

7. Service Specification

Route: 418

QC44603

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	Epsom, Clock Tower and Kingston, Cromwell Road Bus Station
Contract Basis	Incentivised
Commencement Date	26 th June 2014
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	10.1 metres long and 2.55 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 86.0%
Extension Threshold	Departing on Time Threshold - 90.0%
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 5th August 2013

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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 418.

- Running times and stand times are due to be redistributed. Changes are expected to the current schedule.

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:

- Mondays to Saturdays daytimes frequencies are increased from every 30 minutes to every 20 minutes.

Requirements for Registration:

The section of Route No. 418 between Epsom Clock Tower and the Surrey County Boundary at Kingston Road (at junction with Worcester Park Road) will need to be registered with the Traffic Commissioner for the South Eastern and Metropolitan Traffic Area 56 days before the operation commences. The registration should be sent to:

South Eastern and Metropolitan Traffic Area Office
Hillcrest House
386 Harehills Lane
LEEDS
LS9 6NF

Copies of the registration should be sent to:

Local Bus Team
Surrey County Council
Passenger Transport Group
County Hall
Penrhyn Road
Kingston upon Thames
KT1 2DY

and to:

Bus and Coach Licensing Manager,
Consultation Delivery
TfL Surface Transport
11th Floor, Zone G8
Palestra
197 Blackfriars Road
London
SE1 8NJ
e-mail: lsp@tfl.gov.uk

The cost of this and any future variation to this registration are to be met by the Operator.

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.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Epsom, Clock Tower to Kingston, Cromwell Road Bus Station		Kingston, Cromwell Road Bus Station to Epsom, Clock Tower			
First departure no later than 0545.		First departure no later than 0545.			
0540 - 1800	Every 20 minutes	0540 - 1800	Every 20 minutes		
1801 - 0005	Every 30 minutes	1801 - 0005	Every 30 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 2400.			
Pinchpoints					
Tolworth Station	0700 - 0840	20 minutes	Tolworth Station	0700 - 0840	20 minutes
	1530 - 1700	20 minutes		1530 - 1700	20 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Epsom, Clock Tower to Kingston, Cromwell Road Bus Station		Kingston, Cromwell Road Bus Station to Epsom, Clock Tower			
First departure no later than 0600.		First departure no later than 0600.			
0555 - 1700	Every 20 minutes	0555 - 1700	Every 20 minutes		
1701 - 0005	Every 30 minutes	1701 - 0005	Every 30 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 2400.			
Pinchpoints					
Tolworth Station	0940 - 1100	20 minutes	Tolworth Station	0940 - 1100	20 minutes

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

Epsom, Clock Tower to Kingston, Cromwell Road Bus Station		Kingston, Cromwell Road Bus Station to Epsom, Clock Tower			
First departure no later than 0730.		First departure no later than 0730.			
0725 - 0005	Every 30 minutes	0725 - 0005	Every 30 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 2400.			
Pinchpoints					
Tolworth Station	1000 - 1130	30 minutes	Tolworth Station	1000 - 1130	30 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 418 should interwork with Route No. 406 on all departures from Kingston, Cromwell Road Bus Station and Epsom, Clock Tower.
- 4.2) Route No. 418 can suffer from unpredictable traffic delays in the Kingston area
- 4.3) The opening of a new medical centre on Ewell Road in Surbiton is expected to increase the demand on Route No. 418.

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 418: Kingston, Cromwell Road Bus Station - Epsom, Clock Tower

Date of Structural Change: 28 June 2014.

Date of Service Change: 28 June 2014.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Epsom, Clock Tower: Cromwell Road, Queen Elizabeth Road, Fairfield North, Wheatfield Way, Clarence Street, Eden Street, Brook Street, Wheatfield Way, College Roundabout, Penrhyn Road, Surbiton Road, Surbiton Hill Road, Ewell Road, Tolworth Broadway, Tolworth Roundabout, Kingston Road, Ruxley Lane, Chessington Road, Longmead Road, Hook Road, Chase Road, Waterloo Road, Ashley Road, Ashley Avenue, South Street, Epsom High Street.

Towards Kingston, Cromwell Road Bus Station: Epsom High Street, Waterloo Road, Chase Road, Hook Road, Longmead Road, Chessington Road, Ruxley Lane, Kingston Road, Tolworth Roundabout, Tolworth Broadway, Ewell Road, Surbiton Hill Road, Surbiton Road, Penrhyn Road, College Roundabout, Wheatfield Way, Brook Street, Eden Street, Clarence Street, Cromwell 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.

