

7. Service Specification

Route: 353 Contract Reference: QC47401

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	Ramsden Estate, Rye Crescent and Forestdale, Courtwood Lane
Contract Basis	Incentivised
Commencement Date	18 th July 2015
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	10.5 metres long and 2.55 metres wide The new routing will be subject to a satisfactory route test.
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Departing on Time - No less than 82.00%
Extension Threshold	Departing on Time Threshold - 86.00%
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 15th December 2014

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) OPERATIONAL CONSIDERATIONS
- 5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS

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. 353.

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:

- Route No. 353 is restructured to operate between Ramsden Estate, Rye Crescent and Forestdale, Courtwood Lane.
- Route No. 353 is extended from Addington Village Interchange to Forestdale, Courtwood Lane.
- Ex Ramsden Estate, Rye Crescent, Route No. 353 will operate via line of route to Addington Village Interchange and then via Kent Gate Way, Selsdon Park Road, Featherbed Lane and Courtwood Lane to Forestdale, Courtwood Lane.
- Ex Forestdale, Courtwood Lane, Route No. 353 will operate via Courtwood Lane, Featherbed Lane, Selsdon Park Road and Kent Gate Way to re-join line of routing at Addington Village Interchange.
- At Forestdale, Courtwood Lane, buses will set down in Courtwood Lane at the stand south of the northern arm of Markfield (bus stop no. BP1857) and pick up in Courtwood Lane at the stop north of the southern arm of Markfield (bus stop no. BP1923).
- The stand at Forestdale, Courtwood Lane is a public stand for 2 buses on the east side of Courtwood Lane, commencing at a point 3 metres south of the junction at the northern arm of Markfield and extending 17.5 metres south.
- Ex Forestdale, Courtwood Lane, departure times are back projected from Addington Village Interchange.

The new routing is subject to a satisfactory route test.

Tenderers should note that if they are supplying an alternative price based on using existing vehicles, these must be refurbished in line with the revised specification dated 1st March 2014. This applies to all contracts awarded from Tranche 471 onwards.

Operators should provide the following prices:

1. Annual diesel price - based on minimum 5 year contract.
2. Annual hybrid price - based on minimum 5 year contract.
3. Annual hybrid price - with upfront payment of capital difference between diesel and hybrid for 5 year contract.

All tender prices should be based on the gross fuel cost exclusive of BSOG payments which will not be claimable from DfT after 1st October 2013.

Cash Free Boarding was extended throughout London from 6th July 2014. Submitted tender prices should fully reflect the cost saving accrued from this change. Tenderers should also indicate the approximate additional cost if cash fares were still to be accepted.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Ramden Estate, Rye Crescent to Forestdale, Courtwood Lane			Forestdale, Courtwood Lane to Ramsden Estate, Rye Crescent		
First departure no later than 0535.			First departure no earlier than 0525.		
0530 - 0635	Every 20 minutes		0520 - 0645	Every 20 minutes	
0636 - 1820	Every 15 minutes		0646 - 1900	Every 15 minutes	
1821 - 2000	Every 20 minutes		1901 - 2000	Every 20 minutes	
2001 - 2335	Every 30 minutes		2001 - 0005	Every 30 minutes	
Last departure no earlier than 2330.			Last departure no earlier than 2400.		
Pinchpoints					
Hayes Station (Kent)	0720 - 0920	15 minutes	Orpington Station, Crofton Road	0715 - 0915	15 minutes
	1505 - 1635	15 minutes		1500 - 1630	15 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Ramden Estate, Rye Crescent to Forestdale, Courtwood Lane			Forestdale, Courtwood Lane to Ramsden Estate, Rye Crescent		
First departure no later than 0535.			First departure no earlier than 0525.		
0530 - 0805	Every 30 minutes		0520 - 0755	Every 30 minutes	
0806 - 0905	Every 20 minutes		0756 - 0915	Every 20 minutes	
0906 - 1820	Every 15 minutes		0916 - 1900	Every 15 minutes	
1821 - 2000	Every 20 minutes		1901 - 2000	Every 20 minutes	
2001 - 2335	Every 30 minutes		2001 - 0005	Every 30 minutes	
Last departure no earlier than 2330.			Last departure no earlier than 2400.		
Pinchpoints					
Hayes Station (Kent)	0915 - 0935	20 minutes	Orpington Station, Crofton Road	0930 - 0950	20 minutes
	0936 - 1105	15 minutes		0951 - 1120	15 minutes

