

Annex 1  
Park & Ride Specification

**Park & Ride Specification**

1. The specification for the Park & Ride service has been split into two main areas: core requirements and optional enhancements.

**Core Requirements**

2. The following core requirements were included in the tender which represented the maintenance of the existing service with enhancements to ensure the quality of the service is improved.
  - i.* Opening hours as existing. 07:00 (06:00 Askham Bar) to 20:00 Monday to Saturday, 10:00 to 18:00 Sunday.
  - ii.* Bus frequency as existing. Minimum 10 minutes for most of day. 15 minutes in early morning and late evening.
  - iii.* Hourly capacity increased at peak times. Separate timetables for weekday, holiday weekday, Saturday, Sunday and peak Saturdays.
  - iv.* Free travel for 2 children when accompanied by an adult (fare paying and concession) – enhancement to existing service.
  - v.* The supplier is responsible for routine maintenance, cleaning, business rates and utility costs as existing contract but with enhanced specification.
  - vi.* The operator provides all supervision.
  - vii.* The number of intermediate stops on the Designer Outlet route is limited to stops in Fulford only to ensure the express nature of the service is improved.
  - viii.* The operator provides a dedicated Park & Ride manager/supervisor covering all sites (enhancement to existing service).
  - ix.* The operator provides customer care training for the drivers and supervisors and undertake regular customer satisfaction surveys (enhancement to existing service).
  - x.* The operator provides enhanced performance reporting (enhancement to existing contract).
  - xi.* The contract includes penalties for failure to achieve the performance standards (enhancement to existing contract).
  - xii.* The operator shall participate in integrated ticketing arrangements (where available or proposed).
  - xiii.* The Council receives additional revenue if Park & Ride patronage increases above 5% compared to first year of new contract (enhancement to existing contract). No reduction in fee for patronage decreases.
  - xiv.* The operator provides transponders for vehicles and make use of the BLISS technology to manage the service.
  - xv.* The licence fee is increased annually in line with the Retail Price Index (excluding mortgage payments).
  - xvi.* The operator shall be permitted to increase fares in 10p increments in line with operating cost increases.
  - xvii.* Five year contract duration with an option to extend for a further three years if the performance of the operator has been good and the quality of the vehicles remains compliant with the specification.

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**Optional Requirements**

3. The following optional items were included for pricing separately within the tender and can be progressed if affordable and practical after further investigation.
  - i.* The operator shall provide site supervision at the Designer Outlet (subject to the provision of an office building).
  - ii.* The operator shall provide roving supervision for city centre stops at peak times.
  - iii.* The operator shall extend the opening hours at Askham Bar to 11:00pm Monday to Saturday.
  - iv.* The operator shall extend the opening hours of all sites to include Boxing Day and New Years Day (Sunday service).
  - v.* The operator shall provide additional peak Saturdays.
  - vi.* The operator shall provide intermediate stops on Fulford Road as existing.
  - vii.* The operator shall extend the Sunday opening hours to 9:30 and 18:00.

**Variations**

4. The tenderers were asked to price a number of variations to allow the best value and highest quality solutions to be submitted.
  - i.* Emission Standards: Prices for Euro IV, Euro V or Euro EEV (Enhanced Environmental Vehicles) were requested.
  - ii.* Fares: The tenderer inserted the fare value required to allow the specified service to be provided.
  - iii.* Alternatives: alternative bids for lower emission vehicles and improvements to the operational arrangements were encouraged.