

7. Service Specification

Route: 470

QC39901

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	Colliers Wood Station to Epsom, Clock Tower
Contract Basis	Incentivised
Commencement Date	17 th November 2012
Vehicle Type	50 capacity, dual door, single deck buses are required for capacity reasons and therefore smaller buses are not acceptable. Buses longer than 9.3m are not acceptable owing to road constraints.
Current Maximum Approved Dimensions	8.5 metres long and 2.5 metres wide
New Vehicles Price Required	Yes
Hybrid Price Required	No
Sponsored Route	No
Minimum Performance Std	Departing on Time - No less than 82.00%
Advertising Rights	Operator
Extension Threshold	Departing on Time Threshold - 86.00%
Minimum Operated Mileage	No less than 98.00%

The Date of Tender for this ITT is: No later than 12:00 noon on 21st November 2011.

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

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1) NOTES

Proposed Changes:

At this time, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 470:

- Subject to consultation, (and required works) Route No. 470 will operate via Jubilee Way, Windsor Avenue and Liberty Avenue instead of Merantun Way.

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:

Option 1

- No change to current structure or frequency.

Option 2

- Separate costs are sought for extending the evening service to 2030 on Mondays to Saturdays.

Option 3

- Separate costs are sought for the introduction of a Sunday service with a frequency of every 30 minutes. The first departures on Sundays should match the first departures on Saturdays.

Option 4

- Separate costs are sought for extending the evening service to 2030 on Mondays to Saturdays and introducing a Sunday service with a frequency of every 30 minutes. The first departures on Sundays should match the first departures on Saturdays. The last departures should match the existing Mondays to Saturdays last departures.

Option 5

- Separate costs are sought for introducing a Sunday service with a frequency of every 30 minutes and extending the evening service to 2030 daily. The first departures on Sundays should match the first departures on Saturdays.

Options 1, 2, 3, 4 & 5

- 50 capacity, dual door, single deck buses are required for capacity reasons and therefore smaller buses are not acceptable. The introduction of 50 capacity, dual door, single deck buses is subject to a satisfactory route test. The successful Tenderer will be advised of the outcome of the route test and the implications for the vehicle type.

Requirements for Registration:

The section of Route No. 470 between Epsom Clock Tower and the Surrey County Boundary at the junction of Cheam Road and Nonsuch Walk 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:

Principal Transport Officer
Passenger Transport
Surrey County Council
County Hall
Penrhyn Road
Kingston upon Thames
KT1 2DY

and to:

Licensing Manager,
TfL Surface Transport
11th Floor, Zone Y7
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.

2) SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTIONS 1 & 3

2.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Colliers Wood Station to Epsom, Clock Tower			Epsom, Clock Tower to Colliers Wood Station		
First departure no later than 0630.			First departure no later than 0615.		
0625 - 1925	Every 30 minutes		0610 - 1930	Every 30 minutes	
Last departure no earlier than 1920.			Last departure no earlier than 1925.		
Pinchpoints					
Sutton Station	0730 - 0900	30 minutes	Sutton Station	0735 - 0905	30 minutes
	1510 - 1640	30 minutes		1500 - 1630	30 minutes

OPTIONS 2, 4 & 5

2.2) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Colliers Wood Station to Epsom, Clock Tower			Epsom, Clock Tower to Colliers Wood Station		
First departure no later than 0630.			First departure no later than 0615.		
0625 - 2025	Every 30 minutes		0610 - 2030	Every 30 minutes	
Last departure no earlier than 2020.			Last departure no earlier than 2025.		
Pinchpoints					
Sutton Station	0730 - 0900	30 minutes	Sutton Station	0735 - 0905	30 minutes
	1510 - 1640	30 minutes		1500 - 1630	30 minutes

