7. Service Specification

Route: R3 Contract Reference: QC54503

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.

Route Number	R3
Terminus Points	**Option 1:** Locksbottom, Princess Royal University Hospital South and Chelsfield Village, Five Bells **Option 2:** Locksbottom, Princess Royal University Hospital South and Orpington Hospital
Contract Basis	Incentivised
Commencement Date	3rd December 2016
Vehicle Type	45 capacity, single door, single deck, minimum 8.9m long
Current Maximum Approved Dimensions	8.8 metres long and 2.4 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard - Option 1	Departing on Time - No less than 82.00%
Minimum Performance Standard - Option 2	Departing on Time - No less than 82.00%
Extension Threshold - Option 1	Departing on Time Threshold - 85.00%
Extension Threshold - Option 2	Departing on Time Threshold - 85.00%
Minimum Operated Mileage Standard - Option 1& 2	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on Tuesday 29th March 2016.

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. R3.

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 proposed:

Option 1
- No changes are proposed.

Option 2
- Monday to Saturdays daytime frequencies are increased form every 30 minutes to every 20 minutes.
- Route No. R3 is re-structured to operate between Locksbottom, Princess Royal University Hospital, South and Orpington Hospital.
- Ex Locksbottom, Princess Royal University Hospital, South Route No. R3 is re-routed from Orpington, War Memorial via Station Road, Station Approach, Tower Road and Sevenoaks Road to Orpington Hospital.
- Ex Orpington Hospital, Route No. R3 will operate from Orpington Hospital via Sevenoaks Road, Tower Road, Station Approach and Station Road to Orpington War Memorial to re-join normal line of routing.
- The section of routeing between Orpington, War Memorial and Chelsfield Village, Five Bells is withdrawn.
- Route No. R3 is also re-routed to operate from Poverest Road via Amhurst Drive returning to Poverest Road in both directions. This section of routing is also served by Route No. R2.
- **Please see Section 5 for a full list of streets traversed and standing arrangements**.

Options 1 & 2
Hail & Ride Operation:
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. R3:

Towards Locksbottom - (**Petts Wood**) Tudor Way, (**Coppice Estate**) Faringdon Avenue, Almond Way, Whitebeam Avenue, Lovelace Avenue, Oxhawth Crescent, Chesham Avenue, Woodhurst Avenue, Nightingale Road, Shepperton Road.

Towards Orpingon – (**Coppice Estate**) Shepperton Road, Nightingale Road, Woodhurst Avenue, Chesham Avenue, Faringdon Avenue, Almond Way, Whitebeam Avenue, Lovelace Avenue, Oxhawth Crescent, Faringdon Avenue, (**Petts Wood**) Tudor Way.

2) NOTES - Continued

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.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1

Locksbottom, Princess Royal University Hospital, South to Chelsfield Village, Five Bells			Chelsfield Village, Five Bells to Locksbottom, Princess Royal University Hospital, South		
First departure no later than 0630.			First departure no later than 0610.		
0625 - 1930	Every 30 minutes		0605 - 2010	Every 30 minutes	
1931 - 2335	Every 60 minutes		2011 - 2315	Every 60 minutes	
Last departure no earlier than 2330.			Last departure no earlier than 2310.		
Pinchpoints					
Orpington, War Memorial	0725 - 0855	30 minutes	Petts Wood Station, Queensway	0715 - 0915	30 minutes
	1500 - 1630	30 minutes		1515 - 1645	30 minutes

OPTION 2

Locksbottom, Princess Royal University Hospital, South to Orpington Hospital			Orpington Hospital to Locksbottom, Princess Royal University Hospital, South		
First departure no later than 0630.			First departure no later than 0610.		
0625 - 0730	Every 30 minutes		0605 - 0710	Every 30 minutes	
0731 - 1830	Every 20 minutes		0711 - 1910	Every 20 minutes	
1831 - 1930	Every 30 minutes		1911 - 2010	Every 30 minutes	
1931 - 2335	Every 60 minutes		2011 - 2315	Every 60 minutes	
Last departure no earlier than 2330.			Last departure no earlier than 2310.		
Pinchpoints					
St Mary Cray, Kent Road	0730 - 0800	30 minutes	Petts Wood Station, Queensway	0735 - 0915	20 minutes
	0801 - 0900	20 minutes		1510 - 1650	20 minutes
	1500 - 1640	20 minutes			

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - Continued

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1

Locksbottom, Princess Royal University Hospital, South to Chelsfield Village, Five Bells			Chelsfield Village, Five Bells to Locksbottom, Princess Royal University Hospital, South		
First departure no later than 0630.			First departure no later than 0610.		
0625 - 1930	Every 30 minutes		0605 - 0710	Every 60 minutes	
1931 - 2335	Every 60 minutes		0711 - 1910	Every 30 minutes	
			1911 - 2315	Every 60 minutes	
Last departure no earlier than 2330.			Last departure no earlier than 2310.		
Pinchpoints					
Orpington, War Memorial	0930 - 1100	30 minutes	Petts Wood Station, Queensway	0910 - 1110	30 minutes

OPTION 2

Locksbottom, Princess Royal University Hospital, South to Orpington Hospital			Orpington Hospital to Locksbottom, Princess Royal University Hospital, South		
First departure no later than 0630.			First departure no later than 0610.		
0625 - 0700	Every 30 minutes		0605 - 0710	Every 30 minutes	
0701 - 1800	Every 20 minutes		0711 - 1810	Every 20 minutes	
1801 - 1930	Every 30 minutes		1811 - 1910	Every 30 minutes	
1931 - 2335	Every 60 minutes		1911 - 2315	Every 60 minutes	
Last departure no earlier than 2330.			Last departure no earlier than 2310.		
Pinchpoints					
St Mary Cray, Kent Road	0930 - 1110	20 minutes	Petts Wood Station, Queensway	0910 - 1110	20 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - Continued

