

7. Service Specification

Route: K4

Contract Reference QC41405

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	Kingston Hospital to Mansfield Estate, Ripon Gardens
Contract Basis	Incentivised
Commencement Date	29 th June 2013
Vehicle Type	45 capacity, single door, single deck, minimum 8.9m long
Current Maximum Approved Dimensions	8.8 metres long and 2.4 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	No
Sponsored Route	No
Minimum Performance Standard	Departing on Time - No less than 86.00%
Extension Threshold	Departing on Time Threshold - 90.00%
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 25th June 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. K4.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. K4.

Hail & ride operation

Hail and ride operation, with buses stopping wherever it is safe to set down and pick up passengers, applies on the following sections of Route No. K4:

Towards Mansfield Estate, Ripon Gardens - **(Hook/Winey Park)** Merritt Gardens, Coppard Gardens, Mansfield Road, Woodgate Avenue, Stormont Way, Hereford Way, Ripon Gardens

Towards Kingston Hospital - **(Hook/Winey Park)** Ripon Gardens, Woodgate Avenue, Mansfield Road, Coppard Gardens, Merritt Gardens

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Kingston Hospital to Mansfield Estate, Ripon Gardens		Mansfield Estate, Ripon Gardens to Kingston Hospital			
First departure no later than 0605.		First departure no later than 0555.			
0600 - 1950	Every 30 minutes	0550 - 1930	Every 30 minutes		
1951 - 2355	Every 60 minutes	1931 - 2320	Every 60 minutes		
Last departure no earlier than 2350.		Last departure no earlier than 2315.			
Pinchpoints					
Hook, Ace of Spades Roundabout	0755 - 0925	30 minutes	Surbiton, Villiers Avenue	0750 - 0920	30 minutes
	1450 - 1650	30 minutes		1520 - 1720	30 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Kingston Hospital to Mansfield Estate, Ripon Gardens		Mansfield Estate, Ripon Gardens to Kingston Hospital			
First departure no later than 0605.		First departure no later than 0555.			
0600 - 1950	Every 30 minutes	0550 - 1930	Every 30 minutes		
1951 - 2355	Every 60 minutes	1931 - 2320	Every 60 minutes		
Last departure no earlier than 2350.		Last departure no earlier than 2315.			
Pinchpoints					
Hook, Ace of Spades Roundabout	0920 - 1150	30 minutes	Surbiton, Villiers Avenue	0925 - 1105	30 minutes

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. K4 should be best separated from Route No. 465 between Surbiton Station and Chessington, Leatherhead Road (at the junction of Merritt Gardens) in all periods, where possible.
- 4.2) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following location/s:
Norbiton Rail Station and Surbiton Rail Station.
- 4.3) Route No. K4 can suffer unpredictable traffic delays in the Kingston area.
- 4.4) Smaller buses are used on the route due to highway constraints on the Mansfield Estate.

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 K4: Kingston Hospital - Mansfield Park, Ripon Gardens

Date of Structural Change: 29 June 2013.

Date of Service Change: 29 June 2013.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Mansfield Park, Ripon Gardens: Private Road In Kingston Hospital Grounds, Galsworthy Road, Coombe Road, London Road, Fairfield North, Wheatfield Way, Clarence Street, Eden Street, Kingston High Street, Kingston Hall Road, College Roundabout, Wheatfield Way, Orchard Road, Fairfield South, Villiers Road, Grove Lane, Villiers Avenue, Lambert's Road, St Mark's Hill, Victoria Road, Brighton Road, Upper Brighton Road, Hook Road, Ace Of Spades Roundabout, Hook Road, Bridge Road Roundabout, Leatherhead Road, Merritt Gardens, Coppard Gardens, Mansfield Road, Woodgate Avenue, Stormont Way, Hereford Way, Ripon Gardens.

