1) SERVICE SPECIFICATION

Route: **138** Contract Reference: **QC91001**

This Service Specification forms Section 7 of the ITT and should be read in conjunction with the ITT document, Version 2.0, dated 5th March 2021.

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 and adhere to the requirements of the Service Specification.

Terminus Points	Bromley North Station and Coney Hall
Contract Basis	Incentivised
Commencement Date	Saturday 15/03/2025
End Date	Friday 12/03/2032
Early Termination Date *Subject to minimum 10 months' notice*	Friday 16/03/2029
Vehicle Type	40 capacity, single door, single deck (min 8.5m long)
Current Maximum Approved Dimensions	8.9 metres long and 2.47 metres wide
New Vehicle Price Mandatory	**NO:** Bids based on existing vehicles only are acceptable for this contract (see section 2)
Zero Emission Price Required	**NO:** Bids based on diesel vehicles only are acceptable for this contract (see section 2)
Advertising Rights	Operator
Minimum Performance Standard (Both Options)	Departing on Time - No less than 84.00%
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:
No later than 12 Noon on **Tuesday 24th December 2024.**

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. 138.

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:

Two options are specified:

Option 1
- The current widening in Route No. 138 schedule is removed.

Option 2
- The current widening in Route No. 138 schedule is removed.
- Saturdays early morning frequencies are increased from every 30 minutes to every 20 minutes.

BOTH OPTIONS
- **Tenderers are also encouraged to submit alternative bid prices based upon the best possible frequency that can be provided whilst maintaining the existing PVR of 3.**

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. 138:

Ex Coney Hall, Chestnut Avenue - Sylvan Way, Layhams Road and Birch Tree Avenue.

Tenderers should provide the following prices:

1. Annualised existing vehicle price (Euro VI diesel or ZE), based upon the contract term shown in section 1. Ideally these should not exceed approximately 15 years of age at contract end, however a flexible approach will be taken to acceptance of vehicles which may exceed this limit. The standard early termination provisions would apply. Prices with and without annualised refurbishment costs should be provided.

2. Annualised existing vehicle price (Euro VI diesel or ZE), based upon a 3-year contract term. Ideally these should not exceed approximately 15 years of age at contract end, however a flexible approach will be taken to acceptance of vehicles which may exceed this limit. The early termination clause would not apply. Prices with and without annualised refurbishment costs should be provided.

Zero emission submissions are optional, for which Tenderers should outline the strategy they would adopt for recharging battery electric and/or refuelling hydrogen buses, together with any other operational and infrastructure assumptions, within the tender submission.

Tenderers are reminded that Version 2.4 of the New Vehicle Specification dated March 2023 applies to all new contracts from Tranche 872 onwards.

Tenderers are reminded that a price submitted for this Route Agreement will be subject to the revised CPA formula of 85% CPI (12 rolling months) and 15% fixed.

The welfare of bus drivers during their working day is essential and appropriate locations for sign-on/off as well as meal reliefs should be identified with the bid. These locations should have appropriate facilities available for drivers at the beginning and end of shifts to carry out their duties (including fitness for duty). For breaks and periods of rest between work there should be appropriate toilet provision (including the availability, condition and cleanliness) and suitable locations to take a break. Whilst the obligation to provide suitable facilities remains with the Tenderer, if there are any risks in not being able to supply these, the Tenderer must make LBSL aware in their bid or at any later stage when this becomes apparent.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTIONS 1 & 2

Bromley North Station to Coney Hall, Chestnut Avenue			Coney Hall, Chestnut Avenue to Bromley North Station		
First departure no later than 0530.			First departure no later than 0550.		
0530 - 1950	Every 20 minutes		0550 - 2010	Every 20 minutes	
1951 - 0020	Every 30 minutes		2011 - 0005	Every 30 minutes	
Last departure no earlier than 0020.			Last departure no earlier than 0005.		
Pinchpoints					
Hayes Station (Kent)	0725 - 0905	20 minutes	Bromley South Station	0710 - 0910	20 minutes
	1505 - 1625	20 minutes		1510 - 1630	20 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1

Bromley North Station to Coney Hall, Chestnut Avenue			Coney Hall, Chestnut Avenue to Bromley North Station		
First departure no later than 0530.			First departure no later than 0550.		
0530 - 0630	Every 30 minutes		0550 - 0650	Every 30 minutes	
0631 - 1950	Every 20 minutes		0651 - 2005	Every 20 minutes	
1951 - 0020	Every 30 minutes		2006 - 0005	Every 30 minutes	
Last departure no earlier than 0020.			Last departure no earlier than 0005.		
Pinchpoints					
Hayes Station (Kent)	0925 - 1125	20 minutes	Bromley South Station	0930 - 1130	20 minutes

OPTION 2

Bromley North Station to Coney Hall, Chestnut Avenue			Coney Hall, Chestnut Avenue to Bromley North Station		
First departure no later than 0530.			First departure no later than 0550.		
0530 - 1950	Every 20 minutes		0550 - 2005	Every 20 minutes	
1951 - 0020	Every 30 minutes		2006 - 0005	Every 30 minutes	
Last departure no earlier than 0020.			Last departure no earlier than 0005.		
Pinchpoints					
Hayes Station (Kent)	0925 - 1125	20 minutes	Bromley South Station	0930 - 1130	20 minutes

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

OPTIONS 1 & 2

Bromley North Station to Coney Hall, Chestnut Avenue			Coney Hall, Chestnut Avenue to Bromley North Station		
First departure no later than 0730.			First departure no later than 0745.		
0730 - 0020	Every 30 minutes		0745 - 0005	Every 30 minutes	
Last departure no earlier than 0020.			Last departure no earlier than 0005.		
Pinchpoints					
Hayes Station (Kent)	1010 - 1140	30 minutes	Bromley South Station	1030 - 1130	30 minutes

4) OPERATIONAL CONSIDERATIONS

4.1) **Smaller buses are used on the route due to highway constraints in the Coney Hall area.**

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

5.1) ROUTE RECORD
As per Adiona 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 138: Bromley North Station - Coney Hall

Date of Service Change: 15 March 2025.