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

OPTION 1

Locksbottom, Princess Royal University Hospital, South to Chelsfield Village, Five Bells			Chelsfield Village, Five Bells to Locksbottom, Princess Royal University Hospital, South		
First departure no later than 0730.			First departure no later than 0710.		
0725 - 2335	Every 60 minutes		0705 - 2315	Every 60 minutes	
Last departure no earlier than 2330.			Last departure no earlier than 2310.		
Pinchpoints					
Orpington, War Memorial	1000 - 1200	60 minutes	Petts Wood Station, Queensway	1040 - 1140	60 minutes

OPTION 2

Locksbottom, Princess Royal University Hospital, South to Orpington Hospital			Orpington Hospital to Locksbottom, Princess Royal University Hospital, South		
First departure no later than 0730.			First departure no later than 0710.		
0725 - 2335	Every 60 minutes		0705 - 2315	Every 60 minutes	
Last departure no earlier than 2330.			Last departure no earlier than 2310.		
Pinchpoints					
St Mary Cray, Kent Road	1000 - 1200	60 minutes	Petts Wood Station, Queensway	1040 - 1140	60 minutes

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

4) OPERATIONAL CONSIDERATIONS

4.1) Route No. R3 can suffer from unpredictable traffic delays in the Orpington area.

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

5.1) ROUTE RECORD
As per Busnet printout.

5.2) CURRENT PERFORMANCE
As per current print out.

5.3) QSI BY TIME OF DAY
As per current print out.

5.4) IBUS MILEAGE & QSI POINTS
As per current print out.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE R3: Locksbottom, Princess Royal University Hospital - Chelsfield Village, Five Bells

Date of Structural Change: 3 December 2016.

Date of Service Change: 3 December 2016.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Chelsfield Village, Five Bells: Private Road In Princess Royal University Hospital, Farnborough Common, Crofton Road, Crofton Lane, Towncourt Lane, Shepperton Road, Nightingale Road, Woodhurst Avenue, Chesham Avenue, Faringdon Avenue, Almond Way, Whitebeam Avenue, Lovelace Avenue, Oxhawth Crescent, Southborough Lane, Franks Wood Avenue, Queensway, Tudor Way, Fairway, Station Square, Petts Wood Road, Poverest Road, Kent Road, Lower Road, Orpington High Street, Orpington War Memorial, Station Road, Station Approach, Orpington Bus Station, Station Approach, Station Road, Orpington War Memorial, Sevenoaks Road, Charterhouse Road, Court Road (Orpington By-Pass), Warren Road.

Towards Locksbottom, Princess Royal University Hospital: Warren Road, Bucks Cross Road, Maypole Road, Shoreham Lane, Hewitts Road, Hewitts Roundabout, Court Road (Orpington By-Pass), Charterhouse Road, Sevenoaks Road, Orpington War Memorial, Station Road, Station Approach, Orpington Bus Station, Station Approach, Station Road, Orpington War Memorial, Orpington High Street, Chislehurst Road, Goodmead Road, Perry Hall Road, Orpington High Street, Lower Road, Kent Road, Poverest Road, Petts Wood Road, Station Square (Serving Station), Fairway, Tudor Way, Queensway, Franks Wood Avenue, Southborough Lane, Oxhawth Crescent, Faringdon Avenue, Almond Way, Whitebeam Avenue, Lovelace Avenue, Oxhawth Crescent, Chesham Avenue, Woodhurst Avenue, Nightingale Road, Shepperton Road, Towncourt Lane, Crofton Lane, Crofton Road, Farnborough Common, Private Road In Princess Royal University Hospital.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

LOCKSBOTTOM, PRINCESS ROYAL UNIVERSITY HOSPITAL, SOUTH

Private stand for 2 buses in grounds of Princess Royal University Hospital at southern end of private road in front of Hospital Entrance C and adjacent to staff car park No. 3.
Buses proceed from Private Road In Princess Royal University Hospital direct to stand, departing to Private Road In Princess Royal University Hospital. Set down in Private Road In Princess Royal University Hospital, at Stop HB (BP4333 - Princess Royal University Hospital, Last Stop on LOR: BP4333 - Princess Royal University Hospital) and pick up in Private Road In Princess Royal University Hospital, at Stop HB (BP4333 - Princess Royal University Hospital, First Stop on LOR: BP4333 - Princess Royal University Hospital).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route R3 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:	Princess Royal Hospital.

PETTS WOOD, STATION SQUARE

Public stand in two sections for up to 4 buses:
1 - outside Carrick House on west side of Station Square (western arm) extending 19 metres south.
2 - offside opposite Carrick House on east side of Station Square (western arm) extending 17 metres south.

From Chelsfield Village, Five Bells.
Buses proceed from Station Square direct to stand, departing to Station Square. Set down in Station Square, at Stop D (35572 - Station Square / Petts Wood Station #, Last Stop on LOR: 35572 - Station Square / Petts Wood Station #) and pick up in Station Square, at Stop D (35572 - Station Square / Petts Wood Station #, First Stop on LOR: 35572 - Station Square / Petts Wood Station #).

From Locksbottom, Princess Royal University Hospital.
Buses proceed from Station Square direct to stand, departing to Station Square. Set down in Station Square, at Stop D (35572 - Station Square / Petts Wood Station #, Last Stop on LOR: 35572 - Station Square / Petts Wood Station #) and pick up in Station Square, at Stop D (35572 - Station Square / Petts Wood Station #, First Stop on LOR: 35572 - Station Square / Petts Wood Station #).

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:	Petts Wood.

ORPINGTON, PERRY HALL ROAD

Public stand for 2 buses on north side of Perry Hall Road commencing level with car park entrance to Kelsey House and extending 26 metres west.

From Chelsfield Village, Five Bells.
Buses proceed from Goodmead Road via Perry Hall Road to stand, departing via Perry Hall Road to Orpington High Street. Set down in Goodmead Road, at Stop D (34274 - Goodmead Road, Last Stop on LOR: 34274 - Goodmead Road) and pick up in Orpington High Street, at Stop P (35743 - High Street / Carlton Parade, First Stop on LOR: 35743 - High Street / Carlton Parade).

