

## 7. Service Specification

Route: S1 QC42801

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>Terminus Points (Option 1)</b>	Banstead High Street, Marks & Spencer to Lavender Fields, Victoria Road
<b>Terminus Points (Option 2)</b>	Banstead High Street, Marks & Spencer to Mitcham Lower Green
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	30 <sup>th</sup> November 2013
<b>Vehicle Type</b>	50 capacity, dual door, single deck, minimum 9.4m long
<b>Current Maximum Approved Dimensions</b>	9.5 metres long and 2.4 metres wide
<b>New Vehicles Mandatory</b>	Yes
<b>Hybrid Price Required</b>	No
<b>Sponsored Route</b>	No
<b>Minimum Performance Standard</b>	Departing on Time - No less than 86.00%
<b>Extension Threshold</b>	Departing on Time Threshold - 90.00%
<b>Advertising Rights</b>	Operator
<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 10<sup>th</sup> December 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. S1. However, some of the changes proposed as part of this Service Specification (see below) are being discussed with the current Operator, with a view to implementation prior to commencement of the new Route Agreement.

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:

Two Options are specified:

### **Option 1**

- Route No. S1 is rerouted from Mitcham, Lower Green West to Victoria Road to serve Lavender Fields and will no longer terminate at Mitcham, Lower Green. **Please see section 5 for a full list of streets traversed and standing arrangements.**
- A new bus stand is proposed for Victoria Road. This proposal assumes that the route will terminate on Victoria Road, near the mini-roundabout at the junctions of Fairfield Close and Longfield Drive.
- **The progression of OPTION 1 is subject to consultation and completion of required works by London Borough of Merton.**

### **Option 2**

- No change to current structure.

### **Option 1 & 2**

- Mondays to Saturdays daytime frequencies are increased from every 20 minutes to every 15 minutes.
- Sunday shopping period and all evening frequencies are increased from every 30 minutes to every 20 minutes.
- The Boxing Day service should match the Sunday service.
- **Tenderers must identify the cost of the Boxing Day element of this service separately.**
- No changes are proposed to the existing Hail & Ride operation in Belmont, Benhilton and St Helier.

### **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. S1:

**Belmont** - Chiltern Road, The Gallop, Langley Park Road, Cavendish Road.

**Benhilton** - Oakhill Road, Erskine Road.

**St Helier** - Robertsbridge Road, Green Wrythe Lane, Revesby Road, Peterborough Road, Middleton Road, Mill Green Road.

**Requirements for Registration:**

A variation to the existing registration will need to be submitted to the Traffic Commissioner to the South Eastern and Metropolitan Traffic Area at least 56 days before the service change is introduced.

The section of Route No. S1 between Banstead High Street and the Surrey County Boundary at junction of Downs Road and Sutton Lane will need to be registered with the Traffic Commissioner for the South East and Metropolitan Traffic Area 56 days before the operation commences. The registration should be sent to:

The South Eastern and Metropolitan Traffic Area Office  
Hillcrest House  
386 Harehills Lane  
LEEDS  
LS9 6NF

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 Transport  
11<sup>th</sup> Floor, Zone G8  
Palestra  
197 Blackfriars Road  
London  
SE1 8NJ  
e-mail: [lsp@tfl.gov.uk](mailto: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

##### OPTION 1

Banstead High Street, Marks & Spencer to Lavender Fields, Victoria Road			Lavender Fields, Victoria Road to Banstead High Street, Marks & Spencer		
First departure no later than 0525.			First departure no later than 0525.		
0520 - 0655	Every 30 minutes		0520 - 0625	Every 30 minutes	
0656 - 0715	Every 20 minutes		0626 - 0645	Every 20 minutes	
0716 - 2015	Every 15 minutes		0646 - 1945	Every 15 minutes	
2016 - 2350	Every 20 minutes		1946 - 2350	Every 20 minutes	
Last departure no earlier than 2345.			Last departure no earlier than 2345.		
<b>Pinchpoints</b>					
St. Helier Hospital, Wrythe Lane	0730 - 0750	20 minutes	Sutton Green	0705 - 0725	20 minutes
	0751 - 0905	15 minutes		0726 - 0910	15 minutes
	1505 - 1635	15 minutes		1515 - 1630	15 minutes

##### OPTION 2

Banstead High Street, Marks & Spencer to Mitcham, Lower Green			Mitcham, Lower Green to Banstead High Street, Marks & Spencer		
First departure no later than 0525.			First departure no later than 0530.		
0520 - 0655	Every 30 minutes		0525 - 0630	Every 30 minutes	
0656 - 0715	Every 20 minutes		0631 - 0650	Every 20 minutes	
0716 - 2015	Every 15 minutes		0651 - 1950	Every 15 minutes	
2016 - 2350	Every 20 minutes		1951 - 2355	Every 20 minutes	
Last departure no earlier than 2345.			Last departure no earlier than 2350.		
<b>Pinchpoints</b>					
St. Helier Hospital, Wrythe Lane	0730 - 0750	20 minutes	Sutton Green	0710 - 0730	20 minutes
	0751 - 0905	15 minutes		0731 - 0915	15 minutes
	1505 - 1635	15 minutes		1515 - 1630	15 minutes

