

CONTRACT SPECIFICATION

Tenders are requested for the following contract to operate a bus service.

Contract Reference	QC38501
Route Number	406
Terminus Points	Kingston, Cromwell Road Bus Station to Epsom, Clock Tower/Epsom, General Hospital
Contract Basis	Incentivised
Commencement Date	30 June 2012
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	10.1 metres long and 2.55 metres wide
Advertising Rights	Operator
Sponsored Route	No
Minimum Performance Std	Departing on Time - No less than 82.00%
Extension Threshold	Departing on Time Threshold - 86.00%
Minimum Operated Mileage	No less than 98.00%

Tender Return Date: no later than 12 o'clock on 4th July 2011.

SERVICE SPECIFICATION

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1) 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. 406.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 406.

Requirements for Registration:

The section of Route No. 406 between Epsom, Clock Tower/Epsom, General Hospital and the Surrey County Boundary at Kingston Road (at junction with Worcester Park Road) will need to be registered with the Traffic Commissioner for the South Eastern and Metropolitan Traffic Area 56 days before the operation commences. The registration should be sent to:

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

Copies of the registration should be sent to:

The Principal Transport Officer
Passenger Transport Group
Surrey County Council
County Hall
Kingston upon Thames
Surrey
KT1 2DY

and to:

Barry Skinner (Licensing Manager),
TfL Surface Transport
11th Floor, Zone G4
Palestra
197 Blackfriars Road
London
SE1 8NJ
e-mail: barry.skinner@tfl.gov.uk

The cost of this and any future variation to this registration are to be met by the Operator.

2) SCHEDULE REQUIREMENTS & PINCHPOINTS

2.1) MONDAY TO FRIDAY NON-SCHOOLDAYS SCHEDULE REQUIREMENTS & PINCHPOINTS

Kingston, Cromwell Road Bus Station to Epsom, Clock Tower			Epsom, Clock Tower to Kingston, Cromwell Road Bus Station		
First departure no later than 0545.			First departure no later than 0545.		
0540 - 0020	Every 30 minutes		0540 - 0020	Every 30 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0015.		
Pinchpoints					
Tolworth Station	0715 - 0845	30 minutes	Tolworth Station	0715 - 0845	30 minutes
	1515 - 1645	30 minutes		1515 - 1645	30 minutes

2.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

Kingston, Cromwell Road Bus Station to Epsom, Clock Tower			Epsom, Clock Tower to Kingston, Cromwell Road Bus Station		
First departure no later than 0545.			First departure no later than 0545.		
0540 - 0020	Every 30 minutes*		0540 - 0020	Every 30 minutes*	
Last departure no earlier than 0015.			Last departure no earlier than 0015.		
Pinchpoints					
Tolworth Station	0715 - 0845	30 minutes	Tolworth Station	0715 - 0845	30 minutes
	1515 - 1645	30 minutes		1515 - 1645	30 minutes

* Journeys from Kingston to Epsom at about 0715 and 1445 will be extended to Epsom General Hospital (please see Route Record for a full list of streets traversed). Journeys from Epsom to Kingston at about 0815 and 1545 will start at Epsom General Hospital (please see Route Record for a full list of streets traversed.)

These journeys are specifically designed to meet the start and finish times of Roseberry School in Epsom. It is possible that these times may be altered during the life of the contract. Tenderers should indicate whether they are able to adjust the times of the specified journeys by up to 20 minutes (earlier or later) without alteration to the contract price. It may also be necessary for afternoon journeys to operate earlier than stated at the end of term and on other occasions at short notice.

2.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Kingston, Cromwell Road Bus Station to Epsom, Clock Tower			Epsom, Clock Tower to Kingston, Cromwell Road Bus Station		
First departure no later than 0545.			First departure no later than 0545.		
0540 - 0020	Every 30 minutes		0540 - 0020	Every 30 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0015.		
Pinchpoints					
Tolworth Station	0945 - 1115	30 minutes	Tolworth Station	0945 - 1115	30 minutes

