



CITY OF
YORK
COUNCIL

ANNEX C

Provision of the Park & Ride Service

Schedule 1

SPECIFICATION

PARK & RIDE SERVICE SPECIFICATION

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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 Council as part of the Local Transport Plan strategy to continue the sustained growth in the number of Park & Ride users. The operator and Council shall work together to achieve a minimum target of a 5% annual 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 frequency 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 or walk to or 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.

2 ROUTES

The operator shall be responsible for providing the bus service and managing the sites for all of the five Park & Ride services provided by the council. 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

	Number	Colour
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

2.2 NOMINAL ROUTES

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

2.2.1 Askham Bar

Askham Bar Park & Ride site to City Centre and return to Askham Bar Park & Ride site.

2.2.2 Grimston Bar

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

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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 (via Naburn Lane) 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 Monday to Saturday only) and return to Monks Cross Park & Ride 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 is reduced. As an option the operator may be instructed to provide a service which includes all of the current intermediate bus stops on the Designer Outlet route.

2.4 ADDITIONAL MILEAGE

The operator shall allow in his contract price for any additional mileage costs incurred due to roadworks 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 to 15 minutes after the arrival of the last bus from the city centre. The supervisor shall lock and leave the sites at 20:30 Monday – Saturday and 18:30 on Sundays provided the last bus has arrived and all passengers have left the site.

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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. The sites shall be opened and manned by the supervisor from 15 minutes before the first bus from the site to 15 minutes after the arrival of the last bus from the city centre.

	Askham Bar	Grimston Bar	Rawcliffe Bar	Designer Outlet	Monks Cross
<u>CORE REQUIREMENTS</u>					
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 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
Late Night Shopping Days (one day per week for 4 weeks 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
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
Christmas Day	No Service	No Service	No Service	No Service	No Service
Boxing Day	No Service	No Service	No Service	No Service	No Service
New Years Day	No Service	No Service	No Service	No Service	No Service
Special Events	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 7:00	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

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

4.2 **MINIMUM CAPACITY**

Minimum capacities are specified 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 vehicle capacities used by the operator for the preparation of timetables shall not exceed whichever is the lower of the licensed capacity of the vehicle or the seated capacity multiplied by the following factor.

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Vehicle Type	Capacity for Timetabling
Double Deckers	1.25 x seated capacity
Rigid Single Deckers	1.33 x seated capacity
Articulated Single Deckers	1.50 x seated capacity

The operator shall provide a service which meets or exceeds the capacities indicated in Annex 5.

4.3 CIRCULATION TIME

For preparation of timetables and the provision of the service the operator shall use the following minimum circulation times for each route. The operator may request that the nominal 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 BLISS system, for any adjustment. The Council shall consider the request and will respond within 28 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	40	45	40
Grimston Bar	40	45	40	45	40
Rawcliffe Bar	50	50	40	45	40
Designer Line	50	55	45	45	40
Monks Cross*	50	50	50	50	50 (40 exc. loop)

*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 passengers 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 and capacity 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 Council 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.

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The timetables and service provided shall comply with the capacity, journey time and frequency requirements of the specification. The service shall be operated such that vehicles shall leave the site at whichever is the earliest of the timetabled time if no queue at any stop, when the next vehicle arrives or when full. Layover of vehicles to meet timetables at peak times shall only occur at the Park & Ride sites.

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 (2 weeks), Summer Half Term (1 week), Summer Holidays (6 weeks), Autumn Half Term (1 week), Christmas Holidays (3 weeks), Spring Half Term (1 week).
Standard Saturday	All Saturdays in Year except Peak Saturdays identified below
Peak Saturday	Easter Saturday, August Bank Holiday Saturday, St Nicholas Fayre Saturday, 4 Saturdays up to Christmas Day
Sunday	All Sundays through year

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 Council. The operator shall submit timetables and capacity information which demonstrate that the minimum requirements for capacity, journey time and 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 excess waiting time information shall be monitored by the operator (and Council) and adjusted timetables, as required (with justification), issued to the Council for approval. The operator shall provide a minimum of 21 days notice of the intention to vary the approved timetables. If approved by the Council as an appropriate response to maintaining customer service standards, the operator and Council 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 Council prior to submission to the Traffic Commissioner.