ALL OPTIONS

2.3) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

Sutton Station to Epsom, Clock Tower	
0732	One journey

OPTIONS 1 & 3

2.4) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Colliers Wood Station to Epsom, Clock Tower			Epsom, Clock Tower to Colliers Wood Station		
First departure no later than 0630.			First departure no later than 0615.		
0625 - 1925	Every 30 minutes		0610 - 1930	Every 30 minutes	
Last departure no earlier than 1920.			Last departure no earlier than 1925.		
Pinchpoints					
Sutton Station	0930 - 1100	30 minutes	Sutton Station	1000 - 1130	30 minutes

OPTIONS 2, 4 & 5

2.5) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Colliers Wood Station to Epsom, Clock Tower			Epsom, Clock Tower to Colliers Wood Station		
First departure no later than 0630.			First departure no later than 0615.		
0625 - 2025	Every 30 minutes		0610 - 2030	Every 30 minutes	
Last departure no earlier than 2020.			Last departure no earlier than 2025.		
Pinchpoints					
Sutton Station	0930 - 1100	30 minutes	Sutton Station	1000 - 1130	30 minutes

OPTIONS 3 & 4

2.6) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Colliers Wood Station to Epsom, Clock Tower			Epsom, Clock Tower to Colliers Wood Station		
First departure no later than 0630.			First departure no later than 0615.		
0625 - 1925	Every 30 minutes		0610 - 1930	Every 30 minutes	
Last departure no earlier than 1920.			Last departure no earlier than 1925.		
Pinchpoints					
Sutton Station	1030 - 1200	30 minutes	Sutton Station	1030 - 1200	30 minutes

OPTION 5

2.7) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Colliers Wood Station to Epsom, Clock Tower			Epsom, Clock Tower to Colliers Wood Station		
First departure no later than 0630.			First departure no later than 0615.		
0625 - 2025	Every 30 minutes		0610 - 2030	Every 30 minutes	
Last departure no earlier than 2020.			Last departure no earlier than 2025.		
Pinchpoints					
Sutton Station	1030 - 1200	30 minutes	Sutton Station	1030 - 1200	30 minutes

OPTIONS 3 & 4

2.8) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Colliers Wood Station to Epsom, Clock Tower			Epsom, Clock Tower to Colliers Wood Station		
First departure no later than 0830.			First departure no later than 0815.		
0825 - 1925	Every 30 minutes		0810 - 1930	Every 30 minutes	
Last departure no earlier than 1920.			Last departure no earlier than 1925.		
Pinchpoints					
Sutton Station	1030 - 1200	30 minutes	Sutton Station	1030 - 1200	30 minutes

OPTION 5

2.9) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Colliers Wood Station to Epsom, Clock Tower			Epsom, Clock Tower to Colliers Wood Station		
First departure no later than 0830.			First departure no later than 0815.		
0825 - 2025	Every 30 minutes		0810 - 2030	Every 30 minutes	
Last departure no earlier than 2020.			Last departure no earlier than 2025.		
Pinchpoints					
Sutton Station	1030 - 1200	30 minutes	Sutton Station	1030 - 1200	30 minutes

3) QSI POINTS & MILEAGE

No evening or Sunday service

It is intended Route No. 470 will have 70 surveys per quarter at the following locations:

QSI POINTS	
Southbound (towards Epsom)	Northbound (towards Colliers Wood)
Morden	Epsom
Sutton	Sutton Green
MILEAGE: See Attached iBus Sheets	

No evening service

It is intended Route No. 470 will have 75 surveys per quarter at the following locations:

QSI POINTS	
Southbound (towards Epsom)	Northbound (towards Colliers Wood)
Morden	Epsom
Sutton	Sutton Green
MILEAGE: See Attached iBus Sheets	

