

## 7. Service Specification

Route: S3

Contract Reference: QC56103

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>	S3
<b>Terminus Points</b>	Sutton Hospital and Malden Manor Station
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	8 <sup>th</sup> April 2017
<b>Vehicle Type</b>	45 capacity, single door, single deck, minimum 8.9m long
<b>Current Maximum Approved Dimensions</b>	8.9 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 - Option 1 &amp; 2</b>	Departing on Time - No less than 82.00%
<b>Extension Threshold - Option 1 &amp; 2</b>	Departing on Time Threshold - 85.00%
<b>Minimum Operated Mileage Standard - Option 1 &amp; 2</b>	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on Tuesday 31<sup>st</sup> May 2016.

*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. S3.

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 changes are proposed.

### **Option 2**

- A new Sunday service is specified with a frequency of every 30 minutes.

### **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. S3:

**Towards Maldon Manor Station:** Cambridge Road - West Street, Colston Avenue, Westmead Road, Lower Road, Lind Road - Langley Park Road, Cedar Road - Dibdin Road, Marlborough Road, Sutton Common Road - Gander Green Lane, Windsor Avenue, Henley Avenue, Staines Avenue - Langley Avenue, Dorchester Road, Browning Avenue - Green Lane - The Manor Drive and Manor Drive North.

**Towards Sutton Hospital:** Manor Drive North, The Manor Drive - Green Lane - Browning Avenue, Dorchester Road, Langley Avenue - Staines Avenue, Henley Avenue, Windsor Avenue, Gander Green Lane - Sutton Common Road, Marlborough Road, Dibdin Road, Stayton Road - Cedar Road, Langley Park Road, Carshalton Road, Lind Road - Westmead Road, Colston Avenue, West Street and Cambridge Road,

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

1. Annual diesel price - based on minimum 5 year contract.

**Tenderers are also encouraged to offer alternative vehicle options in accordance with Part 9 of their tender, including but not limited to:**

- **Modifications to reduce emissions and fuel consumption (including energy storage, engine stop/start and/or energy efficient components),**
- **Zero emission Vehicles (e.g. Electric or fuel cell)**
- **Existing vehicles.**

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

##### Option 1 & 2

Sutton Hospital to Maldon Manor Station			Maldon Manor Station to Sutton Hospital		
First departure no later than 0605.			First departure no later than 0620.		
0600 - 1945	Every 20 minutes		0615 - 1930	Every 20 minutes	
1946 - 2120	Every 30 minutes		1931 - 2005	Every 30 minutes	
Last departure no earlier than 2115.			Last departure no earlier than 2000.		
<b>Pinchpoints</b>					
Sutton Common Road Marlborough Road	0745 - 0925	20 minutes	Sutton Station, High Street	0750 - 0930	20 minutes
	1525 - 1725	20 minutes		1530 - 1730	20 minutes

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

##### Option 1 & 2

Sutton Hospital to Maldon Manor Station			Maldon Manor Station to Sutton Hospital		
First departure no later than 0605.			First departure no later than 0630.		
0600 - 1945	Every 20 minutes		0625 - 1930	Every 20 minutes	
1946 - 2120	Every 30 minutes		1931 - 2005	Every 30 minutes	
Last departure no earlier than 2115.			Last departure no earlier than 2000.		
<b>Pinchpoints</b>					
Sutton Common Road Marlborough Road	1005 - 1125	20 minutes	Sutton Station, High Street	1010 - 1130	20 minutes

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

##### Option 2

Sutton Hospital to Maldon Manor Station			Maldon Manor Station to Sutton Hospital		
First departure no later than 0715.			First departure no later than 0730.		
0710 - 2120	Every 30 minutes		0725 - 2005	Every 30 minutes	
Last departure no earlier than 2115.			Last departure no earlier than 2000.		
<b>Pinchpoints</b>					
Sutton Common Road Marlborough Road	1015 - 1115	30 minutes	Sutton Station, High Street	1030 - 1130	30 minutes

