

## CONTRACT SPECIFICATION

Tenders are requested for the following contract to operate a bus service.

<b>Contract Reference</b>	QC38601
<b>Route Number</b>	280
<b>Terminus Points</b>	Tooting, St George's Hospital to Belmont Station
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	21 July 2012
<b>Vehicle Type</b>	87 capacity, dual door, double deck vehicles
<b>Current Maximum Approved Dimensions</b>	10.0 metres long and 2.55 metres wide
<b>Advertising Rights</b>	Operator
<b>Sponsored Route</b>	No
<b>Minimum Performance Std</b>	Average Excess Wait Time - No more than 1.00 minutes
<b>Extension Threshold</b>	Average Excess Wait Time Threshold - 0.85 minutes
<b>Minimum Operated Mileage</b>	No less than 98.00%

Tender Return Date: no later than 12 Noon on 25<sup>th</sup> July 2011.

## **SERVICE SPECIFICATION**

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## 1) 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. 280.

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:

- 87 capacity, dual door, double deck vehicles are specified, subject to a satisfactory route test.

## 2) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

Tooting, St George's Hospital to Belmont Station			Belmont Station to Tooting, St George's Hospital		
First departure no later than 0455.			First departure no later than 0535.		
0450 - 0525	Every 30 minutes		0530 - 0615	Every 20 minutes	
0526 - 0545	Every 20 minutes		0616 - 0630	Every 15 minutes	
0546 - 0630	Every 15 minutes		0631 - 0655	Every 12 minutes	
0631 - 0650	Every 12 minutes		0656 - 1920	Every 10 minutes	
0651 - 1930	Every 10 minutes		1921 - 2220	Every 15 minutes	
1931 - 2215	Every 15 minutes		2221 - 0025	Every 20 minutes	
2216 - 0020	Every 20 minutes				
Last departure no earlier than 0015.			Last departure no earlier than 0020.		
<b>Pinchpoints</b>					
Sutton Green	0730 - 0845	10 minutes	Tooting Station	0735 - 0835	10 minutes
	1500 - 1630	10 minutes		1540 - 1720	10 minutes

### 2.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

Tooting, St George's Hospital to St Helier, Rose Hill	
0735	One journey

The journey shown in Section 2.2 is specifically designed to meet the start time of Bishopsford Arts College.

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

Tooting, St George's Hospital to Belmont Station			Belmont Station to Tooting, St George's Hospital		
First departure no later than 0455.			First departure no later than 0535.		
0450 - 0555	Every 30 minutes		0530 - 0605	Every 30 minutes	
0556 - 0735	Every 20 minutes		0606 - 0725	Every 20 minutes	
0736 - 0750	Every 15 minutes		0726 - 0755	Every 15 minutes	
0751 - 1855	Every 10 minutes		0756 - 1850	Every 10 minutes	
1856 - 2135	Every 15 minutes		1851 - 2155	Every 15 minutes	
2136 - 0020	Every 20 minutes		2156 - 0025	Every 20 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0020.		
<b>Pinchpoints</b>					
Sutton Green	0930 - 1030	10 minutes	Tooting Station	0925 - 1025	10 minutes

## 2.4) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Tooting, St George's Hospital to Belmont Station		Belmont Station to Tooting, St George's Hospital	
First departure no later than 0455.		First departure no later than 0535.	
0450 - 0555	Every 30 minutes	0530 - 0605	Every 30 minutes
0556 - 0835	Every 20 minutes	0606 - 0845	Every 20 minutes
0836 - 0905	Every 15 minutes	0846 - 0900	Every 15 minutes
0906 - 1835	Every 12 minutes	0901 - 1910	Every 12 minutes
1836 - 2135	Every 15 minutes	1911 - 2140	Every 15 minutes
2136 - 0020	Every 20 minutes	2141 - 0025	Every 20 minutes
Last departure no earlier than 0015.		Last departure no earlier than 0020.	
<b>Pinchpoints</b>			
Sutton Green	1100 - 1200	12 minutes	Tooting Station
			1030 - 1130
			12 minutes