3.3) SUNDAY AND PUBLIC HOLIDAYS (EXCEPT GOOD FRIDAY AND CHRISTMAS DAY) SCHEDULE REQUIREMENTS & PINCHPOINTS

Ramden Estate, Rye Crescent to Forestdale, Courtwood Lane			Forestdale, Courtwood Lane to Ramsden Estate, Rye Crescent		
First departure no later than 0600.			First departure no earlier than 0630.		
0555 - 2335	Every 30 minutes		0625 - 0005	Every 30 minutes	
Last departure no earlier than 2330.			Last departure no earlier than 2400.		
Pinchpoints					
Hayes Station (Kent)	1025 - 1125	30 minutes	Orpington Station, Crofton Road	1015 - 1115	30 minutes

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 353 should be best separated from Route No. R2 between Orpington, Carlton Parade and Locksbottom, St Michaels Church during Mondays to Fridays peaks and interpeaks, as well as Saturday shopping hours.
- 4.2) Route No. 353 should interwork with Route No. 314 between Hayes Station and Addington Village.
- 4.3) Route No. 353 can suffer from unpredictable traffic delays between the Orpington and Hayes areas.

5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS

- 5.1) ROUTE RECORD
As per Busnet printout.
- 5.2) CURRENT PERFORMANCE
As per current print out.
- 5.3) QSI BY TIME OF DAY
As per current print out.
- 5.4) IBUS MILEAGE & QSI POINTS
As per current print out.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 353: Ramsden Estate, Rye Crescent - Forestdale, Courtwood Lane

Date of Structural Change: 4 July 2015.

Date of Service Change: 4 July 2015.

Reason for Issue: Route extended from Addington Village Interchange to Forestdale, Courtwood Lane.

STREETS TRAVERSED

Towards Forestdale, Courtwood Lane: Rye Crescent, Hart Dyke Road, Eldred Drive, Tintagel Road, Ramsden Road, Court Road (Orpington By-Pass), Orpington High Street, Orpington War Memorial, Station Road, Crofton Road, Farnborough Common, Croydon Road, Baston Road, Pickhurst Lane, Station Approach, Bourne Way, Addington Road, Glebe Way Roundabout, Addington Road, Addington Village Road, Kent Gate Way, Lodge Lane Roundabout, Kent Gate Way, Gravel Hill Roundabout, Selsdon Park Road, Featherbed Lane, Courtwood Lane.

Towards Ramsden Estate, Rye Crescent: Courtwood Lane, Featherbed Lane, Selsdon Park Road, Gravel Hill Roundabout, Kent Gate Way, Addington Village Road, Addington Road, Glebe Way Roundabout, Addington Road, Bourne Way, Station Approach, Pickhurst Lane, Baston Road, Croydon Road, Farnborough Common, Crofton Road, Station Road, Orpington War Memorial, Orpington High Street, Chislehurst Road, Goodmead Road, Perry Hall Road, Orpington High Street, Court Road (Orpington By-Pass), Ramsden Road, Tintagel Road, Petten Grove, Rye Crescent.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

RAMSDEN ESTATE, RYE CRESCENT

Public stand for three buses on east side of Rye Crescent commencing 30 metres north of junction with Quilter Road and extending 35 metres north.

Buses proceed from Rye Crescent direct to stand, departing to Rye Crescent. Set down in Rye Crescent, at Stop N (BP1248 - Ramsden Estate / Rye Crescent, Last Stop on LOR: BP1248 - Ramsden Estate / Rye Crescent) and pick up in Rye Crescent, at Stop N (BP1248 - Ramsden Estate / Rye Crescent, First Stop on LOR: BP1248 - Ramsden Estate / Rye Crescent).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 353 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:	Ramsden Estate.

ORPINGTON, GRAVEL PIT WAY (from FORESTDALE, COURTHOOD LANE)

Public stand for two buses in bay on east side of Gravel Pit Way at Stop Q.

Buses proceed from Orpington High Street via Homefield Rise and Gravel Pit Way to stand, departing via Gravel Pit Way, Spur Road and Orpington War Memorial to Station Road. Set down in Orpington High Street, at Stop R (12239 - High Street / Orpington War Memorial, Last Stop on LOR: 12239 - High Street / Orpington War Memorial) and pick up in Station Road, at Stop J (13953 - Tubbenden Lane, First Stop on LOR: 13953 - Tubbenden 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:	Orpington, Walnuts Centre.

ORPINGTON, PERRY HALL ROAD (from FORESTDALE, COURTWOOD LANE)

Public stand for 2 buses on north side of Perry Hall Road commencing level with car park entrance to Kelsey House and extending 26 metres west.