2.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Kingston, Cromwell Road Bus Station to Epsom, Clock Tower		Epsom, Clock Tower to Kingston, Cromwell Road Bus Station	
First departure no later than 0645.		First departure no later than 0645.	
0640 - 0020	Every 30 minutes	0640 - 0020	Every 30 minutes
Last departure no earlier than 0015.		Last departure no earlier than 0015.	
Pinchpoints			
Tolworth Station	1015 - 1145	30 minutes	Tolworth Station 1015 - 1145 30 minutes

2.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Kingston, Cromwell Road Bus Station to Epsom, Clock Tower		Epsom, Clock Tower to Kingston, Cromwell Road Bus Station	
First departure no later than 0815.		First departure no later than 0815.	
0810 - 0020	Every 30 minutes	0810 - 0020	Every 30 minutes
Last departure no earlier than 0015.		Last departure no earlier than 0015.	
Pinchpoints			
Tolworth Station	1015 - 1145	30 minutes	Tolworth Station 1015 - 1145 30 minutes

3) QSI POINTS & MILEAGE

It is intended Route No. 406 will have 64 surveys per quarter at the following locations:

QSI POINTS	
Southbound (towards Epsom)	Northbound (towards Kingston)
Kingston	Epsom
Tolworth \$	Tolworth \$
MILEAGE: See Attached iBus Sheets	

\$ This location recorded simultaneously in both directions - counted as two surveys.

4) OPERATIONAL CONSIDERATIONS

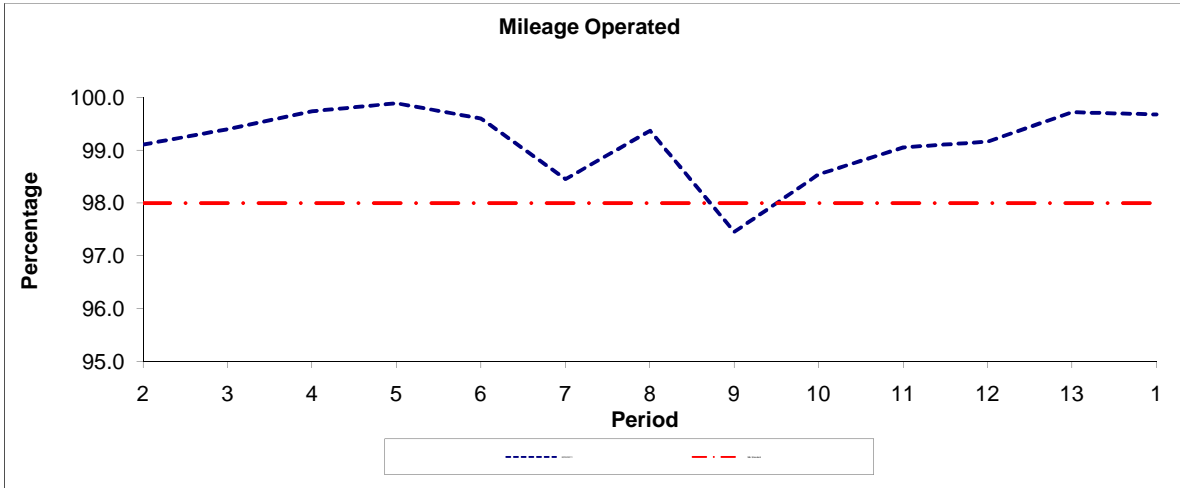
- 4.1) Route No. 406 should be interworked with Route No. 418 on all departures from Kingston, Cromwell Road Bus Station and Epsom, Clock Tower.
- 4.2) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following location:
Tolworth Station
- 4.3) Route No. 406 can suffer unpredictable traffic delays in the Kingston area.
- 4.4) The 2012 Olympic Games open on Friday 27th July and close on Sunday 12th August. The 2012 Paralympic Games start on Wednesday 29th August and close on Sunday 9th September. The Games will result in additional passenger demand across the network, requiring additional capacity on some routes. There will also be a number of road closures in the event areas resulting in route diversions. Operators should be aware there will be implications to them during this time. Full details and any extra resource required will be negotiated with the operator at a later date.

5) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

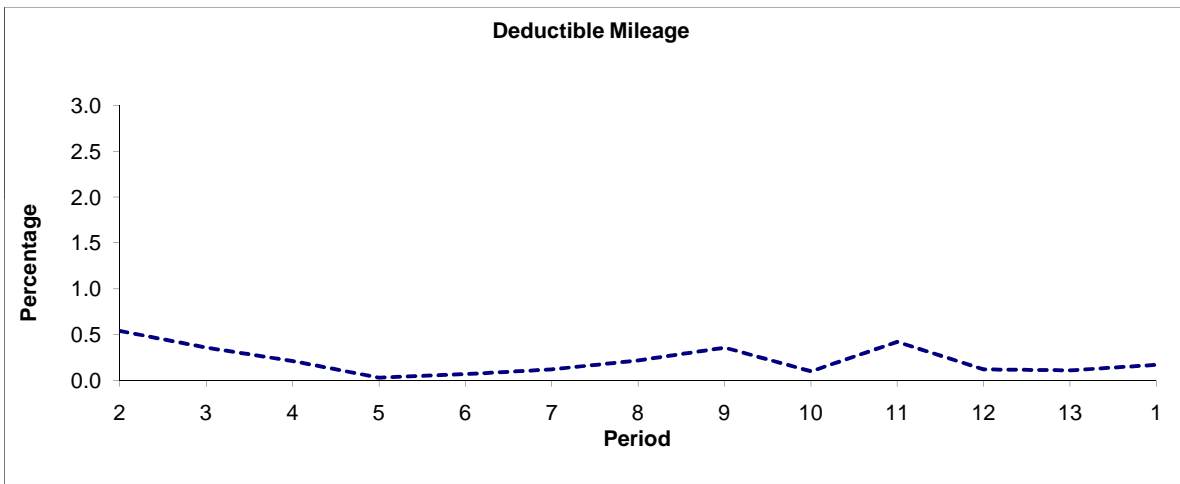
- 5.1) CURRENT PERFORMANCE
As per current print out.
- 5.2) ROUTE RECORD
As per Busnet Printout.
- 5.3) IBUS MILEAGE
As per current print out.

PART B - PERFORMANCE STATISTICS

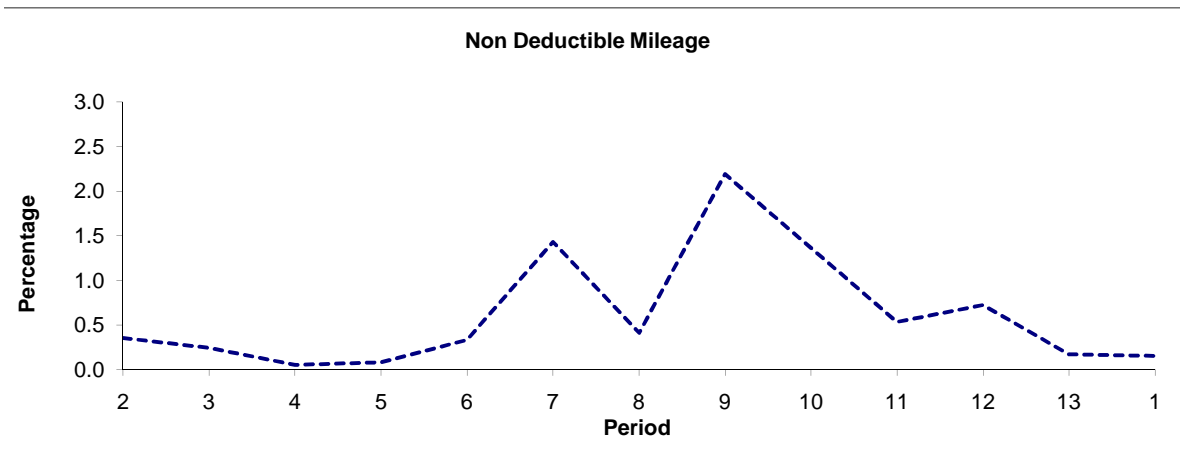
Route 406



Period	2	3	4	5	6	7	8	9	10	11	12	13	1
2010/2011	99.11	99.40	99.74	99.89	99.60	98.45	99.37	97.45	98.54	99.05	99.16	99.72	99.68
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	2	3	4	5	6	7	8	9	10	11	12	13	1
2010/2011	0.54	0.36	0.21	0.03	0.07	0.12	0.22	0.36	0.10	0.42	0.12	0.11	0.17

