

## 7. Service Specification

Route: 464

Contract Reference: QC56102

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>	464
<b>Terminus Points</b>	Tatsfield, Ship and New Addington, Parkway.
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	20 <sup>th</sup> May 2017
<b>Vehicle Type</b>	45 capacity, single door, single deck, minimum 8.9m long
<b>Current Maximum Approved Dimensions</b>	8.9 metres long and 2.4 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</b>	Departing on Time - No less than 90.00%
<b>Extension Threshold</b>	Departing on Time Threshold - 92.00%
<b>Minimum Operated Mileage Standard</b>	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on Tuesday 31<sup>st</sup> May 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. 464.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 464.

### **Operators should provide the following price:**

1. Annual diesel price - based on minimum 5 year contract.

Tenderers are also encouraged to offer alternative vehicle options in accordance with Part 9 of their tender, including but not limited to:

- Modifications to reduce emissions and fuel consumption (including energy storage, engine stop/start and/or energy efficient components),
- Zero emission Vehicles (e.g. Electric or fuel cell)
- Existing vehicles.

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

Tatsfield, Ship to New Addington, Parkway		New Addington, Parkway to Tatsfield, Ship			
First departure no later than 0610.		First departure no later than 0640.			
0605 - 2010	Every 30 minutes	0635 - 1940	Every 30 minutes		
2011 - 0015	Every 60 minutes	1941 - 0045	Every 60 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0040.			
<b>Pinchpoints</b>					
Biggin Hill, Black Horse	0710 - 0910	30 minutes	Biggin Hill Valley, Sunnyvale Avenue	0755 - 0955	30 minutes
	1450 - 1620	30 minutes		1455 - 1625	30 minutes

#### 3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

New Addington, Parkway to Biggin Hill, Black Horse	
0738 & 0808	Two Journeys

Biggin Hill, Black Horse to New Addington, Parkway	
1515	One Journey

The journeys shown in Section 3.2 are specifically designed to meet the start and finish times of Charles Darwin School in the Biggin Hill area.

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

Tatsfield, Ship to New Addington, Parkway		New Addington, Parkway to Tatsfield, Ship			
First departure no later than 0610.		First departure no later than 0640.			
0605 - 1910	Every 30 minutes	0635 - 1840	Every 30 minutes		
1911 - 0015	Every 60 minutes	1841 - 0045	Every 60 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0040.			
<b>Pinchpoints</b>					
Biggin Hill, Black Horse	0920 - 1050	30 minutes	Biggin Hill Valley, Sunnyvale Avenue	0925 - 1055	30 minutes

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

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

Tatsfield, Ship to New Addington, Parkway		New Addington, Parkway to Tatsfield, Ship			
First departure no later than 0810.		First departure no later than 0840.			
0805 - 0015	Every 60 minutes	0835 - 0045	Every 60 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0040.			
<b>Pinchpoints</b>					
Biggin Hill, Black Horse	0950 - 1150	60 minutes	Biggin Hill Valley, Sunnyvale Avenue	1025 - 1225	60 minutes

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

**4) OPERATIONAL CONSIDERATIONS**

4.1) Route No. 464 can suffer from unpredictable traffic delays in the New Addington and Biggin Hill 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 464: Tatsfield, Ship - New Addington, Parkway

**Date of Structural Change:** 20 May 2017.

**Date of Service Change:** 20 May 2017.

**Reason for Issue:** {To be specified}.

#### **STREETS TRAVERSED**

**Towards New Addington, Parkway:** Paynesfield Road, Ship Hill, Old Lane, Ricketts Hill Road, Polesteeple Hill, Sunningvale Avenue, Stock Hill, Lebanon Gardens, Main Road, Saltbox Hill, Jewels Hill, Sheepbarn Lane, King Henry's Drive, Arnhem Drive, Central Parade, Parkway.

**Towards Tatsfield, Ship:** Parkway, Central Parade, Arnhem Drive, King Henry's Drive, Sheepbarn Lane, Jewels Hill, Saltbox Hill, Main Road, Lebanon Gardens, Stock Hill, Sunningvale Avenue, Polesteeple Hill, Ricketts Hill Road, Old Lane, Ship Hill, Paynesfield 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.

