

## 7. Service Specification

Route: R6

Contract Reference: QC54505

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.

<b>Route Number</b>	R6
<b>Terminus Points</b>	Orpington Station and St. Mary Cray, Station Approach
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	3 <sup>rd</sup> December 2016
<b>Vehicle Type</b>	45 capacity, single door, single deck, minimum 8.9m long
<b>Current Maximum Approved Dimensions</b>	8.8 metres long and 2.4 metres wide
<b>New Vehicles Mandatory</b>	Yes
<b>Hybrid Price Required</b>	Yes
<b>Sponsored Route</b>	No
<b>Advertising Rights</b>	Operator
<b>Minimum Performance Standard</b>	Departing on Time - No less than 86.00%
<b>Extension Threshold</b>	Departing on Time Threshold - 88.00%
<b>Minimum Operated Mileage Standard</b>	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on Tuesday 29<sup>th</sup> March 2016.

*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. R6.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. R6.

**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

Orpington Station to St. Mary Cray, Station Approach			St. Mary Cray, Station Approach to Orpington Station		
First departure no later than 0555.			First departure no later than 0620.		
0550 - 2000	Every 30 minutes		0615 - 2020	Every 30 minutes	
2001 - 0005	Every 60 minutes		2021 - 0025	Every 60 minutes	
Last departure no earlier than 2400.			Last departure no earlier than 0020.		
<b>Pinchpoints</b>					
St. Mary Cray Village, High Street, Red Lion	0710 - 0910	30 minutes	St. Mary Cray Village, High Street, Red Lion	0700 - 0900	30 minutes
	1505 - 1635	30 minutes		1500 - 1630	30 minutes

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

Orpington Station to St. Mary Cray, Station Approach			St. Mary Cray, Station Approach to Orpington Station		
First departure no later than 0555.			First departure no later than 0620.		
0550 - 2000	Every 30 minutes		0615 - 2020	Every 30 minutes	
2001 - 0005	Every 60 minutes		2021 - 0025	Every 60 minutes	
Last departure no earlier than 2400.			Last departure no earlier than 0020.		
<b>Pinchpoints</b>					
St. Mary Cray Village, High Street, Red Lion	0935 - 1105	30 minutes	St. Mary Cray Village, High Street, Red Lion	0930 - 1100	30 minutes

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

Orpington Station to St. Mary Cray, Station Approach			St. Mary Cray, Station Approach to Orpington Station		
First departure no later than 0700.			First departure no later than 0720.		
0655 - 0005	Every 60 minutes		0715 - 0025	Every 60 minutes	
Last departure no earlier than 2400.			Last departure no earlier than 0020.		
<b>Pinchpoints</b>					
St. Mary Cray Village, High Street, Red Lion	1010 - 1210	60 minutes	St. Mary Cray Village, High Street, Red Lion	1030 - 1230	60 minutes

Tenderers must identify the cost of the Boxing Day element of this service separately.

**4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. R6 can suffer unpredictable traffic delays in the Orpington area.
- 4.2) Smaller buses are used on the route due to highway constraints in various locations along the route.

**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 R6: Orpington Station - St Mary Cray Station

**Date of Structural Change:** 3 December 2016.

**Date of Service Change:** 3 December 2016.

**Reason for Issue:** New Tender.

### **STREETS TRAVERSED**

**Towards St Mary Cray Station:** Station Approach, Station Road, Orpington War Memorial, Orpington High Street, Chislehurst Road, Goodmead Road, Perry Hall Road, Orpington High Street, Lower Road, Kent Road, St. Mary Cray High Street, Blacksmiths Lane, Burrfield Drive, Crockenhill Road, Okemore Gardens, Sweeps Lane, Molash Road, Wotton Green, Wotten Green, Sandway Road, Mill Brook Road, Station Road, Sevenoaks Way, Station Approach.

**Towards Orpington Station:** Station Approach, Chipperfield Road, Leeson's Hill, Station Road, Mill Brook Road, Sandway Road, Wotten Green, Wotton Green, Molash Road, Sweeps Lane, Okemore Gardens, Blacksmiths Lane, Burrfield Drive, Crockenhill Road, Blacksmiths Lane, St. Mary Cray High Street, Kent Road, Lower Road, Orpington High Street, Orpington War Memorial, Station Road, Station Approach.

