

## SECTION 2: PART A

### SERVICE SPECIFICATION FOR ROUTE No. 410

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This document should be read in conjunction with the Corporation's Guide for Tenderers (Part A: Explanatory Notes - Service Requirements). Where appropriate, reference is made to the relevant section.

## 1. TENDERS REQUIRED

This document describes the service for which the Corporation requires Tenders and Tenderers **must** submit a fully compliant bid. In addition, Tenderers **may** wish to draw upon their local knowledge to submit alternative bids which offer improved value for money in meeting passenger needs. These might incorporate, for example, different timings, frequencies, route structures and / or vehicles. The Corporation will welcome such bids and give them careful consideration.

For more information, please refer to Section 2.1 of Part A of the Guide for Tenderers.

## 2. 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. 410.

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:

- Mondays to Fridays AM and PM peak frequencies are increased from every 8 minutes (7½ buses per hour) to every 7-8 minutes (8 buses per hour).

## 3. TERMINALS

Route No. 410 will operate between Crystal Palace Bus Station and Wallington, Shotfield.

Full details of the route to be followed, the permitted terminal workings and the available stands are shown at Appendix B. Tenderers should particularly note the information relating to the shared usage of stands, the taking of meal reliefs and the use of ferry vehicles.

## 4. DAYS OF OPERATION

One timetable must be offered for Route No. 410 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Saturdays & Good Friday	Section 6.2
Sundays	Section 6.3
Christmas Day	No service
Boxing Day	Section 6.4
Other Public Holidays	Sunday service

## 5. VEHICLE TYPE

Please refer to Section 2.5 of Part A of the Guide for Tenderers.

Route No. 410 is currently approved for vehicles which are a maximum of 9.4 metres long and 2.4 metres wide. A formal route test will be required for vehicles which exceed these dimensions. This will be arranged with the successful Tenderer.

The service requirement set out in Section 6 assumes that dual door single deck buses with a minimum capacity of 50, of which approximately 23 should be seated, will be used on this route. Luggage space should also be provided.

Tenderers must submit proposals based on new vehicles. These must be of a low floor design and be accessible to wheelchairs by means of a powered ramp.

**Bids for both conventional diesel powered vehicles and diesel-electric hybrid vehicles should be submitted and separate prices for both types are required.**

**Bids based on a mix of hybrid and conventional vehicles would be welcomed, subject to a minimum of 10 hybrid powered vehicles being offered for this route (full hybrid operation should be offered for routes with a vehicle requirement of less than 10).**

Tenderers should refer to the vehicle design (including accessibility) features contained in Schedule II to Annex B of the Framework Agreement and Section 2 Part B of the Master ITT (Version 2 issued June 2005).

Tenderers may also submit bids based on using existing vehicles. Tenderers are asked to specify what refurbishment would be carried out on existing buses and the expected timescale of those works. See Master ITT (Version 2 issued June 2005).

## 6. FREQUENCIES

The level of service (e.g. every 15 minutes) required by the Corporation is described in terms of the interval between departures. Whilst a completely regular service at the specified frequency should be possible at most times, occasionally a bus may be timetabled to depart up to five minutes earlier or later than the regular time.

Tenderers should note that when the specified frequency changes (e.g. between the peak and midday periods), the scheduled interval between buses should never be greater than that provided by the lower of the two frequencies **AT ANY POINT ON THE ROUTE**.

Tenderers should note that unless otherwise stated **all** journeys should operate between the terminal points defined in each direction.

## 6.1 Mondays to Fridays

### 1. Crystal Palace Bus Station to Wallington, Shotfield

0505 - 0540	Every 15 minutes
0541 - 0640	Every 12 minutes
0641 - 0650	Every 10 minutes
0651 - 0715	Every 8 minutes
0716 - 0920	Every 7-8 minutes (8 buses per hour)
0921 - 1540	Every 8 minutes
1541 - 1810	Every 7-8 minutes (8 buses per hour)
1811 - 1840	Every 8 minutes
1841 - 1900	Every 10 minutes
1901 - 1925	Every 12 minutes
1926 - 0035	Every 15 minutes

First departure from Crystal Palace Bus Station no later than 0510.

Last departure from Crystal Palace Bus Station no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at West Croydon, Bus Station between 0730 and 0855 and between 1550 and 1650.