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

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

- 4.1) Route No. S3 can suffer from unpredictable traffic delays in the Carshalton and Sutton areas.
- 4.2) In Belmont , a Cancer hub for research and treatment is being proposed. This is expected to generate between 6,000 to 9,000 additional jobs. Additional housing and a school is expected to be provided as part of the site.
- 4.3) The London Borough of Sutton has commissioned work on the Sutton Town Centre Plan and will undertake consultation in 2016. Part of this plan includes a proposed tram extension from South Wimbledon to Sutton. As plans for Sutton develop the bus network will continue to be reviewed.

#### **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 S3: Sutton Hospital - Malden Manor Station

**Date of Structural Change:** 8 April 2017.

**Date of Service Change:** 8 April 2017.

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

### STREETS TRAVERSED

**Towards Malden Manor Station:** Private Road In Sutton Hospital Grounds, Exit From Sutton Hospital Grounds, Cotswold Road, Sutton Lane, Downs Road, Private Road In Royal Marsden Hospital Grounds, Downs Road, Banstead Road South, Banstead Road, Cambridge Road, Carshalton Road, Pound Street, West Street, Colston Avenue, Westmead Road, Lower Road, Lind Road, Carshalton Road, Langley Park Road, Cedar Road, Brighton Road, Sutton High Street, Grove Road, Sutton Park Road, Cheam Road, St Nicholas Way, Crown Road, Sutton High Street, Hallmead Road, Stayton Road, Dibdin Road, Marlborough Road, Sutton Common Road, Oldfields Road, Tesco Access Road, Wealdstone Road, Kimpton Road, Gander Green Lane, Windsor Avenue, Henley Avenue, Staines Avenue, London Road, Sainsburys Access Road, London Road, Langley Avenue, Dorchester Road, Browning Avenue, Longfellow Road, Green Lane, Central Road, Malden Road, The Manor Drive, Manor Drive North.

**Towards Sutton Hospital:** Manor Drive North, The Manor Drive, Malden Road, Central Road, Green Lane, Longfellow Road, Browning Avenue, Dorchester Road, Langley Avenue, London Road, Sainsburys Access Road, London Road, Staines Avenue, Henley Avenue, Windsor Avenue, Gander Green Lane, Kimpton Road, Wealdstone Road, Tesco Access Road, Oldfields Road, Sutton Common Road, Marlborough Road, Dibdin Road, Stayton Road, Hallmead Road, Sutton High Street, Marshall's Road, Throwley Way, Carshalton Road, Chalk Pit Way, Sutton Court Road, Sutton High Street, Brighton Road, Cedar Road, Langley Park Road, Carshalton Road, Lind Road, Lower Road, Westmead Road, Colston Avenue, West Street, Pound Street, Carshalton Road, Cambridge Road, Banstead Road, Banstead Road South, Downs Road, Private Road In Royal Marsden Hospital Grounds, Downs Road, Sutton Lane, Cotswold Road, Entrance To Sutton Hospital Grounds, Private Road In Sutton Hospital Grounds.

## **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 HOSPITAL**

Private stand in the grounds of Sutton Hospital, at the green adjacent to the main entrance and exit road of the hospital.

Buses proceed from Private Road In Sutton Hospital Grounds direct to stand, departing to Private Road In Sutton Hospital Grounds. Set down in Private Road In Sutton Hospital Grounds, at Stop K (BP1302 - Sutton Hospital, Last Stop on LOR: BP1302 - Sutton Hospital) and pick up in Private Road In Sutton Hospital Grounds, at Stop K (BP1302 - Sutton Hospital, First Stop on LOR: BP1302 - Sutton Hospital).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 1 bus on Route S3 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 Hospital.

### **SUTTON STATION (from MALDEN MANOR 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 (West And North And East Arms), Wellesley Road and Brighton Road to High Street. Set down in Sutton High Street, at Stop N (29910 - Sutton Station #, Last Stop on LOR: 14881 - Sutton Police Station) and pick up in Sutton High Street, at Stop P (4527 - Sutton Station #, First Stop on LOR: BP5949 - Sutton Station #).

