

## 7. Service Specification

Route: 413

Contract Reference: QC54403

This Service Specification forms section 7 of the ITT and should be read in conjunction with the ITT document, Version 1 dated 29 September 2011.

You are formally invited to tender for the provision of the bus service detailed below and in accordance with this Service Specification. Tenderers must ensure that a Compliant Tender is submitted and this will only be considered for evaluation if all parts of the Tender documents, as set out in section 11, have been received by the Corporation by the Date of Tender. The Tender must be fully completed in the required format, in accordance with the Instructions to Tenderers. A Compliant Tender must comply fully with the requirements of the Framework Agreement; adhere to the requirements of the Service Specification; and reflect the price of operating the Services with new vehicles.

<b>Route Number</b>	413
<b>Terminus Points</b>	Sutton, Bushey Road and Morden Station
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	3 <sup>rd</sup> December 2016
<b>Vehicle Type</b>	60 capacity, dual door, single deck, minimum 10.8m long, Subject to a satisfactory route test.
<b>Current Maximum Approved Dimensions</b>	10.2 metres long and 2.44 metres wide
<b>New Vehicles Mandatory</b>	Yes
<b>Hybrid Price Required</b>	Yes
<b>Sponsored Route</b>	No
<b>Advertising Rights</b>	Operator
<b>Minimum Performance Standard</b>	Departing on Time - No less than 86.00%
<b>Extension Threshold</b>	Departing on Time Threshold - 88.00%
<b>Minimum Operated Mileage Standard</b>	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 21<sup>st</sup> December 2015

*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. 413.

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:

- 60 capacity, dual door, single deck buses of a minimum of 10.8 metres long buses will be specified, subject to a satisfactory route test.

### **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. 413 in both directions:

Gander Green Lane (fixed stops at West Sutton Station and close to the junction with London Road – rest of Gander Green Lane is hail and ride)

### **Operators should provide the following prices:**

1. Annual diesel price - based on minimum 5 year contract.
2. Annual hybrid price - based on minimum 5 year contract.
3. Annual hybrid price - with upfront payment of capital difference between diesel and hybrid for 5 year contract.

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

#### 3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Sutton, Bushey Road to Morden Station			Morden Station to Sutton, Bushey Road		
First departure no later than 0520.			First departure no later than 0550.		
0515 - 0620	Every 20 minutes		0545 - 0630	Every 20 minutes	
0621 - 1905	Every 15 minutes		0631 - 1900	Every 15 minutes	
1906 - 2025	Every 20 minutes		1901 - 2000	Every 20 minutes	
2026 - 0100	Every 30 minutes		2001 - 0130	Every 30 minutes	
Last departure no earlier than 0055.			Last departure no earlier than 0125.		
<b>Pinchpoints</b>					
Lower Morden, The Beverley	0725 - 0910	15 minutes	London Road, Gander Green Lane	0730 - 0900	15 minutes
	1500 - 1630	15 minutes		1510 - 1640	15 minutes

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

Sutton, Bushey Road to Morden Station			Morden Station to Sutton, Bushey Road		
First departure no later than 0520.			First departure no later than 0550.		
0515 - 0750	Every 30 minutes		0545 - 0745	Every 30 minutes	
0751 - 0810	Every 20 minutes		0746 - 0825	Every 20 minutes	
0811 - 1810	Every 15 minutes		0826 - 1825	Every 15 minutes	
1811 - 2025	Every 20 minutes		1826 - 2000	Every 20 minutes	
2026 - 0100	Every 30 minutes		2001 - 0130	Every 30 minutes	
Last departure no earlier than 0055.			Last departure no earlier than 0125.		
<b>Pinchpoints</b>					
Lower Morden, The Beverley	0940 - 1125	15 minutes	London Road, Gander Green Lane	0925 - 1110	15 minutes

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

Sutton, Bushey Road to Morden Station			Morden Station to Sutton, Bushey Road		
First departure no later than 0650.			First departure no later than 0720.		
0645 - 0100	Every 30 minutes		0715 - 0130	Every 30 minutes	
Last departure no earlier than 0055.			Last departure no earlier than 0125.		
<b>Pinchpoints</b>					
Lower Morden, The Beverley	1035 - 1135	30 minutes	London Road, Gander Green Lane	1040 - 1140	30 minutes

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

#### **4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. 413 can suffer from unpredictable delays in the Sutton and Morden areas, particularly during peak periods.
- 4.2) London Borough of Merton are keen to redevelop Morden town centre including the area around the station. This could have implications for bus services in the area but ideas are in the early stages.
- 4.3) Currently various development projects are underway in Sutton town centre intended for completion in 2016 including a new supermarket and hotel. Development around Sutton rail station, the Sutton point and Wallington Square are due to start and may cause disruption and/or diversions on the route.