### **TATSFIELD, SHIP**

Public stand for one bus, on eastern side of Paynesfield Road, south of The Old Ship public house, extending 13 metres.

Buses proceed from Paynesfield Road direct to stand, departing to Paynesfield Road. Set down in Paynesfield Road (BP4930 - Tatsfield Village / Old Ship, Last Stop on LOR: BP4930 - Tatsfield Village / Old Ship) and pick up in Paynesfield Road (BP4930 - Tatsfield Village / Old Ship, First Stop on LOR: BP4930 - Tatsfield Village / Old Ship).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 1 bus on Route 464 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: Tatsfield.

### **BIGGIN HILL, BLACK HORSE**

Buses proceed out of service from Main Road. Buses depart from out of service to Main Road. Set down in Main Road, at Stop Q (40147 - Biggin Hill / Black Horse, Last Stop on LOR: 40147 - Biggin Hill / Black Horse) and pick up in Main Road, at Stop A (40148 - Biggin Hill / Black Horse, First Stop on LOR: 40148 - Biggin Hill / Black Horse).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: None.  
BLIND DISPLAY: Biggin Hill.  
OTHER INFORMATION: Scheduled school journeys only. Buses must not wait for longer than is necessary to pick up and set down at these stops.

## **NEW ADDINGTON, PARKWAY SLIP ROAD**

Public stand for 1 bus on north side of link road immediately south and east of King Henry's Drive Tram Stop between the two carriageways of Parkway.

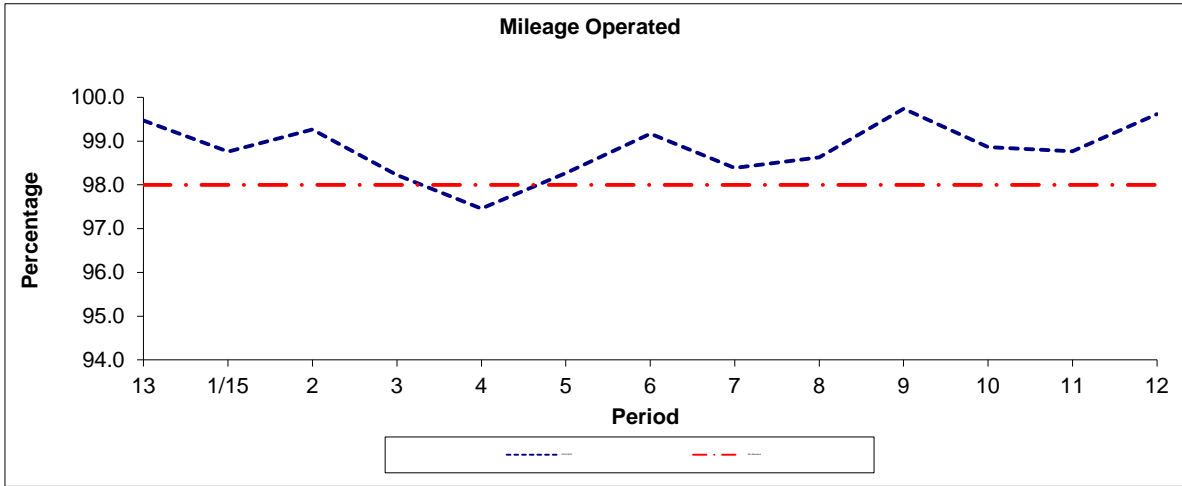
Buses proceed from Parkway (Northbound) direct to stand, departing to Parkway (Southbound). Set down in Parkway, at Stop A (BP2430 - New Addington Tram Stop >t<, Last Stop on LOR: BP2430 - New Addington Tram Stop >t<) and pick up in Parkway, at Stop D (BP2431 - New Addington Tram Stop >t<, First Stop on LOR: BP2431 - New Addington Tram Stop >t<).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 464 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:	New Addington.
OTHER INFORMATION:	Council toilet facilities available 07:00 - 18:00 daily.