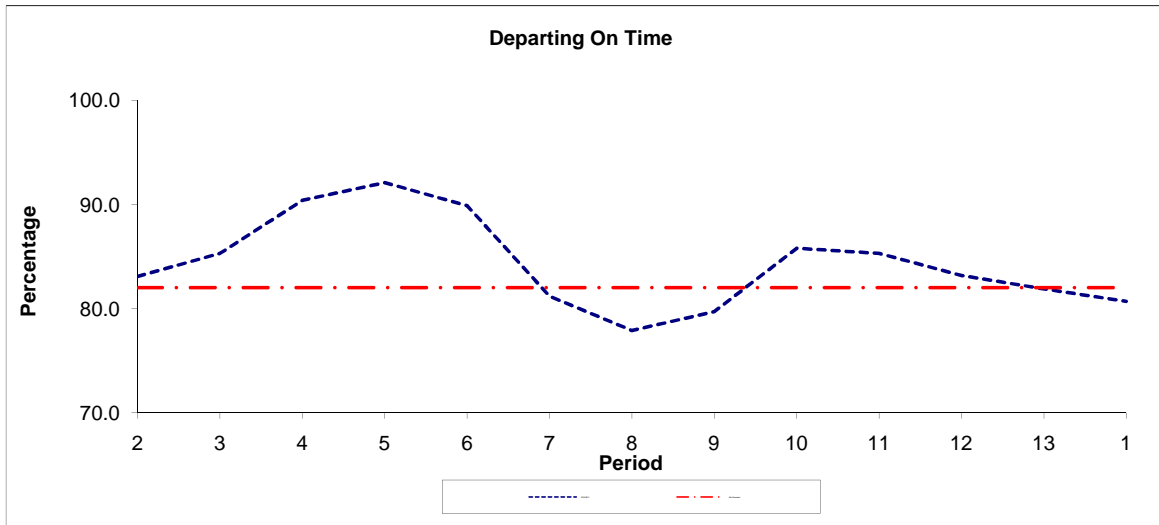


Period	2	3	4	5	6	7	8	9	10	11	12	13	1
2010/2011	0.35	0.24	0.05	0.08	0.33	1.43	0.41	2.19	1.36	0.53	0.72	0.17	0.15

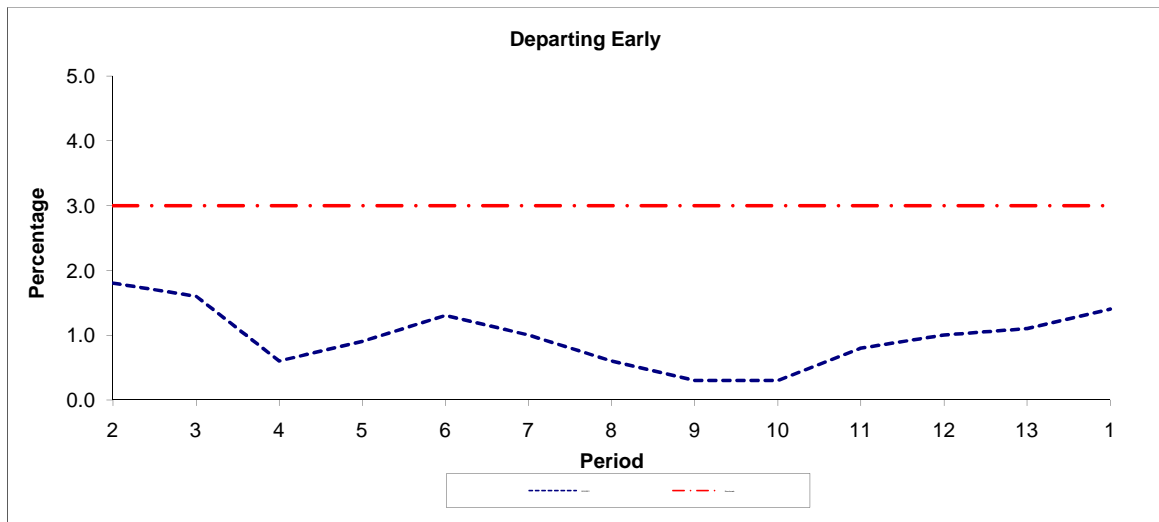
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 406



