

7. Service Specification

Route: T31 QC44103

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	New Addington, Homestead Way to Forestdale, Courtwood Lane
Contract Basis	Incentivised
Commencement Date	10 th May 2014
Vehicle Type	60 capacity, dual door, single deck buses, subject to a satisfactory route test.
Current Maximum Approved Dimensions	10.2 metres long and 2.44 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Average Excess Wait Time - No more than 0.60 minutes.
Extension Threshold	Average Excess Wait Time - No more than 0.50 minutes.
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on Tuesday 28th May 2013

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. T31.

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 specified, subject to a satisfactory route test.
- The Boxing Day service should match the Sunday service.
- **Tenderers must identify the cost of the Boxing Day element of this service separately.**

Operators should provide the following prices:

- Annual diesel price – based on minimum 5 year contract.
- Annual hybrid price – based on minimum 5 year contract.
- Annual hybrid price – based on minimum 7 year contract.
- Annual hybrid price – with upfront payment of capital difference between diesel and hybrid for 5 year contract.
- Annual hybrid price – with upfront payment of capital difference between diesel and hybrid for 7 year contract.

All tender prices should be based on the gross fuel cost exclusive of BSOG payments which will not be claimable from DfT after 1st October 2013.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

New Addington, Homestead Way to Forestdale, Courtwood Lane			Forestdale, Courtwood Lane to New Addington, Homestead Way		
First departure no later than 0445			First departure no later than 0440		
0440 - 0545	Every 20 minutes		0435 - 0520	Every 20 minutes	
0546 - 0630	Every 15 minutes		0521 - 0645	Every 15 minutes	
0631 - 1940	Every 7 - 8 minutes (8 buses per hour)		0646 - 1950	Every 7 - 8 minutes (8 buses per hour)	
1941 - 2010	Every 10 minutes		1951 - 2010	Every 10 minutes	
2011 - 0030	Every 15 minutes		2011 - 0100	Every 15 minutes	
Last departure no earlier than 0025			Last departure no earlier than 0055		
Pinchpoints					
Addington Village Interchange	0720 - 0850	8 minutes	New Addington Goldcrest Way, King Henrys Drive	0705 - 0905	8 minutes
	1500 - 1630	8 minutes		1530 - 1650	8 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

New Addington, Homestead Way to Forestdale, Courtwood Lane			Forestdale, Courtwood Lane to New Addington, Homestead Way		
First departure no later than 0445			First departure no later than 0440		
0440 - 0625	Every 20 minutes		0435 - 0540	Every 20 minutes	
0626 - 0755	Every 15 minutes		0541 - 0810	Every 15 minutes	
0756 - 0855	Every 10 minutes		0811 - 0850	Every 10 minutes	
0856 - 1910	Every 7 - 8 minutes (8 buses per hour)		0851 - 1830	Every 7 - 8 minutes (8 buses per hour)	
1911 - 0030	Every 15 minutes		1831 - 1910	Every 10 minutes	
			1911 - 0100	Every 15 minutes	
Last departure no earlier than 0025			Last departure no earlier than 0055		
Pinchpoints					
Addington Village Interchange	0910 - 1110	8 minutes	New Addington Goldcrest Way, King Henrys Drive	0905 - 1105	8 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued.

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

New Addington, Homestead Way to Forestdale, Courtwood Lane			Forestdale, Courtwood Lane to New Addington, Homestead Way		
First departure no later than 0625			First departure no later than 0610		
0620 - 0030	Every 15 minutes		0605 - 0100	Every 15 minutes	
Last departure no earlier than 0025			Last departure no earlier than 0055		
Pinchpoints					
Addington Village Interchange	1030 - 1150	15 minutes	New Addington Goldcrest Way, King Henrys Drive	1030 - 1130	15 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) When compiling schedules Tenderers are asked to consider passengers making connections to King Henry's Drive and Parkway Tram Stops.

