

7. Service Specification

Route: 312 Contract Reference: QC49003

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	South Croydon, Swan & Sugar Loaf and Norwood Junction, Clifford Road
Contract Basis	Incentivised
Commencement Date	5 th September 2015
Vehicle Type	60 capacity, dual door, single deck buses, minimum 10.8m long, subject to a satisfactory route test
Current Maximum Approved Dimensions	10.2 metres long and 2.5 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Average Excess Waiting Time - No more than 0.70 minutes
Extension Threshold	Average Excess Waiting Time Threshold - 0.60 minutes
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:
No later than 12 Noon on Monday 13th October 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:

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. 312:

- Between Cherry Orchard Road and Portland Road, Route No. 312 is re-routed in both directions via Lower Addiscombe Road and Spring Lane. The existing section of routing in both directions between Cherry Orchard Road and Portland Road is withdrawn.

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:

- Route No. 312 is specified to terminate at South Croydon, Swan & Sugar Loaf instead of South Croydon Bus Garage.
- 60 capacity, dual door, single deck buses are specified, subject to a satisfactory route test.

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.
4. Annual electric price - based on minimum 5 year contract. Tenderers should outline the strategy they would adopt for recharging these vehicles, together with any other operational and infrastructure assumptions, within the tender submission.

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.

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.

Cash Free Boarding was extended throughout London with effect 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

South Croydon, Swan & Sugar Loaf to Norwood Junction, Clifford Road			Norwood Junction, Clifford Road to South Croydon, Swan & Sugar Loaf		
First departure no later than 0450.			First departure no later than 0515.		
0455 - 0520	Every 15 minutes		0510 - 0600	Every 15 minutes	
0521 - 2020	Every 12 minutes		0601 - 2000	Every 12 minutes	
2021 - 2035	Every 15 minutes		2001 - 2045	Every 15 minutes	
2036 - 0020	Every 20 minutes		2046 - 0050	Every 20 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0045.		
Pinchpoints					
East Croydon Station	0720 - 0920	12 minutes	East Croydon Station	0725 - 0925	12 minutes
	1455 - 1620	12 minutes		1505 - 1630	12 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

South Croydon, Swan & Sugar Loaf to Norwood Junction, Clifford Road			Norwood Junction, Clifford Road to South Croydon, Swan & Sugar Loaf		
First departure no later than 0450.			First departure no later than 0515.		
0445 - 0650	Every 20 minutes		0510 - 0715	Every 20 minutes	
0651 - 0720	Every 15 minutes		0716 - 0800	Every 15 minutes	
0721 - 1920	Every 12 minutes		0801 - 1900	Every 12 minutes	
1921 - 1935	Every 15 minutes		1901 - 1945	Every 15 minutes	
1936 - 0020	Every 20 minutes		1946 - 0050	Every 20 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0045.		
Pinchpoints					
East Croydon Station	0930 - 1130	12 minutes	East Croydon Station	0940 - 1140	12 minutes

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

South Croydon, Swan & Sugar Loaf to Norwood Junction, Clifford Road			Norwood Junction, Clifford Road to South Croydon, Swan & Sugar Loaf		
First departure no later than 0450.			First departure no later than 0515.		
0445 - 0620	Every 30 minutes		0510 - 0645	Every 30 minutes	
0621 - 0020	Every 20 minutes		0646 - 0050	Every 20 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0045.		
Pinchpoints					
East Croydon Station	1015 - 1115	20 minutes	East Croydon Station	1025 - 1125	20 minutes

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 312 should interwork with other bus services where possible.
- 4.2) Route No. 312 can suffer from unpredictable traffic delays in the Croydon area.
- 4.3) Significant development is planned in Croydon Town Centre over the next few years which will lead to an increase in demand on the bus network. There are potential changes to the road network in the town centre, including provision of at grade pedestrian facilities which may increase journey times. Work on this is on-going.

5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE AND 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 AND QSI POINTS
As per current print out.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 312: South Croydon Bus Garage - Norwood Junction, Clifford Road

Date of Structural Change: 5 September 2015.