### 2. Wallington, Shotfield to Crystal Palace Bus Station

0510 - 0600	Every 15 minutes
0601 - 0635	Every 12 minutes
0636 - 0645	Every 10 minutes
0646 - 0710	Every 8 minutes
0711 - 0915	Every 7-8 minutes (8 buses per hour)
0916 - 1530	Every 8 minutes
1531 - 1750	Every 7-8 minutes (8 buses per hour)
1751 - 1850	Every 8 minutes
1851 - 1910	Every 10 minutes
1911 - 1945	Every 12 minutes
1946 - 0035	Every 15 minutes

First departure from Wallington, Shotfield no later than 0515.

Last departure from Wallington, Shotfield no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at East Croydon Station between 0710 and 0810 and between 1550 and 1650.

## 6.2 Saturdays & Good Friday

### 1. Crystal Palace Bus Station to Wallington, Shotfield

0505 - 0710	Every 20 minutes
0711 - 0755	Every 15 minutes
0756 - 0810	Every 12 minutes
0811 - 0830	Every 10 minutes
0831 - 1745	Every 8 minutes
1746 - 1805	Every 10 minutes
1806 - 1825	Every 12 minutes
1826 - 0035	Every 15 minutes

First departure from Crystal Palace Bus Station no later than 0510.  
Last departure from Crystal Palace Bus Station no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at West Croydon, Bus Station between 0930 and 1030.

### 2. Wallington, Shotfield to Crystal Palace Bus Station

0510 - 0735	Every 20 minutes
0736 - 0805	Every 15 minutes
0806 - 0830	Every 12 minutes
0831 - 0850	Every 10 minutes
0851 - 1735	Every 8 minutes
1736 - 1805	Every 10 minutes
1806 - 1830	Every 12 minutes
1831 - 0035	Every 15 minutes

First departure from Wallington, Shotfield no later than 0515.  
Last departure from Wallington, Shotfield no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at East Croydon Station between 1000 and 1100.

### 6.3 Sundays

1. Crystal Palace Bus Station to Wallington, Shotfield

0610 - 0815	Every 30 minutes
0816 - 0915	Every 20 minutes
0916 - 0035	Every 15 minutes

First departure from Crystal Palace Bus Station no later than 0615.  
Last departure from Crystal Palace Bus Station no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at West Croydon, Bus Station between 1015 and 1115.

2. Wallington, Shotfield to Crystal Palace Bus Station

0610 - 0845	Every 30 minutes
0846 - 0925	Every 20 minutes
0926 - 0035	Every 15 minutes

First departure from Wallington, Shotfield no later than 0615.  
Last departure from Wallington, Shotfield no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at East Croydon Station between 1030 and 1130.

## 6.4 Boxing Day

### 1. Crystal Palace Bus Station to Wallington, Shotfield

0810 - 0915	Every 20 minutes
0916 - 0035	Every 15 minutes

First departure from Crystal Palace Bus Station no later than 0815.  
Last departure from Crystal Palace Bus Station no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at West Croydon, Bus Station between 1015 and 1115.

### 2. Wallington, Shotfield to Crystal Palace Bus Station

0810 - 0845	Every 30 minutes
0846 - 0925	Every 20 minutes
0926 - 0035	Every 15 minutes

First departure from Wallington, Shotfield no later than 0815.  
Last departure from Wallington, Shotfield no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at East Croydon Station between 1030 and 1130.



## 7. MINIMUM PERFORMANCE STANDARDS

Please refer to Section 2.7 of Part A of the Guide for Tenderers.

Tenderers should note that the objective of the Operator of Route No. 410 shall be to operate all scheduled mileage and adhere **fully** to the published timetable. The Operator must use its best endeavours to achieve this.

The **minimum** standards of acceptable performance for Route No. 410 shall be:

Average Excess Wait Time:	No more than 1.10 minutes
Minimum Operated Mileage:	No less than 98.00%

or as notified by the Corporation from time to time. The Operator will be required to achieve or better the standards.

### QSI Thresholds

The QSI threshold is the standard of performance to be achieved by the operator in order to qualify for an automatic contract extension (in accordance with Schedule IX of the Framework Agreement).

Average Excess Wait Time Threshold = 0.95 minutes

### Summary of proposed QSI coverage: Route No. 410

Note: While London Buses undertakes to carry out QSI surveys at the times and locations specified below, it may prove impossible to rearrange a survey cancelled or nullified at short notice.

### Survey locations

Location of QSI survey points in each direction:

#### **Towards Wallington**

Crystal Palace  
South Norwood \$  
West Croydon

#### **Towards Crystal Palace**

Wallington Station (not evenings or Sundays)  
West Croydon  
East Croydon  
South Norwood \$

Total scheduled manual QSI surveys per quarter = 110.

\$ Observed simultaneously in both directions. Counted as two surveys.

