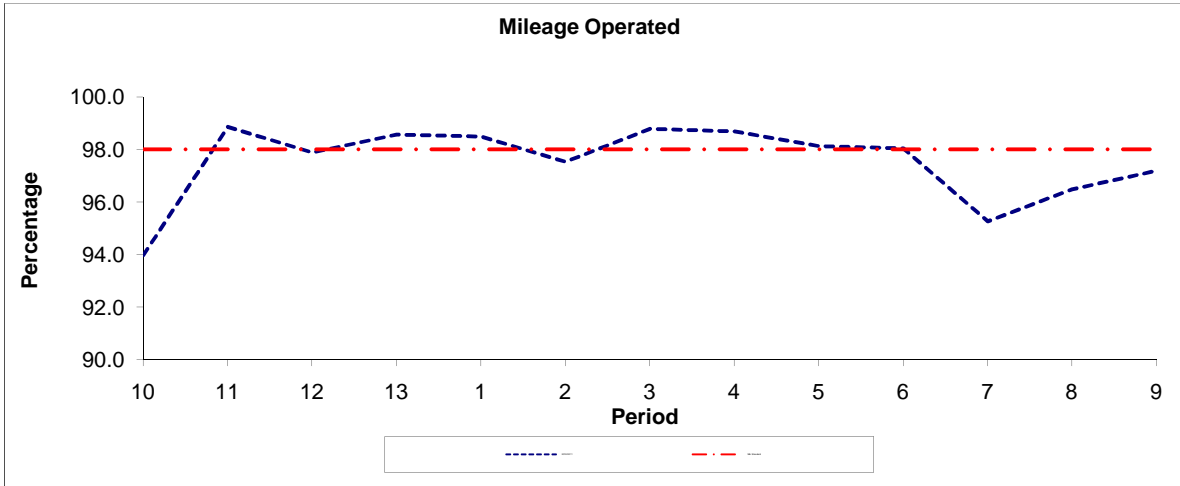
- 5.1) Route No. 284 should interwork with other bus services where possible.
- 5.2) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following locations: Lewisham Rail station, Ladywell Rail station, Catford Bridge Rail station and Grove Park Rail station.
- 5.3) Route No. 284 can suffer unpredictable traffic delays in the Lewisham and Catford Town Centre areas.

**6) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE**

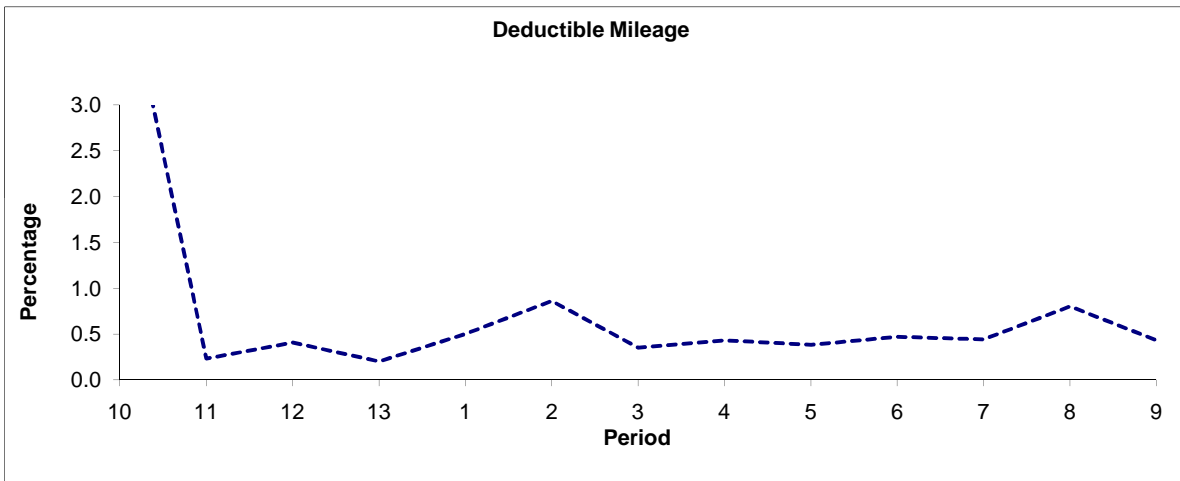
- 6.1) CURRENT PERFORMANCE  
As per current print out.
- 6.2) ROUTE RECORD  
As per Busnet Printout.
- 6.3) IBUS MILEAGE  
As per current print out.

