

7. Service Specification

Route: 434

QC42206

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, Ridgemount Avenue to Whyteleafe South, Wapses Lodge, Court Bushes Road
Contract Basis	Incentivised
Commencement Date	31 st August 2013
Vehicle Type	45 capacity, single door, single deck, minimum 8.9m long
Current Maximum Approved Dimensions	8.94 metres long and 2.44 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	No
Sponsored Route	No
Minimum Performance Standard	Departing on Time - No less than 82.00%
Extension Threshold	Departing on Time Threshold – 86.00%
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. 434.

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:

- Introduction of a Sunday service with a frequency of every 30 minutes has been specified. **Tenderers must identify the cost of the Sunday service separately.**
- The short working journeys during the evenings are extended to operate the full length of the route.

Hail & ride operation and/or limited stop/express sections:

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. 434:

Towards Whyteleafe South, Wapses Lodge:

- Ridgemount Avenue, Rickman Hill
- Smitham Downs Road, Smitham Bottom Lane, Woodcote Valley Road
- Foxley Hill Road, Beaumont Road, Higher Drive, Northwood Avenue, Oaks Road, Oaks Way, Park Road, Kenley Lane, Valley Road, Beverley Road, Hornchurch Hill.

Towards Coulsdon, Ridgemount Avenue:

- Hornchurch Hill, Beverley Road, Valley Road, Kenley Lane, Park Road, Oaks Way, Oaks Road, Northwood Avenue, Higher Drive, Beaumont Road, Foxley Hill Road,
- Woodcote Valley Road, Smitham Bottom Lane, Smitham Downs Road
- Rickman Hill, Woodlands Grove, Ridgemount Avenue.

REQUIREMENTS FOR REGISTRATION

The section of Route No. 434 between the Surrey County Boundary at Beverley Road, Hornchurch Hill and Whyteleafe South, Wapses Lodge 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, Ridgemount Avenue to Whyteleafe South, Wapses Lodge, Court Bushes Road			Whyteleafe South, Wapses Lodge, Court Bushes Road to Coulsdon, Ridgemount Avenue		
First departure no later than 0705.			First departure no later than 0655.		
0700 - 2010	Every 30 minutes		0650 - 1940	Every 30 minutes	
Last departure no earlier than 2005.			Last departure no earlier than 1935.		
Pinchpoints					
Purley Cross, Jolly Farmers	0805 - 0905	30 minutes	Woodcote Valley Road, Grovelands Road	0735 - 0835	30 minutes
	1505 - 1635	30 minutes		1505 - 1635	30 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Coulsdon, Ridgemount Avenue to Whyteleafe South, Wapses Lodge, Court Bushes Road			Whyteleafe South, Wapses Lodge, Court Bushes Road to Coulsdon, Ridgemount Avenue		
First departure no later than 0705.			First departure no later than 0655.		
0700 - 2010	Every 30 minutes		0650 - 1940	Every 30 minutes	
Last departure no earlier than 2005.			Last departure no earlier than 1935.		
Pinchpoints					
Purley Cross, Jolly Farmers	0935 - 1035	30 minutes	Woodcote Valley Road, Grovelands Road	0935 - 1035	30 minutes

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Coulsdon, Ridgemount Avenue to Whyteleafe South, Wapses Lodge, Court Bushes Road			Whyteleafe South, Wapses Lodge, Court Bushes Road to Coulsdon, Ridgemount Avenue		
First departure no later than 0705.			First departure no later than 0655.		
0700 - 2010	Every 30 minutes		0650 - 1940	Every 30 minutes	
Last departure no earlier than 2005.			Last departure no earlier than 1935.		
Pinchpoints					
Purley Cross, Jolly Farmers	1105 - 1205	30 minutes	Woodcote Valley Road, Grovelands Road	1105 - 1205	30 minutes

Tenderers must identify the cost of the Sunday service separately.

