

7. Service Specification

Route: 359 Contract Reference: QC47402

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	Purley Cross, Brighton Road/High Street and Addington Village Interchange
Contract Basis	Incentivised
Commencement Date	18 th July 2015
Vehicle Type	60 capacity, dual door, single deck buses, minimum 10.8m long New Routing will be subject to a satisfactory route test.
Current Maximum Approved Dimensions	10.8 metres long and 2.5 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Departing On Time - No less than 86.00%
Extension Threshold	Departing On Time Threshold - 90.00%
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 15th December 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:

The following changes (subject to consultation) are proposed for introduction:

- Route No. 359 is restructured to operate between Purley Cross, Brighton Road/High Street and Addington Village Interchange.
- Route No. 359 is extended from Selsdon, Sainsburys to Purley Cross, Brighton Road/High Street.
- Ex Purley Cross, Brighton Road/High Street, Route No. 359 will operate via Brighton Road, Purley Downs Road, Sanderstead Hill and Addington Road to re-join line of routeing at the junction of Addington Road and Farley Road.
- Ex Addington Village Interchange, Route No. 359 will operate via line of routeing to the junction of Addington Road and Farley Road and then via Addington Road, Sanderstead Hill and Purley Downs Road to Brighton Road.
- Extension of the traffic day to operate between 0700 and 2000 in both directions.
- Mondays to Saturdays frequencies are increased from every 35 minutes to every 30 minutes.
- A Sunday service is introduced, also operating every 30 minutes between 0700 and 2000 in both directions.
- At Purley Cross, Brighton Road/High Street, buses will operate from Brighton Road, departing via Brighton Road and Purley Road back to Brighton Road. Buses will set down at the stand in Brighton Road and pick up in Brighton Road at stop D (bus stop no. 4396).
- The stand at Purley Cross, Brighton Road/High Street is a public stand for 5 buses on the east side of Brighton Road, south of Whytecliffe Road South, commencing in line with the party wall of 8/9 The Parade (9 metres north of the slip road to High Street Purley) and extending 61 metres north east..
- **The new routeing is subject to a satisfactory route test.**

Tenderers should note that recent performance is not necessarily a guide to performance on the restructured route.

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 1st 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

Purley Cross, Brighton Road/High Street to Addington Village Interchange			Addington Village Interchange to Purley Cross, Brighton Road/High Street		
First departure no later than 0700.			First departure no later than 0700.		
0655 - 2005	Every 30 minutes		0655 - 2005	Every 30 minutes	
Last departure no earlier than 2000.			Last departure no earlier than 2000.		
Pinchpoints					
Selsdon, Sainsburys	0715 - 0915	30 minutes	Selsdon, Sainsburys	0715 - 0915	30 minutes
	1515 - 1645	30 minutes		1515 - 1645	30 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Purley Cross, Brighton Road/High Street to Addington Village Interchange			Addington Village Interchange to Purley Cross, Brighton Road/High Street		
First departure no later than 0700.			First departure no later than 0700.		
0655 - 2005	Every 30 minutes		0655 - 2005	Every 30 minutes	
Last departure no earlier than 2000.			Last departure no earlier than 2000.		
Pinchpoints					
Selsdon, Sainsburys	0915 - 1115	30 minutes	Selsdon, Sainsburys	0915 - 1115	30 minutes

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

Purley Cross, Brighton Road/High Street to Addington Village Interchange			Addington Village Interchange to Purley Cross, Brighton Road/High Street		
First departure no later than 0700.			First departure no later than 0700.		
0655 - 2005	Every 30 minutes		0655 - 2005	Every 30 minutes	
Last departure no earlier than 2000.			Last departure no earlier than 2000.		
Pinchpoints					
Selsdon, Sainsburys	1015 - 1115	30 minutes	Selsdon, Sainsburys	1015 - 1115	30 minutes

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 359 should be best separated from Route No. 64 between Selsdon, Sainsburys and Addington Village Interchange during all periods, where possible.
- 4.2) Route No. 359 can suffer from unpredictable traffic delays in the Purley and Selsdon areas.

**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 359: Purley Cross - Addington Village Interchange

Date of Structural Change: 18 July 2015.

Date of Service Change: 18 July 2015.

