

7. Service Specification

Route: K5

Contract Reference: QC52508

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	Ham, Dukes Avenue and Morden Station
Contract Basis	Incentivised
Commencement Date	2 nd July 2016
Vehicle Type	45 capacity, single door, single deck, minimum 8.9m long
Current Maximum Approved Dimensions	8.5 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 78.00%
Extension Threshold	Departing on Time Threshold - 81.00 %
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 3rd August 2015

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. K5.

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 daytime frequencies are increased from every 60 minutes to every 30 minutes.

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

Ham, Dukes Avenue to Morden Station, London Road			Morden Station, London Road to Ham, Dukes Avenue		
First departure no later than 0610.			First departure no later than 0645.		
0605 - 0710	Every 60 minutes		0640 - 0745	Every 60 minutes	
0711 - 1810	Every 30 minutes		0746 - 1845	Every 30 minutes	
1811 - 1915	Every 60 minutes		1846 - 1950	Every 60 minutes	
Last departure no earlier than 1910.			Last departure no earlier than 1945.		
Pinchpoints					
Raynes Park, Junction Tavern	0805 - 1005	30 minutes	1520 - 1720	0855 - 0955	30 minutes
	1520 - 1720	30 minutes		1540 - 1740	30 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Ham, Dukes Avenue to Morden Station, London Road			Morden Station, London Road to Ham, Dukes Avenue		
First departure no later than 0610.			First departure no later than 0645.		
0605 - 0710	Every 60 minutes		0640 - 0745	Every 60 minutes	
0711 - 1810	Every 30 minutes		0746 - 1845	Every 30 minutes	
1811 - 1915	Every 60 minutes		1846 - 1950	Every 60 minutes	
Last departure no earlier than 1910.			Last departure no earlier than 1945.		
Pinchpoints					
Raynes Park, Junction Tavern	0915 - 1115	30 minutes	Kingston, Fairfield Bus Station	1035 - 1235	30 minutes

Please note that no schedule is required on Sundays or Public Holidays (except Good Fridays).

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. K5 can suffer from unpredictable delays in the Raynes Park and Kingston areas, particularly during peak periods.
- 4.2) The two level crossings on West Barnes Lane can cause delays. Tenderers should bear this in mind when compiling schedules.
- 4.3) Smaller vehicles are used on this route due to highway constraints between Kingston and Morden.**

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 K5: Ham, Dukes Avenue - Morden Station

Date of Structural Change: 2 July 2016.

Date of Service Change: 2 July 2016.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Morden Station: Dukes Avenue, Tudor Drive, Aragon Road, Cardinal Avenue, Latchmere Lane, Latchmere Road, Staunton Road, King's Road, Acre Road, Cross Road, Shortlands Road, Elm Road, Canbury Park Road, Elm Crescent, Cowleaze Road, Richmond Road, Cromwell Road, Queen Elizabeth Road, Fairfield North, Wheatfield Way, Ashdown Road, Eden Street, Clarence Street, Cromwell Road, Queen Elizabeth Road, London Road, Coombe Road, Gloucester Road, Porchester Road, Douglas Road, King Henry's Road, Kingston Road, South Lane West, South Lane, Franks Avenue, South Park Grove, Green Lane, South Lane, Nelson Road, Westbury Road, Rodney Road, Kingston Road, Malden Road, Motspur Park, West Barnes Lane, Burlington Road, Shannon Corner, Beverley Way, Bushey Road, Grand Drive, Approach Road, Kingston Road, Mostyn Road, Kenley Road, Circle Gardens, Kenley Road, Windermere Avenue, Crown Lane, Morden Station Forecourt, London Road.