KINGSTON, CROMWELL ROAD BUS STATION, EAST SIDE

Private stand for 4 buses standing abreast in marked bays numbered S2/S3/S4/S5 on east side of Cromwell Road Bus Station on north side of Cromwell Road.

Buses proceed from Cromwell Road via Cromwell Road Bus Station to stand, departing via Cromwell Road Bus Station to Cromwell Road. Set down in Cromwell Road, at Stop A2 (BP1084 - Cromwell Road Bus Station, Last Stop on LOR: BP1084 - Cromwell Road Bus Station) and pick up in Cromwell Road, at Stop A3 (BP1085 - Cromwell Road Bus Station, First Stop on LOR: BP1085 - Cromwell Road Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 418 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:	Kingston.
OTHER INFORMATION:	LBSL toilet facilities available 24 hours a day.

SURBITON, ST ANDREWS SQUARE (from EPSOM, CLOCK TOWER)

Buses proceed from Ewell Road via St Mark's Hill, Victoria Road, St Andrew's Road and Maple Road departing to Surbiton Hill Road. Set down in Ewell Road, at stop SL (11464 - Surbiton Telephone Exchange, Last Stop on LOR: 11464 - Surbiton Telephone Exchange) and pick up in Surbiton Hill Road (BP5001 - Surbiton Hill Road / Hollyfield School, First Stop on LOR: BP5001 - Surbiton Hill Road / Hollyfield School).

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

TOLWORTH, EWELL ROAD

Public stand for 4 buses on west side of Ewell Road commencing level with Tolworth Tower Travelodge reception entrance and extending 49 metres south.

From Epsom, Clock Tower.

Buses proceed from Kingston Road via Tolworth Roundabout, Tolworth Rise North and Ewell Road to stand, departing via Ewell Road to Tolworth Broadway. Set down in Kingston Road, at Stop A (R0162 - Tolworth Station #, Last Stop on LOR: R0162 - Tolworth Station #) and pick up in Tolworth Broadway, at Stop F (11739 - Tolworth Broadway, First Stop on LOR: 11739 - Tolworth Broadway).

From Kingston, Cromwell Road Bus Station.

Buses proceed from Tolworth Broadway via Tolworth Roundabout, Tolworth Rise North and Ewell Road to stand, departing to Ewell Road. Set down in Tolworth Broadway, at Stop F (11739 - Tolworth Broadway, Last Stop on LOR: 11739 - Tolworth Broadway) and pick up in Ewell Road, at Stop L (27573 - Princes Avenue, First Stop on LOR: 27573 - Princes Avenue).

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:	Tolworth.

EPSOM, CLOCK TOWER

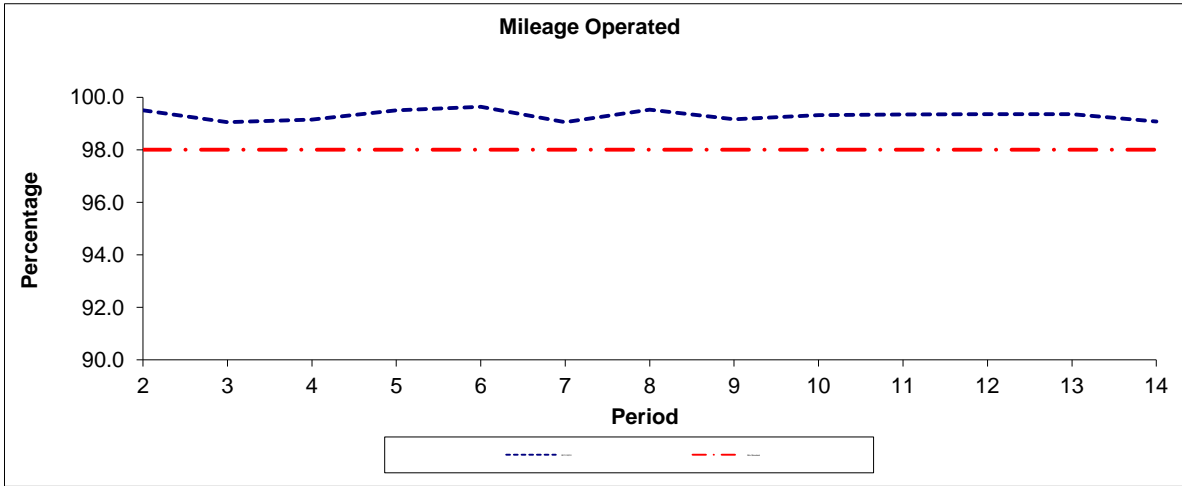
Public stand for four buses on north side of Epsom High Street commencing outside No.112 and extending 40 metres west.

