

7. Service Specification

Route: 356

QC42402

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	Upper Sydenham, Sydenham Hill to Shirley, Monks Orchard Road
Contract Basis	Incentivised
Commencement Date	14 th September 2013
Vehicle Type	45 capacity, single door, single deck, maximum 8.95m long
Current Maximum Approved Dimensions	8.95 metres long and 2.44 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 12th November 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) 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. 356.

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:

- The Boxing Day service should match the Sunday service.
- **Tenderers must identify the cost of the Boxing Day element of this service separately.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Upper Sydenham, Sydenham Hill to Shirley, Monks Orchard Road		Shirley, Monks Orchard Road to Upper Sydenham, Sydenham Hill			
First departure no later than 0530.		First departure no later than 0550.			
0525 - 1935	Every 20 minutes	0545 - 1925	Every 20 minutes		
1936 - 0010	Every 30 minutes	1926 - 2400	Every 30 minutes		
Last departure no earlier than 0005.		Last departure no earlier than 2355.			
Pinchpoints					
Penge, Pawleyne Arms	0715 - 0915	20 minutes	Lower Sydenham, Sainsburys	0710 - 0910	20 minutes
	1500 - 1640	20 minutes		1500 - 1640	20 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Upper Sydenham, Sydenham Hill to Shirley, Monks Orchard Road		Shirley, Monks Orchard Road to Upper Sydenham, Sydenham Hill			
First departure no later than 0530.		First departure no later than 0550.			
0525 - 0800	Every 30 minutes	0545 - 0750	Every 30 minutes		
0801 - 1835	Every 20 minutes	0751 - 1825	Every 20 minutes		
1836 - 0010	Every 30 minutes	1826 - 2400	Every 30 minutes		
Last departure no earlier than 0005.		Last departure no earlier than 2355.			
Pinchpoints					
Penge, Pawleyne Arms	0925- 1105	20 minutes	Lower Sydenham, Sainsburys	0935 - 1055	20 minutes

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Upper Sydenham, Sydenham Hill to Shirley, Monks Orchard Road		Shirley, Monks Orchard Road to Upper Sydenham, Sydenham Hill			
First departure no later than 0705.		First departure no later than 0655.			
0700 - 0010	Every 30 minutes	0650 - 2400	Every 30 minutes		
Last departure no earlier than 0005.		Last departure no earlier than 2355.			
Pinchpoints					
Penge, Pawleyne Arms	1030 - 1200	30 minutes	Lower Sydenham, Sainsburys	1020 - 1150	30 minutes

Tenderers must identify the cost of the Boxing Day element of this service separately.

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 356 can suffer unpredictable traffic delays in the Forest Hill and Penge areas.
- 4.2) Smaller buses are used on the route due to highway constraints in the Sydenham Hill area.

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 356: Upper Sydenham, Sydenham Hill - Shirley, Monks Orchard

Date of Structural Change: 14 September 2013.

Date of Service Change: 14 September 2013.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Shirley, Monks Orchard: Sydenham Hill, Wells Park Road, Kirkdale, Sydenham Hill, Sydenham Rise, London Road, Devonshire Road, Waldram Crescent, Waldram Place, Perry Vale, Perry Rise, Bell Green, Sainsburys Access Road, Turning Circle, Sainsburys Access Road, Bell Green, Sydenham Road, Kent House Road, Thesiger Road, Green Lane, Croydon Road, Wheathill Road, Marlow Road, Elmers End Road, Croydon Road, Upper Elmers End Road, Links Way, Monks Orchard Road, Wickham Road, Monks Orchard Road.