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 T31: New Addington, Homestead Way - Forestdale, Courtwood Lane

Date of Structural Change: 10 May 2014.

Date of Service Change: 10 May 2014.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Forestdale, Courtwood Lane: Milne Park East, Homestead Way, King Henry's Drive, Arnhem Drive, Central Parade, Parkway, King Henry's Drive Roundabout, King Henry's Drive, Goldcrest Way, Headley Drive, Merrow Way, Dunley Drive, Fieldway, Lodge Lane, Lodge Lane Roundabout, Kent Gate Way, Addington Village Interchange, Lodge Lane, Lodge Lane Roundabout, Kent Gate Way, Gravel Hill Roundabout, Selsdon Park Road, Featherbed Lane, Courtwood Lane.

Towards New Addington, Homestead Way: Courtwood Lane, Featherbed Lane, Selsdon Park Road, Gravel Hill Roundabout, Kent Gate Way, Addington Village Interchange, Lodge Lane, Lodge Lane Roundabout, Lodge Lane, Fieldway, Dunley Drive, Merrow Way, Headley Drive, Goldcrest Way, King Henry's Drive, Montacute Road, Salcot Crescent, Parkway, Central Parade, Arnhem Drive, King Henry's Drive, Homestead Way.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

NEW ADDINGTON, HOMESTEAD WAY

Private stand for 4 buses in buses-only lay-by adjacent to recreation ground on north side of Homestead Way at junction with Milne Park East.

Buses proceed from Homestead Way via Milne Park East to stand, departing to Milne Park East. Set down in Homestead Way (27763 - Homestead Way / Milne Park, Last Stop on LOR: 27763 - Homestead Way / Milne Park) and pick up in Milne Park East (27764 - Homestead Way / Milne Park, First Stop on LOR: 27764 - Homestead Way / Milne Park).

AVAILABILITY:

At any time.

OPERATING RESTRICTIONS:

No more than 2 buses on Route T31 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:

New Addington, Homestead Way.

ADDINGTON VILLAGE INTERCHANGE

Private stand in two sections for 4 buses in Addington Village Interchange Bus Station south of the Kent Gate Way/Lodge Lane roundabout:

- 1 - for 2 buses facing east offside on south side of bus station at Stop BP4059.
- 2 - for 2 buses facing west offside on north side of bus station at Stop BP4060.

From Forestdale, Courtwood Lane.

Buses proceed from Addington Village Interchange direct to stand, departing to Addington Village Interchange. Set down in Addington Village Interchange, at Stop E (BP2330 - Addington Village Interchange, Last Stop on LOR: BP2330 - Addington Village Interchange) and pick up in Addington Village Interchange, at Stop C (BP2328 - Addington Village Interchange, First Stop on LOR: BP2328 - Addington Village Interchange).

From New Addington, Homestead Way.

Buses proceed from Addington Village Interchange direct to stand, departing to Addington Village Interchange. Set down in Addington Village Interchange, at Stop C (BP2328 - Addington Village Interchange, Last Stop on LOR: BP2328 - Addington Village Interchange) and pick up in Addington Village Interchange, at Stop A (BP2330 - Addington Village Interchange, First Stop on LOR: BP2330 - Addington Village Interchange).

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:	Addington Village.