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4.6 STANDARD SATURDAY SERVICE REQUIREMENTS

For the standard Saturday periods an increased capacity shall be provided. 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 weekday requirements:

- 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', the name of the Park & Ride site, the colour and number of the route.

4.7 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 following additional resources shall be provided by the operator:

- Off bus ticketing provided by staff with hand-held ticket machines to serve queuing passengers at each site at peak morning periods (9:00 to 12:00).
- Additional vehicles to meet the capacity requirements indicated in the specification. Vehicles must be BLISS enabled (see Section 11) to enable management of the service, provide real-time information for passengers 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', the name of the Park & Ride site, the colour and number of the route.
- Vehicles must be a minimum of Euro III compliant, be less than five years old and meet the same specification as the main Park & Ride fleet in all other respects.
- Air conditioning is not required.
- Double deckers are permitted on all routes except Rawcliffe Bar.

5 FARES

5.1 PARK & RIDE FARES

The following fares shall be charged for all passengers 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 shall be agreed at the commencement of the operation of the service. Up to two children (up to and including 15 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 and including 5 years old shall travel for free.

Accompanied Children in excess of two per adult (5 to 15 years old inclusive)

Children in excess of two per adult passenger shall be charged at half of the Park & Ride adult fare.

Unaccompanied Children (5 to 15 years old inclusive)

Unaccompanied children shall be charged the standard commercial non-Park & Ride fare for the route determined by the operator (see below).

Unaccompanied Children (up to 16 years old) – YOzone

Children who are not accompanied by an adult and have a valid YOzone card shall pay a fare discounted by comparison with the equivalent fare for a non-YOzone card holder of the same age set by the operator for the YOzone scheme.

Single Fares

Passengers who require a single ticket shall be charged the standard commercial non-Park & Ride fare for the route determined by the operator (see 5.3 below).

5.2 DISCOUNTED FARES

The operator shall provide a 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 passengers to make regular use of the service.

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.

Stored Value

The cost of a return ticket using a stored value smartcard shall be 90% of the standard adult return fare (rounded to nearest 5p).

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. passengers who first alight at 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 the Transport Act and Office of Fair Trading requirements. The operator shall notify the Council in advance of the publication of any revised fare structure.

5.4 CONCESSIONARY FARES

Pending confirmation of the national scheme expected to be in place by April 2008, it shall be assumed that free travel will be provided for all persons eligible for concessionary travel from 9:00am Monday to Friday and all day on weekends and bank holidays. The reimbursement level for the contract will be in accordance with the national and regional scheme. Payment of the concessionary fare reimbursement to the operator shall be in accordance with the North Yorkshire Concessionary Fares Scheme. In advance of submitting an invoice, the operator shall provide details of the number of concessionary travellers and route and the average fare for the service. Following agreement of the concessionary fare information the operator shall submit an invoice to the Council.

5.5 COUNCIL STAFF TICKETS

The Council currently provides free Park & Ride travel for its employees when travelling to work or on Council business. Council employees are issued with smart cards which record the journey. The rate currently paid to the operator is equivalent to the stored value fare rate. It is possible that in future the staff member will also make a contribution to the travel costs. It is anticipated that the Council will wish to enter into an agreement with the operator to provide the travel at a discounted rate.

5.6 COUNCIL MONITORING TICKETS

The operator shall provide five smart cards to the Council which enable free travel for the purpose of monitoring and promoting the service.

5.7 CONNEXIONS TICKETS FOR RURAL BUS SERVICES

To encourage the use of rural bus services the Council currently subsidises 'Connexions' bus services. The C1 operates from Tadcaster to the Askham Bar Tesco stop and the C3 operates between Askham Bryan/Richard/Bilbrough and Askham Bar. The operator shall record the presentation of a valid C1 or C3 'Connexions' service ticket (at the Park & Ride site and city centre) and be reimbursed by the Council 25% of the stored value return rate for each boarding. The operator shall invoice the Council on a quarterly basis indicating the number of trips recorded and payment requested. The introduction of additional 'Connexions' services to other Park & Ride sites will be agreed in advance with the operator and it is anticipated that these will be charged at the same rate.