From Locksbottom, Princess Royal University Hospital.
Buses proceed from Orpington High Street via Chislehurst Road, Goodmead Road and Perry Hall Road to stand, departing via Perry Hall Road to Orpington High Street. Set down in Orpington High Street, at Stop P (35743 - High Street / Carlton Parade, Last Stop on LOR: 35743 - High Street / Carlton Parade) and pick up in Orpington High Street, at Stop L (12445 - Carlton Parade, First Stop on LOR: 12445 - Carlton Parade).

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:	Orpington, Perry Hall Road.

ORPINGTON, GRAVEL PIT WAY

Public stand for two buses in bay on east side of Gravel Pit Way at Stop Q.

From Chelsfield Village, Five Bells.
Buses proceed from Orpington High Street via Homefield Rise and Gravel Pit Way to stand, departing via Gravel Pit Way, Spur Road and Orpington War Memorial to Sevenoaks Road. Set down in Orpington High Street, at stop R (12239 - High Street / Orpington War Memorial, Last Stop on LOR: 12239 - High Street / Orpington War Memorial) and pick up in Sevenoaks Road, at stop M (31173 - Hillcrest Road, First Stop on LOR: 31173 - Hillcrest Road).

From Locksbottom, Princess Royal University Hospital.
Buses proceed from Orpington High Street via Homefield Rise and Gravel Pit Way to stand, departing via Gravel Pit Way, Spur Road and Orpington War Memorial to Orpington High Street. Set down in Orpington High Street, at stop U (12442 - Walnuts Centre, Last Stop on LOR: 12442 - Walnuts Centre) and pick up in Orpington High Street, at Stop R (12239 - High Street / Orpington War Memorial, First Stop on LOR: 12239 - High Street / Orpington War Memorial).

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:	Orpington, Walnuts Centre.

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.

From Chelsfield Village, Five Bells.
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: 13953 - Tubbenden Lane).

From Locksbottom, Princess Royal University Hospital.
Buses proceed from Station Approach via Orpington Bus Station to stand, departing via Orpington Bus Station to Station Approach. Set down in Station Approach, at Stop G (R0398 - Orpington Station #, Last Stop on LOR: R0398 - Orpington Station #) and pick up in Station Approach, at Stop D (22398 - Orpington Bus Station #, First Stop on LOR: 13953 - Tubbenden 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:	Orpington Station.
OTHER INFORMATION:	Toilet facilities are available.

CHELSFIELD VILLAGE, FIVE BELLS

Public stand for 2 buses on north side of Warren Road east of Orlestone Gardens outside Chelsfield Primary School.
Buses proceed from Warren Road direct to stand, departing to Warren Road. Set down in Warren Road (H1088 - Hail & Ride Chelsfield Village, Last Stop on LOR: H1088 - Hail & Ride Chelsfield Village) and pick up in Warren Road (H1088 - Hail & Ride Chelsfield Village, First Stop on LOR: H1088 - Hail & Ride Chelsfield Village).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route R3 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:	Chelsfield Village.
OTHER INFORMATION:	Passengers may be carried across the stand to roads around the loop.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE R3: Locksbottom, Princess Royal University Hospital - Orpington Hospital

Date of Structural Change: 4 December 2016.

Date of Service Change: 4 December 2016.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Orpington Hospital: Private Road In Princess Royal University Hospital, Farnborough Common, Crofton Road, Crofton Lane, Towncourt Lane, Shepperton Road, Nightingale Road, Woodhurst Avenue, Chesham Avenue, Faringdon Avenue, Almond Way, Whitebeam Avenue, Lovelace Avenue, Oxhawth Crescent, Southborough Lane, Franks Wood Avenue, Queensway, Tudor Way, Fairway, Station Square, Petts Wood Road, Poverest Road, Kent Road, Lower Road, Orpington High Street, Orpington War Memorial, Station Road, Station Approach, Orpington Bus Station, Station Approach, Station Road, Tower Road, Sevenoaks Road, Cardinham Road, Private Road In Orpington Hospital Grounds.

Towards Locksbottom, Princess Royal University Hospital: Private Road In Orpington Hospital Grounds, Cardinham Road, Sevenoaks Road, Tower Road, Station Road, Station Approach, Orpington Bus Station, Station Approach, Station Road, Orpington War Memorial, Orpington High Street, Chislehurst Road, Goodmead Road, Perry Hall Road, Orpington High Street, Lower Road, Kent Road, Poverest Road, Petts Wood Road, Station Square (Serving Station), Fairway, Tudor Way, Queensway, Franks Wood Avenue, Southborough Lane, Oxhawth Crescent, Faringdon Avenue, Almond Way, Whitebeam Avenue, Lovelace Avenue, Oxhawth Crescent, Chesham Avenue, Woodhurst Avenue, Nightingale Road, Shepperton Road, Towncourt Lane, Crofton Lane, Crofton Road, Farnborough Common, Private Road In Princess Royal University Hospital.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

LOCKSBOTTOM, PRINCESS ROYAL UNIVERSITY HOSPITAL, SOUTH

Private stand for 2 buses in grounds of Princess Royal University Hospital at southern end of private road in front of Hospital Entrance C and adjacent to staff car park No. 3.
Buses proceed from Private Road In Princess Royal University Hospital direct to stand, departing to Private Road In Princess Royal University Hospital. Set down in Private Road In Princess Royal University Hospital, at Stop HB (BP4333 - Princess Royal University Hospital, Last Stop on LOR: BP4333 - Princess Royal University Hospital) and pick up in Private Road In Princess Royal University Hospital, at Stop HB (BP4333 - Princess Royal University Hospital, First Stop on LOR: BP4333 - Princess Royal University Hospital).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route R3 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:	Princess Royal Hospital.

PETTS WOOD, STATION SQUARE

Public stand in two sections for up to 4 buses:
1 - outside Carrick House on west side of Station Square (western arm) extending 19 metres south.
2 - offside opposite Carrick House on east side of Station Square (western arm) extending 17 metres south.

From Locksbottom, Princess Royal University Hospital.
Buses proceed from Station Square direct to stand, departing to Station Square. Set down in Station Square, at Stop D (35572 - Station Square / Petts Wood Station #, Last Stop on LOR: 35572 - Station Square / Petts Wood Station #) and pick up in Station Square, at Stop D (35572 - Station Square / Petts Wood Station #, First Stop on LOR: 35572 - Station Square / Petts Wood Station #).