## **8. RUNNING TIMES**

Extracts from the public timetable with sample running times for Route No. 410 are attached at Appendix A. This gives an indication of the time required to travel the route. Attention is drawn to the variations in running times at different times of the day. Please refer to Section 2.8 of Part A of the Guide for Tenderers for further information.

Tenderers should carefully check the existing running times to ensure that they are appropriate in present traffic conditions. Tenderers should particularly check the existing running times for:

When reviewing existing, and devising new, running times Tenderers should refer to:

- the minimum performance standards for Route No. 410 in Section 7 above;
- the historical performance data provided in Section 1 Part B of the introduction to this ITT;
- the paragraph in Section 12 referring to the proposed extension of the Cashless Boarding zone throughout the whole of the London area.

Tenderers may consider if school summer holiday schedules, incorporating running time reductions, are desirable for this route. In this event, schedules and costs must be submitted separately.

## **9. LAYOVERS**

Under normal circumstances, layover time on stands and at bus stations should be restricted to that required to provide a reliable service. Longer layovers for any other purpose may only be taken with the permission of the Corporation.

## **10. TIMING CONSTRAINTS**

Route No. 410 should interwork with other bus services where possible.

## **11. CONTROL STRATEGY**

Route No. 410 can suffer from the effects of traffic congestion, making some form of route control essential in order to achieve or better the minimum performance standards for this route.

Tenderers should submit proposals on the control strategy they intend to adopt and the type of control they would intend to use by completing the form provided in Section 3: Part 7 of this ITT. The cost of this control should be included within the main Tender price.

Tenderers should also indicate how they intend to facilitate driver changeovers and meal reliefs for this route.

Further information is provided in Section 2.11 of Part A of the Guide for Tenderers.

## 12. OPERATIONAL CONSIDERATIONS

Tenderers should note the following operating considerations affecting Route No. 410:

- Route No. 410 can suffer from unpredictable traffic delays in the Croydon, Norwood Junction and Crystal Palace areas, particularly during Mondays to Fridays peak periods.

Tenderers should also note the following factors which may have an impact on Route No. 410 in the foreseeable future:

- It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract. **This is expected to lead to significant savings in running and recovery times to bus routes, and, therefore, potential resource (cycle time and PVR) savings are expected. Tenderers are required to identify and submit the level of savings per vehicle that could be achieved by reducing peak vehicle requirement, and/or how reliability targets could be revised when the Scheme is introduced.**

The above factors have been included to assist Tenderers and represents the information currently available to the Corporation. Tenderers should make their own enquiries about events which may impact upon the route and should form their own views about their likely effect upon it.

## 13. STOPPING ARRANGEMENTS

Buses operating on Route No. 410 must serve all stops on the line of route designated for the route.

## 14. TIMING POINTS & MILEAGES

### Timing Points

The required timing points (and codes) are shown in Caesar.

### Mileages for Route No. 410

Crystal Palace Bus Station to Wallington, Shotfield	9.4 miles
Wallington, Shotfield to Crystal Palace Bus Station	9.7 miles

Tenderers should note that:

- these measurements are believed to be accurate to within 0.5 miles, but no warranty or representation as to accuracy is given;
- out of service stand workings have not been measured and are not included within the above measurements;
- if alternative or additional measurements are used by the Tenderer, these must be stated in the tender submission;
- point to point measurements pertaining to recognised curtailment points or alternative terminals will be agreed with the successful Tenderer once the contract has been awarded.

## 15. VEHICLE LIVERY

All vehicles to be used on Route No. 410 from the commencement of the new Route Agreement must be in a livery that is exclusively Corporation red. The paint should be matched accurately to the colour as defined by the following manufacturer's specifications:

ICI London Bus Red P498 FPF 3

Other manufacturers should also be able to produce this specification from the ICI colour chart.

This requirement does not include the lower panels which may be in a different colour but which shall not exceed 50cm in height, or the rooftop which should be painted white so as to reduce temperatures inside the vehicle during the summer months.

The positioning and size of Operators' logos are to be agreed between the Operator and the Corporation and, where possible, these should be above the front doors on the nearside of the vehicles and above the drivers' offside cab windows.

All livery proposals must be submitted to the Contracts Tendering Manager for approval.