## 2.5) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Tooting, St George's Hospital to Belmont Station		Belmont Station to Tooting, St George's Hospital	
First departure no later than 0815.		First departure no later than 0825.	
0810 - 0835	Every 20 minutes	0820 - 0845	Every 20 minutes
0836 - 0905	Every 15 minutes	0846 - 0900	Every 15 minutes
0906 - 1835	Every 12 minutes	0901 - 1910	Every 12 minutes
1836 - 2135	Every 15 minutes	1911 - 2140	Every 15 minutes
2136 - 0020	Every 20 minutes	2141 - 0025	Every 20 minutes
Last departure no earlier than 0015.		Last departure no earlier than 0020.	
<b>Pinchpoints</b>			
Sutton Green	1100 - 1200	12 minutes	Tooting Station
			1030 - 1130
			12 minutes

## 3) QSI POINTS & MILEAGE

It is intended Route No. 280 will have 96 surveys per quarter at the following locations:

<b>QSI POINTS</b>	
<b>Towards Belmont</b>	<b>Towards Tooting St. Georges Hospital</b>
Tooting Broadway	Belmont
Mitcham Fair Green	Sutton
Sutton	Mitcham Fair Green
<b>MILEAGE: See Attached iBus Sheets</b>	

#### **4) OPERATIONAL CONSIDERATIONS**

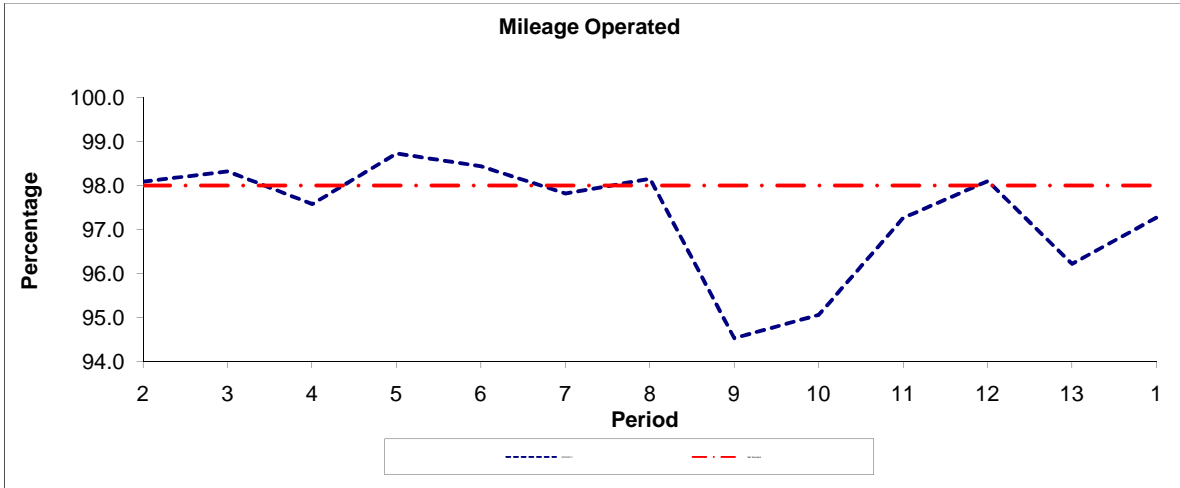
- 4.1) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following locations:  
Tooting Broadway LU Station, Tooting Station, Mitcham Tram Stop, Sutton Station, Belmont Station.
- 4.2) Route No. 280 can suffer unpredictable traffic delays in the Sutton, Mitcham Green and Tooting areas, particularly during peak periods..
- 4.3) The 2012 Olympic Games open on Friday 27<sup>th</sup> July and close on Sunday 12<sup>th</sup> August. The 2012 Paralympic Games start on Wednesday 29<sup>th</sup> August and close on Sunday 9<sup>th</sup> September. The Games will result in additional passenger demand across the network, requiring additional capacity on some routes. There will also be a number of road closures in the event areas resulting in route diversions. Operators should be aware there will be implications to them during this time. Full details and any extra resource required will be negotiated with the operator at a later date.