**3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued**

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

**OPTION 1**

Banstead High Street, Marks & Spencer to Lavender Fields, Victoria Road			Lavender Fields, Victoria Road to Banstead High Street, Marks & Spencer		
First departure no later than 0525.			First departure no later than 0525.		
0520 - 0650	Every 30 minutes		0520 - 0650	Every 30 minutes	
0651 - 0810	Every 20 minutes		0651 - 0810	Every 20 minutes	
0811 - 2015	Every 15 minutes		0811 - 1945	Every 15 minutes	
2016 - 2350	Every 20 minutes		1946 - 2350	Every 20 minutes	
Last departure no earlier than 2345.			Last departure no earlier than 2345.		
<b>Pinchpoints</b>					
St. Helier Hospital, Wrythe Lane	0925 - 1055	15 minutes	Sutton Green	0925 - 1055	15 minutes

**OPTION 2**

Banstead High Street, Marks & Spencer to Mitcham, Lower Green			Mitcham, Lower Green to Banstead High Street, Marks & Spencer		
First departure no later than 0525.			First departure no later than 0530.		
0520 - 0650	Every 30 minutes		0525 - 0655	Every 30 minutes	
0651 - 0810	Every 20 minutes		0656 - 0815	Every 20 minutes	
0811 - 2015	Every 15 minutes		0816 - 1950	Every 15 minutes	
2016 - 2350	Every 20 minutes		1951 - 2355	Every 20 minutes	
Last departure no earlier than 2345.			Last departure no earlier than 2350.		
<b>Pinchpoints</b>					
St. Helier Hospital, Wrythe Lane	0925 - 1055	15 minutes	Sutton Green	0925 - 1055	15 minutes

**3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued**

**3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS**

**OPTION 1**

Banstead High Street, Marks & Spencer to Lavender Fields, Victoria Road		Lavender Fields, Victoria Road to Banstead High Street, Marks & Spencer			
First departure no later than 0645.		First departure no later than 0645.			
0640 - 0945	Every 30 minutes	0640 - 0945	Every 30 minutes		
0946 - 2350	Every 20 minutes	0946 - 2350	Every 20 minutes		
Last departure no earlier than 2345.		Last departure no earlier than 2345.			
<b>Pinchpoints</b>					
St. Helier Hospital, Wrythe Lane	1015 - 1155	20 minutes	Sutton Green	1015 - 1155	20 minutes

**OPTION 2**

Banstead High Street, Marks & Spencer to Mitcham, Lower Green		Mitcham, Lower Green to Banstead High Street, Marks & Spencer			
First departure no later than 0645.		First departure no later than 0650.			
0640 - 0945	Every 30 minutes	0645 - 0950	Every 30 minutes		
0946 - 2350	Every 20 minutes	0951 - 2355	Every 20 minutes		
Last departure no earlier than 2345.		Last departure no earlier than 2350.			
<b>Pinchpoints</b>					
St. Helier Hospital, Wrythe Lane	1015 - 1155	20 minutes	Sutton Green	1015 - 1155	20 minutes

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

**4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No.S1 can suffer from unpredictable traffic delays in the Banstead Sutton and Mitcham areas.
- 4.2) Smaller buses are used on the route due to highway constraints between the St Helier and Beddington areas.

**5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS**

- 5.1) ROUTE RECORD (Options 1 & 2)  
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 (Options 1 & 2)  
As per current print out.



# LONDON BUSES - ROUTE DESCRIPTION

## ROUTE S1: Banstead, Marks & Spencer - Lavender Fields

**Date of Structural Change:** 30 November 2013.

**Date of Service Change:** 30 November 2013.

**Reason for Issue:** New contract.

### **STREETS TRAVERSED**

**Towards Lavender Fields:** Banstead High Street, Sutton Lane, Downs Road, Brighton Road, Chiltern Road, The Gallop, Langley Park Road, Cavendish Road, Brighton Road, Sutton High Street, Grove Road, Sutton Park Road, Cheam Road, St Nicholas Way, Crown Road, Sutton High Street, Oakhill Road, Erskine Road, Wrythe Lane, Robertsbridge Road, Middleton Road, The Circle, Green Wrythe Lane, Revesby Road, Peterborough Road, Middleton Road, Mill Green Road, London Road, Carshalton Road, Commonsides West, Upper Green East, Upper Green West, Holborn Way, London Road, Victoria Road.

**Towards Banstead, Marks & Spencer:** Victoria Road, London Road, Holborn Way, Upper Green West, Upper Green East, Commonsides West, Carshalton Road, London Road, Mill Green Road, Middleton Road, Peterborough Road, Revesby Road, Green Wrythe Lane, The Circle, Middleton Road, Robertsbridge Road, Wrythe Lane, Erskine Road, Oakhill Road, Sutton High Street, Marshall's Road, Throwley Way, Carshalton Road, Chalk Pit Way, Sutton Court Road, Sutton High Street, Brighton Road, Cavendish Road, Langley Park Road, The Gallop, Chiltern Road, Brighton Road, Downs Road, Sutton Lane, Banstead High Street.

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

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

### **BANSTEAD HIGH STREET, MARKS & SPENCER**

Public stand on south side of Banstead High Street, commencing at forward end of bus stop markings outside Post Office and extending 12 metres.

Buses proceed from Banstead High Street direct to stand, departing to Banstead High Street. Set down in Banstead High Street (18608 - Banstead / Marks & Spencer, Last Stop on LOR: 18608 - Banstead / Marks & Spencer) and pick up in Banstead High Street (18607 - Banstead / Marks & Spencer, First Stop on LOR: 18607 - Banstead / Marks & Spencer).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route S1 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:	Banstead.
OTHER INFORMATION:	Toilet facilities currently unavailable.