## 16. STANDS AND BLINDS

Tenderers should note that under normal circumstances, the specific restrictions relating to each stand will apply to the whole stand at all times. Any variation to such standing arrangements must be agreed by the Corporation. In addition, Tenderers should note the following general requirements:

- 1) Drivers MUST switch off engines during layover periods at bus stations or on stands.
- 2) No meal reliefs may be taken on any stand (on or off line of route) without the permission of the Corporation.
- 3) No crew ferry vehicles may enter any stand (on or off line of route) without the permission of the Corporation.
- 4) Destination blind displays to be used are shown under each stand description. Tenderers may suggest, within their bids, alternative blind displays.
- 5) The intermediate (also known as via) blind display to be used on the nearside of the vehicle is shown in the box below:

410 via Croydon
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For further information, please refer to Annex C of the Framework Agreement: General Conditions relating to the use of London Buses' Bus Stations and Stands.

**APPENDIX A: SAMPLE RUNNING TIMES FOR ROUTE No. 410**  
(based on current schedule)

**MONDAYS TO FRIDAYS**

1. Crystal Palace Bus Station to Wallington, Shotfield

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical late evening
<b>Crystal Palace Bus Station</b>	0800	1100	1332	1704	2258
Sylvan Road School <i>Norwood</i>	0806	1106	1338	1711	2303
South Norwood <i>Clock Tower</i>	0814	1114	1346	1721	2309
Davidson Road <i>Tennison Road</i>	0818	1117	1349	1724	2312
East Croydon Station	0832	1129	1401	1736	2321
West Croydon Bus Station	0838	1135	1407	1742	2325
Waddon <i>Post Office</i>	0845	1143	1415	1750	2331
Beddington <i>Plough</i>	0848	1146	1418	1753	2333
Wallington Green	0854	1151	1423	1758	2337
<b>Wallington Shotfield</b>	0859	1155	1427	1803	2340
	59 minutes	55 minutes	55 minutes	59 minutes	42 minutes

2. Wallington, Shotfield to Crystal Palace Bus Station

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical late evening
<b>Wallington Shotfield</b>	0805	1104	1328	1700	2300
Wallington Green	0812	1111	1335	1708	2304
Beddington <i>Plough</i>	0818	1117	1341	1714	2308
Waddon <i>Post Office</i>	0822	1120	1344	1717	2310
West Croydon Bus Station	0829	1128	1352	1725	2316
East Croydon Station	0837	1133	1357	1732	2320
Davidson Road <i>Tennison Road</i>	0850	1145	1409	1745	2330
South Norwood <i>Clock Tower</i>	0855	1148	1412	1750	2333
Sylvan Road School <i>Norwood</i>	0902	1157	1421	1759	2339
<b>Crystal Palace Bus Station</b>	0910	1204	1428	1806	2344
	65 minutes	60 minutes	60 minutes	66 minutes	44 minutes

**SATURDAYS**1. Crystal Palace Bus Station to Wallington, Shotfield

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
<b>Crystal Palace Bus Station</b>	0530	1058	1330	2258
Sylvan Road School <i>Norwood</i>	0535	1104	1336	2303
South Norwood <i>Clock Tower</i>	0541	1112	1344	2309
Davidson Road <i>Tennison Road</i>	0544	1115	1347	2312
East Croydon Station	0553	1127	1359	2321
West Croydon Bus Station	0557	1133	1405	2325
Waddon <i>Post Office</i>	0603	1141	1413	2331
Beddington <i>Plough</i>	0605	1144	1416	2333
Wallington Green	0609	1149	1421	2337
<b>Wallington Shotfield</b>	0612	1153	1425	2340
	42 minutes	55 minutes	55 minutes	42 minutes

2. Wallington, Shotfield to Crystal Palace Bus Station

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
<b>Wallington Shotfield</b>	0535	1102	1334	2300
Wallington Green	0539	1109	1341	2304
Beddington <i>Plough</i>	0543	1115	1347	2308
Waddon <i>Post Office</i>	0545	1118	1350	2310
West Croydon Bus Station	0551	1126	1358	2316
East Croydon Station	0555	1131	1403	2320
Davidson Road <i>Tennison Road</i>	0605	1143	1415	2330
South Norwood <i>Clock Tower</i>	0608	1146	1418	2333
Sylvan Road School <i>Norwood</i>	0614	1155	1427	2339
<b>Crystal Palace Bus Station</b>	0619	1202	1434	2344
	44 minutes	60 minutes	60 minutes	44 minutes

**SUNDAYS**1. Crystal Palace Bus Station to Wallington, Shotfield

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
<b>Crystal Palace Bus Station</b>	0643	1102	1332	2258
Sylvan Road School <i>Norwood</i>	0648	1108	1338	2303
South Norwood <i>Clock Tower</i>	0654	1115	1345	2309
Davidson Road <i>Tennison Road</i>	0657	1118	1348	2312
East Croydon Station	0706	1129	1359	2321
West Croydon Bus Station	0710	1135	1405	2325
Waddon <i>Post Office</i>	0716	1143	1413	2331
Beddington <i>Plough</i>	0718	1146	1416	2333
Wallington Green	0722	1151	1421	2337
<b>Wallington Shotfield</b>	0725	1155	1425	2340
	42 minutes	53 minutes	53 minutes	42 minutes