From Orpington Hospital.
Buses proceed from Station Square direct to stand, departing to Station Square. Set down in Station Square, at Stop D (35572 - Station Square / Petts Wood Station #, Last Stop on LOR: 35572 - Station Square / Petts Wood Station #) and pick up in Station Square, at Stop D (35572 - Station Square / Petts Wood Station #, First Stop on LOR: 35572 - Station Square / Petts Wood Station #).

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:	Petts Wood.

ORPINGTON, PERRY HALL ROAD

Public stand for 2 buses on north side of Perry Hall Road commencing level with car park entrance to Kelsey House and extending 26 metres west.

From Locksbottom, Princess Royal University Hospital.
Buses proceed from Orpington High Street via Chislehurst Road, Goodmead Road and Perry Hall Road to stand, departing via Perry Hall Road to Orpington High Street. Set down in Orpington High Street, at Stop P (35743 - High Street / Carlton Parade, Last Stop on LOR: 35743 - High Street / Carlton Parade) and pick up in Orpington High Street, at Stop L (12445 - Carlton Parade, First Stop on LOR: 12445 - Carlton Parade).

From Orpington Hospital.
Buses proceed from Goodmead Road via Perry Hall Road to stand, departing via Perry Hall Road to Orpington High Street. Set down in Goodmead Road, at Stop D (34274 - Goodmead Road, Last Stop on LOR: 34274 - Goodmead Road) and pick up in Orpington High Street, at Stop P (35743 - High Street / Carlton Parade, First Stop on LOR: 35743 - High Street / Carlton Parade).

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:	Orpington, Perry Hall Road.

ORPINGTON, GRAVEL PIT WAY

Public stand for two buses in bay on east side of Gravel Pit Way at Stop Q.

From Locksbottom, Princess Royal University Hospital.
Buses proceed from Orpington High Street via Homefield Rise and Gravel Pit Way to stand, departing via Gravel Pit Way, Spur Road and Orpington War Memorial to Orpington High Street. Set down in Orpington High Street, at stop U (12442 - Walnuts Centre, Last Stop on LOR: 12442 - Walnuts Centre) and pick up in Orpington High Street, at Stop R (12239 - High Street / Orpington War Memorial, First Stop on LOR: 12239 - High Street / Orpington War Memorial).

From Orpington Hospital.
Buses proceed from Orpington High Street via Homefield Rise and Gravel Pit Way to stand, departing via Gravel Pit Way, Spur Road and Orpington War Memorial to Station Road. Set down in Orpington High Street, at stop R (12239 - High Street / Orpington War Memorial, Last Stop on LOR: 12239 - High Street / Orpington War Memorial) and pick up in Station Road, at stop M (13953 - Tubbenden Lane, First Stop on LOR: 13953 - Tubbenden 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:	Orpington, Walnuts Centre.

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.

From Locksbottom, Princess Royal University Hospital.
Buses proceed from Station Approach via Orpington Bus Station to stand, departing via Orpington Bus Station to Station Approach. Set down in Station Approach, at Stop G (R0398 - Orpington Station #, Last Stop on LOR: R0398 - Orpington Station #) and pick up in Station Approach, at Stop D (22398 - Orpington Bus Station #, First Stop on LOR: 13953 - Tubbenden Lane).

From Orpington Hospital.
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: 13953 - Tubbenden 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:	Orpington Station.
OTHER INFORMATION:	Toilet facilities are available.

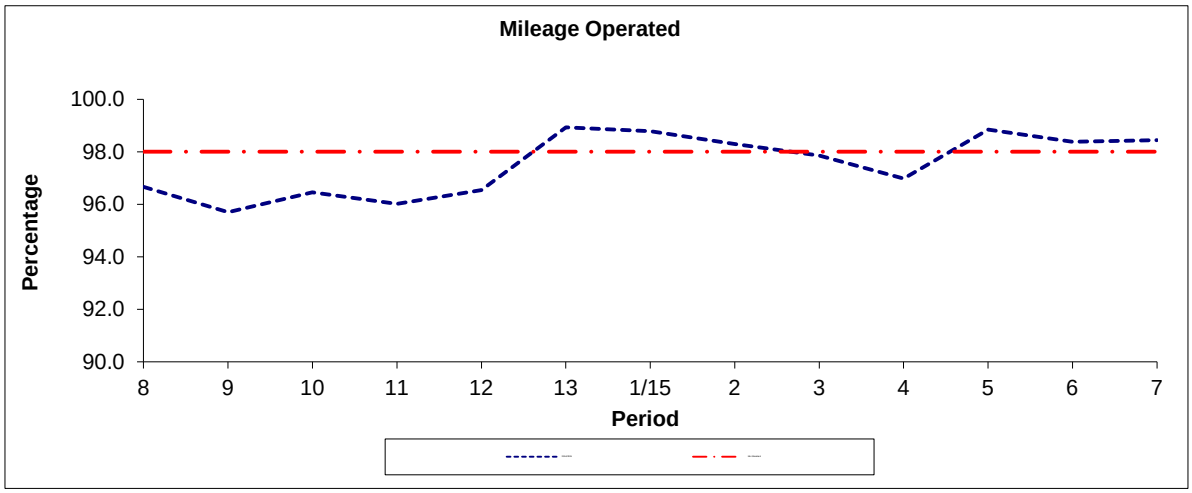
ORPINGTON HOSPITAL TEMPORARY STAND

Temporary Stand created close to Orpington Hospital.
Buses proceed from Private Road In Orpington Hospital Grounds direct to stand, departing to Private Road In Orpington Hospital Grounds. Set down in Private Road In Orpington Hospital Grounds, at Stop H (BP4964 - Orpington Hospital, Last Stop on LOR: 18952 - Tubbenden Lane) and pick up in Private Road In Orpington Hospital Grounds, at Stop H (BP4964 - Orpington Hospital, First Stop on LOR: 13953 - Tubbenden Lane).