Towards Upper Sydenham, Sydenham Hill: Monks Orchard Road, Links Way, Upper Elmers End Road, Elmerside Road, Croydon Road, Elmers End Road, Marlow Road, Wheathill Road, Croydon Road, Green Lane, Thesiger Road, Kent House Road, Sydenham Road, Bell Green, Sainsburys Access Road, Turning Circle, Sainsburys Access Road, Bell Green, Perry Rise, Perry Vale, Waldram Place, Waldram Crescent, Devonshire Road, London Road, Sydenham Rise, Sydenham Hill, Sydenham Hill Roundabout, Kirkdale, Wells Park Road, Sydenham Hill.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

UPPER SYDENHAM, SYDENHAM HILL

Public stand for one bus on the east side of Sydenham Hill outside Mais House. Buses proceed from Sydenham Hill via Sydenham Hill Roundabout and Sydenham Hill to stand, departing to Sydenham Hill. Set down in Sydenham Hill, at Stop MV (27721 - Sydenham Hill / Kirkdale, Last Stop on LOR: 27721 - Sydenham Hill / Kirkdale) and pick up in Sydenham Hill, at Stop MS (27722 - Sydenham Hill / Kirkdale, First Stop on LOR: 27722 - Sydenham Hill / Kirkdale).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 356 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: Upper Sydenham.

FOREST HILL, WESTBOURNE DRIVE

Public stand for four buses on west side of Westbourne Drive, commencing 10 metres south of Waldram Park Road and extending 42 metres south.

From Shirley, Monks Orchard.

Buses proceed from Perry Vale via Church Vale and Westbourne Drive to stand, departing via Westbourne Drive and Waldram Park Road to Perry Vale. Set down in Perry Vale, at Stop G (17385 - Church Vale, Last Stop on LOR: 17385 - Church Vale) and pick up in Perry Vale, at Stop H (17384 - Church Vale, First Stop on LOR: 17384 - Church Vale).

From Upper Sydenham, Sydenham Hill.

Buses proceed from Perry Vale via Church Vale and Westbourne Drive to stand, departing via Westbourne Drive, Waldram Park Road, Waldram Crescent and Devonshire Road to London Road. Set down in Perry Vale, at Stop H (17384 - Church Vale, Last Stop on LOR: 17384 - Church Vale) and pick up in London Road, at Stop D (26219 - Forest Hill Station # / London Road, First Stop on LOR: 26219 - Forest Hill Station # / London 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: Forest Hill.

LOWER SYDENHAM, SAINSBURYS

From Shirley, Monks Orchard.

Buses proceed from Sainsburys Access Road via Turning Circle departing to Sainsburys Access Road. Set down in Sainsburys Access Road, at Stop AP (BP1097 - Bell Green / Sainsbury's, Last Stop on LOR: BP1100 - Bell Green / Sainsbury's) and pick up in Sainsburys Access Road, at Stop LM (BP1099 - Bell Green / Sainsbury's, First Stop on LOR: BP1099 - Bell Green / Sainsbury's).

From Upper Sydenham, Sydenham Hill.

Buses proceed from Sainsburys Access Road via Turning Circle departing to Sainsburys Access Road. Set down in Sainsburys Access Road, at Stop AP (BP1097 - Bell Green / Sainsbury's, Last Stop on LOR: BP1099 - Bell Green / Sainsbury's) and pick up in Sainsburys Access Road, at Stop LN (BP1100 - Bell Green / Sainsbury's, First Stop on LOR: BP1100 - Bell Green / Sainsbury's).

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

Elmers End Green, Croydon Road (from Upper Sydenham, Sydenham Hill)

Buses proceed from Upper Elmers End Road via Elmerside Road departing to Croydon Road. Set down in Upper Elmers End Road, at Stop BC (31327 - Elmers End Green, Last Stop on LOR: 31327 - Elmers End Green) and pick up in Croydon Road, at Stop G (14976 - Elmers End Green, First Stop on LOR: 14976 - Elmers End Green).