2. Wallington, Shotfield to Crystal Palace Bus Station

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
<b>Wallington Shotfield</b>	0645	1111	1326	2300
Wallington Green	0649	1118	1333	2304
Beddington <i>Plough</i>	0653	1124	1339	2308
Waddon <i>Post Office</i>	0655	1127	1342	2310
West Croydon Bus Station	0701	1135	1350	2316
East Croydon Station	0705	1140	1355	2320
Davidson Road <i>Tennison Road</i>	0715	1151	1406	2330
South Norwood <i>Clock Tower</i>	0718	1154	1409	2333
Sylvan Road School <i>Norwood</i>	0724	1200	1415	2339
<b>Crystal Palace Bus Station</b>	0729	1207	1422	2344
	44 minutes	56 minutes	56 minutes	44 minutes

The above tables have been included to assist Tenderers. They represent the information currently available to the Corporation. Tenderers should form their own views about what is appropriate in terms of running times. (See Section 8.)

# LONDON BUSES - ROUTE DESCRIPTION

## ROUTE 410: Crystal Palace Bus Station - Wallington, Shotfield

**Date of Structural Change:** 28 August 2010.

**Date of Service Change:** 28 August 2010.

**Reason for Issue:** New Tender.

### **STREETS TRAVERSED**

**Towards Wallington, Shotfield:** Crystal Palace Bus Station East Side, Crystal Palace Parade, Anerley Hill, Anerley Road, Hamlet Road, Maberley Road, Sylvan Road, Auckland Road, Lancaster Road, Southern Avenue, South Norwood Hill, South Norwood High Street, Selhurst Road, Tennison Road, Davidson Road, Christie Drive, Christie Drive Mini-Roundabout (Circumnavigate), Christie Drive, Davidson Road, Canal Walk, Canal Walk Mini-Roundabout (Circumnavigate), Canal Walk, Davidson Road, Lower Addiscombe Road, Cherry Orchard Road, Addiscombe Road, George Street, Wellesley Road, Station Road, Tamworth Road, Road Under Car Park, Drummond Road, Church Street, Reeves Corner, Cairo New Road, Waddon New Road, Waddon Road, Purley Way, Croydon Road, Manor Road, Woodcote Road, Beddington Gardens.

**Towards Crystal Palace Bus Station:** Shotfield, Stanley Park Road, Woodcote Road, Manor Road, Railway Approach, Railway Approach Turning Circle, Railway Approach, Manor Road, Croydon Road, Purley Way, Waddon Road, Waddon New Road, Rectory Grove, Roman Way, Reeves Corner, Tamworth Road, Station Road, West Croydon Bus Station, Station Road, Wellesley Road, Lansdowne Road, Dingwall Road, George Street, Addiscombe Road, Cherry Orchard Road, Lower Addiscombe Road, Davidson Road, Canal Walk, Canal Walk Mini-Roundabout, Canal Walk, Davidson Road, Christie Drive, Christie Drive Mini-Roundabout, Christie Drive, Davidson Road, Tennison Road, Selhurst Road, South Norwood High Street, South Norwood Hill, Southern Avenue, Lancaster Road, Auckland Road, Sylvan Road, Maberley Road, Hamlet Road, Anerley Road, Anerley Hill, Crystal Palace Parade.



## **STANDING AND TURNING POINTS**

### **CRYSTAL PALACE BUS STATION**

Private stand for 9 buses facing south in marked bays on east side of bus station on east side of Crystal Palace Parade opposite Farquhar Road.

Buses proceed from Crystal Palace Parade via Crystal Palace Bus Station East Side to stand, departing to Crystal Palace Bus Station East Side. Set down in Crystal Palace Parade, at Stop C and pick up in Crystal Palace Bus Station East Side, at Stop D.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 410 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:	Crystal Palace.

### **NORWOOD JUNCTION, CLIFFORD ROAD**

Private stand for three buses on north west side of Clifford Road, commencing opposite no. 17 and extending 35 metres south.

#### **From Crystal Palace Bus Station.**

Buses proceed from South Norwood Hill via South Norwood High Street, Penge Road, Sunny Bank, Manor Road, South Norwood Hill, Portland Road, Doyle Road and Clifford Road to stand, departing via Clifford Road, Portland Road, South Norwood Hill, Manor Road, Sunny Bank, Penge Road and South Norwood High Street to South Norwood Hill. Set down in South Norwood Hill, at Stop K and pick up in South Norwood Hill, at Stop H.