Towards Ham, Dukes Avenue: London Road, Morden Hall Road Roundabout, Morden Road, Kenley Road, Circle Gardens, Kenley Road, Mostyn Road, Kingston Road, Approach Road, Grand Drive, Bushey Road, Beverley Way, Shannon Corner, Burlington Road, West Barnes Lane, Motspur Park, Malden Road, Fountain Roundabout, Kingston Road, Rodney Road, Westbury Road, Nelson Road, South Lane, Green Lane, South Park Grove, Franks Avenue, South Lane, South Lane West, Kingston Road, King Henry's Road, Douglas Road, Porchester Road, Gloucester Road, Coombe Road, London Road, Fairfield North, Wheatfield Way, Ashdown Road, Eden Street, Clarence Street, Cromwell Road, Queen Elizabeth Road, Canbury Park Road, Elm Road, Shortlands Road, Cross Road, Acre Road, King's Road, Staunton Road, Latchmere Road, Latchmere Lane, Cardinal Avenue, Aragon Road, Tudor Drive, Dukes Avenue, Dysart Avenue, Lammas Road, Beaufort 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.

HAM, DUKES AVENUE

Public stand for two buses on north side of Dukes Avenue, commencing at lamp standard No 5 extending 20 metres west.

Buses proceed from Beaufort Road via Riverside Drive and Dukes Avenue to stand, departing to Dukes Avenue. Set down in Beaufort Road, Z (34930 - Beaufort Road, Last Stop on LOR: 34930 - Beaufort Road) and pick up in Dukes Avenue, at Stop P (33736 - Dysart Avenue, First Stop on LOR: 33736 - Dysart Avenue).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route K5 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:	Ham.

KINGSTON, CROMWELL ROAD BUS STATION (from MORDEN STATION)

Private stand for 12 buses in marked bays in Cromwell Road Bus Station on north side of Cromwell Road. Buses to stand as follows:

Bays A5/A6 - Route 285,

Bays A7/A8 - Route 111,

Bay A9 - Route 216,

Bay A10 - Route 411,

Bay A11 - other operators,

Bay A12 - Route 481 and other operators,

Bay A13 - Route K1,

Bays A14/A15 - Route 71,

Bay A16 - Route 465.

Buses proceed from Cromwell Road via Cromwell Road Bus Station to stand, departing via Cromwell Road Bus Station, Cromwell Road and Queen Elizabeth Road to Fairfield North. Set down in Cromwell Road, at Stop A2 (BP1084 - Cromwell Road Bus Station, Last Stop on LOR: BP1094 - Cromwell Road Bus Station) and pick up in Fairfield North, at Stop B3 (R0705 - Fairfield Bus Station, First Stop on LOR: R0705 - Fairfield Bus 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:	Kingston.

NEW MALDEN, FOUNTAIN ROUNDABOUT

From Ham, Dukes Avenue.

Buses proceed from Kingston Road departing to Kingston Road. Set down in Kingston Road, at Stop M (27386 - New Malden / The Fountain, Last Stop on LOR: 27386 - New Malden / The Fountain) and pick up in Kingston Road, at Stop L (27387 - New Malden / The Fountain, First Stop on LOR: 27387 - New Malden / The Fountain).

From Morden Station.

Buses proceed from Malden Road via Fountain Roundabout departing to Malden Road. Set down in Malden Road, at Stop K (1790 - New Malden / The Fountain, Last Stop on LOR: 1790 - New Malden / The Fountain) and pick up in Malden Road, at Stop J (1789 - New Malden / The Fountain, First Stop on LOR: 1789 - New Malden / The Fountain).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: New Malden, Fountain Roundabout.

RAYNES PARK, JUNCTION TAVERN

Public stand for three buses on north side of Kingston Road, commencing 35 metres west of lamp standard 096 extending 33 metres west.

From Ham, Dukes Avenue.

Buses proceed from Approach Road via Kingston Road to stand, departing via Kingston Road to Approach Road. Set down in Approach Road, at Stop P (17538 - Raynes Park Station #, Last Stop on LOR: 17538 - Raynes Park Station #) and pick up in Approach Road, at Stop S (1005 - Raynes Park Station #, First Stop on LOR: 1005 - Raynes Park Station #).

From Morden Station.

Buses proceed from Kingston Road direct to stand, departing to Kingston Road. Set down in Kingston Road, at Stop R (17720 - Raynes Park Library, Last Stop on LOR: 17720 - Raynes Park Library) and pick up in Kingston Road, at Stop Q (33160 - Raynes Park Library, First Stop on LOR: 33160 - Raynes Park Library).

