

7. Service Specification

Route: 293

QC42203

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	Morden Station and Epsom General Hospital, Dorking Road
Contract Basis	Incentivised
Commencement Date	31 st August 2013
Vehicle Type	70 capacity, dual door, single deck, minimum 12m long (87 capacity, dual door, double deck buses are required for a single return journey)
Current Maximum Approved Dimensions	Single Deck: 12.0 metres long and 2.55 metres wide Double Deck: 10.5 metres long and 2.55 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 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. 293.

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:

- It is proposed to increase the early evening frequency service until 2200 on Mondays to Saturdays, 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.**

Requirements for Registration:

The section of Route No. 293 between Epsom General Hospital and the Surrey County Boundary at London Road / Sparrow Farm Road 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

Morden Station and Epsom General Hospital, Dorking Road		Epsom General Hospital, Dorking Road and Morden Station			
First departure no later than 0620.		First departure no later than 0540.			
0615 - 2155	Every 20 minutes	0535 - 2210	Every 20 minutes		
2156 - 0030	Every 30 minutes	2211 - 2345	Every 30 minutes		
Last departure no earlier than 0025.		Last departure no earlier than 2340.			
Pinchpoints					
Ewell Village, Green Man	0710 - 0910	20 minutes	North Cheam, St Anthony's Hospital	0705 - 0905	20 minutes
	1450 - 1630	20 minutes		1505 - 1625	20 minutes

3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

Morden Station and Epsom General Hospital, Dorking Road		Epsom General Hospital, Dorking Road and Morden Station	
0730	One journey	1510	One journey

The 0730 journey ex Morden Station and the 1510 journey ex Epsom General Hospital are specified to run using an 87 capacity, dual door, double deck bus.

3.3) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Morden Station and Epsom General Hospital, Dorking Road		Epsom General Hospital, Dorking Road and Morden Station			
First departure no later than 0620.		First departure no later than 0540.			
0615 - 0750	Every 30 minutes	0535 - 0740	Every 30 minutes		
0751 - 2155	Every 20 minutes	0741 - 2210	Every 20 minutes		
2156 - 0030	Every 30 minutes	2211 - 2345	Every 30 minutes		
Last departure no earlier than 0025.		Last departure no earlier than 2340.			
Pinchpoints					
Ewell Village, Green Man	0935 - 1115	20 minutes	North Cheam, St Anthony's Hospital	0925 - 1105	20 minutes

3.4) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Morden Station and Epsom General Hospital, Dorking Road		Epsom General Hospital, Dorking Road and Morden Station			
First departure no later than 0700.		First departure no later than 0640.			
0655 - 0030	Every 30 minutes	0635 - 2345	Every 30 minutes		
Last departure no earlier than 0025.		Last departure no earlier than 2340.			
Pinchpoints					
Ewell Village, Green Man	1010 - 1210	30 minutes	North Cheam, St Anthony's Hospital	1005 - 1205	30 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) The A24 suffers from unpredictable traffic delays, especially during the Monday to Friday peak periods, that can impact upon the reliability of Route No. 293.
- 4.2) Route No. 293 can suffer unpredictable traffic delays in the London Road, Ewell Bypass 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 293: Morden Station - Epsom Hospital

Date of Structural Change: 31 August 2013.

Date of Service Change: 31 August 2013.

Reason for Issue: New Contract.

STREETS TRAVERSED

Towards Epsom Hospital: London Road, Crown Road, Crown Lane, Links Avenue, Hillcross Avenue, Lower Morden Lane, Garth Road, London Road, Ewell High Street, Epsom Road, East Street, Epsom High Street, Ashley Road, Ashley Avenue, South Street, Dorking Road.

Towards Morden Station: Dorking Road, Woodcote Side, Woodcote Green Road, Woodcote Road, Dorking Road, South Street, Epsom High Street, East Street, Epsom Road, Ewell High Street, London Road, Garth Road, Lower Morden Lane, Hillcross Avenue, Links Avenue, Crown Lane.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

MORDEN STATION FORECOURT

Private stand for up to 8 buses on Morden Station Forecourt on north side of London Road. Buses proceed from Crown Lane via Morden Station Forecourt to stand, departing via Morden Station Forecourt, London Road and Morden Hall Road Roundabout to London Road. Set down in Crown Lane, at Stop M (BP2256 - Morden Station <>, Last Stop on LOR: BP2256 - Morden Station <>) and pick up in London Road, at Stop F (R0726 - Morden Station <>, First Stop on LOR: R0726 - Morden Station <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 293 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:	Morden.
OTHER INFORMATION:	LUL toilet facilities available 24 hours a day.