#### **5) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE**

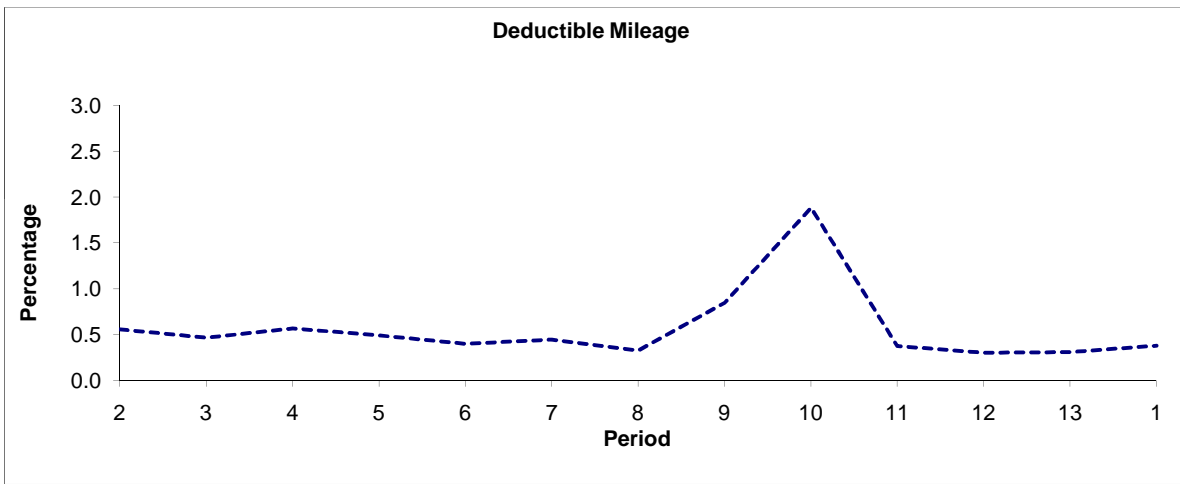
- 5.1) CURRENT PERFORMANCE  
As per current print out.
- 5.2) ROUTE RECORD  
As per Busnet Printout.
- 5.3) IBUS MILEAGE  
As per current print out.