4) OPERATIONAL CONSIDERATIONS

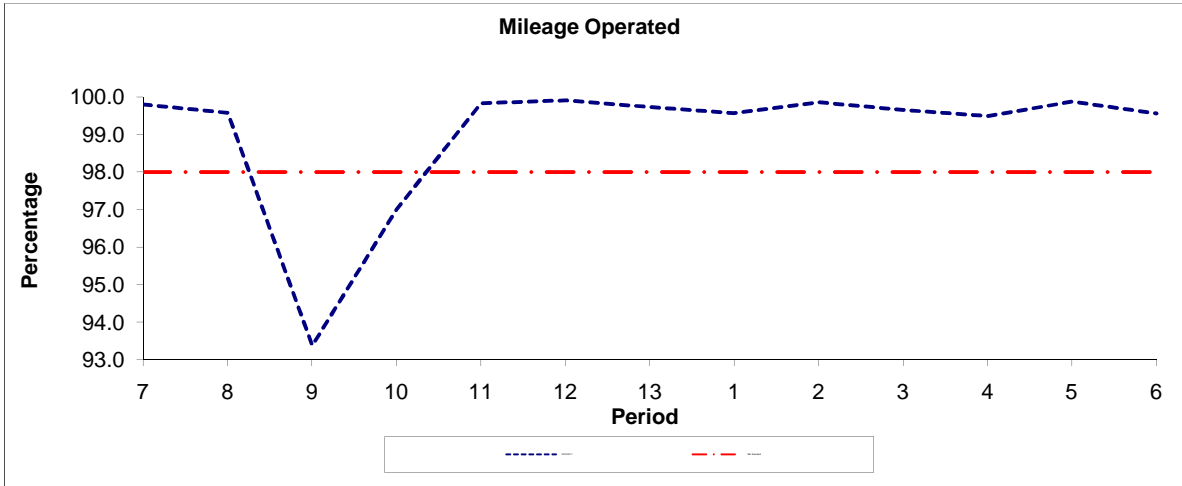
- 4.1) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following location/s:
Morden Road Tram Stop, Sutton Station, Sutton Common Station, Morden LUL, Collier Wood LUL.
- 4.2) Route No. 470 can suffer unpredictable traffic delays in the Morden and Sutton areas.

5) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

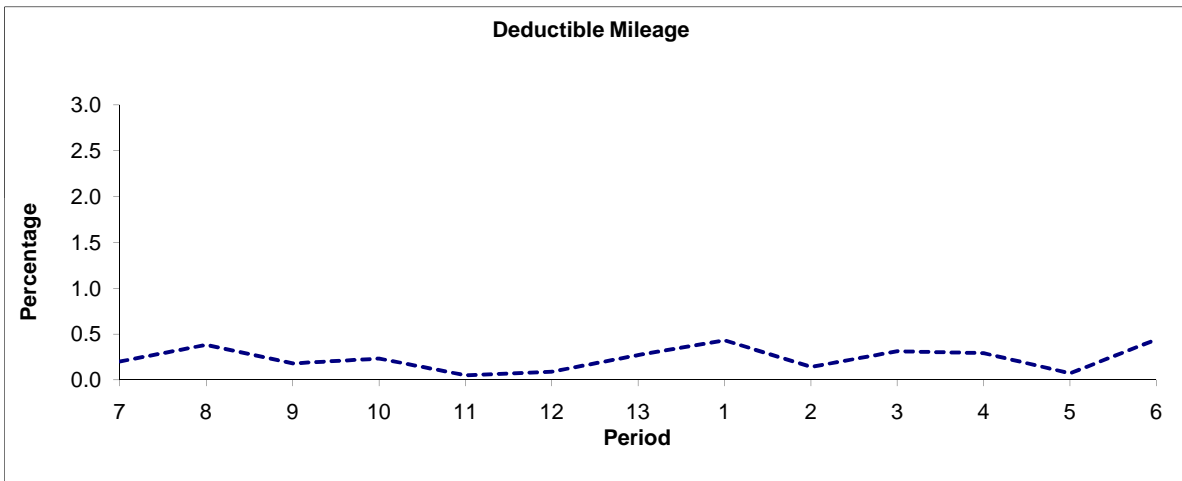
- 5.1) CURRENT PERFORMANCE
As per current print out.
- 5.2) ROUTE RECORD
As per Busnet Printout.
- 5.3) IBUS MILEAGE
As per current print out.