Buses proceed from Goodmead Road via Perry Hall Road to stand, departing via Perry Hall Road to Orpington High Street. Set down in Goodmead Road, at Stop D (34274 - Goodmead Road, Last Stop on LOR: 34274 - Goodmead Road) and pick up in Orpington High Street, at Stop P (35743 - High Street / Carlton Parade, First Stop on LOR: 35743 - High Street / Carlton Parade).

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:	Orpington, Perry Hall Road.

LOCKSBOTTOM, PALLANT WAY

Public stand for up to 2 buses on south side of Pallant Way (southern arm) adjacent to Sainsbury's car park.

From Forestdale, Courtwood Lane.

Buses proceed from Crofton Road via Pallant Way to stand, departing via Pallant Way to Crofton Road. Set down in Crofton Road, at Stop HJ (18942 - Locksbottom / St Michael's Church, Last Stop on LOR: 18942 - Locksbottom / St Michael's Church) and pick up in Crofton Road, at Stop HK (18943 - Locksbottom / St Michael's Church, First Stop on LOR: 18943 - Locksbottom / St Michael's Church).

From Ramsden Estate, Rye Crescent.

Buses proceed from Crofton Road via Pallant Way to stand, departing via Pallant Way to Crofton Road. Set down in Crofton Road, at Stop HL (18945 - Crofton Road / Starts Hill Road, Last Stop on LOR: 18945 - Crofton Road / Starts Hill Road) and pick up in Crofton Road, at Stop HN (18944 - Crofton Road / Starts Hill Road, First Stop on LOR: 18944 - Crofton Road / Starts Hill 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:	Locksbottom.

HAYES STATION

From Forestdale, Courtwood Lane.

Buses proceed from Station Approach via Pickhurst Lane departing to Station Approach. Set down in Station Approach, at Stop C (9471 - Hayes Station #, Last Stop on LOR: 9471 - Hayes Station #) and pick up in Station Approach, at Stop B (9470 - Hayes Station #, First Stop on LOR: 9470 - Hayes Station #).

From Ramsden Estate, Rye Crescent.

Buses proceed from Station Approach via Bourne Way departing to Station Approach. Set down in Station Approach, at Stop B (9470 - Hayes Station #, Last Stop on LOR: 9470 - Hayes Station #) 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.

FORESTDALE, COURTWOOD LANE

Public stand for 2 buses on east side of Courtwood Lane south of junction with northern arm of Markfield commencing opposite and 3 metres north of lamp standard No. 027 and extending 17.5 metres north.

Buses proceed from Courtwood Lane direct to stand, departing via Courtwood Lane and Circumnavigate Roundabout At End Of Courtwood Lane to Courtwood Lane. Set down in Courtwood Lane (BP1857 - Markfield, Last Stop on LOR: BP2205 - Addington Road / Pumping Station) and pick up in Courtwood Lane (BP1855 - Markfield, First Stop on LOR: BP2204 - Addington Road / Pumping Station).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 353 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: Forestdale.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 353: Ramsden Estate, Rye Crescent - Addington Village Interchange

Date of Structural Change: 23 May 2015.

Date of Service Change: 23 May 2015.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Addington Village Interchange: Rye Crescent, Hart Dyke Road, Eldred Drive, Tintagel Road, Ramsden Road, Court Road (Orpington By-Pass), Orpington High Street, Orpington War Memorial, Station Road, Crofton Road, Farnborough Common, Croydon Road, Baston Road, Pickhurst Lane, Station Approach, Bourne Way, Addington Road, Glebe Way Roundabout, Addington Road, Addington Village Road, Kent Gate Way, Lodge Lane Roundabout, Kent Gate Way, Addington Village Interchange.

Towards Ramsden Estate, Rye Crescent: Addington Village Interchange, Lodge Lane, Kent Gate Way, Addington Village Road, Addington Road, Glebe Way Roundabout, Addington Road, Bourne Way, Station Approach, Pickhurst Lane, Baston Road, Croydon Road, Farnborough Common, Crofton Road, Station Road, Orpington War Memorial, Orpington High Street, Chislehurst Road, Goodmead Road, Perry Hall Road, Orpington High Street, Court Road (Orpington By-Pass), Ramsden Road, Tintagel Road, Petten Grove, Rye Crescent.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

RAMSDEN ESTATE, RYE CRESCENT

Public stand for three buses on east side of Rye Crescent commencing 30 metres north of junction with Quilter Road and extending 35 metres north.

Buses proceed from Rye Crescent direct to stand, departing to Rye Crescent. Set down in Rye Crescent, at Stop N (BP1248 - Ramsden Estate / Rye Crescent, Last Stop on LOR: BP1248 - Ramsden Estate / Rye Crescent) and pick up in Rye Crescent, at Stop N (BP1248 - Ramsden Estate / Rye Crescent, First Stop on LOR: BP1248 - Ramsden Estate / Rye Crescent).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 353 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: Ramsden Estate.