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

SHIRLEY, MONKS ORCHARD ROAD

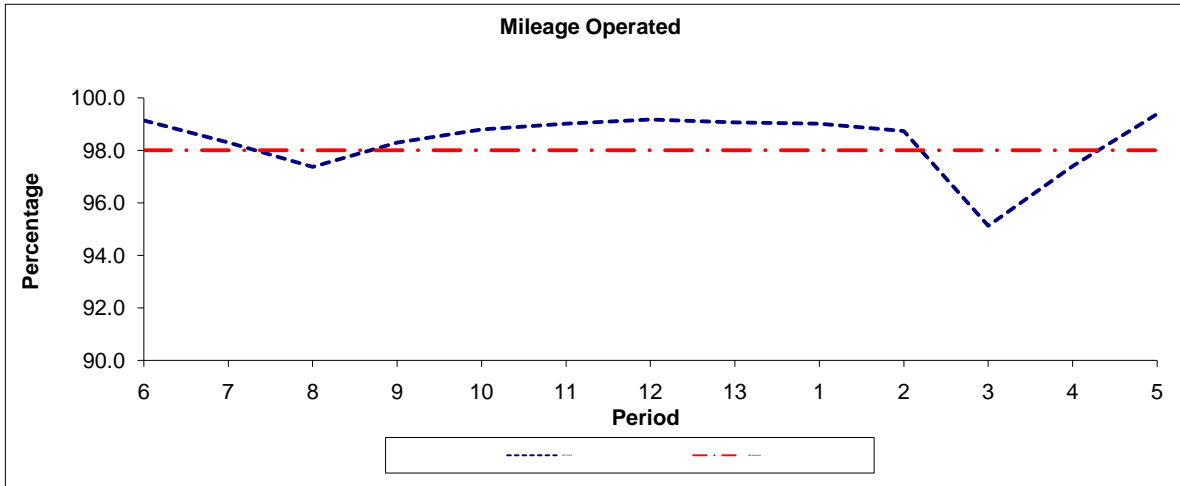
Public stand in slip road between Wickham Road and Monks Orchard Road (west of Monks Orchard Road), commencing 20 metres north of the north kerbline of Wickham Road and extending 20 metres south.

Buses proceed from Monks Orchard Road direct to stand, departing to Monks Orchard Road. Set down in Monks Orchard Road, at Alighting Point (BP4456 - Wickham Road, Last Stop on LOR: BP4456 - Wickham Road) and pick up in Monks Orchard Road, at Stop T (BP4433 - Wickham Road, First Stop on LOR: BP4433 - Wickham Road).

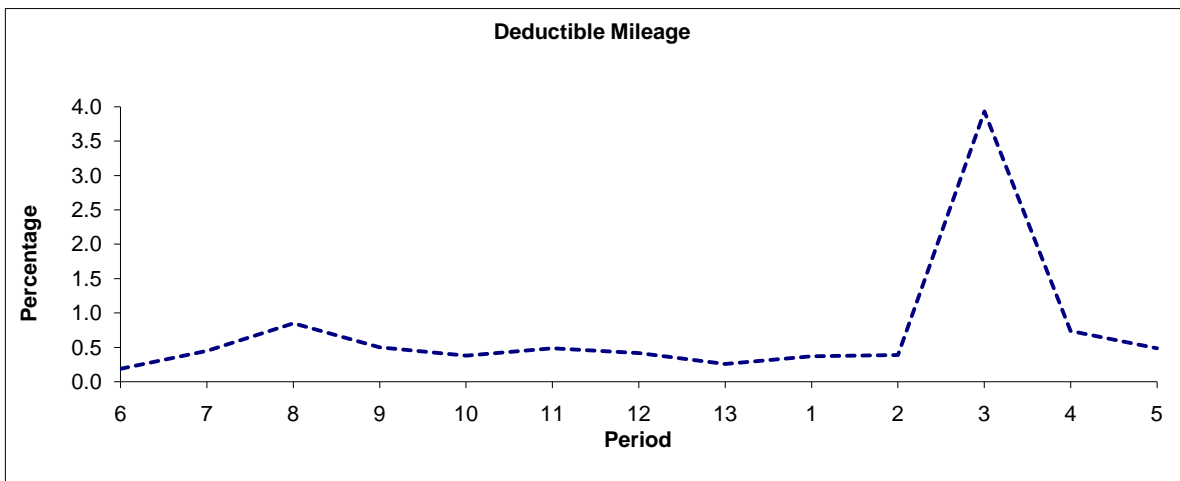
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 356 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Shirley.