**PART B - PERFORMANCE STATISTICS**

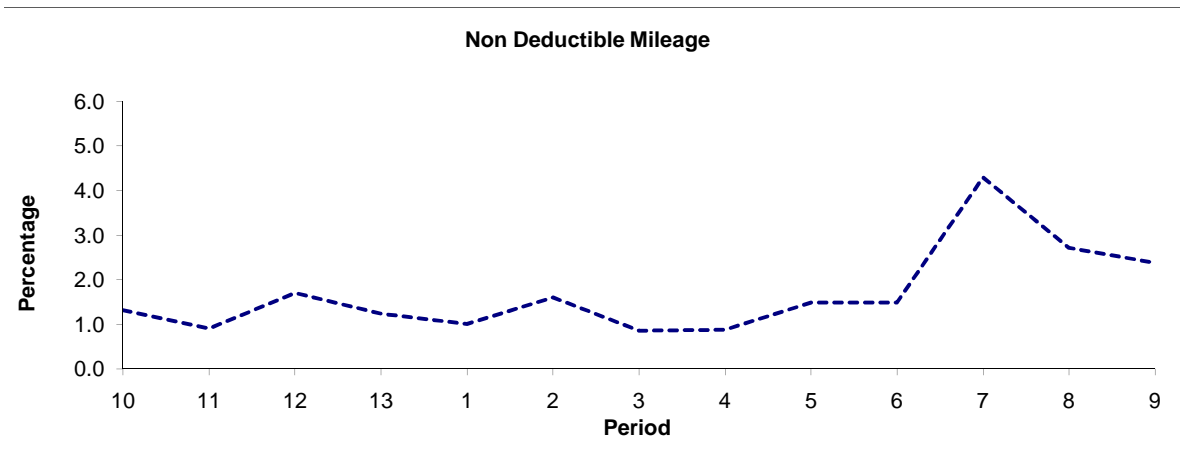
**Route 284**



Period	10	11	12	13	1	2	3	4	5	6	7	8	9
2010/2011	93.97	98.86	97.89	98.56	98.49	97.53	98.79	98.69	98.13	98.04	95.26	96.48	97.19
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	4.71	0.23	0.40	0.20	0.50	0.86	0.35	0.43	0.38	0.47	0.44	0.80	0.43

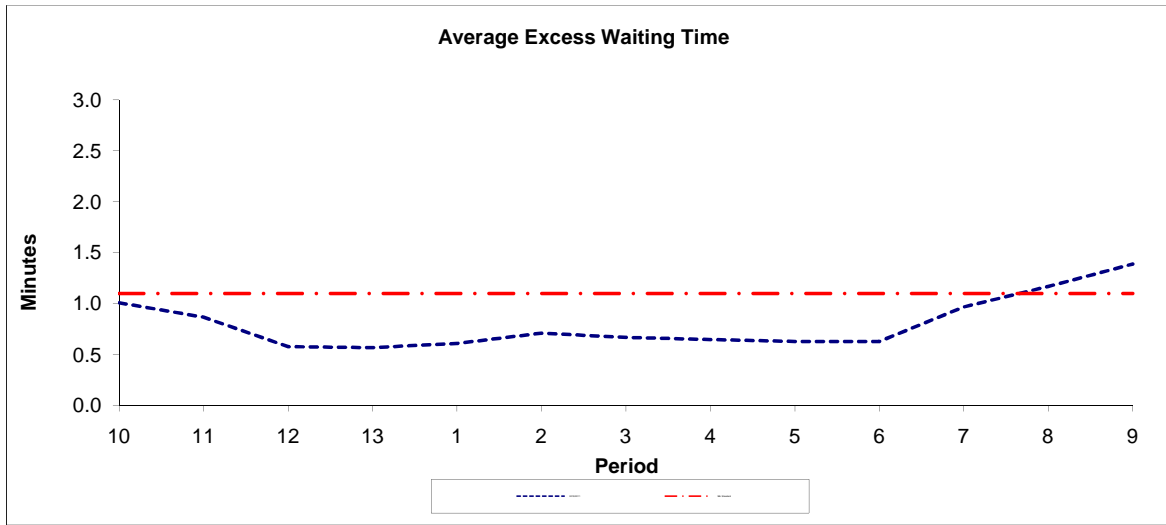


Period	10	11	12	13	1	2	3	4	5	6	7	8	9
2010/2011	1.32	0.91	1.71	1.24	1.01	1.61	0.86	0.88	1.49	1.49	4.30	2.72	2.38