PART B - PERFORMANCE STATISTICS

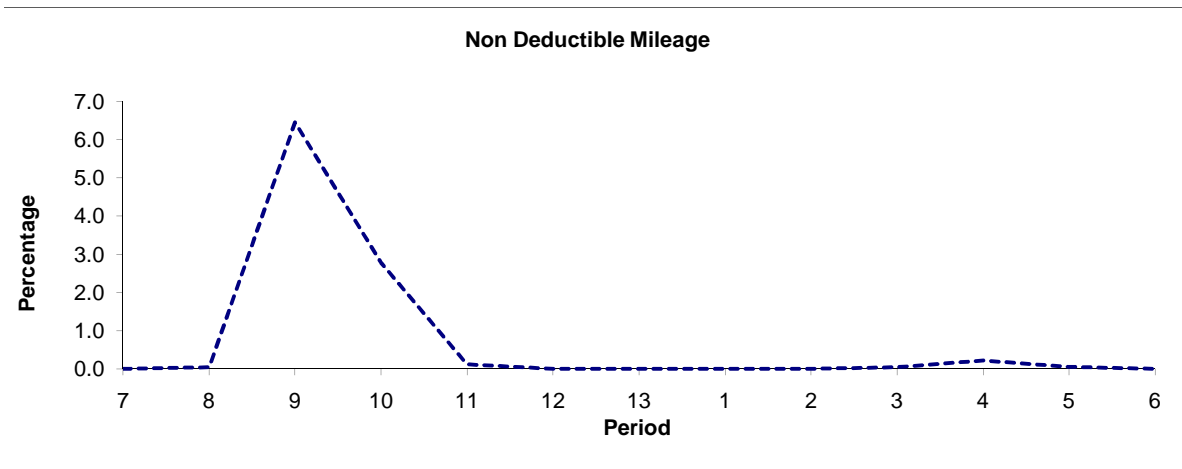
Route 470



Period	7	8	9	10	11	12	13	1	2	3	4	5	6
2010/2011	99.80	99.58	93.37	97.00	99.83	99.91	99.73	99.57	99.86	99.65	99.49	99.88	99.56
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	2	3	4	5	6
2010/2011	0.20	0.38	0.18	0.23	0.05	0.09	0.27	0.43	0.14	0.31	0.29	0.07	0.44