## **AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS**

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

### **ORPINGTON STATION**

Private stand for 8 buses standing abreast in marked bays on north side of Orpington Bus Station on east side of Orpington Station.

Buses proceed from Station Approach via Orpington Bus Station to stand, departing via Orpington Bus Station to Station Approach. Set down in Station Approach, at Stop G (R0398 - Orpington Station #, Last Stop on LOR: R0398 - Orpington Station #) and pick up in Station Approach, at Stop D (22398 - Orpington Bus Station #, First Stop on LOR: 22398 - Orpington Bus Station #).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 1 bus on Route R6 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: Orpington Station.  
OTHER INFORMATION: Toilets available at Rail Station from 04:30 to 00:45.

### **ST. MARY CRAY STATION APPROACH**

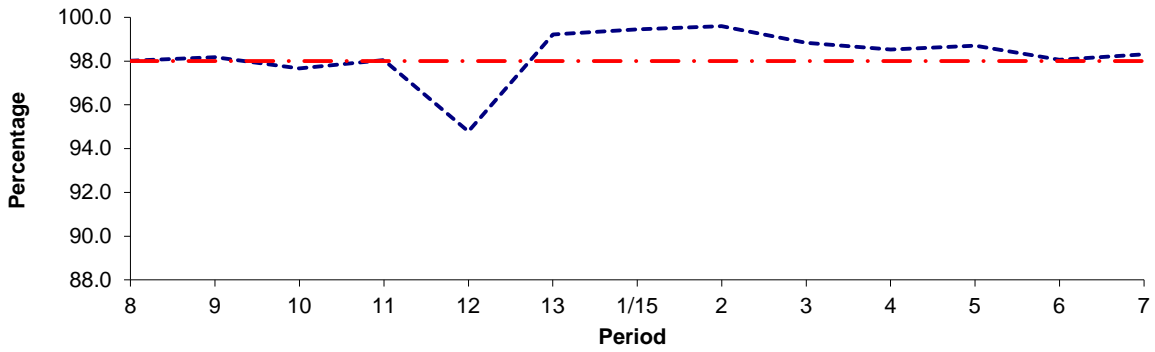
Buses proceed from Station Approach direct to stand, departing to Station Approach. Set down in Station Approach, at Stop SD (26143 - St Mary Cray / Station Approach, Last Stop on LOR: 26143 - St Mary Cray / Station Approach) and pick up in Station Approach, at Stop SD (26143 - St Mary Cray / Station Approach, First Stop on LOR: 26143 - St Mary Cray / Station Approach).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 1 bus on Route R6 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: St Mary Cray Station.