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

- 5.1) ROUTE RECORD  
As per Busnet printout.
- 5.2) CURRENT PERFORMANCE  
As per current print out.
- 5.3) QSI BY TIME OF DAY  
As per current print out.
- 5.4) IBUS MILEAGE & QSI POINTS  
As per current print out.

# LONDON BUSES - ROUTE DESCRIPTION

## ROUTE 413: Sutton, Bushey Road - Morden Station

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

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

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

### STREETS TRAVERSED

**Towards Morden Station:** Bushey Road (East Arm), Sutton High Street, Marshall's Road, Throwley Way, Carshalton Road, Chalk Pit Way, Sutton Court Road, Grove Road, Sutton Park Road, Cheam Road, Gander Green Lane, London Road, Stonecot Hill, Tudor Drive, Grand Drive, Cannon Hill Lane, Martin Way, Crown Lane.

**Towards Sutton, Bushey Road:** London Road, Crown Road, Crown Lane, Martin Way, Cannon Hill Lane, Grand Drive, Tudor Drive, Stonecot Hill, London Road, Gander Green Lane, Cheam Road, St Nicholas Way, Crown Road, Collingwood Road, Bushey Road (West Arm).

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

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

### SUTTON, BUSHEY ROAD

Public stand on north side of Bushey Road (western arm) in two parts:

1. Commencing 14 metres west of the centre line of Bushey Lane and extending 29 metres west.

2. Commencing opposite 125/135 Bushey Road and extending 17 metres west.

Buses proceed from Bushey Road (West Arm) via Bushey Road to stand, departing via Bushey Road and Bushey Lane to Bushey Road (East Arm). Set down in Bushey Road (west Arm), at Alighting Point X (35557 - Sutton Bus Garage, Last Stop on LOR: 35557 - Sutton Bus Garage) and pick up in Bushey Road (east Arm) (18540 - Sutton Bus Garage, First Stop on LOR: 18540 - Sutton Bus Garage).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 413 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:	Sutton, Bushey Road.
OTHER INFORMATION:	Toilets available, at the behest of garage operator.

## **LOWER MORDEN, BEVERLEY, TUDOR DRIVE (from Sutton, Bushey Road)**

Public stand on north side of Tudor Drive, commencing opposite the party wall of Nos 205/207 and extending 11 metres west.

Buses proceed from Tudor Drive direct to stand, departing via Tudor Drive and Lower Morden Lane to Tudor Drive. Set down in Tudor Drive, at stop TN (W29 - Aragon School, Last Stop on LOR: W29 - Aragon School) and pick up in Tudor Drive, at stop TA (W27 - Morden Park Baptist Church, First Stop on LOR: W27 - Morden Park Baptist Church).

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:	Lower Morden.

## **MORDEN STATION FORECOURT**

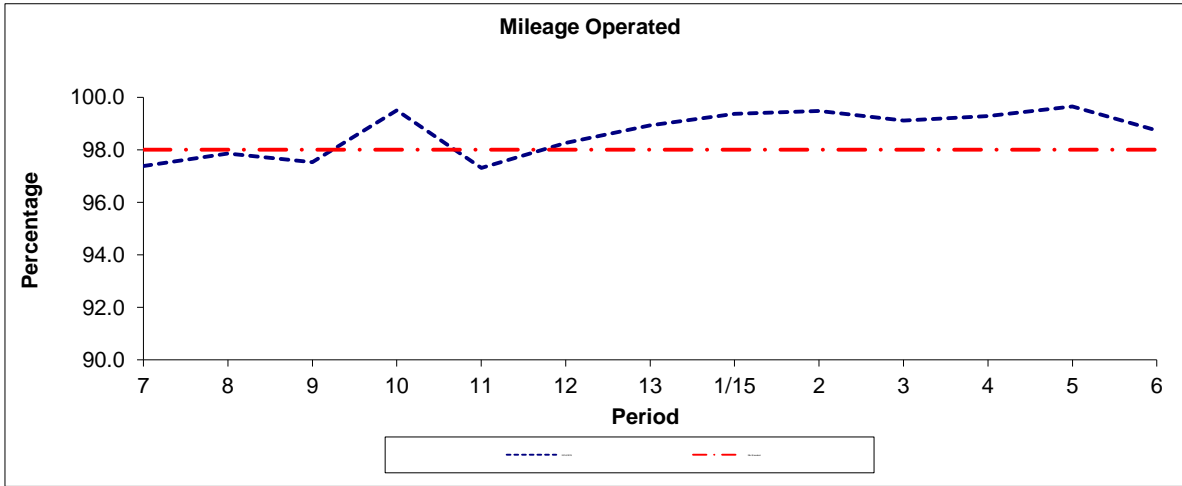
Private stand for up to 8 buses on Morden Station Forecourt on north side of London Road.