Reason for Issue: Route extended from Selsdon to Purley.

STREETS TRAVERSED

Towards Addington Village Interchange: Brighton Road, Purley Downs Road, Sanderstead Hill, Sanderstead Church Roundabout, Addington Road, Selsdon Park Road, Farnborough Avenue, Heathfield Vale, Broadcoombe, Tedder Road, Heathfield Vale, Farnborough Avenue, Selsdon Park Road, Kent Gate Way, Addington Village Interchange.

Towards Purley Cross: Addington Village Interchange, Lodge Lane, Lodge Lane Roundabout, Kent Gate Way, Selsdon Park Road, Farnborough Avenue, Heathfield Vale, Broadcoombe, Tedder Road, Heathfield Vale, Farnborough Avenue, Selsdon Park Road, Addington Road, Sanderstead Church Roundabout, Sanderstead Hill, Purley Downs Road, Brighton 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.

PURLEY CROSS, BRIGHTON ROAD / HIGH STREET

Public stand for five buses in bay on east side of Brighton Road, south of Whytecliffe Road South, commencing in line with the party wall of 8/9 The Parade (9 metres north of the slip road to High Street Purley) and extending 61 metres north east.

Buses proceed from Brighton Road direct to stand, departing via Brighton Road and Purley Cross to Brighton Road. Set down in Brighton Road, at Stop Z1 (25876 - Purley High Street, Last Stop on LOR: 19815 - Old Farleigh Road) and pick up in Brighton Road, at Stop G (4396 - Purley / Downlands Precinct, First Stop on LOR: 20644 - Old Farleigh Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 359 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:	Purley.

ADDINGTON VILLAGE INTERCHANGE

Private stand in two sections for 4 buses in Addington Village Interchange Bus Station south of the Kent Gate Way/Lodge Lane roundabout:

1 - for 2 buses facing east offside on south side of bus station at Stop BP4059.

2 - for 2 buses facing west offside on north side of bus station at Stop BP4060.

Buses proceed from Addington Village Interchange direct to stand, departing to Addington Village Interchange. Set down in Addington Village Interchange, at Stop E (BP2331 - Addington Village Interchange, Last Stop on LOR: BP2331 - Addington Village Interchange) and pick up in Addington Village Interchange, at Stop C (BP2328 - Addington Village Interchange, First Stop on LOR: BP2328 - Addington Village Interchange).

AVAILABILITY:

At any time.

OPERATING RESTRICTIONS:

No more than 1 bus on Route 359 should be scheduled to stand at any one time.

MEAL RELIEFS:

No meal relief vehicles to stand at any time.

FERRY VEHICLES:

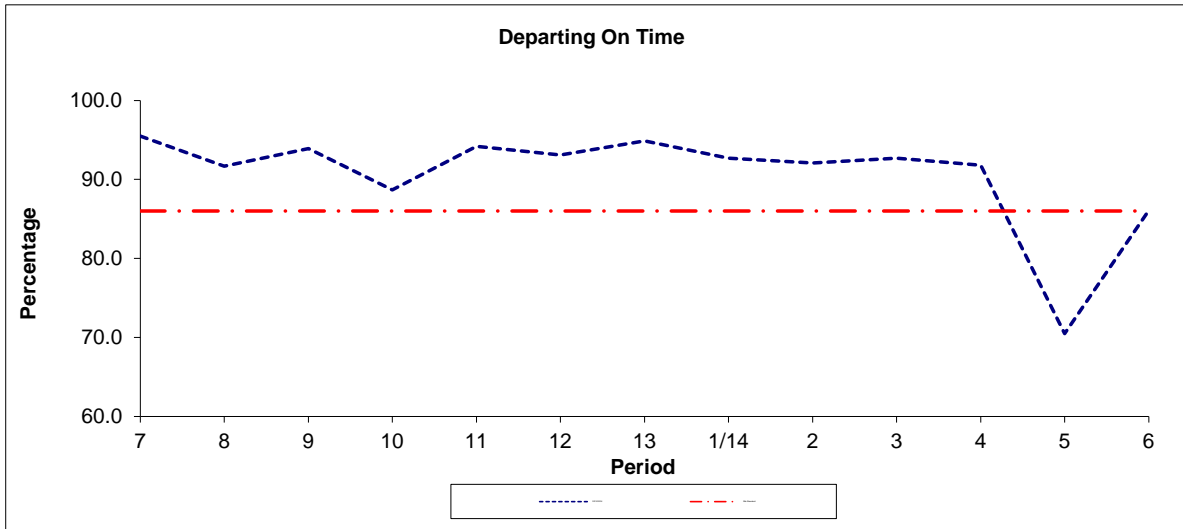
No ferry vehicles to park on stand at any time.