PART B - PERFORMANCE STATISTICS

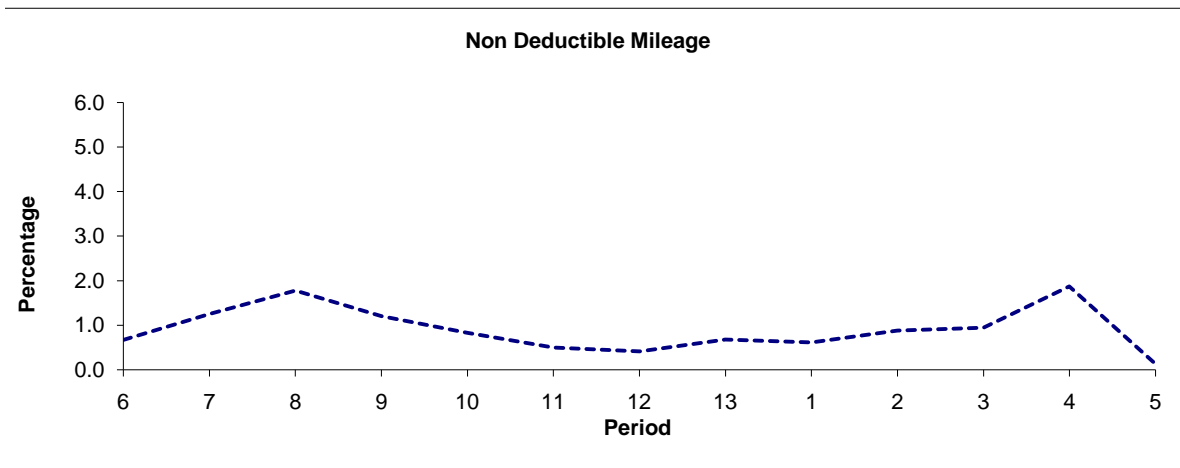
Route 356



Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2011/2012	99.14	98.30	97.37	98.30	98.79	99.01	99.17	99.06	99.02	98.73	95.13	97.39	99.38
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	6	7	8	9	10	11	12	13	1	2	3	4	5
2011/2012	0.19	0.45	0.85	0.50	0.38	0.49	0.42	0.26	0.37	0.39	3.93	0.74	0.49

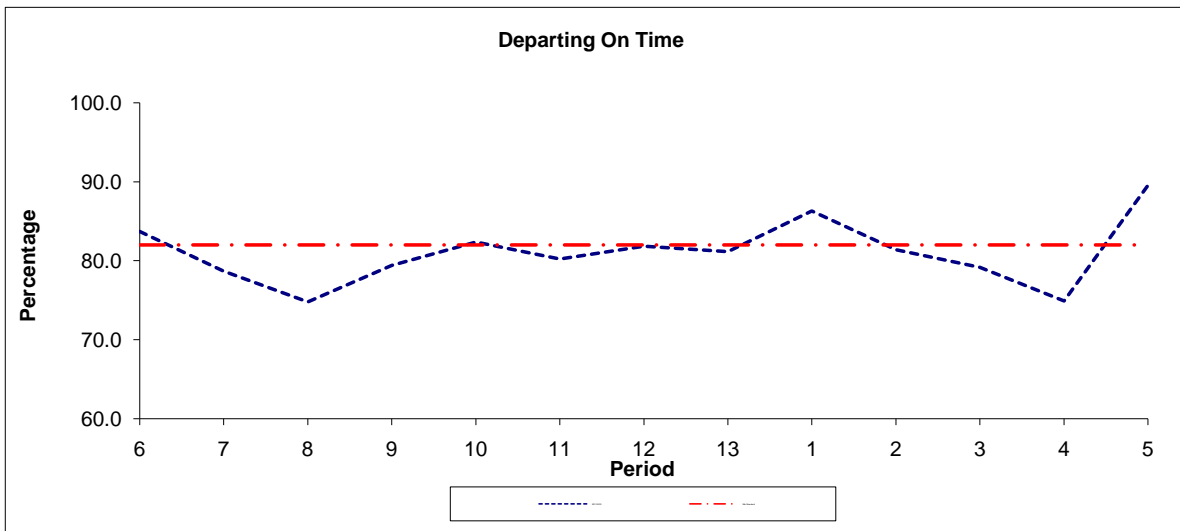


Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2011/2012	0.67	1.25	1.78	1.20	0.83	0.50	0.41	0.68	0.61	0.88	0.94	1.87	0.13