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: Raynes Park.

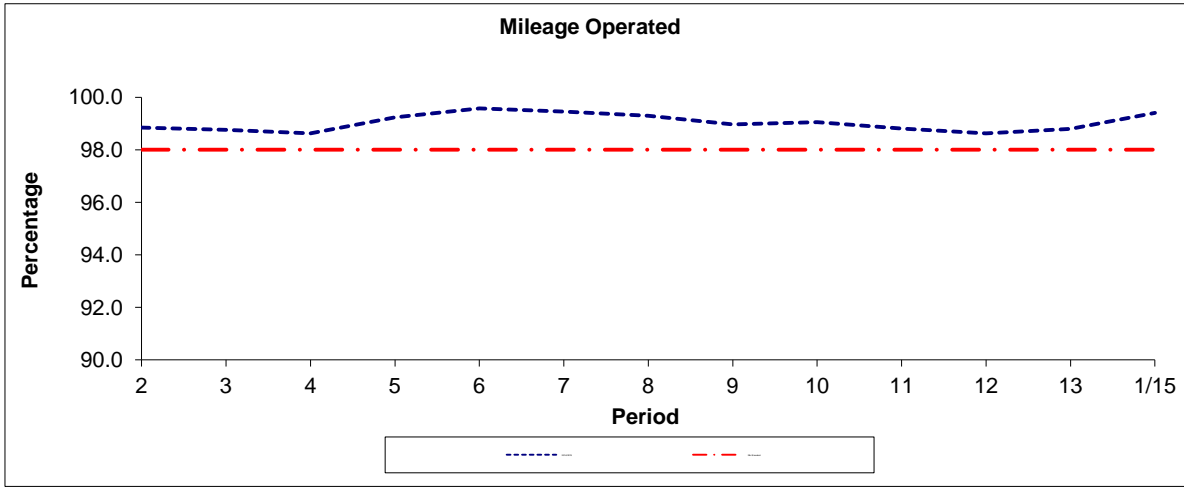
MORDEN STATION, LONDON ROAD

Public offside stand for 2 buses on west side of London Road outside Crown House commencing 7 metres north of lamp standard No. 025 and extending 28 metres north. Buses proceed from London Road via Morden Hall Road Roundabout and London Road to stand, departing via London Road, Crown Road, Crown Lane and Morden Station Forecourt to London Road. Set down in London Road, at Stop C (W48 - Morden Station <>, Last Stop on LOR: W48 - Morden Station <>) and pick up in London Road, at Stop C (W48 - Morden Station <>, First Stop on LOR: W48 - Morden Station <>).

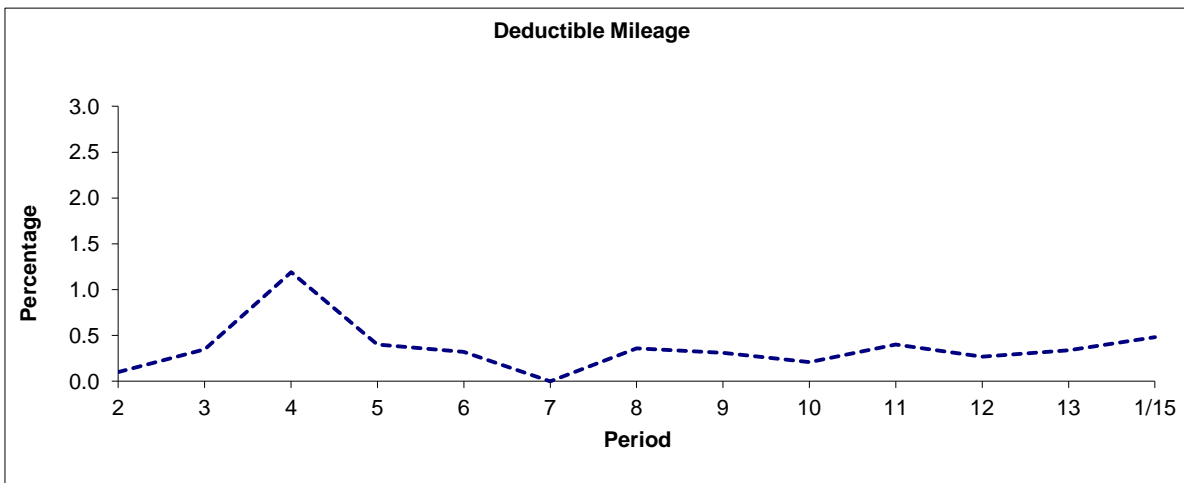
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route K5 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Morden.
OTHER INFORMATION: LUL toilet facilities available Mon-Sat: 0430-0130 and Sun: 0600-0100.

