



City of York Council

Invitation to Tender for York's Park and Ride Service

PART 2: SPECIFICATION

Issue Date: 21st February 2017

Tender Return Date: 27th April 2017 by 1200 hrs

www.yortender.co.uk

PARK & RIDE SERVICE SPECIFICATION

CONTENTS

1. <u>GENERAL</u>	
2. <u>ROUTES</u>	
3. <u>OPENING HOURS</u>	
4. <u>CAPACITY</u>	
5. <u>FARES</u>	
6. <u>TICKETING</u>	
7. <u>VEHICLES</u>	
8. <u>REAL TIME INFORMATION SYSTEM</u>	
9. <u>MANAGEMENT OF SERVICE</u>	
10. <u>CUSTOMER CARE</u>	
11. <u>MAINTENANCE</u>	
12. <u>CLEANING</u>	
13. <u>MONITORING</u>	
14. <u>PERFORMANCE INDICATORS</u>	
15. <u>MARKETING</u>	
<u>ANNEXES</u>	See separate documents
Annex 1 Route Plans	
Annex 2 Site Plans	
Annex 3 Site Details	
Annex 4 Route Details and Bus Stops	
Annex 5 Route Capacities	
Annex 6 Park & Pedal administration	
Annex 7 Grounds Maintenance	
Annex 8 Cleaning of Toilets and Public Areas	
Annex 9 Smart Ticketing Specification	
Annex 10 Green Bus Fund conditions	

PARK & RIDE SPECIFICATION

1 GENERAL

The following Specification includes the core requirements for the service and optional enhancements which may be instructed and included during the contract period if required. It is the objective of the Authority as part of the Local Transport Plan strategy to continue the sustained growth in the number of Park & Ride users. The Operator and Authority shall work together to achieve a year on year increase in Park & Ride user numbers.

The main objective of the Park & Ride service is to reduce congestion in the city centre. This is principally achieved by encouraging motorists to park at the Park & Ride sites and make use of the high quality and frequent bus service. Users may also cycle, walk or be dropped off at the sites and use the bus service. In addition some users of the car parks may park and cycle into the city centre. The bus Operator shall promote all of these options when marketing the service and not hinder any user of the Park & Ride sites who wishes to cycle from the sites. At Monks Cross validation of the car park tokens will be required free of charge for users who park and then cycle to the city centre from the site. A similar form of access restriction may be implemented at other Park & Ride sites during the life of this agreement.

2 ROUTES

The Operator shall be responsible for providing the bus service and managing the sites for all of the six Park & Ride services provided by the Authority. See Route Plans in Specification Annex 1. The Operator shall be responsible for (including payment of any fees) the registration, amendment and deregistration of the routes with the Traffic Commissioner.

2.1 ROUTES

	Current Route Number	Current Route Branding
Askham Bar	3	White Line
Grimston Bar	8	Yellow Line
Rawcliffe Bar	2	Green Line
Designer Line	7	Red Line
Monks Cross	9	Silver Line
Poppleton Bar	59	Turquoise Line

2.2 NOMINAL ROUTES

The routes for each Park & Ride service are shown below. Detailed Routes are indicated in Specification Annex 4.

2.2.1 Askham Bar

Askham Bar Site via bus only link to Moor Lane/Tadcaster Road Roundabout to City Centre and return to the Askham Bar Site.

2.2.2 Grimston Bar

Grimston Bar Park & Ride site to City Centre via Foss Islands Retail Park and return to Grimston Bar Park & Ride site via Walmgate.

PARK & RIDE SPECIFICATION

2.2.3 Rawcliffe Bar

Rawcliffe Bar Park & Ride site to City Centre via National Railway Museum and return to Rawcliffe Bar Park & Ride site via Bootham.

2.2.4 Designer Outlet

Designer Outlet Park & Ride site (to City Centre and return to Designer Outlet Park & Ride site via St. Nicholas Way).

2.2.5 Monks Cross

Monks Cross Park & Ride site to City Centre (Loop around Shopping Centre and Monks Cross Drive) and return to Monks Cross Park & Ride site.

Monks Cross is currently operating on a diversionary route to enable the building of the forthcoming Community Stadium. The Authority shall provide the Operator with not less than 70 days notice of a requirement to revert the operation to the normal route.

2.2.6 Poppleton Bar

Poppleton Bar Site to the City Centre, returning to the Poppleton Bar Site.

2.3 ROUTE BUS STOPS

The list of bus stops which are to be used by the Park & Ride services are indicated in Annex 4. The bus stops are generally as already operated except on the Designer Outlet route where the number of stops may be reduced.

2.4 ADDITIONAL MILEAGE

The Operator shall allow in their contract price for any additional mileage costs incurred due to road works and/or diversions due to other interruptions.

3 OPENING HOURS

The Operator shall be responsible for operating the service from the sites in accordance with the following schedule which shows the times of the first bus from the Park & Ride site and the time of departure of the last bus from the city centre (from furthest stop away from Park & Ride site e.g. Tower Street on Askham Bar Route). The sites shall be opened and manned by the supervisor from 15 minutes before the first bus until at least 13:30. The Operator shall lock and leave the sites no less than 15 minutes after the last bus has arrived and all customers have left the site.

PARK & RIDE SPECIFICATION

3.1 NOMINAL OPERATING HOURS

The table below shows the nominal operating time for the Park & Ride service. Times shown are for the departure of the first bus from the Park & Ride site and the time of departure of the last bus from the city centre to the Park & Ride site. The last bus from the Park & Ride site to the city centre shall not leave more than 15 minutes before the end of the nominal operating time.

	Askham Bar	Grimston Bar	Rawcliffe Bar	Designer Outlet	Monks Cross	Poppleton Bar
CORE REQUIREMENTS						
Monday to Saturday	06:00 to 20:00	07:00 to 20:00	07:00 to 20:00	07:00 to 20:00	07:00 to 21:30	07:00 to 20:00
Note: Last bus from the Designer Outlet on Thursdays for late night shopping shall leave at 20:20 (21:30 Christmas Period)						
Sunday	09:30 to 18:00	09:30 to 18:00	09:30 to 18:00	09:30 to 18:00	09:30 to 18:00	09:30 to 18:00
Late Night Shopping Days (one day per week from the York Christmas lights switch-on up to Christmas)	06:00 to 21:30	07:00 to 21:30	07:00 to 21:30	07:00 to 21:30	07:00 to 21:30	07:00 to 21:30
Designer Outlet Late Night Shopping (Monday to Saturday - 4 weeks up to Christmas)				07:00 to 21:30 (Sat 20:00)		
Christmas Eve and New Years Eve (except Sunday)	06:00 to 18:00	07:00 to 18:00	07:00 to 18:00	07:00 to 18:00	07:00 to 18:00	07:00 to 18:00
Christmas Day	No Service	No Service	No Service	No Service	No Service	No Service
Boxing Day	07:00 to 18:45	No Service	No Service	07:00 to 18:45	07:00 to 18:45	No Service
New Years Day	No Service	No Service	No Service	No Service	No Service	No Service
Special Events	By Agreement	By Agreement	By Agreement	By Agreement	By Agreement	By Agreement

4 **CAPACITY**

4.1 **FREQUENCY**

The maximum time between buses departing from the Park & Ride sites and city centre stops for all services shall be as shown in the table below. The actual frequency required to achieve the specified route capacity may be greater than the minimum indicated. The service shall be marketed as a 'frequent service'.