Buses proceed from Epsom High Street direct to stand, departing to Epsom High Street. Set down in Epsom High Street, on stand (OC43 - Epsom Town Centre, Last Stop on LOR: OC43 - Epsom Town Centre) and pick up in Epsom High Street, at Stop A (OC73 - Epsom Clock Tower, First Stop on LOR: OC73 - Epsom Clock Tower).

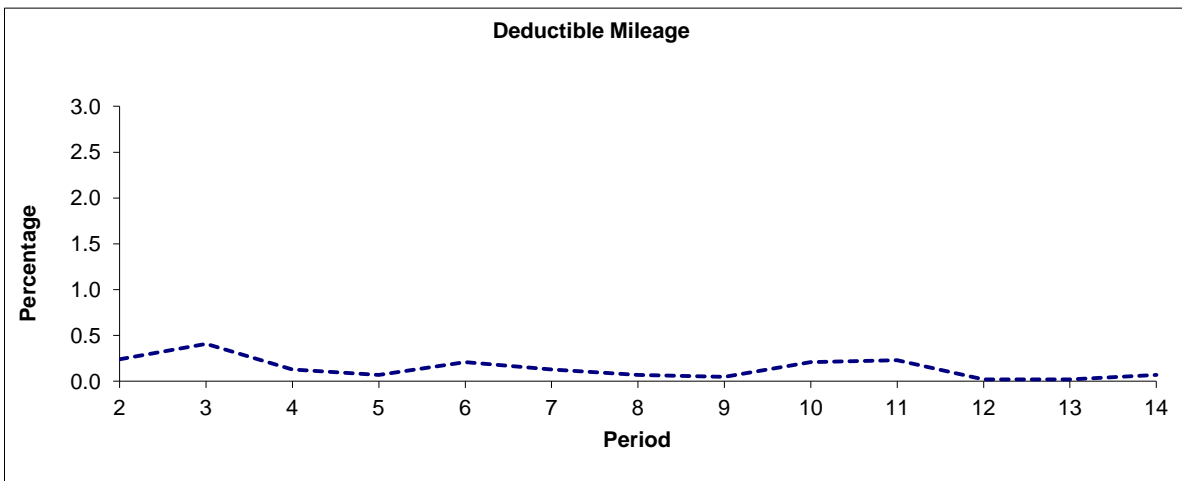
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 418 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Epsom.