Period	2	3	4	5	6	7	8	9	10	11	12	13	1
2010/2011	83.10	85.30	90.40	92.10	89.90	81.20	77.90	79.70	85.80	85.30	83.20	81.90	80.70
Min Standard	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00



Period	2	3	4	5	6	7	8	9	10	11	12	13	1
2010/2011	1.80	1.60	0.60	0.90	1.30	1.00	0.60	0.30	0.30	0.80	1.00	1.10	1.40
Benchmark	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00

Note : Reliability is based on 12 weeks rolling data

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 406: Kingston, Cromwell Road Bus Station - Epsom, Clock Tower

Date of Structural Change: 30 June 2012.

Date of Service Change: 30 June 2012.

Reason for Issue: New tender.

STREETS TRAVERSED

Towards Epsom, Clock Tower: Cromwell Road, Queen Elizabeth Road, Fairfield North, Wheatfield Way, Clarence Street, Eden Street, Brook Street, Wheatfield Way, College Roundabout, Penrhyn Road, Surbiton Road, Surbiton Hill Road, Ewell Road, Tolworth Broadway, Tolworth Roundabout, Kingston Road, Chessington Road, Ewell High Street, Epsom Road, East Street, Epsom High Street, Ashley Road, Ashley Avenue, South Street, Epsom High Street.

School Journey towards Epsom General Hospital:

Buses operate from Ashley Road, then via Ashley Avenue, South Street, Dorking Road, Woodcote Road, Woodcote Green Road, Woodcote Side to Dorking Road.

Towards Kingston, Cromwell Road Bus Station: Epsom High Street, East Street, Epsom Road, Ewell High Street, Chessington Road, Kingston Road, Tolworth Roundabout, Tolworth Broadway, Ewell Road, Surbiton Hill Road, Surbiton Road, Penrhyn Road, College Roundabout, Wheatfield Way, Brook Street, Eden Street, Clarence Street, Cromwell Road.

School Journey from Epsom General Hospital:

Buses operate from Dorking Road, then via South Street to Epsom High Street.

STANDING AND TURNING POINTS

KINGSTON, CROMWELL ROAD BUS STATION, EAST SIDE

Private stand for 4 buses standing abreast in marked bays numbered S2/S3/S4/S5 on east side of Cromwell Road Bus Station on north side of Cromwell Road.

Buses proceed from Cromwell Road via Cromwell Road Bus Station to stand, departing via Cromwell Road Bus Station to Cromwell Road. Set down in Cromwell Road, at Stop Z1 and pick up in Cromwell Road, at Stop A3.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 406 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.
DISPLAY:	Kingston.
OTHER INFORMATION:	LBSL toilet facilities available 24 hours a day.

SURBITON STATION (from EPSOM GENERAL HOSPITAL)

Buses proceed from Ewell Road via St Mark's Hill, Victoria Road, Claremont Road and St Mark's Hill departing to Ewell Road. Set down in Ewell Road, at Stop SL and pick up in Ewell Road, at Stop SM.

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

TOLWORTH, EWELL ROAD

Public stand for 4 buses on west side of Ewell Road commencing level with Tolworth Tower Travelodge reception entrance and extending 49 metres south.

From Epsom General Hospital.

Buses proceed from Kingston Road via Tolworth Roundabout, Tolworth Rise North and Ewell Road to stand, departing via Ewell Road to Tolworth Broadway. Set down in Kingston Road, at Stop A and pick up in Tolworth Broadway, at Stop F.

From Kingston, Cromwell Road Bus Station.

Buses proceed from Tolworth Broadway via Tolworth Roundabout, Tolworth Rise North and Ewell Road to stand, departing to Ewell Road. Set down in Tolworth Broadway, at Stop F and pick up in Ewell Road, at Stop L.

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.
DISPLAY:	Tolworth.

EPSOM, CLOCK TOWER (from Kingston, Cromwell Road Bus Station)

Public stand for four buses in High Street, north side, commencing 5 metres east of lamp standard 2 extending 40 metres west.

