

## 7. Service Specification

Route: 358

Contract Reference: QC48906

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.

<b>Route Number</b>	358
<b>Terminus Points</b>	Orpington Station and Crystal Palace Parade <b>On Mondays to Fridays, towards Orpington Station, buses are not required to serve Orpington, Walnuts Centre before 0830 (i.e. buses should not start arriving at Orpington, Walnuts Centre before 0830)</b>
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	12 <sup>th</sup> September 2015
<b>Vehicle Type</b>	70 capacity, dual door, single deck, minimum 12m long
<b>Current Maximum Approved Dimensions</b>	12.0 metres long and 2.5 metres wide
<b>New Vehicles Mandatory</b>	Yes
<b>Hybrid Price Required</b>	Yes
<b>Sponsored Route</b>	No
<b>Advertising Rights</b>	Operator
<b>Minimum Performance Standard - Route No. 119</b>	Average Excess Wait Time - No more than 1.10 minutes
<b>Extension Threshold - Route No. 119</b>	Average Excess Wait Time Threshold - 0.95 minutes
<b>Minimum Operated Mileage Standard - Route No. 119</b>	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 7<sup>th</sup> October 2014

*Tenderers should refer to section 3 of Part A for the Service Specification Explanatory Notes and Appendix B of section 5 for the Example Service Specification of the ITT document.*

## **SERVICE SPECIFICATION**

- 1) SERVICE SPEC - ROUTE SPECIFICATION INFORMATION
- 2) NOTES
- 3) SCHEDULE REQUIREMENTS & PINCHPOINTS
- 4) OPERATIONAL CONSIDERATIONS
- 5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS

## 2) NOTES

### **Proposed Changes:**

At this time, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. 358.

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:

- On all days the three short working journeys Ex Green Street Green at 0318, 0348 and 0418 are withdrawn.
- On all days the three short working journeys Ex Crystal Palace at 0055, 0115 and 0135 are withdrawn.

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

**Operators should provide the following prices:**

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

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

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

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

#### 3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Orpington Station to Crystal Palace Parade			Crystal Palace Parade to Orpington Station		
First departure no later than 0430.			First departure no later than 0400.		
0425 - 0510	Every 20 minutes		0355 - 0500	Every 30 minutes*	
0511 - 0610	Every 15 minutes		0501 - 0540	Every 20 minutes*	
0611 - 1910	Every 12 minutes		0541 - 0555	Every 15 minutes*	
1911 - 2040	Every 15 minutes		0556 - 1920	Every 12 minutes*	
2041 - 0045	Every 20 minutes		1921 - 2035	Every 15 minutes	
			2036 - 0040	Every 20 minutes	
Last departure no earlier than 0040.			Last departure no earlier than 0035.		
<b>Pinchpoints</b>					
Elmers End Green	0655 - 0905	12 minutes	Locksbottom, Farnborough Hospital	0700 - 0900	12 minutes
	1500 - 1635	12 minutes		1505 - 1630	12 minutes

**\*On Mondays to Fridays, towards Orpington Station, buses are not required to serve Orpington, Walnuts Centre before 0830 (i.e. buses should not start arriving at Orpington, Walnuts Centre before 0830).**

#### 3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Orpington Station to Crystal Palace Parade			Crystal Palace Parade to Orpington Station		
First departure no later than 0430.			First departure no later than 0400.		
0425 - 0710	Every 20 minutes		0355 - 0500	Every 30 minutes	
0711 - 0755	Every 15 minutes		0501 - 0620	Every 20 minutes	
0756 - 1740	Every 12 minutes		0621 - 0835	Every 15 minutes	
1741 - 1840	Every 15 minutes		0836 - 1805	Every 12 minutes	
1841 - 0045	Every 20 minutes		1806 - 1935	Every 15 minutes	
			1936 - 0040	Every 20 minutes	
Last departure no earlier than 0040.			Last departure no earlier than 0035.		
<b>Pinchpoints</b>					
Elmers End Green	0845 - 1110	12 minutes	Locksbottom, Farnborough Hospital	0925 - 1100	12 minutes

**3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued**

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

Orpington Station to Crystal Palace Parade		Crystal Palace Parade to Orpington Station			
First departure no later than 0600.		First departure no later than 0530.			
0555 - 0800	Every 30 minutes	0525 - 0830	Every 30 minutes		
0801 - 0045	Every 20 minutes	0831 - 0040	Every 20 minutes		
Last departure no earlier than 0040.		Last departure no earlier than 0035.			
<b>Pinchpoints</b>					
Elmers End Green	0945 - 1125	20 minutes	Locksbottom, Farnborough Hospital	0950 - 1130	20 minutes

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

**4) OPERATIONAL CONSIDERATIONS**

- 4.1) There is a low bridge at Shortlands Station, Beckenham Lane. The height of this bridge is 12 feet (3.66 metres). This restricts bus types that pass under it to single deck vehicles. Double deck vehicles must not operate via Beckenham Lane at any time.**
- 4.2) Route No. 358 should interwork with Route No. 194 between Links Way (at junction with South Eden Park Road) (Eden Park) and Penge High Street (with junction with Croydon Road) (Penge).
- 4.3) Route No. 358 should interwork with Route No. 261 between Farnborough Common (at junction with Crofton Road) (Locksbottom) and College Road (with junction with Tweedy Road) (Bromley North) during Mondays to Saturdays daytime and all evenings and be separated during Sundays daytime.
- 4.4) Route No. 358 can suffer from unpredictable traffic delays in the Orpington, Bromley and Crystal Palace areas.
- 4.5) Occasional sporting or cultural events at Crystal Palace may lead to delays from increased traffic congestion.
- 4.6) Analysis of running time has been undertaken during both the Mondays to Fridays AM and PM peaks and it is expected that the full resource should be in service no later than 0700 and 1420 respectively.**