#### **From Wallington, Shotfield.**

Buses proceed from South Norwood High Street via Penge Road, Sunny Bank, Manor Road, South Norwood Hill, Portland Road, Doyle Road and Clifford Road to stand, departing via Clifford Road, Portland Road, South Norwood Hill, Manor Road, Sunny Bank, Penge Road and South Norwood High Street to Selhurst Road. Set down in South Norwood High Street, at Stop F and pick up in Selhurst Road, at Stop A.

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:	Norwood Junction.

### **DAVIDSON ROAD, CHRISTIE DRIVE (from WALLINGTON, SHOTFIELD)**

Public stand for one bus on north side of Christie Drive, commencing 28 metres east of Davidson Road opposite the Seeboard electrical substation and extending 10 metres west. Buses proceed from Christie Drive direct to stand, departing to Christie Drive (Top Of). Set down in Christie Drive, at Alighting Point and pick up in Christie Drive.

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: Davidson Road.

### **WEST CROYDON BUS STATION**

Private stand for 14 buses in West Croydon Bus Station on east side of Station Road.

#### From Crystal Palace Bus Station.

Buses proceed from Station Road via West Croydon Bus Station to stand, departing via West Croydon Bus Station and Station Road to West Croydon Bus Station. Set down in Station Road, at Stop B5 and pick up in West Croydon Bus Station, at Stop B6.

#### From Wallington, Shotfield.

Buses proceed from West Croydon Bus Station direct to stand, departing via West Croydon Bus Station to Station Road. Set down in West Croydon Bus Station, at Stop B1 and pick up in Station Road, at Stop B3.

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: West Croydon.

### **BEDDINGTON, PLOUGH LANE (from Crystal Palace Bus Station)**

Buses proceed from Croydon Road via Plough Lane departing to Croydon Road. Set down in Croydon Road, at Stop L and pick up in Croydon Road, at Stop E.

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

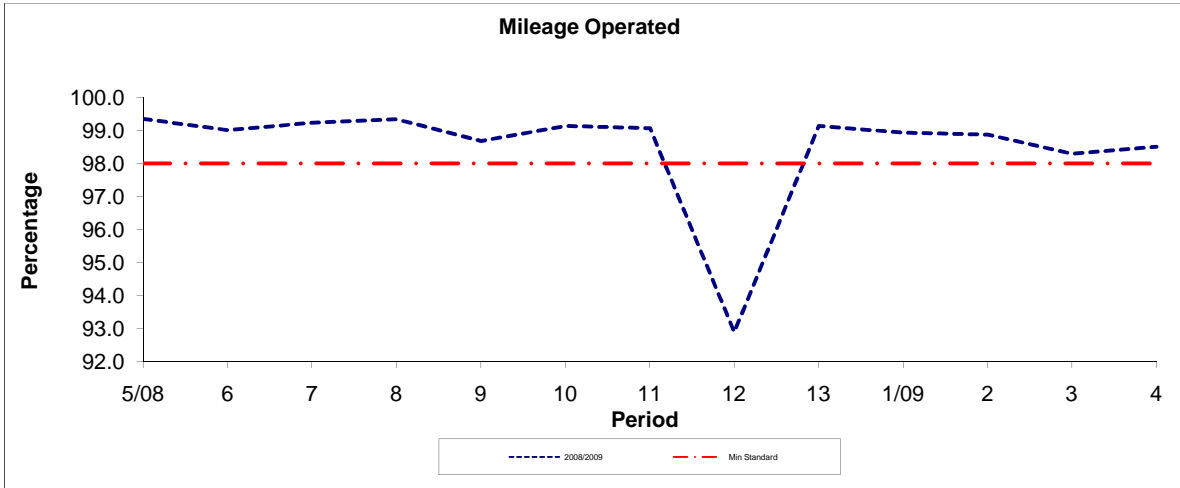
## **WALLINGTON, SHOTFIELD**

Public stand for two buses on east side of Shotfield, commencing 51 metres north of Stanley Park Road and extending 26 metres south to a point outside the Health Centre. Buses proceed from Beddington Gardens direct to stand, departing to Shotfield. Set down in Beddington Gardens, at Alighting Point and pick up in Shotfield, at Stop E.