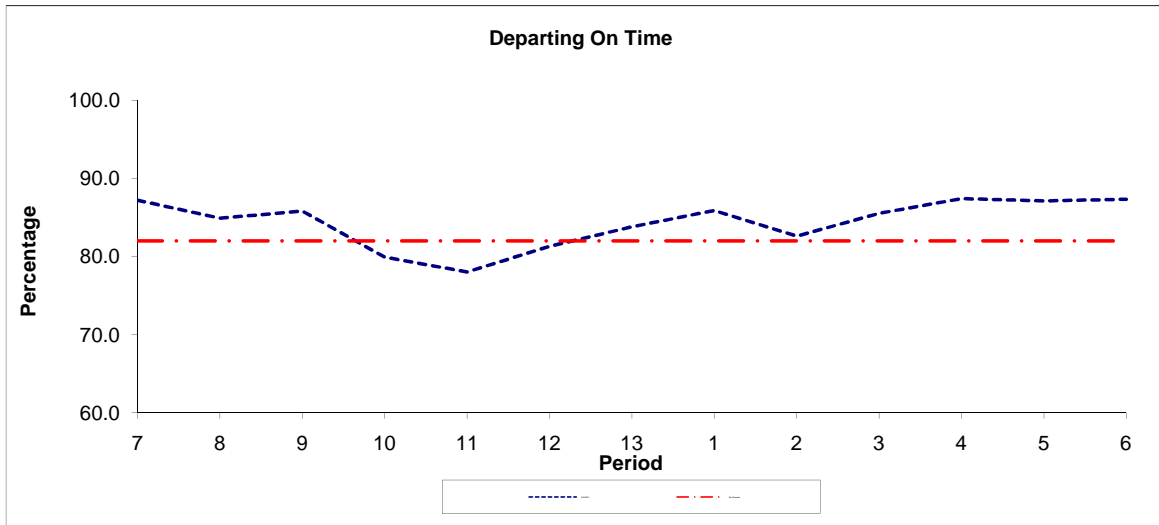


Period	7	8	9	10	11	12	13	1	2	3	4	5	6
2010/2011	0.00	0.04	6.45	2.77	0.12	0.00	0.00	0.00	0.00	0.04	0.22	0.05	0.00

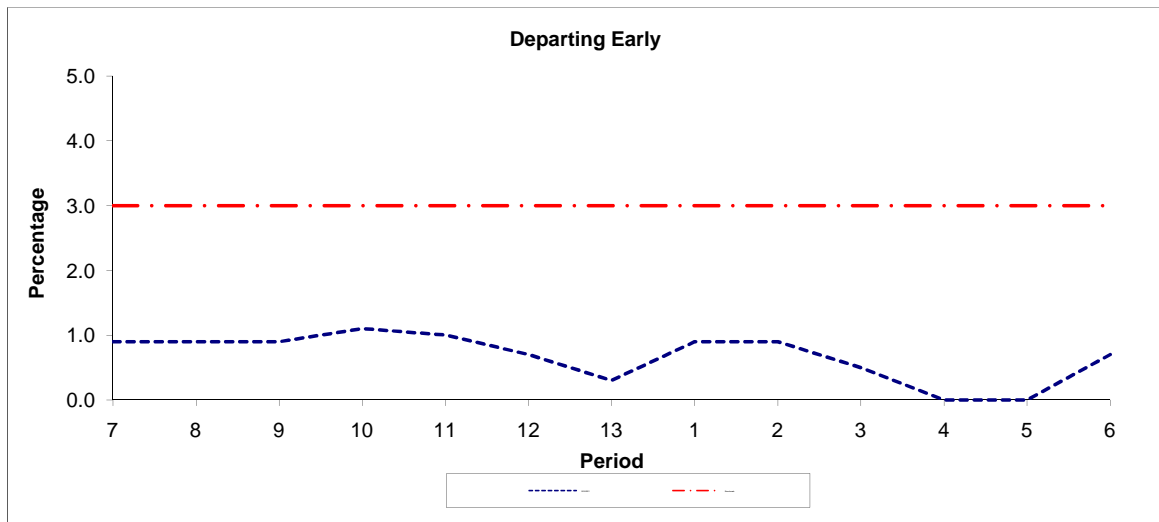
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 470



Period	7	8	9	10	11	12	13	1	2	3	4	5	6
2010/2011	87.20	84.90	85.80	79.90	78.00	81.30	83.80	85.90	82.60	85.50	87.40	87.10	87.30
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	7	8	9	10	11	12	13	1	2	3	4	5	6
2010/2011	0.90	0.90	0.90	1.10	1.00	0.70	0.30	0.90	0.90	0.50	0.00	0.00	0.70
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 470: Colliers Wood Station - Epsom Clock Tower

Date of Structural Change: 17 November 2012.

Date of Service Change: 17 November 2012.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Epsom Clock Tower: Christchurch Road, Collier's Wood High Street, Priory Road, Christchurch Road, Merantun Way, Morden Road, Mordenhall Road Roundabout, London Road, Morden Station Forecourt, London Road, Mordenhall Road Roundabout, Morden Hall Road, Central Road, Farm Road, Faversham Road, Furness Road, Love Lane, Forest Road, Sutton Common Road, Sutton High Street, Marshall's Road, Throwley Way, Carshalton Road, Chalk Pit Way, Sutton Court Road, Sutton High Street, Mulgrave Road, Worcester Road, York Road, Dorset Road, Northey Avenue, Sandy Lane, Station Way, Ewell Road, Cheam Road, Ewell By-Pass, Reigate Road, Epsom Road, East Street, Epsom High Street, Ashley Road, Ashley Avenue, South Street, Epsom High Street.