ORPINGTON, GRAVEL PIT WAY (from ADDINGTON VILLAGE INTERCHANGE)

Public stand for two buses in bay on east side of Gravel Pit Way at Stop Q.

Buses proceed from Orpington High Street via Homefield Rise and Gravel Pit Way to stand, departing via Gravel Pit Way, Spur Road and Orpington War Memorial to Station Road. Set down in Orpington High Street, at Stop R (12239 - High Street / Orpington War Memorial, Last Stop on LOR: 12239 - High Street / Orpington War Memorial) and pick up in Station Road, at Stop J (13953 - Tubbenden Lane, First Stop on LOR: 13953 - Tubbenden 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: Orpington, Walnuts Centre.

ORPINGTON, PERRY HALL ROAD (from ADDINGTON VILLAGE INTERCHANGE)

Public stand for 2 buses on north side of Perry Hall Road commencing level with car park entrance to Kelsey House and extending 26 metres west.

Buses proceed from Goodmead Road via Perry Hall Road to stand, departing via Perry Hall Road to Orpington High Street. Set down in Goodmead Road, at Stop D (34274 - Goodmead Road, Last Stop on LOR: 34274 - Goodmead Road) and pick up in Orpington High Street, at Stop P (35743 - High Street / Carlton Parade, First Stop on LOR: 35743 - High Street / Carlton Parade).

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:	Orpington, Perry Hall Road.

LOCKSBOTTOM, PALLANT WAY

Public stand for up to 2 buses on south side of Pallant Way (southern arm) adjacent to Sainsbury's car park.

From Addington Village Interchange.

Buses proceed from Crofton Road via Pallant Way to stand, departing via Pallant Way to Crofton Road. Set down in Crofton Road, at Stop HJ (18942 - Locksbottom / St Michael's Church, Last Stop on LOR: 18942 - Locksbottom / St Michael's Church) and pick up in Crofton Road, at Stop HK (18943 - Locksbottom / St Michael's Church, First Stop on LOR: 18943 - Locksbottom / St Michael's Church).

From Ramsden Estate, Rye Crescent.

Buses proceed from Crofton Road via Pallant Way to stand, departing via Pallant Way to Crofton Road. Set down in Crofton Road, at Stop HL (18945 - Crofton Road / Starts Hill Road, Last Stop on LOR: 18945 - Crofton Road / Starts Hill Road) and pick up in Crofton Road, at Stop HN (18944 - Crofton Road / Starts Hill Road, First Stop on LOR: 18944 - Crofton Road / Starts Hill 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:	Locksbottom.

HAYES STATION

From Addington Village Interchange.

Buses proceed from Station Approach via Pickhurst Lane departing to Station Approach. Set down in Station Approach, at Stop C (9471 - Hayes Station #, Last Stop on LOR: 9471 - Hayes Station #) and pick up in Station Approach, at Stop B (9470 - Hayes Station #, First Stop on LOR: 9470 - Hayes Station #).

From Ramsden Estate, Rye Crescent.

Buses proceed from Station Approach via Bourne Way departing to Station Approach. Set down in Station Approach, at Stop B (9470 - Hayes Station #, Last Stop on LOR: 9470 - Hayes Station #) 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.

ADDINGTON VILLAGE INTERCHANGE

Private stand in two sections for 4 buses in Addington Village Interchange Bus Station south of the Kent Gate Way/Lodge Lane roundabout:

1 - for 2 buses facing east offside on south side of bus station at Stop BP4059.

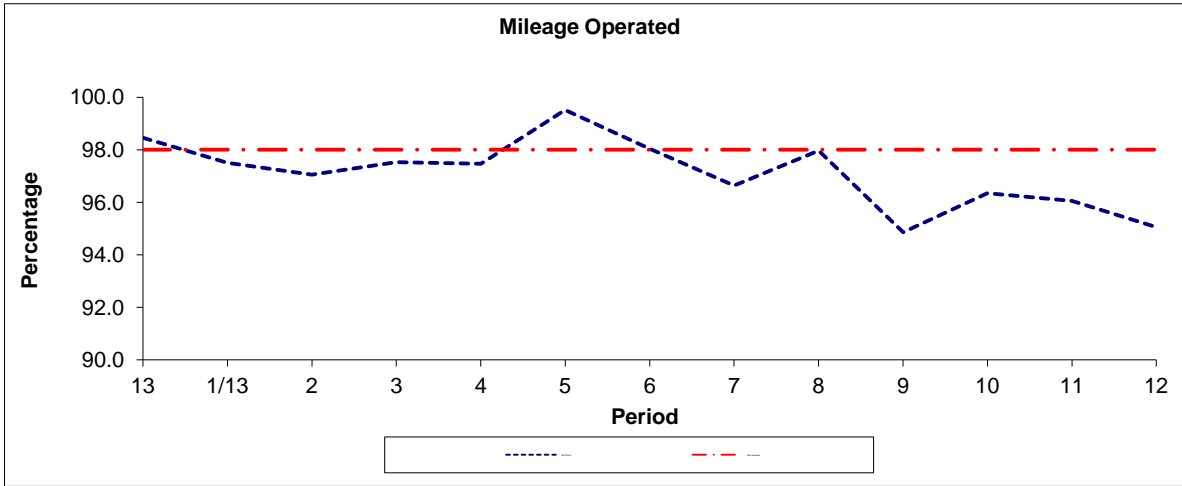
2 - for 2 buses facing west offside on north side of bus station at Stop BP4060.

