

CONTRACT SPECIFICATION

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

Contract Reference	QC38502
Route Number	465
Terminus Points	Kingston, Cromwell Road Bus Station to Dorking, South Street
Contract Basis	Incentivised
Commencement Date	30 June 2012
Vehicle Type	60 capacity, dual door, single deck buses will be specified (alternative bids with existing 55 capacity, dual door, single deck buses may also be submitted).
Current Maximum Approved Dimensions	10.2 metres long and 2.4 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. 465.

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 will be specified (alternative bids with existing 55 capacity, dual door, single deck buses may also be submitted), subject to a satisfactory route test.

Requirements for Registration:

The section of Route No. 465 between Dorking, Townfield Court 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 Western 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 SCHEDULE REQUIREMENTS & PINCHPOINTS

Kingston, Cromwell Road Bus Station to Dorking, South Street			Dorking, South Street to Kingston, Cromwell Road Bus Station		
First departure no later than 0610.			First departure no later than 0515.		
0605 - 0740	Every 30 minutes		0510 - 0745	Every 30 minutes	
0741 - 0925	Every 30 - 35 minutes*		0746 - 1005	Every 30 - 35 minutes*	
0926 - 1520	Every 30 minutes		1006 - 1505	Every 30 minutes	
1521 - 1910	Every 30 - 35 minutes*		1506 - 2035	Every 30 - 35 minutes*	
1911 - 2040	Every 30 minutes		2036 - 2340	Every 60 minutes	
2041 - 2345	Every 60 minutes				
Last departure no earlier than 2340.			Last departure no earlier than 2335.		
Pinchpoints					
Leatherhead, North Street	0730 - 0830	30 minutes	Surbiton Station, Claremont Road	0755 - 0855	30 minutes
	1530 - 1630	30 minutes		1500 - 1600	30 minutes

* In the peak periods, widening on departures between 30 - 35 minutes is acceptable. Please see current schedule.

2.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Kingston, Cromwell Road Bus Station to Dorking, South Street			Dorking, South Street to Kingston, Cromwell Road Bus Station		
First departure no later than 0610.			First departure no later than 0515.		
0605 - 2040	Every 30 minutes		0510 - 2035	Every 30 minutes	
2041 - 2345	Every 60 minutes		2036 - 2340	Every 60 minutes	
Last departure no earlier than 2340.			Last departure no earlier than 2335.		
Pinchpoints					
Leatherhead, North Street	1000 - 1100	30 minutes	Surbiton Station, Claremont Road	0930 - 1030	30 minutes

2.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Kingston, Cromwell Road Bus Station to Dorking, South Street			Dorking, South Street to Kingston, Cromwell Road Bus Station		
First departure no later than 0650.			First departure no later than 0545.		
0645 - 2345	Every 60 minutes		0540 - 2340	Every 60 minutes	
Last departure no earlier than 2340.			Last departure no earlier than 2335.		
Pinchpoints					
Leatherhead, North Street	1030 - 1130	60 minutes	Surbiton Station, Claremont Road	1000 - 1100	60 minutes

2.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Kingston, Cromwell Road Bus Station to Dorking, South Street		Dorking, South Street to Kingston, Cromwell Road Bus Station	
First departure no later than 0845.		First departure no later than 0745.	
0840 - 2345	Every 60 minutes	0740 - 2340	Every 60 minutes
Last departure no earlier than 2340.		Last departure no earlier than 2335.	
Pinchpoints			
Leatherhead, North Street	1030 - 1130	60 minutes	Surbiton Station, Claremont Road
			1000 - 1100
			60 minutes

3) QSI POINTS & MILEAGE

It is intended Route No. 465 will have 64 surveys per quarter at the following locations:

QSI POINTS	
Southbound (towards Dorking)	Northbound (towards Kingston)
Kingston	Hook \$
Hook \$	Surbiton
MILEAGE: See Attached iBus Sheets	