**PART B - PERFORMANCE STATISTICS**

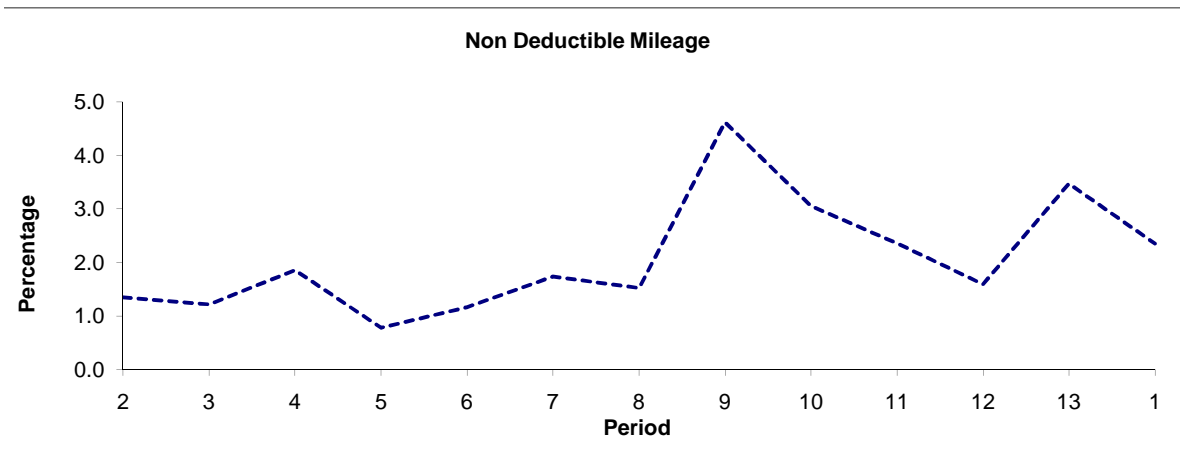
**Route 280**



Period	2	3	4	5	6	7	8	9	10	11	12	13	1
2010/2011	98.09	98.32	97.58	98.73	98.44	97.82	98.15	94.53	95.06	97.26	98.10	96.22	97.27
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
2010/2011	0.56	0.47	0.57	0.49	0.40	0.45	0.33	0.85	1.89	0.38	0.30	0.31	0.38

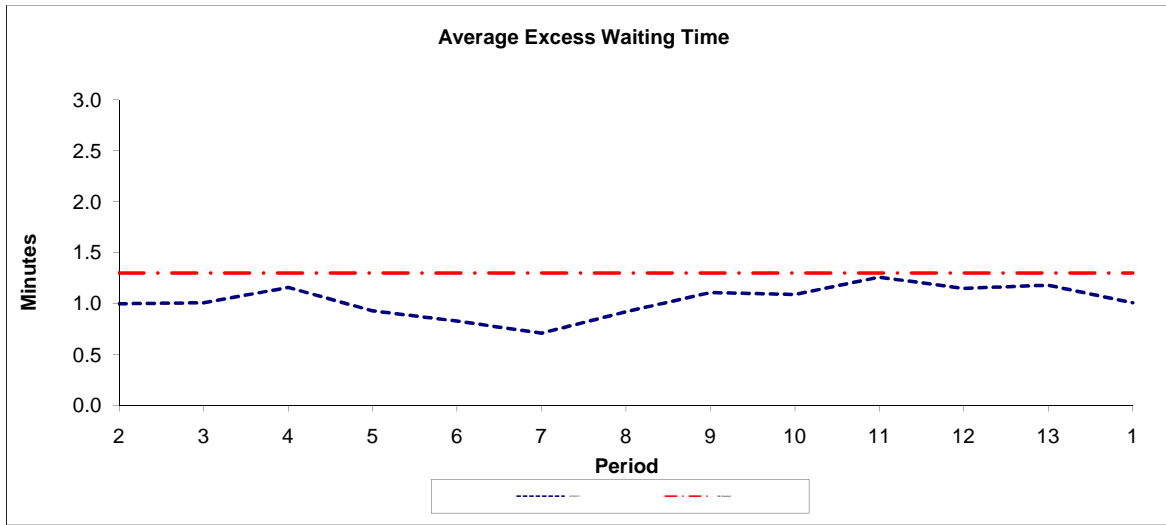


Period	2	3	4	5	6	7	8	9	10	11	12	13	1
2010/2011	1.35	1.22	1.86	0.78	1.16	1.74	1.52	4.62	3.05	2.36	1.59	3.47	2.35

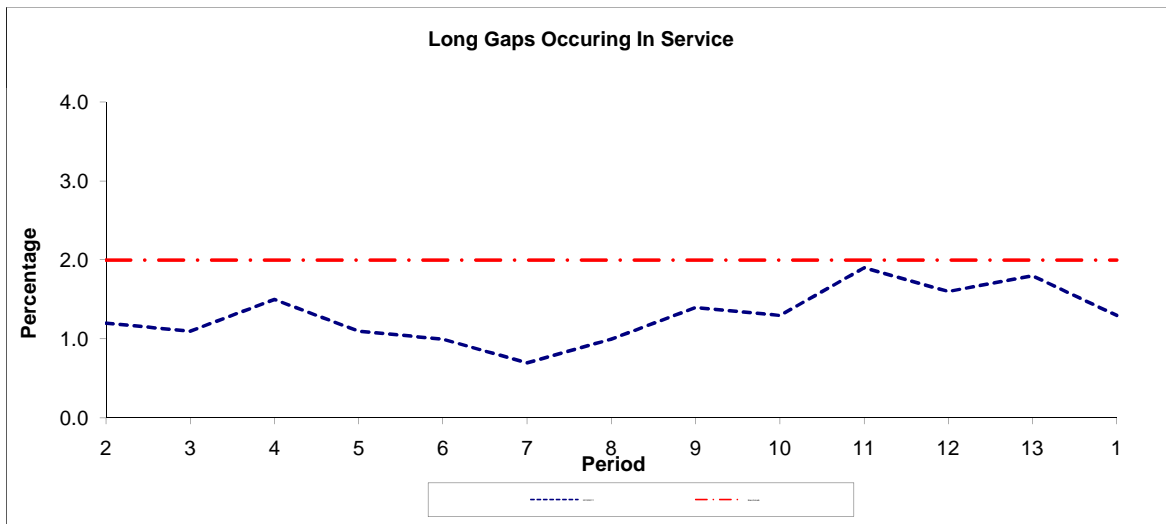
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 280**