Lower Morden, Beverley (from EPSOM HOSPITAL)

Buses proceed from Lower Morden Lane departing to Lower Morden Lane. Set down in Lower Morden Lane, at Stop LF (BP4665 - Lower Morden Lane, Last Stop on LOR: BP4665 - Lower Morden Lane) and pick up in Lower Morden Lane, at Stop LY (BP3958 - Lower Morden Lane, First Stop on LOR: BP3958 - Lower Morden Lane).

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

NORTH CHEAM, QUEEN VICTORIA, CHURCH HILL ROAD

Public stand for one bus on south side of Church Hill Road, commencing at the western boundary wall of No.281 and extending 10 metres east.

From Epsom Hospital.

Buses proceed from London Road via Senhouse Road and Church Hill Road to stand, departing via Church Hill Road and Malden Road to London Road. Set down in London Road, at Stop C (3613 - North Cheam / Queen Victoria, Last Stop on LOR: 3613 - North Cheam / Queen Victoria) and pick up in London Road, at Stop V (17625 - Oaks Avenue, First Stop on LOR: 17625 - Oaks Avenue).

From Morden Station.

Buses proceed from London Road via Senhouse Road and Church Hill Road to stand, departing via Church Hill Road and Malden Road to London Road. Set down in London Road, at Stop K (BP731 - North Cheam / Sainsbury's, Last Stop on LOR: BP731 - North Cheam / Sainsbury's) and pick up in London Road, at Stop C (3613 - North Cheam / Queen Victoria, First Stop on LOR: 3613 - North Cheam / Queen Victoria).

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: North Cheam.

EWELL, REIGATE ROAD (from Morden Station)

Buses proceed from Ewell High Street via Reigate Road and Ewell By-Pass departing to Epsom Road. Set down in Reigate Road, at Alighting Point (BP3937 - Reigate Road, Last Stop on LOR: BP3928 - The Spring) and pick up in Epsom Road (BP3949 - Mongers Lane, First Stop on LOR: BP3949 - Mongers Lane).

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

EPSOM, CLOCK TOWER (from Morden Station)

Public stand for four buses on north side of Epsom High Street commencing outside No.112 and extending 40 metres west.

Buses proceed from Ashley Road via Ashley Avenue, South Street and Epsom High Street to stand, departing to Epsom High Street. Set down in Epsom High Street, at Alighting Point (OC58 - Epsom Clock Tower, Last Stop on LOR: OC61 - Ashley Road) and pick up in Epsom High Street, at Alighting Point (OC58 - Epsom Clock Tower, First Stop on LOR: OC58 - Epsom Clock Tower).

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: Epsom.

EPSOM GENERAL HOSPITAL, DORKING ROAD (SOUTH SIDE)

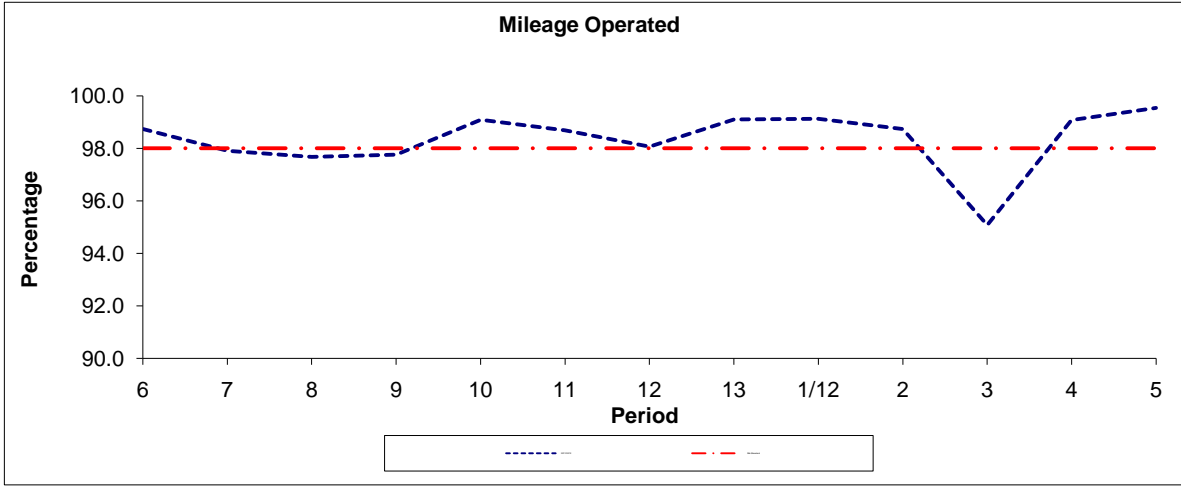
Public stand for two buses on south side of Dorking Road, outside the White Horse public house, commencing 5 metres east of junction with Hylands Mews and extending 20 metres east.

