

CONTRACT SPECIFICATION

Tenders are requested for the following contract to operate a bus service.

Contract Reference	QC37101
Route Number	152
Terminus Points	Pollards Hill, South Lodge Avenue to New Malden, Police Station
Contract Basis	Incentivised
Commencement Date	3 rd December 2011
Vehicle Type	60 capacity, dual door, single deck vehicles (55 capacity, dual door, single deck vehicles are acceptable)
Maximum Approved Dimensions	10.2 metres long and 2.4 metres wide
Advertising Rights	Operator
Sponsored Route	No
Minimum Performance Std	Average Excess Wait Time - No more than 1.10 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.95 minutes
Minimum Operated Mileage	No less than 98.00%

Tender Return Date: no later than 12 o'clock on 10th January 2011.

SERVICE SPECIFICATION

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1) 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. 152.

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 Mondays to Fridays additional peak flow journeys ex Pollards Hill, South Lodge Avenue in the AM peak and ex New Malden, Police Station in the PM peak is withdrawn.
- 60 capacity, dual door, single deck vehicles are specified (55 capacity, dual door, single deck vehicles are acceptable), subject to a satisfactory route test.

2) SCHEDULE REQUIREMENTS & PINCHPOINTS

2.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Pollards Hill, South Lodge Avenue to New Malden, Police Station			New Malden, Police Station to Pollards Hill, South Lodge Avenue		
First departure no later than 0520.			First departure no later than 0540.		
0515 - 0550	Every 20 minutes		0535 - 0620	Every 20 minutes	
0551 - 0620	Every 15 minutes		0621 - 0650	Every 15 minutes	
0621 - 1820	Every 12 minutes		0651 - 1855	Every 12 minutes	
1821 - 1920	Every 15 minutes		1856 - 1955	Every 15 minutes	
1921 - 0025	Every 20 minutes		1956 - 0040	Every 20 minutes	
Last departure no earlier than 0020.			Last departure no earlier than 0035.		
Pinchpoints					
Mitcham, Fair Green	0730 - 0900	12 minutes	Raynes Park, Approach Road	0730 - 0900	12 minutes
	1515 - 1630	12 minutes		1545 - 1645	12 minutes

2.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Pollards Hill, South Lodge Avenue to New Malden, Police Station			New Malden, Police Station to Pollards Hill, South Lodge Avenue		
First departure no later than 0520.			First departure no later than 0540.		
0515 - 0750	Every 20 minutes		0535 - 0800	Every 20 minutes	
0751 - 0830	Every 15 minutes		0801 - 0815	Every 15 minutes	
0831 - 1740	Every 12 minutes		0816 - 1755	Every 12 minutes	
1741 - 1940	Every 15 minutes		1756 - 1955	Every 15 minutes	
1941 - 0025	Every 20 minutes		1956 - 0040	Every 20 minutes	
Last departure no earlier than 0020.			Last departure no earlier than 0035.		
Pinchpoints					
Mitcham, Fair Green	0915 - 1115	12 minutes	Raynes Park, Approach Road	0945 - 1100	12 minutes

2.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Pollards Hill, South Lodge Avenue to New Malden, Police Station			New Malden, Police Station to Pollards Hill, South Lodge Avenue		
First departure no later than 0615.			First departure no later than 0600.		
0610 - 0845	Every 30 minutes		0555 - 0900	Every 30 minutes	
0846 - 0025	Every 20 minutes		0901 - 0040	Every 20 minutes	
Last departure no earlier than 0020.			Last departure no earlier than 0035.		
Pinchpoints					
Mitcham, Fair Green	1000 - 1140	20 minutes	Raynes Park, Approach Road	1015 - 1135	20 minutes

2.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Pollards Hill, South Lodge Avenue to New Malden, Police Station		New Malden, Police Station to Pollards Hill, South Lodge Avenue	
First departure no later than 0815.		First departure no later than 0800.	
0810 - 0845	Every 30 minutes	0755 - 0900	Every 30 minutes
0846 - 0025	Every 20 minutes	0901 - 0040	Every 20 minutes
Last departure no earlier than 0020.		Last departure no earlier than 0035.	
Pinchpoints			
Mitcham, Fair Green	1000 - 1100	20 minutes	Raynes Park, Approach Road
			1015 - 1115
			20 minutes