5.8 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 Council. 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 or excess waiting time above target level.

5.9 VARIATIONS TO FARES

The standard fare shall be reviewed by the operator or Council from time to time to assess whether the variation in the costs of operating the service justifies a change to the standard fare. With the agreement of the Council fares shall be amended in 10p increments provided the fare on the Contract Base Date (1 July 2008) plus an allowance for inflation since the Base Date exceeds the actual fare by 5p. The adjustment for variation in costs shall be calculated by reference to changes of the following indices published by the Office for National Statistics, as relevant as possible to the costs of commercial transport provision.

- All items (RPI) excluding mortgage interest payments (Table 18.4 ref. CHMK)(weighting 10%)
- Maintenance of motor vehicles (Table 18.4 ref. DOCT) (weighting 15%)
- Petrol and oil prices (Table 18.4 ref. DOCU)(weighting 15%)
- Average Earnings (Transport, Storage and Communication) (Table 18.15 ref. JVUS)(weighting 60%)

6 TICKETING

6.1 TICKETING EQUIPMENT

The operator shall provide and maintain all on and off board ticketing equipment 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 such as children, concessionary fare travellers and Connexions transfer tickets for monitoring and accounting purposes. The ticketing equipment shall be compatible with the BLISS equipment provided on the vehicles. The equipment must allow the use of smart cards to register journeys including concessionary passengers. The ticket machine shall issue a paper ticket as appropriate to allow inspection and enable revenue protection.

6.2 SMART CARDS

The operator shall provide a smart card system on the Park & Ride service which will allow the card to be used as payment on a stored value, monthly or weekly basis without replacement. The card system must be supported by management information software to enable analysis of sales and use on a daily basis. The card reader on the bus should be contactless to minimise impact upon passenger boarding times.

It is the aspiration of the Council for the smart cards to be ITSO compliant and compatible with the national concessionary travel scheme, however it is understood that this may only be possible with the introduction of a citywide scheme in the future. The operator shall work with the Council to develop a citywide scheme which includes the Park & Ride service.

6.3 INTEGRATED TICKETING ARRANGEMENTS

To encourage public transport usage the Council has an aspiration to introduce a form of integrated ticketing which would allow passengers to purchase tickets on the Park & Ride service and complete their journey using another public transport service in the city if required (and vice versa). It will be proposed that the Park & Ride service would be included in any citywide arrangement and the operator will be required to participate in the development of the proposals during the contract period. The details of the scheme arrangements shall be agreed with all of the participating companies in advance of its introduction.

7 VEHICLES

7.1 APPROVAL

The operator shall gain approval from the Council of all vehicles (including branding) prior to purchase 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 the appropriate type and number of vehicles required to provide the capacity indicated in the specification. All vehicles to provide the core service (holiday and non-holiday) shall be single deck. For the provision of the additional capacity required for the service on peak Saturdays only, double deckers are permitted on all routes except Rawcliffe Bar (low bridge).

7.3 AGE – MAIN CONTRACT PERIOD (FIVE YEAR DURATION)

All vehicles to be used on the service including on peak Saturdays shall be a maximum of five years old at any time in the main contract period. All vehicles provided to replace any vehicles no longer used on the contract shall be new.

7.4 AGE – OPTIONAL EXTENSION PERIOD (THREE YEARS DURATION)

Subject to performance and the terms of the contract, the contract may be extended for a further three years. Vehicles up to eight years old may be permitted during the extension period subject to an independent assessment of the quality, reliability and emission standard of the vehicles being undertaken and indicating that the vehicles still meet the original specification taking into account fair wear and tear. The independent assessment shall be

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undertaken by a vehicle inspector agreed by both parties and arranged and paid for by the operator. The operator shall undertake any rectification works (if required) to bring the vehicles up to the agreed standard prior to the commencement of the extension period. The inspection shall take place at least one year before the end of the main contract period.

7.5 INTERACTION WITH DRIVER

It shall be possible for the driver to interact with passengers upon boarding to provide tickets and travel information.