Buses proceed from Dorking Road direct to stand, departing to Dorking Road. Set down in Dorking Road, at Stop P (BP4899 - Epsom Hospital, Last Stop on LOR: BP4899 - Epsom Hospital) and pick up in Dorking Road, at Stop Q (BP4900 - Dorking Road / White Horse, First Stop on LOR: BP4900 - Dorking Road / White Horse).

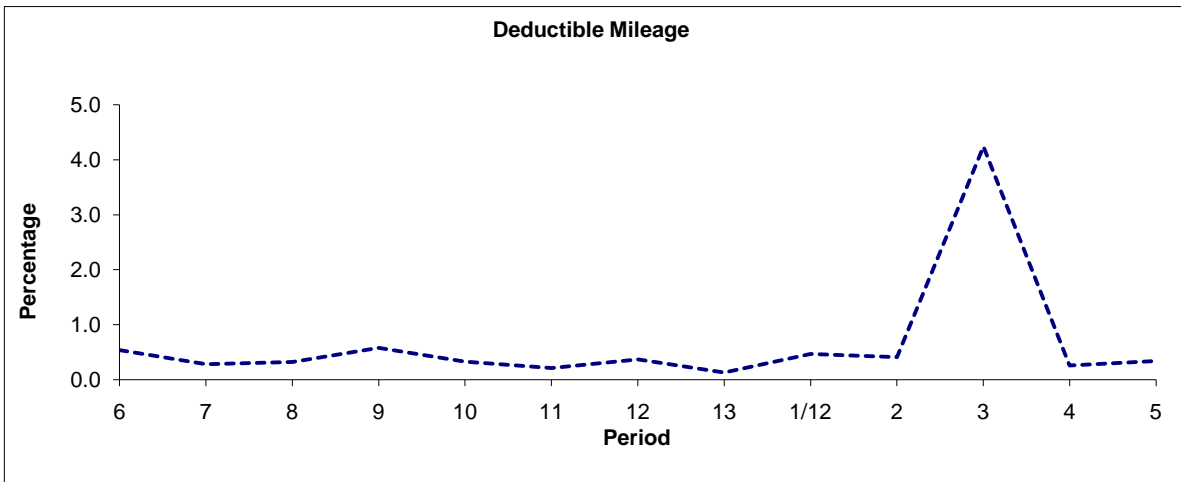
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 293 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Epsom Hospital.
OTHER INFORMATION: Toilet facilities (07:00 - 19:00) available at Epsom General Hospital (South Side).