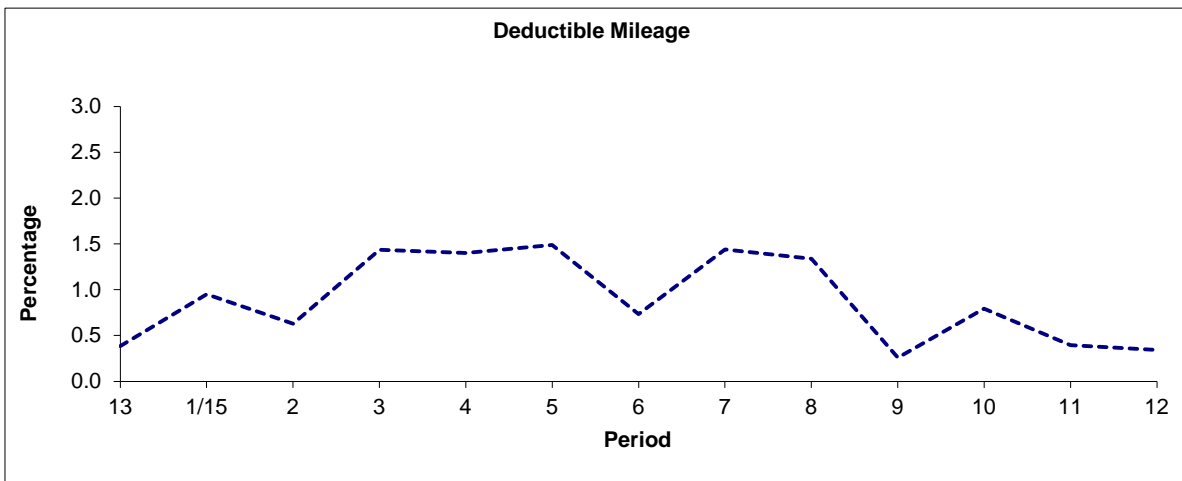


**PART B - PERFORMANCE STATISTICS**

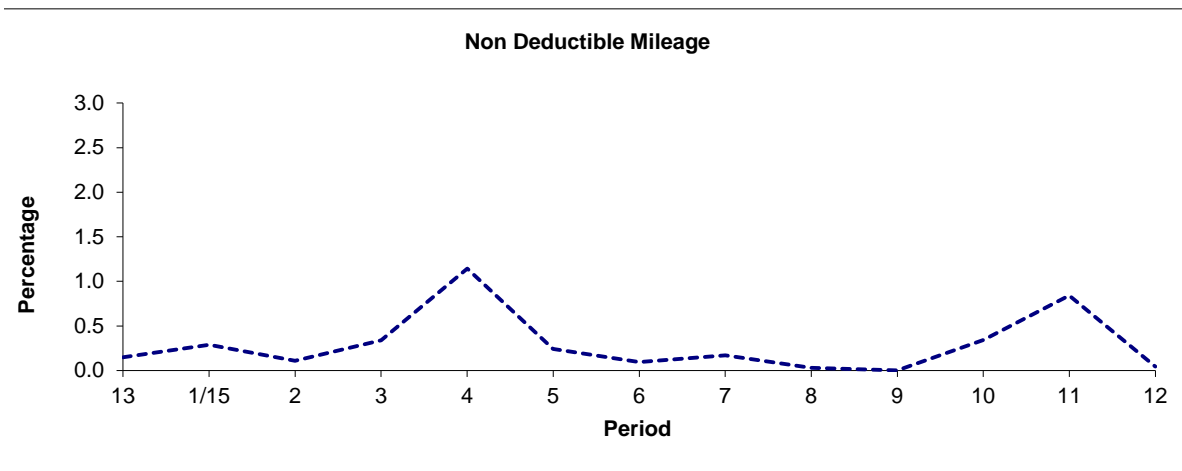
**Route 464**



Period	13	1/15	2	3	4	5	6	7	8	9	10	11	12
2014/2015	99.47	98.76	99.26	98.23	97.46	98.27	99.17	98.39	98.63	99.74	98.86	98.76	99.62
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	13	1/15	2	3	4	5	6	7	8	9	10	11	12
2014/2015	0.38	0.95	0.63	1.44	1.40	1.49	0.74	1.44	1.34	0.26	0.79	0.40	0.34