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: Sutton Station.

### **SUTTON, MARSHALL'S ROAD (from Sutton Hospital)**

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 (35570 - St Nicholas Centre, Last Stop on LOR: 35570 - St Nicholas Centre) and pick up in Throwley Way, at Stop E (35336 - Benhill Avenue, First Stop on LOR: 35336 - Benhill Avenue).

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: Sutton Town Centre.

### **NORTH CHEAM, SAINSBURY'S (from Sutton Hospital)**

Buses proceed from Sainsburys Access Road departing to Sainsburys Access Road. Set down in Sainsburys Access Road, at Stop L (BP1036 - North Cheam / Sainsbury's, Last Stop on LOR: BP1036 - North Cheam / Sainsbury's) and pick up in Sainsburys Access Road, at Stop L (BP1036 - North Cheam / Sainsbury's, First Stop on LOR: BP1036 - North Cheam / Sainsbury's).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
BLIND DISPLAY: North Cheam, Sainsbury's.

### **MALDEN MANOR STATION**

Public stand in east side of Manor Drive North, north of railway bridge.

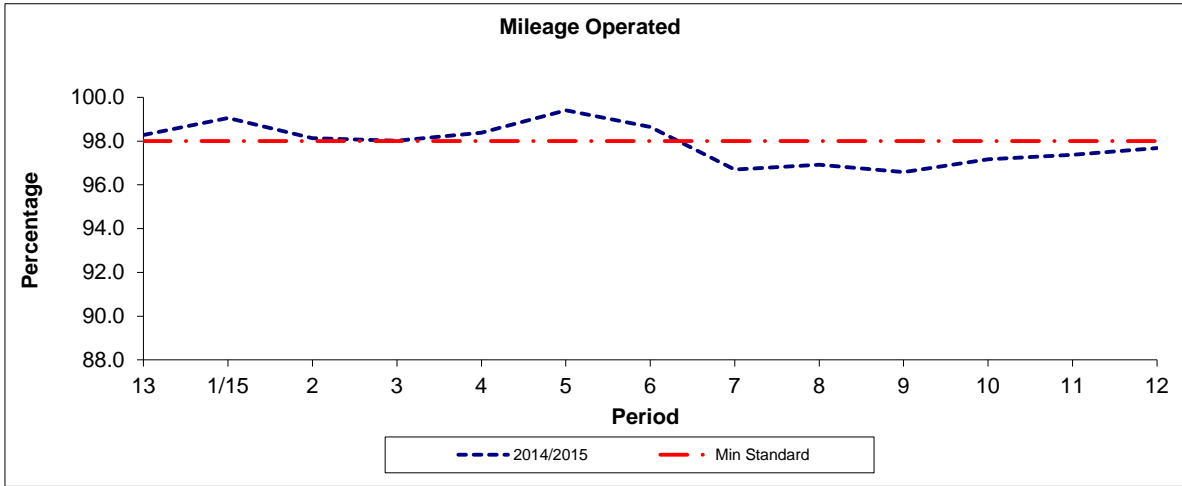
Buses proceed from Manor Drive North direct to stand, departing to Manor Drive North. Set down in Manor Drive North, at stop MZ (BP5378 - Malden Manor Station #, Last Stop on LOR: BP5378 - Malden Manor Station #) and pick up in Manor Drive North, at stop MY (BP5377 - Malden Manor Station #, First Stop on LOR: BP5377 - Malden Manor Station #).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 1 bus on Route S3 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: Malden Manor.