STREETS TRAVERSED

Towards Coney Hall: Mitchell Way, Bromley North Station Forecourt, Tweedy Road, Kentish Way, Elmfield Road, Bromley High Street, Westmoreland Road, Pickhurst Lane, Station Approach, Bourne Way, Addington Road, Glebe Way Roundabout, Glebe Way, Croydon Road, Kingsway, Church Drive, Queensway, Chestnut Avenue

Towards Bromley North Station: Chestnut Avenue, Sylvan Way, Layhams Road, Birch Tree Avenue, Church Drive, Queensway, Princes Way, Kingsway, Croydon Road, Addington Road, Glebe Way Roundabout, Addington Road, Bourne Way, Station Approach, Pickhurst Lane, Westmoreland Road, Bromley High Street, Elmfield Road, Kentish Way, Widmore Road, East Street, West Street, College Road, Tweedy Road, Mitchell Way, Bromley North Bus Stand

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

Bromley North Station

Private stand in two sections for up to 18 buses in Bus Parking Area on the former goods yard site on west side of Bromley North Station.

Buses proceed from Bromley North Bus Stand to stand, departing via Bromley North Bus Stand to Mitchell Way.
Set down in Northside Road, at Alighting Point (37087 - Bromley North Station) and pick up in Tweedy Road, at Stop D (36953 - Bromley North Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 138 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:	Bromley North.
OTHER INFORMATION:	LBSL toilets available 24 hours.

Bromley South (from Coney Hall)

Buses proceed from Bromley High Street, Ravensbourne Road, Ringer's Road departing to Bromley High Street.
Set down in High Street, at stop B (37294 - Bromley South Station) and pick up in High Street, at stop Y (21558 - Bromley South Station).

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

Hayes Station (from Bromley North Station)

Buses proceed from Pickhurst Lane, Hayes Garden, Ridgeway, Station Hill departing to Station Approach.
Set down in Pickhurst Lane, at Stop G (17709 - Hayes Hill Road) and pick up in Station Approach, at Stop C (9471 - Hayes Station).

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

Coney Hall, Chestnut Avenue, Hesitation Point

Hesitation point only; Buses must only hesitate as long as necessary to change ticket machine, radio and blind displays.

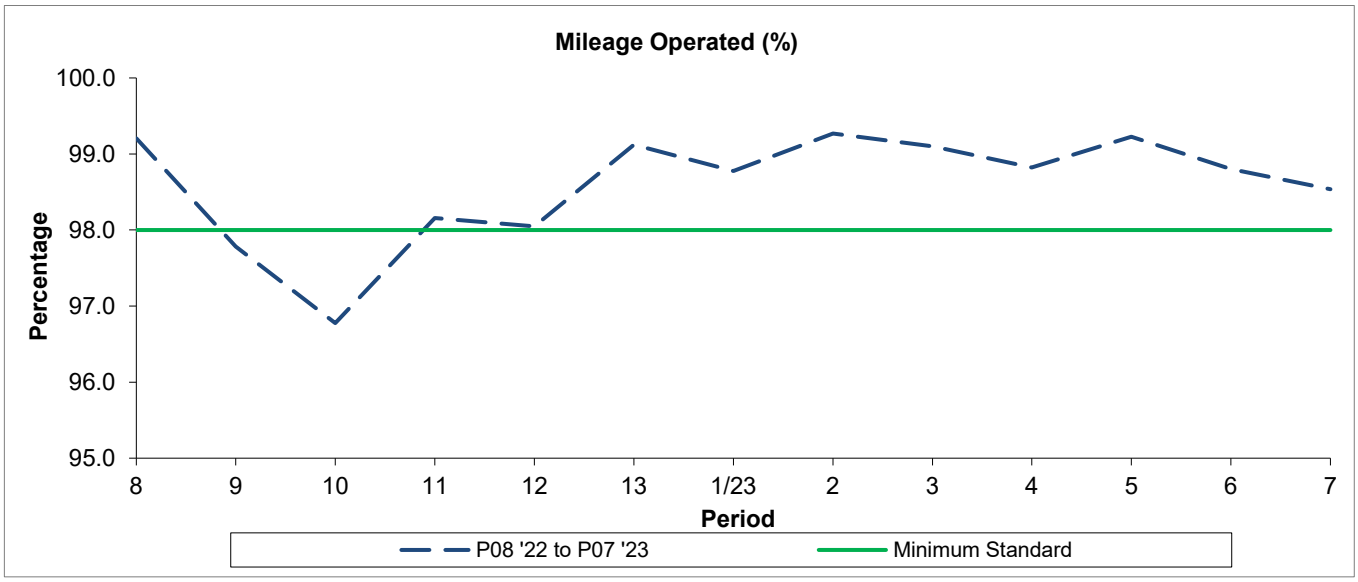
Buses proceed from Chestnut Avenue to stand, departing to Chestnut Avenue.
Set down in Chestnut Avenue, at alighting point (BP2999 - Chestnut Avenue) and pick up in Chestnut Avenue, at boarding point (BP2999 - Chestnut Avenue).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	None.
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:	Coney Hall.
OTHER INFORMATION:	Hesitation point only. Buses must not stand.