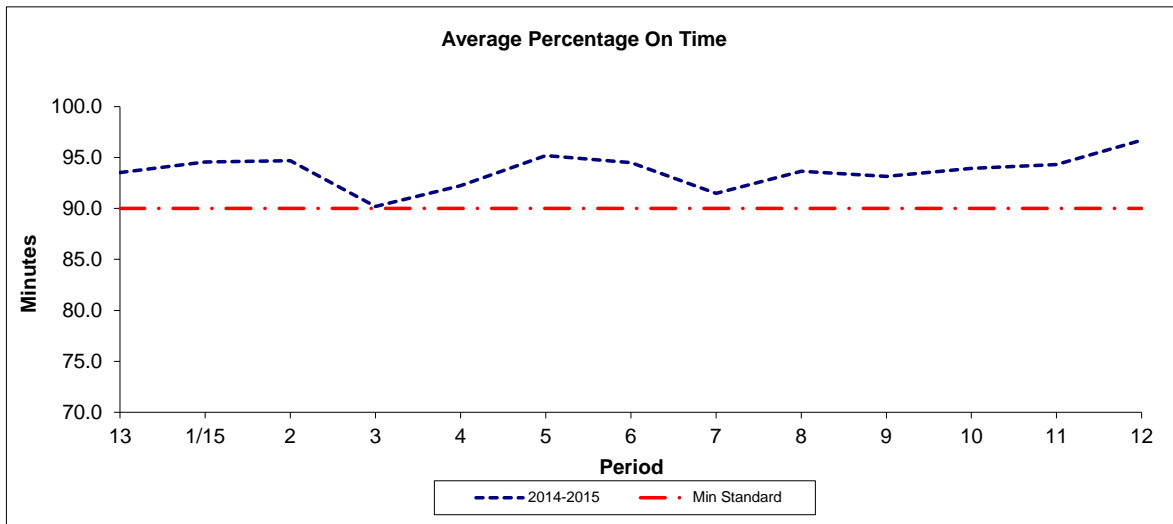


Period	13	1/15	2	3	4	5	6	7	8	9	10	11	12
2014/2015	0.15	0.29	0.11	0.34	1.14	0.24	0.09	0.17	0.03	0.00	0.34	0.84	0.04

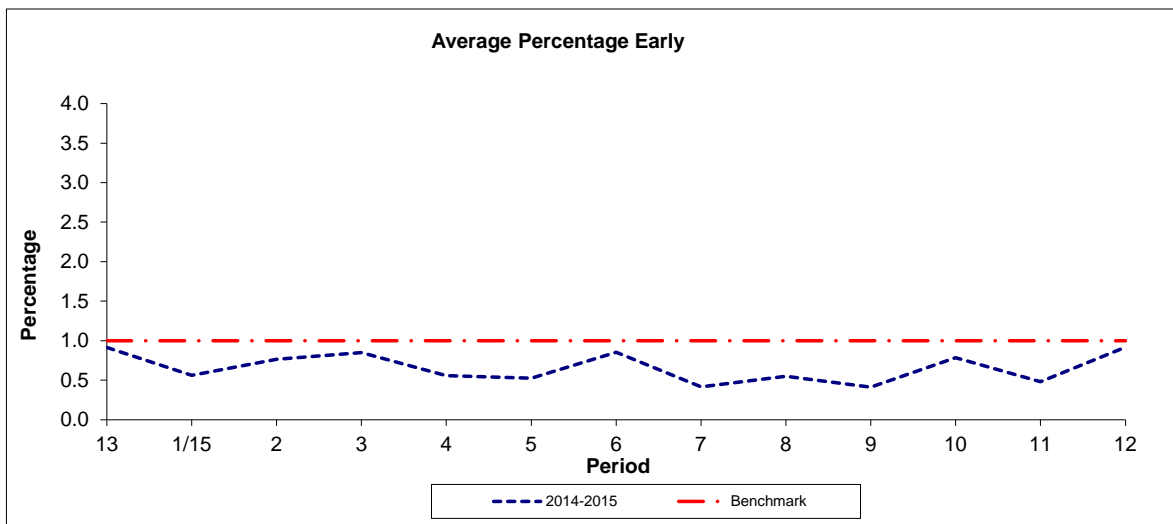
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 464**