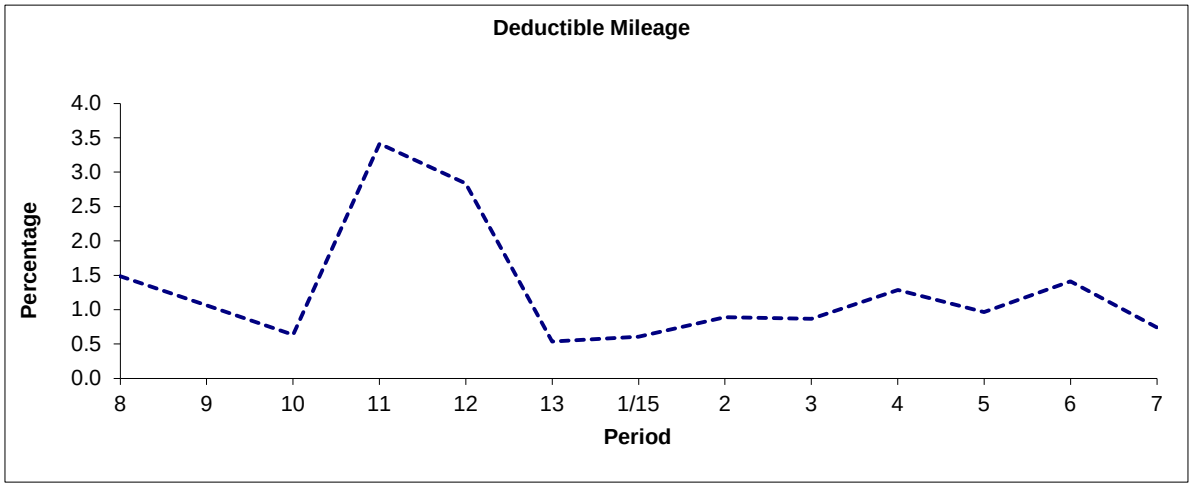
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route R3 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Orpington Hospital.

PART B - PERFORMANCE STATISTICS

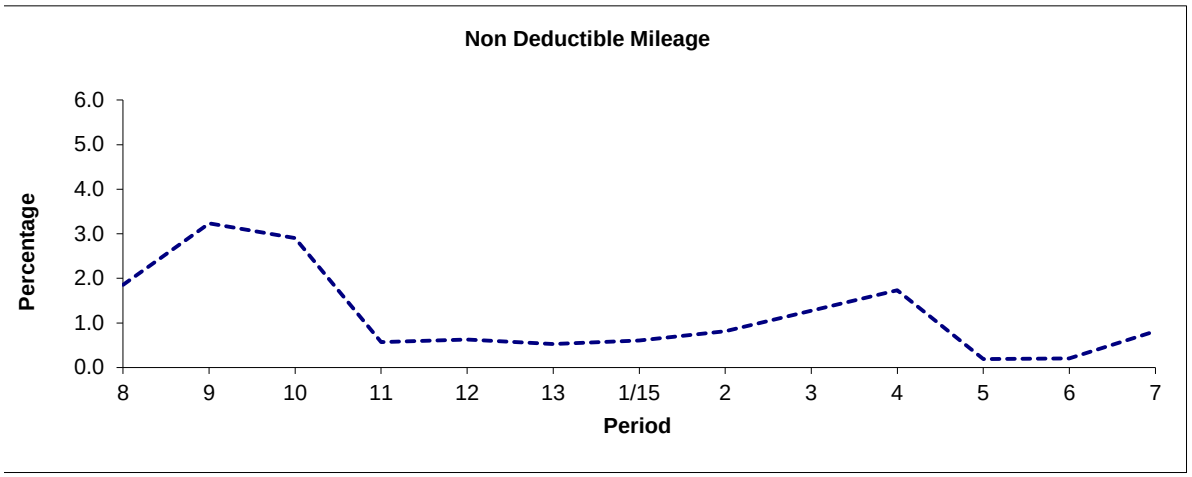
Route R3



Period	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	96.66	95.70	96.46	96.02	96.54	98.94	98.79	98.30	97.86	96.98	98.84	98.39	98.45
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	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	1.49	1.06	0.63	3.42	2.84	0.54	0.60	0.89	0.87	1.29	0.96	1.41	0.74

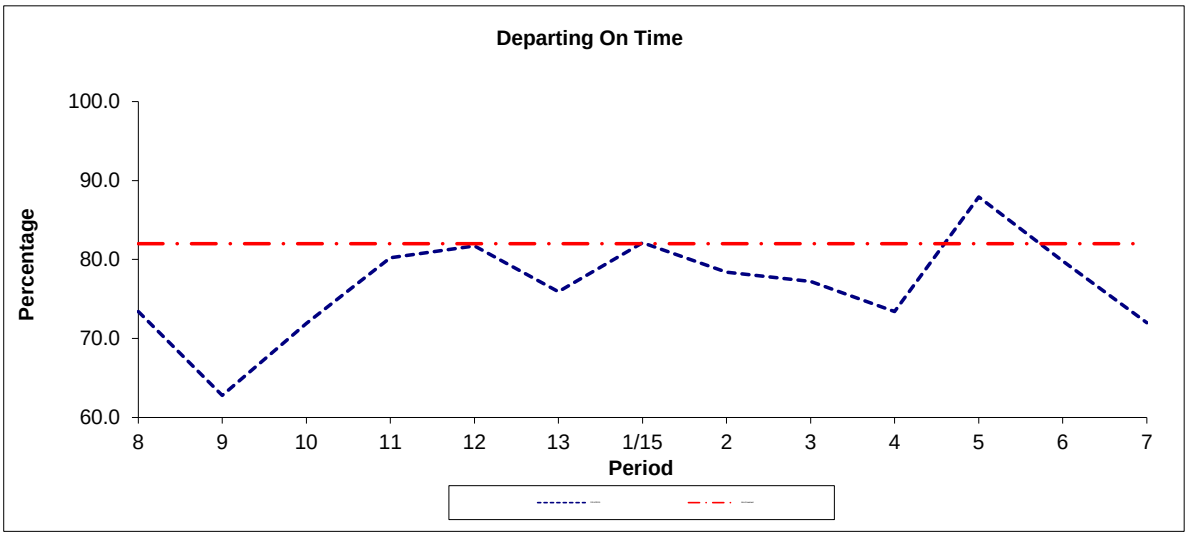


Period	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	1.85	3.24	2.90	0.57	0.63	0.52	0.61	0.81	1.27	1.73	0.19	0.20	0.81