Date of Service Change: 5 September 2015.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Norwood Junction, Clifford Road: Nottingham Road, Brighton Road, South End, Croydon High Street, Katharine Street, Park Lane, George Street, Addiscombe Road, Cherry Orchard Road, Lower Addiscombe Road, Spring Lane, Portland Road, Doyle Road, Clifford Road.

Towards South Croydon Bus Garage: Clifford Road, Portland Road, Spring Lane, Lower Addiscombe Road, Cherry Orchard Road, Addiscombe Road, George Street, Croydon Bus Bridge, Park Street, Croydon High Street, South End.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

Please note that only stands, curtailment points, & blind descriptions as detailed in this contractual document may be used.

SOUTH CROYDON, SWAN & SUGAR LOAF

Public stand on north side of Nottingham Road, in two parts:

1. For one bus commencing 25 metres west of Brighton Road outside flats 3-4 Whitgift Court and extending 15 metres west.
2. For two buses, commencing 50 metres west of Brighton Road of outside flats 7-8 Whitgift Court and extending 25 metres west.

Buses proceed from South End via Warham Road and Nottingham Road to stand, departing via Nottingham Road and Brighton Road to South End. Set down in South End, at Stop S (25870 - Aberdeen Road, Last Stop on LOR: 25870 - Aberdeen Road) and pick up in South End, at Stop M (19220 - Swan & Sugar Loaf, First Stop on LOR: 19220 - Swan & Sugar Loaf).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 312 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:	South Croydon, South End.

CROYDON, KATHARINE STREET (from NORWOOD JUNCTION, CLIFFORD ROAD)

Buses proceed from Park Street via Croydon High Street departing to Katharine Street. Set down in Park Street, at Stop KJ (BP1585 - Park Street, Last Stop on LOR: BP1585 - Park Street) and pick up in Katharine Street, at Stop KM (BP1550 - Croydon Library, First Stop on LOR: BP1550 - Croydon Library).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Croydon Town Centre.

EAST CROYDON STATION (from NORWOOD JUNCTION, CLIFFORD ROAD)

Buses proceed from George Street via Dingwall Road, Circumnavigate Roundabout At Junction With Lansdowne Road, Dingwall Road, George Street and Addiscombe Road departing to Cherry Orchard Road. Set down in George Street, at Stop E7 (BP2333 - East Croydon Station # >t< and pick up in Cherry Orchard Road, at Stop E4 (26842 - Cherry Orchard Road / East Croydon Stn #, First Stop on LOR: 26842 - Cherry Orchard Road / East Croydon Stn #).

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

NORWOOD JUNCTION, CLIFFORD ROAD

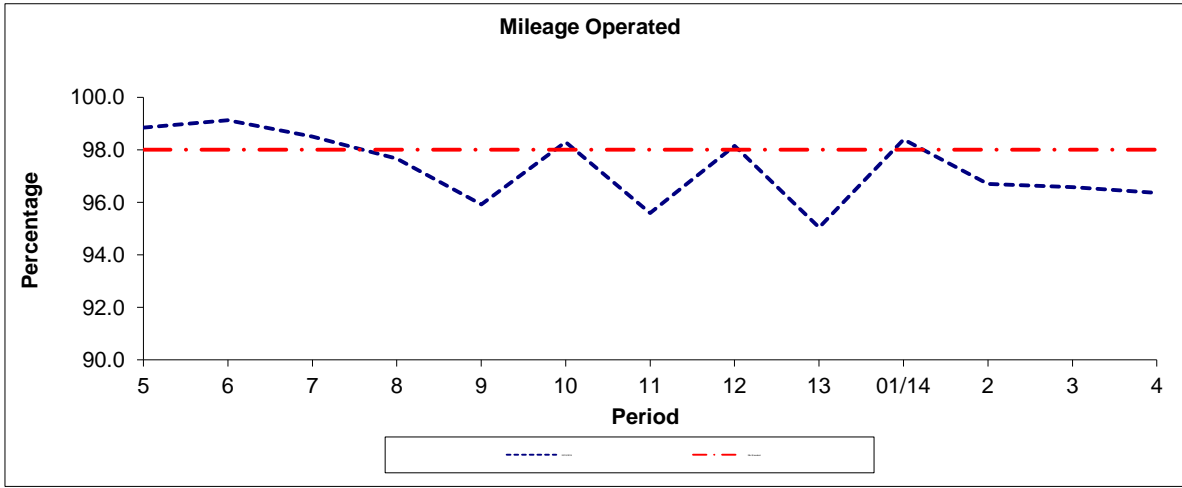
Private stand for three buses on north west side of Clifford Road, commencing opposite no. 17 and extending 35 metres south.