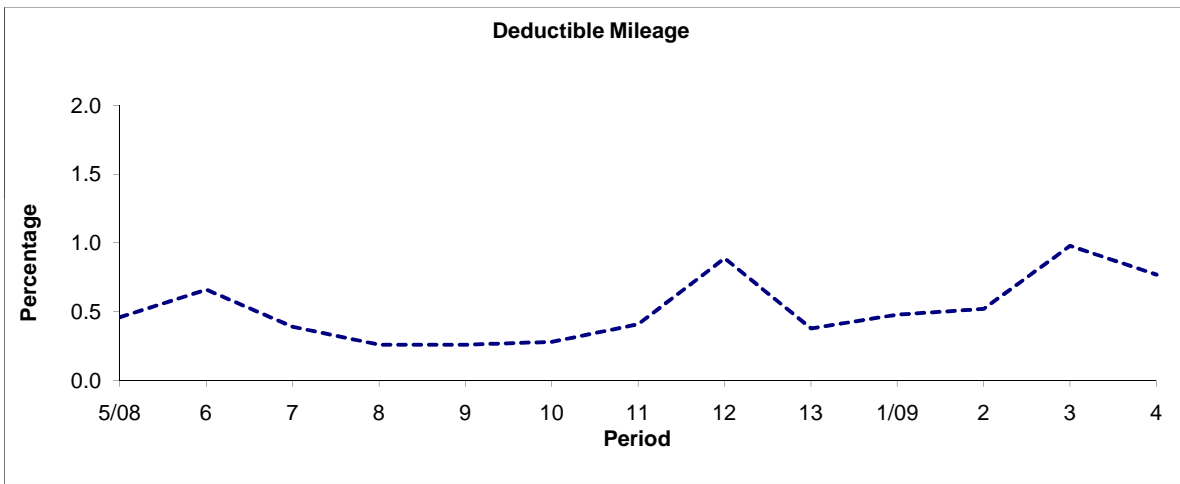
AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 2 buses on Route 410 should be scheduled to stand at any one time.  
MEAL RELIEFS: No meal relief vehicles to stand at any time.  
FERRY VEHICLES: No ferry vehicles to park on stand at any time.  
DISPLAY: Wallington.

**PART B - PERFORMANCE STATISTICS**

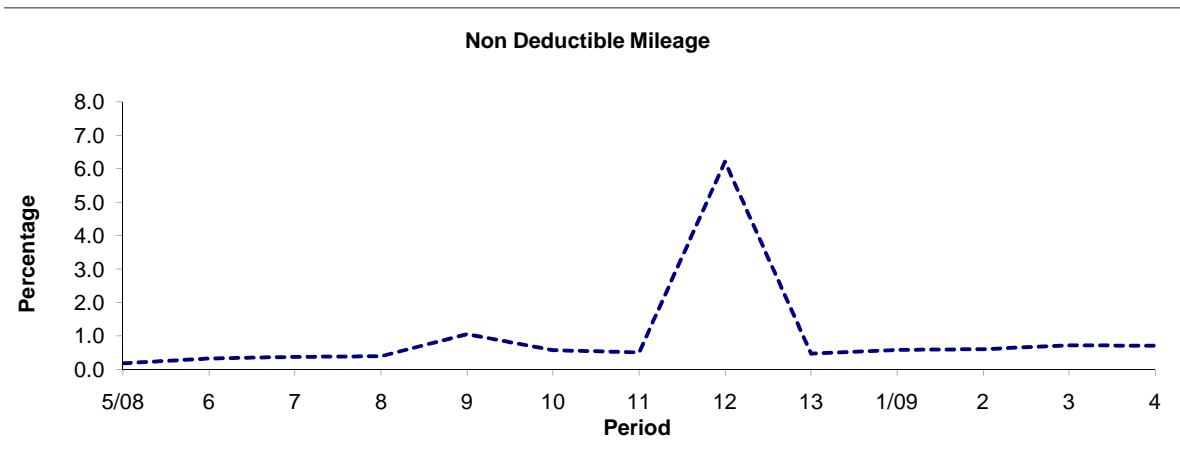
**Route 410**



Period	5/08	6	7	8	9	10	11	12	13	1/09	2	3	4
2008/2009	99.35	99.01	99.23	99.34	98.68	99.14	99.07	92.89	99.14	98.93	98.87	98.29	98.51
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	5/08	6	7	8	9	10	11	12	13	1/09	2	3	4
2008/2009	0.46	0.66	0.39	0.26	0.26	0.28	0.41	0.89	0.38	0.48	0.52	0.98	0.77