Period	2	3	4	5	6	7	8	9	10	11	12	13	14
2010/2011	1.00	1.01	1.16	0.93	0.83	0.71	0.92	1.11	1.09	1.26	1.15	1.18	1.01
Min Standard	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30



Period	2	3	4	5	6	7	8	9	10	11	12	13	14
2010/2011	1.20	1.10	1.50	1.10	1.00	0.70	1.00	1.40	1.30	1.90	1.60	1.80	1.30
Benchmark	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00

**Note :** Reliability is based on 12 weeks rolling data



# LONDON BUSES - ROUTE DESCRIPTION

## ROUTE 280: Tooting, St Georges Hospital - Belmont Station

**Date of Structural Change:** 21 July 2012.

**Date of Service Change:** 21 July 2012.

**Reason for Issue:** New tender.

### STREETS TRAVERSED

**Towards Belmont Station:** Blackshaw Road, Tooting High Street, Tooting Broadway, Mitcham Road, London Road, Holborn Way, Upper Green West, London Road, Bishopsford Road, Rose Hill, Angel Hill, Sutton High Street, Marshall's Road, Throwley Way, Carshalton Road, Chalk Pit Way, Sutton Court Road, Sutton High Street, Brighton Road.

**Towards Tooting, St Georges Hospital:** Brighton Road, Sutton High Street, Grove Road, Sutton Park Road, Cheam Road, St Nicholas Way, Crown Road, Sutton High Street, Angel Hill, Rose Hill, Bishopsford Road, London Road, Lower Green West, London Road, Raleigh Gardens, Holborn Way, London Road, Mitcham Road, Tooting Broadway, Garratt Lane, Fountain Road, Blackshaw Road.

### STANDING AND TURNING POINTS

#### TOOTING, ST. GEORGES HOSPITAL

Public stand for five buses on the north side of Blackshaw Road, commencing opposite the centre line of Kenlor Road (north arm) and extending 75 metres.

Buses proceed from Blackshaw Road direct to stand, departing to Blackshaw Road. Set down in Blackshaw Road, at Stop HZ and pick up in Blackshaw Road, at Stop H3.

**AVAILABILITY:** At any time.

**OPERATING RESTRICTIONS:** No more than 2 buses on Route 280 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.

**DISPLAY:** Tooting, St. George's Hospital.

### **TOOTING BROADWAY, LONGMEAD ROAD (from BELMONT STATION)**

Public stand for five buses in Longmead Road in three parts:

1. On north side of Longmead Road for three buses, commencing at a point 11 metres south of No 2 Longmead Road and extending 30 metres.
2. In the centre of Longmead Road for one buse.
3. On south side of Longmead Road for one bus, commencing at a point 14 metres east of eastern building line of Mitcham Road and extending 10 metres.

Buses proceed from Mitcham Road via Longmead Road to stand, departing via Longmead Road (Short Triangular Movement Junction Of) and Longmead Road to Mitcham Road. Set down in Mitcham Road, at Stop H and pick up in Mitcham Road, at Stop E.