Minimum Frequency (Weekday)				
	Monday to Friday			
Route	Before 07:00	07:00 to 19:00	After 19:00 except late night shopping	Late Night Shopping (All sites inc. Designer Outlet)
Askham Bar	15 Minutes	10 Minutes	15 Minutes	10 Minutes
Grimston Bar		10 Minutes	15 Minutes	10 Minutes
Rawcliffe Bar		10 Minutes	15 Minutes	10 Minutes
Designer Line		10 Minutes	15 Minutes	10 Minutes
Monks Cross		10 Minutes	15 Minutes(*)	10 Minutes
Poppleton Bar		10 Minutes	15 Minutes	10 Minutes

Minimum Frequency (Weekend)				
	Saturday			Sunday
Route	Before 08:30	08:30 to 19:00	After 19:00	All Day
Askham Bar	15 Minutes	10 Minutes	15 Minutes	10 Minutes
Grimston Bar	15 Minutes	10 Minutes	15 Minutes	10 Minutes
Rawcliffe Bar	15 Minutes	10 Minutes	15 Minutes	10 Minutes
Designer Line	15 Minutes	10 Minutes	15 Minutes	10 Minutes
Monks Cross	15 Minutes	10 Minutes	15 Minutes(*)	10 Minutes
Poppleton Bar	15 Minutes	10 Minutes	15 Minutes	10 Minutes

(*) For Monks Cross, the Operator is entitled to reduce the Monday – Saturday frequency after 20:00 but must ensure that a last bus service is provided at approximately 21:30.

The Boxing Day frequency should be not less than every 15 minutes for the duration of the operating day.

4.2 **CURRENT CAPACITY**

Capacities for the current Park & Ride operation are shown in Annex 5 of the Specification for each route for the following periods:

- Monday to Friday (term time)

- Monday to Friday (holiday)
- Saturdays
- Peak Saturdays
- Sundays

The Operator must provide proposed hourly capacities for each route. Whilst there is no minimum capacity requirement, it must be shown that the capacities are sufficient that no passenger will have to wait more than 15 minutes for a Park & Ride bus at any time of the operating day.

4.3 CIRCULATION TIME

The table below shows the current circulation times for each route. For preparation of timetables and the provision of the service the Operator shall indicate their proposed circulation times for each route. The Operator may request that their proposed circulation times are altered to suit actual journey times after the service has been in operation for a minimum of three months. The Operator shall provide justification, including actual journey times recorded by the Real Time Information system, for any adjustment. The Authority shall consider the request and will respond within 10 business days.

Minimum Circulation Times (including five minutes layover at Park & Ride Sites)#					
Route	Mon-Fri		Saturday		Sundays and Off Peak times
	am peak times 08:00 – 10:00	pm peak times 16:00 – 18:00	am peak times 08:00-10:00	pm peak times 16:00 – 18:00	
Askham Bar	45	45	35	50	35
Grimston Bar	40	40	40	40	35
Rawcliffe Bar	40	40	40	45	35
Designer Line	50	55	45	45	40
Monks Cross*	60	60	50	60	50 (40 exc. loop)
Poppleton Bar	60	55	55	55	45

Additional layover time may be required for electric vehicle charging where such vehicles are employed

*Including loop around Shopping Centre

4.4 TIMETABLES

The Operator must provide vehicle resources to ensure that, as far as possible, available seating capacity matches demand at each bus stop throughout the operating day. The objective should be to ensure that if customers are occasionally left, due to the bus being full, they can be accommodated on the following vehicle. As a minimum the Operator shall provide a bus service frequency to comply with the minimum requirements set out in the specification.

The Operator shall make every reasonable effort to operate the service in adverse conditions of snow, ice, fog, flood or any other extraordinary conditions. The final decision to operate or not in these circumstances is left to the judgement of the Operator. The Operator shall advise the Authority as soon as possible of any decision not to operate the service in such extreme circumstances and take all possible steps to advise service users of the suspension of service and the reasons for it.

The timetables and service provided shall comply with the frequency requirements of the specification. The service shall be operated such that a regular headway is maintained. Layover of vehicles shall only occur at the Park & Ride sites and not in the City Centre.

Separate timetables shall be prepared for each of the following periods.

Period	Duration
Monday to Friday Term-time	All year except holiday period identified below.
Monday to Friday Holiday – Period (timing to match City of York school timetable)	Easter Holidays, Summer Half Term, Summer Holidays, Autumn Half Term, Christmas Holidays, Spring Half Term.
Standard Saturday	All Saturdays in Year except Peak Saturdays identified below.
Peak Saturday	Easter Saturday, August Bank Holiday Saturday, 'St Nicholas Fayre' Saturday (*) and all subsequent Saturdays up to Christmas Day.
Sunday	All Sundays throughout year.
Boxing Day	26 th December

(*) This shall be the third Saturday in November.

4.5 APPROVAL OF TIMETABLES

A minimum of three months prior to the commencement of the service the Operator shall submit detailed timetables which comply with the specification requirements for the approval of the Authority. The Operator shall submit timetables and capacity information which demonstrate that the minimum requirements for frequency are met. The information shall include the number and type of vehicles (including number of seats and total capacity) and hourly capacities proposed for each route for each of the specified periods. The information for approval shall include vehicle types and equivalent capacities proposed to be provided per hour in the same format as the specification to allow comparison. The approved timetables shall be used as the baseline to measure the performance of the service.

The operation of the service and performance information shall be monitored by the Operator (and Authority) and adjusted timetables, as required (with justification), issued to the Authority for approval. The Operator shall provide a minimum of 10 working days notice of the intention to vary the approved timetables. If approved by the Authority as an appropriate response to

maintaining customer service standards, the Operator and Authority will co-operate to implement the variation as soon as possible, subject to the approval of the Traffic Commissioner. All variations shall be approved by the Authority prior to submission to the Traffic Commissioner.

4.6 PEAK SATURDAY SERVICE REQUIREMENTS

For the busiest Saturdays of the year it is essential that the service operates as efficiently as possible with minimum boarding and circulation times. The operator shall provide Staff to sell tickets to queuing customers at each site at peak morning periods (9:00 to 12:00).

Any additional vehicles to meet the Operator's proposed capacity requirement must be ITSO smart and RTI enabled (see Section 8) to enable management of the service, provide real-time information for customers and be capable of operating rising bollards if required.

The desire is for all of the Park & Ride vehicles to be to the core specification at all times, however, the following relaxation of the standard specification will be permitted for any additional vehicle required above the standard Saturday requirement:

- Vehicles in the Operator's standard livery may be used to provide the additional capacity. Additional identification signage shall be provided at the front, rear and side of the vehicles to clearly show 'Park & Ride'.
- Vehicles must be a minimum of Euro V compliant, registered no earlier than October 2008 and meet the same specification as the main Park & Ride fleet in all other respects.

5 FARES

5.1 PARK & RIDE FARES

The following fares shall be charged for all customers who travel from the Park & Ride site to the city centre. The Operator shall be responsible for collecting and accounting for all fares.

Standard Return Fare

The standard fare for return travel for adults from the Park & Ride sites at contract commencement shall be submitted by the Operator within the range indicated in clause 5.8 of this specification. This fare will always be rounded to the nearest 10p.

Accompanied Children

Up to three children (up to and including 16 years old) shall travel free when accompanying an adult (fare paying and concession). Children shall accompany the adult at all times whilst travelling.

Young Children

All children up to their 5th birthday shall travel for free.

Accompanied Children in excess of three per adult (5 to 16 years old inclusive)

Children in excess of three per adult passengers shall be charged at half of the Park & Ride Standard Return Fare.

Unaccompanied Children (5 to 16 years old inclusive)

Unaccompanied children shall be charged at half of the Park & Ride Standard Return Fare.

Unaccompanied Young people (16 to 18 years old inclusive)

The Operator shall determine the fare discount for 16 to 18 year old passengers. For the avoidance of doubt, this shall be no more than the Standard Return Fare.

Single Fares

Passengers who require a single ticket shall be charged a fare for the route determined by the Operator (see 5.3 below).

5.2 DISCOUNTED FARES

The Operator shall provide an ITSO standard smart card based discount fare scheme for regular users of the Park & Ride service. The Operator shall extensively market the discounted fare arrangements to encourage customers to make regular use of the service. The following products will be made available on the Park & Ride platform:

‘Carnet of day tickets’

A carnet of day tickets shall be sold as a minimum of 5 units (days). The price per unit (day) shall be 90% of the standard adult return fare rounded to the nearest 5p.