**PART B - PERFORMANCE STATISTICS**

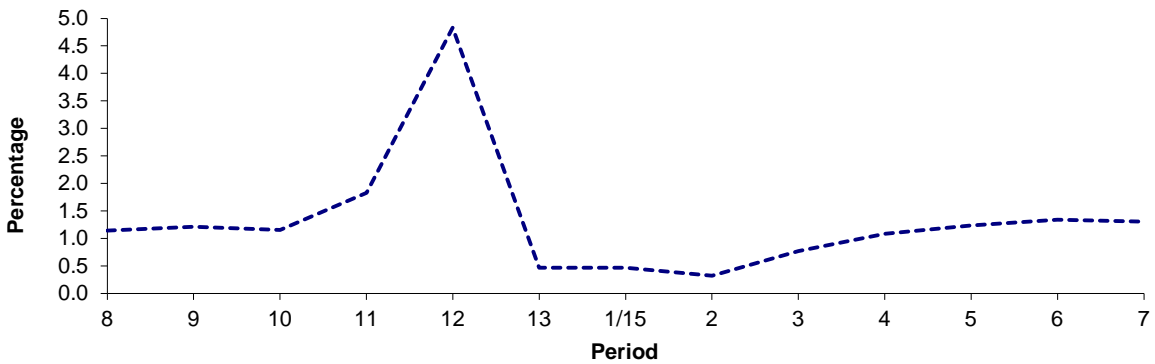
**Route R6**

**Mileage Operated**



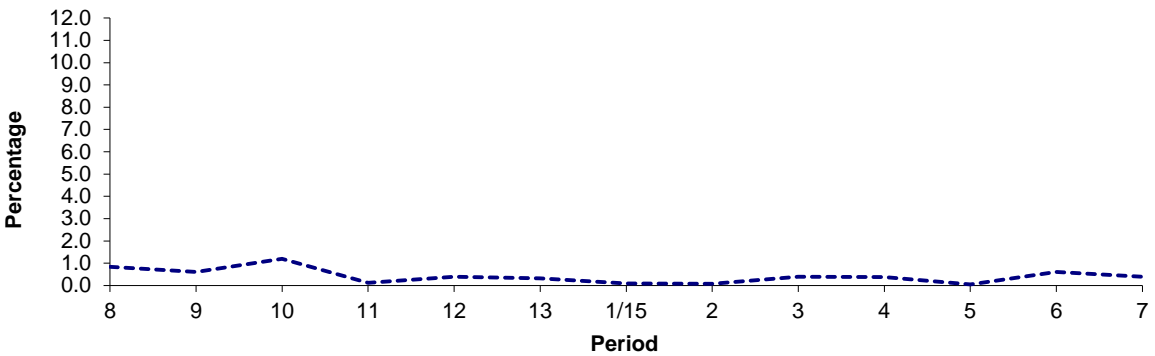
Period	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	98.02	98.18	97.66	98.05	94.78	99.21	99.44	99.60	98.84	98.53	98.71	98.06	98.30
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

**Deductible Mileage**



Period	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	1.14	1.21	1.15	1.83	4.83	0.46	0.46	0.32	0.77	1.08	1.24	1.34	1.30

**Non Deductible Mileage**



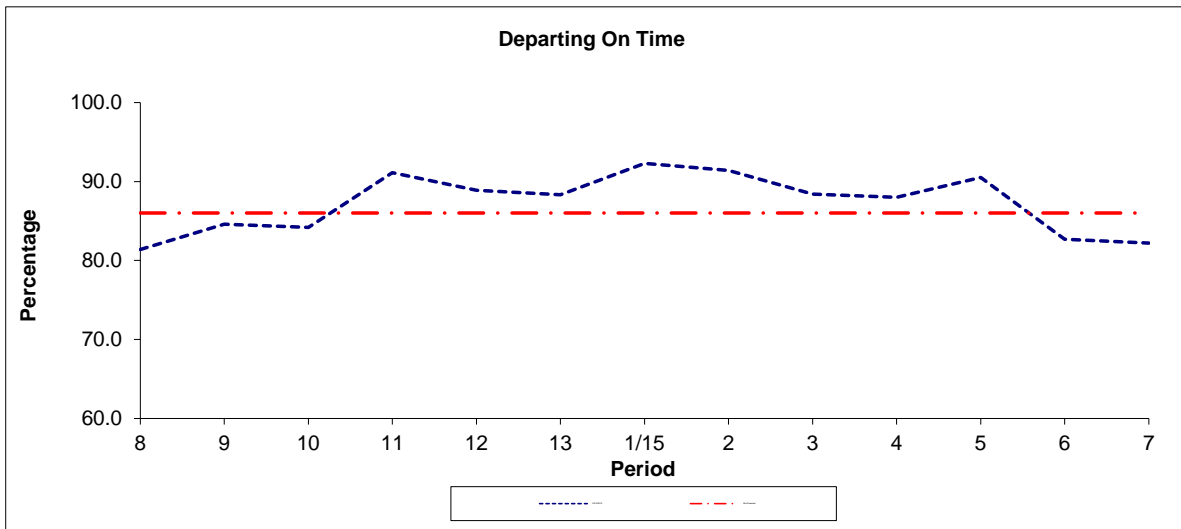
Period	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	0.84	0.61	1.19	0.12	0.39	0.32	0.09	0.08	0.39	0.38	0.05	0.61	0.39