PART B - PERFORMANCE STATISTICS

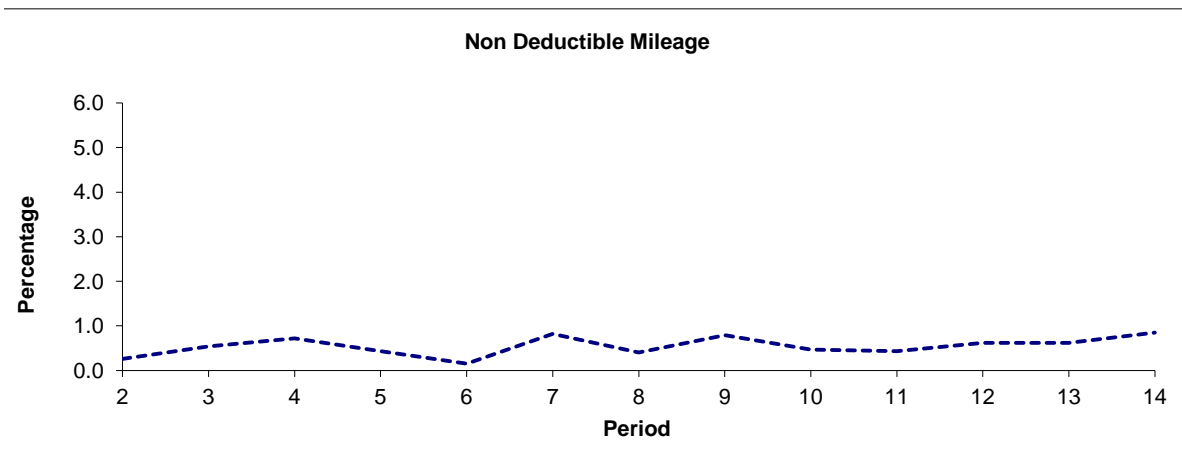
Route 418



Period	2	3	4	5	6	7	8	9	10	11	12	13	14
2011/2012	99.50	99.05	99.15	99.50	99.64	99.05	99.53	99.16	99.32	99.34	99.36	99.36	99.08
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	2	3	4	5	6	7	8	9	10	11	12	13	14
2011/2012	0.24	0.41	0.13	0.07	0.21	0.13	0.07	0.05	0.21	0.23	0.02	0.02	0.07

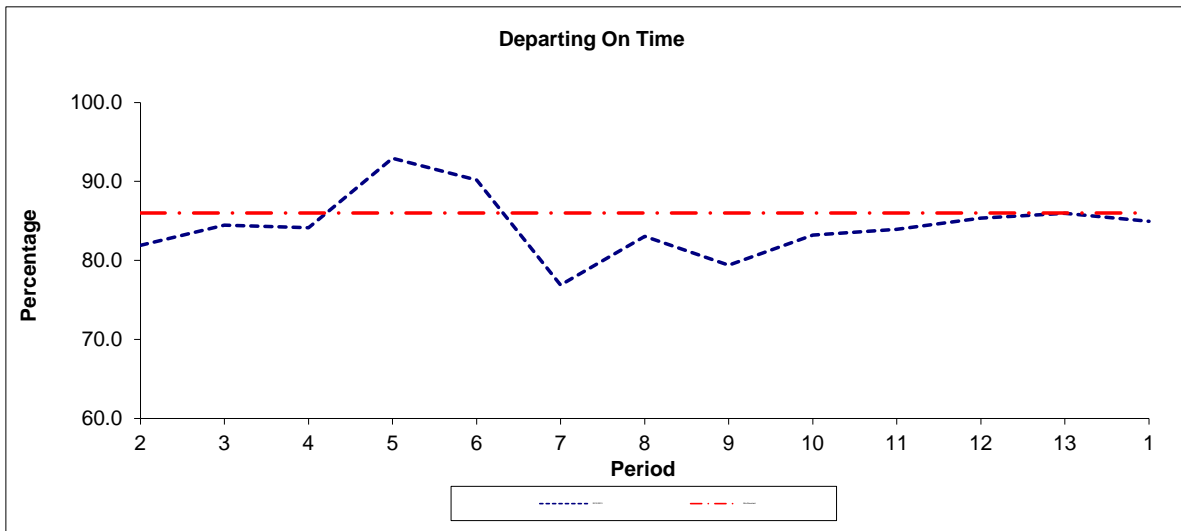


Period	2	3	4	5	6	7	8	9	10	11	12	13	14
2011/2012	0.26	0.54	0.72	0.43	0.15	0.82	0.40	0.79	0.47	0.43	0.62	0.62	0.85

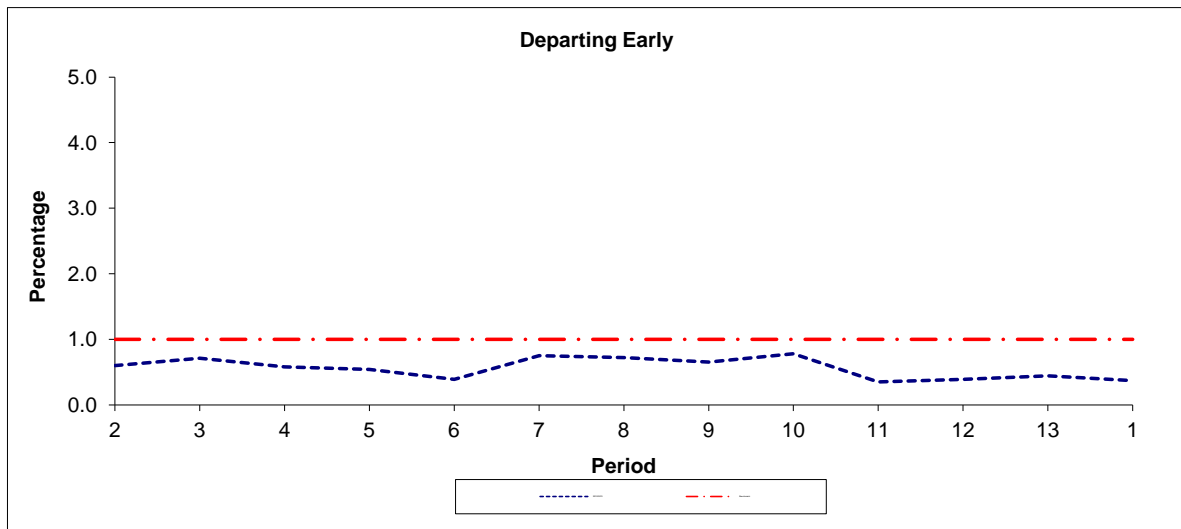
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 418