Weekly

The cost of a weekly discounted ticket shall be equivalent to the cost of 4 adult return fares.

Monthly

The cost of a monthly discounted ticket shall be equivalent to the cost of 16 adult return fares.

Annual

The cost of an annual discounted ticket shall be equivalent to the cost of 10 monthly discounted tickets.

Offers

The operator is entitled to provide further discounts on the Standard Return Fare, eg off-peak, weekend or group products. For the avoidance of doubt, any offer should be valid for travel from all Park & Ride sites.

5.3 NON-PARK & RIDE FARES

The Operator shall be responsible for setting all other fares including for any passengers who first board at stops other than the Park & Ride car parks e.g. intermediate stops including the city centre. Fares shall be set at a level comparable to those offered by operators of other bus services along or in the vicinity of the routes to ensure compliance with relevant legislation and Competition and Markets Authority requirements. The Operator shall notify the Authority (City of York Council) in advance of the publication of any revised fare structure.

5.4 CONCESSIONARY FARES

The Authority has determined that journeys commencing from Park & Ride sites are not eligible for free travel under the terms of the York and North Yorkshire Concessionary Travel Scheme. Such journeys require payment of a fare as specified by the Authority in respect of the "special amenity element" of such services (as defined in article 4 of the Travel Concessions (Eligible Services) (Amendment) Order 2009). A Concessionary Return Fare will be payable by all ENCTS pass holders commencing their journey at any Park & Ride site from 9:00am Monday to Friday and all day on weekends and bank holidays. The Operator will collect the Concessionary Return Fare from passengers and will transfer the income for such fares to the Authority on a monthly basis. The Authority will reimburse the Operator for such trips at a rate comparable with other local journeys under the terms of the North Yorkshire and York Concessionary Fares Scheme. In addition the Operator shall provide details of the number of concessionary travellers by route on a monthly basis.

The Park & Ride Concessionary Return Fare shall only be levied for journeys originating from the Park & Ride sites. For all single or return journeys commencing from intermediate calling points or from the city centre, the Park & Ride Concessionary Return Fare shall not apply. For journeys commencing before 9:00am Monday to Friday, the only concession available will be for holders of a York blind person's pass. The Park & Ride Concessionary Return Fare will be 35% of the Standard Return Fare, rounded to the nearest 10p.

Single or return journeys commencing from intermediate stops or the city centre will be reimbursed on the basis of the Authority's published concessionary travel scheme.

5.5 AUTHORITY MONITORING TICKETS

The Operator shall provide two passes to the Authority which enables free travel across the Park & Ride network for the purpose of monitoring and promotion of the service.

5.6 CONTRACT TICKETS

The Operator may enter into contract arrangements to provide transport for major employers in the area. The Operator shall provide details of the

arrangements (excluding financial terms) for the approval of the Authority. Contract arrangements will be permitted if the Operator can demonstrate that the performance of the service and core operation is unaffected. Approval will be withdrawn if the quality of the service is detrimentally affected by the arrangement e.g. capacity not available for Park & Ride passengers. Approval will only be granted if the employer and or Operator can demonstrate to the Authority that the contractual arrangement is being entered in to for employees who are parking and using the Park & Ride bus service rather than just making use of the car park.

5.7 BOXING DAY OPERATION

The Operator shall provide a bus service at a minimum of three (3) Sites (Askham Bar, Designer Outlet and Monks Cross) on Boxing Day in each Contract Year.

5.8 VARIATIONS TO FARES

5.8.1 FARES AT CONTRACT START

The standard fare for return travel for adults from the Park & Ride sites at contract commencement shall be submitted by the Operator. The permissible range for the Standard Return Fare at the Contract Start Date shall be between £2.80 and £3.10, rounded to the nearest 10p.

5.8.2 VARIATIONS TO FARES DURING CONTRACT PERIOD

The Operator may alter the Standard Return Fare within a permissible range of £2.80 to £3.50 (rounded to the nearest 10p), not more than once per annum, and by not more than 10p on each occasion. For the avoidance of doubt, the first fare variation must be a minimum of 12 months from the contract start date.

The upper (£3.50) limit shall be revised in line with the following indices published by the Office for National Statistics, as relevant as possible to the costs of commercial transport provision:

- CPI (ONS Series ID D7BT) (weighting 10%)
- Maintenance of motor vehicles (ONS Series ID DOCT) (weighting 15%)
- Average Weekly Earnings (Transport and Storage) (Table Earn03 ref.K5B7) (weighting 60%)

15% of the weighting shall be made up of the proportionate split of the following weighting, equivalent to the proportion of Diesel or Electric vehicles in operation:

- Petrol and oil prices (ONS Series ID DOCU)
- Electricity prices (ONS Series ID D7DT)

6 TICKETING

6.1 TICKETING EQUIPMENT

6.1.1 ON BOARD AND SUPERVISORS' TICKET MACHINES

The Operator shall provide and maintain all on board and Site Supervisors' ticketing machines for the provision of tickets and recording of passenger numbers and types. The ticket machines shall also be used to separately record non-paying passengers for monitoring and accounting purposes. The equipment must be capable of facilitating the production of Real Time Information. The ticket machine will allow the use of ITSO smart cards to register journeys including concessionary passengers. The ticket machine shall have the capacity to issue a paper ticket as appropriate to allow inspection and enable revenue protection.

6.1.2 SMART TICKET KIOSKS

The Authority owns and shall provide 11 unattended ticket kiosks located at the Park & Ride sites for the purposes of smart ticket sales. One of the kiosks is located at the Designer Outlet with two kiosks located at each of the other Park & Ride sites. For the avoidance of doubt, with the exception of any back office software upgrades which shall be the responsibility of the Authority, maintenance of the kiosks will be the responsibility of the Maintenance Provider. Should the Operator wish to cease to use the kiosks as a ticket sales option, the Operator shall make a request to the Authority to do so. Any decision to agree to such a request shall be at the Authority's sole discretion.

The Operator shall ensure that the kiosks are functioning correctly during site opening hours and shall notify the Maintenance Provider of any faults. The Operator shall ensure that the kiosks are kept supplied with blank smartcards and paper receipt rolls. The kiosks should be the primary point of sale for smart ticketing products. A copy of the service level agreement for the kiosks is included at Annex 9 to this specification.

6.2 SMART CARDS

The Operator shall ensure that its on bus ticket machines are compatible with the ITSO standard and loaded with the York Park & Ride products. The Authority shall be the product owner for the York Park & Ride products. A copy of the ITSO specification for the Park & Ride products is included at Annex 9 to this specification.

The design and specification of the smart cards to be used must be agreed by the Authority. The smart cards can also store operator-specific and multi-operator products. The Operator will cooperate with the Authority to enable this to happen.

6.3 FURTHER TICKETING OPPORTUNITIES

It is envisaged that ticketing technology will develop during the life of this contract. The Operator shall work with the Authority to identify possible new payment opportunities which would improve the Park & Ride customer offer. These might include, but not be limited to, contactless bank card or mobile phone payment mechanisms.

6.4 INTEGRATED TICKETING ARRANGEMENTS

To encourage public transport usage the Authority has worked with the City's Operators to deliver a multi-operator ticket for the City (branded 'All York'). The 'All York' range of products enables customers to travel on the Park & Ride service and on all other registered local bus services in the City of York area. The Park & Ride service is included in this citywide arrangement and the Operator will be required to participate fully. Operation and management of the 'All York' suite of products, including re-apportionment arrangements, are agreed through the York Quality Bus Partnership (QBP) and the Park & Ride Operator will be a voting member of the York QBP ticketing sub-group. The 'All York' ticketing agreement is available from the Authority on request.