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 434 can suffer unpredictable traffic delays in the Smitham Downs Road 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 434: Coulsdon, Ridgemount Avenue - Whyteleafe South, Court Bushes Road

Date of Structural Change: 31 August 2013.

Date of Service Change: 31 August 2013.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Whyteleafe South, Court Bushes Road: Ridgemount Avenue, Rickman Hill, Chipstead Valley Road, Brighton Road, Smitham Downs Road, Smitham Bottom Lane, Woodcote Valley Road, Foxley Lane, Russell Hill Road, Purley Cross, Purley Road, Godstone Road, Foxley Hill Road, Beaumont Road, Higher Drive, Northwood Avenue, Oaks Road, Oaks Way, Park Road, Kenley Lane, Valley Road, Beverley Road, Hornchurch Hill, Whyteleafe Hill, Godstone Road.

Towards Coulsdon, Ridgemount Avenue: Godstone Road, Whyteleafe Hill, Hornchurch Hill, Beverley Road, Valley Road, Kenley Lane, Park Road, Oaks Way, Oaks Road, Northwood Avenue, Higher Drive, Beaumont Road, Foxley Hill Road, Godstone Road, Purley Road, Tesco Access Road, Purley Road, Purley Cross, Brighton Road, Banstead Road, Foxley Lane, Woodcote Valley Road, Smitham Bottom Lane, Smitham Downs Road, Brighton Road, Chipstead Valley Road, Rickman Hill, Woodlands Grove, Ridgemount Avenue.

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, RIDGEMOUNT AVENUE

Public stand for one bus on the north side of Ridgemount Avenue, commencing 19 metres west of the junction with Rickman Hill.

Buses proceed from Ridgemount Avenue direct to stand, departing to Ridgemount Avenue.

Set down in Ridgemount Avenue, at Alighting Point (BP4062 - Ridgemount Avenue, Last Stop on LOR: BP4062 - Ridgemount Avenue) and pick up in Ridgemount Avenue (BP4062 - Ridgemount Avenue, First Stop on LOR: BP4062 - Ridgemount Avenue).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 buses on Route 434 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, Ridgemount Avenue.

COULSDON, BRIGHTON ROAD, LION GREEN 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.

From Coulsdon, Ridgemount Avenue.

Buses proceed from Chipstead Valley Road via Lion Green Road and Brighton Road to stand, departing via Brighton Road to Chipstead Valley Road. Set down in Chipstead Valley Road (15807 - Portnalls Road, Last Stop on LOR: 15807 - Portnalls Road) and pick up in Chipstead Valley Road, at Stop H (11753 - Chipstead Valley Road / Brighton Road, First Stop on LOR: 11753 - Chipstead Valley Road / Brighton Road).

From Whyteleafe South, Court Bushes Road.

Buses proceed from Chipstead Valley Road via Lion Green Road and Brighton Road to stand, departing to Brighton Road. Set down in Chipstead Valley Road, H (11753 - Chipstead Valley Road / Brighton Road, Last Stop on LOR: 11753 - Chipstead Valley Road / Brighton Road) and pick up in Brighton Road, at Stop C (4404 - Coulsdon Town Station #, First Stop on LOR: 4404 - Coulsdon Town 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:	Coulsdon.

PURLEY CROSS, BRIGHTON ROAD / HIGH STREET

Public stand for five buses in bay on east side of Brighton Road, south of Whytecliffe Road South, commencing in line with the party wall of 8/9 The Parade (9 metres north of the slip road to High Street Purley) and extending 61 metres north east.

From Coulsdon, Ridgemount Avenue.

Buses proceed from Foxley Lane via Pampisford Road, Christchurch Road and Brighton Road to stand, departing via Brighton Road, Purley Cross and Purley Road to Tesco Access Road. Set down in Foxley Lane, at Stop A (7330 - Purley Library, Last Stop on LOR: 7330 - Purley Library) and pick up in Tesco Access Road, Stop P (SL39 - Purley High Street / Purley Station #, First Stop on LOR: SL39 - Purley High Street / Purley Station #).