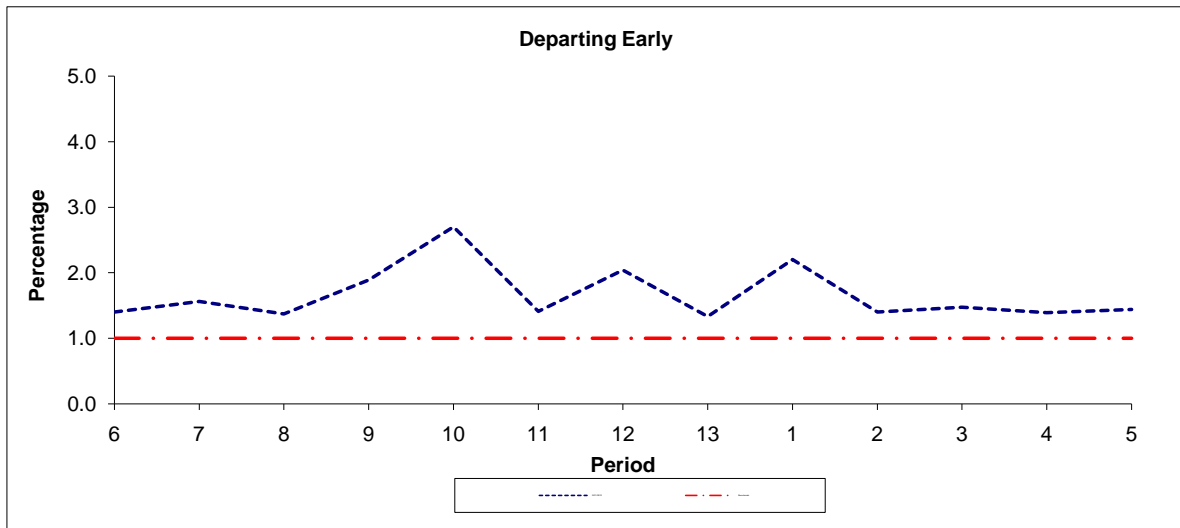
Note : Mileage is based on 4 weeks data
 Performance affected by industrial action in p3 2012/13.

PART B - PERFORMANCE STATISTICS

Route 356



Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2011/2012	83.70	78.68	74.81	79.41	82.36	80.24	81.83	81.15	86.30	81.39	79.19	74.93	89.54
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	6	7	8	9	10	11	12	13	1	2	3	4	5
2011/2012	1.40	1.56	1.37	1.89	2.70	1.41	2.04	1.33	2.20	1.40	1.47	1.39	1.44
Benchmark	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

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

ROUTE 356 - FULL iBUS RESULTS BY TIME OF DAY

QUARTERS 2 11/12 to 1 2012/13 (25/06/11 - 22/06/12)

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	18,384.	93.8	99.0	91.3	1.0	0.8	6.8
0700 - 1000	44,647.	98.8	96.2	74.7	4.2	3.2	17.9
1000 - 1300	43,368.	99.5	98.7	85.9	1.4	0.9	11.9
1300 - 1600	43,442.	98.5	99.0	82.4	1.2	1.1	15.4
1600 - 1900	43,254.	100.1	97.3	79.8	2.7	2.1	15.4
1900 - 2200	32,315.	100.2	97.8	74.6	2.3	1.0	22.1
2200 - 2400	19,354.	101.1	99.0	91.2	1.0	2.7	5.1
Summary	244,764.	99.1	98.0	80.5	2.3	1.8	15.4