7 VEHICLES

7.1 APPROVAL

The Operator shall gain approval from the Authority (including branding) prior to the purchase of any vehicles to enable compliance with the specification to be confirmed. All vehicles shall conform to the recommended specifications applicable to the services published from time to time by the Disabled Persons Transport Advisory Committee (DPTAC).

7.2 TYPE

The Operator shall determine and advise the Authority of the type and number of vehicles it intends to use to provide the service. Double-deckers will be permitted on all routes except Rawcliffe Bar (low bridge). For the provision of any additional capacity required for the service on peak Saturdays only, Euro 5 (or better) vehicles are permitted. Additional identification signage shall be provided at the front, rear and side of these vehicles to clearly show 'Park & Ride'.

7.3 VEHICLE AGE

All Euro 6 diesel vehicles to be used on the service shall be registered not earlier than six months prior to the commencement of the contract period. All vehicles provided to replace any vehicles no longer used on the contract shall be new or meet Ultra Low Emissions criteria with approval from the Authority prior to commencement in service. For additional peak Saturday capacity requirements, all vehicles must meet Euro 5 emissions requirements and be registered no earlier than October 2008.

7.4 VEHICLE EMISSIONS

The Authority is working to implement a Clean Air Zone in York city centre in declared Air Quality Management Areas (which are regularly experiencing very poor air quality). Diesel buses are a significant contributor to particulate and No_x emissions. To this end, a minimum of two routes or 12 vehicles (whichever is the greater) are required to meet Ultra Low Emission Vehicle standards. Any vehicles used on the core Park & Ride network which do not meet ULEV standard must be a minimum Euro 6 diesel standard.

7.4.1 ULTRA-LOW EMISSION VEHICLE DEFINITION

All ULEVs must conform to the Ultra-Low Emission Bus standard.

An Ultra Low Emission Bus (ULEB) has 50% less NO₂ and particulates than an Euro 6 certified engine or equivalent and delivers at least 50% Well-To-Wheel (WTW) greenhouse gas (GHG) savings compared with a diesel bus of equivalent passenger capacity with a Euro 5 engine over the new LowCVP UK Bus (LUB) test procedure.

7.5 VEHICLES FOR CONTRACT YEAR ONE

If the Ultra Low Emission Vehicles are not available for use at commencement of the contract (e.g. due to manufacturing lead times), then the Operator shall provide good quality Euro 5 (or better) standard vehicles (less than five (5) years old) in lieu of the Ultra Low Emission vehicles until such time as these are available. In any event, Ultra Low Emission vehicles must be in operation not more than one year from the commencement of the contract. Any such Year 1 buses shall be Park & Ride branded.

7.6 ACCESS STANDARDS

Buses shall be low floor 'kneeling' models meeting the latest PSVAR disability access requirements with manual ramps for wheelchair access provided as a minimum. All vehicles shall provide space internally for at least one wheelchair.

7.7 INFRASTRUCTURE

The existing infrastructure can accommodate articulated vehicles on the Askham Bar, Designer Outlet, Grimston Bar, Poppleton Bar and Rawcliffe Bar routes.

The Operator shall be responsible for the cost of any infrastructure improvements required as a result of the vehicles chosen. The Operator should note that it is unlikely that articulated vehicles could be used on the Monks Cross route owing to constraints at the Coppergate/Clifford Street junction and on the bus-only route within the confines of the Monks Cross Shopping Centre.

7.8 GREEN BUS FUND

The Authority successfully secured £186,125 from the Government's Green Bus Fund (round 4) in 2013. This funding is made available to operators as per the information provided at Annex 10.

7.9 SEATING

Seating shall be individual, body contoured 'urban' type covered in fabric material or leather (not pvc or vinyl).

7.10 DRIVER SECURITY SCREENS

To facilitate interaction between drivers and passengers, Park & Ride vehicles must not be fitted with driver assault screens with the exception of any additional vehicles required for the delivery of the Peak Saturday timetable.

7.11 LUGGAGE PEN

Vehicles shall include a luggage pen for carrying shopping, folded down pushchairs etc.

7.12 CUSTOMER WIFI

All buses to be used on the Park & Ride service shall be equipped with free to use customer Wi-Fi. Access to the Wi-Fi network may require the customer to provide contact details with the option for this to be used for marketing purposes. This information should only be requested on first use by any given device.

7.13 BRANDING

All vehicles to be used on the Park & Ride service shall be branded externally and internally to ensure distinction between the other service vehicles in use around the city. The branding shall be submitted for approval by the Authority and comply with the following:

- Park & Ride vehicles shall be liveried to an approved design which shall be significantly different to any of the liveries used by the Operator on any of their non-Park & Ride services.
- A York Park & Ride logo (to be agreed with the Authority) shall be placed prominently (length of logo to be at least 25% of the vehicle width/length) on the sides, front and rear of the vehicles.
- 'Park & Ride Service operated in partnership with City of York Council' or similar (to be agreed) signs shall be placed on the sides and rear of the vehicles.
- Fully automated illuminated indicator and destination boards meeting DPTAC recommendations shall be provided at the front and close to the near side door. Boards shall indicate that the vehicle is operating the Park & Ride service, the name of the route, the destination and the colour/number of the route.
- An indicator board at the rear of the vehicle shall identify the number or name of the route.

7.14 CLEANING

All vehicles shall be maintained in a clean and tidy state at all times. The Operator shall ensure that all vehicles are cleaned inside and outside daily prior to the morning start. All inside windows are to be cleaned and polished at least once a week. Any graffiti, whether inside or outside, must be removed on the day it appears. Vehicles must not enter service with external graffiti present. Regular checks (maximum hourly) of the interior of the vehicles shall be undertaken by the supervisors or driver and litter removed as necessary.

7.15 MAINTENANCE AND INSPECTION

The Operator shall maintain all vehicles to the highest standard to ensure reliability and quality of service. The Operator shall issue the results of all statutory inspections to the Authority on a six monthly basis.

7.16 PARKING/GARAGING OF VEHICLES

The Operator shall ensure that all Park & Ride or other vehicles required to operate the service are parked/garaged off the highway on land that has valid planning permission for such purposes. Overnight parking of vehicles will not be permitted at Park & Ride sites unless the necessary planning permissions and security measures have been agreed between the Operator and the Planning Authority.

7.17 REPAIR OF DEFECTS

Any defects on the vehicles including bodywork and paintwork damage shall be repaired to the original standard within 14 days. Significant defects and date of repair shall be listed in the monthly reports. If a vehicle is rendered inoperable by virtue of an accident or other defect for more than 14 days, the Authority should be alerted and given details of the temporary replacement vehicle. The temporary replacement vehicle must meet ULEV or Euro 6 vehicle standards, meet the contract vehicle capacity requirements and have Park & Ride vinyl applied to its front, rear and sides.

8 REAL TIME INFORMATION SYSTEM (RTI)

8.1 GENERAL

Real Time bus prediction and historic information provision is a key element of the Authority's adopted transport strategy which seeks to increase public transport patronage in the city. It is used by the Authority and bus operators within the city to provide real-time information to users (on screens at bus stops and Park & Ride sites), via SMS and web-based timetable and prediction service, and a management tool for operators. The Operator shall provide all data necessary, including timetables, to ensure accurate information is available to the public at all times.

The Authority shall have access to historic operational data relating to the Park & Ride services. This will be used to assist with the monitoring of service performance and allow longer term trend analysis to be undertaken. The Authority will be willing to enter into an appropriate, mutually agreed Data

Sharing Agreement with the Park & Ride Service Operator regarding its use of historic reporting tools.

8.2 REAL TIME EQUIPMENT (MANAGEMENT)

The Authority is a member of the Yorkshire Real-Time Evolution (RTE) consortium that is delivering bus real time prediction information and historical reporting across York and West and South Yorkshire. The Authority shall provide access to a web based service for monitoring live vehicle movements, journey predictions and historical reporting. The Operator shall be responsible for the provision of the computer hardware, web browser software and data connection to enable this service to function. The Yorkshire RTE system also provides an Open Data Platform. The Operator may take service, prediction and historical operation data relating to Park & Ride from this and incorporate it into its own reporting software with the agreement of the Authority.