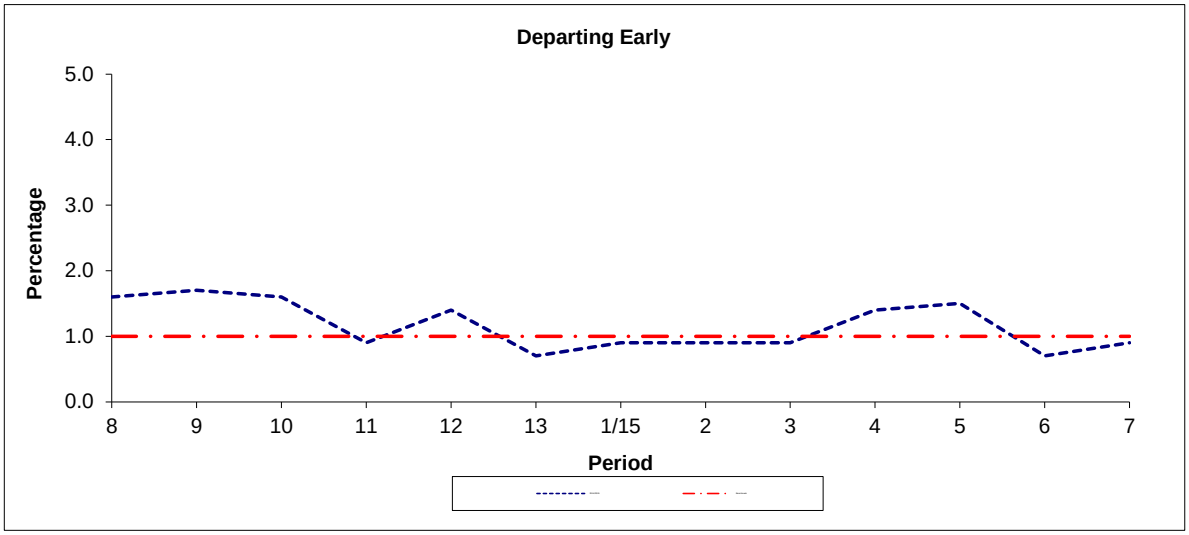
Note : **Mileage is based on 4 weeks data**
Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

PART B - PERFORMANCE STATISTICS

Route R3 (Both Options)



Period	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	73.4	62.8	71.9	80.2	81.7	75.9	82.1	78.4	77.2	73.4	87.9	79.8	72.0
Min Standard	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0



Period	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	1.6	1.7	1.6	0.9	1.4	0.7	0.9	0.9	0.9	1.4	1.5	0.7	0.9
Benchmark	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

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

ROUTE R3 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 3 14/15 TO QUARTER 2 15/16 (13/09/14 - 18/0915)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	5,101.	4,672.	91.6	97.2	91.1	2.8	0.8	5.4
07:00 - 10:00	23,603.	22,623.	95.8	94.4	71.4	5.9	1.0	21.6
10:00 - 13:00	23,770.	23,539.	99.0	97.6	80.9	2.4	0.7	16.0
13:00 - 16:00	23,167.	22,803.	98.4	97.2	79.7	3.0	1.2	16.1
16:00 - 19:00	22,915.	22,307.	97.3	93.0	66.1	7.5	1.8	24.6
19:00 - 22:00	17,170.	17,106.	99.6	97.6	80.3	2.3	0.8	16.5
22:00 - 24:00	7,989.	8,168.	102.2	99.5	92.9	0.5	1.9	4.8
All Locations	**123,715.**	**121,218.**	**98.0**	**96.2**	**75.8**	**4.4**	**1.2**	**18.6**

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	744.	735.	98.8	96.6	92.9	3.4	0.4	3.2
07:00 - 10:00	4,974.	4,894.	98.4	99.1	92.6	0.8	0.7	5.8
10:00 - 13:00	4,977.	4,746.	95.4	96.0	67.2	4.5	0.7	27.7
13:00 - 16:00	4,944.	5,003.	101.2	95.7	73.5	4.7	1.3	20.6
16:00 - 19:00	4,968.	4,911.	98.9	98.8	87.8	1.2	1.4	9.6
19:00 - 22:00	3,050.	3,042.	99.7	98.9	84.6	1.1	0.8	13.5
22:00 - 24:00	1,674.	1,680.	100.4	99.2	86.7	0.8	1.5	11.0
All Locations	**25,331.**	**25,011.**	**98.7**	**97.7**	**79.9**	**2.8**	**1.0**	**16.3**

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	14.	15.	107.1	100.0	100.0	0.0	0.0	0.0
07:00 - 10:00	2,744.	2,669.	97.3	99.1	94.6	1.1	0.9	3.4
10:00 - 13:00	2,782.	2,712.	97.5	94.7	75.5	5.6	0.7	18.2
13:00 - 16:00	2,778.	2,717.	97.8	94.8	75.2	5.1	0.4	19.3
16:00 - 19:00	2,879.	2,871.	99.7	99.0	82.3	1.0	0.9	15.7
19:00 - 22:00	2,870.	2,847.	99.2	99.1	89.5	1.1	1.8	7.7
22:00 - 24:00	1,879.	1,919.	102.1	99.9	95.5	0.0	4.2	0.3
All Locations	**15,946.**	**15,750.**	**98.8**	**97.7**	**82.1**	**3.0**	**1.1**	**13.9**