Towards Kingston Hospital: Ripon Gardens, Woodgate Avenue, Mansfield Road, Coppard Gardens, Merritt Gardens, Leatherhead Road, Bridge Road Roundabout, Hook Road, Ace Of Spades Roundabout, Hook Road, Upper Brighton Road, Brighton Road, Victoria Road, Claremont Road, St Mark's Hill, Lambert's Road, Villiers Avenue, Grove Lane, Villiers Road, Fairfield South, Orchard Road, Wheatfield Way, College Roundabout, Kingston Hall Road, Kingston High Street, Eden Street, Clarence Street, Cromwell Road, Queen Elizabeth Road, London Road, Coombe Road, Galsworthy Road, Private Road In Kingston Hospital Grounds.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

KINGSTON HOSPITAL

Private stand for 2 buses in grounds of Kingston Hospital on west side of Galsworthy Road on north side of outbound roadway adjacent to out-patients department car park. Buses proceed from Private Road In Kingston Hospital Grounds direct to stand, departing to Private Road In Kingston Hospital Grounds. Set down in Private Road In Kingston Hospital Grounds, at Alighting Point (BP2614 - Kingston Hospital, Last Stop on LOR: BP2614 - Kingston Hospital) and pick up in Private Road In Kingston Hospital Grounds, at Stop NJ (BP1268 - Kingston Hospital, First Stop on LOR: BP1268 - Kingston Hospital).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route K4 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: Kingston Hospital.

KINGSTON, CROMWELL ROAD BUS STATION (from MANSFIELD PARK, RIPON GARDENS)

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, Queen Elizabeth Road, Fairfield North, Wheatfield Way and Clarence Street to Eden Street. 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 Eden Street, at Stop D1 (R0701 - Eden Street, First Stop on LOR: R0701 - Eden Street).

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.

SURBITON, CLAREMONT ROAD, EAST SIDE (from Kingston Hospital)

Public stand for two buses on east side of Claremont Road, commencing at lamp standard 7 extending 29 metres north.

Buses proceed from St Mark's Hill via Victoria Road and Claremont Road to stand, departing via Claremont Road to Victoria Road. Set down in St Mark's Hill, at Stop NN (27379 - Surbiton Station #, Last Stop on LOR: 27379 - Surbiton Station #) and pick up in Victoria Road, at Stop NB (33219 - Surbiton Station #, First Stop on LOR: 33219 - Surbiton 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:	Surbiton.

HOOK, KINGSTON BY-PASS (from Kingston Hospital)

Buses proceed from Hook Road via Ace Of Spades Roundabout departing to Hook Road. Set down in Hook Road, at Stop HC (4516 - Gladstone Road, Last Stop on LOR: 4516 - Gladstone Road) and pick up in Hook Road, at Stop HP (4515 - Gladstone Road, First Stop on LOR: 4515 - Gladstone Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Hook Junction.

HOOK, BRIDGE ROAD (from Kingston Hospital)

Buses proceed from Hook Road via Bridge Road Roundabout departing to Hook Road. Set down in Hook Road, at Stop Q (R0127 - Holmwood Road, Last Stop on LOR: R0127 - Holmwood Road) and pick up in Hook Road, at Stop P (25571 - Mansfield Road, First Stop on LOR: 15735 - Holmwood Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Hook, Bridge Road.

MANSFIELD PARK, RIPON GARDENS

Public Stand for one bus in Ripon Gardens in a lay-by commencing at a point 24 metres east of junction with Hereford way and extending 12 metres west.