8.3 RTI EQUIPMENT (VEHICLE)

The Operator shall ensure all vehicles are fitted with Electronic Ticket Machines (ETMs) capable of providing service, vehicle and location information using RTIG standard 'over air' XML protocols. The Operator shall undertake works necessary to commission the live and stable connection of the ETMs fitted to its vehicles with the Yorkshire RTE system. Alternatively, the option of establishing a server to server link between the Operator's in-station system (where one is available) and the Yorkshire RTE system may be adopted. In this case the Operator shall provide a SIRI XML feed into the Yorkshire RTE system and will be responsible for establishing, commissioning and maintaining this feed. In either case, the Operator shall be expected to engage and work with staff involved in the Yorkshire RTE project to agree data connection details and commissioning regime before the commencement of the Park & Ride service. The Operator may also use data provided by its ETMs, or sourced from the Yorkshire RTE Open Data Platform in its own vehicle tracking and journey prediction systems with the agreement of the Authority.

8.4 NEXT STOP DISPLAY EQUIPMENT

The Operator shall provide an audio-visual display on all Park & Ride vehicles. For the avoidance of doubt, this service will not simply be a 'react' system and shall be available to all customers at all times.

8.5 RTE EQUIPMENT (BUS STOPS AND MOBILE DEVICES)

The Authority shall provide and maintain on street display equipment necessary to provide real-time information at selected bus stops around the City and at the Park & Ride sites. This is currently provided using a mixture of LED and colour LCD display screens. The Authority may provide and maintain web and mobile services relating to bus service operation in the City including but not limited to park and ride service information. The Operator may use data from the ETMs on its vehicles, or from the RTE Open Data Platform to provide data relating to Park & Ride services within its own web and mobile services with the agreement of the Authority. The Authority shall provide the

Operator with access to the web based content management software used to control the on street displays. This access will be limited to on street displays pertaining to the Park & Ride service and Operator's staff access will be restricted as determined by the Authority. The Operator will be required to ensure all staff using the content management system are appropriately trained and adhere at all times to its usage policies.

8.6 RISING BOLLARDS

The Authority provides and maintains the rising bollards within the city including at the Park & Ride sites. Rising bollards are activated by Seitag or similar proximity tags mounted on the vehicles which shall be provided free of charge by the Authority for the branded Park & Ride vehicles for installation by the Operator. The Operator shall provide proximity tags for any additional vehicles used on the service to meet peak demand.

9 MANAGEMENT OF SERVICE

9.1 MANAGEMENT OF THE SERVICE

To ensure the best possible integration between the bus operation and the management of the sites, supervision at the sites shall be provided by the Park & Ride Operator. The Operator shall provide all necessary personnel and equipment to enable the service to operate. A dedicated Park & Ride Manager (and Deputy as required), who shall be the contact point for the Authority and have the necessary authority to address day to day and longer term issues, shall be identified for the operation of the entire service and be available during the site opening hours. Further, the Operator shall identify an individual who shall be responsible for all Health & Safety matters at the sites. The Authority shall be informed of the name and contact details for the Manager or Deputy such that a contact point for the service is available at all times during opening hours. The Operator shall use appropriate Real Time reporting tools to monitor and manage the service.

9.2 REVIEW MEETINGS

The Operator shall arrange regular minimum monthly review meetings with the Authority to review performance, address future planning, development opportunities, management and marketing issues. The Operator shall prepare agendas and minutes for the meetings. The Operator shall prepare reports (summary of monthly reports) in advance for the review meeting detailing the performance of the service (including patronage levels, KPIs etc) over the previous month.

9.3 MANAGEMENT OF SITES

The Operator must ensure that the service and sites operate to the standards required by the Authority. This shall include but not be limited to:

- Ensuring the Health and Safety of all site users.
- Opening the sites each morning.
- Undertaking safety inspections.

- Ensuring the sites are clean and tidy with no litter.
- Inspections of sites and buildings and ensuring cleaning is undertaken or and any defects reported.
- Selling off-bus tickets including smart cards.
- Ensuring that the automatic smart card kiosks are stocked with cards and receipt rolls and are in good working order.
- Securing all monies received.
- Dealing with customer enquiries (by phone and in person).
- Dealing with customer complaints.
- Queue management.
- Ensuring that the bus service operates to timetable and pro-actively managing the service to minimise waiting times.
- Dealing with incidents which affect the operation of the sites or services.
- Pro-actively ensuring that customers are aware of any disruption to the service.
- Ensure the safe operation and where applicable, electric charging of any Park & Ride vehicles.
- Reporting of any faults or damage to Electric Vehicle charging points, whether at bus stops or in the car parks.
- Ensuring that the gritting and snow clearance is undertaken to footways, as necessary.
- Operation of site CCTV system for site management and operational purposes (not site security), in line with Code of Practice and Procedural Manual issued by CYC.
- Undertaking security patrols.
- Offering assistance to customers in the event of an incident including the summoning of Police, Fire and Rescue or Ambulance as required without delay.
- Locking up and securing the sites and buildings when the site is closed including the setting of alarms. List of key holders shall be provided.
- Opening and closing barriers to allow entry for authorised larger vehicles e.g. recycling lorries and caravans.
- Issuing of cycle locker keys, maintenance of records indicating locker use and availability and safe storage of spare locker keys.
- Ensuring that the bollards separating the Monks Cross car park from the match day parking area are in good working order and are locked in place before the site opens on match days.
- Validation of non-Park & Ride user tokens at sites fitted with car park access systems, eg. Monks Cross.
- Monitoring of car park occupancy.
- Provision of Out of Hours opening for cars locked in car parks.
- Liaising with the Authority's waste collection team for the removal of recycled materials from the waste points on the sites.
- Processing lost property from vehicles and sites.

9.4 MORNING SUPERVISION

The Operator shall provide a minimum of one supervisor on duty at each of the Park & Ride sites from opening time until at least 13:00, seven days per

week. The supervisor shall be responsible for the management of the site and operation of the bus route to the site.

9.5 AFTERNOON AND EVENING SUPERVISION

Should the Operator choose not to staff all sites between 13:00 and the site closing time, a General Supervisor must be provided to attend to the requirements of 9.3 above and any other issues arising in relation to the Park & Ride operation. For the avoidance of doubt, this individual must not be the same person as the Park & Ride Manager identified at clause 9.1.

9.6 MANAGEMENT/SUPERVISION OF SITES (DESIGNER OUTLET)

The Operator shall liaise with the Designer Outlet Operator to ensure the successful and integrated management of the site. All the requirements identified for supervision at the other sites shall be provided except as amended below:

- Site opening – to be undertaken by Designer Outlet Operator.
- Inspections of the site surfacing and landscaping shall be limited to safety issues only (maintenance of the site and car parks is provided by Designer Outlet Operator).
- CCTV is provided and monitored by the Designer Outlet Operator.
- The office shall be locked and secured by the Park & Ride Operator (the site is secured and controlled by the Designer Outlet Operator).

9.7 CAR PARK MANAGEMENT

The Operator shall manage the operation of the car parks and liaise with the Authority's Parking Services' provider who are responsible for the issuance of Penalty Charge Notices for vehicles not parked in accordance with the site rules.

The Operator shall provide a call out service for releasing vehicles out of hours from the sites. The vulnerability and security of users shall be considered at all times when dealing with out of hours car parking issues. The Operator shall be entitled to levy a release fee which reasonably covers the call out cost.

9.7.1 CAR PARK ACCESS SYSTEMS

The Operator shall be responsible for the management of the car park access system at Monks Cross including the use of the on and off bus validation equipment. The equipment shall initially be provided by the Authority but any loss or damage to either tokens or validation equipment shall be rectified promptly by the Operator. All car parking fees (which will initially be set by the Authority at 10.00 GBP) shall be collected by the Operator and transferred to the Authority on a quarterly basis. Details of the fees collected shall be submitted monthly to the Authority.