From Whyteleafe South, Court Bushes Road.

Buses proceed from Banstead Road via Foxley Lane, Pampisford Road, Christchurch Road and Brighton Road to stand, departing via Brighton Road and Purley Cross to Purley Road. Set down in Banstead Road, Stop Y (12450 - Purley Library, Last Stop on LOR: 12450 - Purley Library) and pick up in Purley Road, at Stop M (4401 - Purley High Street / Purley Station #, First Stop on LOR: 4401 - Purley High Street / Purley 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:	Purley.

PURLEY CROSS (from WHYTELEAFE SOUTH, COURT BUSHES ROAD)

Buses proceed from Tesco Access Road via Purley Road and Purley Cross departing to Purley Road. Set down in Tesco Access Road, at Stop P (SL39 - Purley High Street / Purley Station #, Last Stop on LOR: SL39 - Purley High Street / Purley Station #) and pick up in Purley Road, at Stop M (4401 - Purley High Street / Purley Station #, First Stop on LOR: 4401 - Purley High Street / Purley Station #).

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

PURLEY CROSS (from Coulsdon, Ridgemount Avenue)

Buses proceed from Purley Road departing to Tesco Access Road. Set down in Purley Road, at Stop M (4401 - Purley High Street / Purley Station #, Last Stop on LOR: 4401 - Purley High Street / Purley Station #) and pick up in Tesco Access Road, at Stop P (SL39 - Purley High Street / Purley Station #, First Stop on LOR: SL39 - Purley High Street / Purley Station #).

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

WHYTELEAFE SOUTH, WAPSES LODGE

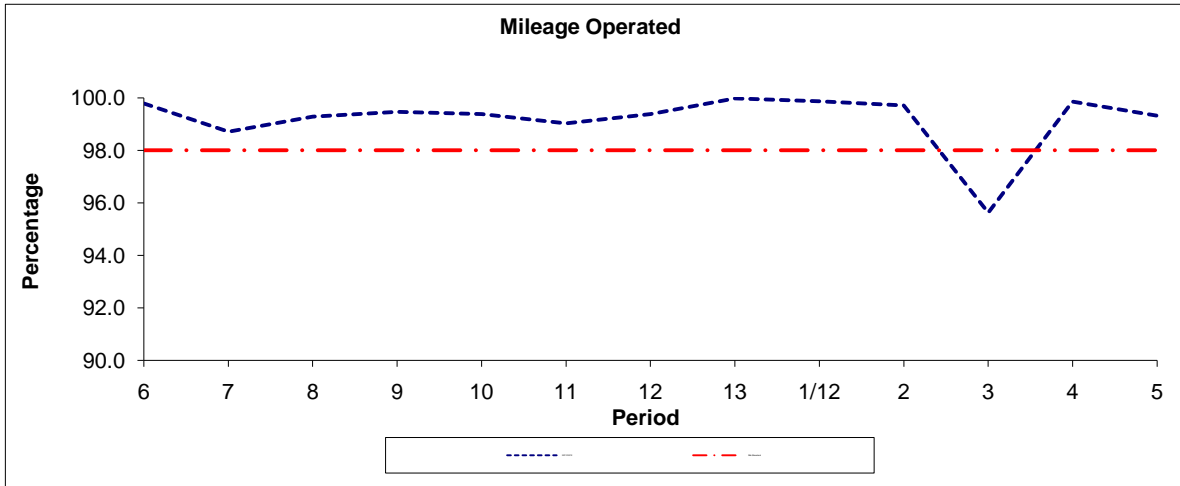
Public stand for one bus on east side of Godstone Road, between Court Bushes Road and Wapses Lodge Roundabout, commencing 95 metres north of No.477 and extending 12 metres north.