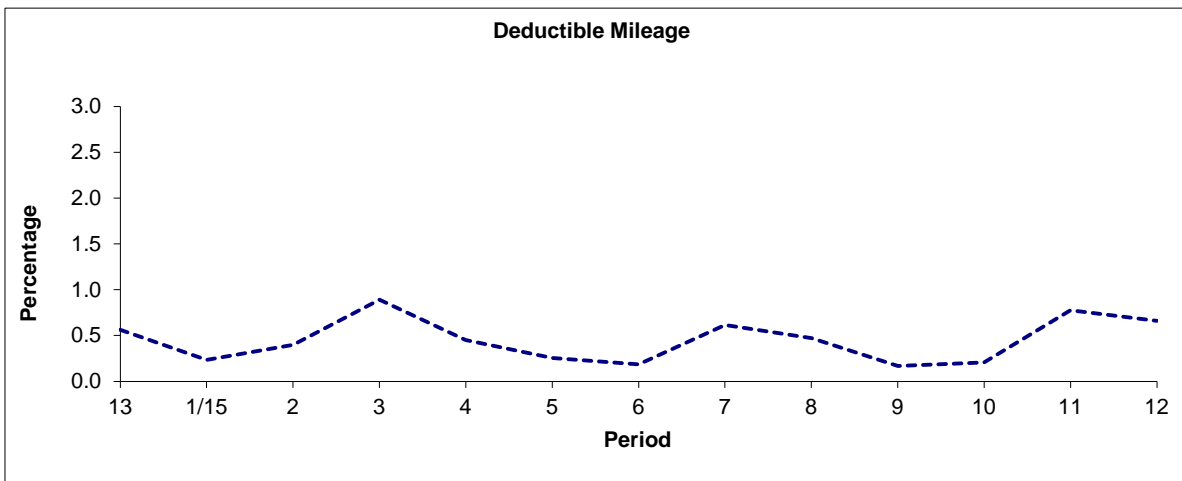


**PART B - PERFORMANCE STATISTICS**

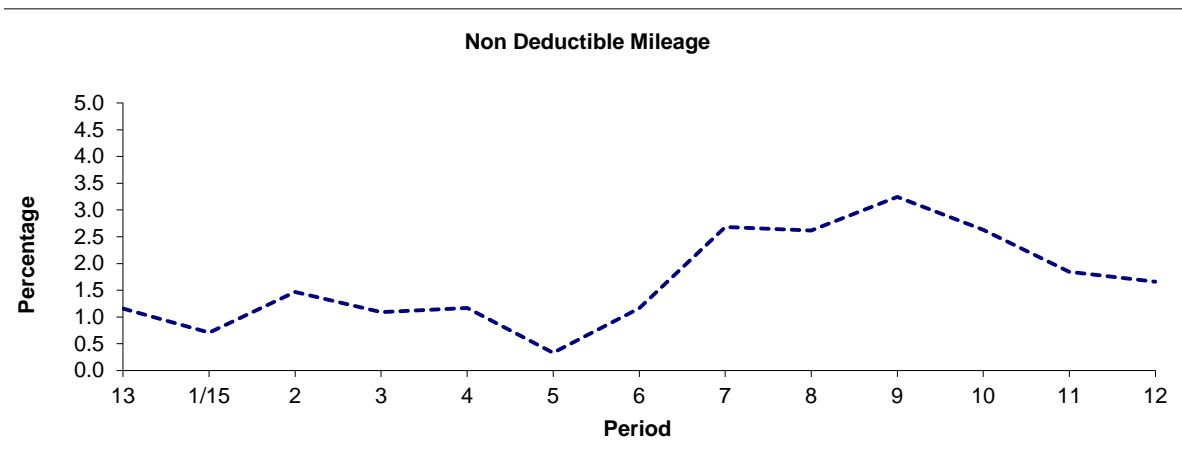
**Route S3 (Both Options)**



Period	13	1/15	2	3	4	5	6	7	8	9	10	11	12
2014/2015	98.28	99.06	98.13	98.02	98.38	99.41	98.65	96.70	96.91	96.59	97.17	97.38	97.68
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	13	1/15	2	3	4	5	6	7	8	9	10	11	12
2014/2015	0.56	0.23	0.40	0.89	0.45	0.26	0.19	0.62	0.47	0.17	0.21	0.78	0.66