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.
DISPLAY:	Tooting Broadway.

### **MITCHAM, FAIR GREEN (from BELMONT STATION)**

Public stand for two buses standing abreast on the offside of Raleigh Gardens (west arm) in the buses only bay.

Buses proceed from Raleigh Gardens direct to stand, departing via Raleigh Gardens and Upper Green West to London Road. Set down in Raleigh Gardens, at Stop G and pick up in London Road, at Stop M.

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.
DISPLAY:	Mitcham.

### **MITCHAM, CRICKETERS (from Tooting, St Georges Hospital)**

Buses proceed from London Road via Lower Green West departing to London Road. Set down in London Road, at Stop M and pick up in London Road, at Stop Q.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
DISPLAY:	Mitcham.

### **ST. HELIER, GREEN LANE, EAST SIDE**

Public stand for one bus at bus stop point letter RD on east side of Green Lane, outside Methodist Central Hall, commencing at a point 45 metres south of the centre line of Dorchester Road.

#### **From Belmont Station.**

Buses proceed from Rose Hill via Green Lane, U-Turn Through Central Reservation At Canterbury Road and Green Lane to stand, departing via Green Lane to Rose Hill. Set down in Rose Hill, at Stop RS and pick up in Rose Hill, at Stop RP.

#### **From Tooting, St Georges Hospital.**

Buses proceed from Bishopsford Road via Green Lane, U-Turn Through Central Reservation At Canterbury Road and Green Lane to stand, departing via Green Lane to Bishopsford Road. Set down in Bishopsford Road, at Stop RJ and pick up in Bishopsford Road, at Stop RH.

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.
DISPLAY:	St Helier.

### **SUTTON, BENHILL AVENUE (from Tooting, St Georges Hospital)**

Buses proceed from Throwley Way via Benhill Avenue, Sutton High Street, Greenford Road and St Nicholas Way departing to Crown Road. Set down in Throwley Way, at Stop E and pick up in Crown Road, at Stop Y.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
DISPLAY:	Sutton Town Centre.

### **SUTTON STATION, THE QUADRANT (from Tooting, St Georges Hospital)**

Public stand for two buses in bay in The Quadrant (west arm), opposite Quadrant House. Buses proceed from Sutton High Street via Brighton Road and The Quadrant (West Arm) to stand, departing via The Quadrant (West And North And East Arms), The Quadrant, Wellesley Road and Brighton Road to Sutton High Street. Set down in Sutton High Street, at Stop N and pick up in Sutton High Street, at Stop P.

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.
DISPLAY:	Sutton Station.

## **BELMONT STATION**

Public stand for up to six buses in marked bays standing abreast in dedicated bus lay-by, bordered by Brighton Road, Commonsides Close and Downs Road.

Buses proceed from Brighton Road via Bus Turning Area to stand, departing via Bus Turning Area and Downs Road to Brighton Road. Set down in Brighton Road, at Stop B and pick up in Brighton Road, at Stop A.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 280 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.
DISPLAY:	Belmont.