Buses proceed from Godstone Road direct to stand, departing via Godstone Road and Wapses Lodge Roundabout to Godstone Road. Set down in Godstone Road, at Alighting Point (BP4839 - Wapses Lodge Roundabout, Last Stop on LOR: BP4839 - Wapses Lodge Roundabout) and pick up in Godstone Road (19273 - Well Farm Road, First Stop on LOR: 19273 - Well Farm Road).

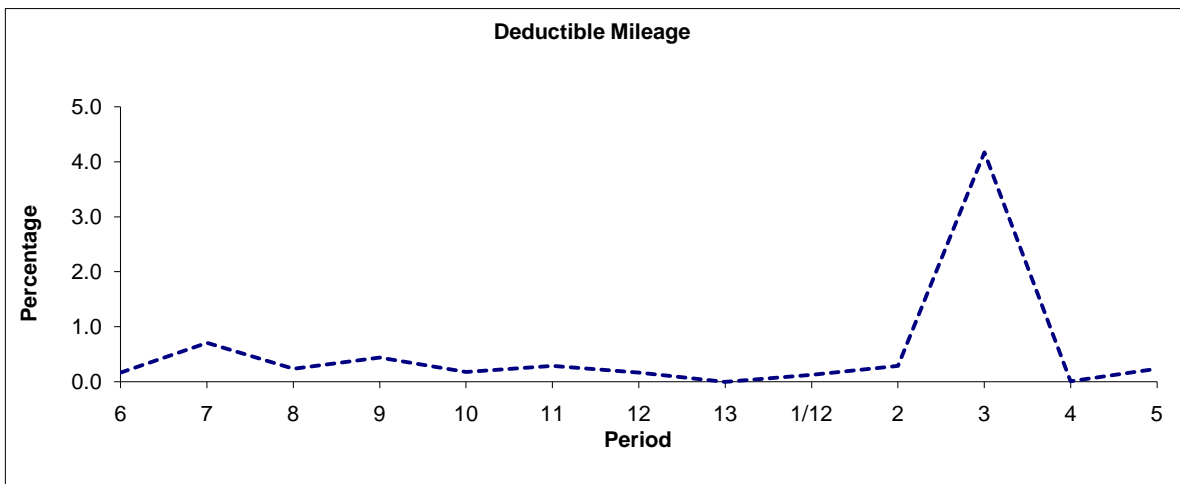
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 434 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Whyteleafe South.