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

4) OPERATIONAL CONSIDERATIONS

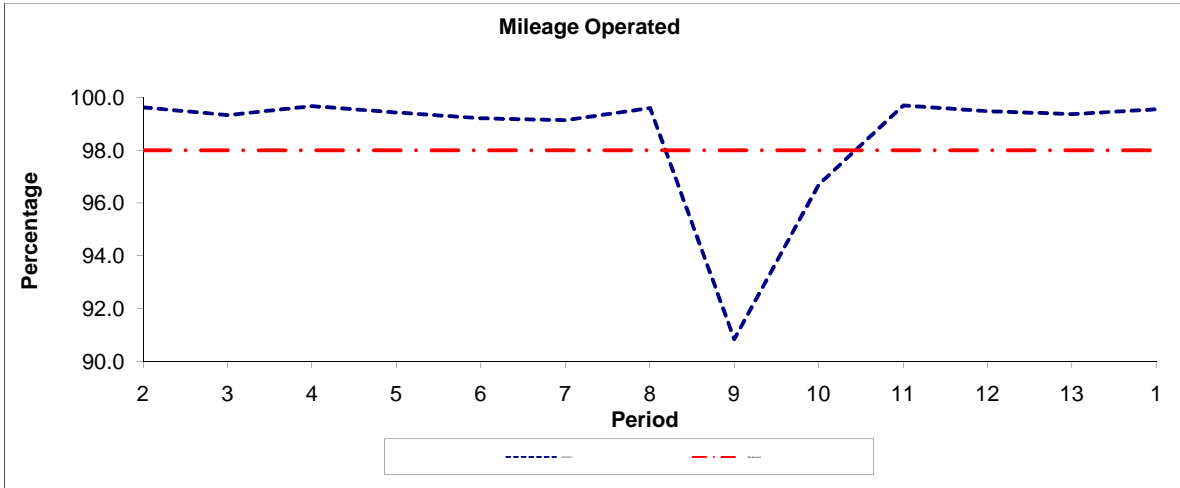
- 4.1) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following location:
Dorking Station
- 4.2) Route No. 465 can suffer unpredictable traffic delays in the Kingston area.
- 4.3) The 2012 Olympic Games open on Friday 27th July and close 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

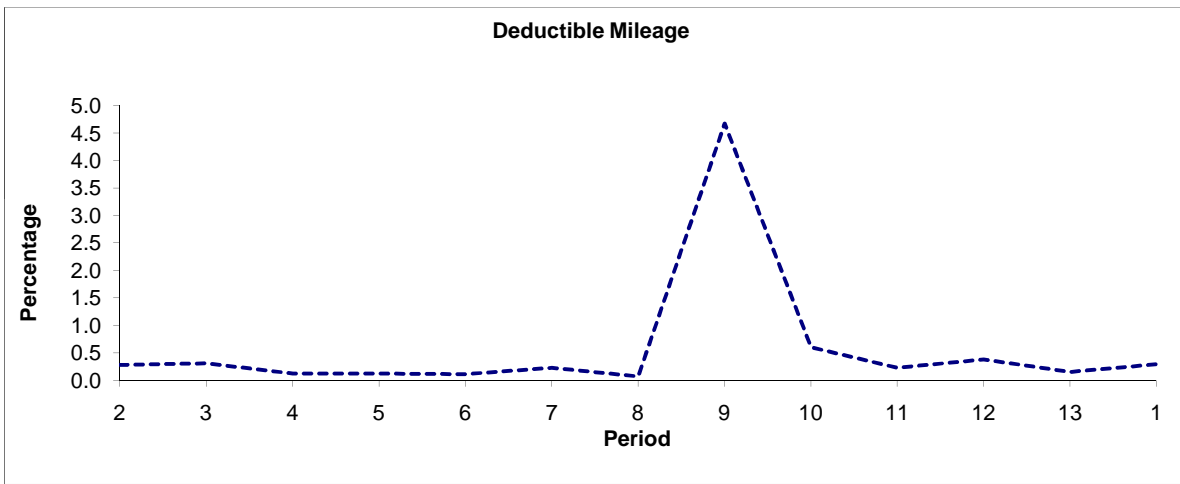
- 5.1) CURRENT PERFORMANCE
As per current print out.
- 5.2) ROUTE RECORD
As per Busnet Printout.
- 5.3) IBUS MILEAGE
As per current print out.