7.6 ACCESS STANDARDS

Buses shall be low floor 'kneeling' models meeting the latest DDA disability access requirements with manual ramps for wheelchair access provided as a minimum. All vehicles shall provide space internally for at least one wheelchair. Tip up seats for ambulant passengers to be provided when this area not in use.

7.7 AIR CONDITIONING

Air conditioning shall be provided on all vehicles to be used to provide the service except the additional vehicles provided for the peak Saturdays.

7.8 INFRASTRUCTURE

The existing infrastructure accommodates the current articulated vehicles on the Askham Bar, Rawcliffe Bar and Grimston 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 shopping centre bus only route. It is also unlikely that the existing infrastructure at the Designer Outlet could accommodate articulated vehicles due to kerb alignment and safety issues, particularly at the exit onto Naburn Lane.

7.9 EMISSION STANDARDS

To minimise the impact on the environment and in particular air quality in the declared Air Quality Management Area, the lowest possible emission vehicles shall be used with the minimum level to be the European Enhanced Environmentally – Friendly Vehicle Standard.

7.10 SEATING

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

7.10A LUGGAGE PEN

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

7.11 BRANDING

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

- Park & Ride buses shall be liveried in an approved predominant colour different to all other vehicles currently operated by any company within the city. The approved colour shall be applied to at least 50% of the area of the sides, front and rear of the vehicle.
- The York Park & Ride logo 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.
- 'Frequent Service, Free Car Parking' signs shall be placed on the sides 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 route 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 bus shall identify the number or name of the route.

7.12 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.

7.13 FUEL

A blend of 95% diesel/5% bio-diesel fuel mix shall be used for all diesel powered vehicles as a minimum standard.

7.14 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 Council on a monthly basis.

7.15 PARKING/GARAGING OF VEHICLES

The operator shall ensure that all vehicles 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.

7.16 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.

8 BUS LOCATION AND INFORMATION SUB-SYSTEM (BLISS)

8.1 GENERAL

The BLISS system is a key element of the Council's adopted transport strategy which seeks to increase public transport patronage in the city. It is used by the Council and bus operators within the city to provide real-time information to users (on screens at bus stops and Park & Ride sites), a SMS and web-based timetable and prediction service, a management tool for operators and bus priority at traffic signals. The operator shall provide all data necessary, including timetables, to ensure accurate information is available to the public at all times. Further details are provided in Annex 6.

The Council shall have access, via it's own Operator Reports console, to historic operational data relating to the Park and Ride services. This will be used to assist with the monitoring of service performance and allow longer term trend analysis to be undertaken. If it is the case that the Park and Ride service operator also runs other commercial services in the City, the Council's access to Operator Reports would be configured so these could not be seen. Likewise, data for services operated by other operators in the City will not be available to the Council. The Council will be willing to enter into an appropriate, mutually agreed Data Sharing Agreement with the Park and Ride Service operator regarding it's use of Operator Reports."

8.2 BLISS EQUIPMENT (MANAGEMENT)

The Council shall provide and maintain, either directly or through an appointed contractor, the infrastructure to allow the BLISS system to operate and the basic Console system to allow the location of buses to be viewed remotely. The Council shall provide and maintain the equipment providing bus priority at traffic signals and the necessary infrastructure at the rising bollard locations. The operator shall provide all of the equipment and software necessary to use the BusNet Live and Operator Reports tools.

8.3 BLISS EQUIPMENT (VEHICLE)

The operator shall provide and maintain all of the on-bus equipment required for the operation of the BLISS System. All vehicles must conform to RTIG on bus architecture for real-time equipment and be fitted with ACIS RTI equipment. The electronic ticketing equipment provided by the operator shall be compatible with the ACIS equipment used for the BLISS system.

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8.4 BLISS EQUIPMENT (SITES)

The Council shall provide and maintain all of the off-bus equipment necessary to operate the BLISS system including PCs providing Console information at the sites and real-time information panels. The operator shall provide any equipment and software necessary to operate the additional management tools including BusNet Live and Operating Reports systems to enable monitoring information to be provided.

8.5 BLISS EQUIPMENT (BUS STOPS)

The Council shall provide and maintain all equipment necessary to provide real-time information at bus stops within the city centre and at the Park & Ride sites. This is currently provided using LED display screens but is due to be upgraded to more flexible LCD screens in August 2007.

