

7. Service Specification

Route: 404

QC42204

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	Coulsdon, Brighton Road, Library to Caterham-on-the-Hill, Westway Common
Contract Basis	Incentivised
Commencement Date	28 th September 2013
Vehicle Type	45 capacity, single door, single deck buses
Current Maximum Approved Dimensions	8.5 metres long and 2.5 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	No
Sponsored Route	No
Minimum Performance Standard	Departing on Time - No less than 90.00%
Extension Threshold	Departing on Time Threshold – 94.00%
Advertising Rights	Operator
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on 29th October 2012.

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. 404.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 404.

Requirements for Registration:

The section of Route No. 404 between Surrey County Boundary at Coulsdon Common, Fox and Caterham-on-the-Hill will need to be registered with the Traffic Commissioner for the South Eastern and Metropolitan Traffic Area 56 days before the operation commences. Copies of the registration should be sent to:

The South Eastern and Metropolitan Traffic Area Office
Hillcrest House
386 Harehills Lane
Leeds
LS9 9NF

Copies of the registration should be sent to:

Principal Transport Officer
Surrey County Council
County Hall
Penrhyn Road
Kingston upon Thames
KT1 2DY

and to:

Bus and Coach Licensing Manager,
Consultation Delivery
TfL Surface Planning
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.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Coulsdon, Brighton Road, Library to Caterham-on-the-Hill, Westway Common		Caterham-on-the-Hill , Westway Common to Coulsdon, Brighton Road, Library			
First departure no later than 0715.		First departure no later than 0645.			
0710 - 1920	Every 60 minutes	0640 - 1850	Every 60 minutes		
Last departure no earlier than 1915.		Last departure no earlier than 1845.			
Pinchpoints					
Old Coulsdon, Tudor Rise	0715 - 0915	60 minutes	Old Coulsdon, Tudor Rise	0745 - 0945	60 minutes
	1515 - 1715	60 minutes		1445 - 1645	60 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Coulsdon, Brighton Road, Library to Caterham-on-the-Hill, Westway Common		Caterham-on-the-Hill , Westway Common to Coulsdon, Brighton Road, Library			
First departure no later than 0715.		First departure no later than 0645.			
0710 - 1920	Every 60 minutes	0640 - 1850	Every 60 minutes		
Last departure no earlier than 1915.		Last departure no earlier than 1845.			
Pinchpoints					
Old Coulsdon, Tudor Rise	0815 - 1015	60 minutes	Old Coulsdon, Tudor Rise	0845 - 1045	60 minutes

4) OPERATIONAL CONSIDERATIONS

4.1) Route No. 404 can suffer unpredictable traffic delays in the Old Coulsdon area.

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 404: Coulsdon, Red Lion - Caterham On The Hill, Westway Common

Date of Structural Change: 21 September 2013.

Date of Service Change: 21 September 2013.

Reason for Issue: New contract.

STREETS TRAVERSED

Towards Caterham On The Hill, Westway Common: Brighton Road, Chipstead Valley Road, Woodcote Grove Road, The Avenue, Brighton Road, Brighton Road Roundabout, Marlpit Lane, Marlpit Avenue, Rutherford Rise, Alder Croft, Rutherford Rise, Byron Avenue, Coulsdon Road, Stoneyfield Road, Marlpit Lane, Coulsdon Road, Keston Avenue, The Glade, Caterham Drive, Waddington Avenue, Homefield Road, Lacey Drive, Coulsdon Road, Westway.

Towards Coulsdon, Red Lion: Westway, Chaldon Road, Coulsdon Road, Lacey Drive, Homefield Road, Waddington Avenue, Caterham Drive, The Glade, Keston Avenue, Coulsdon Road, Marlpit Lane, Stoneyfield Road, Coulsdon Road, Byron Avenue, Rutherford Rise, Marlpit Avenue, Marlpit Lane, Brighton Road Roundabout, Brighton 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.

COULSDON, BRIGHTON ROAD, CHIPSTEAD VALLEY ROAD

Public stand for one bus on west side of Brighton Road, commencing at a point 60 metres north of the centre of Lion Green Road and extending 12 metres north.

Buses proceed from Brighton Road direct to stand, departing to Brighton Road. Set down in Brighton Road, on stand (34421 - Coulsdon Library, Last Stop on LOR: 34421 - Coulsdon Library) and pick up in Brighton Road, at Stop G (20677 - Coulsdon Library, First Stop on LOR: 20677 - Coulsdon Library).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 1 bus on Route 404 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: Coulsdon.