### **BELMONT STATION (from LAVENDER FIELDS)**

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 (4529 - Belmont Station # / Brighton Road, Last Stop on LOR: 4529 - Belmont Station # / Brighton Road) and pick up in Brighton Road, at stop A (410 - Belmont Station # / Brighton Road, First Stop on LOR: 410 - Belmont Station # / Brighton Road).

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:	Belmont.
OTHER INFORMATION:	Buses to stand abreast facing south in centre of bay.

### **SUTTON STATION, THE QUADRANT (from LAVENDER FIELDS)**

Public stand for two buses in bay in The Quadrant (west arm), opposite Quadrant House. Buses proceed from Brighton Road via The Quadrant to stand, departing via The Quadrant, Wellesley Road and Brighton Road to Sutton High Street. Set down in Brighton Road, at stop O (3733 - Sutton Station #, Last Stop on LOR: 3733 - Sutton Station #) and pick up in Sutton High Street, at stop P (4527 - Sutton Station #, First Stop on LOR: 4527 - Sutton 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: Sutton Station.

### **SUTTON, ST NICHOLAS WAY (from Banstead, Marks & Spencer)**

Buses proceed from St Nicholas Way via Crown Road, Sutton High Street and Marshall's Road departing to Throwley Way. Set down in St Nicholas Way, at Stop W (35570 - St Nicholas Centre, Last Stop on LOR: 35570 - St Nicholas Centre) and pick up in Throwley Way, at Stop E (35336 - Benhill Avenue, First Stop on LOR: 35336 - Benhill Avenue).

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

### **ST HELIER HOSPITAL (from Banstead, Marks & Spencer)**

Buses proceed from Wrythe Lane via Rose Hill Roundabout departing to Wrythe Lane. Set down in Wrythe Lane, at Stop HA (19111 - St Helier Hospital, Last Stop on LOR: 19111 - St Helier Hospital) and pick up in Wrythe Lane, at Stop HB (19112 - St Helier Hospital, First Stop on LOR: 19112 - St Helier Hospital).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
BLIND DISPLAY: St Helier Hospital.

### **MIDDLETON ROAD, THE CIRCLE (from Banstead, Marks & Spencer)**

Buses proceed from Middleton Road via The Circle departing to Middleton Road. Set down in Middleton Road, at stop A (20196 - Shaftesbury Road, Last Stop on LOR: 20196 - Shaftesbury Road) and pick up in Middleton Road, at stop L (20195 - Shaftesbury Road, First Stop on LOR: 20195 - Shaftesbury Road).

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

## **LAVENDER FIELDS, VICTORIA ROAD**

Public stand for one bus on south side of Victoria Road commencing xxx metres east of roundabout at junction with Fairfield Close and extending 10 metres east.

Buses proceed from Victoria Road direct to stand, departing via Victoria Road and Circumnavigate Roundabout At Junction With Fairfield Close to Victoria Road. Set down on stand, Last Stop on LOR: 17574 - Mitcham Fair Green) and pick up on stand, First Stop on LOR: BP683 - Mitcham Fair Green).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route S1 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:	Lavender Fields.

## LONDON BUSES - ROUTE DESCRIPTION

### **ROUTE S1 (Expired 20 May 2010): Banstead, Marks & Spencer - Mitcham, Cricketers**

**Date of Structural Change:** 16 March 2010.

**Date of Service Change:** 16 March 2010.

**Reason for Issue:** {To be specified}.

#### **STREETS TRAVERSED**

**Towards Mitcham, Cricketers:** Banstead High Street, Sutton Lane, Downs Road, Brighton Road, Chiltern Road, The Gallop, Langley Park Road, Cavendish Road, Brighton Road, Sutton High Street, Grove Road, Sutton Park Road, Cheam Road, St Nicholas Way, Crown Road, Sutton High Street, Oakhill Road, Erskine Road, Wrythe Lane, Robertsbridge Road, Middleton Road, The Circle, Green Wrythe Lane, Revesby Road, Peterborough Road, Middleton Road, Mill Green Road, London Road, Carshalton Road, Commonside West, Upper Green East, London Road, Lower Green West.

**Towards Banstead, Marks & Spencer:** Lower Green West (northern arm), London Road, Raleigh Gardens, Upper Green West, Upper Green East, Commonside West, Carshalton Road, London Road, Mill Green Road, Middleton Road, Peterborough Road, Revesby Road, Green Wrythe Lane, The Circle, Middleton Road, Robertsbridge Road, Wrythe Lane, Erskine Road, Oakhill Road, Sutton High Street, Marshall's Road, Throwley Way, Carshalton Road, Chalk Pit Way, Sutton Court Road, Sutton High Street, Brighton Road, Cavendish Road, Langley Park Road, The Gallop, Chiltern Road, Brighton Road, Downs Road, Sutton Lane, Banstead High Street.

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

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

### **BANSTEAD, MARKS & SPENCER**

Public stand on south side of Banstead High Street, commencing at forward end of bus stop markings outside Post Office and extending 12 metres.

Buses proceed from Banstead High Street direct to stand, departing to Banstead High Street. Set down in Banstead High Street (18608 - Banstead / Marks & Spencer, Last Stop on LOR: 18608 - Banstead / Marks & Spencer) and pick up in Banstead High Street (18607 - Banstead / Marks & Spencer, First Stop on LOR: 18607 - Banstead / Marks & Spencer).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route S1 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:	Banstead.
OTHER INFORMATION:	Toilet facilities currently unavailable.

### **BELMONT STATION (from MITCHAM, CRICKETERS)**

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 (4529 - Belmont Station # / Brighton Road, Last Stop on LOR: 4529 - Belmont Station # / Brighton Road) and pick up in Brighton Road, at Stop A (410 - Belmont Station # / Brighton Road, First Stop on LOR: 410 - Belmont Station # / Brighton Road).