PART B - PERFORMANCE STATISTICS

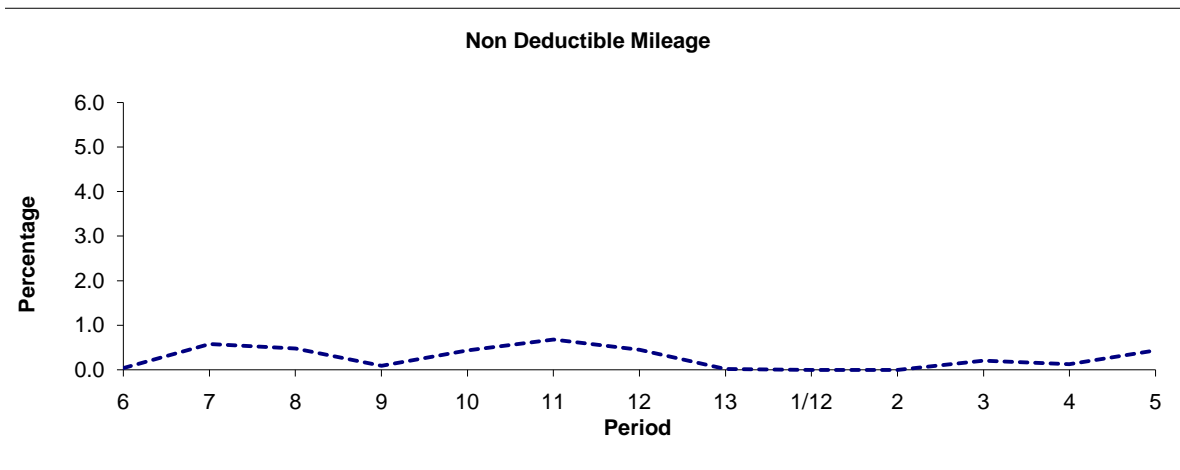
Route 434



Period	6	7	8	9	10	11	12	13	1/12	2	3	4	5
2011/2012	99.79	98.71	99.28	99.47	99.38	99.03	99.38	99.98	99.87	99.71	95.62	99.86	99.32
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	0.17	0.71	0.24	0.44	0.18	0.29	0.17	0.00	0.13	0.29	4.17	0.01	0.24

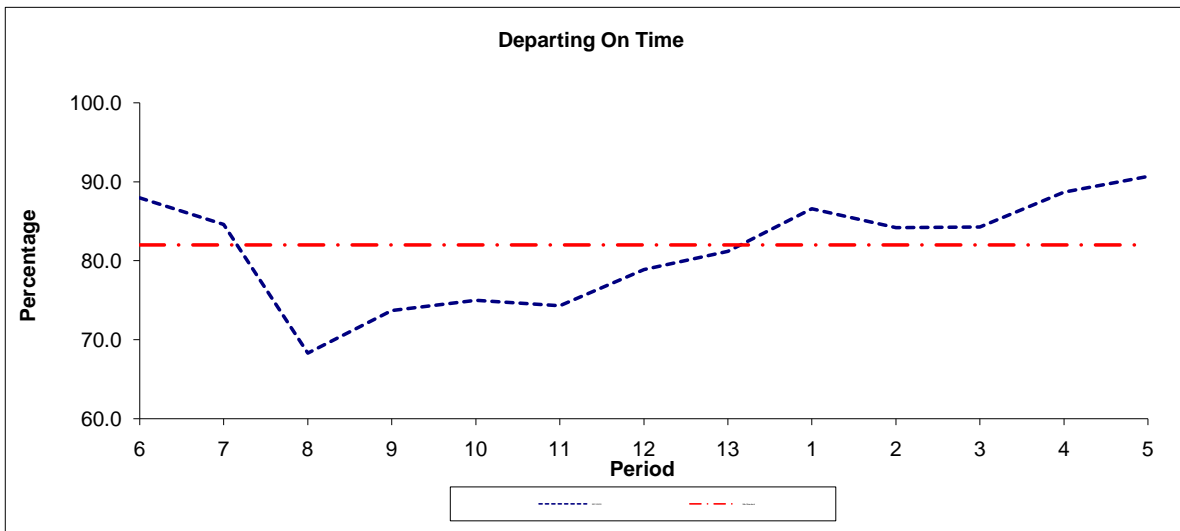


Period	6	7	8	9	10	11	12	13	1/12	2	3	4	5
2011/2012	0.04	0.58	0.48	0.09	0.44	0.68	0.45	0.02	0.00	0.00	0.21	0.13	0.44