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 - London Road / Morden Station <>, First Stop on LOR: R0726 - London Road / Morden Station <>).

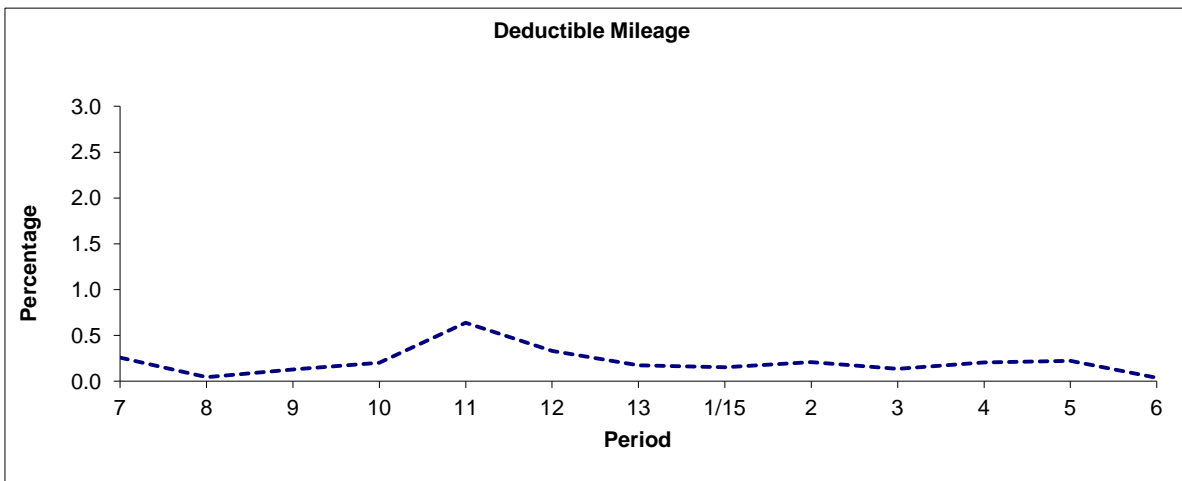
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 413 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Morden.
OTHER INFORMATION:	Toilet facilities available 0430 - 0130 Mon - Sat, 0600 - 0100 Sun..