3) QSI POINTS & MILEAGE

It is intended Route No. 152 will have 64 surveys per quarter at the following locations:

QSI POINTS	
Towards New Malden, Police Station	Towards Pollards Hill, South Lodge Avenue
Rowan Rd/Manor Rd	New Malden
Mitcham	Mitcham
MILEAGE: See Attached iBus Sheets	

4) OPERATIONAL CONSIDERATIONS

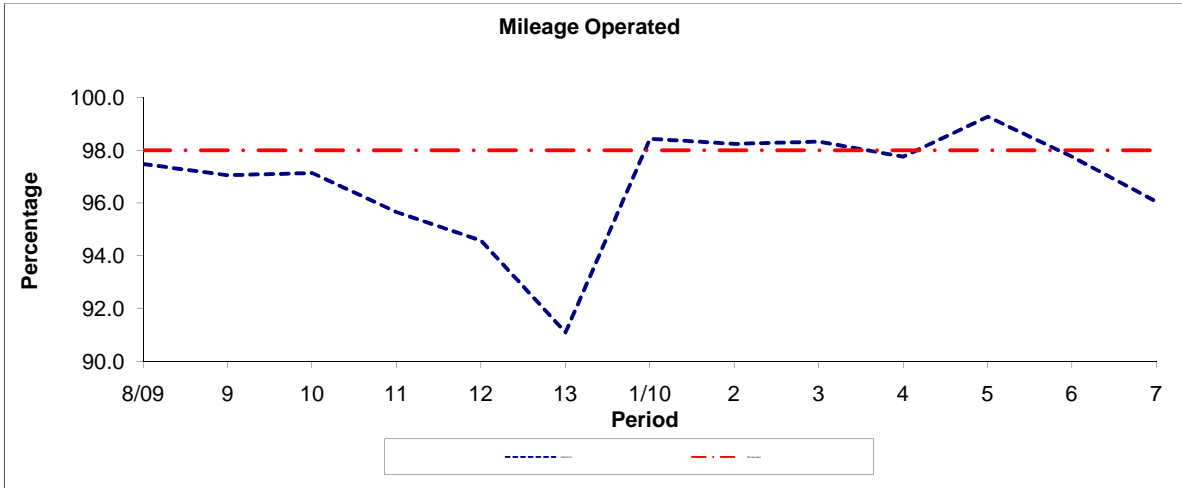
- 4.1) Route No. 152 can suffer from unpredictable delays in the New Malden, Merton and Mitcham areas, particularly during peak periods.
- 4.2) The possibility of rerouteing Route No. 152 in the direction of New Malden to run along Holborn Way and Western Road, omitting Upper West Green and Raleigh Gardens is currently being investigated. Any change to the routeing of Route No. 152 is subject to consultation and a route test.
- 4.3) The 2012 Olympic Games open on Friday 27th July and close on Sunday 12th August. The 2012 Paralympic Games start on Wednesday 29th August and close on Sunday 9th September. The Games will result in additional passenger demand across the network, requiring additional capacity on some routes. There will also be a number of road closures in the event areas resulting in route diversions. Operators should be aware there will be implications to them during this time. Full details and any extra resource required will be negotiated with the operator at a later date.

5) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

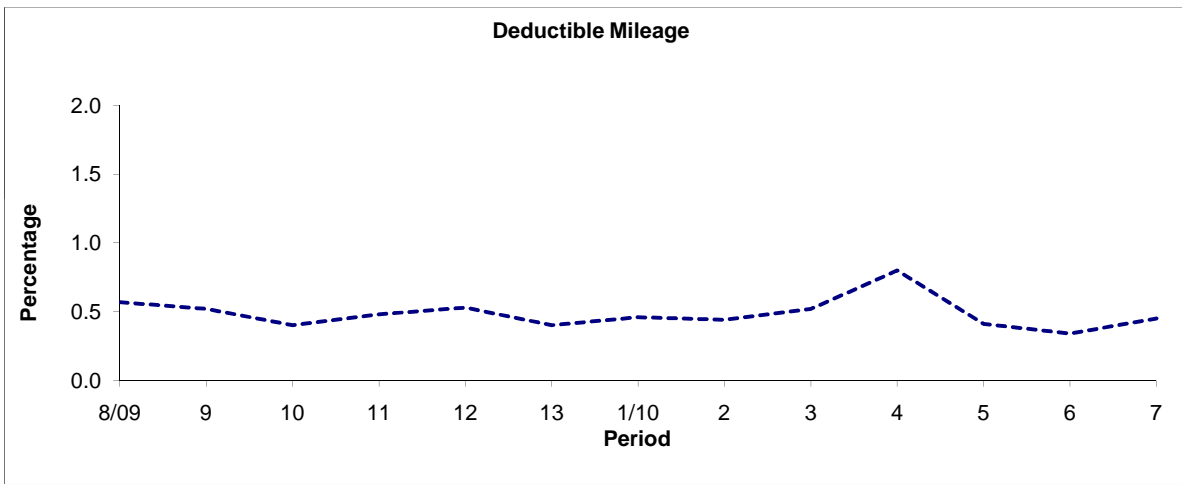
- 5.1) **CURRENT PERFORMANCE**
As per current print out.
- 5.2) **ROUTE RECORD**
As per Busnet Printout.
- 5.3) **IBUS MILEAGE**
As per current print out.