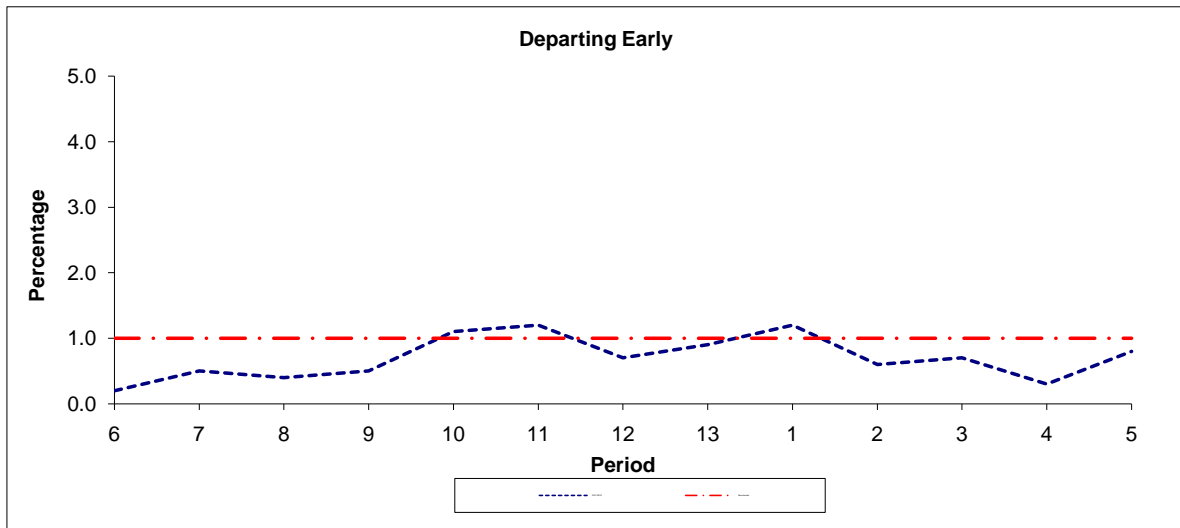
Note : Mileage is based on 4 weeks data
Performance affected by industrial action in p3 2012/13.

PART B - PERFORMANCE STATISTICS

Route 434



Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2011/2012	88.0	84.6	68.3	73.7	75.0	74.3	78.9	81.2	86.6	84.2	84.3	88.7	90.7
Min Standard	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0



Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2011/2012	0.2	0.5	0.4	0.5	1.1	1.2	0.7	0.9	1.2	0.6	0.7	0.3	0.8
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 434 - 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	308.	87.0	94.5	90.9	5.5	0.6	2.9
0700 - 1000	13,154.	97.7	97.0	76.1	3.3	1.1	19.5
1000 - 1300	14,033.	99.5	98.8	89.2	1.3	0.3	9.2
1300 - 1600	14,095.	96.8	98.3	83.8	1.8	0.3	14.1
1600 - 1900	14,070.	98.6	97.6	78.2	2.6	0.6	18.5
1900 - 2200	4,748.	107.6	96.5	69.4	3.7	0.5	26.4
Summary	60,408.	98.8	97.8	80.3	2.5	0.6	16.6

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 (%)
0700 - 1000	2,842.	98.9	98.6	96.4	1.2	0.7	1.8
1000 - 1300	2,946.	98.3	98.6	86.5	1.6	0.5	11.4
1300 - 1600	2,964.	100.0	98.9	90.7	1.3	2.0	6.1
1600 - 1900	3,067.	97.4	99.3	90.2	0.6	1.2	7.9
1900 - 2200	1,004.	105.9	95.6	70.2	4.9	1.1	23.7
Summary	12,823.	99.2	98.6	88.2	1.6	1.2	9.0

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 (%)
0700 - 1000	208.	101.0	100.0	97.2	0.0	1.2	1.6
1000 - 1300	216.	99.5	99.1	91.8	1.2	1.4	5.6
1300 - 1600	214.	100.0	99.5	86.6	0.5	7.0	5.9
1600 - 1900	220.	97.3	99.5	95.0	0.6	0.4	4.1
1900 - 2200	72.	104.2	100.0	98.1	0.0	1.9	0.0
Summary	930.	99.8	99.6	92.5	0.6	2.8	4.2

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	308.	87.3	94.5	90.9	5.5	0.6	2.9
0700 - 1000	16,204.	97.9	97.3	78.1	3.1	1.0	17.8
1000 - 1300	17,195.	99.3	98.7	88.7	1.4	0.3	9.6
1300 - 1600	17,273.	97.4	98.4	84.9	1.7	0.7	12.7