Buses proceed from Addington Village Interchange direct to stand, departing to Addington Village Interchange. Set down in Addington Village Interchange, at Stop E (BP2331 - Addington Village Interchange, Last Stop on LOR: BP2331 - Addington Village Interchange) and pick up in Addington Village Interchange, at Stop B (BP2329 - Addington Village Interchange, First Stop on LOR: BP2329 - Addington Village Interchange).

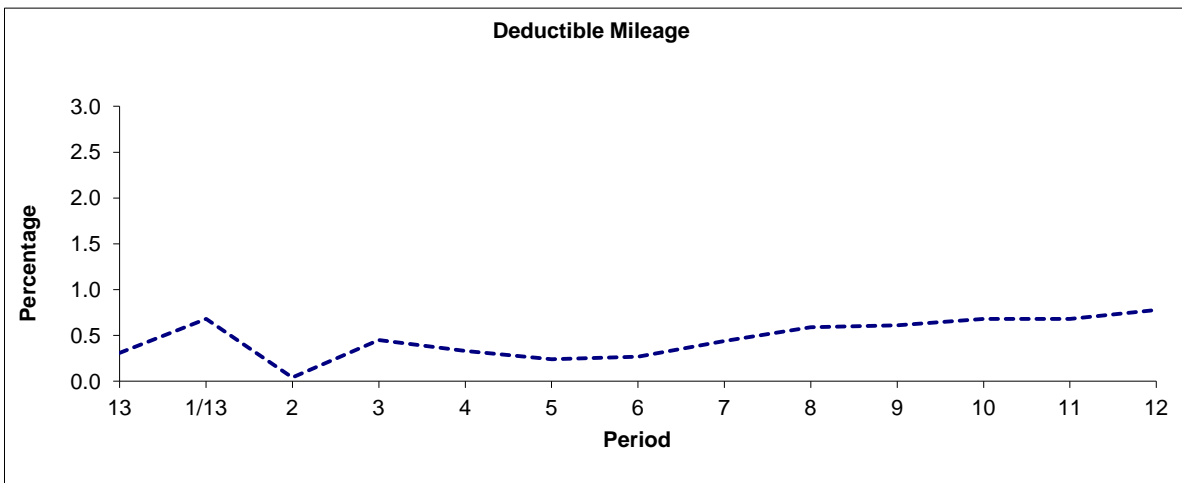
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 353 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Addington Village.
OTHER INFORMATION: LBSL toilet facilities available 24 hours a day.