**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 358: Orpington Station - Crystal Palace Bus Station

**Date of Structural Change:** 12 September 2015.

**Date of Service Change:** 12 September 2015.

**Reason for Issue:** New Tender.

### **STREETS TRAVERSED**

**Towards Crystal Palace Bus Station:** Orpington Bus Station, Station Approach, Station Road, Orpington High Street, Homefield Rise, Orpington High Street, Orpington War Memorial, Sevenoaks Road, Farnborough Hill, Farnborough High Street, Farnborough Common, Hastings Road, Bromley Common, Masons Hill, Bromley High Street, Elmfield Road, Kentish Way, Widmore Road, Market Square, Bromley High Street, Beckenham Lane, Bromley Road, Shortlands Road, Hayes Lane, South Eden Park Road, Links Way, Upper Elmers End Road, Elmerside Road, Croydon Road, Beckenham War Memorial, Beckenham Road, Penge High Street, Croydon Road, Anerley Road, Anerley Hill, Crystal Palace Parade.

**Towards Orpington Station:** Crystal Palace Bus Station East Side, Crystal Palace Parade, Anerley Hill, Anerley Road, Croydon Road, Penge High Street, Beckenham Road, Beckenham War Memorial, Croydon Road, Upper Elmers End Road, Links Way, South Eden Park Road, Hayes Lane, Shortlands Road, Bromley Road, Beckenham Lane, Bromley High Street, Market Square, Widmore Road, Tweedy Road, Kentish Way, Elmfield Road, Bromley High Street, Masons Hill, Bromley Common, Hastings Road, Farnborough Common, Farnborough High Street, Farnborough Hill, Sevenoaks Road, Orpington War Memorial, Orpington High Street, Homefield Rise, Gravel Pit Way, Spur Road, Orpington War Memorial, Station Road, Station Approach.

**Special Journey towards Orpington Station between Sevenoaks Road and Station Road:** Before 0830 on Mondays to Fridays, buses run from Sevenoaks Road direct to Station Road, Orpington. Buses operate from Sevenoaks Road, then via Orpington War Memorial rejoining line of route at Station Road.

## **AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS**

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

### **ORPINGTON STATION**

Private stand for 8 buses standing abreast in marked bays on north side of Orpington Bus Station on east side of Orpington Station.

Buses proceed from Station Approach via Orpington Bus Station to stand, departing to Orpington Bus Station. Set down in Station Approach, at Stop G (R0398 - Orpington Station #, Last Stop on LOR: R0398 - Orpington Station #) and pick up in Orpington Bus Station, at Stop E (26966 - Orpington Bus Station #, First Stop on LOR: 26966 - Orpington Bus Station #).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 358 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:	Orpington Station.
OTHER INFORMATION:	Toilets available at Rail Station from 04:30 to 00:45.

### **ORPINGTON, WALNUTS CENTRE (from CRYSTAL PALACE BUS STATION)**

Buses proceed from Homefield Rise departing to Homefield Rise. Set down in Homefield Rise, at Stop X (40232 - Orpington / Walnuts Centre, Last Stop on LOR: 40232 - Orpington / Walnuts Centre) and pick up in Homefield Rise, at Stop X (40232 - Orpington / Walnuts Centre, First Stop on LOR: 40232 - Orpington / Walnuts Centre).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
BLIND DISPLAY:	Orpington, Walnuts Centre.



## **GREEN STREET GN. METROBUS GARAGE**

Private stand in forecourt of Metrobus' Orpington Bus Garage on west side of Farnborough Hill.

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

Buses proceed from Farnborough Hill via Farnborough Way, Farnborough Hill and Orpington Garage to stand, departing via Orpington Garage, Farnborough Hill and Farnborough Way to Farnborough Hill. Set down in Farnborough Hill, at Stop H (18205 - Farnborough Hill / Shire Lane, Last Stop on LOR: 18205 - Farnborough Hill / Shire Lane) and pick up in Farnborough Hill, at Stop J (18206 - Farnborough Hill / Shire Lane, First Stop on LOR: 18206 - Farnborough Hill / Shire Lane).

### **From Orpington Station.**

Buses proceed from Farnborough Hill via Orpington Garage to stand, departing via Orpington Garage to Farnborough Hill. Set down in Farnborough Hill, at Stop K (12207 - Farnborough Hill / Bus Garage, Last Stop on LOR: 12207 - Farnborough Hill / Bus Garage) and pick up in Farnborough Hill, at Stop L (12208 - Farnborough Hill / Bus Garage, First Stop on LOR: 12208 - Farnborough Hill / Bus Garage).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	By arrangement.
FERRY VEHICLES:	By arrangement.
BLIND DISPLAY:	Green Street Green.