The Authority may, ahead of or during the course of this contract, seek to install car park access systems at one or more of the other Park & Ride sites. The Operator will work with the Authority to facilitate such endeavours. In the

event that such equipment is installed, the supervisors at the relevant site will have the same responsibilities as those at Monks Cross.

Buses operating on routes where car park access systems are in use must be capable of providing a low-current, low-voltage DC supply (5V or 12V) to power the on-bus validation units. Additional buses used for Peak Saturdays only do not need to meet this requirement, however on these occasions the driver or supervisor must be equipped with a portable validator unit.

9.7.2 MONKS CROSS MATCHDAY ARRANGEMENTS

Special arrangements shall be provided by the Operator to allow the Monks Cross Park & Ride car park to be used by either Football or Rugby League supporters on match days. 400 spaces at the Park & Ride site shall be reserved for persons as advised by York City Football Club or York City Knights Rugby League Football Club for use on match days only. Locking bollards will be provided by the Authority to partition the car park appropriately. It shall be the responsibility of the site supervisor to ensure that the bollards are locked in place ahead of the site opening on a match day and then stowed in an open position at such a time as the match day stewards are happy for this to take place.

The Operator will work with the sports clubs to ensure that a robust system is maintained on match days and that the integrity of the Park & Ride system is maintained. No charge should be levied for match day parking by the Operator. Any additional parking (over the 400 allocated spaces) should be paid for using the token machine in the site office at a rate set by the Authority. The revenue for such parking will be transferred to the Authority as per clause 9.5.1 above.

9.7.3 CAR PARK CHARGING

For the avoidance of doubt, the Operator must not sell bus tickets as a proxy for car park charging. All parking charges are subject to Value Added Tax and use of bus tickets to circumvent this taxation is illegal.

The Authority reserves the right to use the sites for other purposes subject to ensuring sufficient capacity is retained to meet the demand for Park & Ride services. The Operator may not use the site for any other purpose, without prior permission from the Authority.

9.7.4 CAMPER VANS

All sites have a dedicated area for camper-vans/high vehicles. This area is separate to the main parking area with its own barrier/call system which will be operated by the Operator.

9.7.5 BUS ONLY LINK-ROAD

There is a bus only link-road behind Tesco at Askham Bar between the Tesco and the Askham Bar Park & Ride Site. The road is a single track with a number of passing places. It shall be locked by the Operator each day at the end of the operating hours.

9.8 CYCLE PARKING MANAGEMENT

The Operator shall be responsible for the issuing of cycle parking locker keys at all sites. Details of users shall be recorded and deposits for the keys retained.

9.8.1 Cycle parking shall be managed as identified in the operational protocol at Annex 6 to this schedule.

9.8.2 Cyclists shall be permitted to:

Cycle to any Site and then transfer to the bus service; or to drive to any site, park and cycle on to York City Centre.

9.9 EQUIPMENT AT PARK & RIDE SITES

The provision and maintenance of equipment at the sites is allocated as detailed below (all other equipment shall be provided and maintained by the Operator):

Item	Responsibility	
	Provision	Maintenance
Existing Furniture	CYC	Operator
Small Safe (one per site except for Designer Outlet)	CYC	Operator (including insurance)
Cash Register (one per site)	Operator	Operator
CCTV	CYC	Maintenance Provider
Fire Alarm (Rawcliffe Bar and Monks Cross)	CYC	Maintenance Provider
Security Alarm (all sites)	CYC	Maintenance Provider
Electronic Ticket Machines	Operator	Operator
Smart Card Vending Equipment(Kiosks)	CYC	Maintenance Provider
Car Park Token Equipment including barriers (Monks Cross)	CYC	Maintenance Provider
Fire Extinguishers	Operator	Operator
Toilets Hand-driers, Dispensers etc	CYC	Operator
Power operated height barrier equipment	CYC	Maintenance Provider
Electric Vehicle charging points in car parks	CYC	CYC
Electric Vehicle charging points for Park & Ride vehicle use	CYC	Maintenance Provider

A detailed inventory of all equipment shall be jointly prepared at handover recording the quantity and condition of all equipment. At termination all equipment shall be returned to the Authority in good and serviceable condition taking into account age and original transfer condition.

9.10 VENDING SERVICE

The Operator shall work with the Authority to enhance the customer proposition. Vending machines are currently installed at Askham Bar, Monks Cross, Poppleton Bar and Rawcliffe Bar. The Operator must ensure that where it intends to introduce a new vending service the necessary planning consents have been granted.

9.11 FOOD AND DRINK

Non-alcoholic drinks with lids (including hot drinks) are to be allowed on all Park & Ride services. Hot food is not to be permitted on any Park & Ride service.

9.12 INSURANCE

The Operator shall provide insurance which indemnifies the Authority against any liabilities or claims made against it as a result of the operation of the contracted service. In the event of this insurance policy falling due for renewal during the contract period, the Operator will supply confirmation of renewal of an appropriate insurance policy.

10 CUSTOMER CARE

10.1 GENERAL

Park & Ride is a flagship service for the Authority. Good customer care is a key element of a successful Park & Ride operation. The supplier shall integrate customer care into the management of the service and shall include as a minimum the items included in the specification.

10.2 ALL STAFF

The staff who operate the Park & Ride service are often the first contact that visitors will have of the city and it is therefore essential that the Operator ensures that they are helpful, polite, courteous and considerate to the public and other road users at all times. They shall be able to converse well in English to enable accurate information to be provided to customers.

10.3 SUPERVISORS

Supervisors will be responsible for dealing with more detailed enquires from the public and for resolving complaints. It is therefore essential that they are adequately trained for this role and fully understand the purpose and operation of the Park & Ride service.

10.4 TRAINING

Customer care training shall be provided for all staff who have contact with the public at induction and at regular stages throughout the contract period. Details of training shall be provided by the Operator. The Operator shall keep records of drivers attending customer care courses and these are to be made available for inspection upon request by the Authority.

10.5 STAFF PRESENTATION

Drivers and Supervisors must be of smart appearance, wearing uniform and name badge with Park & Ride logo. Smoking, including the use of E-cigarettes, is not permitted on board Park & Ride vehicles or within the Park & Ride terminal buildings.

10.6 COMPLAINTS PROCEDURE

The Operator shall operate a complaints procedure whereby all complaints received in connection with the performance of the contract are recorded and investigated. The Operator's complaint procedure shall comply with the Authority's standards for correspondence as published or notified to the Operator and modified from time to time. E.g. All letters shall be responded to within 10 days.

The Operator shall provide a postal address, email address and telephone number to which customer complaints and enquiries may be directed. These contact details will be shown on all printed publicity and in the Park & Ride section of the iTravel York website. At times when there is no site supervisor present, each site telephone number shall be forwarded to the general enquiry number, which must be manned during site opening hours.

The Operator shall supply the Authority with a summary list of all complaints and responses in the monitoring reports. The Operator shall supply the Authority with copies of all written complaints received in connection with the performance of the contract, together with copies of the Operator's response within five working days of the response being issued by the Operator.

The Operator shall keep records of all suggestions received from customers and employees and shall forward relevant suggestions to the Authority.

The Operator shall immediately pass on complaints which are outside the requirements of the contract (e.g. complaints relating to policy issues) to allow the Authority to respond. The complainant shall be informed that the complaint has been transferred to the Authority for response.

10.7 CUSTOMER SURVEYS

The Operator shall undertake regular customer satisfaction surveys for each route (minimum once every two years) to obtain the users' assessment of the service. A representative sample of at least 1,000 users distributed evenly across the routes shall be surveyed. The survey shall include questions relating to the purpose of journeys, age, origin of journey etc and the quality of the service including:

- Facilities at the site (eg shelters, office, toilet access).
- Comfort of the buses.
- Capacity of the buses/space available.
- Frequency of the buses.
- Operating times (eg time of first and last bus).