PART B - PERFORMANCE STATISTICS

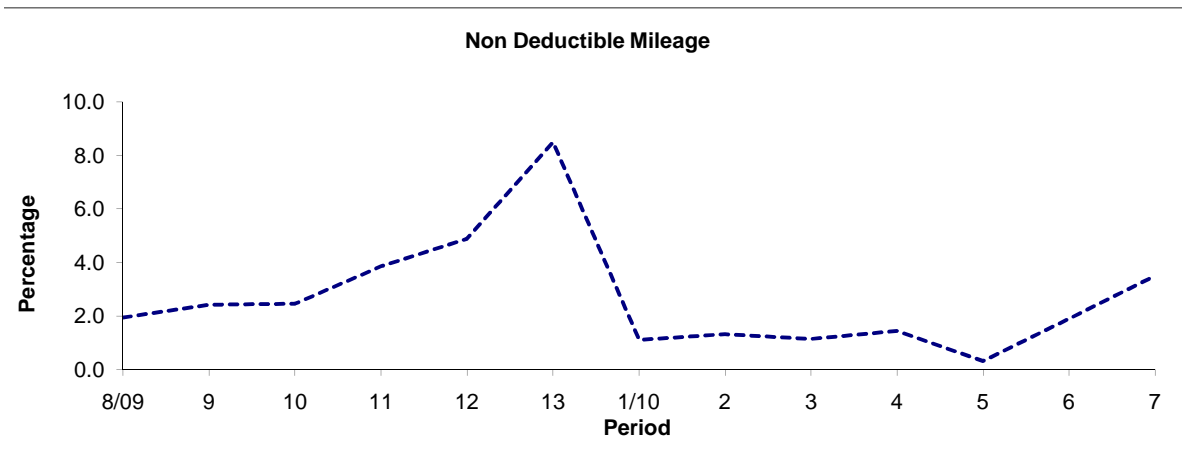
Route 152



Period	8/09	9	10	11	12	13	1/10	2	3	4	5	6	7
2009/2010	97.48	97.05	97.14	95.66	94.58	91.10	98.43	98.24	98.33	97.76	99.27	97.76	96.05
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	8/09	9	10	11	12	13	1/10	2	3	4	5	6	7
2009/2010	0.57	0.52	0.40	0.48	0.53	0.40	0.46	0.44	0.52	0.80	0.41	0.34	0.45