## **LOCKSBOTTOM, PALLANT WAY**

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

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

Buses proceed from Farnborough Common via Crofton Road and Pallant Way to stand, departing via Pallant Way and Crofton Road to Farnborough Common. Set down in Farnborough Common, (19029 - Farnborough Park, Last Stop on LOR: 19029 - Farnborough Park) and pick up in Farnborough Common (19028 - Farnborough Park, First Stop on LOR: 19028 - Farnborough Park).

### **From Orpington Station.**

Buses proceed from Farnborough Common via Crofton Road and Pallant Way to stand, departing via Pallant Way and Crofton Road to Farnborough Common. Set down in Farnborough Common, at Stop HD (14342 - Farnborough Common / P R U Hospital, Last Stop on LOR: 14342 - Farnborough Common / P R U Hospital) and pick up in Farnborough Common, at Stop HC (4074 - Farnborough Common / P R U Hospital, First Stop on LOR: 4074 - Farnborough Common / P R U Hospital).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Locksbottom.

## **BROMLEY SOUTH STATION (from CRYSTAL PALACE BUS STATION)**

Buses proceed from Bromley High Street via Westmoreland Road, Simpson's Road and Westmoreland Road departing to Bromley High Street. Set down in Bromley High Street, at Stop Z (40104 - Bromley South Station #, Last Stop on LOR: 40104 - Bromley South Station #) and pick up in Bromley High Street, at Stop U (14797 - Bromley South Station #).

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

## **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.

### From Crystal Palace Bus Station.

Buses proceed from Market Square via East Street, West Street, College Road, Tweedy Road, Mitchell Way and Bromley North Bus Stand to stand, departing via Bromley North Bus Stand, Mitchell Way and Tweedy Road to Widmore Road. Set down in Market Square, at Stop I (BP050 - Bromley / Market Square, Last Stop on LOR: 19755 - Valley School) and pick up in Widmore Road, at Stop MA (40105 - Bromley Town Hall, First Stop on LOR: 40105 - Bromley Town Hall).

### From Orpington Station.

Buses proceed from Widmore Road via East Street, West Street, College Road, Tweedy Road, Mitchell Way and Bromley North Bus Stand to stand, departing via Bromley North Bus Stand, Mitchell Way, Tweedy Road and East Street to Widmore Road. Set down in Widmore Road, at Stop MA (40105 - Bromley Town Hall, Last Stop on LOR: 40105 - Bromley Town Hall) and pick up in Widmore Road, at Stop J (BP053 - Bromley Town Hall, First Stop on LOR: BP055 - Bromley Civic Centre).

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: Bromley North.

## **BROMLEY COMMON, CROWN**

Public stand for two buses on south side of Crown Lane Spur, commencing 28 metres east of Bromley Common and extending 24 metres east.

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

Buses proceed from Bromley Common via Crown Lane and Crown Lane Spur to stand, departing via Crown Lane Spur to Bromley Common. Set down in Bromley Common, at Stop BB (1242 - Bromley Common / The Crown, Last Stop on LOR: 1242 - Bromley Common / The Crown) and pick up in Bromley Common, at Stop BU (19773 - Bromley Common / The Crown, First Stop on LOR: 19773 - Bromley Common / The Crown).

### **From Orpington Station.**

Buses proceed from Bromley Common via Crown Lane and Crown Lane Spur to stand, departing via Crown Lane Spur to Bromley Common. Set down in Bromley Common, at Stop BT (18199 - Bromley Common / Turpington Lane, Last Stop on LOR: 18199 - Bromley Common / Turpington Lane) and pick up in Bromley Common, at Stop BL (18198 - Bromley Common / Turpington Lane, First Stop on LOR: 18198 - Bromley Common / Turpington Lane).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Bromley Common, Crown Lane.

## **PARK LANGLEY, CHINESE GARAGE (from Orpington Station)**

Buses proceed from Hayes Lane departing to B230. Set down in Hayes Lane, at Stop PT (19779 - Kenwood Drive, Last Stop on LOR: 14121 - Scotts Lane) and pick up in Hayes Lane, at Stop PC (19778 - Kenwood Drive, First Stop on LOR: 19778 - Kenwood Drive).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
BLIND DISPLAY:	Park Langley.

## **ELMERS END GREEN, CROYDON ROAD**

Public stand for two buses on south side (off-side of road) of Croydon Road, commencing opposite the party wall of Nos 134/136 and extending 20 metres west.

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

Buses proceed from Upper Elmers End Road via Elmerside Road and Croydon Road to stand, 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 AB (31326 - Elmers End Green, First Stop on LOR: 31326 - Elmers End Green).

### **From Orpington Station.**

Buses proceed from Upper Elmers End Road via Elmerside Road and Croydon Road to stand, departing via Croydon Road to Upper Elmers End Road. Set down in Upper Elmers End Road, at Stop CA (14978 - The Close, Last Stop on LOR: 14978 - The Close) and pick up in Upper Elmers End Road, at Stop BC (31327 - Elmers End Green, First Stop on LOR: 31327 - Elmers End Green).

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: Elmers End.