PART B - PERFORMANCE STATISTICS

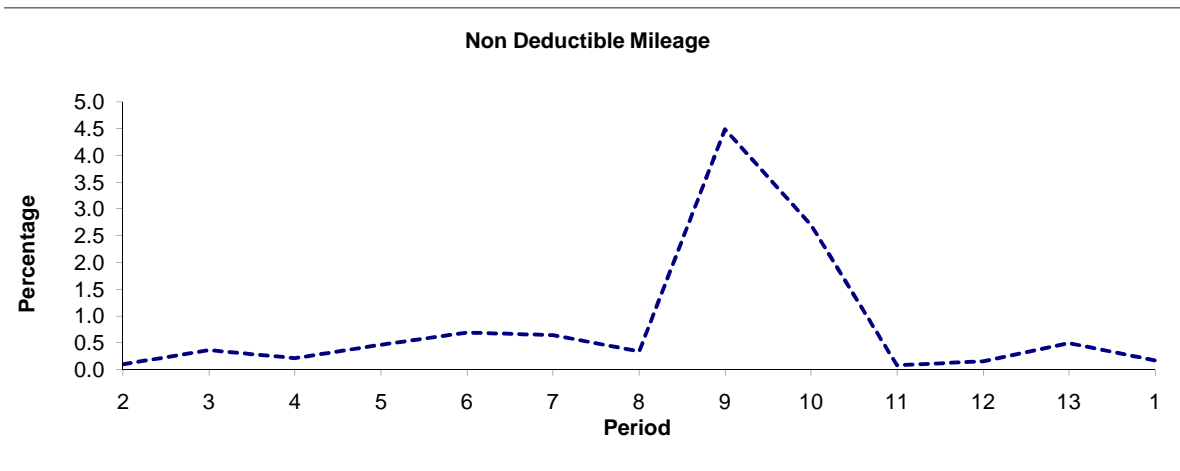
Route 465



Period	2	3	4	5	6	7	8	9	10	11	12	13	1
2010/2011	99.62	99.33	99.67	99.42	99.20	99.13	99.59	90.84	96.70	99.69	99.47	99.36	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	2	3	4	5	6	7	8	9	10	11	12	13	1
2010/2011	0.28	0.31	0.12	0.12	0.11	0.23	0.07	4.67	0.60	0.23	0.38	0.15	0.29

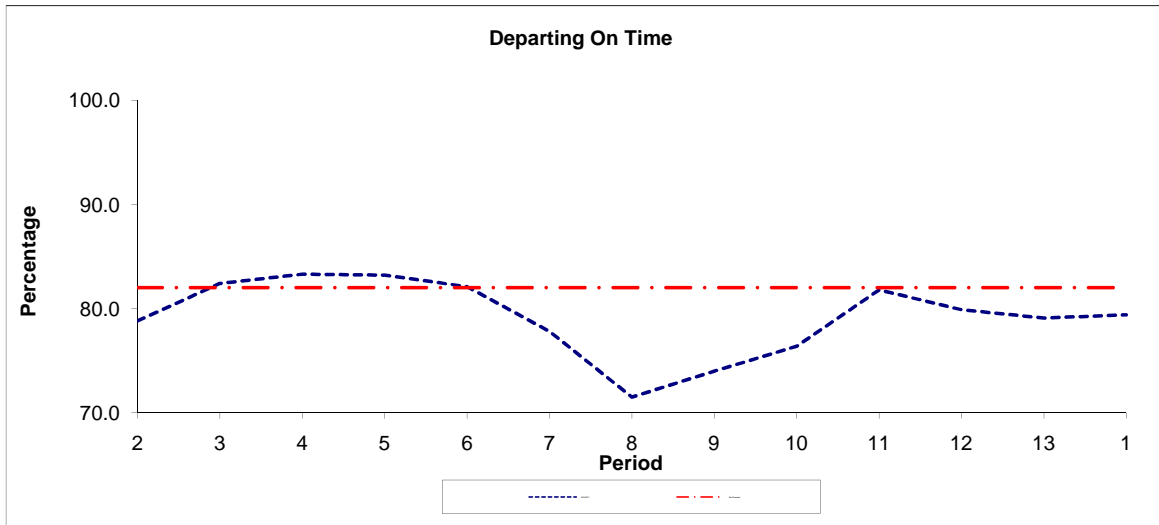


Period	2	3	4	5	6	7	8	9	10	11	12	13	1
2010/2011	0.10	0.36	0.21	0.46	0.69	0.64	0.34	4.49	2.70	0.08	0.15	0.49	0.17