**Note :** Mileage is based on 4 weeks data  
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

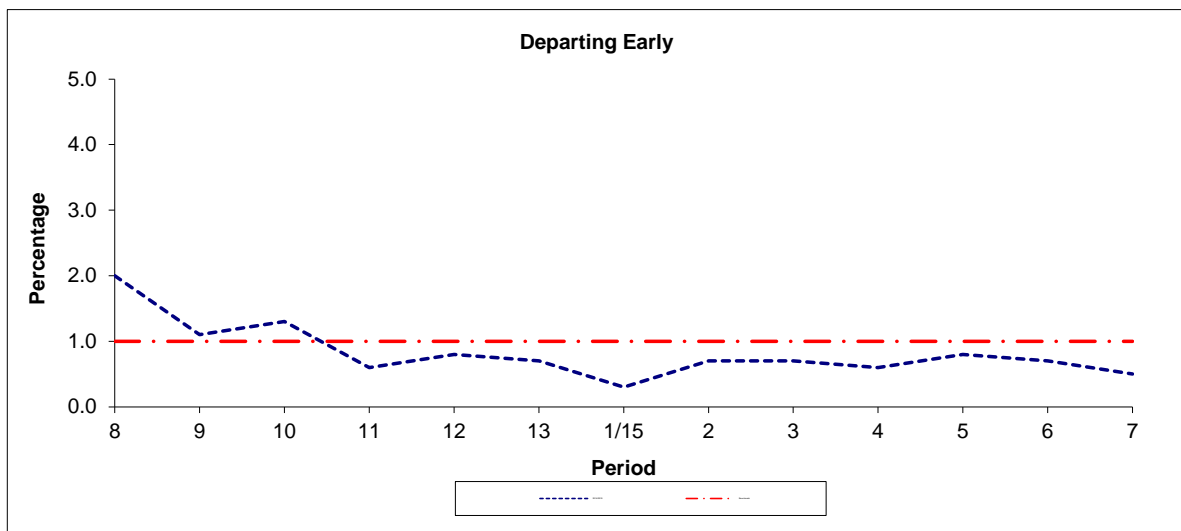


**PART B - PERFORMANCE STATISTICS**

**Route R6 (Both Options)**



Period	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	81.4	84.6	84.2	91.1	88.9	88.3	92.3	91.4	88.4	88.0	90.5	82.7	82.2
Min Standard	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0



Period	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	2.0	1.1	1.3	0.6	0.8	0.7	0.3	0.7	0.7	0.6	0.8	0.7	0.5
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 R6- FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTERS 3/14 to 2/15 (13/09/14 - 18/0915)**

**MONDAY - FRIDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	3,661.	3,325.	90.8	95.9	90.8	4.7	0.1	4.4
07:00 - 10:00	10,290.	10,101.	98.2	98.5	91.4	1.6	0.9	6.1
10:00 - 13:00	10,336.	10,253.	99.2	98.6	89.3	1.4	0.4	8.9
13:00 - 16:00	10,310.	9,945.	96.5	97.6	82.8	2.6	0.8	13.8
16:00 - 19:00	9,602.	9,744.	101.5	95.6	75.7	5.0	1.3	17.9
19:00 - 22:00	7,297.	7,291.	99.9	99.2	93.6	0.8	1.2	4.5
22:00 - 24:00	3,461.	3,449.	99.7	99.5	98.0	0.5	0.8	0.8
<b>All Locations</b>	<b>54,957.</b>	<b>54,108.</b>	<b>98.5</b>	<b>97.8</b>	<b>86.1</b>	<b>2.5</b>	<b>0.9</b>	<b>10.5</b>

**SATURDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	734.	736.	100.3	96.3	90.1	3.3	0.4	6.2
07:00 - 10:00	2,213.	2,115.	95.6	98.2	95.3	1.8	1.4	1.5
10:00 - 13:00	2,076.	2,063.	99.4	97.7	85.4	2.6	0.3	11.6
13:00 - 16:00	2,159.	2,133.	98.8	98.6	88.1	1.7	0.7	9.5
16:00 - 19:00	2,108.	2,090.	99.1	98.3	92.7	1.9	0.4	5.0
19:00 - 22:00	1,531.	1,522.	99.4	99.3	95.3	0.8	1.4	2.6
22:00 - 24:00	720.	715.	99.3	99.3	97.1	0.8	1.2	0.8
<b>All Locations</b>	<b>11,541.</b>	<b>11,374.</b>	<b>98.6</b>	<b>98.3</b>	<b>90.8</b>	<b>1.8</b>	<b>0.8</b>	<b>6.7</b>