## **BECKENHAM, WAR MEMORIAL (from Orpington Station)**

Buses proceed from Croydon Road via Beckenham War Memorial departing to Croydon Road. Set down in Croydon Road, at Stop T (R0860 - Croydon Road / War Memorial, Last Stop on LOR: R0860 - Croydon Road / War Memorial) and pick up in Croydon Road, at Stop S (1429 - Croydon Road / War Memorial, First Stop on LOR: 1429 - Croydon Road / War Memorial).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
BLIND DISPLAY: Beckenham, War Memorial.

## **PENGE, CROYDON ROAD (from Orpington Station)**

Buses proceed from Croydon Road via Howard Road, Maple Road and Franklin Road departing to Croydon Road. Set down in Croydon Road, J (17409 - Avenue Road, Last Stop on LOR: 19772 - Penge / Sainsbury's) and pick up in Croydon Road, at Stop G (2128 - Penge / Pawleyne Arms, First Stop on LOR: 2128 - Penge / Pawleyne Arms).

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

## **CRYSTAL PALACE BUS STATION**

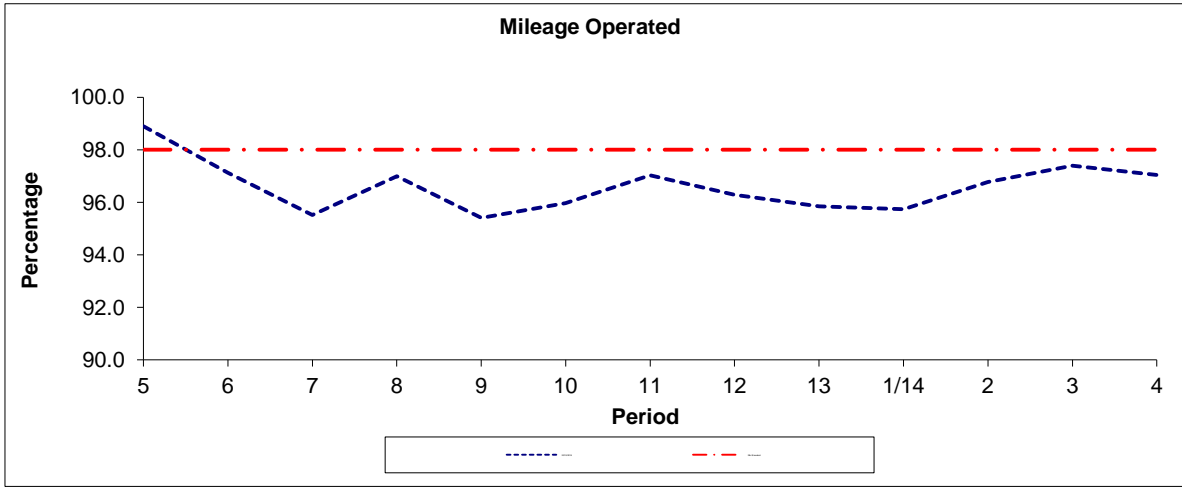
Private stand for 9 buses facing south in marked bays on east side of bus station on east side of Crystal Palace Parade opposite Farquhar Road.

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 (940 - Crystal Palace Parade, Last Stop on LOR: 940 - Crystal Palace Parade) and pick up in Crystal Palace Bus Station East Side, at Stop D (BP2418 - Crystal Palace Bus Station, First Stop on LOR: BP2418 - Crystal Palace Bus Station).

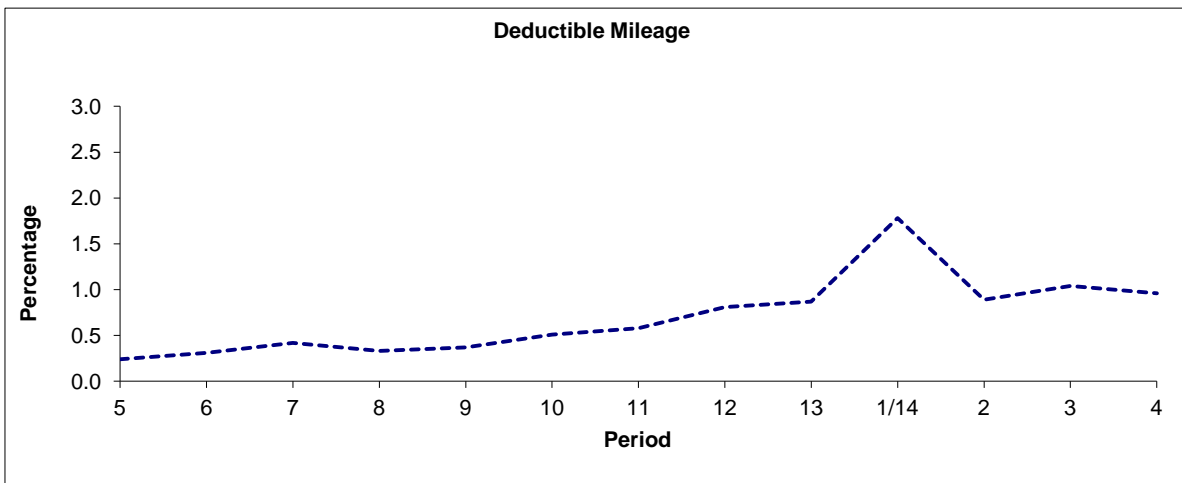
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 358 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Crystal Palace.