PART B - PERFORMANCE STATISTICS

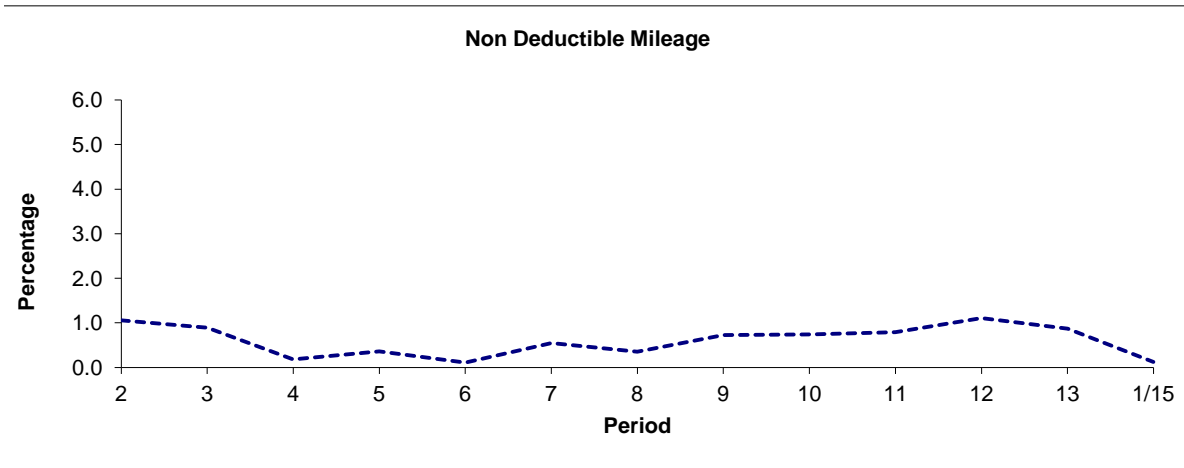
Route K5



Period	2	3	4	5	6	7	8	9	10	11	12	13	1/15
2014/2015	98.84	98.76	98.63	99.24	99.57	99.45	99.29	98.96	99.05	98.81	98.62	98.79	99.40
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	1/15
2014/2015	0.10	0.35	1.19	0.40	0.32	0.00	0.36	0.31	0.21	0.40	0.27	0.34	0.48