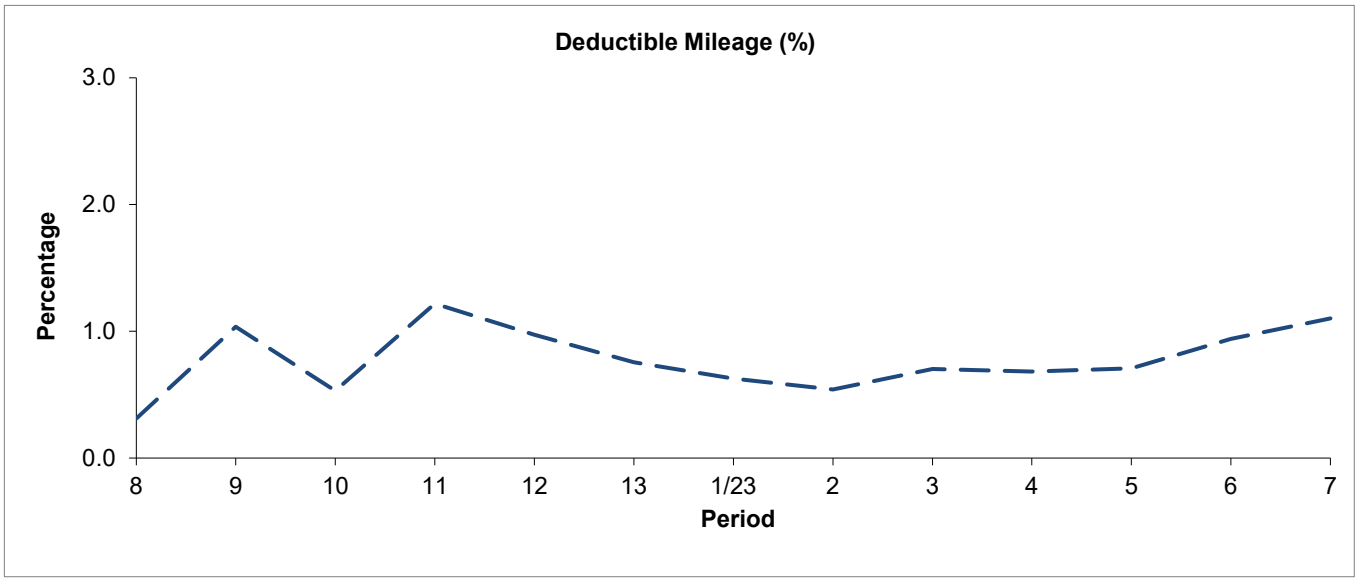
Period Trend Performance Graphs

Route 138

Mileage Performance



Period	8	9	10	11	12	13	1/23	2	3	4	5	6	7
P08 '22 to P07 '23	99.20	97.78	96.78	98.16	98.05	99.12	98.78	99.27	99.10	98.82	99.23	98.80	98.54
Minimum 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

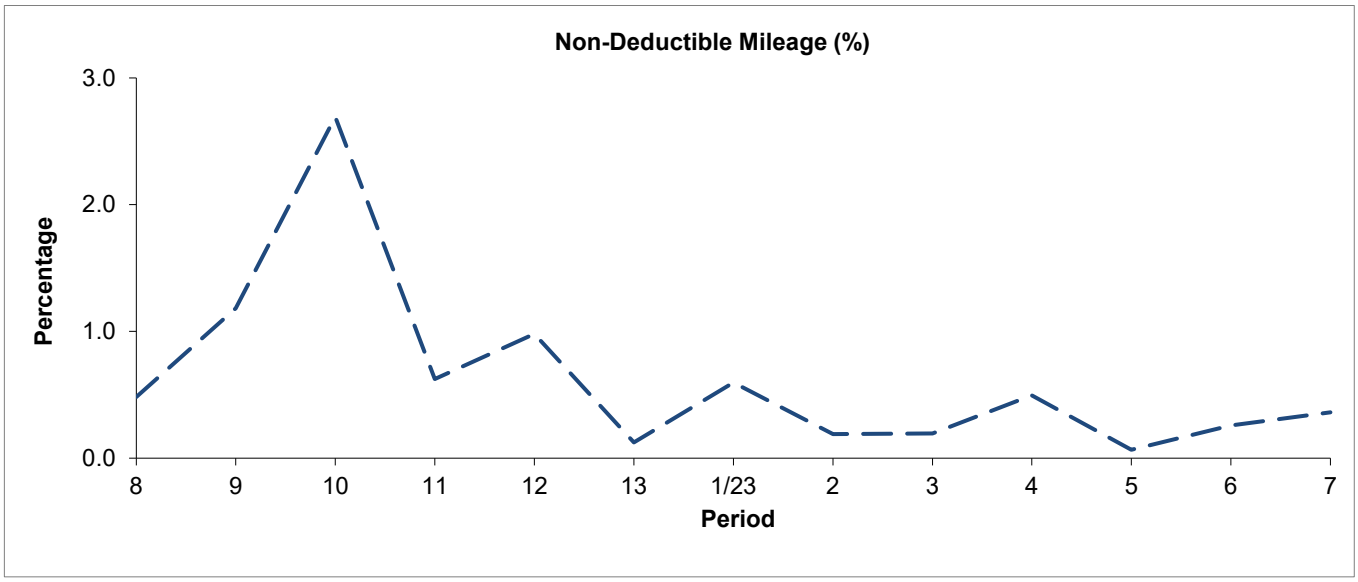


Period	8	9	10	11	12	13	1/23	2	3	4	5	6	7
P08 '22 to P07 '23	0.31	1.04	0.53	1.22	0.97	0.76	0.63	0.54	0.70	0.68	0.71	0.94	1.10

Period Trend Performance Graphs

Route 138

Mileage Performance



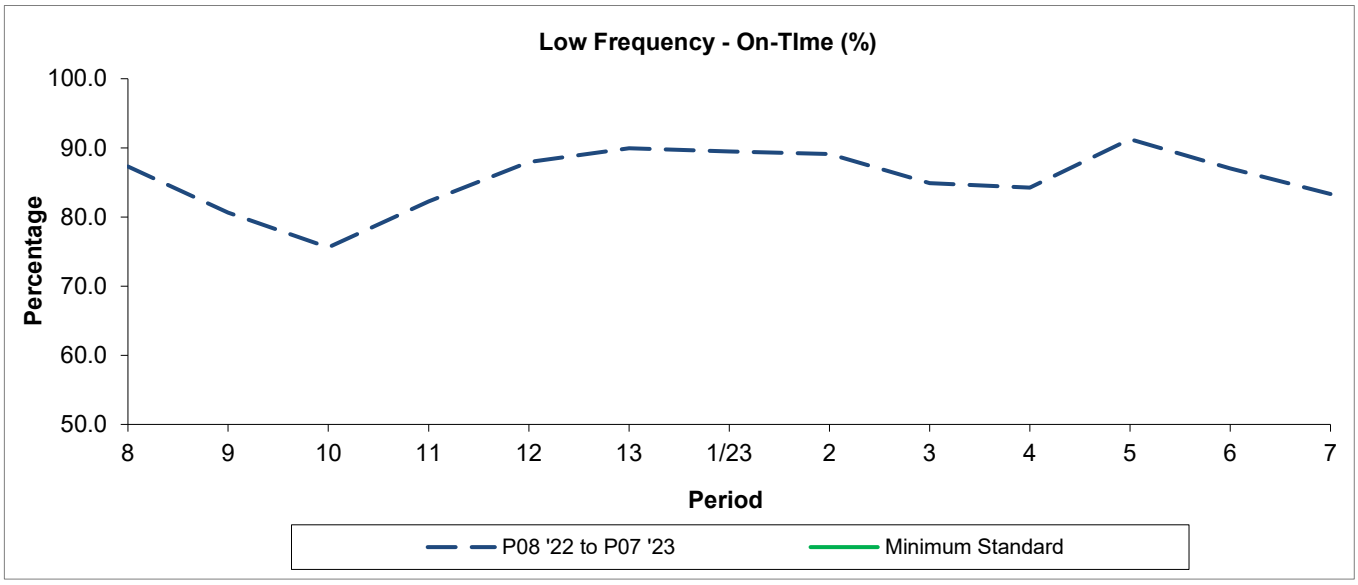
Period	8	9	10	11	12	13	1/23	2	3	4	5	6	7
P08 '22 to P07 '23	0.48	1.18	2.69	0.62	0.98	0.12	0.60	0.19	0.20	0.50	0.07	0.26	0.36