Period	2	3	4	5	6	7	8	9	10	11	12	13	1
2012/2013	81.9	84.5	84.1	92.9	90.2	76.9	83.1	79.4	83.2	83.9	85.4	86.0	85.0
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	2	3	4	5	6	7	8	9	10	11	12	13	1
2012/2013	0.60	0.71	0.58	0.54	0.39	0.75	0.72	0.65	0.78	0.35	0.39	0.44	0.37
Benchmark	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

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

**ROUTE 418 - FULL iBUS RESULTS BY TIME OF DAY
 QUARTERS 1 to 4 2012/13 (01/04/12 - 31/03/13)**

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 (%)
0500 - 0700	5,738.	99.5	99.5	97.5	0.5	0.4	1.6
0700 - 1000	19,961.	98.9	95.8	77.7	5.0	1.0	16.2
1000 - 1300	19,671.	100.8	99.3	90.2	0.7	0.2	8.9
1300 - 1600	19,768.	98.0	98.5	83.2	1.5	0.5	14.7
1600 - 1900	20,146.	100.7	96.0	69.3	4.1	1.1	25.5
1900 - 2200	20,815.	100.9	99.2	92.0	0.9	0.2	6.8
2200 - 2400	13,413.	100.1	99.8	98.5	0.2	0.5	0.8
Summary	119,512.	99.9	98.1	81.8	2.6	0.7	14.9

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 (%)
0500 - 0700	1,365.	99.7	99.9	99.1	0.1	0.3	0.5
0700 - 1000	4,042.	100.0	99.9	98.4	0.1	0.4	1.0
1000 - 1300	4,165.	99.0	99.2	84.9	0.9	0.1	14.1
1300 - 1600	4,188.	101.0	98.6	84.6	1.4	0.1	13.9
1600 - 1900	4,206.	100.6	99.5	87.4	0.6	0.4	11.7
1900 - 2200	4,338.	99.2	99.5	94.8	0.6	0.2	4.3
2200 - 2400	2,839.	100.8	100.0	97.7	0.0	0.7	1.6
Summary	25,143.	100.0	99.4	89.1	0.8	0.2	9.9

SUNDAY AND 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 (%)
0500 - 0700	110.	99.1	100.0	96.8	0.0	0.0	3.2
0700 - 1000	4,113.	99.0	99.4	98.3	0.6	0.2	0.9
1000 - 1300	4,783.	100.0	99.6	96.9	0.5	0.6	2.1
1300 - 1600	4,942.	100.5	99.9	97.6	0.1	0.4	1.9
1600 - 1900	5,111.	99.2	99.8	96.2	0.2	0.3	3.2
1900 - 2200	4,927.	101.3	99.8	98.6	0.2	0.2	1.0
2200 - 2400	3,360.	100.0	99.9	99.1	0.1	0.5	0.3
Summary	27,346.	100.0	99.7	97.4	0.3	0.4	1.9

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 (%)
0500 - 0700	7,213.	99.6	99.6	97.6	0.4	0.4	1.5
0700 - 1000	28,116.	99.1	96.9	80.5	4.4	0.9	14.2
1000 - 1300	28,619.	100.4	99.3	90.1	0.7	0.2	9.0
1300 - 1600	28,898.	98.8	98.8	85.0	1.4	0.5	13.2
1600 - 1900	29,463.	100.4	97.2	73.9	3.4	0.9	21.8
1900 - 2200	30,080.	100.7	99.4	93.2	0.8	0.2	5.8
2200 - 2400	19,612.	100.1	99.8	98.5	0.2	0.5	0.9
Summary	172,001.	99.9	98.5	84.3	2.1	0.6	13.0