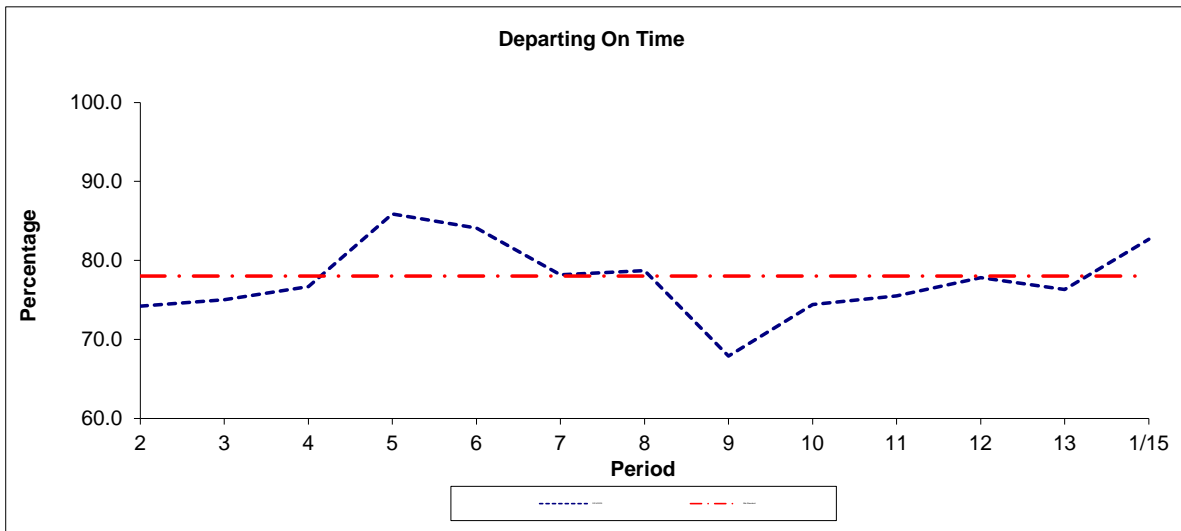


Period	2	3	4	5	6	7	8	9	10	11	12	13	1/15
2014/2015	1.06	0.89	0.18	0.36	0.11	0.55	0.35	0.73	0.74	0.79	1.11	0.87	0.12

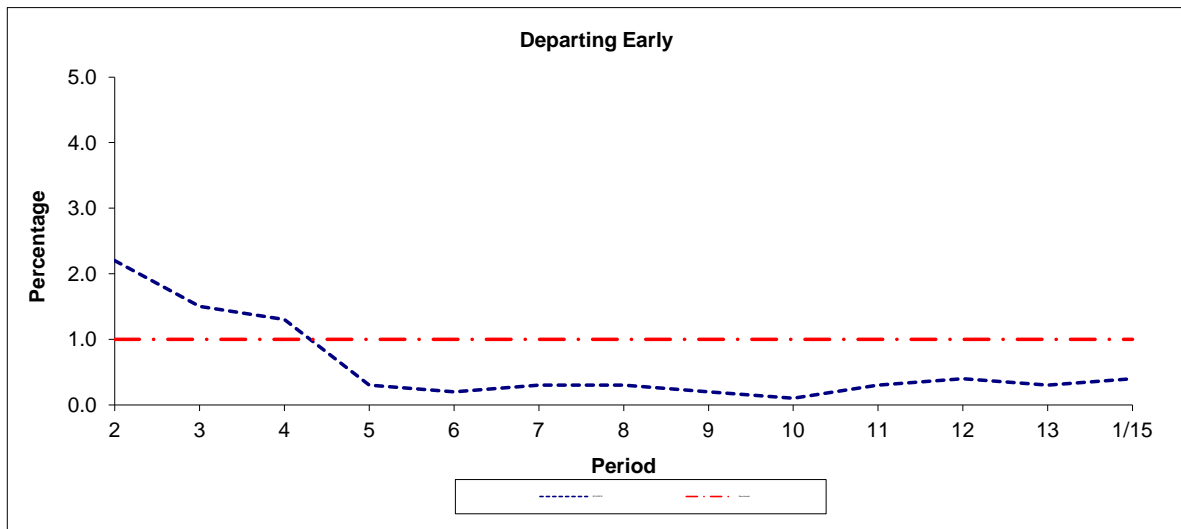
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route K5



Period	2	3	4	5	6	7	8	9	10	11	12	13	1/15
2014/2015	74.2	75.0	76.7	85.9	84.1	78.2	78.7	67.9	74.4	75.5	77.8	76.3	82.7
Min Standard	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0



Period	2	3	4	5	6	7	8	9	10	11	12	13	1/15
2014/2015	2.2	1.5	1.3	0.3	0.2	0.3	0.3	0.2	0.1	0.3	0.4	0.3	0.4
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 K5 - FULL iBUS RESULTS BY TIME OF DAY
 QUARTERS 1 TO 4 2014/15 (01/04/14 - 31/03/15)**