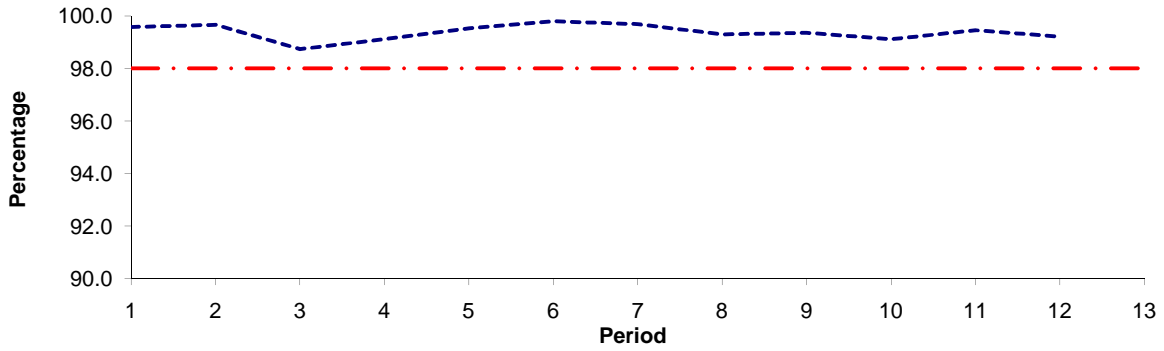
Buses proceed from Ripon Gardens direct to stand, departing to Ripon Gardens. Set down in Ripon Gardens, at Alighting Point (BP3109 - Ripon Gardens, Last Stop on LOR: BP3109 - Ripon Gardens) and pick up in Ripon Gardens (BP3109 - Ripon Gardens, First Stop on LOR: BP3109 - Ripon Gardens).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route K4 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:	Mansfield Park.

PART B - PERFORMANCE STATISTICS

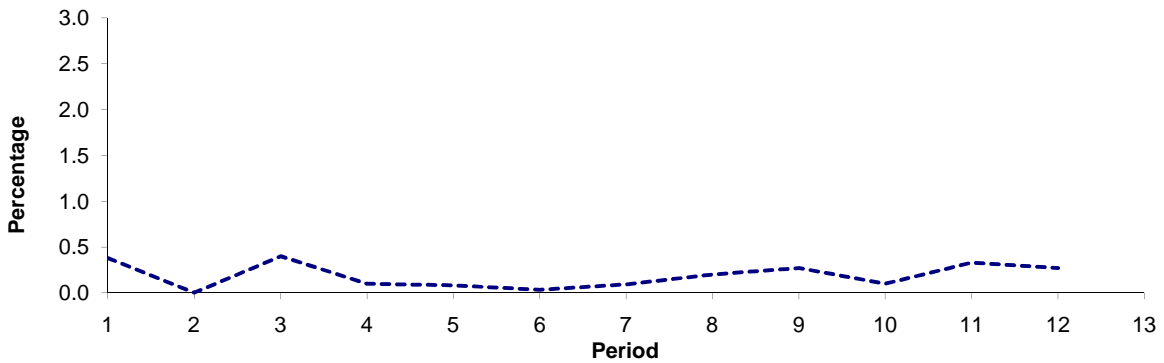
Route K4

Mileage Operated



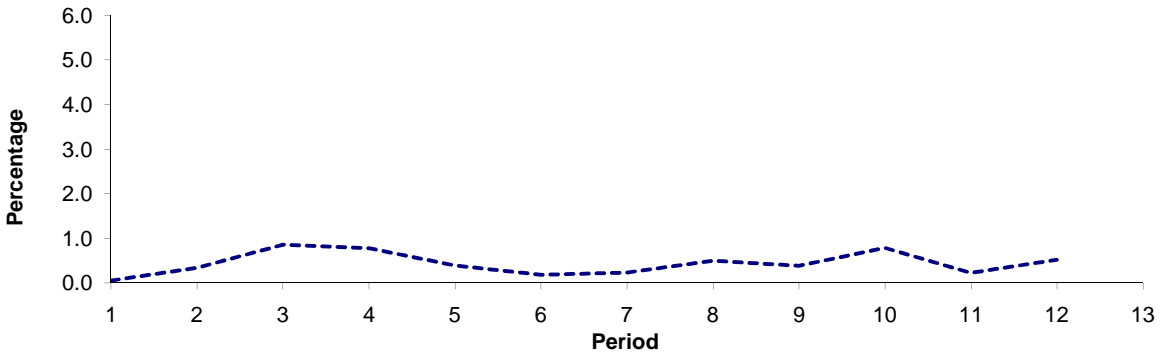
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011/2012	99.57	99.66	98.74	99.12	99.53	99.79	99.68	99.30	99.35	99.11	99.45	99.21	
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011/2012	0.38	0.00	0.40	0.10	0.08	0.03	0.09	0.20	0.27	0.10	0.33	0.27	