1600 - 1900	17,357.	98.3	97.9	79.7	2.4	0.7	17.2
1900 - 2200	5,824.	107.3	96.4	69.8	3.8	0.6	25.8
Summary	74,161.	98.9	98.0	81.5	2.4	0.7	15.5

Transport for London - Mileage and QSI Points

v2.0 - Mileage directly imported from Caesar

Route 434
 Service change 29366
 Date 03/12/2011

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

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CSDNRA	BP4062	Ridgemount Avenue		
	HC234	Hail & Ride Section Starts Here	109	0.07
	H1174	Rickman Hill	144	0.09
	HC235	Hail & Ride Section	207	0.13
	HC236	Hail & Ride Section Ends Here	127	0.08
	15813	Chipstead Valley Road / Rickman Hill	85	0.05
	15809	Coniston Road	291	0.18
	15807	Portnalls Road	305	0.19
CSDNRL	4404	Coulsdon Town Station	418	0.26
	27591	The Avenue	172	0.11
	15806	Willow Court	367	0.23
	HC237	Hail & Ride Section Starts Here	341	0.21
	H1173	Woodcrest Road	231	0.14
WDCTGR	H1171	Hill Road	1676	1.04
	HC238	Hail & Ride Section	129	0.08
	HC239	Hail & Ride Section Ends Here	231	0.14
	7330	Purley Library	134	0.08
	R0719	Purley Cross	228	0.14
PYXRUF	4401	Purley High Street / Purley Station	187	0.12
	HC240	Hail & Ride Section Starts Here	367	0.23
	H1170	Higher Drive	172	0.11
	H1168	Roke Road	1187	0.74
KNLYSN	H1166	Kenley Station	601	0.37
	H1164	Hazeldene Court	438	0.27
	HC241	Hail & Ride Section	1256	0.78
	HC242	Hail & Ride Section Ends Here	437	0.27
WTLFSN	BP4894	Whyteleafe Station	347	0.22
	4383	Whyteleafe Station / Godstone Road	169	0.11
	20207	Hillside Road	442	0.27
	17869	Whyteleafe South Station	210	0.13
	19272	Court Bushes Road	482	0.30
WLFSWL	BP4839	Wapses Lodge Roundabout	111	0.07
Total Route Mileage - Out Direction			11601	7.21
			Metres	Miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WLFSWL	19273	Well Farm Road		
	17870	Whyteleafe South Station	244	0.15
	20206	Hillside Road	295	0.18
	4384	Whyteleafe Station / Godstone Road	374	0.23
WTLFSN	BP4093	Whyteleafe Station	191	0.12
	HC243	Hail & Ride Section Starts Here	351	0.22
	H1163	Hillcrest Road	365	0.23
	H1165	Ashstead Close	1252	0.78
KNLYSN	H1167	Kenley Station	573	0.36
	H1169	Roke Road	461	0.29
	HC244	Hail & Ride Section	1084	0.67
	HC245	Hail & Ride Section Ends Here	353	0.22
PYXRYS	SL39	Purley High Street / Purley Station	316	0.20
	12450	Purley Library	220	0.14
	HC246	Hail & Ride Section Starts Here	369	0.23
WDCTGR	H1172	Monahan Avenue	414	0.26
	HC247	Hail & Ride Section	1415	0.88
	HC248	Hail & Ride Section Ends Here	333	0.21
	15805	Willow Court	459	0.29
	12432	Coulsdon Town Station	333	0.21
CSDNVCV	11753	Chipstead Valley Road / Brighton Road	256	0.16
	20688	Portnalls Road	316	0.20
	15808	Coniston Road	321	0.20
	HC249	Hail & Ride Section Starts Here	368	0.23
CSDNWG	OC607	Woodlands Grove	200	0.12
	HC250	Hail & Ride Section	116	0.07
	HC251	Hail & Ride Section Ends Here	245	0.15
CSDNRA	BP4062	Ridgemount Avenue	330	0.21
Total Route Mileage - Back Direction			11554	7.18
			Metres	Miles