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	2,897.	88.6	99.8	91.8	0.2	1.3	6.7
0700 - 1000	13,906.	100.6	95.8	73.2	4.5	0.5	21.7
1000 - 1300	14,640.	99.8	98.2	80.6	1.8	0.2	17.4
1300 - 1600	14,467.	99.3	98.1	85.7	1.9	0.6	11.8
1600 - 1900	14,909.	98.0	94.1	71.3	5.7	1.5	21.6
1900 - 2200	7,559.	100.3	96.7	78.0	3.1	0.9	17.9
Summary	68,378.	99.1	96.7	77.7	3.5	0.8	18.0

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	620.	97.7	100.0	96.6	0.0	0.8	2.6
0700 - 1000	2,949.	99.0	99.0	93.1	1.1	0.8	4.9
1000 - 1300	3,106.	99.1	95.6	68.5	4.5	0.1	26.9
1300 - 1600	3,105.	98.4	91.0	66.8	9.3	0.5	23.4
1600 - 1900	3,270.	97.3	97.5	83.8	2.8	1.1	12.4
1900 - 2200	1,450.	104.2	99.2	82.3	0.7	1.4	15.5
Summary	14,500.	99.0	96.3	76.7	4.5	0.7	18.1

BANK HOLIDAY (NO SUNDAY SERVICE)

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	12.	91.7	100.0	100.0	0.0	0.0	0.0
0700 - 1000	57.	101.8	100.0	100.0	0.0	0.0	0.0
1000 - 1300	60.	100.0	100.0	100.0	0.0	0.0	0.0
1300 - 1600	60.	100.0	100.0	98.4	0.0	0.0	1.6
1600 - 1900	63.	100.0	100.0	98.7	0.0	0.0	1.3
1900 - 2200	28.	100.0	100.0	80.5	0.0	0.0	19.5
Summary	280.	100.0	100.0	97.3	0.0	0.0	2.7

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	3,529.	90.2	99.8	92.4	0.2	1.2	6.2
0700 - 1000	16,912.	100.4	96.4	75.1	4.2	0.6	20.1
1000 - 1300	17,806.	99.7	97.7	78.5	2.3	0.2	19.1
1300 - 1600	17,632.	99.1	96.8	82.6	3.2	0.6	13.7
1600 - 1900	18,242.	97.9	94.7	72.8	5.3	1.4	20.5
1900 - 2200	9,037.	100.9	97.1	78.7	2.8	1.0	17.5
Summary	83,158.	99.0	96.6	77.6	3.7	0.8	17.9

Transport for London - QSI Points and Live Mileage List

Route K5
 Service change 23545
 Date 24 November 2009
 QSI Points are highlighted

TRANCHE 525

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HAM DA S	HAM DA S	HAM, DUKES AVENUE		
HAM DA	33736	Dysart Avenue	0	0.00
	BP5796			
	25349	Richmond Road		
CDAVLL	OC586	Cardinal Avenue	993	0.62
CNBYWE	OC587	Elm Road, Shortlands Road	1261	0.78
	HC69	Hail & Ride Section	609	0.38
	BP491	Kingston Station	354	0.22
	BP1084	Cromwell Road Bus Station	256	0.16
KINGFB	R0705	Fairfield Bus Station	551	0.34
	R0699	Eden Street	615	0.38
KINGCB	BP1084	Cromwell Road Bus Station	389	0.24
	BP272	Tiffin School / London Road	380	0.24
NORBCH	19542	Norbiton Church	210	0.13
	BP1737	London Road	331	0.21
	BP5494			
NORBSN	BP964	Norbiton Station		
	33059	Gloucester Road	209	0.13
	HC70	Hail & Ride Section	748	0.46
	10031	Archdale Place	264	0.16
NMALHB	BP3310	California Road	235	0.15
	R0348	Wellington Crescent	334	0.21
NMALNS	OC588	Nelson Road, South Lane	1667	1.04
	HC71	Hail & Ride Section	655	0.41
	27386	New Malden / The Fountain	238	0.15
NMALMR	1789	New Malden / The Fountain	188	0.12
	16729	St James' Church / Kingston By-Pass	329	0.20
	18916	Blakes Lane	304	0.19
	HC72	Hail & Ride Section	1111	0.69
MRPKSN	BP2737	Motspur Park Station	313	0.19
	HC73	Hail & Ride Section	1042	0.65
	27391	West Barnes Level Crossing	164	0.10
NMALSC	9154	Cavendish Avenue	291	0.18
	18690	Shannon Corner	502	0.31
	18687	Carters Bridge	607	0.38
	10284	Bushey Road / Grand Drive	517	0.32
RNPKAR	17538	Raynes Park Station	322	0.20
RNPKJT	33160	Raynes Park / Junction Tavern	257	0.16
	19095	Sydney Road	312	0.19
	19097	Lower Downs Road	317	0.20
	18683	Wimbledon Chase Station	457	0.28
	1805	Nelson Hospital	183	0.11
KNRDMR	18681	Wilton Crescent	372	0.23
	H1250	Hail & ride post	391	0.24
	H1248	Hail & ride post	231	0.14
MTPKCG	H1246	Hail & ride post	444	0.28
	HC74	Hail & Ride Section	874	0.54
MORDSN	W48	Morden Station	267	0.17
MORDLR S	MORDLR S	MORDEN STATION, LONDON ROAD	0	0.00