## Transport for London - Live Mileage List

Route 280  
 Service change 21648  
 Date 2 November 2009

OUT DIRECTION					
Timing Point	Code	Stop Number	Stop Name	Metres	Miles
TOOTH P S	TOOTH P S		TOOTING, ST. GEORGES HOSPITAL		
TOOTH P	36658		St George's Hospital	0	0.00
	25635		Nutwell Street	570	0.35
TTBYHS	4837		Tooting Broadway Station	205	0.13
TTBYMR	25655		Mitcham Road / Tooting Broadway Station	269	0.17
	8816		Tooting / The Mitre	241	0.15
	29679		Amen Corner	219	0.14
TOOTSN	435		Tooting Station	421	0.26
	8813		Gorringe Park Avenue	407	0.25
	8811		London Road / Figge's Marsh	217	0.13
	8807		Eveline Road	377	0.23
	8803		Downe Road	491	0.31
MTCHFG	BP637		Mitcham Fair Green	289	0.18
	33892		Glebe Court	319	0.20
	33629		Mitcham / The Cricketers	432	0.27
	17571		Mitcham Tram Stop	437	0.27
	18553		Wandle Road	374	0.23
	4491		Peterborough Road	317	0.20
	18555		Green Wrythe Lane	334	0.21
	18557		Middleton Road	175	0.11
	18559		Netley Road	324	0.20
	18560		Bishopsford Road / Rose Hill Roundabout	305	0.19
STHRRH	4530		Rose Hill / Rose Hill Roundabout	244	0.15
	18563		Rosehill Park West	466	0.29
	18565		Cranleigh Gardens	362	0.22
SUTTGN	33809		Sutton Green	731	0.45
	6479		High Street / Marshalls Road	169	0.11
	35336		Benhill Avenue	205	0.13
	35510		Manor Place	186	0.12
	36521		Times Square	207	0.13
SUTTTC	14881		Sutton Police Station	246	0.15
SUTTSN	29910		Sutton Station	455	0.28
	18570		Brighton Road / Cavendish Road	349	0.22
	18572		Devonshire Avenue	309	0.19
	7602		Egmont Road	210	0.13
	18574		Gatton Close	223	0.14
	18575		Sutton Hospital	332	0.21
BELMSN	4529		Belmont Station / Brighton Road	349	0.22
BELMSN S	BELMSN S		BELMONT STATION	0	0.00
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>				11766	7.31
				metres	miles

BACK DIRECTION					
Timing Point	Code	Stop Number	Stop Name	Metres	Miles
BELMSN S	BELMSN S		BELMONT STATION		
BELMSN	410		Belmont Station / Brighton Road	0	0.00
	18573		Gatton Close	499	0.31
	18571		Devonshire Avenue	461	0.29
	18569		Brighton Road / Cavendish Road	324	0.20
SUTTSN	4527		Sutton Station	475	0.30
	W41		Sutton Post Office	173	0.11
SUTTSC	35568		Sutton Civic Centre	420	0.26
	35570		Saint Nicholas Centre	355	0.22
	35573		Crown Road	387	0.24
SUTTGN	7594		Sutton Green	352	0.22
	4533		Cranleigh Gardens	570	0.35
	18562		Rosehill Park West	415	0.26
STHRRH	18561		Rose Hill / Rose Hill Roundabout	385	0.24
STHRBR	4380		Bishopsford Road / Rose Hill Roundabout	353	0.22
	18558		Netley Road	177	0.11
	18556		Middleton Road	242	0.15
	18554		Green Wrythe Lane	431	0.27
	4490		Peterborough Road	171	0.11
	17569		Wandle Road	292	0.18
	17570		Mitcham Tram Stop	413	0.26
	17572		Gedge Court	240	0.15
	BP5365		Mitcham / The Cricketers	237	0.15
	BP5331		Glebe Court	572	0.36
MTCHFG	R0676		Raleigh Gardens	375	0.23
	20599		Downe Road	327	0.20
	8806		Eveline Road	279	0.17
	8810		London Road / Figge's Marsh	521	0.32
	8812		Gorringe Park Avenue	257	0.16
	16		Tooting Station	233	0.14
TOOTSN	434		Mitcham Road / Tooting Station	187	0.12
	3197		Amen Corner	169	0.11
	R0275		Tooting / The Mitre	332	0.21
	8817		Bickley Street	239	0.15
TTBYMR	25286		Tooting Broadway Station	149	0.09
TTBYGL	BP3481		Garratt Lane / Tooting Broadway	209	0.13
	BP856		Fountain Road / Garratt Lane	444	0.28
	LG57		Cranmer Terrace	243	0.15
	36847		Kiln Mews	265	0.16
TOOTH P	LG58		St George's Hospital	261	0.16
TOOTH P S	TOOTH P S		TOOTING, ST. GEORGES HOSPITAL	0	0.00
<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>				12434	7.73
				metres	miles