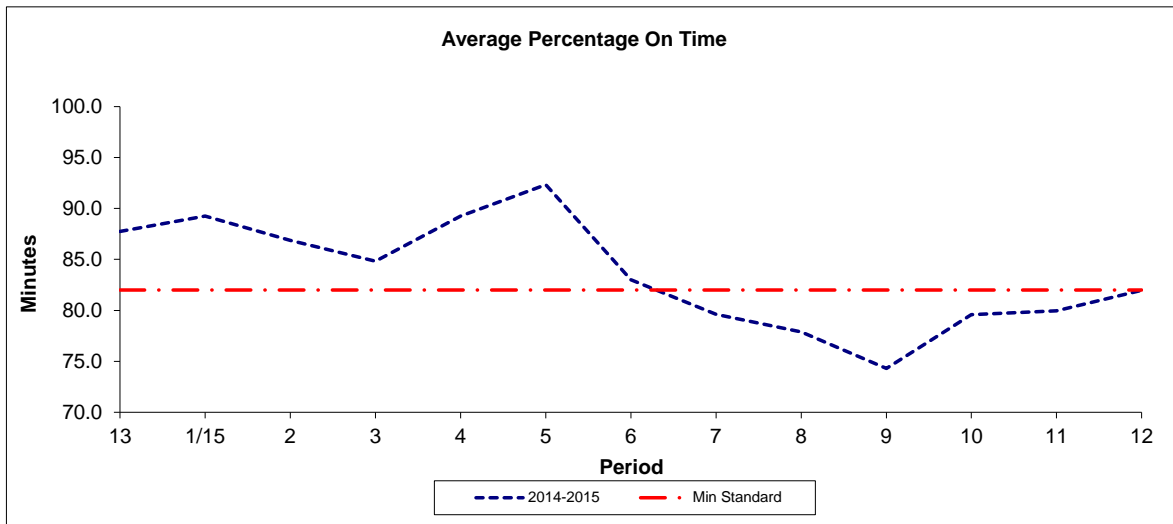


Period	13	1/15	2	3	4	5	6	7	8	9	10	11	12
2014/2015	1.16	0.71	1.47	1.09	1.17	0.33	1.16	2.68	2.61	3.24	2.63	1.85	1.66

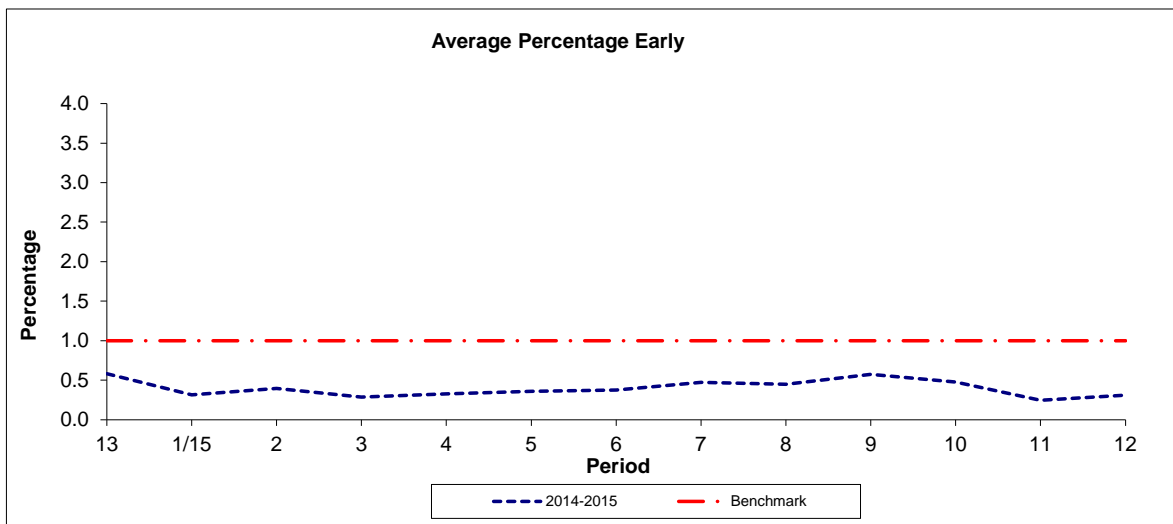
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route S3 (Both Options)**