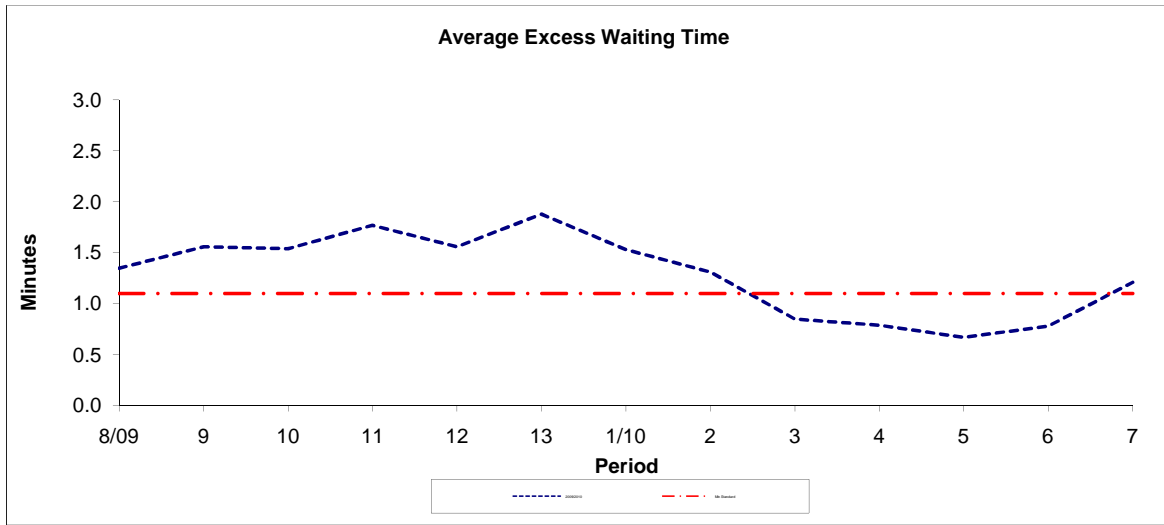


Period	8/09	9	10	11	12	13	1/10	2	3	4	5	6	7
2009/2010	1.95	2.43	2.46	3.86	4.89	8.50	1.11	1.32	1.15	1.44	0.32	1.90	3.50

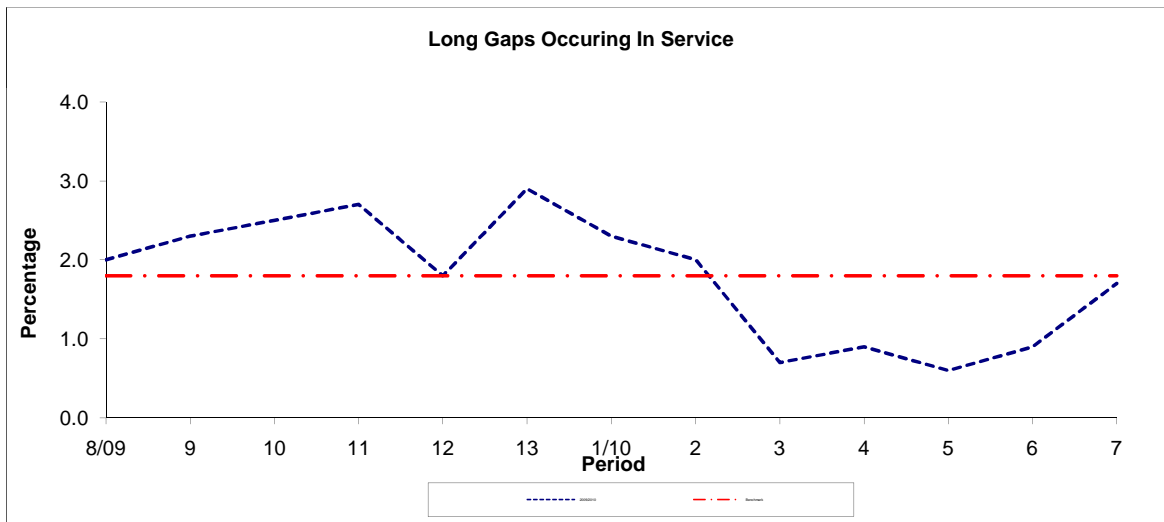
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 152



Period	8/09	9	10	11	12	13	1/10	2	3	4	5	6	7
2009/2010	1.35	1.56	1.54	1.77	1.56	1.88	1.53	1.31	0.85	0.79	0.67	0.78	1.21
Min Standard	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10



Period	8/09	9	10	11	12	13	1/10	2	3	4	5	6	7
2009/2010	2.00	2.30	2.50	2.70	1.80	2.90	2.30	2.00	0.70	0.90	0.60	0.90	1.70
Benchmark	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80

Note : Reliability is based on 12 weeks rolling data

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 152: Pollards Hill, South Lodge Avenue - New Malden, Police Station

Date of Structural Change: 3 December 2011.

Date of Service Change: 3 December 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards New Malden, Police Station: South Lodge Avenue, Yorkshire Road, Westmorland Way, Carisbrooke Road, South Lodge Avenue, Wide Way, Rowan Road, Meopham Road, Woodstock Way, Grove Road, Eastfields Road, Lock's Lane, London Road, Holborn Way, Upper Green West, London Road, Raleigh Gardens, Western Road, Christchurch Road, Collier's Wood High Street, Merton High Street, Kingston Road, Approach Road, Grand Drive, Bushey Road, Beverley Way, Shannon Corner, Burlington Road.