PART B - PERFORMANCE STATISTICS

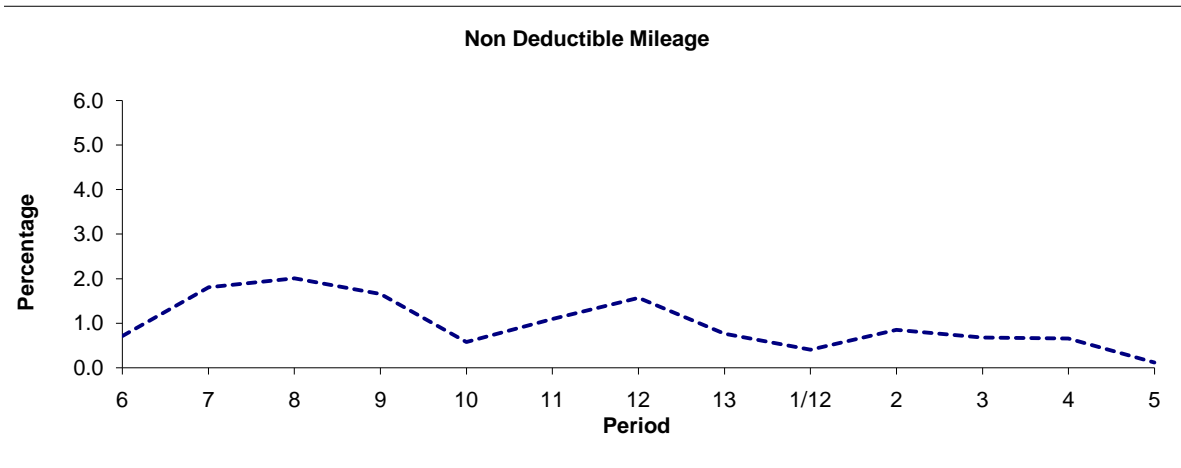
Route 293



Period	6	7	8	9	10	11	12	13	1/12	2	3	4	5
2011/2012	98.74	97.91	97.67	97.76	99.09	98.69	98.06	99.10	99.12	98.74	95.08	99.08	99.54
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	0.54	0.28	0.32	0.58	0.33	0.21	0.37	0.13	0.47	0.41	4.24	0.26	0.34

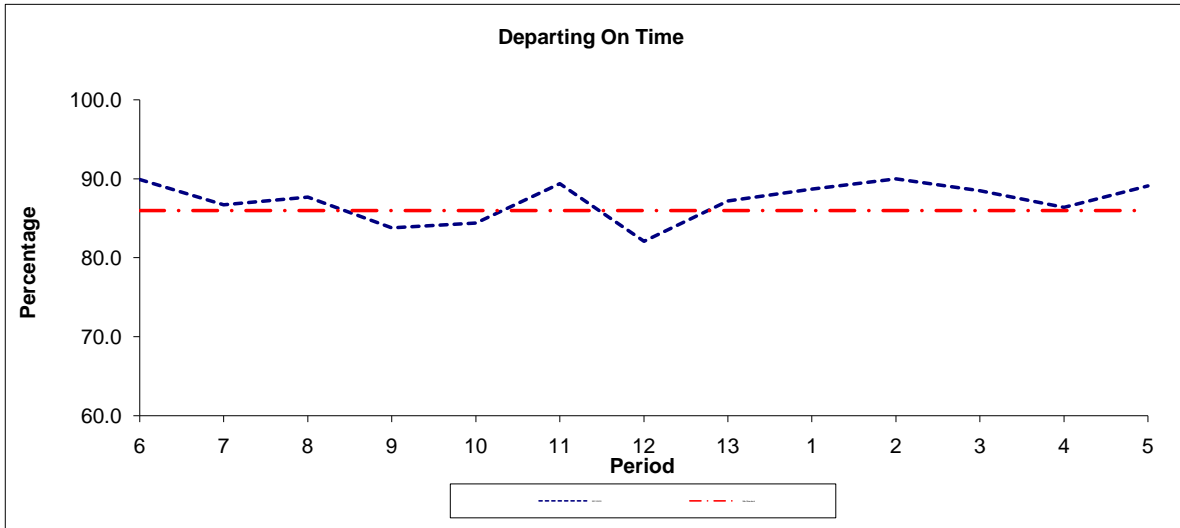


Period	6	7	8	9	10	11	12	13	1/12	2	3	4	5
2011/2012	0.72	1.81	2.01	1.66	0.58	1.10	1.57	0.77	0.41	0.85	0.68	0.66	0.12

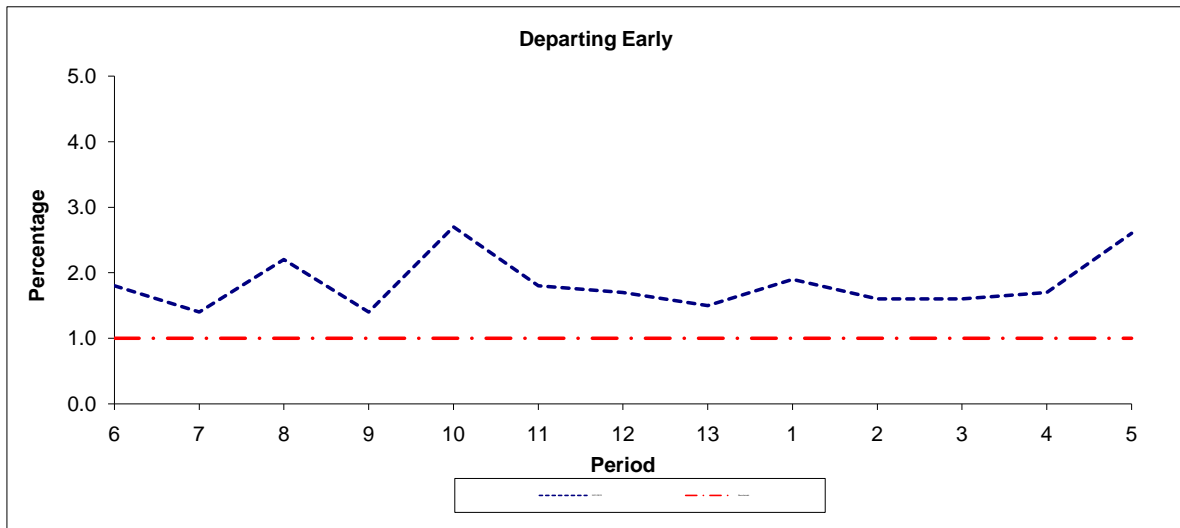
Note : Mileage is based on 4 weeks data
Performance affected by industrial action in p3 2012/13.