- Helpfulness of staff.
- Satisfaction with the Park & Ride service overall.

The Operator shall agree the detail of the survey with the Authority prior to undertaking and shall share any results and analysis with the Authority.

10.8 CUSTOMER CONTRACT

A joint 'customer contract' shall be agreed by the Operator and the Authority which sets out the standards of service the customer can expect from Park & Ride. The customer contract shall tell customers where to catch Park & Ride buses, when the service operates, the standard of services expected and what to do if the customer is unhappy. The Operator shall prepare, distribute and publicise the customer contract at the start of the contract and annually thereafter.

11 MAINTENANCE

11.1 BUILDING AND SITE MAINTENANCE

Leases for the sites shall cover the maintenance items detailed in this section.

The operator shall have the opportunity during the tendering process to state their preference as to whether:

- a) The Operator shall be responsible for all maintenance items detailed within this clause; or
- b) The Operator shall pay the Authority to undertake all maintenance items detailed within this clause at an annual cost of **£175,000**. This figure shall be subject to indexation as in the contract.

The party nominated by the Operator to take responsibility for maintenance shall be referred to as 'the Maintenance Provider'.

The condition of the sites shall be agreed at the service commencement date. The sites shall be returned to the Authority at the end of the contract in the same condition allowing for fair wear and tear.

11.2 ROUTINE MAINTENANCE

The Maintenance provider shall provide a comprehensive Planned & Preventative maintenance service covering all aspects of engineering services, building structure, lighting and external works. This will ensure:

- Agreed asset standards and values are maintained.
- Maintenance of facilities to high aesthetic standard.
- Efficient and safe operation of the facility, plant, equipment and systems.
- Compliance with statutory provisions, standards, regulations and good operational practices.
- Park & Ride operational needs are met.
- Minimal disruption to the Park & Ride Service.

11.3 REACTIVE MAINTENANCE

The Maintenance Provider shall provide a comprehensive Reactive Maintenance service for all aspects of building structure, engineering and external works. This service will augment the Routine Maintenance and address damage and failures.

The service must be prioritised, effective, timely and responsive. The Maintenance Provider shall ensure that areas are made safe as soon as practical and that appropriate barriers and signage are provided to exclude the public from hazardous areas.

The Operator shall ensure that all lighting is maintained in working order and used during all hours of darkness when the car park is in use. Minimum maintenance requirements are:

- Clean and inspect all lamps once each year.
- Change lamps once every three years.
- Repair faults within 24 hours.
- Repair damage within 7 days.

11.4 STRUCTURAL REPLACEMENT

Substantial items of the infrastructure (e.g. CCTV system, building fabric, structural glazing and services components) which have become functionally obsolete shall be identified by the Maintenance Provider and incorporated into the Authority's capital works programme if funding is available.

11.5 FIRE FIGHTING APPLIANCES & SYSTEMS

The Maintenance Provider shall provide routine testing and maintenance of fire fighting appliances and systems including alarms.

11.6 SECURITY ALARMS

The Maintenance Provider shall provide routine testing and maintenance of security alarms.

11.7 WATER SUPPLY

- The Maintenance Provider shall: Maintain with leakage checks, water tests and cleaning of the tanks.
- Undertake reactive maintenance to repair damaged water pipes and leaks.
- Undertake water quality testing in accordance with Health & Safety and statutory requirements.

11.8 DRAINAGE AND SEWAGE

The Maintenance Provider shall ensure drainage and sewage systems are maintained to avoid drain eroding and cleaned to operate properly, in order to remove all sewage, dirty water and waste from the facility. The surface water

pumping station and lagoons at Monks Cross shall be the responsibility of the Authority.

11.9 HEATING

The Maintenance Provider shall be responsible for the maintenance of heating systems in the terminal buildings at all Park & Ride sites. This includes ground source heating provision at Poppleton Bar and Askham Bar.

11.10 GROUNDS MAINTENANCE

The Maintenance Provider shall be responsible for the routine and reactive maintenance of the soft and hard landscaping as detailed below. Landscape maintenance shall cover the full extent of the Park & Ride sites up to and including the site boundary (as specified in the site lease documents). The Designer Outlet (maintenance undertaken by others) and the storage pond and pumping station area at Monks Cross are excluded. The detailed Landscape Maintenance Specification is included in Annex 7 to the Specification.

11.10.1 Soft Landscaping

The Maintenance Provider shall provide a comprehensive routine and reactive maintenance service with consumables for soft landscaped areas, in accordance with the agreed Grounds Maintenance Schedule, including:

- Cutting grassed areas and trimming edges.
- Pruning trees and shrubs.
- Maintaining planted areas and borders.
- Rose pruning and maintenance.
- Agricultural hedges.
- Control of scrub.
- Leaf clearance.
- Control of pests and weeds.

11.10.2 Hard Landscaping

The Maintenance Provider shall provide a comprehensive routine and reactive maintenance service with consumables for hard landscaped areas, including:

- Roads, paths and car parks.
- Hard-standing, storage & service areas.
- Perimeter & other fencing.
- Covers to services and the like.
- Miscellaneous external enclosures and other general works.
- Boundaries.

12 OPERATOR RESPONSIBILITIES

12.1 SPARES AND CONSUMABLES

The Operator shall:

- Procure and maintain adequate stocks of materials, spares and consumables to ensure the facilities are maintained to their full capacity.
- Maintain records of goods received, stock levels and goods incorporated for audit purposes.
- Report stock level and value ex-works on a quarterly basis.
- Re-lamp as necessary to maintain lighting levels.

12.2 FURNITURE, FIXTURES & EQUIPMENT

The Operator shall provide a comprehensive routine and reactive maintenance service for furniture, fixtures and equipment covering:

- Health & Safety.
- Good working order of F, F & E.
- Correct location of F, F & E.
- Procurement procedures for best value replacements.
- Supply all consumables and spares for equipment provided.

12.3 FLOOR, WALL & CEILING FINISHES

The Operator shall provide routine and reactive maintenance for the floor, wall and ceiling finishes to agreed standards. Floor, wall and ceiling finishes shall be maintained to good decorative order (without scratches, scuffs, displacement etc). As a minimum the buildings (internal shall be repainted once by the Operator within the contract period. External building surfaces shall be clean and free from significant staining.

12.4 WATER SUPPLY

The Operator shall:

- Procure and maintain the supply of water to, and distributed within, the facility at the correct pressure.
- Procure and maintain facilities to remove effluent and waste water.

12.5 ELECTRICITY SUPPLY

The Operator shall:

- Procure and maintain a supply of electricity to, and distributed within, the facility.
- Undertake electrical testing in accordance with Health & Safety and statutory requirements.

12.6 BUSINESS RATES

The Operator shall be responsible for the payment of business rates for all of the sites.

13 WINTER MAINTENANCE

13.1 WINTER MAINTENANCE (BUS ROUTES)

The Authority shall include the Park & Ride bus routes, including the sections of the routes within the sites, in the winter maintenance programme. Gritting will be undertaken in line with the Authority's general winter maintenance policy.

13.2 WINTER MAINTENANCE (CAR PARKING AREAS/FOOTWAYS/ WAITING AREAS)

The Operator shall be responsible for the provision of grit and the gritting of all footways and waiting areas within the Park & Ride sites during periods of inclement weather. The Operator shall assess the risk of the effect of adverse weather on the car park areas and take the necessary action to reduce the risk to the public, particularly in exceptional circumstances. The Authority's winter maintenance policy does not include the routine gritting of public car park areas.

14 CLEANING

14.1 ROUTINE CLEANING

The Operator shall provide and manage a cleaning service with all equipment and consumables required for all internal areas in accordance with a cleaning schedule agreed with the Authority.

The Park & Ride facilities shall be cleaned to agreed standards on a daily, weekly and periodic basis.