Period	13	1/15	2	3	4	5	6	7	8	9	10	11	12
2014-2015	93.5	94.5	94.7	90.2	92.2	95.2	94.5	91.5	93.6	93.1	93.9	94.3	96.7
Min Standard	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0



Period	13	1/15	2	3	4	5	6	7	8	9	10	11	12
2014-2015	0.9	0.6	0.8	0.9	0.6	0.5	0.9	0.4	0.6	0.4	0.8	0.5	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

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

**ROUTE 464 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 4 14/15 TO QUARTER 3 15/16 (03/01/15 - 08/01/16)**

**MONDAY - FRIDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	3,602	3,536	98.2	98.9	<b>96.8</b>	1.1	0.7	1.4
07:00 - 10:00	15,055	14,744	97.9	94.5	<b>86.7</b>	5.7	0.2	7.5
10:00 - 13:00	14,392	14,188	98.6	98.5	<b>95.8</b>	1.6	0.6	2.0
13:00 - 16:00	14,688	14,314	97.5	96.9	<b>93.2</b>	3.5	0.5	2.8
16:00 - 19:00	14,520	14,356	98.9	97.9	<b>91.2</b>	2.1	0.1	6.6
19:00 - 22:00	9,604	9,660	100.6	99.1	<b>96.7</b>	0.8	1.6	1.0
22:00 - 24:00	4,821	4,795	99.5	99.4	<b>96.3</b>	0.6	2.6	0.5
<b>All Locations</b>	<b>76,682</b>	<b>75,593</b>	<b>98.6</b>	<b>97.4</b>	<b>92.4</b>	<b>2.8</b>	<b>0.6</b>	<b>4.2</b>

**SATURDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	760	751	98.8	98.8	<b>96.6</b>	1.2	1.8	0.5
07:00 - 10:00	3,022	2,961	98.0	98.0	<b>95.4</b>	2.1	1.2	1.3
10:00 - 13:00	2,993	2,936	98.1	98.5	<b>95.8</b>	1.9	0.5	1.8
13:00 - 16:00	3,005	2,973	98.9	98.1	<b>93.8</b>	2.0	1.0	3.2
16:00 - 19:00	3,018	2,951	97.8	97.9	<b>94.0</b>	2.1	1.6	2.3
19:00 - 22:00	1,532	1,523	99.4	97.8	<b>93.5</b>	2.7	0.7	3.0
22:00 - 24:00	1,032	1,033	100.1	100.0	<b>98.0</b>	0.0	2.0	0.0
<b>All Locations</b>	<b>15,362</b>	<b>15,128</b>	<b>98.5</b>	<b>98.2</b>	<b>94.7</b>	<b>2.0</b>	<b>1.1</b>	<b>2.2</b>

**SUNDAY AND BANK HOLIDAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
07:00 - 10:00	1,053	1,029	97.7	97.3	<b>95.8</b>	2.5	0.4	1.3
10:00 - 13:00	1,619	1,606	99.2	98.5	<b>95.2</b>	1.2	1.4	2.2
13:00 - 16:00	1,625	1,619	99.6	99.2	<b>97.2</b>	0.8	1.1	0.9
16:00 - 19:00	1,647	1,638	99.5	99.9	<b>96.2</b>	0.1	1.6	2.2
19:00 - 22:00	1,626	1,635	100.6	99.9	<b>97.0</b>	0.1	2.2	0.8
22:00 - 24:00	1,080	1,073	99.4	99.4	<b>93.4</b>	0.7	4.1	1.8
<b>All Locations</b>	<b>8,650</b>	<b>8,600</b>	<b>99.4</b>	<b>99.1</b>	<b>96.2</b>	<b>0.7</b>	<b>1.5</b>	<b>1.6</b>