CATERHAM ON THE HILL, WESTWAY COMMON

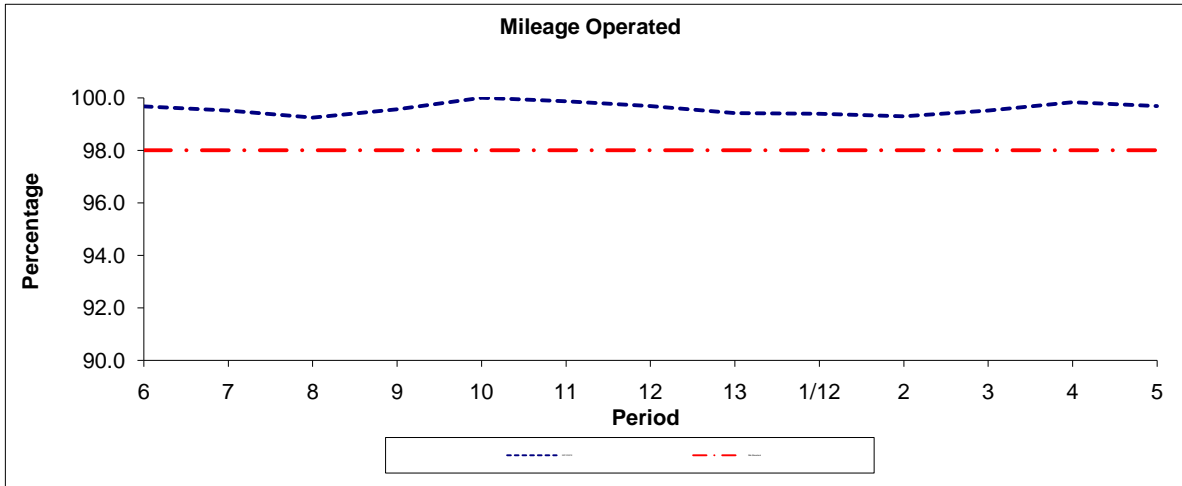
Public stand for two buses on north side of Westway commencing 120 metres east of the junction with Avenue Road and extending 20 metres west.

Buses proceed from Westway direct to stand, departing to Westway. Set down in Westway, at Alighting Point (BP912 - Westway, Last Stop on LOR: BP912 - Westway) and pick up in Westway (BP912 - Westway, First Stop on LOR: BP912 - Westway).

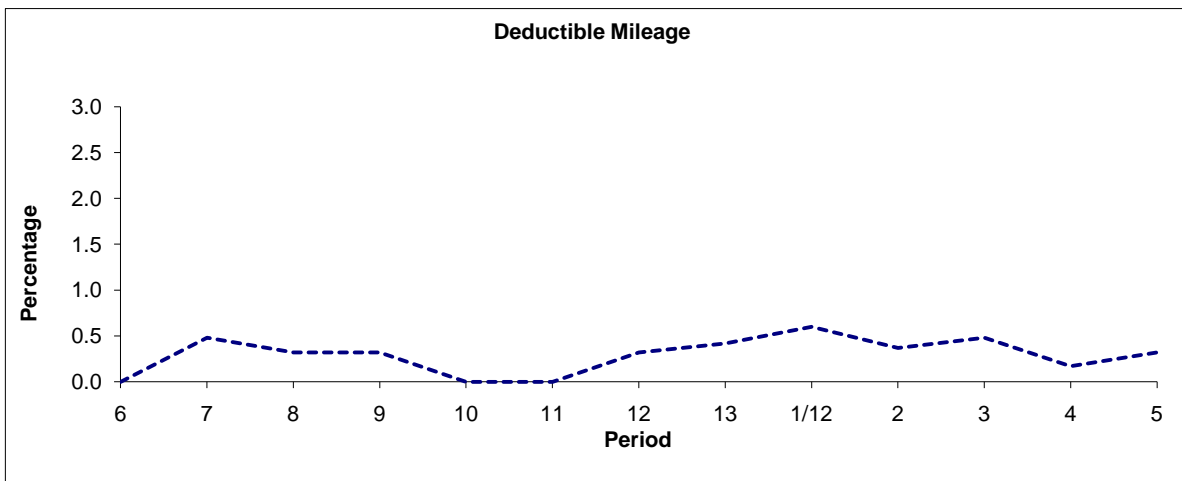
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 404 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Caterham-on-the-Hill.