Period	13	1/15	2	3	4	5	6	7	8	9	10	11	12
2014-2015	87.7	89.2	86.9	84.8	89.3	92.3	83.0	79.6	77.9	74.3	79.6	80.0	82.0
Min Standard	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0



Period	13	1/15	2	3	4	5	6	7	8	9	10	11	12
2014-2015	0.6	0.3	0.4	0.3	0.3	0.4	0.4	0.5	0.4	0.6	0.5	0.2	0.3
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

**Reliability is actual performance under full iBus (4 weeks data).**

**Minimum Standards and Benchmarks are those applicable under the new contract.**

**ROUTE S3 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 4 14/15 TO QUARTER 3 15/16 (03/01/15 - 08/01/16)**

**MONDAY - FRIDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	5,537	5,469	98.8	98.9	<b>96.6</b>	1.1	0.1	2.3
07:00 - 10:00	36,451	35,476	97.3	96.5	<b>80.5</b>	3.7	0.8	14.9
10:00 - 13:00	37,266	37,018	99.3	98.9	<b>88.8</b>	1.1	0.2	9.9
13:00 - 16:00	37,369	36,614	98.0	98.2	<b>85.5</b>	2.0	0.3	12.2
16:00 - 19:00	36,864	36,065	97.8	95.6	<b>74.6</b>	4.6	0.3	20.4
19:00 - 22:00	27,767	27,979	100.8	99.2	<b>96.0</b>	0.8	0.4	2.7
22:00 - 24:00	498	388	77.9	100.0	<b>99.8</b>	0.0	0.0	0.2
<b>All Locations</b>	<b>181,752</b>	<b>179,009</b>	<b>98.5</b>	<b>97.7</b>	<b>84.2</b>	<b>2.7</b>	<b>0.4</b>	<b>12.7</b>

**SATURDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	1,396	1,377	98.6	99.3	<b>97.1</b>	0.7	0.0	2.2
07:00 - 10:00	8,224	8,283	100.7	99.7	<b>98.2</b>	0.3	0.4	1.1
10:00 - 13:00	8,544	8,121	95.0	95.7	<b>75.2</b>	4.7	1.0	19.1
13:00 - 16:00	8,408	8,076	96.1	93.3	<b>71.6</b>	7.0	0.8	20.7
16:00 - 19:00	8,752	8,635	98.7	98.6	<b>90.6</b>	1.4	0.6	7.4
19:00 - 22:00	6,480	6,553	101.1	99.5	<b>97.2</b>	0.5	0.9	1.4
22:00 - 24:00	116	86	74.1	100.0	<b>99.1</b>	0.0	0.9	0.0
<b>All Locations</b>	<b>41,920</b>	<b>41,131</b>	<b>98.1</b>	<b>97.3</b>	<b>84.6</b>	<b>3.2</b>	<b>0.8</b>	<b>11.4</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	6,933	6,846	98.7	99.0	<b>96.6</b>	1.0	0.1	2.3
07:00 - 10:00	44,675	43,759	97.9	97.1	<b>82.1</b>	3.4	0.8	13.7
10:00 - 13:00	45,810	45,139	98.5	98.3	<b>86.2</b>	1.8	0.3	11.7
13:00 - 16:00	45,777	44,690	97.6	97.3	<b>83.1</b>	2.9	0.4	13.7
16:00 - 19:00	45,616	44,700	98.0	96.2	<b>76.9</b>	4.2	0.4	18.5
19:00 - 22:00	34,247	34,532	100.8	99.3	<b>96.2</b>	0.8	0.5	2.5
22:00 - 24:00	614	474	77.2	100.0	<b>99.7</b>	0.0	0.2	0.2
<b>All Locations</b>	<b>223,672</b>	<b>220,140</b>	<b>98.4</b>	<b>97.6</b>	<b>84.3</b>	<b>2.7</b>	<b>0.4</b>	<b>12.5</b>

No Sunday service.