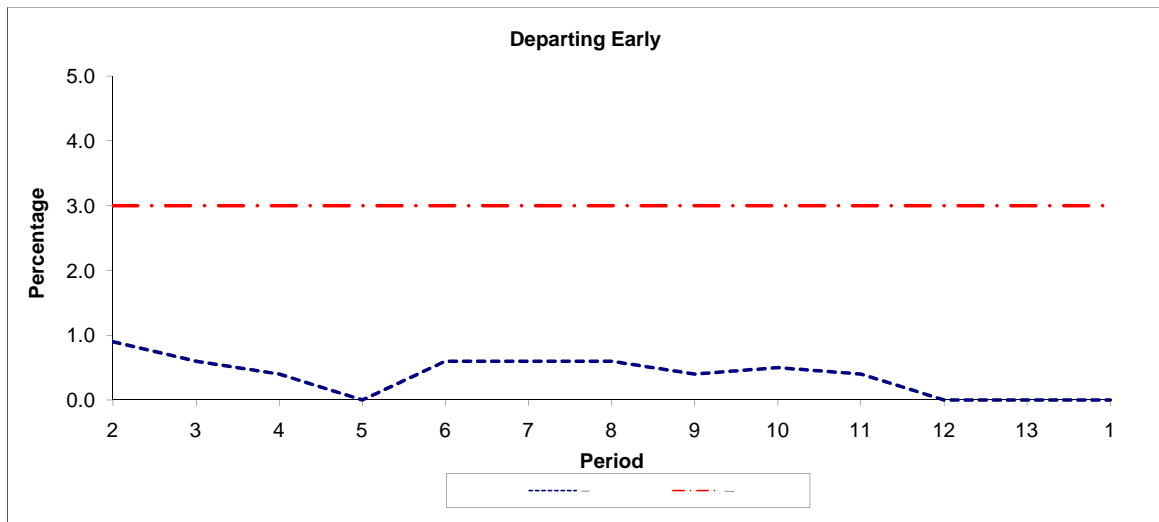
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 465



Period	2	3	4	5	6	7	8	9	10	11	12	13	14
2010/2011	78.80	82.40	83.30	83.20	82.10	77.80	71.50	74.00	76.40	81.80	79.90	79.10	79.40
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	14
2010/2011	0.90	0.60	0.40	0.00	0.60	0.60	0.60	0.40	0.50	0.40	0.00	0.00	0.00
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 465: Kingston, Cromwell Road - Dorking, South Street

Date of Structural Change: 2 June 2012.

Date of Service Change: 2 June 2012.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Dorking, South Street: Cromwell Road, Queen Elizabeth Road, Fairfield North, Wheatfield Way, Clarence Street, Eden Street, Kingston High Street, Portsmouth Road, Surbiton Road, Surbiton Crescent, Claremont Road, Victoria Road, Brighton Road, Upper Brighton Road, Hook Road, Ace Of Spades Roundabout, Hook Road, Leatherhead Road, Kingston Road, Oxshott Road, Kingston Road, Bull Hill, North Street, Bridge Street, Guildford Road, Hawk's Hill, Guildford Road, Young Street, Dorking Road, Mickleham By-Pass, Old London Road, London Road, Station Approach, London Road, Deepdene Avenue, Reigate Road, High Street, South Street.

Towards Kingston, Cromwell Road: South Street, Vincent Drive, Vincent Lane, Westcott Road, West Street, High Street, Reigate Road, Deepdene Avenue, London Road, Old London Road, Mickleham By-Pass, Dorking Road, Young Street, Guildford Road, Hawk's Hill, Guildford Road, Bridge Street, North Street, Station Road, Station Approach, Randalls Road, Kingston Road, Oxshott Road, Kingston Road, Leatherhead Road, Chessington World Of Adventures Car Park, Leatherhead Road, Hook Road, Ace Of Spades Roundabout, Hook Road, Upper Brighton Road, Brighton Road, Victoria Road, Claremont Road, Surbiton Crescent, Surbiton Road, Portsmouth Road, Kingston High Street, Eden Street, Clarence Street, Cromwell Road.

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 A2 and pick up in Cromwell Road, at Stop A16.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 465 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.