Towards Colliers Wood Station: Epsom High Street, East Street, Epsom Road, Reigate Road, Ewell By-Pass, Cheam Road, Ewell Road, Station Way, Sandy Lane, Northey Avenue, Dorset Road, York Road, Worcester Road, Mulgrave Road, Sutton High Street, Grove Road, Sutton Park Road, Cheam Road, St Nicholas Way, Crown Road, Sutton High Street, Sutton Common Road, Forest Road, Love Lane, Furness Road, Faversham Road, Farm Road, Central Road, Morden Hall Road, Aberconway Road, London Road, Bus Only Slip Road, Morden Station Forecourt, London Road, Mordenhall Road Roundabout, Morden Road, Merantun Way, Christchurch Road.

STANDING AND TURNING POINTS

COLLIERS WOOD STATION

Public stand for one bus on west side of Christchurch Road, north of the junction of Priory Road.

Buses proceed from Christchurch Road direct to stand, departing to Christchurch Road. Set down in Christchurch Road, on stand and pick up in Christchurch Road, at Stop C.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 470 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:	Colliers Wood.
OTHER INFORMATION:	Toilet facilities are available within the LUL station.

MORDEN STATION FORECOURT (from EPSOM CLOCK TOWER)

Private stand for up to 8 buses on Morden Station Forecourt on north side of London Road. Buses proceed from Morden Station Forecourt direct to stand, departing via Morden Station Forecourt to London Road. Set down in Morden Station Forecourt, at Stop A and pick up in London Road, at Stop C.

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:	Morden.

SUTTON, MARSHALLS ROAD (from EPSOM CLOCK TOWER)

Public stand for one bus on north side of Marshall's Road, commencing 35 metres east of the centre line of the slip road to Throwley Way and extending 11 metres west.

Buses proceed from St Nicholas Way via Crown Road, Sutton High Street and Marshall's Road to stand, departing via Marshall's Road to Throwley Way. Set down in St Nicholas Way, at Stop W and pick up in Throwley Way, at Stop E.

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:	Sutton Town Centre.

SUTTON STATION, THE QUADRANT (from Colliers Wood Station)

Public stand for two buses in bay in The Quadrant (west arm), opposite Quadrant House. Buses proceed from Sutton High Street via Brighton Road and The Quadrant to stand, departing via The Quadrant, Wellesley Road and Brighton Road to Sutton High Street. Set down in Sutton High Street, at Stop N and pick up in Sutton High Street, 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: Sutton Station.

CHEAM VILLAGE, ANNE BOLEYN'S WALK (from Colliers Wood Station)

Public stand for two buses on west side of Anne Boleyn's Walk, commencing at a point 18 metres south of the southern kerbline of Ewell Road and extending 22 metres south. Buses proceed from Station Way via Kingsway Road and Anne Boleyn's Walk to stand, departing via Anne Boleyn's Walk to Ewell Road. Set down in Anne Boleyn's Walk, at Alighting Point and pick up in Ewell Road, at Stop A.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: None
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Cheam.
OTHER INFORMATION: .

CHEAM, REIGATE ROAD (from Colliers Wood Station)

Buses proceed from Cheam Road via Ewell By-Pass, Ewell By-pass and Ewell By-Pass departing to Epsom Road. Set down in Cheam Road and pick up in Epsom Road.

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

EPSOM, CLOCK TOWER

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

Buses proceed from Epsom High Street direct to stand, departing to Epsom High Street. Set down in Epsom High Street, on stand and pick up in Epsom High Street, at Stop C.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 1 buses on Route 470 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.