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	2,630.	98.1	99.2	95.8	0.8	1.6	1.7
0700 - 1000	7,834.	99.7	98.9	91.0	1.2	1.2	6.6
1000 - 1300	9,073.	99.8	99.4	89.6	0.6	2.5	7.3
1300 - 1600	8,986.	100.5	98.5	88.4	1.5	2.3	7.9
1600 - 1900	8,773.	98.2	98.1	82.2	1.9	1.1	14.8
1900 - 2200	6,139.	99.6	97.1	67.0	3.0	0.8	29.2
2200 - 2400	4,075.	101.9	99.4	90.0	0.7	1.4	7.9
Summary	47,510.	99.7	98.6	85.4	1.4	1.7	11.4

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	211.	103.3	99.5	94.9	1.7	0.0	3.5
0700 - 1000	6,666.	98.7	99.1	91.9	1.3	1.1	5.7
1000 - 1300	6,734.	99.2	98.9	89.0	1.1	2.2	7.6
1300 - 1600	6,958.	99.6	98.7	88.5	1.3	1.2	9.0
1600 - 1900	7,117.	98.1	99.2	87.4	0.8	1.4	10.3
1900 - 2200	6,750.	101.5	99.2	82.6	0.9	0.7	15.9
2200 - 2400	4,568.	102.1	100.0	95.6	0.0	2.6	1.8
Summary	39,004.	99.7	99.1	88.4	1.0	1.5	9.2

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	21,225.	94.4	99.0	92.0	1.0	0.9	6.1
0700 - 1000	59,147.	98.9	96.9	76.9	3.8	2.9	16.4
1000 - 1300	59,175.	99.5	98.8	86.8	1.2	1.3	10.7
1300 - 1600	59,386.	99.0	98.9	83.9	1.2	1.3	13.6
1600 - 1900	59,144.	99.5	97.7	80.8	2.5	1.9	14.8
1900 - 2200	45,204.	100.3	97.9	74.5	2.2	1.0	22.3
2200 - 2400	27,997.	101.4	99.2	91.7	0.8	2.5	5.0
Summary	331,278.	99.3	98.2	81.8	2.1	1.7	14.3