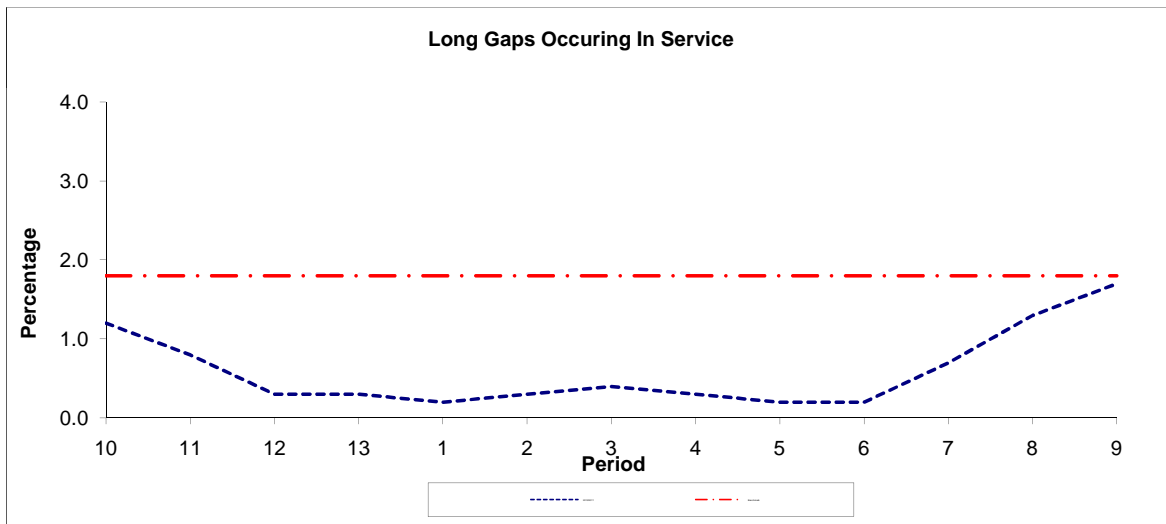
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 284**



Period	10	11	12	13	1	2	3	4	5	6	7	8	9
2010/2011	1.01	0.87	0.58	0.57	0.61	0.71	0.67	0.65	0.63	0.63	0.97	1.17	1.39
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	10	11	12	13	1	2	3	4	5	6	7	8	9
2010/2011	1.20	0.80	0.30	0.30	0.20	0.30	0.40	0.30	0.20	0.20	0.70	1.30	1.70
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 284: Lewisham Bus Station - Grove Park Cemetery

**Date of Structural Change:** 16 March 2013.

**Date of Service Change:** 16 March 2013.

**Reason for Issue:** New Contract.

### **STREETS TRAVERSED**

**Towards Grove Park Cemetery:** Station Road, Loampit Vale, Loampit Vale Roundabout, Lewisham High Street, Lee Bridge, Lewis Grove, Lewisham High Street, Ladywell Road, Chudleigh Road, Bexhill Road, Manwood Road, Ravensbourne Park, Catford Road, Rushey Green, Brownhill Road, Plassy Road, Sangley Road, Sandhurst Road, Verdant Lane, Northover, Downham Way, Baring Road, Coopers Lane, Somertrees Avenue, Marvels Lane.

**Towards Lewisham Bus Station:** Marvels Lane, Somertrees Avenue, Coopers Lane, Baring Road, Downham Way, Northover, Verdant Lane, Sandhurst Road, Sangley Road, Rushey Green, Catford Road, Ravensbourne Park, Manwood Road, Bexhill Road, Chudleigh Road, Ladywell Road, Lewisham High Street, Molesworth Street, Lewisham High Street, Lewis Grove, Lee Bridge, Lewisham High Street, Loampit Vale Roundabout, Lewisham Road, Station Road.