Transport for London - QSI Points and Mileage List

Route 418
 Service change 28002
 Date 11/06/2011

Reason for Issue

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
KINGCB**	BP1085	Cromwell Road Bus Station		
KINGES	R0702	Eden Street	773	0.48
	BP492	Brook Street	223	0.14
	12900	Kingston University / County Hall	461	0.29
	BP4999	Maplehurst Close	477	0.30
SURHHS	BP5001	Surbiton Hill Road / Hollyfield School	598	0.37
	6726	Surbiton Telephone Exchange	231	0.14
	11461	Surbiton Hospital	335	0.21
	20823	Browns Road	345	0.21
	4514	Hollyfield Road	205	0.13
	11458	Surbiton Police Station	274	0.17
TOLWRL	21237	King Charles Road	394	0.24
	BP4867	Princes Avenue	228	0.14
	11739	Tolworth Broadway	369	0.23
TOLWSN	R0287	Tolworth Station	261	0.16
	BP2792	Worcester Park Road	995	0.62
KSRDRL	BP3424	Ruxley Lane	600	0.37
	BP3425	Pams Way	368	0.23
	BP3426	Cox Lane / Epsom & Ewell High School	547	0.34
	BP3427	Godwin Close	138	0.09
	BP3408	Nightingale Drive	460	0.29
	BP3409	Chessington Close	358	0.22
HRPKCC	BP3550	Hook Road	253	0.16
	BP3410	Hook Arena	352	0.22
	BP3411	Plough Road	321	0.20
	BP3412	Riverholme Drive	269	0.17
LGMDHL	BP3428	Longmead Road	222	0.14
	BP3441	Blenheim High School	436	0.27
	BP3440	Felstead Road	399	0.25
	BP3429	Pound Lane	356	0.22
	BP3430	Miles Road	240	0.15
	BP3431	Chase Road	269	0.17
	OC71	Epsom Station	376	0.23
	OC61	Ashley Road	173	0.11
EPSMCT	OC43	Epsom Town Centre	553	0.34
TOTAL ROUTE MILEAGE - OUT DIRECTION			12859	7.99
			metres	miles

** It is planned to reinstate QSI coverage at KINGCB before or during this contract.

TRANCHE 446**Mileage Update**

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
EPSMCT	OC73	Epsom Clock Tower		
QEPSMSN	BP3432	Waterloo Road	255	0.16
	BP3433	Chase Road	287	0.18
	BP3434	Miles Road	279	0.17
	BP3435	Pound Lane	227	0.14
	BP3436	Felstead Road	335	0.21
	BP3437	Blenheim High School	440	0.27
LGMDHL	BP3698	Cumberland Close	231	0.14
	BP3417	Riverholme Drive	395	0.25
	BP3418	Plough Road	301	0.19
	BP3419	Hook Arena	395	0.25
HRPKCC	BP3420	Hook Road	321	0.20
	BP3421	Chessington Close	285	0.18
	BP3422	Nightingale Drive	266	0.17
	BP3438	Godwin Close	366	0.23
	BP3439	Scott Close	419	0.26
	BP3733	Pams Way	322	0.20
KSRDRL	BP2805	Ruxley Lane	589	0.37
	BP2806	Worcester Park Road	422	0.26
TOLWSN	R0162	Tolworth Station	875	0.54
	28215	Tolworth Broadway	402	0.25
	27573	Princes Avenue	297	0.18
TOLWRL	27708	King Charles Road	242	0.15
	11457	Surbiton Police Station	386	0.24
	4513	Hollyfield Road	249	0.15
	27360	Browns Road	293	0.18
	11462	Surbiton Hospital	258	0.16
	11464	Surbiton Telephone Exchange	379	0.24
SURHHS	BP5002	Surbiton Hill Road / Hollyfield School	187	0.12
	BP5000	Maplehurst Close	608	0.38
	4480	Surbiton Road / Penrhyn Road	178	0.11
	27358	Kingston University	204	0.13
	12899	Kingston University / County Hall	156	0.10
	BP285	College Roundabout	188	0.12
	BP490	Brook Street	282	0.18
KINGES	R0700	Eden Street	237	0.15
KINGCB	BP1084	Cromwell Road Bus Station	375	0.23
TOTAL ROUTE MILEAGE - BACK DIRECTION			11931	7.41
			metres	miles