Mileage Performance figures are based on four weeks data

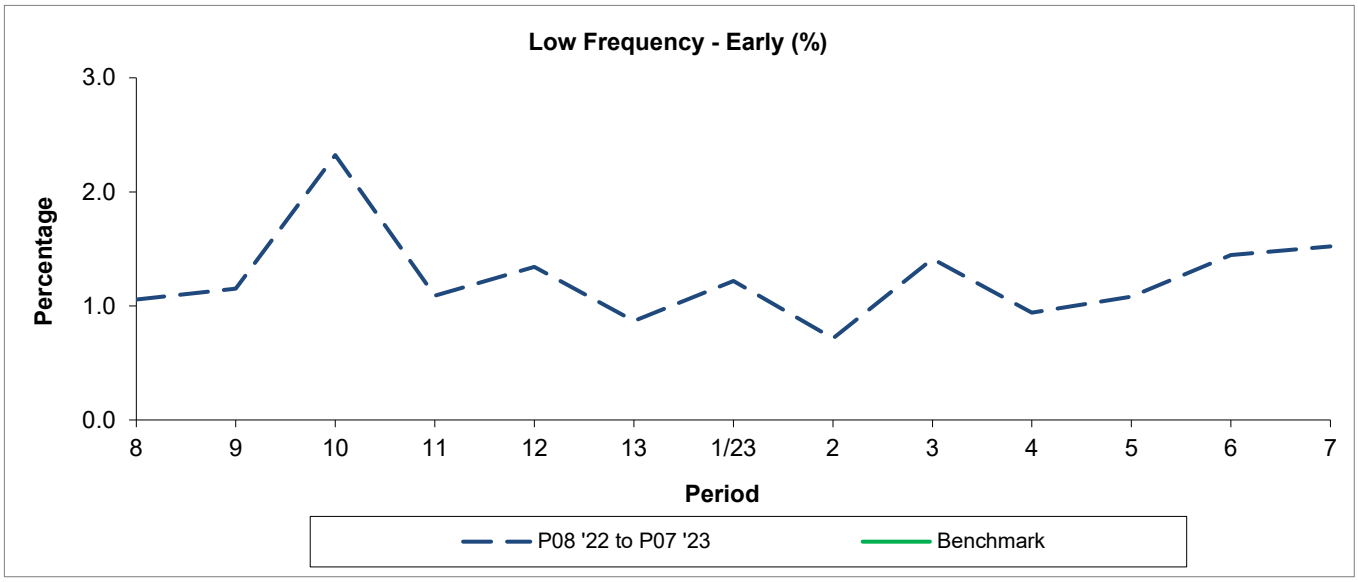
Period Trend Performance Graphs

Route 138

Reliability Performance



Period	8	9	10	11	12	13	1/23	2	3	4	5	6	7
P08 '22 to P07 '23	87.3	80.6	75.6	82.2	88.0	89.9	89.5	89.1	84.9	84.2	91.3	87.0	83.3
Minimum Standard													



Period	8	9	10	11	12	13	1/23	2	3	4	5	6	7
P08 '22 to P07 '23	1.1	1.2	2.3	1.1	1.3	0.9	1.2	0.7	1.4	0.9	1.1	1.4	1.5
Benchmark													

Minimum Standards and Benchmarks are those applicable under the new contract.

Transport for London

Detailed QSI Report

Route 138

Full iBus results by Time of Day

Quarter 3 22/23 to Quarter 2 23/24 (17/09/2022 to 15/09/2023)

All days

(Day Routes 05:00 - 24:00, Night Routes 00:00 - 05:00)

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	**On Time (%)**	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	9,267	9,030	97.4	98.8	93.7	1.2	1.4	3.7
07:00 - 10:00	22,431	22,127	98.6	98.6	88.0	1.6	1.2	9.1
10:00 - 13:00	24,446	24,000	98.2	98.6	85.7	1.4	0.4	12.5
13:00 - 16:00	23,631	23,463	99.3	98.2	85.3	2.1	1.1	11.5
16:00 - 19:00	23,252	22,769	97.9	96.3	77.8	4.4	1.5	16.3
19:00 - 22:00	20,534	20,465	99.7	99.1	91.9	1.1	1.3	5.7
22:00 - 24:00	11,661	11,632	99.8	99.6	95.5	0.4	2.3	1.8
All Locations Summary	135,222	133,486	98.7	98.3	85.7	2.2	1.2	11.0

Mondays to Fridays

(Day Routes 05:00 - 24:00, Night Routes 00:00 - 05:00)

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	**On Time (%)**	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	8,162	7,952	97.4	98.8	93.7	1.2	1.4	3.7
07:00 - 10:00	16,993	16,801	98.9	98.5	87.3	1.6	1.3	9.7
10:00 - 13:00	18,443	18,051	97.9	98.4	87.0	1.6	0.4	11.0
13:00 - 16:00	17,539	17,340	98.9	98.1	84.8	2.2	1.2	11.8
16:00 - 19:00	16,751	16,426	98.1	95.7	75.4	5.0	1.4	18.1
19:00 - 22:00	14,805	14,736	99.5	99.0	91.9	1.1	1.3	5.7
22:00 - 24:00	8,131	8,103	99.7	99.6	95.1	0.4	2.5	1.9
All Locations Summary	100,824	99,409	98.6	98.1	85.1	2.4	1.2	11.3

Saturdays

(Day Routes 05:00 - 24:00, Night Routes 00:00 - 05:00)

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	**On Time (%)**	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	1,077	1,050	97.5	99.2	93.4	0.9	1.5	4.2
07:00 - 10:00	3,163	3,104	98.1	99.1	96.3	0.8	1.0	2.0
10:00 - 13:00	3,064	3,063	100.0	99.4	81.8	0.7	0.3	17.2
13:00 - 16:00	3,132	3,091	98.7	97.9	86.0	2.2	0.8	10.9
16:00 - 19:00	3,442	3,407	99.0	98.3	88.8	2.2	1.6	7.4
19:00 - 22:00	2,700	2,691	99.7	99.4	92.8	0.9	1.2	5.1
22:00 - 24:00	1,526	1,524	99.9	99.5	96.3	0.4	1.2	2.1
All Locations Summary	18,104	17,930	99.0	98.9	88.6	1.4	1.0	9.0