8.6 RISING BOLLARDS

The Council provides and maintains the rising bollards within the city including at the Park & Ride sites. Rising bollards are activated by Seitags on the vehicles which shall be provided free of charge by the Council for the branded Park & Ride vehicles for installation by the operator. The operator shall provide tags for any additional vehicles used on the service to meet peak demand. Rising bollards are currently provided at the Monks Cross and Designer Outlet sites to provide priority exit routes and on the Stonebow (on the Grimston Bar and Monks Cross routes) to restrict access to the city centre. The Council will consult with the operator before the introduction of any other rising bollards on the Park & Ride routes. The operator shall be responsible for deactivating and reactivating the rising bollard at Monks Cross for use by Rugby League supporters on match days.

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 Council 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. The Council 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 ACIS BusNet Live and Operator Reports tools to monitor and manage the service.

9.1A OFFICE SPACE FOR COUNCIL STAFF

The Operator shall provide office space within the existing Park & Ride offices at Rawcliffe Bar and Monks Cross for the use of the Council's Park & Ride Monitoring Officer on a part time basis. Furniture and IT equipment for the Monitoring Officer shall be provided by the Council.

9.2 MANAGEMENT/SUPERVISION OF SITES (CORE REQUIREMENT)

The operator shall provide a minimum of one supervisor on duty at each of the Park & Ride sites (except the Designer Outlet) during opening hours. The operator shall inspect the Designer Outlet site a minimum of twice per day to check operation and ensure cleanliness and rectify any issues as necessary. The supervisor shall be responsible for the management of the site and operation of the bus route to the site. The key responsibilities of the supervisor shall be ensuring that the service and sites operate to the standards required. Supervision/management of sites 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 maintenance (including landscape maintenance) and cleaning is undertaken or defects rectified.
- Selling off-bus tickets including smart cards.
- 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.
- Ensuring that the gritting and snow clearance is undertaken to footways, as necessary.
- Monitoring CCTV equipment (Including liaising with police and providing copies of tapes etc), in accordance with data protection requirements/ protocols.
- 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 keyholders 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.
- Validation of non-Park & Ride user tokens at Monks Cross.
- Monitoring of car park occupancy.
- Provision of Out of Hours opening for cars locked in car parks (currently provided free of charge to the Park & Ride operator – charge to car owner covers cost of service).
- Liaising with the Council's waste collection team for the removal of recycled materials from the waste points on the sites.
- Processing lost property from vehicles and sites.

9.3 MANAGEMENT/SUPERVISION OF SITES (DESIGNER OUTLET)

Once the proposed kiosk is in place at the Designer Outlet the operator shall provide a similar quality of supervision as already established at the other sites. The supervisor 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).

9.4 MANAGEMENT/SUPERVISION OF CITY CENTRE STOPS

The operator shall provide a roving supervisor of the Park & Ride Bus stops in the city centre to manage the service and provide information to customers. Supervision shall be provided from 15:30 to 18:30 Monday to Saturday. The supervisor shall patrol around the city centre Park & Ride stops including as a minimum: Pavement, Piccadilly, Clifford Street, Tower Street, Rougier Street, Station Road, Station Avenue, and Museum Street. The supervisor shall wear a uniform to allow identification as a Park & Ride Supervisor by passengers. Communication shall be possible between the supervisor and the Park & Ride management to identify incidents and provide pro-active management of the service. The city centre supervision shall:

- Provide queue management at peak times.
- Deal with customer enquiries.
- Deal with customer complaints.
- Help to ensure that the bus service operates to timetable and pro-actively managing the service to minimise waiting times.
- Deal with incidents which affect the operation of the service.
- Pro-actively ensure that customers are aware of any disruption to the service.

9.5 CAR PARK MANAGEMENT

The operator shall manage the operation of the car parks, liaise with the Council's Parking Services team and issue warning notices for vehicles not parked in accordance with the site rules. The Council will be responsible for issuing car park enforcement notices if required.

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.

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The operator shall be responsible for the management of the car park token system at Monks Cross including the use of the on and off bus validation equipment. The equipment shall be provided by the Council. All car parking fees (currently set by the Council at £5.00) shall be collected by the operator and transferred to the Council on a monthly basis. Details of the fees collected shall be submitted monthly to the Council.