**PART B - PERFORMANCE STATISTICS**

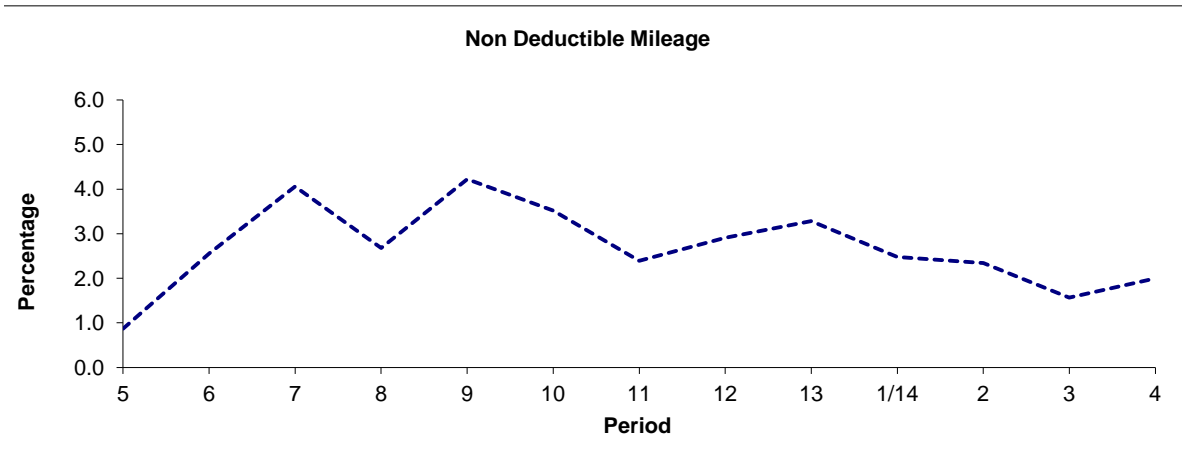
**Route 358**



Period	5	6	7	8	9	10	11	12	13	1/14	2	3	4
2013/2014	98.89	97.13	95.52	96.99	95.41	95.97	97.03	96.28	95.85	95.74	96.77	97.39	97.04
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	6	7	8	9	10	11	12	13	1/14	2	3	4
2013/2014	0.24	0.31	0.42	0.33	0.37	0.51	0.58	0.81	0.87	1.78	0.89	1.04	0.96

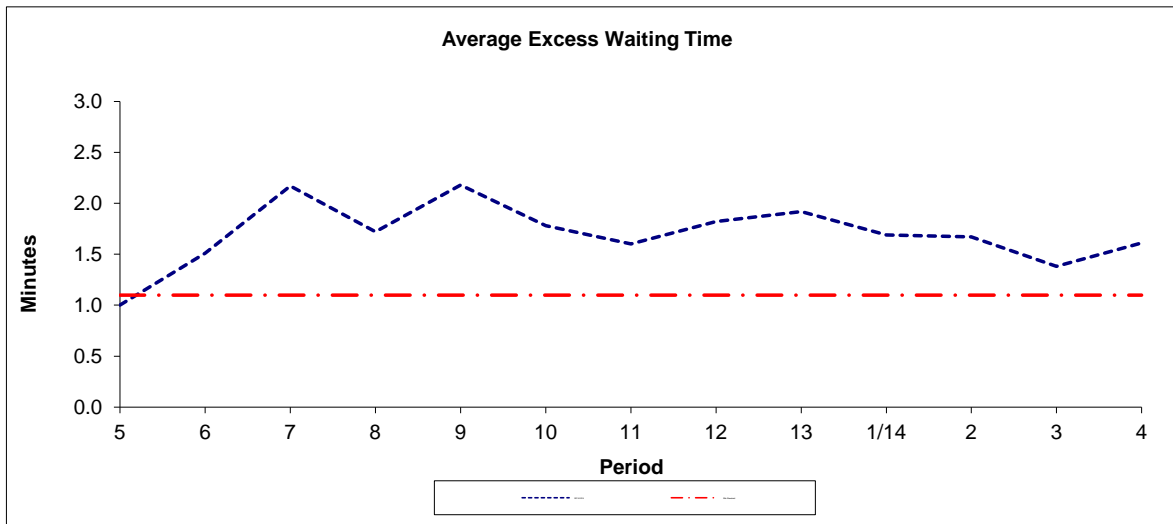


Period	5	6	7	8	9	10	11	12	13	1/14	2	3	4
2013/2014	0.87	2.56	4.06	2.68	4.22	3.52	2.39	2.91	3.28	2.48	2.34	1.57	2.00