FORESTDALE, COURTWOOD LANE

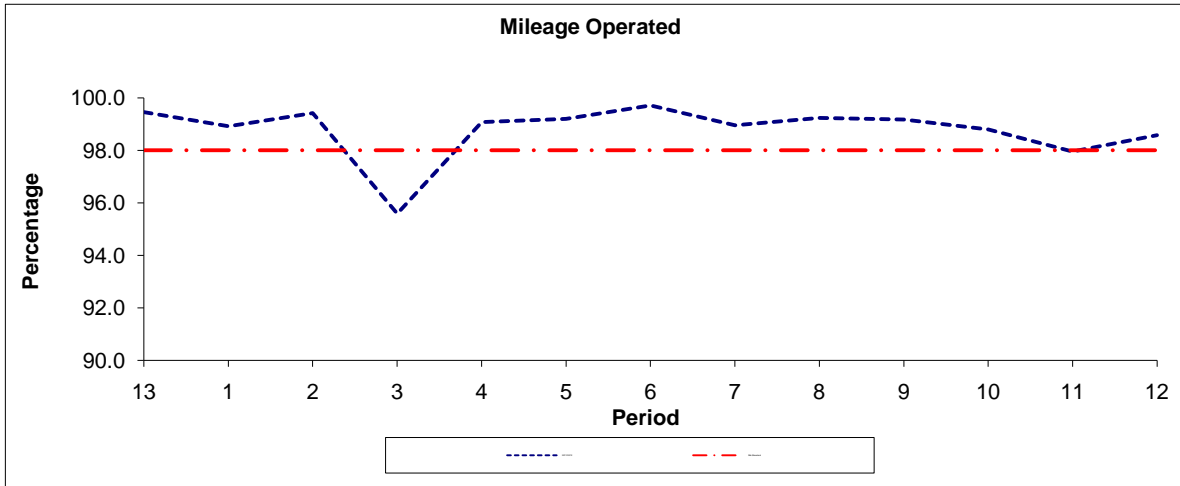
Public stand for 2 buses on east side of Courtwood Lane south of junction with northern arm of Markfield commencing opposite and 3 metres north of lamp standard No. 027 and extending 17.5 metres north.

Buses proceed from Courtwood Lane direct to stand, departing via Courtwood Lane and Circumnavigate Roundabout At End Of Courtwood Lane to Courtwood Lane. Set down in Courtwood Lane, at Alighting Point (BP1857 - Markfield, Last Stop on LOR: BP1857 - Markfield) and pick up in Courtwood Lane (BP1923 - Selsdon Nature Reserve, First Stop on LOR: BP1923 - Selsdon Nature Reserve).

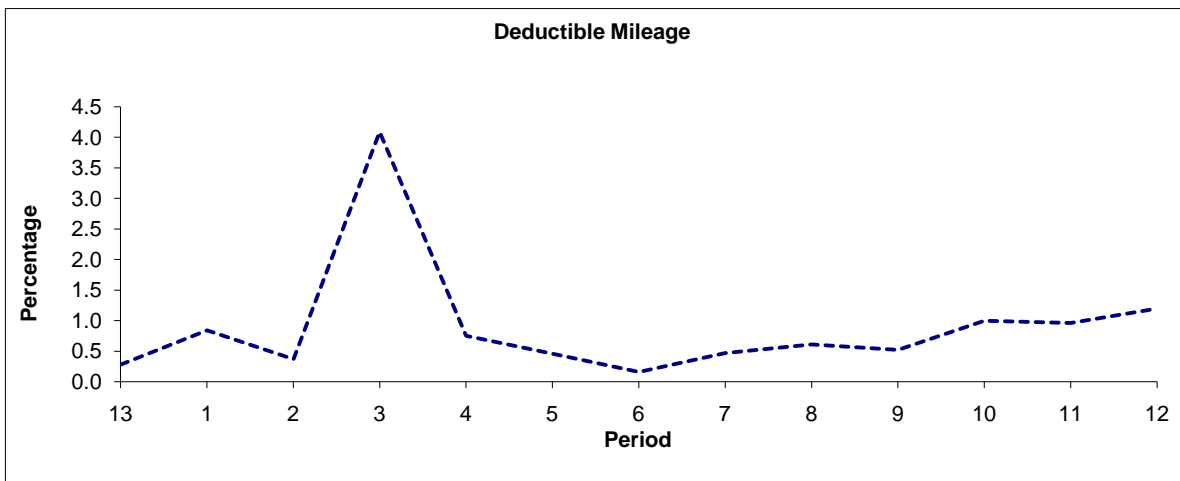
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route T31 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Forestdale.