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:	Belmont.
OTHER INFORMATION:	Buses to stand abreast facing south in centre of bay.

### **SUTTON STATION (from MITCHAM, CRICKETERS)**

Public stand for two buses in bay in The Quadrant (west arm), opposite Quadrant House. Buses proceed from Brighton Road via The Quadrant to stand, departing via The Quadrant (West And North And East Arms), Wellesley Road and Brighton Road to Sutton High Street. Set down in Brighton Road, at Stop O (3733 - Sutton Station #, Last Stop on LOR: 3733 - Sutton Station #) and pick up in Sutton High Street, at Stop P (4527 - Sutton Station #, First Stop on LOR: 4527 - Sutton Station #).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: None  
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: Sutton Station.

### **SUTTON, ST NICHOLAS WAY (from Banstead, Marks & Spencer)**

Buses proceed from St Nicholas Way via Crown Road, Sutton High Street and Marshall's Road departing to Throwley Way. Set down in St Nicholas Way, at Stop W (35570 - St Nicholas Centre, Last Stop on LOR: 35570 - St Nicholas Centre) and pick up in Throwley Way, at Stop E (35336 - Benhill Avenue, First Stop on LOR: 35336 - Benhill Avenue).

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

### **ST HELIER HOSPITAL (from Banstead, Marks & Spencer)**

Buses proceed from Wrythe Lane via Rose Hill Roundabout departing to Wrythe Lane. Set down in Wrythe Lane, at Stop HA (19111 - St Helier Hospital, Last Stop on LOR: 19111 - St Helier Hospital) and pick up in Wrythe Lane, at Stop HB (19112 - St Helier Hospital, First Stop on LOR: 19112 - St Helier Hospital).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
BLIND DISPLAY: St Helier Hospital.

### **MIDDLETON ROAD, THE CIRCLE (from Banstead, Marks & Spencer)**

Buses proceed from Middleton Road via The Circle departing to Middleton Road. Set down in Middleton Road, A (20196 - Shaftesbury Road, Last Stop on LOR: 20196 - Shaftesbury Road) and pick up in Middleton Road, L (20195 - Shaftesbury Road, First Stop on LOR: 20195 - Shaftesbury Road).

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

## **MITCHAM, LOWER GREEN WEST**

Public stand for one bus on north side of Lower Green West (Northern Arm) commencing 50 metres west of London Road and extending 10 metres west.

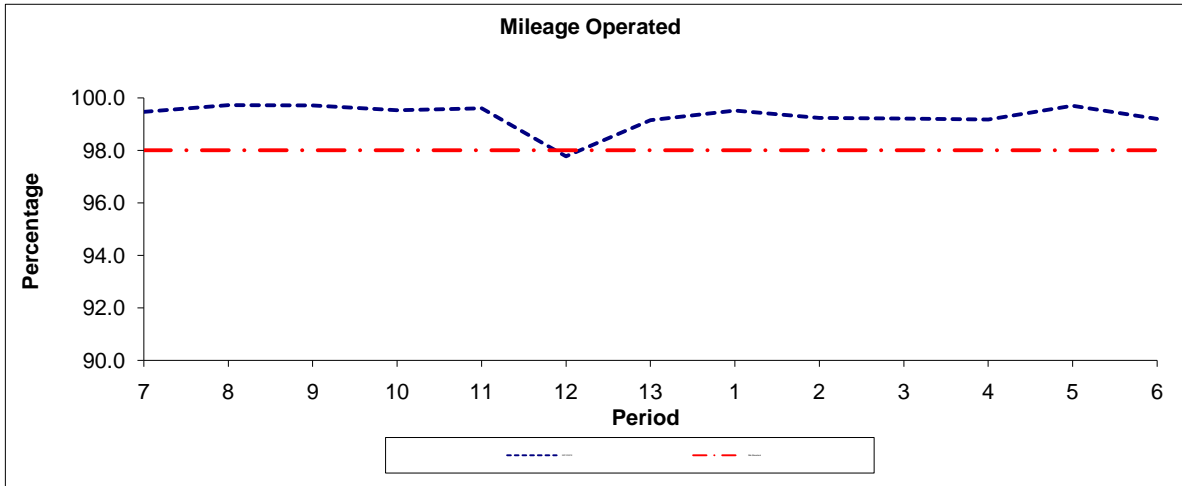
Buses proceed from Lower Green West direct to stand, departing to Lower Green West. Set down in Lower Green West, at stop P (R0565 - Mitcham / The Cricketers, Last Stop on LOR: R0565 - Mitcham / The Cricketers) and pick up in Lower Green West, at Stop P (R0565 - Mitcham / The Cricketers, First Stop on LOR: R0565 - Mitcham / The Cricketers).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route S1 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:	/.