Buses proceed from Clifford Road direct to stand, departing to Clifford Road. Set down in Clifford Road, at Stop S (33130 - Norwood Junction Station #, Last Stop on LOR: 33130 - Norwood Junction Station #) and pick up in Clifford Road, at Stop S (33130 - Norwood Junction Station #, First Stop on LOR: 33130 - Norwood Junction Station #).

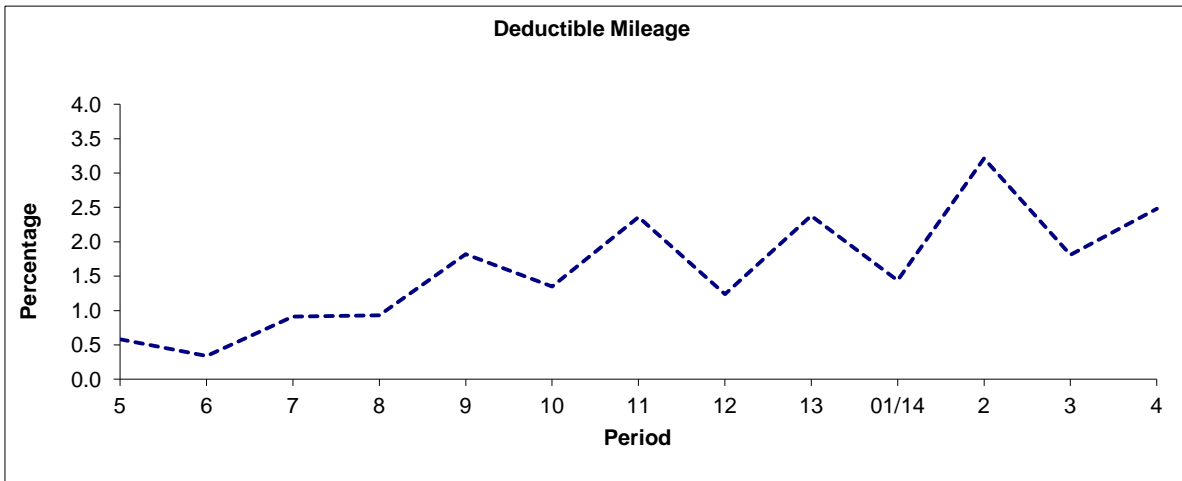
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 312 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Norwood Junction.
OTHER INFORMATION: Toilet facilities to be confirmed.