Towards Pollards Hill, south Lodge Avenue: Burlington Road, Shannon Corner, Beverley Way, Bushey Road (Flyover), Grand Drive, Approach Road, Kingston Road, Merton High Street, Collier's Wood High Street, Christchurch Road, Western Road, Holborn Way, London Road, Lock's Lane, Eastfields Road, Grove Road, Woodstock Way, Meopham Road, Rowan Road, Wide Way, South Lodge Avenue.

STANDING AND TURNING POINTS

POLLARDS HILL, SOUTH LODGE AVENUE

Public stand on north side of South Lodge Avenue commencing opposite and 15 metres west of junction with Yorkshire Road and extending 43.5 metres west.

Buses proceed from South Lodge Avenue direct to stand, departing to South Lodge Avenue. Set down in South Lodge Avenue, at Stop U and pick up in South Lodge Avenue, at Stop U.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 152 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:	Pollards Hill.
OTHER INFORMATION:	24hr toilet facilities available.

MITCHAM, EASTFIELDS (from NEW MALDEN, POLICE STATION)

Buses proceed from Eastfields Road via Grove Road departing to Eastfields Road. Set down in Eastfields Road, R and pick up in Eastfields Road, U.

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

MITCHAM, FAIR GREEN (from NEW MALDEN, POLICE STATION)

Public stand for two buses standing abreast on the offside of Raleigh Gardens (west arm) in the buses only bay.

Buses proceed from Western Road via Upper Green West (South Arm), London Road and Raleigh Gardens to stand, departing to Raleigh Gardens. Set down in Western Road, at Stop F and pick up in Raleigh Gardens, at Stop D.

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: Mitcham.

COLLIERS WOOD STATION (from Pollards Hill, South Lodge Avenue)

Public stand for one bus on west side of Christchurch Road, north of the junction of Priory Road.

Buses proceed from Christchurch Road direct to stand, departing via Christchurch Road, Collier's Wood High Street and Priory Road to Christchurch Road. Set down in Christchurch Road, at Stop J and pick up in Christchurch Road, at Stop K.

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: Colliers Wood.

SOUTH WIMBLEDON STATION (from Pollards Hill, South Lodge Avenue)

Buses proceed from Kingston Road via Cecil Road, Balfour Road and Merton Road departing to Merton High Street. Set down in Kingston Road, at Stop SN and pick up in Merton High Street, at Stop SZ.

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

RAYNES PARK, JUNCTION TAVERN (from Pollards Hill, South Lodge Avenue)

Public stand for three buses on north side of Kingston Road, commencing 35 metres west of lamp standard 096 extending 33 metres west.

Buses proceed from Kingston Road direct to stand, departing to Kingston Road. Set down in Kingston Road, at stop R and pick up in Kingston Road, at stop Q.

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:	Raynes Park.

NEW MALDEN, KINGSTON ROAD

Public stand for three buses in bay on north side of Kingston Road, commencing 8 metres west of a point opposite the western arm of Balgowan Close and extending 36 metres west.

Buses proceed from Burlington Road via Kingston Road and Charnwood Close to stand, departing via Charnwood Close and Kingston Road to Burlington Road. Set down in Burlington Road, at Stop G and pick up in Burlington Road, at Stop F.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 152 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:	New Malden, Fountain Roundabout.
OTHER INFORMATION:	Toilet facilities presently not available.