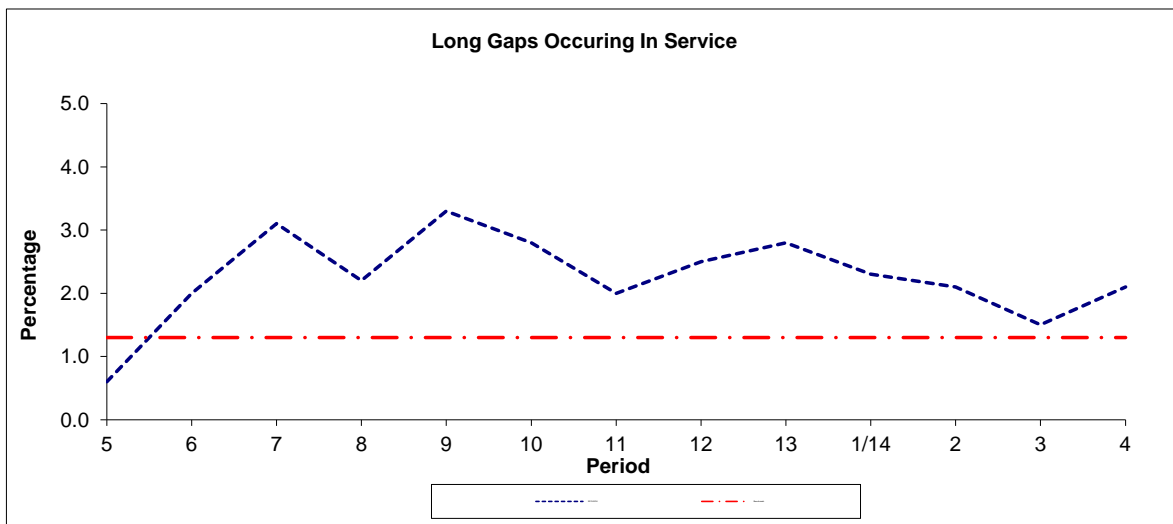
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 358**



Period	5	6	7	8	9	10	11	12	13	1/14	2	3	4
2013-2014	1.00	1.51	2.17	1.72	2.18	1.78	1.60	1.82	1.92	1.69	1.67	1.38	1.61
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	5	6	7	8	9	10	11	12	13	1/14	2	3	4
2013-2014	0.60	2.00	3.10	2.20	3.30	2.80	2.00	2.50	2.80	2.30	2.10	1.50	2.10
Benchmark	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

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

**ROUTE 358 - FULL iBUS RESULTS BY TIME OF DAY  
QUARTER 2 13/14 TO QUARTER 1 14/15 (22/06/13 - 20/06/14)**

**MONDAY - FRIDAY**

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	48,764.	97.1	8.15	<b>0.45</b>	8.60	68.3	28.8	2.7	0.2	0.1	59
0700 - 1000	101,877.	94.6	6.01	<b>1.44</b>	7.46	71.1	24.8	3.4	0.7	1.9	95
1000 - 1300	103,716.	97.3	5.94	<b>1.47</b>	7.41	71.6	25.1	3.0	0.4	1.5	75
1300 - 1600	104,562.	93.6	5.96	<b>2.01</b>	7.97	67.2	26.5	5.2	1.1	3.1	60
1600 - 1900	102,092.	91.9	6.02	<b>2.78</b>	8.80	64.2	27.4	6.7	1.7	4.4	73
1900 - 2200	82,339.	100.6	7.23	<b>1.27</b>	8.50	62.6	31.6	5.0	0.8	1.3	83
2200 - 2400	41,213.	98.2	9.62	<b>0.88</b>	10.50	50.6	40.0	8.4	1.0	0.2	87
<b>Summary</b>	<b>584,563.</b>	<b>95.7</b>	<b>6.35</b>	<b>1.81</b>	<b>8.16</b>	<b>66.8</b>	<b>27.4</b>	<b>4.9</b>	<b>1.0</b>	<b>2.5</b>	<b>95</b>

**SATURDAY**

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	7,949.	97.6	10.56	<b>0.56</b>	11.11	50.4	39.8	8.8	1.0	0.2	58
0700 - 1000	18,306.	98.9	7.18	<b>0.65</b>	7.83	69.9	27.8	2.1	0.2	0.2	53
1000 - 1300	21,926.	95.1	5.98	<b>1.39</b>	7.38	70.8	25.6	3.0	0.6	1.6	68
1300 - 1600	21,568.	95.0	6.00	<b>2.19</b>	8.20	67.6	26.1	5.0	1.3	3.2	62
1600 - 1900	21,429.	97.7	6.14	<b>1.15</b>	7.29	72.2	24.9	2.6	0.4	1.0	63
1900 - 2200	14,266.	99.3	8.94	<b>1.17</b>	10.11	52.7	37.2	8.7	1.5	0.7	65
2200 - 2400	8,720.	97.0	9.64	<b>0.99</b>	10.62	49.6	39.6	9.8	1.1	0.1	54
<b>Summary</b>	<b>114,164.</b>	<b>97.0</b>	<b>6.80</b>	<b>1.39</b>	<b>8.19</b>	<b>66.5</b>	<b>28.2</b>	<b>4.4</b>	<b>0.8</b>	<b>1.5</b>	<b>68</b>

**SUNDAY AND BANK HOLIDAYS**

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	4,974.	99.3	14.52	<b>0.14</b>	14.67	42.1	28.9	24.6	4.4	2.8	72
0700 - 1000	11,992.	98.0	12.10	<b>0.63</b>	12.73	44.8	38.2	14.8	2.3	0.2	62
1000 - 1300	14,603.	95.9	9.80	<b>1.03</b>	10.83	48.7	39.0	10.3	2.1	0.6	79
1300 - 1600	14,361.	97.2	9.89	<b>1.76</b>	11.64	47.6	36.5	11.9	4.0	0.9	69
1600 - 1900	14,366.	98.8	9.82	<b>0.93</b>	10.76	50.0	39.9	9.0	1.0	0.1	66
1900 - 2200	14,395.	101.0	9.88	<b>0.51</b>	10.39	50.7	41.1	7.5	0.7	0.1	61
2200 - 2400	9,398.	100.3	9.88	<b>0.39</b>	10.27	50.6	42.2	6.9	0.3	0.0	43
<b>Summary</b>	<b>84,089.</b>	<b>98.5</b>	<b>10.14</b>	<b>1.01</b>	<b>11.15</b>	<b>48.7</b>	<b>38.9</b>	<b>10.4</b>	<b>2.0</b>	<b>0.5</b>	<b>79</b>