PART B - PERFORMANCE STATISTICS

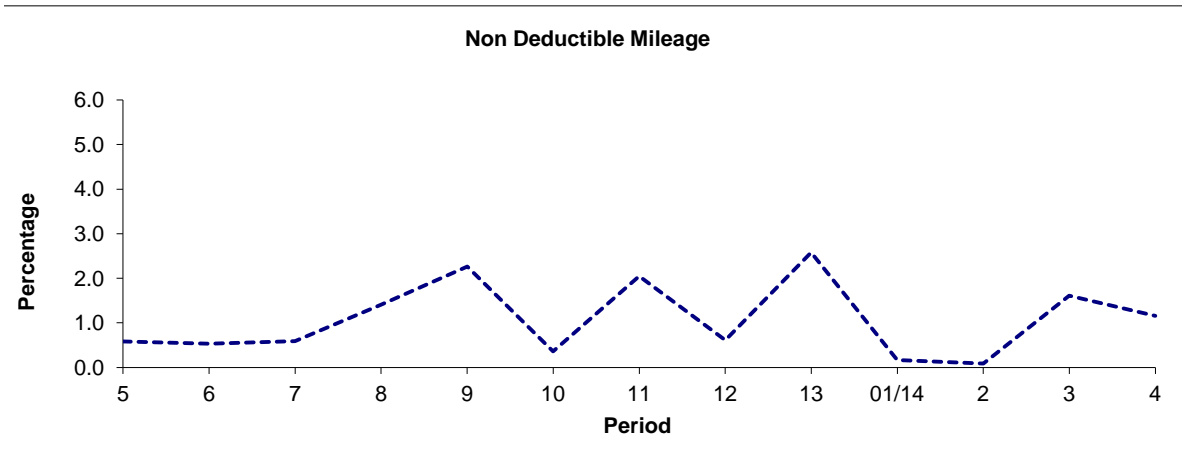
Route 312



Period	5	6	7	8	9	10	11	12	13	01/14	2	3	4
2013/2014	98.84	99.13	98.50	97.66	95.92	98.29	95.59	98.15	95.04	98.39	96.70	96.58	96.36
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	5	6	7	8	9	10	11	12	13	01/14	2	3	4
2013/2014	0.58	0.34	0.91	0.93	1.82	1.35	2.36	1.24	2.38	1.44	3.21	1.81	2.48

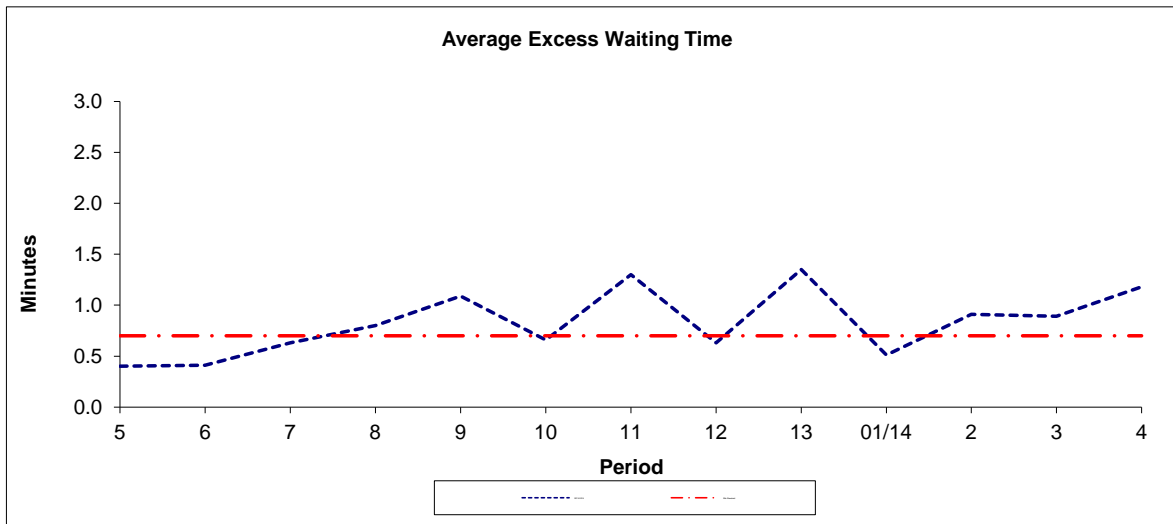


Period	5	6	7	8	9	10	11	12	13	01/14	2	3	4
2013/2014	0.58	0.53	0.59	1.41	2.26	0.36	2.05	0.61	2.58	0.17	0.09	1.61	1.16

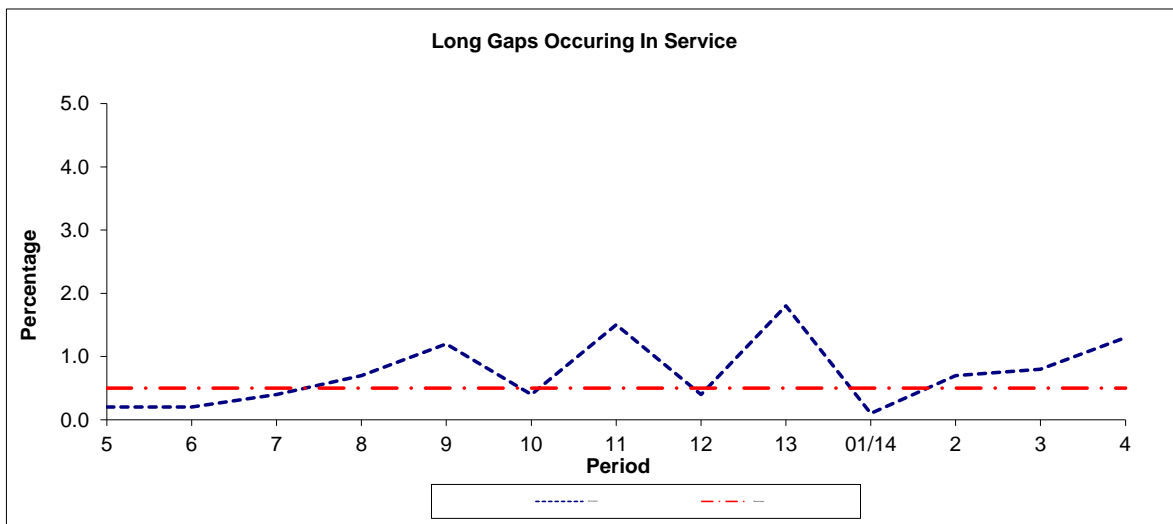
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 312