Transport for London - Live Mileage List

Route 152
 Service change 19838
 Date 26 October 2009

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
PHLLSL S	PHLLSL S	ARDS HILL, SOUTH LODGE AVENUE		
	BP2138	Leicester Avenue.	0	0.00
PHLLWW	BP4672	Northumberland Gardens	272	0.17
	LG60	Westmorland Way	127	0.08
	BP2137	arisbrooke Road/Hertford W	255	0.16
	BP2136	Conway Gardens	189	0.12
	25833	Chestnut Grove	205	0.13
	25835	Ivy Gardens	397	0.25
	12671	Northborough Road	294	0.18
	25838	Stanford Way	323	0.20
	BP4603	opham Road / Woodstock W	434	0.27
EFLDWW	BP4607	Clay Avenue	371	0.23
	BP4597	tfields High School Playing Fi	462	0.29
	BP4503	Eastfields Road	443	0.28
	BP4508	Lock's Lane	357	0.22
	8803	Downe Road	513	0.32
MTCHFG	BP637	Mitcham Fair Green	289	0.18
	R0675	Raleigh Gardens	248	0.15
	18660	Sadler Close	337	0.21
	18662	Lewis Road	158	0.10
	18664	Lavender Avenue	231	0.14
	18666	Chelsea Fields	274	0.17
	LG06	Runnymede	373	0.23
	33644	Colliers Wood Station	527	0.33
MERTSY	LG03	Merton Abbey	440	0.27
	18674	rton High Street / Haydons R	346	0.21
SWIMSN	341	South Wimbledon Station	244	0.15
	25450	Morden Road	145	0.09
	18676	Wimbledon Fire Station	185	0.11
	18678	Merton Park Tram Stop	352	0.22
	18680	Wilton Crescent	476	0.30
	1806	Nelson Hospital	322	0.20
	18682	Wimbledon Chase Station	289	0.18
	19098	Lower Downs Road	336	0.21
	19096	Sydney Road	329	0.20
	17720	aynes Park / Junction Taverr	395	0.25
RNPKAR	1005	Raynes Park Station	234	0.15
	27916	Bushey Road / Grand Drive	315	0.20
	18686	Carters Bridge	529	0.33
	18688	Raynes Park High School	307	0.19
NMALSC	W4	Shannon Corner Superstore	114	0.07
	4493	everley Way/ Shannon Corne	207	0.13
	9157	Rookwood Avenue	401	0.25
	R0154	Queens Road	358	0.22
NMALPS	27383	Walton Avenue	210	0.13
NMALKR S	NMALKR S	EW MALDEN, KINGSTON ROA	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			13613	8.46
			metres	miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
NMALKR S	NMALKR S	EW MALDEN, KINGSTON ROAD		
NMALPS	34031	Walton Avenue	0	0.00
	10019	Queens Road	240	0.15
	9156	Rookwood Avenue	404	0.25
NMALSC	18690	Shannon Corner	240	0.15
	18687	Carters Bridge	607	0.38
	10284	Bushey Road / Grand Drive	517	0.32
RNPKAR	17538	Raynes Park Station	322	0.20
	33160	Raynes Park / Junction Tavern	257	0.16
	19095	Sydney Road	312	0.19
	19097	Lower Downs Road	317	0.20
	18683	Wimbledon Chase Station	457	0.28
	1805	Nelson Hospital	183	0.11
	18681	Wilton Crescent	372	0.23
	18679	Merton Park Tram Stop	539	0.33
	18677	Wimbledon Fire Station	144	0.09
	35360	Morden Road	328	0.20
SWIMSN	26192	South Wimbledon Station	205	0.13
	18675	rton High Street / Haydons Rc	307	0.19
MERTSY	1785	Merton Abbey	326	0.20
	18673	Colliers Wood Station	330	0.21
	18671	Christ Church	190	0.12
	18669	Runnymede	308	0.19
	18667	Chelsea Fields	402	0.25
	18665	Lavender Avenue	149	0.09
	18663	Lewis Road	363	0.23
	18661	Sadler Close	247	0.15
MTCHFG	20599	Downe Road	416	0.26
	BP4519	Eveline Road	257	0.16
	BP4502	Lock's Lane	333	0.21
	BP4513	Eastfields Road	337	0.21
	BP4598	Mitcham Eastfields Station	167	0.10
	BP4599	itfields High School Playing Fi	152	0.09
EFLDWW	BP4605	Clay Avenue	336	0.21
	BP4606	Warminster Way	227	0.14
	BP4602	eopham Road / Woodstock W	220	0.14
	12665	Streatham Park Cemetery	208	0.13
	25839	Rosemead Avenue	389	0.24
	25836	Northborough Road	308	0.19
	BP3494	Ivy Gardens	210	0.13
	25834	Chestnut Grove	304	0.19
PHLLWW	BP3797	ith Lodge Avenue/Yorkshire R	314	0.20
PHLLSL S	PHLLSL S	ARDS HILL, SOUTH LODGE AVI	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			12244	7.61
			metres	miles