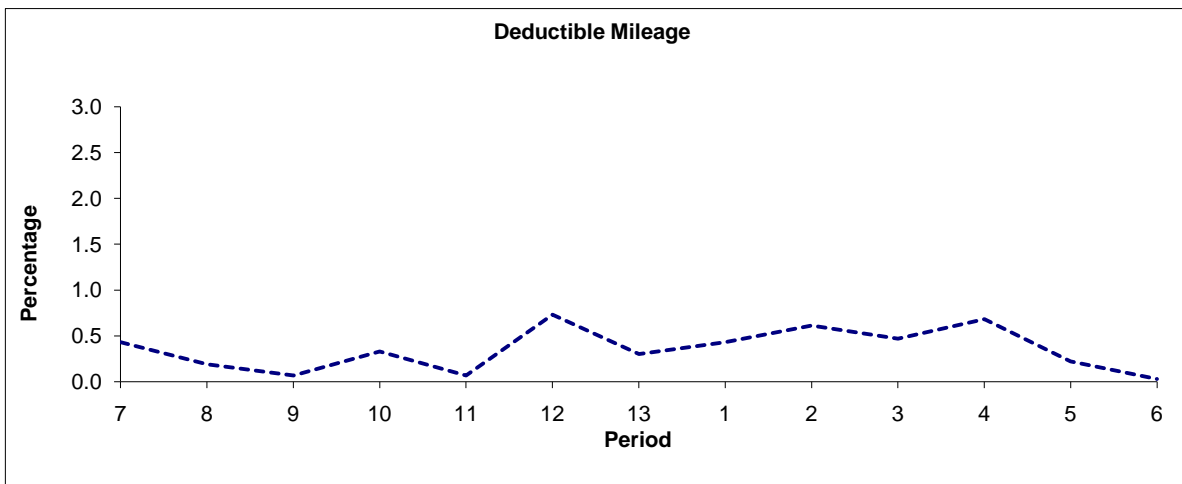


**PART B - PERFORMANCE STATISTICS**

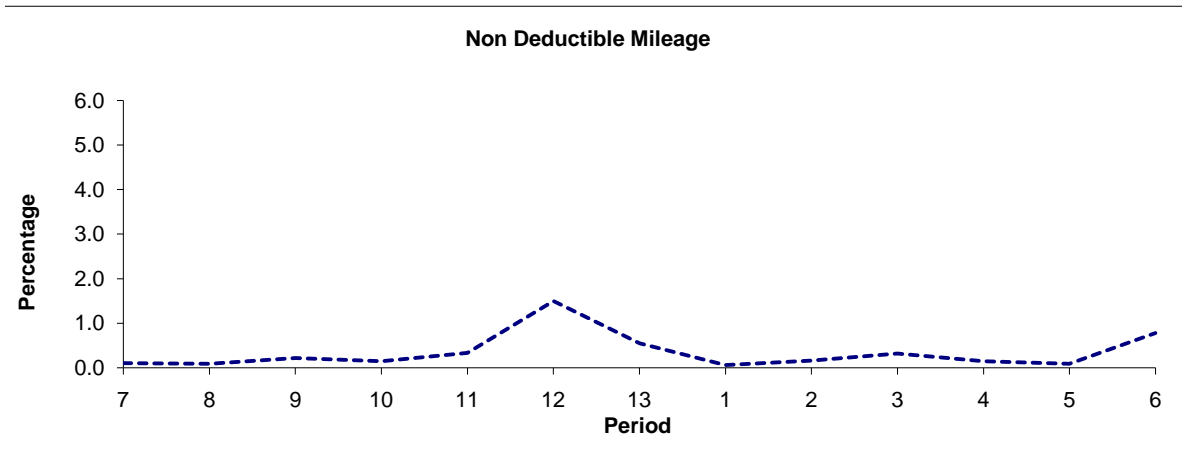
**Route S1**



Period	7	8	9	10	11	12	13	1	2	3	4	5	6
2011/2012	99.47	99.72	99.71	99.52	99.60	97.77	99.15	99.51	99.23	99.21	99.17	99.69	99.19
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	7	8	9	10	11	12	13	1	2	3	4	5	6
2011/2012	0.43	0.19	0.07	0.33	0.07	0.73	0.30	0.43	0.61	0.47	0.68	0.22	0.03

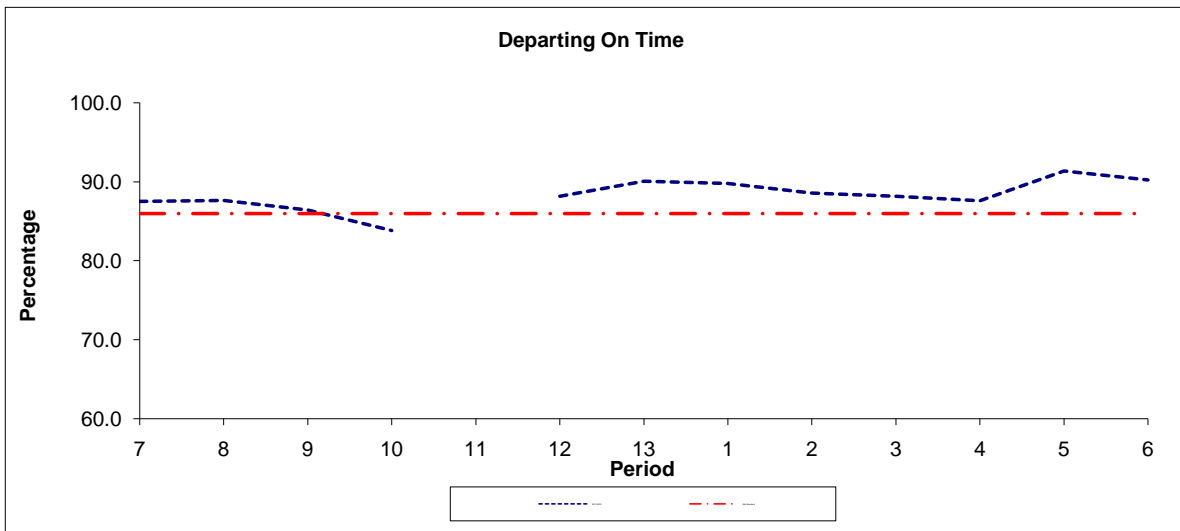


Period	7	8	9	10	11	12	13	1	2	3	4	5	6
2011/2012	0.10	0.09	0.22	0.15	0.33	1.50	0.55	0.06	0.16	0.32	0.15	0.09	0.78