Buses proceed from Epsom High Street direct to stand, departing to Epsom High Street. Set down in Epsom High Street, at Alighting Point and pick up in Epsom High Street.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 406 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.
DISPLAY: Epsom.

EPSOM GENERAL HOSPITAL, DORKING ROAD [NORTH SIDE]

Public stand in layby on north side of Dorking Road, opposite Epsom General Hospital, commencing 28 metres east of the junction with Orchard Gardens.

Buses proceed from Dorking Road direct to stand, departing to Dorking Road. Set down in Dorking Road, at Stop R and pick up in Dorking Road, at Stop R.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 406 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.
DISPLAY: Epsom General Hospital.
OTHER INFORMATION: Buses must not wait for longer than is necessary to pick up and set down at these stops.

Transport for London - Live Mileage List

Route 406 (Epsom Clock Tower)
 Service change 18724
 Date 23 September 2009

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
KINGCBES	KINGCBES	ston, Cromwell Road Bus Station, East Side		
KINGCB	BP1085	Cromwell Road Bus Station	0	0.00
KINGES	R0702	Eden Street	773	0.48
	BP492	Brook Street	223	0.14
	12900	Kingston University / County Hall	461	0.29
	BP4999	Maplehurst Close	476	0.30
SURHHS	BP5001	Surbiton Hill Road / Hollyfield School	598	0.37
	6726	Surbiton Telephone Exchange	231	0.14
	11461	Surbiton Hospital	335	0.21
	20823	Browns Road	345	0.21
	4514	Hollyfield Road	205	0.13
	11458	Surbiton Police Station	274	0.17
TOLWRL	21237	King Charles Road	394	0.24
	BP4867	Princes Avenue	228	0.14
	11739	Tolworth Broadway	369	0.23
TOLWSN	R0287	Tolworth Station	261	0.16
	BP2792	Worcester Park Road	995	0.62
KSRDRL	BP2793	Ruxley Lane	592	0.37
	BP2794	Queen Adelaide	637	0.40
	BP2795	Stoneleigh Park Road	545	0.34
	BP2796	Beggars Hill	252	0.16
	BP2797	Shortcroft Road	390	0.24
	BP2798	Grange Mansions	274	0.17
	BP3928	The Spring	348	0.22
EWLLGM	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
EPSMCT	OC73	Epsom Clock Tower	650	0.40
EPSMCT S	EPSMCT S	EPSOM, CLOCK TOWER	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			12439 metres	7.7 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
EPSMCT S	EPSMCT S	EPSOM, CLOCK TOWER		
EPSMCT	OC73	Epsom Clock Tower	0	0.00
	OC59	Epsom High Street	236	0.15
	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
EWLLGM	BP3950	Reigate Road / Green Man	207	0.13
	BP3927	The Spring	477	0.30
	BP2799	Eight Bells	441	0.27
	BP2800	Shortcroft Road	189	0.12
	BP2801	Beggars Hill	305	0.19
	BP2802	Bradford Drive	442	0.27
	BP2803	Queen Adelaide	401	0.25
	BP2804	Court Farm Avenue	399	0.25
KSRDRL	BP2805	Ruxley Lane	415	0.26
	BP2806	Worcester Park Road	422	0.26
TOLWSN	R0162	Tolworth Station	875	0.54
	28215	Tolworth Broadway	402	0.25
	27573	Princes Avenue	297	0.18
TOLWRL	27708	King Charles Road	242	0.15
	11457	Surbiton Police Station	386	0.24
	4513	Hollyfield Road	249	0.15
	27360	Browns Road	293	0.18
	11462	Surbiton Hospital	258	0.16
	11464	Surbiton Telephone Exchange	379	0.24
SURHHS	BP5002	Surbiton Hill Road / Hollyfield School	187	0.12
	BP5000	Maplehurst Close	608	0.38
	4480	Surbiton Road / Penrhyn Road	178	0.11
	27358	Kingston University	204	0.13
	12899	Kingston University / County Hall	156	0.10
	BP285	College Roundabout	188	0.12
	BP490	Brook Street	282	0.18
KINGES	R0700	Eden Street	237	0.15
KINGCB	BP1084	Cromwell Road Bus Station	375	0.23
KINGCBES	KINGCBES	Kingston, Cromwell Road Bus Station, East Side	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			11364 metres	7.1 miles