Special arrangements shall be provided by the operator to allow the Monks Cross Park & Ride car park to be used by Rugby League supporters on match days. The rising bollard at the end of Kathryn Avenue shall be de-activated by the operator prior to the match and re-activated after cars have been parked. All supervision and direction relating to the operation of this overspill car park shall be provided by Rugby League Stewards. Rugby League car park users shall obtain tokens at the Park & Ride office and pay for authorisation (currently set by the Council at £3.00).

The Council 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 Council.

9.6 REVIEW MEETINGS

The operator shall arrange regular (minimum monthly for first three months then quarterly) review meetings with the Council 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 three months.

9.7 CYCLE PARKING MANAGEMENT

The operator shall be responsible for the issuing of cycle parking locker keys at the Grimston Bar (4), Monks Cross (20) and Rawcliffe Bar (10) sites. Details of user shall be recorded and deposits for the keys retained.

9.8 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)	CYC	Operator (including insurance)
Cash Register (one per site)	CYC	Operator
CCTV	CYC	CYC
Fire Alarm (Rawcliffe Bar and	CYC	Operator

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Monks Cross)		
Security Alarm (all sites)	CYC	Operator
Ticket Equipment	Operator	Operator
Smart Card Equipment	Operator	Operator
Car Park Token Equipment including barriers (Monks Cross)	CYC	Operator
Fire Extinguishers	Operator	Operator
Toilets Hand-driers, Dispensers etc	CYC	Operator
Power operated barrier equipment (Monks Cross)	CYC	Operator

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 Council in good and serviceable condition taking into account age and original transfer condition.

9.9 VENDING SERVICE

The operator shall not provide any vending service without the prior written consent of the Council. The operator shall manage the existing vending services provided at Rawcliffe Bar.

9.10 INSURANCE

The operator shall provide insurance which indemnifies the Council 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 Council. 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

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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 Council.

10.5 STAFF UNIFORMS

Drivers and Supervisors must be of smart appearance, wearing uniform and name badge with Park & Ride logo. Uniform shall comprise (or similar approved) dark shoes, black trousers (navy or black knee length skirt permissible) or smart (tailored) black or navy shorts, white shirt/blouse (short sleeved variants permissible during summer months) and plain dark tie, black or navy jumper (optional) and black or navy jacket (optional).

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 Council'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's complaints procedure shall allow for complaints to be made in person, by telephone, by email or in writing and for complaints to be brought to the attention of the operator by the complainant or the Council.

The operator shall supply the Council with a summary list of all complaints and responses in the monitoring reports. The operator shall supply the Council 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 Council.

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 Council to respond. The complainant shall be informed that the complaint has been transferred to the Council for response.

10.7 CUSTOMER SURVEYS

The operator shall undertake regular customer satisfaction surveys for each route (minimum annually) to obtain the users' assessment of the service. A representative sample of at least 1,000 users evenly across the routes shall

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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.
- The Park & Ride service overall.

The operator shall agree the detail of the survey with the Council prior to undertaking.

10.8 CUSTOMER CONTRACT

A joint 'customer contract' shall be agreed by the operator and the Council 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 passenger 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 undertake all necessary repairs to the buildings and sites to deliver the requirements of the following clauses. The Operator shall comply with the maintenance schedules agreed with the Council. The Operator shall provide a list of all of the maintenance works undertaken in the monthly reports. The condition of the sites shall be agreed at the service commencement date. The sites shall be returned to the Council at the end of the contract in the same condition allowing for fair wear and tear.

11.2 ROUTINE MAINTENANCE

The operator shall provide a comprehensive Planned & Preventative maintenance service covering all aspects of engineering services, building structure, lighting and external works. This service will be based on an agreed (with Council) Maintenance Schedule ensuring:

- 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 operator shall provide a comprehensive Reactive Maintenance service for all aspects of engineering services, building structure and external works. This service will augment the Routine Maintenance and address:

- Emergency breakdowns.
- Breakdowns.
- Damage.
- Failures.