Period	5	6	7	8	9	10	11	12	13	01/14	2	3	4
2013-2014	0.40	0.41	0.63	0.80	1.09	0.66	1.30	0.63	1.35	0.51	0.91	0.89	1.18
Min Standard	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70



Period	5	6	7	8	9	10	11	12	13	01/14	2	3	4
2013-2014	0.2	0.2	0.4	0.7	1.2	0.4	1.5	0.4	1.8	0.1	0.7	0.8	1.3
Benchmark	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5

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

ROUTE 312 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 2 13/14 TO QUARTER 1 14/15 (22/06/13 - 20/06/14)

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	16,109.	97.3	6.30	0.50	6.80	79.1	20.1	0.7	0.0	0.2	36
0700 - 1000	28,034.	93.6	6.36	1.14	7.50	71.1	25.6	2.8	0.6	1.2	68
1000 - 1300	29,155.	98.1	5.99	0.72	6.71	78.0	20.9	1.0	0.2	0.5	54
1300 - 1600	28,750.	95.8	6.01	0.91	6.91	75.3	22.8	1.6	0.3	0.8	67
1600 - 1900	28,860.	97.6	5.99	1.02	7.01	75.8	22.0	1.8	0.3	1.0	71
1900 - 2200	23,793.	100.0	6.82	0.50	7.32	71.0	26.7	2.1	0.2	0.4	54
2200 - 2400	10,715.	98.4	9.99	0.28	10.27	50.2	44.8	4.6	0.3	0.0	53
Summary	165,416.	97.1	6.34	0.87	7.20	73.6	24.1	2.0	0.3	0.8	71

SATURDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	1,956.	101.0	9.93	0.27	10.21	52.9	43.3	3.4	0.4	0.0	42
0700 - 1000	5,551.	99.0	6.58	0.32	6.90	76.6	22.8	0.6	0.0	0.1	42
1000 - 1300	6,080.	97.8	5.99	0.63	6.62	77.3	21.7	0.9	0.1	0.3	33
1300 - 1600	5,920.	97.8	6.00	0.97	6.97	76.4	21.3	1.8	0.5	1.3	74
1600 - 1900	5,995.	98.6	5.99	0.72	6.71	77.5	21.1	1.2	0.2	0.7	48
1900 - 2200	4,165.	97.9	8.20	0.52	8.72	59.1	36.0	4.5	0.4	0.4	43
2200 - 2400	2,184.	96.9	9.99	0.39	10.38	49.9	44.4	5.0	0.7	0.2	46
Summary	31,851.	98.3	6.60	0.66	7.26	73.1	24.8	1.8	0.3	0.6	74

SUNDAY AND BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	1,546.	97.3	14.53	0.13	14.66	40.1	32.0	25.9	2.0	0.0	61
0700 - 1000	3,811.	99.7	10.13	0.30	10.43	50.3	44.7	4.8	0.2	0.0	46
1000 - 1300	3,982.	99.1	9.76	0.40	10.17	51.1	42.4	6.0	0.5	0.1	47
1300 - 1600	3,930.	99.7	9.83	0.32	10.14	50.4	43.9	5.3	0.4	0.0	43
1600 - 1900	3,879.	99.9	9.76	0.55	10.31	50.8	42.0	6.4	0.8	0.2	84
1900 - 2200	3,887.	99.4	9.90	0.22	10.12	50.7	43.8	5.1	0.3	0.1	58
2200 - 2400	2,356.	99.2	9.92	0.23	10.15	50.7	44.8	4.4	0.1	0.0	53
Summary	23,391.	99.4	9.93	0.37	10.29	50.5	43.0	5.9	0.5	0.1	84