PART B - PERFORMANCE STATISTICS

Route 293



Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2011/2012	89.9	86.7	87.7	83.8	84.4	89.4	82.1	87.2	88.7	90.0	88.5	86.4	89.1
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	6	7	8	9	10	11	12	13	1	2	3	4	5
2011/2012	1.8	1.4	2.2	1.4	2.7	1.8	1.7	1.5	1.9	1.6	1.6	1.7	2.6
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 293 - 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	7,487.	99.3	99.9	94.6	0.1	2.0	3.3
0700 - 1000	25,555.	99.3	96.0	83.3	3.7	2.5	10.6
1000 - 1300	24,562.	99.0	99.2	89.6	0.9	1.4	8.1
1300 - 1600	25,356.	99.6	98.2	86.2	1.8	1.4	10.6
1600 - 1900	24,290.	99.7	98.9	86.2	1.2	2.3	10.3
1900 - 2200	16,312.	101.5	99.3	88.5	0.7	0.8	10.1
2200 - 2400	10,550.	99.3	99.6	94.7	0.4	2.9	2.1
Summary	134,112.	99.6	98.4	87.0	1.6	1.8	9.5

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	1,116.	101.7	99.7	95.7	0.2	3.0	1.2
0700 - 1000	4,583.	99.6	99.6	95.9	0.4	1.7	2.0
1000 - 1300	5,116.	99.0	99.5	89.5	0.5	1.0	9.0
1300 - 1600	5,221.	99.3	99.1	90.8	0.9	1.8	6.4
1600 - 1900	4,739.	100.9	99.8	92.5	0.2	1.4	6.0
1900 - 2200	3,370.	101.0	99.0	86.4	1.0	1.0	11.6
2200 - 2400	2,274.	98.8	99.8	94.9	0.2	3.0	1.9
Summary	26,419.	99.8	99.5	91.3	0.6	1.5	6.6

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	230.	99.1	99.1	96.4	1.1	0.3	2.3
0700 - 1000	3,932.	99.8	99.7	95.4	0.2	1.8	2.7
1000 - 1300	3,918.	99.1	99.3	87.7	0.8	0.9	10.7
1300 - 1600	3,890.	99.9	98.2	80.0	1.8	0.8	17.3
1600 - 1900	3,858.	100.5	99.3	90.3	0.7	0.9	8.1
1900 - 2200	3,763.	100.7	99.9	95.2	0.1	1.4	3.4
2200 - 2400	2,525.	99.4	99.7	93.8	0.3	4.4	1.5
Summary	22,116.	99.9	99.4	88.8	0.8	1.2	9.2

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	8,833.	99.6	99.9	94.8	0.1	2.0	3.0
0700 - 1000	34,070.	99.4	97.0	85.0	3.2	2.4	9.5
1000 - 1300	33,596.	99.0	99.2	89.4	0.8	1.3	8.5
1300 - 1600	34,467.	99.6	98.4	86.3	1.7	1.4	10.7
1600 - 1900	32,887.	100.0	99.1	87.3	1.0	2.1	9.6
1900 - 2200	23,445.	101.3	99.4	89.0	0.7	0.9	9.5
2200 - 2400	15,349.	99.3	99.7	94.6	0.3	3.1	2.0
Summary	182,647.	99.7	98.7	87.7	1.4	1.7	9.1