PART B - PERFORMANCE STATISTICS

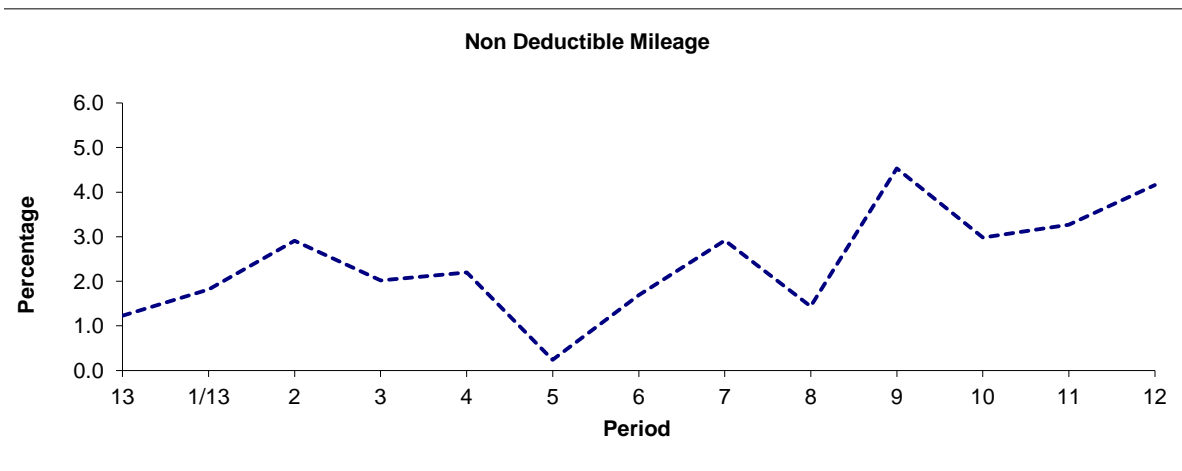
Route 353



Period	13	1/13	2	3	4	5	6	7	8	9	10	11	12
2012/2013	98.46	97.50	97.05	97.53	97.47	99.52	98.04	96.64	97.97	94.86	96.34	96.05	95.06
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	13	1/13	2	3	4	5	6	7	8	9	10	11	12
2012/2013	0.31	0.68	0.04	0.45	0.33	0.24	0.27	0.44	0.59	0.61	0.68	0.68	0.78

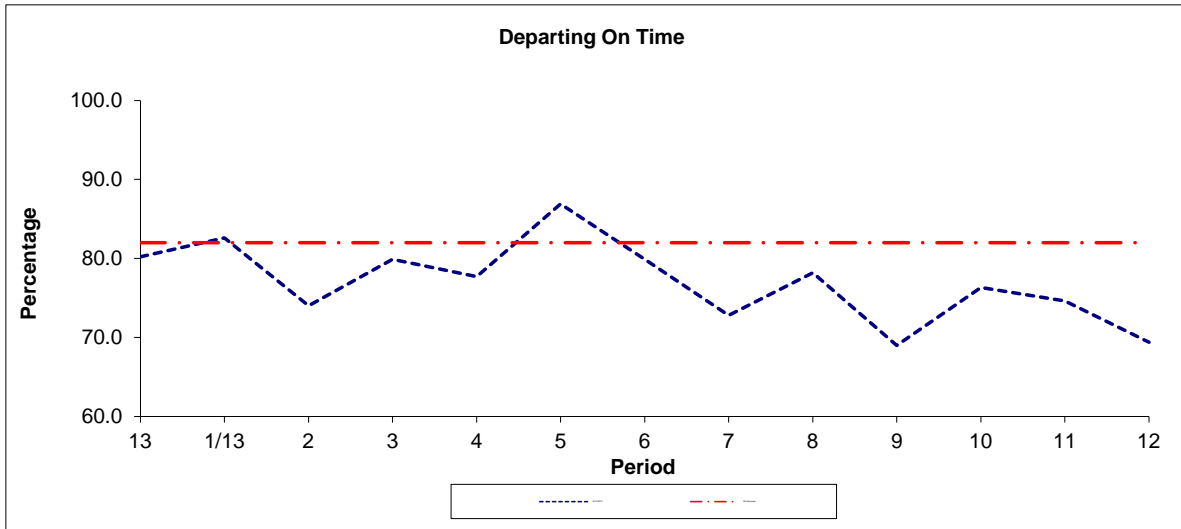


Period	13	1/13	2	3	4	5	6	7	8	9	10	11	12
2012/2013	1.23	1.82	2.91	2.02	2.20	0.24	1.69	2.92	1.44	4.53	2.98	3.27	4.16

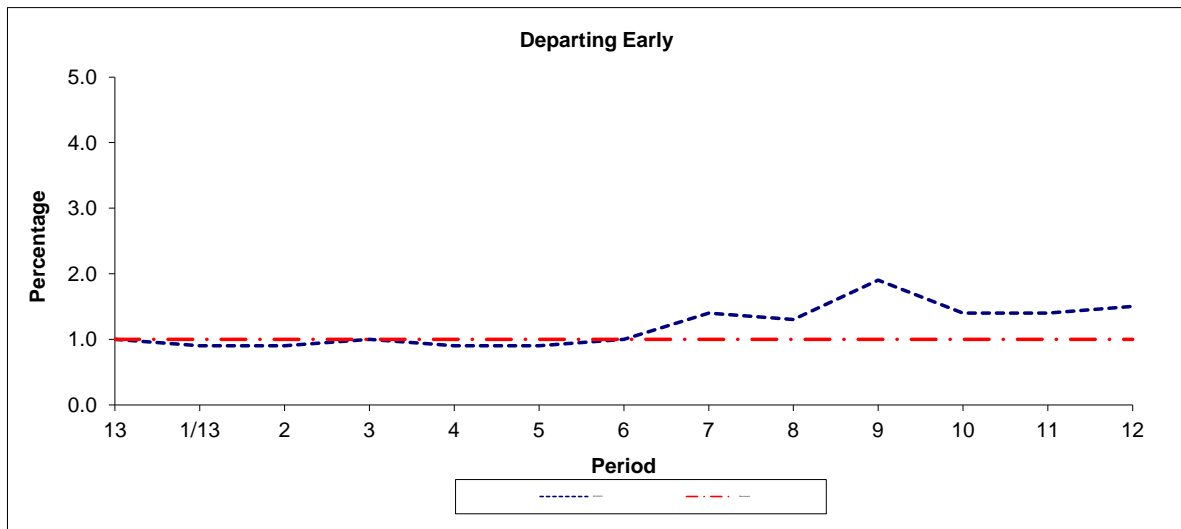
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 353