The service must be prioritised, effective, timely and responsive. The operator 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 (controlled by photo - electric cell switch system) 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. car park surfacing, building fabric, structural glazing and services components) which have become functionally obsolete shall be identified by the operator and incorporated into the Council's capital works programme if funding is available.

11.5 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.

11.6 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.

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11.7 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 and external) shall be repainted once by the operator within the 5 year contract period. External building surfaces shall be clean and free from significant staining.

11.8 FIRE FIGHTING APPLIANCES & SYSTEMS

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

11.9 SECURITY ALARMS

The operator shall provide routine testing and maintenance of security alarms.

11.10 WATER SUPPLY

The operator shall:

- Procure and maintain the supply of water to, and distributed within, the facility at the correct pressure.
- Maintain with leakage checks, water tests and cleaning of the tanks.
- Removal of run-off water and reactive maintenance to repair damaged water pipes and leaks.

11.11 DRAINAGE AND SEWAGE

The operator 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 Council.

11.12 ELECTRICITY SUPPLY

The operator shall procure and maintain a supply of electricity to, and distributed within, the facility.

The operator shall undertake electrical testing in accordance with Health & Safety and statutory requirements.

11.13 BUSINESS RATES

The operator shall be responsible for the payment of business rates for all of the sites except the Designer Outlet.

11.14 GROUNDS MAINTENANCE

The operator 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 boundary fencing and hedges. The Designer Outlet (maintenance undertaken by others) and the storage pond and pumping station area at Monks Cross

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are excluded. The detailed Landscape Maintenance Specification is included in Annex 7 to the Specification.

11.14.1 Soft Landscaping

The operator 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.

11.14.2 Hard Landscaping

The operator shall provide a comprehensive routine and reactive maintenance service with consumables for hard landscaped areas, in accordance with the agreed Grounds Maintenance Schedule, 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.
- Ice and snow clearance.
- Boundaries.

11.15 WINTER MAINTENANCE (BUS ROUTES)

The Council 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 Council's general winter maintenance policy.

**11.16 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 Council's winter maintenance policy does not include the routine gritting of public car park areas.

12 CLEANING

12.1 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 Council.

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

12.2 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.

12.3 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 council.
- The operator shall complete a weekly check of lights, windows, bus and cycle shelters for damage and graffiti, with a return made even if no action is required.
- The operator shall notify the council of any graffiti which the council 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.

12.4 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.

12.5 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.

13 MONITORING

13.1 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).
- Bus reliability (including reasons for disruption).
- Bus punctuality (Excess Waiting Time).
- Trends (reliability, punctuality etc).
- Vehicle usage (compliance).
- 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 Council at the contract start up meeting. The reports shall be discussed at the regular Council/operator management meetings.

13.2 MONITORING INFORMATION

The operator shall provide all of the monitoring information required for the service in a format agreed with the Council. Where possible the operator shall make use of the BusNet Live/Operator reports and Electronic Ticket Machine data to provide the monitoring information. Where available the automatic counter information for car park occupancy may be used – elsewhere daily manual counts shall be undertaken to record peak usage. The supplier shall enter into a data sharing agreement with the Council.

13.3 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.

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- Concessionary fare trips.
- Connexions transfers.
- Accompanied children.
- Un-accompanied children (Park & Ride).
- Un-accompanied children (Non-Park & Ride).
- Un-accompanied children (YOzone).
- Park & Ride trips using integrated ticket (purchased at P&R Site).
- Non – Park & Ride trips using integrated ticket (purchased on another service or off bus).
- Council staff trips.
- Contract trips.
- Smart Card – stored value trips.
- Smart Card – monthly trips.
- Smart Card – weekly trips.
- Single trips.
- Other non-Park & Ride trips.

14 PERFORMANCE INDICATORS

14.1 GENERAL

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 Council. The Council 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 operators performance:

- Reliability.
- Punctuality.
- Vehicle Standards.
- Site Condition.
- Service Management.

Half of the Performance Payment element of the licence fee will be returned to the operator at six monthly intervals depending on performance through that period. The performance scoring and deductions mechanism is provided in Annex 9. The performance schedule shall be reviewed annually and agreed with the operator to ensure that the targets and payments remain challenging but realistic. The specified schedule shall be used throughout the contract if agreement can not be reached.