Transport for London - Live Mileage List

Route 356
 Service change 22347
 Date 13 October 2009

TRANCHE 424

QSI Points highlighted in blue.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
USYDSH S	USYDSH S	UPPER SYDENHAM, SYDENHAM HILL		
USYDSH	27722	Sydenham Hill / Kirkdale	0	0.00
	27724	Crescent Wood Road	329	0.20
	27726	Droitwich Close	195	0.12
	46023	Canbury Mews	389	0.24
	46021	Sydenham Hill Estate	213	0.13
USYDWP	46019	Coombe Road	193	0.12
	46016	Churchley Road	353	0.22
	17313	Sydenham / The Woodman	163	0.10
	BP2252	Mount Ash Road	242	0.15
	BP2253	Heathedge	285	0.18
SYDRSH	BP1306	Sydenham Rise	343	0.21
	26066	Horniman Museum	230	0.14
	26033	Honor Oak Road	254	0.16
FRHLSN	13161	Forest Hill Station / London Road	203	0.13
	17384	Church Vale	525	0.33
	17386	Westbourne Drive	325	0.20
	17388	Siddons Road	482	0.30
	17390	Garlies Road	271	0.17
	17392	Adamsrill Road	324	0.20
LSYDSY	BP1099	Bell Green / Sainsburys	772	0.48
	40008	Bell Green / Southend Lane	259	0.16
	17395	Southend Lane	178	0.11
	17398	Highclere Street	296	0.18
	BP4045	Watlington Grove	264	0.16
	BP4046	Orchard Court	232	0.14
	BP1164	Kent House Lane	358	0.22
	BP1162	Lennard Road	317	0.20
	BP1161	Thesiger Road/Whateley Rd	335	0.21
	17408	Parish Lane	135	0.08
	2129	Green Lane / Raleigh Road	150	0.09
PENGPA	4783	Penge / Pawleyne Arms	172	0.11
	17409	Avenue Road	258	0.16
ANERRH	17411	Anerley Road / Oak Grove Road	390	0.24
	27556	Anerley Road / Worbeck Road	172	0.11
	6561	Anerley / The Mitre	246	0.15
	6560	Derwent Road	228	0.14
	BP3995	Wheathill Road	253	0.16
MRLRWR	BP3996	Thornsett Road	379	0.24
	BP3997	Felmingham Road	262	0.16
BIRKSN	17413	Birkbeck Station	310	0.19
	17415	Beckenham Crematorium	383	0.24
	BP1028	Elmers End Station	419	0.26
	34698	Elmers End / Station Parade	197	0.12
ELMEGN	31327	Elmers End Green	401	0.25
	17419	Abbots Way	651	0.40
	17421	Altyre Way	349	0.22
	17423	Lodge Gardens	257	0.16
	26915	Eden Park	335	0.21
EDPKSN	17425	Eden Park Station	175	0.11
	17427	Links Way	374	0.23
	BP3999	Eden Way	445	0.28
	BP4000	The Bethlem Royal Hospital	397	0.25
SHIRMO	BP4456	Wickham Road	494	0.31
SHIRMO S	SHIRMO S	SHIRLEY, MONKS ORCHARD ROAD	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			16162	10.04
			metres	miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
SHIRMO S	SHIRMO S	SHIRLEY, MONKS ORCHARD ROAD		
SHIRMO	BP4433	Wickham Road	0	0.00
	BP4001	The Bethlem Royal Hospital	425	0.26
	BP3998	Eden Way	378	0.23
	17428	Links Way	318	0.20
EDPKSN	17426	Eden Park Station	333	0.21
	26914	Eden Park	254	0.16
	17424	Lodge Gardens	335	0.21
	17422	Altyre Way	318	0.20
	17420	Abbots Way	291	0.18
	BP4210	Goddard Road	272	0.17
ELMEGN	14978	The Close	246	0.15
	14976	Elmers End Green	272	0.17
	BP1026	Elmers End Station	433	0.27
	35670	Beckenham Crematorium	348	0.22
BIRKSN	17414	Birkbeck Station	290	0.18
	BP3992	Felmingham Road	271	0.17
MRLRWR	BP3993	Thornsett Road	409	0.25
	BP3994	Wheathill Road	277	0.17
	6580	Selby Road	187	0.12
	6581	Anerley / The Mitre	224	0.14
	6582	Samos Road	136	0.08
	27557	Croydon Road / Elmers End Road	240	0.15
ANERRH	17412	Anerley Road / Oak Grove Road	136	0.08
	17410	Avenue Road	269	0.17
PENGPA	2128	Penge / Pawleyne Arms	420	0.26
	BP847	Green Lane / Raleigh Road	110	0.07
	BP1160	Thesiger Road/Whateley Rd	352	0.22
	BP1163	Lennard Road	332	0.21
	BP1228	Kent House Lane	249	0.15
	BP4044	Orchard Court	384	0.24
	BP4047	Watling On Grove	200	0.12
	17399	Highclere Street	270	0.17
	17396	Kirtley Road	329	0.20
	17394	Bell Green / Southend Lane	142	0.09
LSYDSY	BP1100	Bell Green / Sainsburys	864	0.54
	17393	Bell Green	193	0.12
	17391	Garlies Road	432	0.27
	17389	Siddons Road	250	0.16
	17387	Perry Vale / Windrush Lane	312	0.19
	17385	Church Vale	358	0.22
FRHLSN	26219	Forest Hill Station / London Road	627	0.39
	13158	Honor Oak Road	254	0.16
SYDRSH	BP4048	Sydenham Rise	474	0.29
	BP4050	Kirkdale / Thorpewood Avenue	342	0.21
	BP4049	Mount Ash Road	187	0.12
	17312	Sydenham / The Woodman	345	0.21
	46017	Churchley Road	168	0.10
USYDWP	46018	Coombe Road	326	0.20
	46020	Sydenham Hill Estate	202	0.13
	46022	Canbury Mews	202	0.13
	27725	Droitwich Close	413	0.26
	27723	Crescent Wood Road	237	0.15
USYDSH	27721	Sydenham Hill / Kirkdale	381	0.24
USYDSH S	USYDSH S	UPPER SYDENHAM, SYDENHAM HILL	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			16017	9.95
			metres	miles