**PART B - PERFORMANCE STATISTICS**

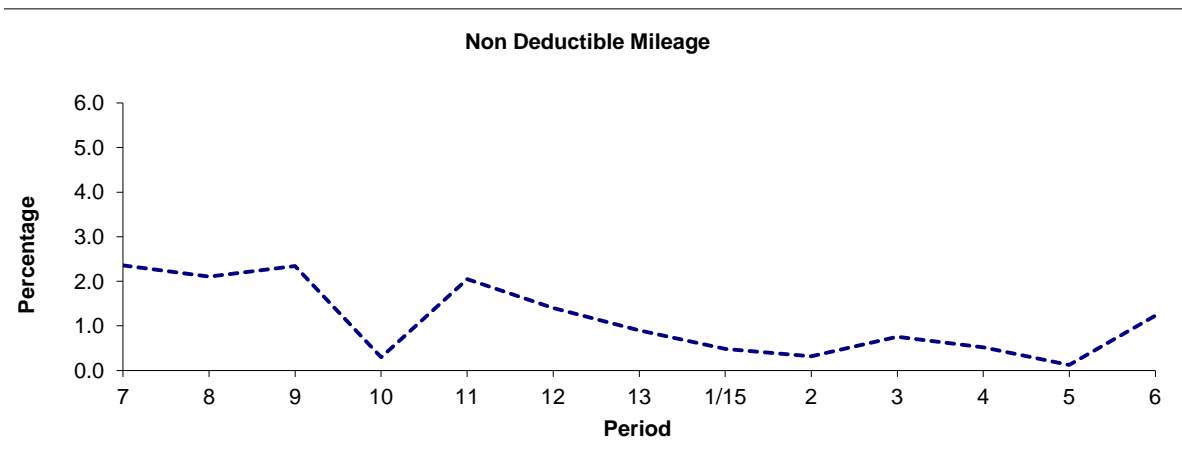
**Route 413**



Period	7	8	9	10	11	12	13	1/15	2	3	4	5	6
2014/2015	97.38	97.85	97.53	99.50	97.31	98.26	98.93	99.37	99.47	99.11	99.28	99.65	98.73
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	1/15	2	3	4	5	6
2014/2015	0.26	0.05	0.13	0.20	0.64	0.33	0.17	0.15	0.21	0.14	0.21	0.22	0.04



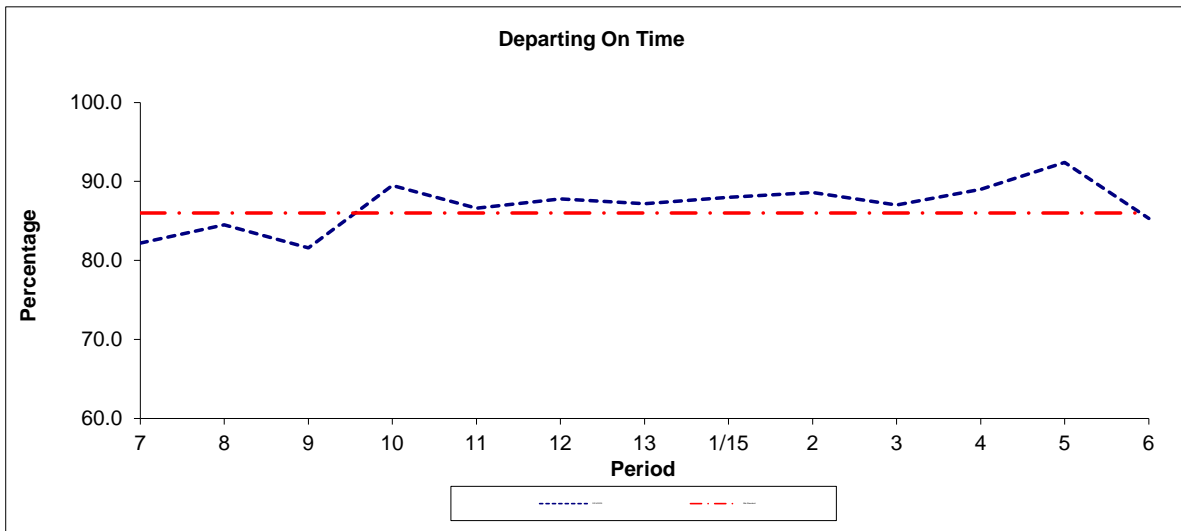
Period	7	8	9	10	11	12	13	1/15	2	3	4	5	6
2014/2015	2.36	2.10	2.34	0.30	2.05	1.40	0.90	0.48	0.32	0.76	0.51	0.12	1.23