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	5,859.	5,422.	92.5	97.1	91.3	2.9	0.7	5.1
07:00 - 10:00	31,321.	30,186.	96.4	95.6	74.3	5.2	1.0	19.4
10:00 - 13:00	31,529.	30,997.	98.3	97.1	78.0	3.1	0.7	18.1
13:00 - 16:00	30,889.	30,523.	98.8	96.7	78.3	3.5	1.1	17.1
16:00 - 19:00	30,762.	30,089.	97.8	94.5	70.2	6.2	1.7	22.0
19:00 - 22:00	23,090.	22,995.	99.6	98.0	81.9	2.0	0.9	15.1
22:00 - 24:00	11,542.	11,767.	101.9	99.5	92.4	0.5	2.1	5.1
All Locations	**164,992.**	**161,979.**	**98.2**	**96.6**	**76.9**	**4.1**	**1.2**	**17.8**

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 545

Route R3 (Option1)
Service change 26555
Date 27/09/2011
QSI Points are highlighted

Reason for Issue Mileage Update

OUT DIRECTION

Timing Point Code	Stop Number	Stop Name	Metres	Miles
LBOTHPS	BP4333	Princes Royal University Hospital		
LBOTSM	18942	Locksbottom / St Michael's Church	521	0.32
	18944	Crofton Road / Starts Hill Road	370	0.23
	20099	Glyndebourne Park	418	0.26
	18946	Oakwood Road / St Paul's Church	607	0.38
	3231	Crofton Lane / Crofton Road	478	0.30
	33229	St Thomas Drive	188	0.12
CRTNPF	33227	Place Farm Avenue	385	0.24
	33226	Crofton School	230	0.14
	H0429	Chesham Avenue	1623	1.01
	H0430	Laburnham Way	204	0.13
CPCEAW	H0204	Almond Close	560	0.35
	H0205	Whitebeam Avenue	305	0.19
	27604	Southborough Lane / Baptist Church	977	0.61
	R0557	Crescent Drive	235	0.15
PTWDQW	33222	Queensway / Petts Wood Station	412	0.26
	BP4422	Fairway / Tudor Way	689	0.43
PTWDSS	35572	Station Square / Petts Wood Station	307	0.19
	26911	Woodland Way	197	0.12
	26909	Cross Way	326	0.20
	26907	Petts Wood Road	351	0.22
CHISPW	40245	Ladywood Avenue	309	0.19
	BP2290	Poverest Road / Chislehurst Road	189	0.12
	BP2289	Poverest Road / Church Hill Wood	271	0.17
	BP2288	Cray Valley Road	304	0.19
	BP2404	Austin Road	223	0.14
	BP2287	Marion Crescent	124	0.08
KRCAXR	BP142	Kent Road	412	0.26
	40208	The Royal Albert	430	0.27
ORPNCP	35743	High Street / Carlton Parade	414	0.26
	12444	High Street / Church Hill	352	0.22
	12442	Walnuts Centre	287	0.18
ORPNWM	12240	High Street / Orpington War Memorial	360	0.22
	13953	Tubbenden Lane	612	0.38
	R0398	Orpington Station	219	0.14
ORPNSN	22398	Orpington Bus Station		
	18952	Tubbenden Lane		
	31173	Hillcrest Road	709	0.44
	BP4434	Charterhouse Road / Sevenoaks Road	357	0.22
	BP4435	Cheltenham Road	401	0.25
	BP4440	Haileybury Road	141	0.09
CHRDCC	BP4441	Christ Church	421	0.26
	BP4424	Saltwood Close	266	0.17
	40202	The Highway	391	0.24
	BP1096	Warren Road / Court Road	744	0.46
CFDVFB	H1088	Chelsfield Village / Five Bells	301	0.19
TOTAL ROUTE MILEAGE - OUT DIRECTION			18006 metres	11.19 miles

BACK DIRECTION

Timing Point Code	Stop Number	Stop Name	Metres	Miles
CFDVFB	H1088	Chelsfield Village / Five Bells		
	40184	Bucks Cross Road	406	0.25
	40181	Jubilee Road	485	0.30
	4013	Maypole / Bo Peep Public House	310	0.19
	R0512	Warren Road	2530	1.57
	40201	The Highway	774	0.48
	BP646	Saltwood Close	249	0.15
CHRDCC	BP4442	Christ Church	325	0.20
	BP4443	Haileybury Road	285	0.18
	BP4444	Cheltenham Road	333	0.21
	BP4445	Charterhouse Road / Sevenoaks Road	327	0.20
	19002	Hillcrest Road	310	0.19
	10705	evenoaks Road / Orpington War Memori	132	0.08
	13953	Tubbenden Lane	552	0.34
	R0398	Orpington Station	219	0.14
ORPNSN	26965	Orpington Bus Station		
	18952	Tubbenden Lane		
ORPNWM	12239	High Street / Orpington War Memorial	547	0.34
	R0520	Walnuts Centre	313	0.19
	R0514	High Street / Broomhill Road	228	0.14
	34274	Goodmead Road	467	0.29
ORPNCP	12445	High Street / Carlton Parade	382	0.24
	40207	The Royal Albert	190	0.12
KRCAXR	BP139	Kent Road	559	0.35
	BP2294	Marion Crescent	436	0.27
	BP2403	Austin Road	128	0.08
	BP2293	Cray Valley Road	165	0.10
	BP2292	Poverest Road / Church Hill Wood	381	0.24
	BP2291	Poverest Road / Chislehurst Road	193	0.12
CHISPW	26906	Ladywood Avenue	206	0.13
	26908	Petts Wood Road	355	0.22
	26910	Cross Way	407	0.25
	26912	Woodland Way	243	0.15
PTWDSS	35572	Station Square / Petts Wood Station	279	0.17
	BP4423	Fairway / Tudor Way	392	0.24
PTWDQW	33221	Queensway / Petts Wood Station	665	0.41
	27606	Petts Wood Library	202	0.13
	29841	Crescent Drive	305	0.19
	H0236	Oxhawth Crescent	284	0.18
	H0429	Chesham Avenue	151	0.09
	H0430	Laburnham Way	204	0.13
CPCEAW	H0204	Almond Close	560	0.35
	H0205	Whitebeam Avenue	305	0.19
	33225	Crofton School	2180	1.35
CRTNPF	33228	Place Farm Avenue	332	0.21
	33230	St Thomas Drive	541	0.34
	20133	Crofton Road / Crofton Lane	342	0.21
	18947	Oakwood Road / St Paul's Church	177	0.11
	20132	Glyndebourne Park	614	0.38
	18945	Crofton Road / Starts Hill Road	505	0.31
LBOTSM	18943	Locksbottom / St Michael's Church	318	0.20
LBOTHPS	BP4333	Princes Royal University Hospital	625	0.39
TOTAL ROUTE MILEAGE - BACK DIRECTION			21810 metres	13.55 miles