BLIND DISPLAY:

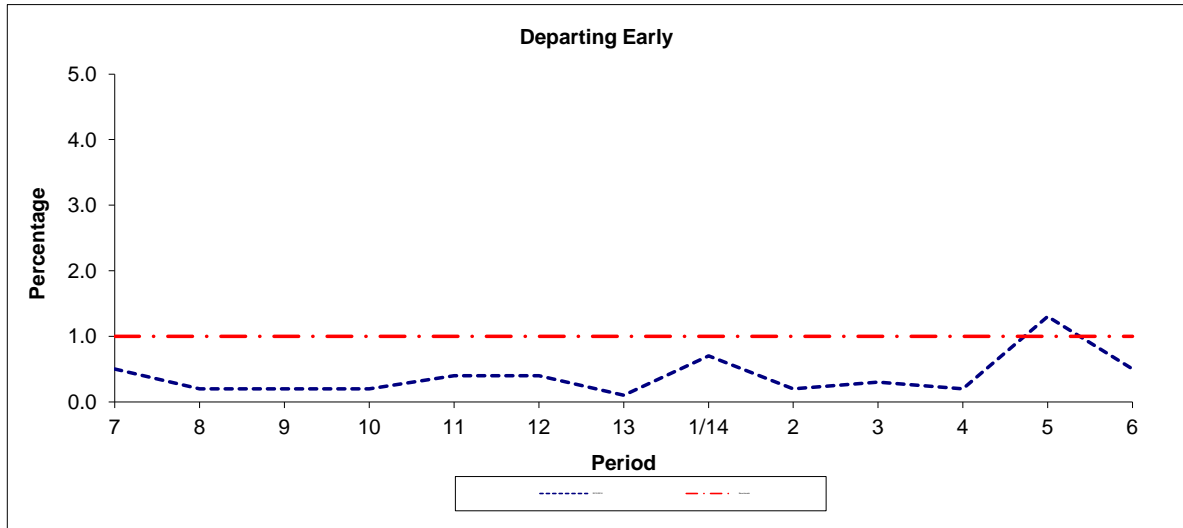
Addington Village.

PART B - PERFORMANCE STATISTICS

Route 359



Period	7	8	9	10	11	12	13	1/14	2	3	4	5	6
2013/2014	95.5	91.7	93.9	88.7	94.2	93.1	94.9	92.7	92.1	92.7	91.8	70.5	86.1
Min Standard	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0



Period	7	8	9	10	11	12	13	1/14	2	3	4	5	6
2013/2014	0.5	0.2	0.2	0.2	0.4	0.4	0.1	0.7	0.2	0.3	0.2	1.3	0.5
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 359 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 3 13/14 TO QUARTER 2 14/15 (14/09/13 - 12/09/14)

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0700 - 1000	489.	94.5	96.7	92.5	3.7	0.2	3.7
1000 - 1300	4,889.	98.7	98.1	88.2	1.9	0.2	9.6
1300 - 1600	3,433.	99.6	99.0	93.4	1.0	0.7	4.9
Summary	8,811.	98.8	98.4	90.8	1.9	0.4	6.8

SATURDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0700 - 1000	91.	92.3	95.6	94.6	4.3	0.0	1.1
1000 - 1300	995.	98.3	97.5	89.4	2.8	0.0	7.8
1300 - 1600	695.	98.1	96.8	87.4	4.2	1.6	6.7
Summary	1,781.	97.9	97.1	89.2	3.5	0.6	6.6

BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0700 - 1000	2.	100.0	100.0	100.0	0.0	0.0	0.0
1000 - 1300	20.	100.0	100.0	100.0	0.0	0.0	0.0
1300 - 1600	14.	107.1	100.0	100.0	0.0	0.0	0.0
Summary	36.	102.8	100.0	100.0	0.0	0.0	0.0