**ALL DAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	4,362	4,287	98.3	98.9	<b>96.8</b>	1.1	0.8	1.3
07:00 - 10:00	19,130	18,734	97.9	95.2	<b>87.7</b>	5.3	0.3	6.8
10:00 - 13:00	19,004	18,730	98.6	98.5	<b>95.7</b>	1.6	0.7	2.0
13:00 - 16:00	19,318	18,906	97.9	97.3	<b>93.7</b>	3.0	0.6	2.7
16:00 - 19:00	19,185	18,945	98.7	98.1	<b>92.0</b>	1.9	0.5	5.7
19:00 - 22:00	12,762	12,818	100.4	99.1	<b>96.3</b>	1.0	1.5	1.2
22:00 - 24:00	6,933	6,901	99.5	99.5	<b>96.2</b>	0.5	2.7	0.5
<b>All Locations</b>	<b>100,694</b>	<b>99,321</b>	<b>98.6</b>	<b>97.7</b>	<b>93.0</b>	<b>2.5</b>	<b>0.7</b>	<b>3.7</b>

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

**TRANCHE 561**

Route: 464

Service change: 37684

Date: 24/10/2015

QSI Points are highlighted

Reason for Issue

Route re-routed in New Addington

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
TATSSH	BP4930	Tatsfield Village / Old Ship		
	OC245	Ship Hill / Borough Road	387	0.24
	OC246	Tatsfield Green	585	0.36
TATSSC	OC247	Ricketts Hill Road / Manor House	387	0.24
	OC248	Cudham Road	245	0.15
	BP2218	Charlton Drive	1213	0.75
BIGVSA	BP2217	Swievelands Road	210	0.13
	R0664	Rosehill Road	188	0.12
	40169	Stock Hill	282	0.18
BIGHLG	40165	Biggin Hill Post Office	592	0.37
	40150	Maple Leaf Close	226	0.14
BIGHBH	40148	Biggin Hill / Black Horse	404	0.25
	40145	Main Road / Sunningvale Avenue	795	0.49
	40144	Main Road / Saltbox Hill	468	0.29
	BP2008	Addington High School	2222	1.38
	25761	Addington High School	167	0.10
	BP6054			
NADDAD	25759	Calley Down Crescent		
	25757	New Addington Baptist Church	340	0.21
	25754	Central Parade	333	0.21
NADDPW	BP2430	New Addington Tram Stop	433	0.27
Total Route Mileage - Out Direction			9915	6.16
			Metres	Miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
NADDPW	BP2431	New Addington Tram Stop		
	25755	St Edward's Church	558	0.35
	25756	New Addington Baptist Church	235	0.15
NADDAD	25758	Calley Down Crescent	291	0.18
	BP6055			
	25760	Addington High School		
	BP2015	Addington High School	98	0.06
	40143	Main Road / Saltbox Hill	2269	1.41
	40146	Main Road / Sunningvale Avenue	473	0.29
BIGHBH	40147	Biggin Hill / Black Horse	747	0.46
BIGHLG	40149	Biggin Hill Post Office	559	0.35
	BP2214	Stock Hill	657	0.41
	BP2215	Rosehill Road	255	0.16
BIGVSA	BP2216	Swievelands Road	287	0.18
	OC250	Cudham Hill	1099	0.68
TATSSC	OC251	Ricketts Hill Road / Manor House	464	0.29
	OC252	Tatsfield Green	400	0.25
	OC253	Ship Hill / Borough Road	578	0.36
TATSSH	BP4930	Tatsfield Village / Old Ship	495	0.31
Total Route Mileage - Back Direction			9926	6.17
			Metres	Miles