SURBITON, ST ANDREWS SQUARE [WITHDRAWN] (from DORKING, SOUTH STREET)

Public stand on Maple Road, prior to the south arm of St Andrew's Square.

Buses proceed from Victoria Road via Claremont Road (Circumnavigate Roundabout At Junction), Victoria Road, Brighton Road and Maple Road to stand, departing via Maple Road, St James' Road and Claremont Road to Victoria Road. Set down in Victoria Road, at Stop NB and pick up in Victoria Road, at Stop NP.

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:	Surbiton.

HOOK, KINGSTON BY-PASS (from DORKING, SOUTH STREET)

Buses proceed from Hook Road via Ace Of Spades Roundabout departing to Hook Road. Set down in Hook Road, at Stop HN and pick up in Hook Road, at Stop HD.

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

HOOK, KINGSTON BY-PASS (from Kingston, Cromwell Road)

Buses proceed from Hook Road via Ace Of Spades Roundabout departing to Hook Road. Set down in Hook Road, at Stop HC and pick up in Hook Road, at Stop HP.

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

HOOK, BRIDGE ROAD [WITHDRAWN] (from Kingston, Cromwell Road)

Public stand in layby on north side of Bridge Road, commencing 65 metres east of Bridge Road roundabout.

Buses proceed from Hook Road via Bridge Road Roundabout to stand, departing via Bridge Road Roundabout (Circumnavigate) to Hook Road. Set down in Hook Road, at Stop Q and pick up in Hook Road, at Stop P.

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: Hook, Bridge Road.

CHESSINGTON, WORLD OF ADVENTURES (from Kingston, Cromwell Road)

Private stand for three buses on west side of private parking area on west side of Leatherhead Road adjacent to Chessington (World of Adventures) car park.

Buses proceed from Leatherhead Road via Chessington World Of Adventures Car Park to stand, departing to Chessington World Of Adventures Car Park. Set down in Leatherhead Road, at Stop Y and pick up in Chessington World Of Adventures Car Park, at Stop Z.

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: Chessington.

DORKING, SOUTH STREET

Public stand for one bus on east side of South Street, commencing north of the junction with Horsham Road and extending 12 metres north.

Buses proceed from South Street direct to stand, departing to South Street. Set down in South Street and pick up in South Street.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 465 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:	Dorking.

Transport for London - Live Mileage List

Route 465
 Service change 23092
 Date 7 December 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	R0701	Eden Street	745	0.46
	BP488	St James Road	252	0.16
	BP479	Guildhall	138	0.09
	26593	East Lane	260	0.16
	4477	Woodbines Avenue	280	0.17
	BP4997	Surbiton Road / Milestone House	207	0.13
	4486	Surbiton Road	341	0.21
	27354	Maple Road	212	0.13
	19590	The Crescent	387	0.24
SURBSNC	27532	Surbiton Station	236	0.15
	1420	Victoria Road / Surbiton Station	139	0.09
	BP379	Surbiton Sainsburys	192	0.12
	15728	Lovelace Gardens	291	0.18
	20672	Mountcombe Close	248	0.15
	BP5157	Langley Road	249	0.15
	11351	Langley Avenue	211	0.13
	15730	Ditton Road	222	0.14
	BP4990	Ash Tree Close	329	0.20
HOOKCH	11127	Thornhill Road	228	0.14
	4516	Gladstone Road	305	0.19
	15732	Elmcroft Drive	357	0.22
	4518	The North Star	312	0.19
HOOKLB	15734	Hook Parade	273	0.17
	R0127	The White Hart	302	0.19
	19364	Bridge Road	364	0.23
	4524	Ellingham Road	265	0.16
	16746	Garrison Lane	415	0.26
	20096	Barwell Business Park	206	0.13
CHSSWA	4520	Chessington World Of Adventure	548	0.34
MALRFL	4522	Rushett Lane	1201	0.75
	19366	Shy Horse	326	0.20
	BP505	Malden Rushett / The Star	1389	0.86
	BP2807	Leatherhead Golf Club	557	0.35
	BP3450	Oxshott Road	1226	0.76
	BP2808	Regent Park	471	0.29
	BP2813	All Saints School	444	0.28
	BP2815	All Saints Church	585	0.36
	BP3089	Park Rise	405	0.25
LHHDNS	BP3552	North Street	404	0.25
	BP5049	Bridge Street	227	0.14
LHHDLC	BP3090	Leatherhead Leisure Centre	431	0.27
	BP3091	The Mount	1078	0.67
	BP3092	The Ridgeway	354	0.22
	BP3093	Givons Roundabout	1920	1.19
	BP3094	Byttom Hill	1305	0.81
MICKCH	BP3095	Mickleham Church	576	0.36
	BP3096	Juniper Hall	831	0.52
	BP3107	Zig Zag Road	338	0.21
	BP3218	Burford Bridge	373	0.23
	BP3097	Westhumble Street	325	0.20
	BP3098	North Downs Way	338	0.21
	BP3099	Pixham Lane	639	0.40
DORKSN	OC74	Dorking Station, London Road	405	0.25
	OC75	Dorking Station	189	0.12
	OC76	Deepdene Avenue Road	434	0.27
	OC77	Dorking Sports Centre	402	0.25
	OC78	Moore's Road	226	0.14
DORKWH	OC79	White Horse	313	0.19
	OC80	South Street	313	0.19
DORKTC	OC803	South Street	391	0.24
DORKSS S	DORKSS S	DORKING, SOUTH STREET	0	0.00