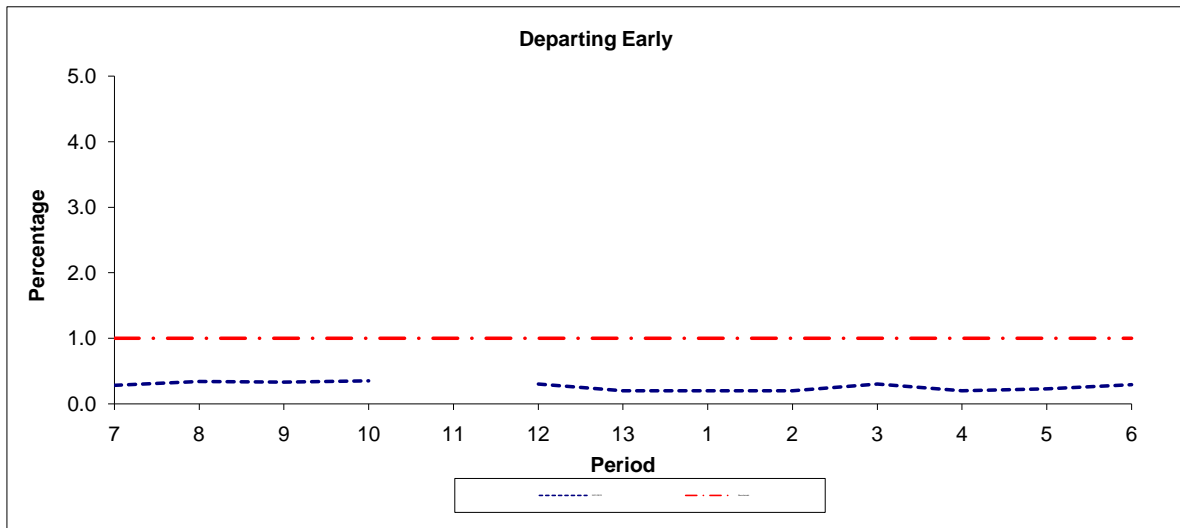
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route S1**



Period	7	8	9	10	11	12	13	1	2	3	4	5	6
2011/2012	87.6	87.7	86.4	83.8		88.2	90.1	89.8	88.6	88.2	87.6	91.4	90.2
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	7	8	9	10	11	12	13	1	2	3	4	5	6
2011/2012	0.3	0.3	0.3	0.4		0.3	0.2	0.2	0.2	0.3	0.2	0.2	0.3
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.  
 Data is not available for 31/12/11 to 10/02/12 inclusive. Data for BHILBC has been removed.

## ROUTE S1 - FULL iBUS RESULTS BY TIME OF DAY QUARTER 3 2011/12 TO QUARTER 2 2012/13 (17/09/11 - 14/09/12)

Period between 31/12/11 - 10/02/12 excluded due to non-availability of data.

### 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	8,710.	98.9	99.2	94.6	0.9	2.0	2.5
0700 - 1000	30,013.	99.1	98.6	85.9	1.4	1.0	11.6
1000 - 1300	28,649.	99.2	99.2	86.4	0.8	1.1	11.7
1300 - 1600	28,563.	98.5	99.2	83.8	0.8	1.4	14.0
1600 - 1900	30,402.	100.0	98.8	87.1	1.3	1.6	10.0
1900 - 2200	23,816.	99.8	98.8	84.8	1.2	1.6	12.4
2200 - 2400	12,936.	100.5	99.6	93.9	0.4	1.8	3.8
<b>Summary</b>	<b>163,089.</b>	<b>99.4</b>	<b>99.0</b>	<b>86.8</b>	<b>1.0</b>	<b>1.4</b>	<b>10.8</b>

### 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	2,124.	97.0	97.9	93.4	1.9	1.9	2.8
0700 - 1000	5,706.	99.8	99.2	94.3	0.8	2.1	2.8
1000 - 1300	6,008.	98.9	99.1	88.0	0.9	0.8	10.3
1300 - 1600	6,015.	99.0	98.0	86.8	2.1	0.8	10.4
1600 - 1900	6,089.	98.4	98.6	92.8	1.3	1.5	4.4
1900 - 2200	5,150.	99.6	98.7	85.9	1.3	1.4	11.5
2200 - 2400	2,739.	99.9	99.6	93.2	0.4	1.7	4.7
<b>Summary</b>	<b>33,831.</b>	<b>99.1</b>	<b>98.7</b>	<b>90.2</b>	<b>1.2</b>	<b>1.4</b>	<b>7.3</b>

### 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	343.	99.7	99.7	94.4	0.5	0.7	4.5
0700 - 1000	4,743.	98.4	98.2	93.5	1.9	2.5	2.1
1000 - 1300	4,753.	97.9	98.4	79.9	1.5	0.8	17.8
1300 - 1600	4,816.	99.8	98.8	75.0	1.2	0.8	22.9
1600 - 1900	4,817.	100.3	99.3	87.3	0.8	1.3	10.6
1900 - 2200	4,771.	99.1	98.7	90.7	1.4	2.0	5.9
2200 - 2400	3,139.	100.0	99.7	95.6	0.3	2.5	1.6
<b>Summary</b>	<b>27,382.</b>	<b>99.2</b>	<b>98.8</b>	<b>86.6</b>	<b>1.2</b>	<b>1.6</b>	<b>10.6</b>