Period	13	1/13	2	3	4	5	6	7	8	9	10	11	12
2012/2013	80.2	82.6	74.0	79.9	77.7	86.9	79.9	72.8	78.2	69.0	76.3	74.6	69.4
Min Standard	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0



Period	13	1/13	2	3	4	5	6	7	8	9	10	11	12
2012/2013	1.0	0.9	0.9	1.0	0.9	0.9	1.0	1.4	1.3	1.9	1.4	1.4	1.5
Benchmark	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

Note : Reliability is actual performance under full iBus (4 weeks data).
 Minimum Standards and Benchmarks are those applicable under the new contract.

**ROUTE 353 - FULL iBUS RESULTS BY TIME OF DAY
 QUARTER 4 12/13 TO QUARTER 3 13/14 (05/01/13 - 03/01/14)**

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	13,946.	96.6	99.5	94.0	0.5	0.1	5.3
0700 - 1000	44,916.	96.0	92.8	70.5	8.1	1.3	20.1
1000 - 1300	45,881.	98.9	97.8	87.2	2.2	0.7	9.9
1300 - 1600	46,905.	95.6	95.4	78.6	5.2	0.5	15.7
1600 - 1900	44,077.	96.9	91.1	70.3	9.5	1.7	18.5
1900 - 2200	28,140.	98.2	97.7	78.3	2.6	0.5	18.7
2200 - 2400	15,361.	100.0	97.9	83.2	2.2	3.2	11.4
Summary	239,226.	97.2	95.3	76.9	5.8	1.1	16.2

SATURDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	2,095.	100.0	99.4	94.5	1.2	1.8	2.5
0700 - 1000	6,355.	99.3	99.0	94.5	1.1	1.6	2.8
1000 - 1300	9,764.	96.5	96.9	79.6	3.2	0.7	16.5
1300 - 1600	9,765.	99.9	96.1	80.8	4.1	1.3	13.8
1600 - 1900	9,727.	99.1	98.9	94.7	1.1	0.8	3.3
1900 - 2200	5,569.	97.2	96.4	73.5	3.2	0.3	23.0
2200 - 2400	3,255.	98.3	94.1	70.6	6.2	1.5	21.8
Summary	46,530.	98.5	97.3	84.1	2.8	1.0	12.0

SUNDAY AND BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	1,388.	100.5	98.6	90.7	1.3	2.6	5.4
0700 - 1000	5,602.	98.6	98.4	88.5	1.8	1.6	8.1
1000 - 1300	5,516.	98.9	98.1	85.3	1.9	0.8	11.9
1300 - 1600	5,593.	100.7	98.3	85.3	1.8	1.0	11.9
1600 - 1900	5,457.	97.8	98.5	80.8	1.6	0.6	17.1
1900 - 2200	5,461.	100.6	97.1	76.0	3.1	1.6	19.3
2200 - 2400	3,643.	98.7	98.4	89.2	1.8	7.4	1.6
Summary	32,660.	99.3	98.1	83.5	2.0	1.4	13.1

ALL DAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	17,429.	97.3	99.4	94.0	0.6	0.4	5.0
0700 - 1000	56,873.	96.7	94.0	73.4	7.2	1.3	18.1
1000 - 1300	61,161.	98.5	97.7	85.8	2.4	0.7	11.2
1300 - 1600	62,263.	96.8	95.8	79.6	4.7	0.7	15.0
1600 - 1900	59,261.	97.4	93.1	73.9	7.9	1.5	16.7
1900 - 2200	39,170.	98.4	97.5	77.4	2.7	0.6	19.3
2200 - 2400	22,259.	99.5	97.4	82.4	2.7	3.6	11.3
Summary	318,416.	97.6	95.9	78.5	5.1	1.1	15.4