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 545

Locksbottom PRUH - Orpington Hospital

Route R3 (Option 2)

Service change 26555

Date 27/09/2011

QSI Points are highlighted

Reason for Issue Mileage Update

OUT DIRECTION

Timing Point Code	Stop Number	Stop Name	Metres	Miles
LBOTHPS	BP4333	Princes Royal University Hospital		
LBOTSM	18942	Locksbottom / St Michael's Church	521	0.32
	18944	Crofton Road / Starts Hill Road	370	0.23
	20099	Glyndebourne Park	418	0.26
	18946	Oakwood Road / St Paul's Church	607	0.38
	3231	Crofton Lane / Crofton Road	478	0.30
	33229	St Thomas Drive	188	0.12
CRTNPF	33227	Place Farm Avenue	385	0.24
	33226	Crofton School	230	0.14
	H0429	Chesham Avenue	1623	1.01
	H0430	Laburnham Way	204	0.13
CPCEAW	H0204	Almond Close	560	0.35
	H0205	Whitebeam Avenue	305	0.19
	27604	Southborough Lane / Baptist Church	977	0.61
	R0557	Crescent Drive	235	0.15
PTWDQW	33222	Queensway / Petts Wood Station	412	0.26
	BP4422	Fairway / Tudor Way	689	0.43
PTWDSS	35572	Station Square / Petts Wood Station	307	0.19
	26911	Woodland Way	197	0.12
	26909	Cross Way	326	0.20
	26907	Petts Wood Road	351	0.22
CHISPW	40245	Ladywood Avenue	309	0.19
	BP2290	Poverest Road / Chislehurst Road	189	0.12
	BP2289	Poverest Road / Church Hill Wood	271	0.17
	H1216	0	146	0.09
	H1218	0	474	0.29
	H1220	0	226	0.14
AMHDDR	H1221	0	258	0.16
	H1222	0	370	0.23
	H1223	0	203	0.13
	H1225	0	397	0.25
	BP2287	Marion Crescent	223	0.14
KRCAXR	BP142	Kent Road	412	0.26
	40208	The Royal Albert	430	0.27
ORPNCP	35743	High Street / Carlton Parade	414	0.26
	12444	High Street / Church Hill	352	0.22
	12442	Walnuts Centre	287	0.18
ORPNWM	12240	High Street / Orpington War Memorial	360	0.22
	13953	Tubbenden Lane	612	0.38
	R0398	Orpington Station	219	0.14
ORPNSN	**22398**	Orpington Bus Station	**147**	**0.09**
	18952	Tubbenden Lane	**239**	**0.15**
	19007	Sevenoaks Road / Orpington Hospital	**939**	**0.58**
ORPNHP	BP4964	Orpington Hospital	384	0.24
TOTAL ROUTE MILEAGE - OUT DIRECTION			17244 metres	10.71 miles

Mileage in bold red font is a planning estimate & not an ibus calculation

BACK DIRECTION

Timing Point Code	Stop Number	Stop Name	Metres	Miles
ORPNHP	BP4964	Orpington Hospital		
	40239	Sevenoaks Road / Orpington Hospital	509	0.32
	19004	Sevenoaks Road / Tower Road	295	0.18
	13953	Tubbenden Lane	**601**	**0.37**
	R0398	Orpington Station	219	0.14
ORPNSN	**26965**	Orpington Bus Station	**148**	**0.09**
	18952	Tubbenden Lane	**244**	**0.15**
ORPNWM	12239	High Street / Orpington War Memorial	547	0.34
	R0520	Walnuts Centre	313	0.19
	R0514	High Street / Broomhill Road	228	0.14
	34274	Goodmead Road	467	0.29
ORPNCP	12445	High Street / Carlton Parade	382	0.24
	40207	The Royal Albert	190	0.12
KRCAXR	BP139	Kent Road	559	0.35
	BP2294	Marion Crescent	436	0.27
	H1224	0	193	0.12
AMHDDR	H1219	0	951	0.59
	H1217	0	942	0.59
	BP2292	Poverest Road / Church Hill Wood	234	0.15
	BP2291	Poverest Road / Chislehurst Road	193	0.12
CHISPW	26906	Ladywood Avenue	206	0.13
	26908	Petts Wood Road	355	0.22
	26910	Cross Way	407	0.25
	26912	Woodland Way	243	0.15
PTWDSS	35572	Station Square / Petts Wood Station	279	0.17
	BP4423	Fairway / Tudor Way	392	0.24
PTWDQW	33221	Queensway / Petts Wood Station	665	0.41
	27606	Petts Wood Library	202	0.13
	29841	Crescent Drive	305	0.19
	H0236	Oxhawth Crescent	284	0.18
	H0429	Chesham Avenue	151	0.09
	H0430	Laburnham Way	204	0.13
CPCEAW	H0204	Almond Close	560	0.35
	H0205	Whitebeam Avenue	305	0.19
	33225	Crofton School	2180	1.35
CRTNPF	33228	Place Farm Avenue	332	0.21
	33230	St Thomas Drive	541	0.34
	20133	Crofton Road / Crofton Lane	342	0.21
	18947	Oakwood Road / St Paul's Church	177	0.11
	20132	Glyndebourne Park	614	0.38
	18945	Crofton Road / Starts Hill Road	505	0.31
LBOTSM	18943	Locksbottom / St Michael's Church	318	0.20
LBOTHPS	BP4333	Princes Royal University Hospital	625	0.39
TOTAL ROUTE MILEAGE - BACK DIRECTION			17843 metres	11.09 miles

Mileage in bold red font is a planning estimate & not an ibus calculatic