ALL DAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0700 - 1000	582.	94.2	96.6	92.7	3.7	0.2	3.4
1000 - 1300	5,904.	98.7	98.0	88.5	2.1	0.2	9.3
1300 - 1600	4,142.	99.4	98.7	92.3	1.6	0.9	5.2
Summary	10,628.	98.7	98.2	90.6	2.2	0.4	6.8

Transport for London - QSI Points and Live Mileage List

Route 359
 Service change 23907
 Date 26/03/2011

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
PYXRBR	4396	Purley / Downlands Precinct		
	10825	Christchurch Road / Purley Hospital	253	0.16
	12083	Montpelier Road	399	0.25
PURLDR	tbc	Purley Downs Road / Beech Avenue		
SANDCH	25251	Sanderstead / All Saints Church		
	25253	Harbledown Road	347	0.22
	23492	Sanderstead Plantation	204	0.13
	BP1590	Ferns Close	340	0.21
SELSLB	26185	Farley Road	224	0.14
	20644	Old Farleigh Road		
	19817	Selsdon Crescent	255	0.16
	19819	Selsdon Primary School	335	0.21
	19821	Ashen Vale	225	0.14
	20868	Pixton Way	238	0.15
	BP2600	Farnborough Crescent	470	0.29
	BP2601	Lomond Gardens	159	0.10
	BP2602	Heathfield Vale / Broadcombe	355	0.22
	BP2603	Freelands Avenue	303	0.19
	BP5297	Shepherds Way	231	0.14
BDCMTR	BP2604	St Francis Church	308	0.19
	BP5298	Tedder Road	178	0.11
	BP2605	Edgecombe	170	0.11
	BP5042	Heather Way	194	0.12
	BP2606	Heathfield Vale / Broadcombe	208	0.13
	BP2607	Heathfield Vale / Farnborough Avenue	264	0.16
	19823	John Ruskin College	322	0.20
ADDNSP	25596	Gravel Hill	510	0.32
ADDNVL	BP2331	Addington Village Interchange	603	0.37
TOTAL ROUTE MILEAGE - OUT DIRECTION			10622	6.60
			metres	miles

Grids used : 412, 60

Mileages in red font are planning estimates & not ibus calculations.

FINAL MILEAGE TO BE CONFIRMED

Transport for London - QSI Points and Live Mileage List

Route 359
 Service change 23907
 Date 26/03/2011

QSI Points are highlighted.

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ADDNVL	BP2328	Addington Village Interchange		
ADDNSP	34387	Gravel Hill	889	0.55
	BP899	Featherbed Lane	227	0.14
	BP2600	Farnborough Crescent	373	0.23
	BP2601	Lomond Gardens	159	0.10
	BP2602	Heathfield Vale / Broadcoombe	355	0.22
	BP2603	Freelands Avenue	303	0.19
	BP5297	Shepherds Way	231	0.14
BDCMTR	BP2604	St Francis Church	308	0.19
	BP5298	Tedder Road	178	0.11
	BP2605	Edgecoombe	170	0.11
	BP5042	Heather Way	194	0.12
	BP2606	Heathfield Vale / Broadcoombe	208	0.13
	BP2607	Heathfield Vale / Farnborough Avenue	264	0.16
	20869	Monks Hill	594	0.37
	19820	Pixton Way	184	0.11
	19818	Selsdon Primary School	531	0.33
	19816	Selsdon Crescent	252	0.16
	19815	Old Farleigh Road	199	0.12
SELSLB	W15	Selsdon Library	165	0.10
	BP1591	Ferns Close	236	0.15
	23493	Sanderstead Plantation	354	0.22
	25254	Harbledown Road	301	0.19
SANDCH	25252	Sanderstead / All Saints Church	195	0.12
PURLDR	tbc	Purley Downs Road / Beech Avenue		
	25875	Purley Downs Road		
	12082	Montpelier Road	344	0.21
PYXRBR	10824	Purley / Downlands Precinct	472	0.29
TOTAL ROUTE MILEAGE - BACK DIRECTION			10622	6.60
			metres	miles

Grids used : 412, 60

Mileages in red font are planning estimates & not ibus calculations.

FINAL MILEAGE TO BE CONFIRMED