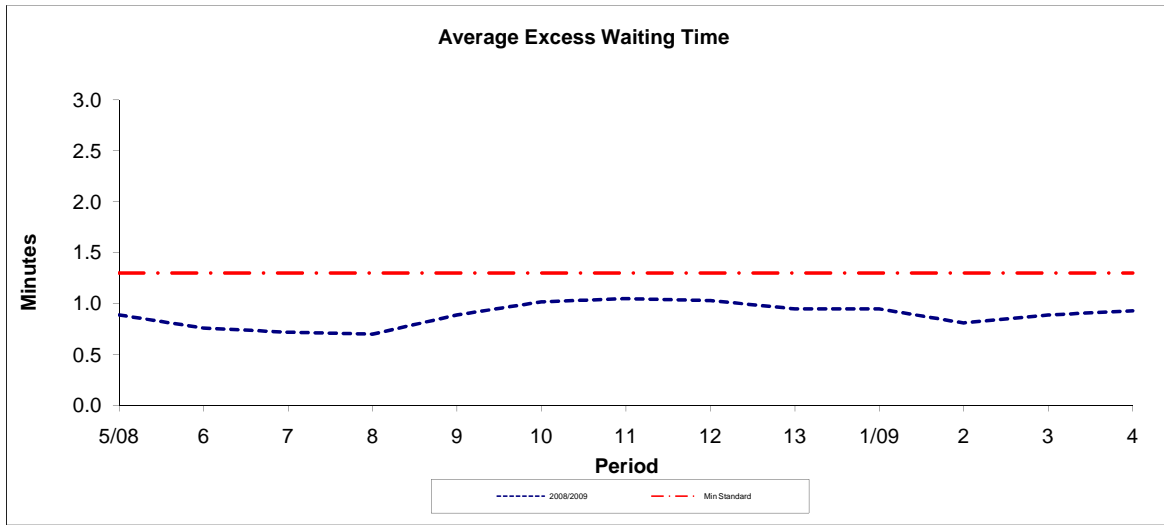


Period	5/08	6	7	8	9	10	11	12	13	1/09	2	3	4
2008/2009	0.19	0.33	0.38	0.40	1.06	0.58	0.52	6.22	0.48	0.59	0.61	0.73	0.72

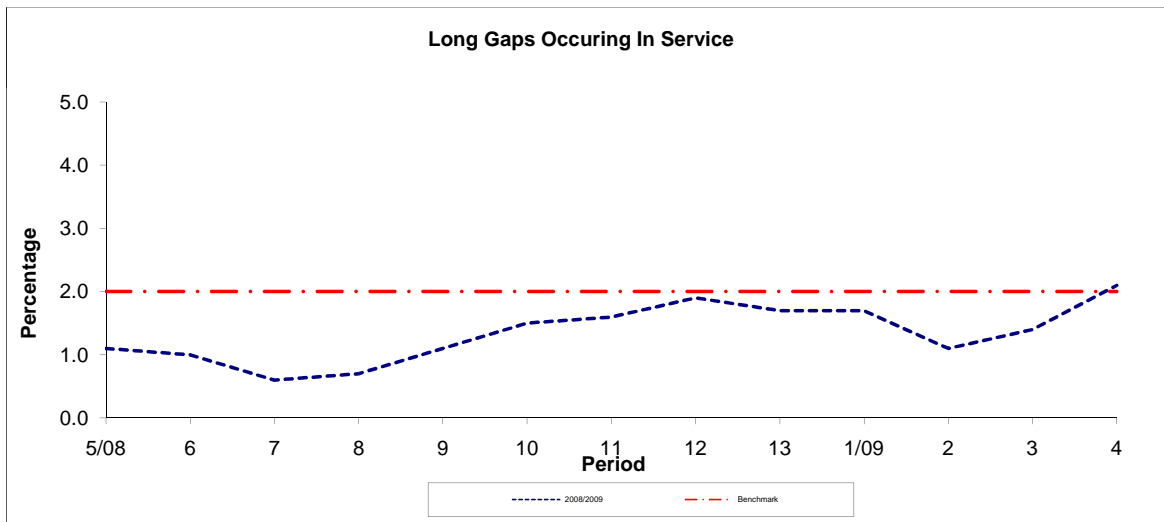
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 410**



Period	5/08	6	7	8	9	10	11	12	13	1/09	2	3	4
2008/2009	0.89	0.76	0.72	0.70	0.89	1.02	1.05	1.03	0.95	0.95	0.81	0.89	0.93
Min Standard	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30



Period	5/08	6	7	8	9	10	11	12	13	1/09	2	3	4
2008/2009	1.10	1.00	0.60	0.70	1.10	1.50	1.60	1.90	1.70	1.70	1.10	1.40	2.10
Benchmark	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00

**Note :** Reliability is based on 12 weeks rolling data