Transport for London - Live Mileage List

Route 470
 Service change 22911
 Date 7 December 2009

OUT DIRECTION					
Timing Point	Code	Stop Number	Stop Name	Metres	Miles
CLWDSN S	CLWDSN S		COLLIERS WOOD STATION		
CLWDSN		33644	Colliers Wood Station	0	0.00
		18671	Christ Church	329	0.20
		BP3678	Merton Abbey	370	0.23
MRDRTS		14845	Lombard Road	1000	0.62
		3290	Dorset Road	464	0.29
		17620	Kenley Road	329	0.20
MORDSN		26817	London Road / Morden Station	245	0.15
		W48	Morden Station	235	0.15
		17561	Morden Hall	292	0.18
		2850	Morden Hall Road/ Central Road.	404	0.25
		BP836	Merton College	510	0.32
		BP834	Morden Tavern	163	0.10
		H1241	0	415	0.26
		H1243	0	432	0.27
STHRLG		OC643	0	508	0.32
		HC54	Hail & Ride Section	615	0.38
		29767	Reigate Avenue	489	0.30
SCMNSN		OC644	0	633	0.39
		HC55	Hail & Ride Section	170	0.11
		33809	Sutton Green	513	0.32
SUTTMR		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
SUTTSN		29910	Sutton Station	455	0.28
SNDLNA		OC645	0	2857	1.78
		HC56	Hail & Ride Section	858	0.53
CHMVBY		14160	Cheam Broadway	335	0.21
		14173	Nonsuch Park	303	0.19
		BP3929	West Drive	929	0.58
		BP3931	Bramley Road	209	0.13
		BP3933	Albury Avenue	390	0.24
		BP3938	Springfield Road	480	0.30
		BP3935	Ewell East Station	577	0.36
EWVLGM		BP3951	Reigate Road / Green Man	890	0.55
		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
		OC61	Ashley Road	226	0.14
EPSMCT		OC58	Epsom Clock Tower	601	0.37
		EPSMCT S	EPSOM, CLOCK TOWER	0	0.00

TOTAL ROUTE MILEAGE - OUT DIRECTION 20115 metres 12.50 miles

BACK DIRECTION					
Timing Point	Code	Stop Number	Stop Name	Metres	Miles
EPSMCT S	EPSMCT S		EPSOM, CLOCK TOWER		
EPSMCT		OC58	Epsom Clock Tower	0	0.00
		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
		BP3936	Ewell East Station	1010	0.63
		BP3939	Springfield Road	462	0.29
		BP3934	Albury Avenue	428	0.27
		BP3932	Bramley Road	438	0.27
		BP3930	West Drive	196	0.12
		14174	Nonsuch Park	882	0.55
CHMVBY		R0673	Cheam Broadway	284	0.18
		BP3677	Cheam Station	234	0.15
SNDLNA		OC807	0	995	0.62
		HC57	Hail & Ride Section	2640	1.64
SUTTSN		4527	Sutton Station	239	0.15
		W41	Sutton Post Office	173	0.11
		35568	Sutton Civic Centre	420	0.26
		35570	Saint Nicholas Centre	355	0.22
SUTTCR		35573	Crown Road	387	0.24
		7594	Sutton Green	352	0.22
SCMNSN		OC806	0	477	0.30
		HC26	Hail & Ride Section	477	0.30
		37329	Reigate Avenue	231	0.14
STHRLG		OC740	0	1035	0.64
		H1244	0	523	0.32
		H1242	0	326	0.20
		HC58	Hail & Ride Section	216	0.13
		BP837	Morden Tavern	174	0.11
		BP835	Merton College	206	0.13
		R0299	Morden Hall Road/ Central Road.	502	0.31
MORDSN		W46	Morden Station	646	0.40
		3851	Dorset Road	679	0.42
MRDRTS		14846	Morden Road Tram Stop	248	0.15
		BP3679	Merton Abbey	1259	0.78
CLWDSN		BP5122	Colliers Wood Station	383	0.24
		CLWDSN S	COLLIERS WOOD STATION	0	0.00

TOTAL ROUTE MILEAGE - BACK DIRECTION 19003 metres 11.81 miles