Transport for London - QSI Points and Live Mileage List

Route 353
 Service change 21949
 Date 25 September 2009

TRANCHE 474

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
RAMERC S	RAMERC S	RAMSDEN ESTATE, RYE CRESCENT		
RAMERC	BP1248	Ramsden Estate / Rye Crescent	0	0.00
	BP1249	Eldred Drive	358	0.22
	40176	Quilter Road	221	0.14
	BP1250	Tintagel Road	243	0.15
	BP1253	Dyke Drive	176	0.11
	BP1254	Ramsden Road/Court Road	214	0.13
	BP1255	Court Road / Green Lane	369	0.23
ORPNCP	35743	High Street / Carlton Parade	275	0.17
	12444	High Street / Church Hill	352	0.22
	12442	Walnuts Centre	287	0.18
ORPNWM	12240	High Street/Orpington War Memorial	360	0.22
	13953	Tubbenden Lane	612	0.38
ORPNSC	18951	Orpington Station	335	0.21
	18949	Pound Court Drive	574	0.36
	20133	Crofton Road/Crofton Lane	344	0.21
	18947	Oakwood Road/ St Paul's Church	177	0.11
	20132	Glyndebourne Park	614	0.38
	18945	Crofton Road/Starts Hill Road	505	0.31
LBOTSM	18943	Locksbottom / St Michael's Church	318	0.20
	R0600	Keston Park Close	610	0.38
KESTMK	R0599	Croydon Road/The Keston Mark	419	0.26
	R0602	Keston Methodist Church	214	0.13
	R0605	Baston Road	693	0.43
	17799	Baston Road / Croydon Road	286	0.18
	17797	Five Elms Road	382	0.24
	R0891	Baston School	478	0.30
	18369	Hayes Street	148	0.09
	17812	Hayes Library	232	0.14
	17711	Hayes / Station Approach	466	0.29
HYSBSN	9470	Hayes Station	155	0.10
	R0501	Holland Way	443	0.28
	17712	Tiepigs Lane	342	0.21
CYHLAR	17714	Addington Road / Glebe Way	443	0.28
	17815	Layhams Road	250	0.16
	BP2205	Addington Road / Pumping Station	1121	0.70
ADDNLV	BP2331	Addington Village Interchange	1436	0.89
ADDNLV S	ADDNLV S	ADDINGTON VILLAGE INTERCHANGE	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			14452	8.98
			metres	miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ADDNLV S	ADDNLV S	ADDINGTON VILLAGE INTERCHANGE		
ADDNLV	BP2329	Addington Village Interchange	0	0.00
	BP2204	Addington Road / Pumping Station	1571	0.98
	17814	Layhams Road	1153	0.72
CYHLAR	17715	Addington Road / Glebe Way	227	0.14
	17713	Tiepigs Lane	444	0.28
	18733	Holland Way	422	0.26
HYSBSN	9471	Hayes Station	344	0.21
	17710	Hayes / Station Approach	163	0.10
	17813	Hayes Library	527	0.33
	20837	Hayes Street	143	0.09
	20836	Baston School	265	0.16
	BP166	Five Elms Road	330	0.21
	17798	Baston Road / Croydon Road	486	0.30
	R0604	Baston Road	208	0.13
	R0603	Phoenix Drive	614	0.38
KESTMK	R0606	Croydon Road/The Keston Mark	284	0.18
	R0608	Keston Park Close	482	0.30
	R0615	Locksbottom / Farnborough Common	263	0.16
LBOTSM	18942	Locksbottom / St Michael's Church	299	0.19
	18944	Crofton Road/Starts Hill	370	0.23
	20099	Glyndebourne Park	418	0.26
	18946	Oakwood Road/ St Paul's Church	607	0.38
	33231	Crofton Lane / Crofton Road	417	0.26
	18948	Pound Court Drive	275	0.17
ORPNSC	18950	Orpington Station	566	0.35
	18952	Tubbenden Lane	215	0.13
ORPNWM	12239	High Street/Orpington War Memorial	547	0.34
	R0520	Walnuts Centre	313	0.19
	R0514	High Street / Broomhill Road	228	0.14
	34274	Goodmead Road	467	0.29
ORPNCP	12445	High Street / Carlton Parade	382	0.24
	BP1246	Court Road / Green Lane	238	0.15
	BP1247	Ramsden Road/Kynaston Road	363	0.23
	BP1348	Dyke Drive	213	0.13
	40175	Ramsden Road	282	0.18
	40174	Brow Crescent	251	0.16
RAMERC	BP1248	Ramsden Estate / Rye Crescent	384	0.24
RAMERC S	RAMERC S	RAMSDEN ESTATE, RYE CRESCENT	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			14761	9.17
			metres	miles