**SUNDAY AND BANK HOLIDAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	14.	18.	128.6	100.0	100.0	0.0	0.0	0.0
07:00 - 10:00	1,237.	1,212.	98.0	97.7	95.5	2.3	0.2	1.9
10:00 - 13:00	1,251.	1,250.	99.9	99.2	96.1	0.7	1.1	2.1
13:00 - 16:00	1,254.	1,249.	99.6	99.9	95.4	0.1	1.9	2.6
16:00 - 19:00	1,234.	1,231.	99.8	99.4	97.1	0.6	0.3	2.1
19:00 - 22:00	1,245.	1,236.	99.3	99.1	97.2	0.9	0.3	1.7
22:00 - 24:00	818.	819.	100.1	100.0	98.8	0.0	1.2	0.0
<b>All Locations</b>	<b>7,053.</b>	<b>7,015.</b>	<b>99.5</b>	<b>99.2</b>	<b>96.4</b>	<b>0.7</b>	<b>0.9</b>	<b>2.0</b>

**ALL DAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	4,409.	4,079.	92.5	96.0	90.7	4.5	0.1	4.6
07:00 - 10:00	13,740.	13,428.	97.7	98.4	91.9	1.7	0.9	5.5
10:00 - 13:00	13,663.	13,566.	99.3	98.5	89.5	1.5	0.5	8.5
13:00 - 16:00	13,723.	13,327.	97.1	98.0	85.0	2.2	0.9	11.9
16:00 - 19:00	12,944.	13,065.	100.9	96.4	79.8	4.2	1.1	14.9
19:00 - 22:00	10,073.	10,049.	99.8	99.2	94.2	0.8	1.1	3.9
22:00 - 24:00	4,999.	4,983.	99.7	99.6	98.0	0.5	0.9	0.7
<b>All Locations</b>	<b>73,551.</b>	<b>72,497.</b>	<b>98.6</b>	<b>98.0</b>	<b>87.7</b>	<b>2.3</b>	<b>0.9</b>	<b>9.2</b>

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

**TRANCHE 545**

Route R6 (Option1)  
 Service change 28382  
 Date 27/09/2011

Reason for Issue

Mileage Update

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ORPNSN	22398	Orpington Bus Station		
	18952	Tubbenden Lane	244	0.15
ORPNWM	12239	High Street / Orpington War Memorial	547	0.34
	R0520	Walnuts Centre	313	0.19
	R0514	High Street / Broomhill Road	228	0.14
	34274	Goodmead Road	467	0.29
ORPNCP	12445	High Street / Carlton Parade	382	0.24
	40207	The Royal Albert	190	0.12
SMCYHS	40209	Reynolds Cross / Red Lion	645	0.40
	40211	The Temple	235	0.15
	40214	Forgefield Court	369	0.23
SMCYBD	BP1459	Manning Road	461	0.29
	BP1460	Crockenhill Road	361	0.22
	BP1458	Molash Road	552	0.34
	BP3242	Palmarsh Close	207	0.13
	BP1341	Wotton Green / Sandway Road	354	0.22
	BP1343	Oldbury Close	294	0.18
	BP1342	Belgrave Close	165	0.10
	BP3237	Station Road	377	0.23
SMCYSA	26143	St Mary Cray / Station Approach	374	0.23

<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>	6765 metres	4.20 miles
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BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
SMCYSA	26143	St Mary Cray / Station Approach		
SMCYSN	26141	St Mary Cray Station	332	0.21
	BP3238	Cray Avenue	357	0.22
	R0394	Mill Brook Road	470	0.29
	BP3239	Mountfield Community Centre	257	0.16
	BP3240	Oldbury Close	208	0.13
	BP3303	Wotton Green / Sandway Road	304	0.19
	BP3241	Molash Road	411	0.26
	21529	Sweeps Lane	336	0.21
SMCYBD	BP1459	Manning Road	286	0.18
	BP1460	Crockenhill Road	361	0.22
	21529	Sweeps Lane	545	0.34
	40213	Forgefield Court	328	0.20
	40212	The Temple	319	0.20
SMCYHS	40210	Reynolds Cross / Red Lion	250	0.16
	40208	The Royal Albert	568	0.35
ORPNCP	35743	High Street / Carlton Parade	414	0.26
	12444	High Street / Church Hill	352	0.22
	12442	Walnuts Centre	287	0.18
ORPNWM	12240	High Street / Orpington War Memorial	360	0.22
	13953	Tubbenden Lane	612	0.38
ORPNSN	R0398	Orpington Station	219	0.14

<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>	7576 metres	4.71 miles
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