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

**TRANCHE 561**

Route S3  
 Service change 31574  
 Date 20/08/2012  
 QSI Points are highlighted

Reason for Issue End of route cut back introduced on 23/07/2012

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
SUTTHP	BP1302	Sutton Hospital		
	18596	Downs Road / Belmont Station	250	0.16
	16698	Royal Marsden Hospital / Downs Road	209	0.13
RLMNHP	BP2073	Royal Marsden Hospital	197	0.12
	16700	Downs Road / Banstead Road South	462	0.29
	16702	Pine Walk	387	0.24
	16704	West Way	515	0.32
	16706	Crossways	377	0.23
	16709	Staplehurst Road	552	0.34
CARBRR	BP626	Downside Road	329	0.20
	6489	Carshalton Road / Cambridge Road	694	0.43
WEMRBA	6468	Byron Avenue		
	6467	Benhill Road	242	0.15
	6466	Lower Road	195	0.12
	16714	Lind Road		
SUTTSN	BP5949	Sutton Station		
	W41	Sutton Post Office	173	0.11
	35568	Sutton Civic Centre	420	0.26
	35570	St Nicholas Centre	355	0.22
	35573	Crown Road	387	0.24
SUTTGN	7594	Sutton Green	352	0.22
SCMRMR		St John's Road		
WLDSRD	BP5701	Sutton-Cheam Tesco Store		
		Gander Green Lane		
	7592	Langley Avenue		
	14915	North Cheam Sports Club	233	0.14
NCHESY	BP1036	North Cheam / Sainsbury's	467	0.29
	14918	North Cheam Sports Club	395	0.25
		Longfellow Road		
WCPKSN	2022	Worcester Park Station		
MALMSN	BP5378	Malden Manor Station	1399	0.87
Total Route Mileage - Out Direction			19635	12.20

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
MALMSN	BP5377	Malden Manor Station		
WCPKSN	2023	Worcester Park Station	1347	0.84
		Green Lane		
	7592	Langley Avenue		
	14915	North Cheam Sports Club	233	0.14
NCHESY	BP1036	North Cheam / Sainsbury's	467	0.29
	14918	North Cheam Sports Club	395	0.25
	7591	Langley Avenue	253	0.16
		Gander Green Lane		
	BP5698	Kimpton Road		
WLDSRD	BP5700	Sutton-Cheam Tesco Store	407	0.25
	18547	Stayton Road	259	0.16
SCMRMR		St John's Road		
SUTTGN	33809	Sutton Green		
	6479	High Street / Marshalls Road	217	0.13
	35336	Benhill Avenue	205	0.13
	35510	Manor Place	188	0.12
	36521	Times Square	205	0.13
	14881	Sutton Police Station	246	0.15
SUTTSN	3733	Sutton Station	477	0.30
	6484	Benhill Road		
WEMRBA	6485	Byron Avenue	215	0.13
	14176	Pound Street		
		Carshalton Road		
CARBRR	BP625	Downside Road		
	16708	Staplehurst Road	434	0.27
	16707	Crossways	271	0.17
	16705	West Way	510	0.32
	16703	Pine Walk	399	0.25
	16701	Banstead Road South / Downs Road	356	0.22
RLMNHP	BP2073	Royal Marsden Hospital	483	0.30
	R0733	Royal Marsden Hospital / Downs Road	340	0.21
	18595	Downs Road / Belmont Station	107	0.07
SUTTHP	BP1302	Sutton Hospital	309	0.19
Total Route Mileage - Back Direction			19561	12.15