## 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	11,177.	98.6	98.9	94.5	1.0	1.9	2.7
0700 - 1000	40,462.	99.1	98.6	87.0	1.4	1.2	10.4
1000 - 1300	39,410.	99.0	99.1	85.9	0.9	1.0	12.2
1300 - 1600	39,394.	98.7	99.0	83.3	1.0	1.2	14.4
1600 - 1900	41,308.	99.8	98.8	87.7	1.2	1.6	9.4
1900 - 2200	33,737.	99.6	98.8	85.6	1.2	1.6	11.6
2200 - 2400	18,814.	100.3	99.6	94.0	0.4	1.9	3.7
<b>Summary</b>	<b>224,302.</b>	<b>99.3</b>	<b>98.9</b>	<b>87.0</b>	<b>1.1</b>	<b>1.4</b>	<b>10.5</b>

## Transport for London - QSI Points and Mileage

Route S1 (to Lavender Fields)

Service change 31224

Date 20/09/2012

Reason for Issue

### Version Detail

QSI Points are highlighted in blue and green.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
BANSHS	18607	Banstead / Marks & Spencer		
	18847	Glenfield Road	303	0.19
	18605	Banstead / the Woolpack	337	0.21
	18603	Croydon Lane	390	0.24
	18601	Grange Gardens	640	0.40
	18600	Banstead Downs	405	0.25
	18597	Highdown Lane	427	0.27
	BP3794	Belmont Station	581	0.36
BELMSN	410	Belmont Station / Brighton Road	115	0.07
	H0565	Ambleside Gardens	2756	1.71
SUTTSN	4527	Sutton Station	518	0.32
	W41	Sutton Post Office	173	0.11
	35568	Sutton Civic Centre	420	0.26
	35570	St Nicholas Centre	355	0.22
SUTTCR	35573	Crown Road	387	0.24
	H0567	Lewis Road	376	0.23
	H0568	Oakhill Road / Thicket Road	721	0.45
BHILER	H0575	Paget Avenue	276	0.17
	H0576	Erskine Road / Wrythe Lane	582	0.36
	19117	Poulton Avenue	268	0.17
	19115	Muschamp Road	288	0.18
	19113	Welbeck Road	379	0.24
STHRHP	19111	St Helier Hospital	495	0.31
	H0569	Robertsbridge Road / Wrythe Lane	397	0.25
	H0570	Robertsbridge Road / Middleton Road	485	0.30
	20196	Shaftesbury Road	217	0.13
STHRMC	H0580	St Helier Library	483	0.30
	H0577	Revesby Road	566	0.35
	H0581	Peterborough Road	115	0.07
	H1268	Mill Green	1115	0.69
	17367	The Goat	501	0.31
MCJNSN	BP080	Mitcham Junction Station	536	0.33
	8794	Madeira Road	847	0.53
	8798	Three Kings Pond	175	0.11
MTCHFG	17574	Mitcham Fair Green	302	0.19
LFVRFC		Victoria Road / Fairfield Close		1.40

Total Route Mileage - Out Direction

11.92

## TRANCHE 428

## Mileage update

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
<b>LFVRF</b>		Victoria Road / Fairfield Close		
<b>MTCHFG</b>	<b>BP683</b>	<b>Mitcham Fair Green</b>		<b>1.35</b>
	8797	Three Kings Pond	379	0.24
	8795	Madeira Road	198	0.12
<b>MCJNSN</b>	<b>17369</b>	<b>Mitcham Junction Station</b>	<b>855</b>	<b>0.53</b>
	17366	The Goat	486	0.30
	R0134	Mill Green Road	207	0.13
	H1269	Mill Green	101	0.06
	H0582	Peterborough Road	1177	0.73
	H0578	Revesby Road	456	0.28
<b>STHRMC</b>	<b>H0579</b>	<b>St Helier Library</b>	<b>341</b>	<b>0.21</b>
	20195	Shaftesbury Road	430	0.27
	H0572	Robertsbridge Road / Middleton Road	380	0.24
	H0571	Robertsbridge Road / Wrythe Lane	443	0.28
<b>STHRHP</b>	<b>19112</b>	<b>St Helier Hospital</b>	<b>445</b>	<b>0.28</b>
	19114	Welbeck Road	334	0.21
	19116	Muschamp Road	343	0.21
	19118	Poulton Avenue	469	0.29
<b>BHILER</b>	<b>H0574</b>	<b>Orchard Way</b>	<b>729</b>	<b>0.45</b>
	H0573	Benhill Wood Road	488	0.30
	OC630	Lewis Road	497	0.31
<b>SUTTGN</b>	<b>33809</b>	<b>Sutton Green</b>	<b>249</b>	<b>0.15</b>
	6479	High Street / Marshalls Road	217	0.13
	35336	Benhill Avenue	205	0.13
	35510	Manor Place	188	0.12
	36521	Times Square	205	0.13
<b>SUTTTC</b>	<b>14881</b>	<b>Sutton Police Station</b>	<b>246</b>	<b>0.15</b>
<b>SUTTSN</b>	<b>3733</b>	<b>Sutton Station</b>	<b>477</b>	<b>0.30</b>
	18570	Brighton Road / Cavendish Road	327	0.20
	H0564	Cavendish Road	232	0.14
	H0566	Cavendish Road	229	0.14
	18575	Sutton Hospital	2128	1.32
<b>BELMSN</b>	<b>4529</b>	<b>Belmont Station / Brighton Road</b>	<b>349</b>	<b>0.22</b>
	BP3795	Belmont Station	121	0.08
	18598	Highdown Lane	573	0.36
	18599	Banstead Downs	418	0.26
	18602	Grange Gardens	507	0.32
	18604	Croydon Lane	528	0.33
	18606	Banstead / the Woolpack	440	0.27
	18848	Glenfield Road	206	0.13
<b>BANSHS</b>	<b>18608</b>	<b>Banstead / Marks &amp; Spencer</b>	<b>334</b>	<b>0.21</b>
Total Route Mileage - Back Direction				<b>11.87</b>