PART B - PERFORMANCE STATISTICS

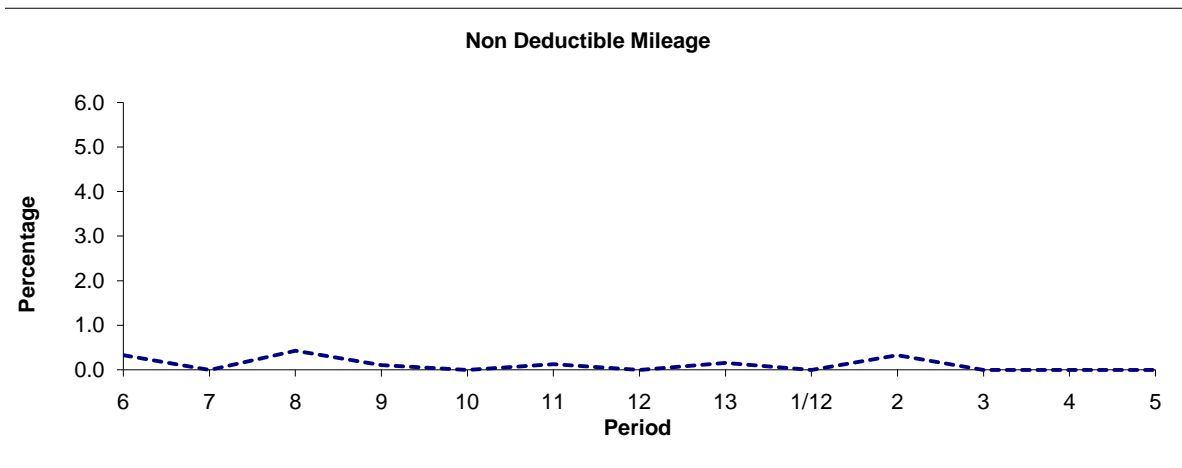
Route 404



Period	6	7	8	9	10	11	12	13	1/12	2	3	4	5
2011/2012	99.67	99.52	99.25	99.57	100.00	99.87	99.68	99.42	99.40	99.30	99.52	99.83	99.68
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	6	7	8	9	10	11	12	13	1/12	2	3	4	5
2011/2012	0.00	0.48	0.32	0.32	0.00	0.00	0.32	0.42	0.60	0.37	0.48	0.17	0.32

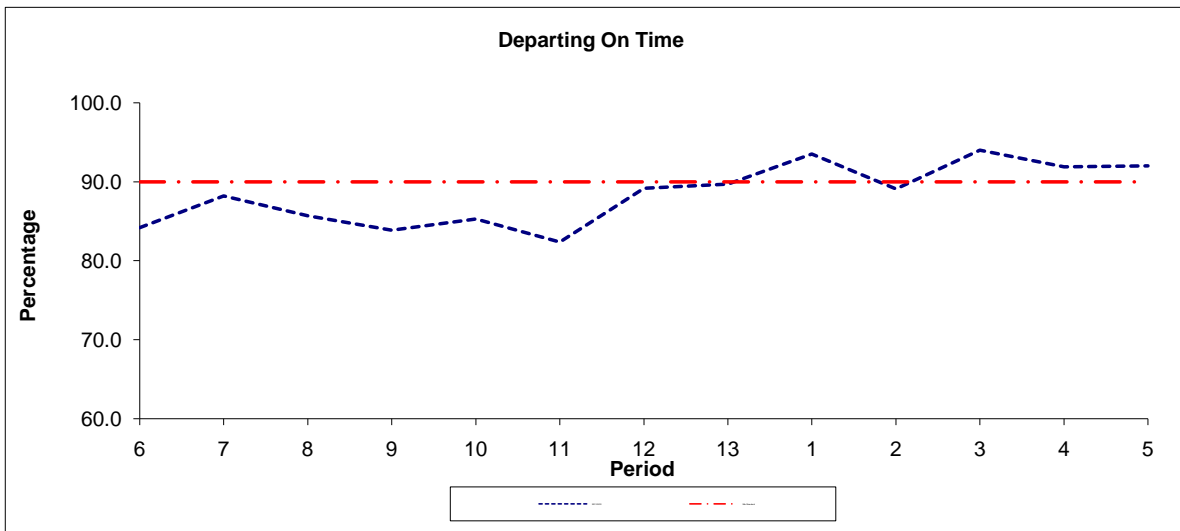


Period	6	7	8	9	10	11	12	13	1/12	2	3	4	5
2011/2012	0.33	0.00	0.43	0.11	0.00	0.13	0.00	0.16	0.00	0.33	0.00	0.00	0.00