Transport for London - Mileage and QSI Points

Route 293
 Service change 21979
 Date 21 September 2009

Reason for Issue	Tranche 422
-------------------------	-------------

Locations shaded in blue denote QSI points under Full iBus

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
MORDSN S	MORDSN S	MORDEN STATION FORECOURT		
MORDSN	R0726	Morden Station	0	0.00
	35459	Morden Civic Centre	266	0.17
	17560	Links Avenue	421	0.26
	17558	Maycross Avenue	415	0.26
	17556	Ashridge Way	251	0.16
	17554	Monkleigh Road	220	0.14
	17552	Hillcross Avenue	469	0.29
	17550	Churston Drive	156	0.10
LMORBV	17547	Lower Morden / The Beverley	457	0.28
	BP3958	Lower Morden Lane	420	0.26
	BP4690	Essex Close	295	0.18
	BP3959	Alpha Place	472	0.29
	14913	Stonecot Hill / Garth Road	681	0.42
SANTHP	14914	St Anthony's Hospital	260	0.16
	7592	Langley Avenue	352	0.22
	14915	North Cheam Sports Club	201	0.12
	BP731	North Cheam / Sainsbury's	194	0.12
NCHEQVL	2232	Cheam Common Road	172	0.11
	17625	Oaks Avenue	411	0.26
	BP3952	Sparrow Farm Road	484	0.30
	BP3954	Nonsuch Park	368	0.23
	BP3956	Briarwood Road	335	0.21
	BP3923	Ewell Park Way	523	0.32
	BP3925	Welbeck Close	341	0.21
	BP3928	The Spring	451	0.28
EWVLGM	BP3951	Reigate Road / Green Man	481	0.30
	BP3948	Mongers Lane	159	0.10
	BP3946	Hessle Grove	350	0.22
	BP3945	Windmill Lane	283	0.18
	BP3943	Kiln Lane	266	0.17
	BP3940	Rainbow Leisure Centre	411	0.26
	OC60	Epsom High Street	407	0.25
EPSMAR	OC61	Ashley Road	226	0.14
	BP4897	Elmslie Close	781	0.49
EPSMHP	BP4899	Epsom General Hospital	148	0.09
EPSMHP S	EPSMHP S	EPSOM GENERAL HOSPITAL (SOUTH SIDE)	0	0.00

TOTAL ROUTE MILEAGE - OUT DIRECTION	12127 metres	7.54 miles
--	--------------	------------

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
EPSMHP S	EPSMHP S	EPSOM GENERAL HOSPITAL (SOUTH SIDE)		
EPSMHP	BP4900	Dorking Road / White Horse	0	0.00
	BP4902	Westlands Court	256	0.16
	BP4973	Woodcote Side	641	0.40
	BP4903	Hylands Road	308	0.19
	BP4905	Woodcote Green Road	261	0.16
	BP4907	Avenue Road	503	0.31
EPSMCT	OC58	Epsom Clock Tower	674	0.42
	OC59	Epsom High Street	285	0.18
	BP3941	Rainbow Leisure Centre	404	0.25
	BP3942	Kiln Lane	274	0.17
	BP3944	Windmill Lane	248	0.15
	BP3947	Hessle Grove	450	0.28
	BP3949	Mongers Lane	258	0.16
EWVLGM	BP3950	Reigate Road / Green Man	207	0.13
	BP3927	The Spring	477	0.30
	BP3926	Welbeck Close	423	0.26
	BP3924	Ewell Park Way	349	0.22
	BP3957	Briarwood Road	577	0.36
	BP3955	Nonsuch Park	364	0.23
	BP3953	Sparrow Farm Road	272	0.17
	17626	Oaks Avenue	437	0.27
NCHEQVL	3613	Cheam Common Road	502	0.31
	14918	North Cheam Sports Club	416	0.26
	7591	Langley Avenue	253	0.16
SANTHP	11356	St Anthony's Hospital	178	0.11
	BP3960	Garth Road / Stonecot Hill	408	0.25
	BP3961	Alpha Place	635	0.39
	BP3962	Rosebery Close	514	0.32
	BP4665	Lower Morden Lane	239	0.15
LMORBV	36762	Hillcross Avenue / The Beverley	332	0.21
	17549	Churston Drive	384	0.24
	17551	Hillcross Avenue	333	0.21
	17553	Monkleigh Road	271	0.17
	17555	Ashridge Way	368	0.23
	17557	Maycross Avenue	289	0.18
	17559	Links Avenue	309	0.19
MORDSN	BP2256	Morden Station	344	0.21
MORDSN S	MORDSN S	MORDEN STATION FORECOURT	0	0.00

TOTAL ROUTE MILEAGE - BACK DIRECTION	13443 metres	8.35 miles
---	--------------	------------