Non Deductible Mileage

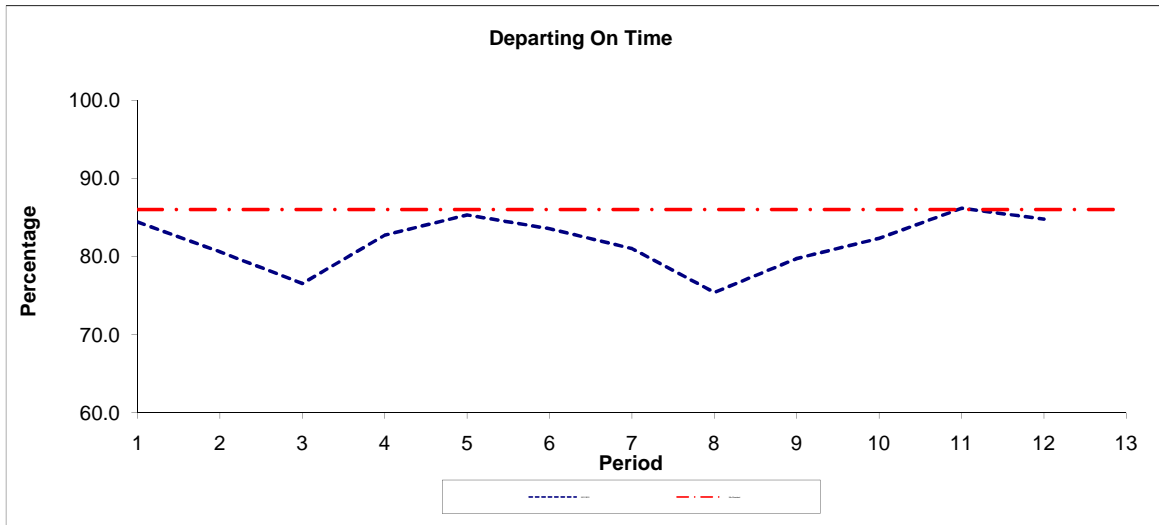


Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011/2012	0.05	0.34	0.86	0.78	0.39	0.18	0.23	0.50	0.38	0.79	0.22	0.52	

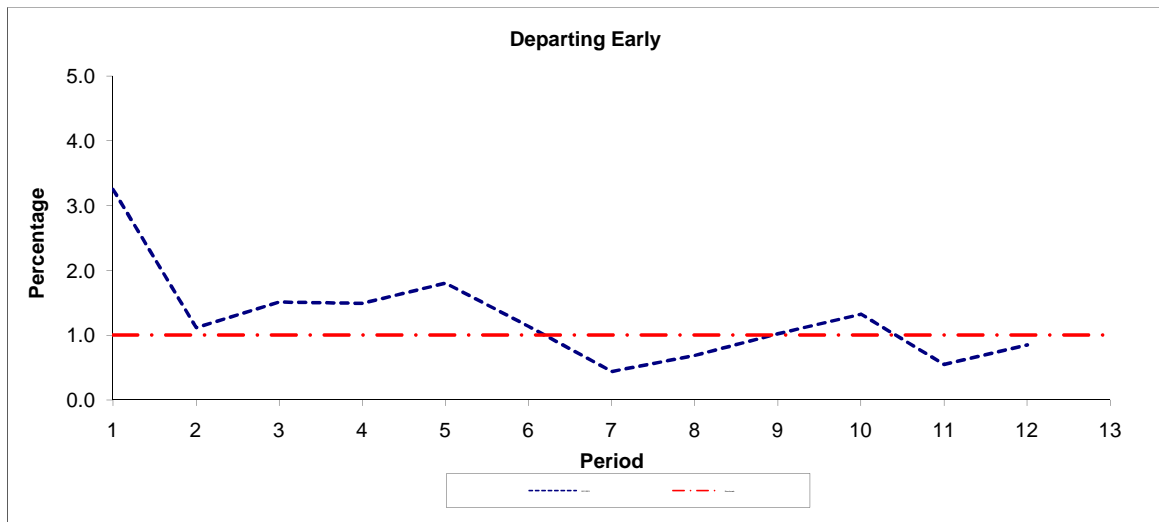
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route K4