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

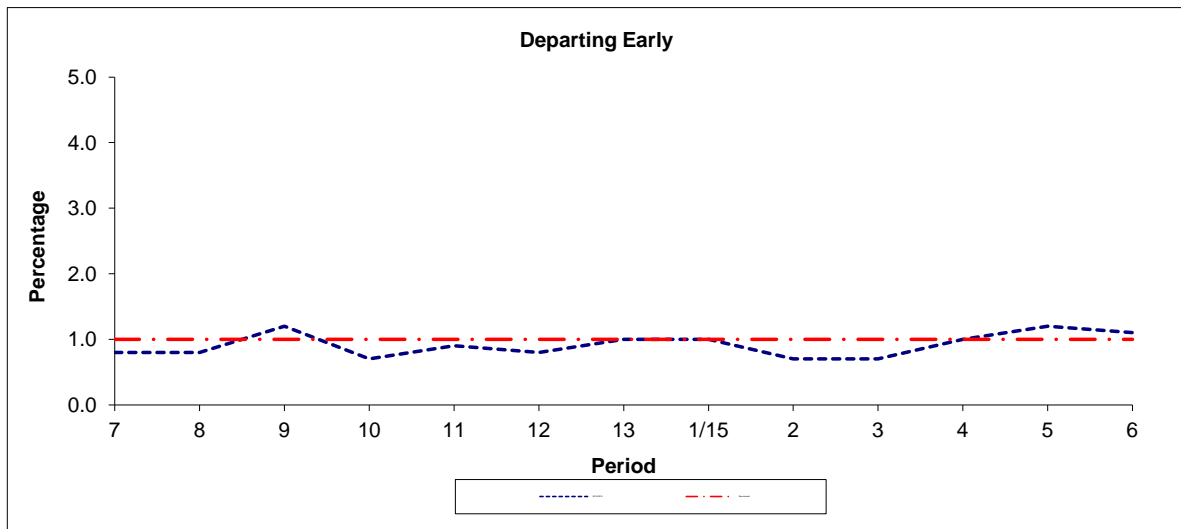


**PART B - PERFORMANCE STATISTICS**

**Route 413**



Period	7	8	9	10	11	12	13	1/15	2	3	4	5	6
2014/2015	82.2	84.5	81.6	89.5	86.6	87.8	87.2	88.0	88.6	87.0	89.0	92.4	85.3
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	1/15	2	3	4	5	6
2014/2015	0.8	0.8	1.2	0.7	0.9	0.8	1.0	1.0	0.7	0.7	1.0	1.2	1.1
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.

Transport for London - QSI Points and Live Mileage List

Route 413  
 Service change 16123  
 Date 13 October 2009

TRANCHE 544

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
SUTTBR S	SUTTBR S	SUTTON, BUSHEY ROAD		
SUTTBR	18540	Sutton Bus Garage	0	0.00
	33809	Sutton Green	377	0.23
	6479	High Street / Marshalls Road	169	0.11
	35336	Benhill Avenue	205	0.13
	35510	Manor Place	186	0.12
	36521	Times Square	207	0.13
	14881	Sutton Police Station	246	0.15
SUTTPO	W42	Sutton Post Office	465	0.29
	W43	Sutton Park Road	181	0.11
	14167	Sherwood Park Road	324	0.20
	14165	Cheam Road / Gander Green Lane	394	0.24
WSUTSN	BP3547	West Sutton Station	892	0.55
LNRDGG	BP3910	London Road / St Anthony's Hospital	1714	1.07
	14917	Stonecot Hill / Garth Road	353	0.22
	14916	Burleigh Road	325	0.20
SCMRWK	1572	Sutton Common Road	258	0.16
	W30	King George's Field	412	0.26
	W29	Aragon School	315	0.20
LMORBV	BP1547	Lower Morden / The Beverley	317	0.20
	35908	Lower Morden Lane	245	0.15
	17546	St John Fisher School	227	0.14
	BP1419	Glenthorpe Road	254	0.16
	BP1421	Parkway	354	0.22
CHLNCR	BP1423	Cherrywood Lane	544	0.34
	19104	St James Church	429	0.27
	19106	Ashridge Way	229	0.14
	19108	South Merton Station	318	0.20
	19110	Links Avenue	349	0.22
MORDSN	BP2256	Morden Station	372	0.23
MORDSN S	MORDSN S	MORDEN STATION FORECOURT	0	0.00
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>			10661 metres	6.62 miles

BACK 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
	19109	Links Avenue	443	0.28
	19107	South Merton Station	419	0.26
	19105	Ashridge Way	228	0.14
CHLNCR	19103	St James Church	300	0.19
	BP1424	Northway	293	0.18
	BP1422	Parkway	549	0.34
	BP1420	Glenthorpe Road	388	0.24
	17545	St John Fisher School	276	0.17
LMORBV	17548	Lower Morden / The Beverley	330	0.21
	W27	Morden Park Baptist Church	194	0.12
	W28	Aragon School	340	0.21
	W31	King George's Field	286	0.18
SCMRWK	W32	Tudor Drive / The Woodstock	222	0.14
	14912	Ash Road	325	0.20
	14913	Stonecot Hill / Garth Road	532	0.33
LNRDGG	BP3548	Warner Avenue	280	0.17
WSUTSN	BP3549	West Sutton Station	1716	1.07
	W20	Western Road	1007	0.63
	14166	Secombe Centre	382	0.24
SUTTSC	35568	Sutton Civic Centre	279	0.17
	35570	Saint Nicholas Centre	355	0.22
	35556	Crown Road	460	0.29
SUTTBR S	35557	Sutton Bus Garage	469	0.29
SUTTBR S	SUTTBR S	SUTTON, BUSHEY ROAD	0	0.00
<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>			10339 metres	6.42 miles