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
MORDLR S	MORDLR S	MORDEN STATION, LONDON ROAD		
MORDSN	W48	Morden Station	0	0.00
	H1245	Hail & ride post	403	0.25
MTPKCG	H1247	Hail & ride post	444	0.28
	H1249	Hail & ride post	398	0.25
	H1251	Hail & ride post	266	0.17
	HC75	Hail & Ride Section	219	0.14
KNRDMR	18680	Wilton Crescent	180	0.11
	1806	Nelson Hospital	322	0.20
	18682	Wimbledon Chase Station	289	0.18
	19098	Lower Downs Road	336	0.21
	19096	Sydney Road	329	0.20
RNPKJT	17720	Raynes Park / Junction Tavern	395	0.25
RNPKAR	1005	Raynes Park Station	234	0.15
	27916	Bushey Road / Grand Drive	315	0.20
	18686	Carters Bridge	529	0.33
	18688	Raynes Park High School	307	0.19
	W4	Shannon Corner Superstore	114	0.07
	4493	Beverley Way / Shannon Corner	207	0.13
NMALSC	9155	Burlington Road / Shannon Corner	200	0.12
	9153	Cavendish Avenue	183	0.11
	HC76	Hail & Ride Section	1159	0.72
MRPKSN	BP2738	Motspur Park Station	315	0.20
	HC77	Hail & Ride Section	966	0.60
	17600	Motspur Park	189	0.12
	17601	Blakes Lane	247	0.15
	16728	St James' Church / Kingston By-Pass	310	0.19
NMALMR	1790	New Malden / The Fountain	270	0.17
	27387	New Malden / The Fountain	141	0.09
NMALNS	OC448	Nelson Road, South Lane	924	0.57
	HC78	Hail & Ride Section	1360	0.85
	20662	Springfield Place	504	0.31
NMALHB	10032	California Road	188	0.12
	25057	Kingsmeadow	397	0.25
	HC79	Hail & Ride Section	611	0.38
	33058	Gloucester Road	225	0.14
NORBSN	BP1735	Norbiton Station	275	0.17
	BP1736	Station Road	416	0.26
	BP5305	Gordon Road	104	0.06
NORBCH	R0277	Norbiton Church	242	0.15
	BP387	Tiffin School / London Road	171	0.11
KINGFB	R0705	Fairfield Bus Station		
	R0700	Eden Street		
KINGCB	BP1094	Cromwell Road Bus Station	341	0.21
CNBYWE	OC447	Elm Road, Shortlands Road	884	0.55
CDAVLL	OC446	Cardinal Avenue	1260	0.78
	HC80	Hail & Ride Section	762	0.47
	R0167	Richmond Road	374	0.23
	35733	Dysart Avenue	315	0.20
	BP5741			
HAM BR	34930	Beaufort Road		
HAM DA S	HAM DA S	HAM, DUKES AVENUE	0	0.00

TOTAL ROUTE MILEAGE - OUT DIRECTION 21127 metres 13.13 miles

TOTAL ROUTE MILEAGE - BACK DIRECTION 20145 metres 12.52 miles