ALL DAYS

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	19,611.	97.7	7.16	0.45	7.61	74.1	23.3	2.4	0.2	0.2	61
0700 - 1000	37,396.	95.0	6.55	1.03	7.58	70.6	26.2	2.7	0.5	1.1	68
1000 - 1300	39,217.	98.2	6.41	0.67	7.08	74.9	23.4	1.5	0.2	0.4	54
1300 - 1600	38,600.	96.5	6.39	0.86	7.24	73.0	24.7	2.0	0.3	0.8	74
1600 - 1900	38,734.	98.0	6.34	0.95	7.28	73.7	23.8	2.2	0.4	0.9	84
1900 - 2200	31,845.	99.7	7.33	0.47	7.80	67.3	29.7	2.7	0.3	0.4	58
2200 - 2400	15,255.	98.3	9.98	0.29	10.27	50.3	44.8	4.6	0.3	0.1	53
Summary	220,658.	97.5	6.70	0.79	7.49	71.4	25.9	2.3	0.3	0.7	84

Transport for London - QSI Points and Live Mileage List

Route 312
 Service change 20686
 Date 26 October 2009

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
SCROSS	19220	Swan And Sugar Loaf	0	0.00
	20450	Spice's Yard	228	0.14
	25868	Croydon Flyover	434	0.27
CROYKS	BP1550	Croydon Library	335	0.21
	33309	Fairfield Halls	176	0.11
ECROSN	26842	Cherry Orchard Road/East Croydon Station	770	0.48
	17346	Cross Road	278	0.17
	17345	Leslie Grove	308	0.19
	1845	Canning Road	531	0.33
	18275	Havelock Road	325	0.20
ADDSTS	17343	Addiscombe Tram Stop	229	0.14
	9811	Park View Road	323	0.20
	17341	Brockenhurst Road	288	0.18
	17339	Ashburton Park	223	0.14
WSDSTS	BP2630	Woodside Tram Stop	351	0.22
	17334	Croydon Arena	473	0.29
	17333	South Norwood Swimming Pool	237	0.15
	17331	Harrington Road	380	0.24
	18728	Doyle Road	353	0.22
NDJNCR	33130	Norwood Junction Station	223	0.14
NDJNCR S	NDJNCR S	NORWOOD JUNCTION, CLIFFORD ROAD	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			6465	4.0
			metres	miles

Transport for London - QSI Points and Live Mileage List

Route 312
 Service change 20686
 Date 26 October 2009

QSI Points are highlighted.

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
NDJNCR S	NDJNCR S	NORWOOD JUNCTION, CLIFFORD ROAD		
NDJNCR	33130	Norwood Junction Station	0	0.00
	17328	Portland Road / Norwood Junction Station	171	0.11
	17330	Harrington Road	499	0.31
	17332	South Norwood Swimming Pool	282	0.18
	17335	Croydon Arena	268	0.17
WSDSTS	17336	Woodside Tram Stop	263	0.16
	17338	Ashburton Park	440	0.27
	17340	Brockenhurst Road	243	0.15
	9812	Park View Road	294	0.18
ADDSTS	17342	Addiscombe Tram Stop	263	0.16
	17344	Ashburton Road	225	0.14
	27837	Havelock Road	228	0.14
	1846	Canning Road	302	0.19
	1847	Morland Road	213	0.13
	BP934	Leslie Grove	243	0.15
	17347	Cross Road	240	0.15
ECROSN	17348	Addiscombe Road	271	0.17
	BP2333	East Croydon Station	341	0.21
	BP1585	Park Street	523	0.32
CROYHF	3430	Croydon Flyover	230	0.14
	10829	Coombe Road	355	0.22
	25870	Aberdeen Road	258	0.16
TOTAL ROUTE MILEAGE - BACK DIRECTION			6152	3.8
			metres	miles