**ROUTE 413 - FULL iBUS RESULTS BY TIME OF DAY  
 QUARTER 3 14/15 TO QUARTER 2 15/16 (13/09/14 - 18/09/15)**

**MONDAY - FRIDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	14,013.	13,478.	96.2	99.4	95.5	0.6	0.1	3.8
07:00 - 10:00	35,220.	33,684.	95.6	92.9	74.6	7.1	1.6	16.6
10:00 - 13:00	35,546.	35,264.	99.2	98.7	91.0	1.2	0.5	7.2
13:00 - 16:00	35,748.	35,341.	98.9	98.8	89.3	1.4	0.9	8.5
16:00 - 19:00	36,168.	35,463.	98.1	98.1	86.3	1.9	1.2	10.5
19:00 - 22:00	22,911.	22,984.	100.3	99.1	87.2	0.9	0.5	11.4
22:00 - 24:00	11,554.	11,733.	101.5	99.5	87.7	0.6	0.4	11.3
<b>All Locations</b>	<b>191,160.</b>	<b>187,947.</b>	<b>98.3</b>	<b>97.7</b>	<b>85.7</b>	<b>2.6</b>	<b>1.0</b>	<b>10.7</b>

**SATURDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	1,888.	1,837.	97.3	99.9	97.7	0.1	0.0	2.2
07:00 - 10:00	5,910.	5,883.	99.5	99.4	93.6	0.6	0.1	5.8
10:00 - 13:00	7,586.	7,476.	98.5	98.6	89.7	1.5	1.1	7.6
13:00 - 16:00	7,511.	7,504.	99.9	97.3	88.6	2.8	1.0	7.6
16:00 - 19:00	7,253.	7,097.	97.8	99.5	93.3	0.5	1.5	4.7
19:00 - 22:00	4,596.	4,580.	99.7	99.7	91.2	0.3	0.9	7.6
22:00 - 24:00	2,455.	2,499.	101.8	99.6	90.3	0.5	0.6	8.7
<b>All Locations</b>	<b>37,199.</b>	<b>36,876.</b>	<b>99.1</b>	<b>98.9</b>	<b>91.1</b>	<b>1.3</b>	<b>1.0</b>	<b>6.7</b>

**SUNDAY AND BANK HOLIDAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	206.	188.	91.3	100.0	97.1	0.0	0.0	2.9
07:00 - 10:00	4,242.	4,236.	99.9	99.7	95.8	0.4	0.2	3.6
10:00 - 13:00	4,296.	4,271.	99.4	99.7	89.3	0.3	0.7	9.7
13:00 - 16:00	4,251.	4,288.	100.9	99.4	89.0	0.6	0.6	9.8
16:00 - 19:00	4,209.	4,222.	100.3	100.0	92.4	0.0	0.1	7.5
19:00 - 22:00	4,284.	4,281.	99.9	99.8	88.0	0.2	0.4	11.4
22:00 - 24:00	2,785.	2,771.	99.5	99.9	95.6	0.1	1.2	3.1
<b>All Locations</b>	<b>24,273.</b>	<b>24,257.</b>	<b>99.9</b>	<b>99.7</b>	<b>90.9</b>	<b>0.3</b>	<b>0.5</b>	<b>8.4</b>

**ALL DAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	16,107.	15,503.	96.3	99.5	95.8	0.5	0.1	3.6
07:00 - 10:00	45,372.	43,803.	96.5	94.4	77.2	6.2	1.4	15.1
10:00 - 13:00	47,428.	47,011.	99.1	98.8	90.6	1.2	0.7	7.6
13:00 - 16:00	47,510.	47,133.	99.2	98.6	89.1	1.5	0.9	8.5
16:00 - 19:00	47,630.	46,782.	98.2	98.5	87.7	1.6	1.2	9.5
19:00 - 22:00	31,791.	31,845.	100.2	99.3	87.8	0.8	0.5	10.9
22:00 - 24:00	16,794.	17,003.	101.2	99.6	89.2	0.5	0.5	9.8
<b>All Locations</b>	<b>252,632.</b>	<b>249,080.</b>	<b>98.6</b>	<b>98.1</b>	<b>86.9</b>	<b>2.2</b>	<b>0.9</b>	<b>10.0</b>