TOTAL ROUTE MILEAGE - OUT DIRECTION 26930 metres 16.73 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
DORKSS S	DORKSS S	DORKING, SOUTH STREET		
DORKTC	OC803	South Street	0	0.00
	OC83	West Street	865	0.54
DORKWH	OC84	White Horse	401	0.25
	OC85	Moore's Road	277	0.17
	OC86	Dorking Sports Centre	201	0.12
DORKSN	OC87	Dorking Station	612	0.38
	BP3100	Pixham Lane	572	0.36
	BP3101	Westhumble Street	894	0.56
	BP3217	Burford Bridge	405	0.25
	BP3213	Zig Zag Road	392	0.24
	BP3108	Juniper Hall	378	0.23
	BP3215	The Villa	302	0.19
MICKCH	BP3102	Mickleham Church	446	0.28
	BP3103	Byttom Hill	557	0.35
	BP3216	Givons Roundabout	1489	0.93
	BP3104	The Ridgeway	1757	1.09
	BP3105	The Mount	445	0.28
LHHDLC	BP3106	Leatherhead Leisure Centre	985	0.61
	BP3553	Bridge Street	455	0.28
LHHDNS	BP3555	North Street	301	0.19
	BP3554	Leatherhead Station	569	0.35
	BP3309	Park Rise	406	0.25
	BP2809	All Saints Church	316	0.20
	BP2810	All Saints School	633	0.39
	BP2812	Oak Road	165	0.10
	BP2811	Regent Park	293	0.18
	BP2814	Oxshott Road	307	0.19
	BP2830	Leatherhead Golf Club	1205	0.75
	BP504	Malden Rushett / The Star	504	0.31
MALRFL	19367	Shy Horse	1391	0.86
	4521	Rushett Lane	274	0.17
CHSSWA	23405	Chessington World Of Adventure	1201	0.75
	20097	Barwell Business Park	427	0.27
	16747	Garrison Lane	222	0.14
	4523	Ellingham Road	468	0.29
	25571	Mansfield Road	481	0.30
	15735	The White Hart	287	0.18
HOOKLB	15733	Hook Parade	224	0.14
	4517	The North Star	345	0.21
	15731	Elmcroft Drive	296	0.18
	4515	Gladstone Road	329	0.20
HOOKCH	11128	Thornhill Road	350	0.22
	R0130	The Maypole	346	0.21
	11350	Langley Avenue	431	0.27
	20671	Mountcombe Close	346	0.21
	15727	Lovelace Gardens	356	0.22
	BP189	Surbiton Sainsburys	171	0.11
	33219	Surbiton Station	301	0.19
SURBSNC	23416	Claremont Road / Surbiton Station	122	0.08
	19589	The Crescent	282	0.18
	20503	Maple Road	284	0.18
	4480	Surbiton Road / Penrhyn Road	367	0.23
	BP4998	Surbiton Road / Milestone House	258	0.16
	26592	East Lane	445	0.28
	BP496	Guildhall	268	0.17
KINGES	R0700	Eden Street	420	0.26
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 27199 metres 16.90 miles