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011/2012	84.39	80.59	76.54	82.71	85.29	83.52	80.99	75.37	79.71	82.31	86.16	84.77	
Min Standard	86.00	86.00	86.00	86.00	86.00	86.00	86.00	86.00	86.00	86.00	86.00	86.00	86.00



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011/2012	3.25	1.12	1.51	1.49	1.80	1.14	0.44	0.68	1.02	1.32	0.55	0.85	
Benchmark	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

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

ROUTE K4 - FULL iBUS RESULTS BY TIME OF DAY

QUARTERS 1 to 3 2011/12 (01/04/11 - 06/01/12)

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	6,867.	98.9	99.2	91.6	0.8	0.4	7.2
0700 - 1000	20,347.	98.5	98.7	87.0	1.3	2.5	9.2
1000 - 1300	19,218.	98.4	98.2	75.3	1.9	0.3	22.6
1300 - 1600	18,810.	99.7	98.5	79.5	1.6	0.3	18.6
1600 - 1900	19,209.	98.6	96.0	71.8	4.3	1.2	22.7
1900 - 2200	12,639.	100.3	97.6	87.0	2.4	1.5	9.0
2200 - 2400	6,274.	97.3	96.8	93.5	3.4	0.7	2.4
Summary	103,364.	98.9	97.9	80.3	2.4	1.1	16.2

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	1,378.	102.0	99.9	95.9	0.1	1.8	2.2
0700 - 1000	4,185.	99.3	99.6	95.8	0.5	2.2	1.5
1000 - 1300	4,072.	98.2	98.2	81.9	1.9	2.3	13.9
1300 - 1600	4,136.	97.5	98.9	78.8	1.2	3.7	16.3
1600 - 1900	4,024.	100.9	98.9	85.7	1.1	2.2	11.0
1900 - 2200	2,686.	99.7	98.5	89.9	1.4	1.1	7.7
2200 - 2400	1,348.	98.6	97.5	90.2	2.7	0.6	6.5
Summary	21,829.	99.2	98.8	85.3	1.3	2.4	11.0

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	68.	102.9	98.5	99.0	1.0	0.0	0.0
0700 - 1000	200.	100.0	99.0	84.7	1.0	14.2	0.0
1000 - 1300	191.	99.0	99.0	72.1	1.1	21.8	5.1
1300 - 1600	195.	97.9	97.9	85.6	2.3	11.7	0.5
1600 - 1900	191.	97.9	97.9	89.7	2.1	4.6	3.6
1900 - 2200	128.	98.4	98.4	97.5	1.4	0.0	1.1
2200 - 2400	64.	98.4	98.4	96.6	1.7	0.0	1.7
Summary	1,037.	98.9	98.5	85.5	1.7	10.6	2.2

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	8,313.	99.5	99.3	92.1	0.7	0.5	6.6
0700 - 1000	24,732.	98.6	98.9	87.7	1.3	2.5	8.5
1000 - 1300	23,481.	98.4	98.2	76.4	1.9	0.8	20.8
1300 - 1600	23,141.	99.3	98.6	79.5	1.5	1.0	18.1
1600 - 1900	23,424.	99.0	96.5	73.5	3.9	1.4	21.2
1900 - 2200	15,453.	100.2	97.8	87.5	2.3	1.5	8.8
2200 - 2400	7,686.	97.5	97.0	93.0	3.3	0.6	3.0
Summary	126,230.	98.9	98.0	81.0	2.2	1.4	15.4