14.2 EMERGENCY CLEANING

The Operator shall provide and perform an emergency cleaning service to clean up spillages of any kind occurring during normal operation hours.

Spillages should be removed and the area returned to the standard defined in the cleaning schedule. Spillages shall be removed within 30 minutes of notification and should be cordoned off in the meantime.

14.3 CLEANING – SITES

The Operator shall be responsible for keeping the sites clear of litter. The Operator shall collect and sweep each site of litter once per week, such that no litter or refuse is apparent upon completion. If the standard of cleanliness falls in the intervening period, the Operator shall restore it to a condition where no litter or refuse is apparent within a maximum of six hours.

- On a daily basis the Operator shall empty all litter bins into the refuse receptacle, which is provided by the Authority.
- The Operator shall complete a weekly check of lights, windows, bus and cycle shelters for damage and graffiti ensuring that necessary repairs are addressed promptly and that the Authority is notified in the next monitoring report.

- The Operator shall notify the Authority of any graffiti which the Authority will remove in a reasonable period in accordance with its standard customer contract.
- Rectification of other damage or defects shall be the responsibility of the Operator.

14.4 CLEANING – BUILDINGS

The Operator shall keep the buildings in a clean and tidy condition. All public areas shall be cleaned daily.

The Operator shall regularly (and when needed) clean both sides of the windows and window frames and all other glass/transparent materials in the buildings and on the sites.

14.5 CLEANING – TOILETS

Public conveniences are provided at all Park & Ride sites except the Designer Outlet (toilets are available in the shopping centre close to the Park & Ride entrance to the building). Staff toilets and rest room areas shall be cleaned to the same standard.

The opening hours of the conveniences shall be the same as the Park & Ride sites. The Operator is responsible for opening, cleaning, provision of consumables/equipment, closing and securing the toilets.

Details of the toilet cleaning specification are provided in Annex 8 to the specification.

15 MONITORING

15.1 MONITORING REPORTS

The Operator shall prepare, and issue in paper and agreed electronic format monitoring reports, on a monthly basis, detailing as a minimum for each route and the entire service the following information:

- Patronage (passenger boardings) (Park & Ride and non-Park & Ride).
- Patronage trends (rolling annual comparisons).
- Patronage trends (comparison to base year).
- Car park occupancy (daily peak). (subject to the Authority's installation of automatic counters).

- Smart ticket sales (rolling annual comparisons)
- Bus reliability (including reasons for disruption).
- Bus punctuality (Excess Waiting Time).
- Trends (reliability, punctuality etc).
- Vehicle usage (compliance – 'Right bus, right route').
- Vehicle branding (compliance e.g. number of non-branded vehicles used).
- Site operation issues.
- Service management issues.
- Maintenance works undertaken in month.

- Non-compliances.
- Complaints (number and nature).

The Operator shall agree the format of the reports with the Authority at the contract start up meeting. The reports shall be discussed at the regular Authority/Operator management meetings.

15.2 MONITORING INFORMATION

The Operator shall provide all of the monitoring information required for the service in a format agreed with the Authority. Where available the automatic counter information for car park occupancy may be used. The supplier shall enter into a data sharing agreement with the Authority.

15.3 PATRONAGE INFORMATION

Total patronage information shall be recorded as boardings and shall be split into the following user types. All passengers who board at the start of their journey at the Park & Ride site shall be considered to be Park & Ride passengers for their entire trip.

- Standard Park & Ride returns.
- Concessionary fare trips commencing from the Park & Ride site
- Concessionary fare trips commencing elsewhere.
- Accompanied children.
- Un-accompanied children (Park & Ride).
- Un-accompanied children (Non-Park & Ride).
- Un-accompanied children (YOzone).
- Park & Ride trips using multi-operator ticket (purchased at P&R Site).
- Operator's own network ticket (purchased a P&R Site) if applicable
- Non – Park & Ride trips using multi-operator ticket (purchased on another service or off bus).
- Non – Park & Ride trips using the Operator's own network ticket (purchased on another service or off bus)
- Contract trips.
- Smart Card – carnet of day trips.
- Smart Card – monthly trips.
- Smart Card – weekly trips.
- Single trips.
- Other non-Park & Ride trips.

16 PERFORMANCE INDICATORS

The Operator shall provide all of the necessary information required to assess their performance and calculate the Performance Payment deductions for the approval of the Authority. The Authority shall undertake regular auditing to verify the accuracy of the data provided. Performance shall be reviewed at each monitoring meeting and the level of any deduction from the Performance Payment agreed.

The following key areas shall be monitored to assess the Operator's performance:

- Reliability.
- Capacity.
- Vehicle Quality.
- Site Condition.
- Service Management.

Full details of the Performance monitoring and associated penalty deductions can be found at Schedule 12.

17 MARKETING

17.1 GENERAL

Marketing of the Park & Ride service is fundamental to ensuring the maximum number of people make use of the service. The Authority shall provide all off-site direction signage and promote the Park & Ride service on the Authority's website. The Operator shall proactively promote the Park & Ride service to encourage patronage increases.

17.2 MARKETING PLAN

The Operator shall produce a fully costed Marketing Plan in advance of the first full year of operation, and then in advance on a yearly basis for the life of the contract, showing how they will advertise and promote the service in order to achieve the target customer growth. This plan will show in detail what marketing activity they intend to undertake and when that activity will take place. The plan will be agreed in advance with the Authority and a research report will be required to show the effectiveness of marketing at the end of each year of operation.

17.3 NOTICES, TIMETABLES AND LEAFLETS

The Operator shall be responsible for the provision and maintenance, after gaining approval by the Authority, of all notices, timetables and leaflets relating to the operation of the Park & Ride service including but not limited to:

- Hours of opening.
- Out of hours instructions (including details of release fees).
- Route maps including location of stops and times of services on site.
- Fares and ticket availability.
- Terms and Conditions of Travel etc.

All marketing and promotional material shall clearly identify that the Park & Ride service is provided by the Operator on behalf of the Authority.

The Operator shall erect all notices and distribute information to inform the public of the Park & Ride service. The Operator shall ensure that all information is up to date with any changes made not later than the day before implementation.

17.4 SIGNS

The Maintenance Provider shall be responsible for the provision and maintenance, after gaining approval by the Authority, of all signs (except off-site directional signs which shall be the responsibility of the relevant Highways Authority)

17.5 PROMOTION

The Operator shall provide details of the level and type of advertising (e.g. Radio, Social Media etc) proposed in the Marketing Plan.

17.6 TOURIST INFORMATION

Where space allows tourist information leaflets for attractions within York and the surrounding area shall be provided at the Park & Ride sites.

17.7 ADVERTISING

All advertising, whether on the site or on vehicles, shall be the subject of approval by the Authority. Adverts promoting political or religious views or seeking to undermine the environmental or social benefits of public transport will not be permitted.

17.8 OFF BUS ADVERTISING

All advertising/sponsorship on the sites will be the responsibility of the Operator. The Authority shall receive 50% of the revenue from on site advertising/sponsorship and the Operator shall provide the Authority with details of all advertising bookings. All advertising/sponsorship off site and off bus (e.g. at bus stops) shall be the responsibility of the Authority. The Authority shall receive all of the revenue from off site, off bus advertising/sponsorship.

17.9 ON BUS ADVERTISING

17.9.1 EXTERNAL BUS ADVERTISING

Limited advertising shall be allowed on the exterior of the Park & Ride vehicles. This shall be arranged by the Operator and be subject to the approval of the Authority. The Authority will have final approval for the location and design of advertising displays. Half of any income from advertising shall be paid to the Authority.

17.9.2 INTERNAL BUS ADVERTISING

All advertising on the interior of the Park & Ride vehicles shall be arranged by the Operator and be subject to the approval of the Authority. Half of any income from on bus advertising shall be paid to the Authority.

17.10 MEDIA CONTACT

All contact with the media relating to the Park & Ride service shall be notified to the Authority's Communications team.