**ALL DAYS**

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	61,687.	97.4	8.79	<b>0.44</b>	9.23	64.8	30.0	4.7	0.6	0.2	72
0700 - 1000	132,175.	95.5	6.40	<b>1.34</b>	7.74	69.7	25.7	3.8	0.8	1.7	95
1000 - 1300	140,245.	96.8	6.38	<b>1.41</b>	7.79	68.9	26.7	3.8	0.6	1.4	79
1300 - 1600	140,491.	94.2	6.37	<b>2.01</b>	8.38	65.3	27.4	5.9	1.4	2.9	69
1600 - 1900	137,887.	93.5	6.39	<b>2.43</b>	8.82	63.7	28.3	6.5	1.5	3.7	73
1900 - 2200	111,000.	100.5	7.74	<b>1.17</b>	8.92	60.0	33.4	5.7	0.9	1.1	83
2200 - 2400	59,331.	98.3	9.66	<b>0.83</b>	10.49	50.4	40.3	8.4	0.9	0.2	87
<b>Summary</b>	<b>782,816.</b>	<b>96.2</b>	<b>6.76</b>	<b>1.68</b>	<b>8.44</b>	<b>65.1</b>	<b>28.5</b>	<b>5.3</b>	<b>1.1</b>	<b>2.2</b>	<b>95</b>

782,816.



Transport for London - QSI Points and Live Mileage List

Route 358  
 Service change 26947  
 Date 20/02/2012

Reason for Issue
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QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ORPNSN	26966	Orpington Bus Station		
	18952	Tubbenden Lane	239	0.15
	12239	High Street / Orpington War Memorial	547	0.34
ORPNWC	40232	Orpington / Walnuts Centre	313	0.19
	12240	High Street / Orpington War Memorial	606	0.38
	31173	Hillcrest Road	317	0.20
	19005	Sevenoaks Road / Tower Road	398	0.25
	19007	Sevenoaks Road / Orpington Hospital	397	0.25
	BP4868	Sevenoaks Road / Cloonmore Avenue	262	0.16
	19009	Crescent Way	280	0.17
	19011	Glentrammon Road	507	0.32
GSTGMB	12207	Farnborough Hill / Bus Garage	149	0.09
	18206	Farnborough Hill / Shire Lane	408	0.25
	30011	Durrant Way	155	0.10
	40251	Oleander Close	208	0.13
	24135	Tubbenden Lane South	374	0.23
FRNBCR	4075	Farnborough High Street / Church Road	249	0.15
	4083	Farnborough Green	438	0.27
	19038	Hilda Vale Road	526	0.33
LBOTFH	14342	Farnborough Common / P R U Hospital	426	0.26
	19028	Farnborough Park	498	0.31
	18203	Lakeside Drive	391	0.24
	18200	Bromley Bus Garage	548	0.34
	3923	Bromley Common / Holy Trinity Church	466	0.29
	18199	Bromley Common / Turpington Lane	411	0.26
BCOMCR	19773	Bromley Common / the Crown	801	0.50
	18197	Southlands Road	455	0.28
	3911	Homesdale Road	298	0.19
	19277	Bertha James Day Centre	394	0.24
	BP087	Cromwell Avenue	300	0.19
BROMSS	14797	Bromley South Station	276	0.17
	BP041	Elmfield Road / the Glades	374	0.23
	BP054	Bromley Civic Centre	356	0.22
	40105	Bromley Town Hall	285	0.18
BROMMS	R0558	Bromley / Market Square	161	0.10
	34206	Bromley / the Greyhound	125	0.08
	R0509	Bromley Court House	249	0.15
	19756	Meadow Road	586	0.36
	BP2233	Shortlands Station	277	0.17
	BP2235	Church Road	257	0.16
	BP2237	Shortlands Grove	312	0.19
	BP2240	Den Road	325	0.20
	14121	Scotts Lane	146	0.09
	19779	Kenwood Drive	283	0.18
PKLYCG	BP2226	The Chinese Garage	488	0.30
	BP2229	Langley Court / West Gate	307	0.19
	BP2258	Langley Court / South Gate	539	0.33
	BP2231	Elderslie Close	197	0.12
	34256	Langley Park School	263	0.16
	17428	Links Way	195	0.12
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
	14978	The Close	246	0.15
ELMEGN	31326	Elmers End Green	244	0.15
	18794	Eden Park Avenue	208	0.13
	1523	Cromwell Road	413	0.26
	18792	Beckenham Beacon	280	0.17
BECKWM	R0860	Croydon Road / War Memorial	294	0.18
	19766	Hayne Road	340	0.21
CLKHSN	1522	Clock House Station	268	0.17
	19768	Beckenham Road Tram Stop	328	0.20
	BP2553	Kent House Station	292	0.18
	R0775	Clevedon Road	173	0.11
	19772	Penge / Sainsbury's	170	0.11
PENGA	4783	Penge / Pawley Arms	179	0.11
	17409	Avenue Road	258	0.16
	17411	Anerley Road / Oak Grove Road	390	0.24
	BP2760	Maple Road	234	0.15
	6594	Seymour Villas	220	0.14
ANERSN	6595	Anerley Road / Anerley Station	273	0.17
	20751	Anerley Park	193	0.12
	6597	Thicket Road	176	0.11
	6599	Crystal Palace Station	406	0.25
	6593	Anerley Hill / Crystal Palace	410	0.25
CPALPD	940	Crystal Palace Parade	151	0.09
<b>Total Route Mileage - Out Direction</b>			<b>25311</b>	<b>15.73</b>
			<b>Metres</b>	<b>Miles</b>