PART B - PERFORMANCE STATISTICS

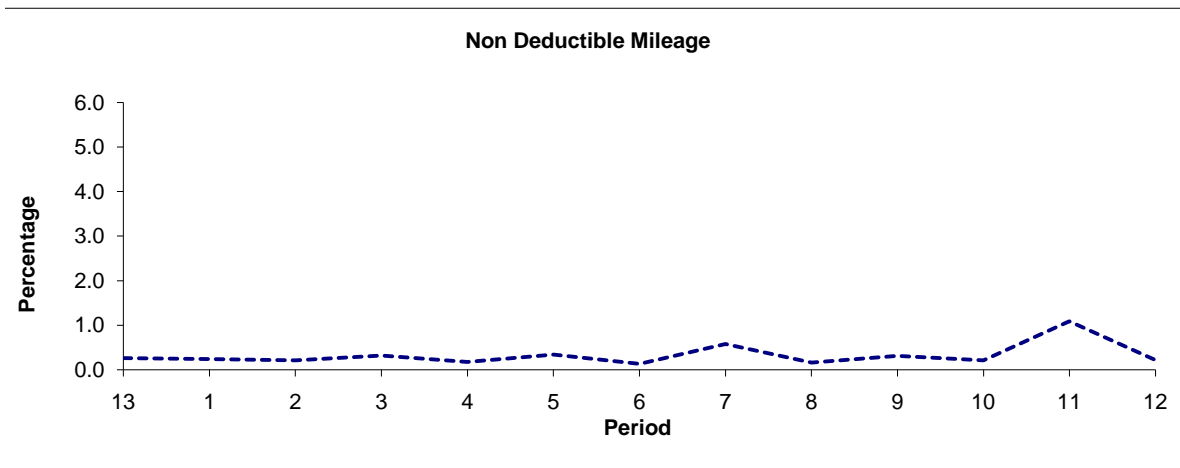
Route T31



Period	13	1	2	3	4	5	6	7	8	9	10	11	12
2011/2012	99.46	98.92	99.42	95.59	99.08	99.20	99.71	98.95	99.23	99.17	98.79	97.95	98.58
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	2	3	4	5	6	7	8	9	10	11	12
2011/2012	0.28	0.84	0.37	4.09	0.75	0.46	0.16	0.47	0.61	0.52	1.00	0.96	1.20