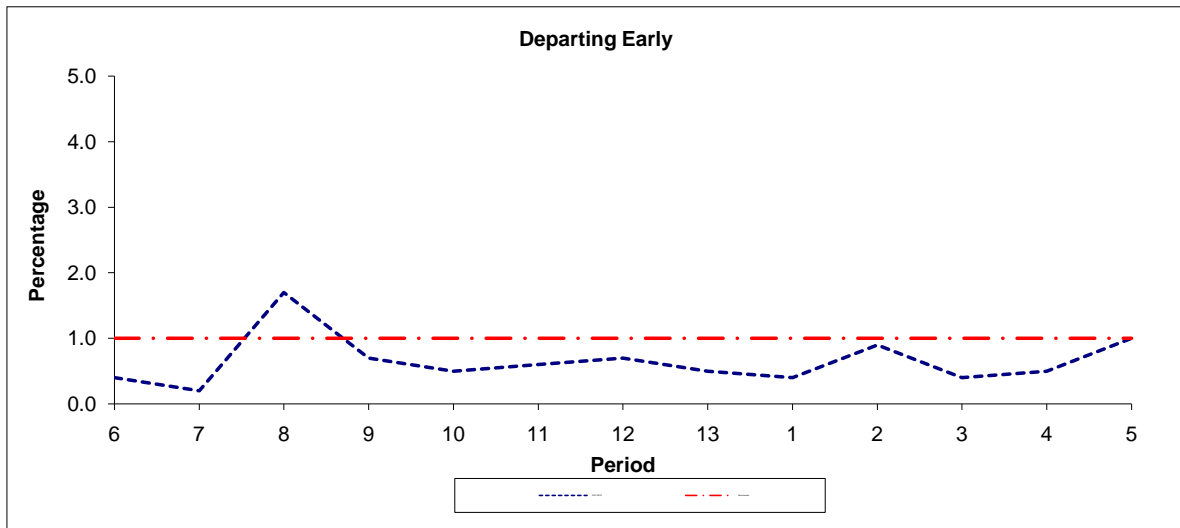
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 404



Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2011/2012	84.2	88.2	85.7	83.9	85.3	82.4	89.2	89.7	93.5	89.1	94.0	91.9	92.0
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	6	7	8	9	10	11	12	13	1	2	3	4	5
2011/2012	0.4	0.2	1.7	0.7	0.5	0.6	0.7	0.5	0.4	0.9	0.4	0.5	1.0
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 404 - FULL iBUS RESULTS BY TIME OF DAY
QUARTERS 2 11/12 to 1 12/13 (25/06/11 - 22/06/12)

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	1,182.	82.2	98.3	79.1	1.7	1.0	18.2
0700 - 1000	8,768.	97.8	97.8	79.6	2.4	1.1	16.9
1000 - 1300	8,801.	100.8	98.3	88.3	1.6	0.4	9.6
1300 - 1600	8,771.	97.5	98.4	87.2	1.6	0.1	11.1
1600 - 1900	8,775.	99.4	97.6	89.5	2.7	0.3	7.5
1900 - 2200	1,703.	105.8	98.8	93.8	1.2	1.7	3.3
Summary	38,000.	98.7	98.1	86.5	2.1	0.5	10.9

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	242.	85.5	97.5	79.0	2.4	0.0	18.6
0700 - 1000	1,821.	98.3	98.5	88.0	1.5	1.3	9.2
1000 - 1300	1,797.	99.9	97.9	82.0	2.4	0.1	15.6
1300 - 1600	1,831.	99.9	99.0	88.7	1.1	0.2	10.0
1600 - 1900	1,814.	100.2	99.4	96.0	0.7	0.9	2.4
1900 - 2200	354.	102.0	99.2	93.3	0.8	2.8	3.1
Summary	7,859.	99.2	98.7	88.6	1.4	0.6	9.3

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	14.	100.0	92.9	96.4	3.6	0.0	0.0
0700 - 1000	108.	99.1	100.0	94.2	0.0	4.6	1.2
1000 - 1300	108.	100.9	100.0	100.0	0.0	0.0	0.0
1300 - 1600	108.	100.0	100.0	100.0	0.0	0.0	0.0
1600 - 1900	108.	100.0	100.0	97.1	0.0	1.8	1.1
1900 - 2200	21.	100.0	100.0	96.2	0.0	0.0	3.8
Summary	467.	100.0	99.8	98.2	0.1	1.1	0.7

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	1,438.	83.0	98.1	79.2	1.8	0.9	18.2
0700 - 1000	10,697.	97.9	97.9	80.4	2.3	1.1	16.2