## TRANCHE 489

## Mileage Update

BACK DIRECTION					
Timing Point Code	Stop Number	Stop Name	Metres	Miles	
CPALBS	BP2418	Crystal Palace Bus Station			
	6915	Crystal Palace Park	181	0.11	
	27519	Crystal Palace Station	305	0.19	
	20813	Hamlet Road	282	0.18	
	6589	Thicket Road	220	0.14	
ANERSN	20750	Anerley Road / Anerley Station	314	0.20	
	6587	Seymour Villas	165	0.10	
	6601	Betts Way	229	0.14	
	6602	Anerley Road / Croydon Road	202	0.13	
	17412	Anerley Road / Oak Grove Road	144	0.09	
	17410	Avenue Road	269	0.17	
PENGPA	2128	Penge / Pawleyne Arms	420	0.26	
	BP210	Penge / Sainsbury's	93	0.06	
	19770	Clevedon Road	248	0.15	
	BP2554	Kent House Station	282	0.18	
	19769	Beckenham Road Tram Stop	211	0.13	
	CLKHSN	19767	Clock House Station	174	0.11
	1521	Beckenham Library	191	0.12	
19765	Hayne Road	207	0.13		
BECKWM	1429	Croydon Road / War Memorial	373	0.23	
	18791	Beckenham Beacon	235	0.15	
	1524	Cromwell Road	285	0.18	
	18973	Eden Park Avenue	461	0.29	
ELMEGN	31327	Elmers End Green	233	0.14	
	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	
	BP2232	Upper Elmers End Road	219	0.14	
	BP2230	Langley Court / South Gate	348	0.22	
PKLYCG	BP2227	The Chinese Garage	949	0.59	
	19778	Kenwood Drive	460	0.29	
	14120	Scotts Lane	282	0.18	
	BP2239	Den Road	258	0.16	
	BP2238	Shortlands Grove	201	0.12	
	BP2236	Church Road	304	0.19	
	BP2234	Shortlands Station	262	0.16	
	19755	Valley School	375	0.23	
	BP051	Bromley / the Greyhound	710	0.44	
	BROMMS	BP050	Bromley / Market Square	146	0.09
BP053		Bromley Town Hall	213	0.13	
BP055		Bromley Civic Centre	178	0.11	
40234		Bromley High Street / the Mall	598	0.37	
BROMSS	40104	Bromley South Station	164	0.10	
	14457	Cromwell Avenue	273	0.17	
	19276	Bertha James Day Centre	410	0.25	
	3912	Homesdale Road	129	0.08	
	18196	Southlands Road	577	0.36	
BCOMCR	1242	Bromley Common / the Crown	358	0.22	
	18198	Bromley Common / Turpington Lane	948	0.59	
	3924	Oakley Road / Holy Trinity Church	478	0.30	
	18201	Bromley Bus Garage	340	0.21	
	18202	Hastings Road / Lakeside Drive	636	0.40	
	19029	Farnborough Park	271	0.17	
LBOTFH	4074	Farnborough Common / P R U Hospital	624	0.39	
	26994	Wellbrook Road	172	0.11	
	19037	Hilda Vale Road	194	0.12	
	18226	Farnborough Green	469	0.29	
	FRNBCR	18204	Farnborough High Street / Church Road	503	0.31
	36646	Tubbenden Lane South	244	0.15	
	40250	Oleander Close	316	0.20	
	30012	Durrant Way	235	0.15	
18205	Farnborough Hill / Shire Lane	205	0.13		
GSTGMB	12208	Farnborough Hill / Bus Garage	288	0.18	
	19010	Glenrammon Road	173	0.11	
	19008	Crescent Way	456	0.28	
	19006	Sevenoaks Road / Cloonmore Avenue	328	0.20	
	40239	Sevenoaks Road / Orpington Hospital	248	0.15	
	19004	Sevenoaks Road / Tower Road	295	0.18	
	19002	Hillcrest Road	447	0.28	
	10705	Sevenoaks Road / Orpington War Memorial	132	0.08	
	12239	High Street / Orpington War Memorial	184	0.11	
	ORPNWC	40232	Orpington / Walnuts Centre	313	0.19
		13953	Tubbenden Lane	857	0.53
ORPNSN	R0398	Orpington Station	219	0.14	
<b>Total Route Mileage - Back Direction</b>			<b>24854</b>	<b>15.44</b>	
			<b>Metres</b>	<b>Miles</b>	