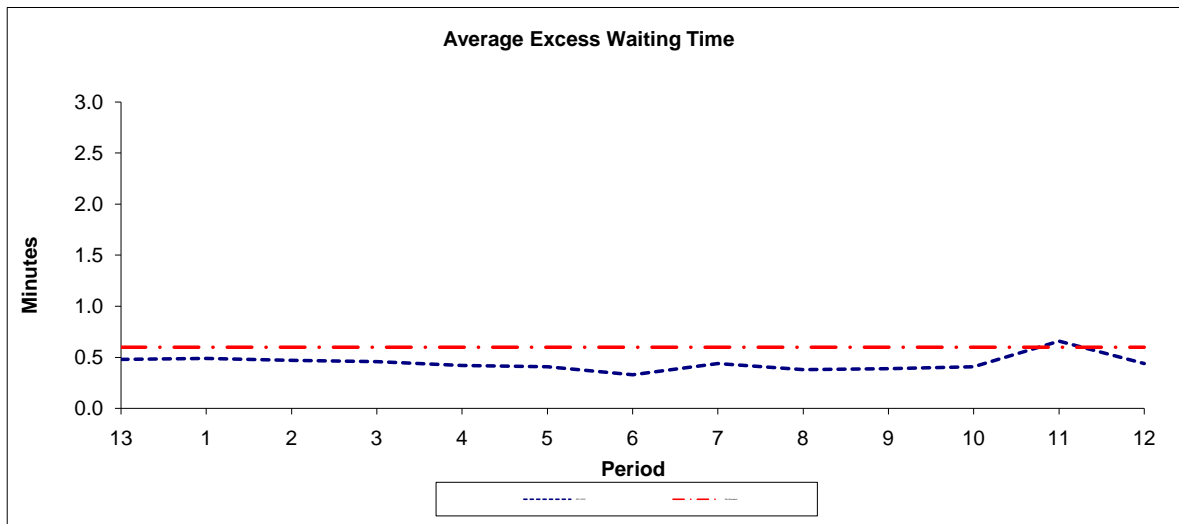


Period	13	1	2	3	4	5	6	7	8	9	10	11	12
2011/2012	0.26	0.24	0.21	0.32	0.17	0.34	0.13	0.58	0.16	0.31	0.21	1.09	0.22

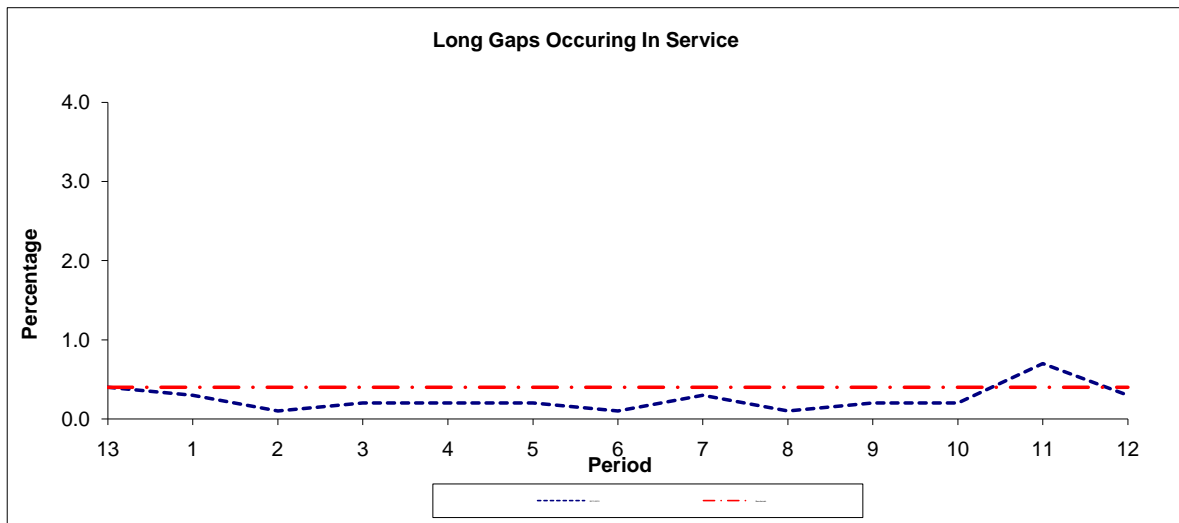
Note : Mileage is based on 4 weeks data
 Performance affected by industrial action in p3 2012/13.

PART B - PERFORMANCE STATISTICS

Route T31



Period	13	1	2	3	4	5	6	7	8	9	10	11	12
2011-2012	0.48	0.49	0.47	0.46	0.42	0.41	0.33	0.44	0.38	0.39	0.41	0.66	0.44
Min Standard	0.60	0.60	0.60	0.60	0.60	0.60	0.60	0.60	0.60	0.60	0.60	0.60	0.60



Period	13	1	2	3	4	5	6	7	8	9	10	11	12
2011-2012	0.40	0.30	0.10	0.20	0.20	0.20	0.10	0.30	0.10	0.20	0.20	0.70	0.30
Benchmark	0.40	0.40	0.40	0.40	0.40	0.40	0.40	0.40	0.40	0.40	0.40	0.40	0.40

Note : Reliability is actual performance under full iBus (4 weeks data).
Minimum Standards and Benchmarks are those applicable under the new contract.