Transport for London - Live Mileage List

Route 406 (Epsom Schools)
 Service change 18724
 Date 23 September 2009

OUT DIRECTION					
Timing Point Code	Stop Number	Stop Name	Metres	Miles	
KINGCBES	KINGCBES	Kingston, Cromwell Road Bus Station, East Side			
KINGCB	BP1085	Cromwell Road Bus Station	0	0.00	
KINGES	R0702	Eden Street	773	0.48	
	BP492	Brook Street	223	0.14	
	12900	Kingston University / County Hall	461	0.29	
	BP4999	Maplehurst Close	476	0.30	
SURHHS	BP5001	Surbiton Hill Road / Hollyfield School	598	0.37	
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	20823	Browns Road	345	0.21	
	4514	Hollyfield Road	205	0.13	
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TOLWRL	21237	King Charles Road	394	0.24	
	BP4867	Princes Avenue	228	0.14	
	11739	Tolworth Broadway	369	0.23	
TOLWSN	R0287	Tolworth Station	261	0.16	
	BP2792	Worcester Park Road	995	0.62	
KSRDRL	BP2793	Ruxley Lane	592	0.37	
	BP2794	Queen Adelaide	637	0.40	
	BP2795	Stoneleigh Park Road	545	0.34	
	BP2796	Beggars Hill	252	0.16	
	BP2797	Shortcroft Road	390	0.24	
	BP2798	Grange Mansions	274	0.17	
	BP3928	The Spring	348	0.22	
EWLLGM	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	
	BP4908	Avenue Road	710	0.44	
	BP4906	Woodcote Green Road	400	0.25	
	BP4904	Hylands Road	295	0.18	
EPSMHN	BP4901	Epsom General Hospital	1119	0.70	
EPSMHN S	EPSMHN S	om General Hospital, Dorking Road (North S	0	0.00	
TOTAL ROUTE MILEAGE - OUT DIRECTION			14313	8.9	
			metres	miles	

BACK DIRECTION					
Timing Point Code	Stop Number	Stop Name	Metres	Miles	
EPSMHN S	EPSMHN S	Epsom General Hospital, Dorking Road (North Side)			
EPSMHN	BP4901	Epsom General Hospital	0	0.00	
	BP4898	Elmslie Close	298	0.19	
EPSMCT	OC73	Epsom Clock Tower	859	0.53	
	OC59	Epsom High Street	236	0.15	
	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	
EWLLGM	BP3950	Reigate Road / Green Man	207	0.13	
	BP3927	The Spring	477	0.30	
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	BP2800	Shortcroft Road	189	0.12	
	BP2801	Beggars Hill	305	0.19	
	BP2802	Bradford Drive	442	0.27	
	BP2803	Queen Adelaide	401	0.25	
	BP2804	Court Farm Avenue	399	0.25	
KSRDRL	BP2805	Ruxley Lane	415	0.26	
	BP2806	Worcester Park Road	422	0.26	
TOLWSN	R0162	Tolworth Station	875	0.54	
	28215	Tolworth Broadway	402	0.25	
	27573	Princes Avenue	297	0.18	
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	4513	Hollyfield Road	249	0.15	
	27360	Browns Road	293	0.18	
	11462	Surbiton Hospital	258	0.16	
	11464	Surbiton Telephone Exchange	379	0.24	
SURHHS	BP5002	Surbiton Hill Road / Hollyfield School	187	0.12	
	BP5000	Maplehurst Close	608	0.38	
	4480	Surbiton Road / Penrhyn Road	178	0.11	
	27358	Kingston University	204	0.13	
	12899	Kingston University / County Hall	156	0.10	
	BP285	College Roundabout	188	0.12	
	BP490	Brook Street	282	0.18	
KINGES	R0700	Eden Street	237	0.15	
KINGCB	BP1084	Cromwell Road Bus Station	375	0.23	
TOTAL ROUTE MILEAGE - BACK DIRECTION			12521	7.8	
			metres	miles	