1000 - 1300	10,706.	100.7	98.3	87.2	1.8	0.4	10.6
1300 - 1600	10,710.	98.0	98.5	87.6	1.5	0.1	10.8
1600 - 1900	10,697.	99.5	97.9	90.3	2.4	0.3	6.9
1900 - 2200	2,078.	105.1	98.9	93.8	1.1	1.8	3.3
Summary	46,326.	98.8	98.2	86.8	2.0	0.6	10.6

Transport for London - Mileage and QSI Points

v2.0 - Mileage directly imported from Caesar

Route 404
 Service change 26821
 Date 08/01/2011

Reason for Issue	Tranche 422
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Locations shaded in blue denote QSI points under Full iBus

OUT DIRECTION					BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles	Timing Point Code	Stop Number	Stop Name	Metres	Miles
CSDNBR	20677	Coulsdon Library			CHMHWC	BP912	Westway		
	11753	Chipstead Valley Road / Brighton Road	208	0.13		BP911	Westway Common	342	0.21
	12432	Coulsdon Town Station	744	0.46		BP910	The Clifton Arms	233	0.14
CSDNRL	575	Coulsdon Library	273	0.17	CHMHCA	BP906	Hambledon Road	430	0.27
	20678	Lion Green Road	251	0.16		BP907	Caterham-On-The-Hill / Tesco	406	0.25
	15816	Coulsdon South Station	240	0.15		BP908	Windmill Close	375	0.23
	17664	Downs Road	199	0.12		BP909	Hawarden Road	156	0.10
	BP1466	Marlpit Avenue	257	0.16	CSDCFX	BP905	Coulsdon Common / The Fox	379	0.24
	BP1467	Nineacres Way	232	0.14		BP904	Coulsdon Road / Lacey Drive	522	0.32
	BP1469	Coulsdon Wood	189	0.12		BP1490	Lacey Drive	120	0.07
	BP5576	Aldercroft	226	0.14		BP1488	Homefield Road	209	0.13
CSDNRR	BP1472	Blueberry Gardens	216	0.13	OCDNWA	BP1486	Waddington Avenue / Homefield Road	254	0.16
	4397	Coulsdon Court Road	589	0.37		BP1483	Taunton Lane	428	0.27
	BP2017	St David's	296	0.18		BP1478	Caterham Drive / Waddington Avenue	173	0.11
	BP2018	Coulsdon Rise	345	0.21		BP1480	Caterham Drive / Keston Avenue	157	0.10
	BP2019	Territorial Army Centre	343	0.21		BP2596	The Glade	245	0.15
OCDNTR	30099	Old Coulsdon / Tudor Rose	395	0.25		BP1477	The Glade / Keston Avenue	175	0.11
	BP917	The Crossways	383	0.24		BP1474	Keston Avenue	261	0.16
	BP1473	Keston Avenue	232	0.14	OCDNTR	3405	Old Coulsdon / Tudor Rose	357	0.22
	BP1475	The Glade / Keston Avenue	211	0.13		BP2020	Territorial Army Centre	406	0.25
	BP1476	The Glade	246	0.15		BP2021	Coulsdon Rise	301	0.19
	BP1481	Caterham Drive / Keston Avenue	140	0.09		BP2022	St David's	366	0.23
	BP1479	Caterham Drive / Waddington Avenue	263	0.16		3406	Coulsdon Court Road	240	0.15
	BP1482	Taunton Lane	158	0.10		BP2399	Byron Avenue	621	0.39
	BP1484	Shirley Avenue	227	0.14	CSDNRR	BP1471	Blueberry Gardens	104	0.06
OCDNWA	BP1485	Waddington Avenue / Homefield Road	235	0.15		BP1470	Coulsdon Wood	274	0.17
	BP1487	Homefield Road	140	0.09		BP1468	Nineacres Way	257	0.16
	BP1489	Lacey Drive	295	0.18		BP1465	Marlpit Avenue	205	0.13
CSDCFX	BP915	Coulsdon Common / The Fox	669	0.42		15817	Coulsdon South Station	498	0.31
	BP916	Hawarden Road	287	0.18	CSDNBR	34421	Coulsdon Library	360	0.22
	BP913	Caterham-On-The-Hill / Tesco	449	0.28					
	BP2082	Yorke Gate	322	0.20					
CHMHWC	BP912	Westway	509	0.32					
TOTAL ROUTE MILEAGE - OUT DIRECTION			9769 metres	6.07 miles	TOTAL ROUTE MILEAGE - BACK DIRECTION			9135 metres	5.68 miles