ROUTE T31 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 4 2011/12 TO QUARTER 3 2012/13 (07/01/12 - 04/01/13)

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	21,141.	97.5	7.72	0.59	8.32	67.1	31.4	1.3	0.2	0.1	54
0700 - 1000	65,683.	99.1	3.87	0.42	4.30	96.8	3.1	0.1	0.0	0.2	34
1000 - 1300	66,799.	99.6	3.76	0.40	4.17	97.0	2.9	0.0	0.0	0.2	45
1300 - 1600	67,160.	99.2	3.76	0.45	4.21	96.4	3.5	0.0	0.0	0.2	51
1600 - 1900	66,801.	99.2	3.79	0.42	4.21	96.8	3.1	0.0	0.0	0.2	44
1900 - 2200	45,089.	98.8	5.56	0.50	6.06	79.5	19.5	0.8	0.2	0.4	52
2200 - 2400	21,440.	100.0	7.50	0.49	7.99	65.6	33.0	1.3	0.1	0.1	64
Summary	354,113.	99.2	4.27	0.44	4.72	92.6	7.2	0.2	0.0	0.2	64

SATURDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	3,798.	99.2	8.92	0.41	9.33	58.2	39.0	2.6	0.3	0.0	41
0700 - 1000	9,651.	99.0	5.31	0.47	5.79	85.8	14.0	0.2	0.0	0.1	31
1000 - 1300	13,949.	99.2	3.78	0.40	4.17	97.1	2.9	0.0	0.0	0.1	31
1300 - 1600	13,872.	100.3	3.77	0.39	4.15	97.2	2.7	0.0	0.0	0.1	69
1600 - 1900	13,753.	98.4	3.82	0.45	4.28	95.9	4.1	0.0	0.0	0.2	71
1900 - 2200	7,011.	100.3	7.05	0.26	7.31	68.8	30.6	0.6	0.0	0.0	45
2200 - 2400	4,340.	99.7	7.50	0.51	8.01	65.3	33.2	1.5	0.0	0.0	36
Summary	66,374.	99.4	4.64	0.41	5.04	89.9	9.8	0.2	0.0	0.1	71

SUNDAY AND BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	1,801.	97.4	7.69	0.27	7.95	76.1	22.4	1.2	0.2	0.2	77
0700 - 1000	7,675.	98.5	7.31	0.32	7.63	67.6	31.8	0.5	0.1	0.1	42
1000 - 1300	7,990.	100.5	7.23	0.31	7.53	68.4	30.8	0.7	0.1	0.1	45
1300 - 1600	7,920.	99.8	7.23	0.32	7.55	68.0	30.8	1.0	0.2	0.2	41
1600 - 1900	7,933.	97.5	7.30	0.48	7.78	66.8	32.2	0.9	0.1	0.1	71
1900 - 2200	7,520.	99.9	7.48	0.37	7.85	66.0	32.7	1.2	0.1	0.1	43
2200 - 2400	4,964.	99.9	7.52	0.45	7.97	65.5	33.3	1.1	0.1	0.1	44
Summary	45,803.	99.2	7.31	0.37	7.68	67.4	31.5	0.9	0.1	0.1	77

ALL DAYS

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	26,740.	97.7	7.86	0.56	8.42	66.5	31.9	1.4	0.2	0.1	77
0700 - 1000	83,009.	99.0	4.16	0.42	4.58	94.5	5.4	0.1	0.0	0.2	42
1000 - 1300	88,738.	99.7	4.17	0.39	4.56	93.7	6.2	0.1	0.0	0.2	45
1300 - 1600	88,952.	99.4	4.12	0.43	4.55	93.6	6.2	0.1	0.0	0.2	69
1600 - 1900	88,487.	98.9	4.13	0.43	4.56	93.9	6.0	0.1	0.0	0.2	71
1900 - 2200	59,620.	99.2	5.96	0.45	6.41	76.7	22.3	0.8	0.2	0.4	52
2200 - 2400	30,744.	100.0	7.50	0.49	7.99	65.5	33.1	1.3	0.1	0.1	64
Summary	466,290.	99.2	4.61	0.43	5.04	89.9	9.8	0.3	0.0	0.2	77