Sundays and Bank Holidays

(Day Routes 05:00 - 24:00, Night Routes 00:00 - 05:00)

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	**On Time (%)**	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	28	28	100.0	100.0	96.8	0.0	3.2	0.0
07:00 - 10:00	2,275	2,222	97.7	98.1	89.5	2.3	0.0	8.1
10:00 - 13:00	2,939	2,886	98.2	99.1	82.8	1.0	0.4	15.8
13:00 - 16:00	2,960	3,032	102.4	99.1	87.6	1.4	0.7	10.2
16:00 - 19:00	3,059	2,936	96.0	97.6	84.0	2.5	1.4	12.1
19:00 - 22:00	3,029	3,038	100.3	99.0	91.5	0.9	0.9	6.7
22:00 - 24:00	2,004	2,005	100.0	99.6	96.4	0.6	2.0	1.1
All Locations Summary	16,294	16,147	99.1	98.7	86.9	1.6	0.8	10.7

Transport for London - Live Mileage List

Route: 138

Service Change: 45494
Date: 17/03/2018

Bromley N
Reason for Issue

QSI points are highlighted.

OUT DIRECTION				
Timing Point Code	**Stop Number**	**Stop Name**	**Metres**	**Miles**
BROMNS	36953	Bromley North Station		
	BP055	Bromley Civic Centre	394	0.24
	40235	Bromley High Street / The Mall	586	0.36
BROMSS	21558	Bromley South Station	149	0.09
	33842	St Mark's Church	273	0.17
	20692	Queen Anne Avenue	254	0.16
	14732	Cumberland Road	409	0.25
	17702	Broadoaks Way	353	0.22
BROMWP	7722	Barnfield Wood Road	281	0.17
	R0395	Mead Way	494	0.31
	17706	The Pickhurst	484	0.30
	R0416	Crest Road	366	0.23
	17709	Hayes Hill Road	238	0.15
	17711	Hayes / Station Approach	425	0.26
HYSBSN	9470	Hayes Station	155	0.10
	R0501	Holland Way	443	0.28
	17712	Tiepigs Lane	341	0.21
	33726	Glebe Way	463	0.29
	17716	Coney Hall / Kingsway	152	0.09
CYHLCA	BP2999	Chestnut Avenue	320	0.20

	Total Route Mileage - Out Direction	6580	4.09
		Metres	Miles

v2.0 - Mileage directly imported from Caesar

orth Station - Coney Hall	Tranche 910

New Contract

BACK DIRECTION				
Timing Point Code	**Stop Number**	**Stop Name**	**Metres**	**Miles**
CYHLCA	BP2999	Chestnut Avenue		
	HC190	Hail & Ride Section Starts Here	210	0.13
CYHLSW	H0181	Hail & Ride Chesnut Avenue	47	0.03
	H0180	Hail & Ride Sylvan Way	197	0.12
	H0179	Hail & Ride Layhams Road	318	0.20
	H0590	Birch Tree Avenue / Layhams Road	334	0.21
	H0178	Hail & Ride - Birch Tree Avenue	212	0.13
	HC191	Hail & Ride Section	91	0.06
	HC192	Hail & Ride Section Ends Here	179	0.11
	H0173	Hail & Ride - Queensway	19	0.01
CYHLPW	BP2998	Princes Way	183	0.11
	17717	Coney Hall Parade	332	0.21
	17715	Addington Road / Glebe Way	392	0.24
	17713	Tiepigs Lane	446	0.28
	18733	Holland Way	421	0.26
HYSBSN	9471	Hayes Station	344	0.21
	17710	Hayes / Station Approach	163	0.10
	17708	Hayes Hill Road	307	0.19
	19342	Crest Road	283	0.18
	17707	The Pickhurst	322	0.20
	17705	The Avenue	440	0.27
	R0517	Pickhurst Lane / Goodhart Way	336	0.21
BROMWP	7723	Barnfield Wood Road	406	0.25
	17703	Broadoaks Way	216	0.13
	14733	Westmoreland Road / Cumberland Road	412	0.26
	20691	Queen Anne Avenue	374	0.23
	33913	St Mark's Church	214	0.13
BROMSS	37294	Bromley South Station	246	0.15
	BP042	Elmfield Road / The Mall	285	0.18
	BP054	Bromley Civic Centre	377	0.23
	40106	Bromley Town Hall	314	0.20
	40107	West Street	334	0.21
BROMNS	37087	Bromley North Station	314	0.20

	Total Route Mileage - Back Direction	9068	5.63
		Metres	Miles

7. Service Specification

Route: 138 QC40502

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	Bromley North Station to Coney Hall, Chestnut Avenue
Contract Basis	Incentivised
Commencement Date	16th March 2013
Vehicle Type	45 capacity, single door, single deck, minimum 8.9m long
Current Maximum Approved Dimensions	8.95 metres long and 2.4 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	No
Sponsored Route	No
Minimum Performance Standard	Departing on Time - No less than 86.00%
Extension Threshold	Departing on Time Threshold - 90.00%
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 27th 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. 138.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 138.

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. 138:

Towards Bromley North - (**Coney Hall**) Sylvan Way, Layhams Road, Birch Tree Avenue

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Bromley North Station to Coney Hall, Chestnut Avenue			Coney Hall, Chestnut Avenue to Bromley North Station		
First departure no later than 0530.			First departure no later than 0550.		
0525 - 1950	Every 20 minutes		0545 - 2010	Every 20 minutes	
1951 - 0025	Every 30 minutes		2011 - 0010	Every 30 minutes	
Last departure no earlier than 0020.			Last departure no earlier than 0005.		
Pinchpoints					
Hayes Station (Kent)	0725 - 0905	20 minutes	Bromley South Station	0710 - 0910	20 minutes
	1505 - 1625	20 minutes		1510 - 1630	20 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Bromley North Station to Coney Hall, Chestnut Avenue			Coney Hall, Chestnut Avenue to Bromley North Station		
First departure no later than 0530.			First departure no later than 0550.		
0525 - 0630	Every 30 minutes		0545 - 0650	Every 30 minutes	
0631 - 1950	Every 20 minutes		0651 - 2005	Every 20 minutes	
1951 - 0025	Every 30 minutes		2006 - 0010	Every 30 minutes	
Last departure no earlier than 0020.			Last departure no earlier than 0005.		
Pinchpoints					
Hayes Station (Kent)	0925 - 1125	20 minutes	Bromley South Station	0930 - 1130	20 minutes