## Transport for London - QSI Points and Mileage

Route S1 (to Mitcham Cricketers)

Service change 31224

Date 20/09/2012

Reason for Issue
------------------

### Version Detail

QSI Points are highlighted in blue.

OUT DIRECTION					
Timing Point	Code	Stop Number	Stop Name	Metres	Miles
BANSHS	18607		Banstead / Marks & Spencer		
	18847		Glenfield Road	303	0.19
	18605		Banstead / the Woolpack	337	0.21
	18603		Croydon Lane	390	0.24
	18601		Grange Gardens	640	0.40
	18600		Banstead Downs	405	0.25
	18597		Highdown Lane	427	0.27
	BP3794		Belmont Station	581	0.36
BELMSN	410		Belmont Station / Brighton Road	115	0.07
	H0565		Ambleside Gardens	2756	1.71
SUTTSN	4527		Sutton Station	518	0.32
	W41		Sutton Post Office	173	0.11
	35568		Sutton Civic Centre	420	0.26
	35570		St Nicholas Centre	355	0.22
SUTTCR	35573		Crown Road	387	0.24
	H0567		Lewis Road	376	0.23
	H0568		Oakhill Road / Thicket Road	721	0.45
BHILER	H0575		Paget Avenue	276	0.17
	H0576		Erskine Road / Wrythe Lane	582	0.36
	19117		Poulton Avenue	268	0.17
	19115		Muschamp Road	288	0.18
	19113		Welbeck Road	379	0.24
STHRHP	19111		St Helier Hospital	495	0.31
	H0569		Robertsbridge Road / Wrythe Lane	397	0.25
	H0570		Robertsbridge Road / Middleton Road	485	0.30
	20196		Shaftesbury Road	217	0.13
STHRMC	H0580		St Helier Library	483	0.30
	H0577		Revesby Road	566	0.35
	H0581		Peterborough Road	115	0.07
	H1268		Mill Green	1115	0.69
	17367		The Goat	501	0.31
MCJNSN	BP080		Mitcham Junction Station	536	0.33
	8794		Madeira Road	847	0.53
	8798		Three Kings Pond	175	0.11
	17574		Mitcham Fair Green	302	0.19
	33892		Glebe Court	308	0.19
MTCHLG	R0565		Mitcham / the Cricketers	561	0.35
Total Route Mileage - Out Direction				17800	11.06
				17800	11.06

## TRANCHE 428

## Mileage update

BACK DIRECTION						
Timing Point	Code	Stop Number	Stop Name	Metres	Miles	
MTCHLG	R0565		Mitcham / the Cricketers			
	37388		Langdale Avenue	339	0.21	
	BP683		Mitcham Fair Green	422	0.26	
	8797		Three Kings Pond	379	0.24	
	8795		Madeira Road	198	0.12	
MCJNSN	17369		Mitcham Junction Station	855	0.53	
	17366		The Goat	486	0.30	
	R0134		Mill Green Road	207	0.13	
	H1269		Mill Green	101	0.06	
	H0582		Peterborough Road	1177	0.73	
	H0578		Revesby Road	456	0.28	
STHRMC	H0579		St Helier Library	341	0.21	
	20195		Shaftesbury Road	430	0.27	
	H0572		Robertsbridge Road / Middleton Road	380	0.24	
	H0571		Robertsbridge Road / Wrythe Lane	443	0.28	
STHRHP	19112		St Helier Hospital	445	0.28	
	19114		Welbeck Road	334	0.21	
	19116		Muschamp Road	343	0.21	
BHILER	19118		Poulton Avenue	469	0.29	
	H0574		Orchard Way	729	0.45	
	H0573		Benhill Wood Road	488	0.30	
	OC630		Lewis Road	497	0.31	
SUTTGN	33809		Sutton Green	249	0.15	
	6479		High Street / Marshalls Road	217	0.13	
	35336		Benhill Avenue	205	0.13	
	35510		Manor Place	188	0.12	
	36521		Times Square	205	0.13	
SUTTTC	14881		Sutton Police Station	246	0.15	
SUTTSN	3733		Sutton Station	477	0.30	
	18570		Brighton Road / Cavendish Road	327	0.20	
	H0564		Cavendish Road	232	0.14	
	H0566		Cavendish Road	229	0.14	
	18575		Sutton Hospital	2128	1.32	
BELMSN	4529		Belmont Station / Brighton Road	349	0.22	
	BP3795		Belmont Station	121	0.08	
	18598		Highdown Lane	573	0.36	
	18599		Banstead Downs	418	0.26	
	18602		Grange Gardens	507	0.32	
	18604		Croydon Lane	528	0.33	
	18606		Banstead / the Woolpack	440	0.27	
	18848		Glenfield Road	206	0.13	
	BANSHS	18608		Banstead / Marks & Spencer	334	0.21
	Total Route Mileage - Back Direction				17698	11.00
				17698	11.00	