Transport for London - QSI Points and Mileage

Route T31
Service change 17650
Date 26 October 2009

QSI points are highlighted in blue.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
NADDHW S	NADDHW S	NEW ADDINGTON, HOMESTEAD WAY		
NADDHW	27764	Homestead Way / Milne Park	0	0.00
	25761	Addington High School	390	0.24
	25759	Calley Down Crescent	438	0.27
NADDAD	25757	New Addington Baptist Church	340	0.21
	25754	Central Parade	333	0.21
NADDPW	BP2430	New Addington Tram Stop	433	0.27
	20808	King Henry's Drive Tram Stop	386	0.24
	R0522	Betchworth Way	384	0.24
	W5	Tilford Avenue	279	0.17
NADDGW	27759	Goldcrest Way / King Henrys Drive	381	0.24
	27757	Goldcrest Community Centre	212	0.13
	33672	Marrow Way	557	0.35
	33667	Castle Hill School	252	0.16
	33668	The Lindens	217	0.13
	33666	North Walk	401	0.25
	33663	Foxcombe	376	0.23
	BP4425	Brierley	271	0.17
NADDLF	33660	Applegarth	201	0.12
ADDNVL	BP2328	Addington Village Interchange	1116	0.69
ADDNSP	34387	Gravel Hill	889	0.55
	BP1849	Yew Tree Way	404	0.25
	BP1850	The Green	244	0.15
	BP1851	Courtwood Primary School	378	0.23
	BP1852	Bears Wood	134	0.08
FRSTCL	BP1857	Markfield	182	0.11
FRSTCL S	FRSTCL S	FORESTDALE, COURTWOOD LANE	0	0.00

TOTAL ROUTE MILEAGE - OUT DIRECTION		9198	5.72
		metres	miles

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BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
FRSTCL S	FRSTCL S	FORESTDALE, COURTWOOD LANE		
FRSTCL	BP1923	Selsdon Nature Reserve	0	0.00
	BP1855	Markfield	260	0.16
	BP1856	Bears Wood	129	0.08
	BP1853	Court Wood Lane / Bardolph Avenue	377	0.23
	BP1854	The Green	183	0.11
	BP1878	Yew Tree Way	428	0.27
ADDNSP	25596	Gravel Hill	224	0.14
ADDNVL	BP2330	Addington Village Interchange	641	0.40
NADDLF	33659	Applegarth	1086	0.67
	33661	The Coppins	325	0.20
	33664	Foxcombe	218	0.14
	33665	North Walk	344	0.21
	33670	Oakbank	394	0.24
	33669	Castle Hill School	238	0.15
	33671	Marrow Way	259	0.16
	27754	Frimley Close	299	0.19
	27756	Goldcrest Community Centre	229	0.14
NADDGW	27758	Goldcrest Way / King Henrys Drive	208	0.13
	W6	Betchworth Way	541	0.34
	19801	Wolsey Crescent	284	0.18
	19802	Grenville Road	232	0.14
NADDPW	25588	Salcot Crescent	272	0.17
	25755	St Edward's Church	541	0.34
NADDAD	25756	New Addington Baptist Church	235	0.15
	25758	Calley Down Crescent	291	0.18
	25760	Addington High School	461	0.29
NADDHW	27763	Homestead Way / Milne Park	284	0.18
NADDHW S	NADDHW S	NEW ADDINGTON, HOMESTEAD WAY	0	0.00

TOTAL ROUTE MILEAGE - BACK DIRECTION		8983	5.58
		metres	miles