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Bromley North Station to Coney Hall, Chestnut Avenue			Coney Hall, Chestnut Avenue to Bromley North Station		
First departure no later than 0730.			First departure no later than 0745.		
0725 - 0025	Every 30 minutes		0740 - 0010	Every 30 minutes	
Last departure no earlier than 0020.			Last departure no earlier than 0005.		
Pinchpoints					
Hayes Station (Kent)	1010 - 1140	30 minutes	Bromley South Station	1030 - 1130	30 minutes

3.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Bromley North Station to Coney Hall, Chestnut Avenue			Coney Hall, Chestnut Avenue to Bromley North Station		
First departure no later than 0800.			First departure no later than 0815.		
0755 - 0025	Every 30 minutes		0810 - 0010	Every 30 minutes	
Last departure no earlier than 0020.			Last departure no earlier than 0005.		
Pinchpoints					
Hayes Station (Kent)	1010 - 1140	30 minutes	Bromley South Station	1030 - 1130	30 minutes

4) QSI POINTS & MILEAGE

It is intended Route No. 138 will have 48 surveys per quarter at the following locations:

QSI POINTS	
Towards Coney Hall, Chestnut Avenue	**Towards Bromley North Station**
Bromley North	Hayes Station $
Hayes Station $	
MILEAGE: See Attached iBus Sheets	

$ This location is recorded simultaneously in both directions - counted as two surveys.

5) OPERATIONAL CONSIDERATIONS

5.1) Route No. 138 should interwork with Route No. 162 between Bromley South Station and Bromley, Westmoreland during all periods on all days.

5.2) Route No. 138 should be separated from Route No. 246 between Bromley North Station and Hayes Station, during all periods where possible.

5.3) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following locations: Bromley North Rail Station, Bromley South Rail Station and Hayes Rail Station (Kent).

5.4) Route No. 138 can suffer unpredictable traffic delays in the Bromley area.

5.5) Smaller buses are used on the route due to highway constraints in the Coney Hall area.

6) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

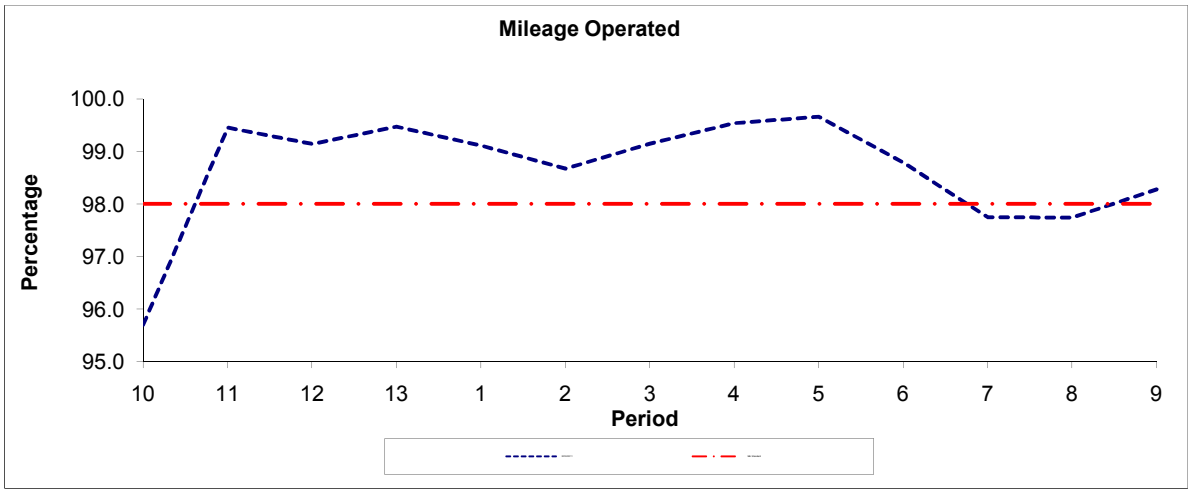
6.1) CURRENT PERFORMANCE
As per current print out.

6.2) ROUTE RECORD
As per Busnet Printout.

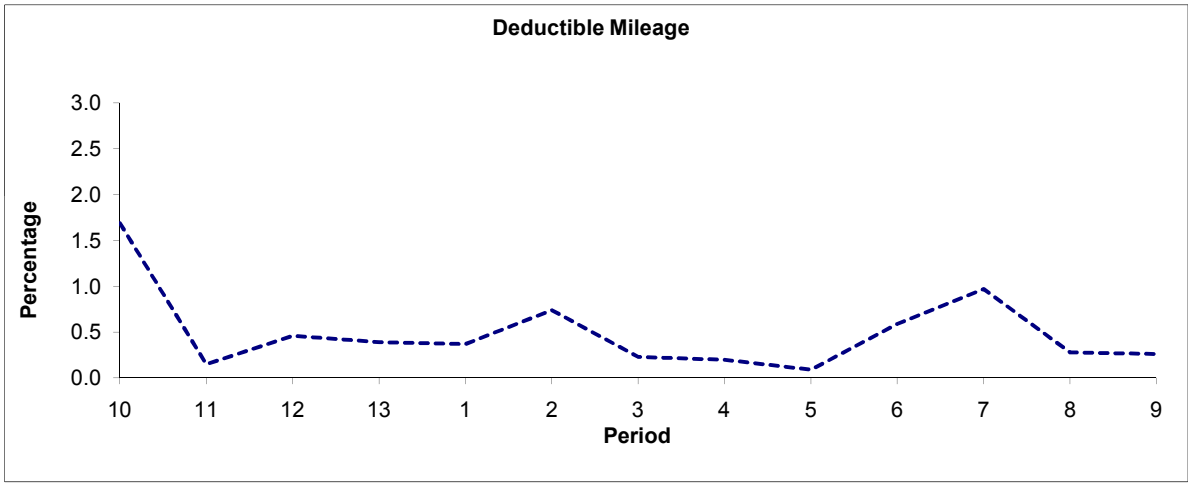
6.3) IBUS MILEAGE
As per current print out.