## **AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS**

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

### **LEWISHAM BUS STATION**

Private stand for up to 16 buses in Lewisham Bus Station on north side of Loampit Vale on east side of Lewisham DLR Station.

Buses proceed from Station Road via Lewisham Bus Station to stand, departing via Lewisham Bus Station to Station Road. Set down in Station Road, at Alighting Point (BP814 - Lewisham Bus Station, Last Stop on LOR: BP814 - Lewisham Bus Station) and pick up in Station Road, at Stop G (BP2432 - Lewisham Station # [dlr], First Stop on LOR: BP2432 - Lewisham Station # [dlr]).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 2 buses on Route 284 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: Lewisham Station.

### **LADYWELL (from GROVE PARK CEMETERY)**

Buses proceed from Lewisham High Street via Molesworth Street departing to Lewisham High Street. Set down in Lewisham High Street, at Stop HK (33426 - Ladywell Leisure Centre, Last Stop on LOR: 33426 - Ladywell Leisure Centre) and pick up in Lewisham High Street, at Stop Y (26286 - Morley Road, First Stop on LOR: 26286 - Morley Road).

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

### **CATFORD, RUSHEY GREEN (from GROVE PARK CEMETERY)**

Buses proceed from Sangley Road via Rushey Green and Brownhill Road departing to Plassy Road. Set down in Sangley Road, at Stop Y (20542 - Holy Cross School, Last Stop on LOR: 20542 - Holy Cross School) and pick up in Plassy Road, at Stop F (34081 - Plassy Road, First Stop on LOR: 34081 - Plassy Road).

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

## **DOWNHAM, SHROFFOLD ROAD (from Lewisham Bus Station)**

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.

Buses proceed from Northover via Shroffold Road to stand, departing via Shroffold Road and Durham Hill to Northover. Set down in Shroffold Road, at Alighting Point (27328 - Shroffold Road / Bus Stand, Last Stop on LOR: 17739 - Whitefoot Lane) and pick up in Northover, H (20400 - Northover / Shroffold Road, First Stop on LOR: 20400 - Northover / Shroffold Road).

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:	Downham.

## **GROVE PARK STATION**

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.

### From Grove Park Cemetery.

Buses proceed from Baring Road via Grove Park Bus Station to stand, departing via Grove Park Bus Station to Baring Road. Set down in Baring Road, at Stop A (17734 - Grove Park Bus Station, Last Stop on LOR: 17734 - Grove Park Bus Station) and pick up in Baring Road, J (BP5144 - St Augustines Church, First Stop on LOR: BP5144 - St Augustines Church).

### From Lewisham Bus Station.

Buses proceed from Downham Way via Baring Road and Grove Park Bus Station to stand, departing via Grove Park Bus Station to Baring Road. Set down in Downham Way, at Stop C (26250 - Grove Park Station #, Last Stop on LOR: 26250 - Grove Park Station #) and pick up in Baring Road, at Stop A (17734 - Grove Park Bus Station, First Stop on LOR: 17734 - Grove Park Bus 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:	Grove Park.

## **GROVE PARK CEMETERY**

Public stand for 2 buses on west side of Marvels Lane south of junction with Cobland Road commencing 7.2 metres north of lamp standard No. 49 and extending 25 metres south. Buses proceed from Marvels Lane direct to stand, departing to Marvels Lane. Set down in Marvels Lane, at Stop M (BP012 - Grove Park Cemetery, Last Stop on LOR: BP012 - Grove Park Cemetery) and pick up in Marvels Lane, at Stop M (BP012 - Grove Park Cemetery, First Stop on LOR: BP012 - Grove Park Cemetery).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 284 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:	Grove Park Cemetery.
OTHER INFORMATION:	-No buses to stand outside cemetery gates.