Transport for London - QSI Points and Mileage

Route K4
 Service change 21630
 Date 11 November 2009

Locations shaded in blue denote QSI points under Full iBus

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
KINGHP S	KINGHP S	KINGSTON HOSPITAL		
KINGHP	BP1268	Kingston Hospital	0	0.00
	BP1735	Norbiton Station	421	0.26
	BP1736	Station Road	416	0.26
	BP5305	Gordon Road	104	0.06
	R0277	Norbiton Church	242	0.15
KINGTS	BP387	Tiffin School / London Road	171	0.11
KINGES	R0701	Eden Street	540	0.34
	BP488	St James Road	252	0.16
	BP479	Guildhall	138	0.09
	BP618	Kingston Hall Road	280	0.17
	15720	Avenue Road	529	0.33
	14198	Dawson Road	424	0.26
KINGAP	14200	Athelstan Park	339	0.21
	33216	Lower Marsh Lane	407	0.25
SURBVA	33218	Burney Avenue	424	0.26
	27533	St Mark's Church	402	0.25
	27379	Surbiton Station	246	0.15
SURBSNV	1420	Victoria Road / Surbiton Station	167	0.10
	BP379	Surbiton Sainsburys	192	0.12
	15728	Lovelace Gardens	291	0.18
	20672	Mountcombe Close	248	0.15
	BP5157	Langley Road	249	0.15
	11351	Langley Avenue	211	0.13
	15730	Ditton Road	222	0.14
	BP4990	Ash Tree Close	329	0.20
	11127	Thornhill Road	228	0.14
HOOBAS	4516	Gladstone Road	305	0.19
	15732	Elmcroft Drive	357	0.22
	4518	The North Star	312	0.19
HOOCLB	15734	Hook Parade	273	0.17
	R0127	The White Hart	302	0.19
	19364	Bridge Road	364	0.23
	4524	Ellingham Road	265	0.16
CHSSWM	BP2599	Merritt Gardens	273	0.17
MNSPKC	OC611	Mansfield Road	984	0.61
MNSERG	BP3109	Ripon Gardens	522	0.32
MNSERG S	MNSERG S	MANSFIELD PARK, RIPON GARDENS	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			11429	7.10
			metres	miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
MNSERG S	MNSERG S	MANSFIELD PARK, RIPON GARDENS		
MNSERG	BP3109	Ripon Gardens	0	0.00
MNSPKC	OC443	Mansfield Road	446	0.28
CHSSWM	OC622	Merritt Health Centre	619	0.38
	4523	Ellingham Road	329	0.20
	25571	Mansfield Road	481	0.30
	15735	The White Hart	287	0.18
HOOCLB	15733	Hook Parade	224	0.14
	4517	The North Star	345	0.21
HOOBAS	15731	Elmcroft Drive	296	0.18
	4515	Gladstone Road	329	0.20
	11128	Thornhill Road	350	0.22
	R0130	The Maypole	346	0.21
	11350	Langley Avenue	431	0.27
	20671	Mountcombe Close	346	0.21
	15727	Lovelace Gardens	356	0.22
	BP189	Surbiton Sainsburys	171	0.11
SURBSNV	33219	Surbiton Station	301	0.19
	25135	St Mark's Church	412	0.26
SURBVA	33217	Burney Avenue	485	0.30
	14201	Lower Marsh Lane	515	0.32
KINGAP	15721	Athelstan Park	281	0.17
	14197	Dawson Road	299	0.19
	BP499	Avenue Road	425	0.26
	BP1646	Kingston Hall Road	496	0.31
	BP496	Guildhall	307	0.19
KINGES	R0699	Eden Street	406	0.25
KINGCB	BP1094	Cromwell Road Bus Station	355	0.22
KINGTS	BP272	Tiffin School / London Road	414	0.26
	19542	Norbiton Church	210	0.13
	BP1737	London Road	331	0.21
	BP964	Norbiton Station	534	0.33
KINGHP	BP2614	Kingston Hospital	332	0.21
KINGHP S	KINGHP S	KINGSTON HOSPITAL	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			11459	7.12
			metres	miles