PART B - PERFORMANCE STATISTICS

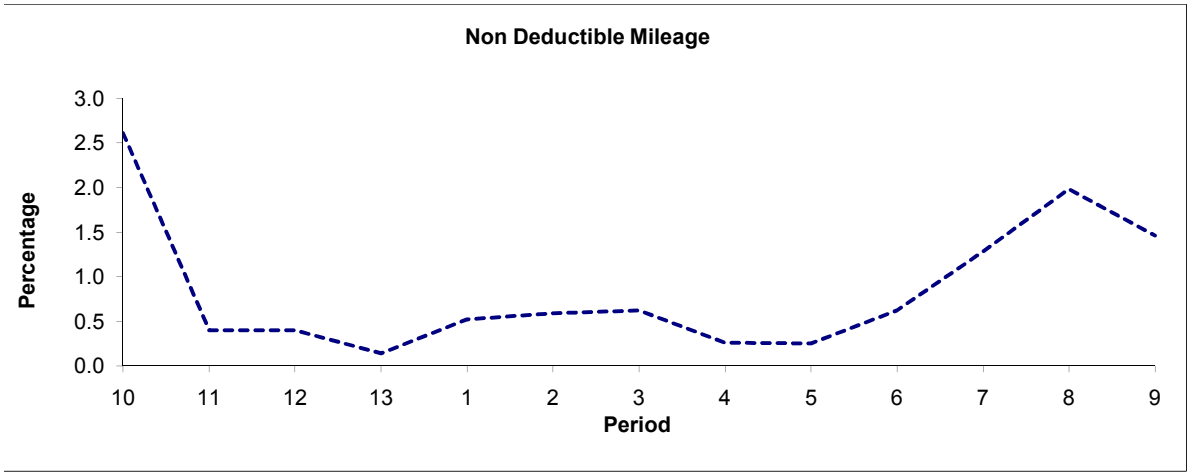
Route 138



Period	10	11	12	13	1	2	3	4	5	6	7	8	9
2010/2011	95.70	99.45	99.14	99.47	99.11	98.67	99.15	99.54	99.66	98.79	97.75	97.74	98.28
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	1.69	0.15	0.46	0.39	0.37	0.74	0.23	0.20	0.09	0.59	0.97	0.28	0.26

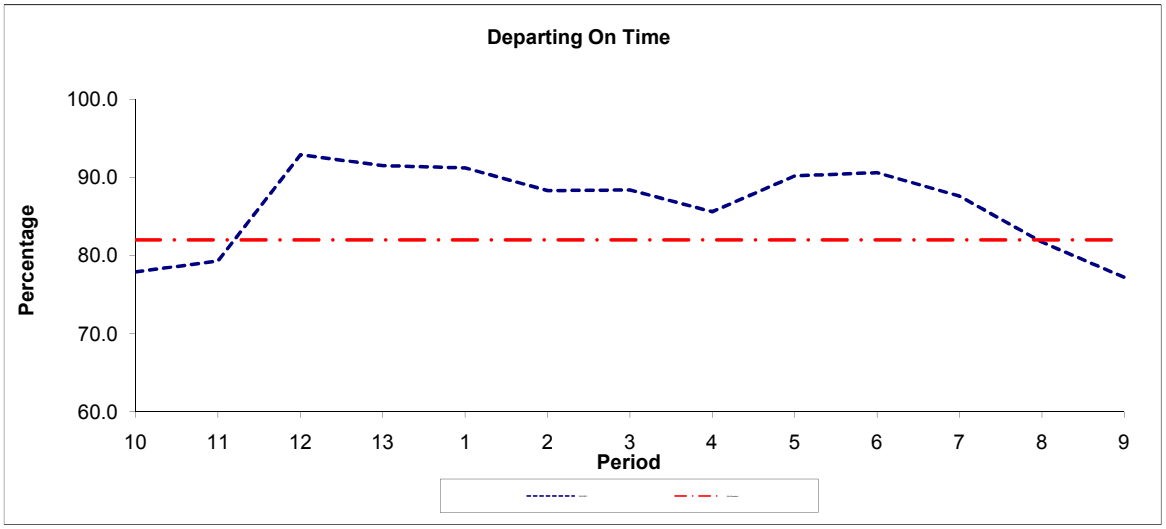


Period	10	11	12	13	1	2	3	4	5	6	7	8	9
2010/2011	2.61	0.40	0.40	0.14	0.52	0.59	0.62	0.26	0.25	0.62	1.28	1.98	1.46

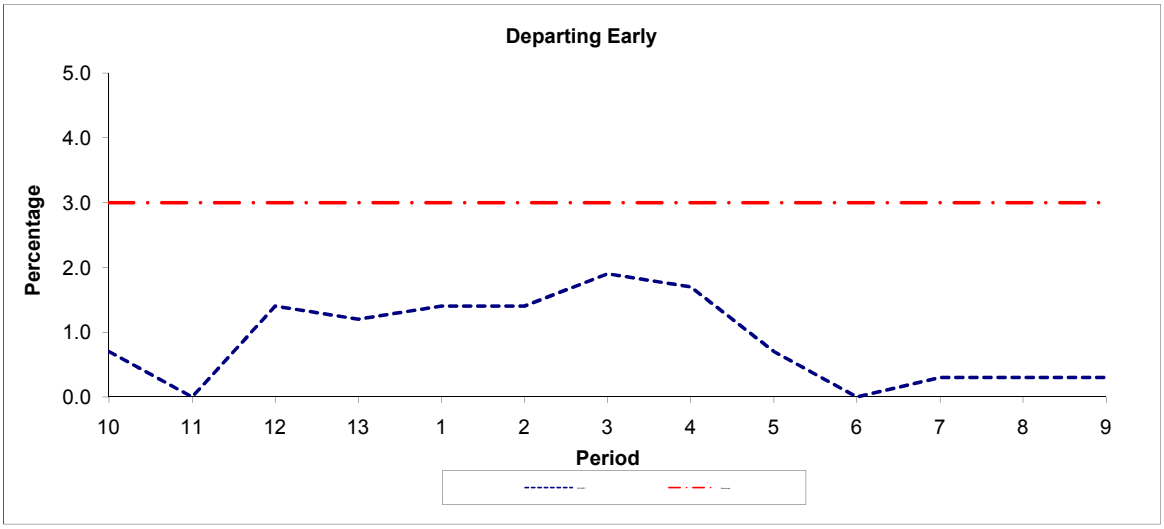
Note : **Mileage is based on 4 weeks data**

PART B - PERFORMANCE STATISTICS

Route 138



Period	10	11	12	13	1	2	3	4	5	6	7	8	9
2010/2011	77.90	79.30	92.90	91.50	91.20	88.30	88.40	85.60	90.20	90.60	87.60	81.70	77.20
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	10	11	12	13	1	2	3	4	5	6	7	8	9
2010/2011	0.70	0.00	1.40	1.20	1.40	1.40	1.90	1.70	0.70	0.00	0.30	0.30	0.30
Benchmark	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00

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

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 138: Bromley North Station - Coney Hall

Date of Structural Change: 16 March 2013.