## Transport for London - Live Mileage List

v2.0 - Mileage directly imported from Caesar

Route 284  
 Service change 28415  
 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
LEWSSR	BP2432	Lewisham Station			GVPKCY	BP012	Grove Park Cemetery		
	BP1118	Lewisham High Street / Rennell Street	222	0.14		BP3202	Marvels Lane Primary School	307	0.19
	BP1115	Lewisham Centre	405	0.25		R0413	Marvels Lane / Chinbrook Road	280	0.17
	26286	Morley Road	227	0.14		BP011	Marbrook Court	277	0.17
	27767	Wearside Road	481	0.30		BP009	Edward Tyler Road	309	0.19
	13892	Ladywell Station	307	0.19		BP007	Coopers Lane	326	0.20
	HC193	Hail & Ride Section Starts Here	148	0.09		19709	Baring Road / Coopers Lane	249	0.15
	H0117	Chudleigh Road/Phoebeth Road	62	0.04		17734	Grove Park Bus Station	454	0.28
	H0099	Foxborough Garden	494	0.31	GVPKDW	26251	Grove Park Station	207	0.13
CFPKBR	H0886	Bexhill Rd/Manwood Rd	122	0.08		26253	The Green	306	0.19
	H0887	Ravensbourne Park Crescent	642	0.40		17736	Vanoc Gardens	370	0.23
	HC194	Hail & Ride Section	277	0.17		20400	Northover / Shroffold Road	192	0.12
	H0137	Ravensbourne Court	113	0.07	DNHMOVV	17738	Whitefoot Lane	456	0.28
	HC210	Hail & Ride Section Ends Here	12	0.01		17740	Hither Green Cemetery	405	0.25
	26020	Catford & Catford Bridge Stations	144	0.09		R0404	Pasture Road	261	0.16
CATFTH	8409	Catford Road / Lewisham Town Hall	287	0.18		43002	Verdant Lane / Sandhurst Road	241	0.15
	34081	Plassy Road	363	0.23	VERLSR	43006	Sandhurst Road / Verdant Lane	132	0.08
	20543	Holy Cross School	419	0.26		43008	Minard Road	146	0.09
	17749	Sangley Road / St Fillans Road	268	0.17		34231	Sandhurst Road / St Andrews Church	246	0.15
	43004	Sandhurst Road / St Andrews Church	648	0.40		17748	Sandhurst Road / St Fillans Road	477	0.30
	43005	Minard Road	164	0.10		20542	Holy Cross School	317	0.20
VERLSR	43007	Sandhurst Road / Verdant Lane	154	0.10	CATFTH	110	Catford Road / Lewisham Town Hall	574	0.36
	43001	Verdant Lane / Sandhurst Road	103	0.06		26022	Catford & Catford Bridge Stations	195	0.12
	43003	Pasture Road	230	0.14		HC211	Hail & Ride Section Starts Here	231	0.14
	17741	Hither Green Cemetery	333	0.21		H0136	Westdown Road	195	0.12
DNHMOVV	17739	Whitefoot Lane	372	0.23		H0883	Catford Road	137	0.09
	20399	Northover / Shroffold Road	458	0.28		H0884	Bankhurst Road	161	0.10
	26254	Downham Way / Northover	331	0.21	CFPKBR	H0885	Bexhill Rd/Manwood Rd	535	0.33
	26252	The Green	313	0.19		H0104	Foxborough Gardens	125	0.08
GVPKDW	26250	Grove Park Station	194	0.12		HC212	Hail & Ride Section	424	0.26
	BP5144	St Augustines Church	425	0.26		H0087	Chudleigh Road/Phoebeth Road	80	0.05
	19708	Baring Road / Coopers Lane	193	0.12		HC213	Hail & Ride Section Ends Here	51	0.03
	BP006	Coopers Lane	296	0.18		13891	Ladywell Station	179	0.11
	BP232	Edward Tyler Road	445	0.28		27766	Wearside Road	295	0.18
	BP010	Marvels Lane / Chinbrook Road	392	0.24		33426	Ladywell Leisure Centre	208	0.13
	BP233	Lambcroft Avenue	203	0.13		BP1113	Lewisham Centre	506	0.31
GVPKCY	BP012	Grove Park Cemetery	557	0.35	LEWSBS	BP814	Lewisham Bus Station	670	0.42
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>			<b>10804</b>	<b>6.71</b>	<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>			<b>10524</b>	<b>6.54</b>
			metres	miles				metres	miles