Date of Service Change: 16 March 2013.

Reason for Issue: New Contract.

STREETS TRAVERSED

Towards Coney Hall: Bromley North Station Forecourt, East Street, Widmore Road, Kentish Way, Elmfield Road, Bromley High Street, Westmoreland Road, Pickhurst Lane, Station Approach, Bourne Way, Addington Road, Glebe Way Roundabout, Glebe Way, Croydon Road, Kingsway, Church Drive, Queensway, Chestnut Avenue.

Towards Bromley North Station: Chestnut Avenue, Sylvan Way, Layhams Road, Birch Tree Avenue, Queensway, Princes Way, Kingsway, Croydon Road, Addington Road, Glebe Way Roundabout, Addington Road, Bourne Way, Station Approach, Pickhurst Lane, Westmoreland Road, Bromley High Street, Elmfield Road, Kentish Way, Widmore Road, East Street, West Street, College Road, Tweedy Road, Mitchell Way, Bromley North Bus Stand.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

BROMLEY NORTH STATION

Private stand in two sections for up to 18 buses in Bus Parking Area on the former goods yard site on west side of Bromley North Station.
Buses proceed from Bromley North Bus Stand direct to stand, departing via Bromley North Bus Stand and Mitchell Way to Bromley North Station Forecourt. Set down in Bromley North Bus Stand, at Alighting Point (37087 - Bromley North Station #, Last Stop on LOR: 37087 - Bromley North Station #) and pick up in Bromley North Station Forecourt, at Stop D (36953 - Bromley North Station #, First Stop on LOR: 36953 - Bromley North Station #).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 138 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:	Bromley North.
OTHER INFORMATION:	LBSL toilets available 24 hrs.

HAYES STATION (from Bromley North Station)

Buses proceed from Pickhurst Lane via Hayes Garden, Ridgeway and Station Hill departing to Station Approach. Set down in Pickhurst Lane, at Stop G (17709 - Hayes Hill Road, Last Stop on LOR: 17709 - Hayes Hill Road) 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.

CONEY HALL, CHESTNUT AVENUE, HESITATION POINT (from Bromley North Station)

Hesitation point only; Buses must only hesitate as long as necessary to change ticket machine, radio and blind displays.
Buses proceed from Chestnut Avenue direct to stand, departing to Chestnut Avenue. Set down in Chestnut Avenue (BP2999 - Chestnut Avenue, Last Stop on LOR: BP2999 - Chestnut Avenue) and pick up in Chestnut Avenue (BP2999 - Chestnut Avenue, First Stop on LOR: BP2999 - Chestnut Avenue).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	None.
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:	Coney Hall.

Transport for London - Live Mileage List

v2.0 - Mileage directly imported from Caesar

Route 138

Service change 28732

Date 20/09/2011

Reason for Issue Mileage Update

Version Detail

OUT DIRECTION

Timing Point Code	Stop Number	Stop Name	Metres	Miles
BROMNS	36953	Bromley North Station		
	BP1071	Bromley / Market Place	268	0.17
	BP053	Bromley Town Hall	197	0.12
	BP055	Bromley Civic Centre	190	0.12
	40235	Bromley High Street / The Mall	569	0.35
BROMSS	21558	Bromley South Station	173	0.11
	33842	St Mark's Church	270	0.17
	20692	Queen Anne Avenue	257	0.16
	14732	Cumberland Road	407	0.25
	17702	Broadoaks Way	347	0.22
BROMWP	7722	Barnfield Wood Road	296	0.18
	R0395	Mead Way	481	0.30
	17706	The Pickhurst	484	0.30
	R0416	Crest Road	366	0.23
	17709	Hayes Hill Road	238	0.15
	17711	Hayes / Station Approach	425	0.26
HYSBSN	9470	Hayes Station	155	0.10
	R0501	Holland Way	443	0.28
	17712	Tiepigs Lane	342	0.21
	33726	Glebe Way	461	0.29
	17716	Coney Hall / Kingsway	152	0.09
CYHLCA	BP2999	Chestnut Avenue	333	0.21

TOTAL ROUTE MILEAGE - OUT DIRECTION 6854 metres 4.26 miles

BACK DIRECTION

Timing Point Code	Stop Number	Stop Name	Metres	Miles
CYHLCA	BP2999	Chestnut Avenue		
	HC190	Hail & Ride Section Starts Here	197	0.12
CYHLSW	H0181	Sylvan Way / Chestnut Avenue	47	0.03
	H0180	Sylvan Way / Layhams Road	197	0.12
	H0179	Layhams Rd/Chestnut Ave	318	0.20
	H0590	Birch Tree Avenue / Layhams Road	334	0.21
	H0178	Birch Tree Avenue	212	0.13
	HC191	Hail & Ride Section	91	0.06
	HC192	Hail & Ride Section Ends Here	179	0.11
	H0173	Birch Tree Avenue / Queensway	19	0.01
CYHLPW	BP2998	Princes Way	183	0.11
	17717	Coney Hall Parade	332	0.21
	17715	Addington Road / Glebe Way	392	0.24
	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
	17708	Hayes Hill Road	307	0.19
	19342	Crest Road	283	0.18
	17707	The Pickhurst	322	0.20
	17705	The Avenue	440	0.27
	R0517	Pickhurst Lane / Goodhart Way	336	0.21
BROMWP	7723	Barnfield Wood Road	399	0.25
	17703	Broadoaks Way	222	0.14
	14733	Westmoreland Road / Cumberland Road	389	0.24
	20691	Queen Anne Avenue	392	0.24
	33913	St Mark's Church	197	0.12
BROMSS	37294	Bromley South Station	269	0.17
	BP042	Elmfield Road / The Glades	283	0.18
	BP054	Bromley Civic Centre	379	0.24
	40106	Bromley Town Hall	314	0.20
	40107	West Street	270	0.17
BROMNS	37087	Bromley North Station	378	0.23

TOTAL ROUTE MILEAGE - BACK DIRECTION 9054 metres 5.63 miles