14.2 RELIABILITY

For each calendar month the operator shall provide a list of the services (graphical summary required for each route) which did not operate during the month compared to the timetabled provision and detail the reason for failure to operate using the following criteria.

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External Factors	Internal Factors
Exceptional Traffic Congestion (25% greater than prescribed journey times)	Traffic Congestion (within 25% of prescribed journey times)
Weather	Driver Availability
Accident	Vehicle Breakdown
Incident	Vehicle Unavailable
Diversion	

Additional vehicles provided by the operator at peak times to meet demand in excess of the timetabled provision shall be recorded.

14.3 PUNCTUALITY

Punctuality shall be measured on the basis of Excess Waiting Time (EWT). EWT is the difference between the Scheduled Wait Time (SWT) and Actual Wait Time (AWT), assuming passengers arrive randomly at the stop. The SWT is equivalent to half the frequency, thus if the service operates every ten minutes and runs perfectly passengers should wait on average five minutes before the next service departed. The EWT therefore measures the difference between the perfect situation and reality.

The target monthly EWT, representing punctuality, for York's Park & Ride services shall be set at 1.5 minutes measured at the city centre stops and Park & Ride sites. The operator shall calculate the Actual Wait Time using information from Electronic Ticket Machines or the BLISS system. For each route the EWT shall be averaged for each month and for the six monthly payment period. As an incentive additions to the performance payment shall be made where the Excess Waiting Time target has been achieved or bettered.

14.4 VEHICLE QUALITY PERFORMANCE INDICATORS

The operator shall provide vehicles at all possible times which meet the specification. The operator shall record in the monthly report the use of any vehicles on each timetabled journey which are non-compliant, the detail of the non-compliance and the reason for their use. The non-compliances, the route, the number of trips and number of days shall be recorded under the following headings:

- Emission standards.
- Vehicle type (e.g. double decker).
- Vehicle branding.
- BLISS Equipment.
- Ticketing equipment.
- Cleanliness.
- Air conditioning.

14.5 MANAGEMENT

The monthly monitoring reports prepared by the operator shall provide the background information to allow the quality of the management of the service

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to be assessed. Performance indicators shall be provided for the submission of the reports and organisation/attendance at quarterly review meetings.

14.6 SITE MANAGEMENT

Information shall be recorded for the following items in accordance with the performance schedule in Annex 9.

- Site opening.
- Site security.
- Supervision.
- Customer care.
- Complaints.
- Uniform.
- Route timetables.
- Building maintenance.
- Grounds maintenance.
- Site cleaning.

15 MARKETING

15.1 GENERAL

Marketing of the Park & Ride service is fundamental to ensuring the maximum number of people make use of the service. The council shall provide all off-site direction signage and promote the Park & Ride service on the Council's website. The operator shall proactively promote the Park & Ride service to encourage patronage increases. The service shall be marketed as a frequent service with free car parking.

15.2 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 passenger 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 Council and a research report will be required to show the effectiveness of marketing at the end of each year of operation.

15.3 SIGNS, NOTICES, TIMETABLES AND LEAFLETS

The operator shall be responsible for the provision and maintenance, after gaining approval by the Council, of all signs (except off-site directional signs), 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.
- Timetables (at sites and at all bus stops).
- Route maps including location of stops.
- Fares.
- Terms and Conditions of Travel etc.

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All marketing and promotional material shall clearly identify that the Park & Ride service is operated by the supplier on behalf of the Council.

The operator shall erect all signs 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. The operator shall provide and fund the publication of a Park & Ride map and timetable in the city's tourist mini-guide. The mini-guides and detailed timetable shall be distributed at the Park & Ride sites and on the Park & Ride buses.

The Council operates a number of variable message signs linked to the Park & Ride service which provide capacity and directional information for users. The operator shall monitor the signage and ensure that the council is notified of any failures or errors on this system. The Council will use its best endeavours to return the system to operation with the minimum delay.

15.4 INTERNET

The operator shall produce a website, which shall be available from a link on the Council's website, providing details of the service. Locations of the sites, route maps, timetables, fares etc. shall be detailed on the website.

15.5 PROMOTION

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

15.6 TOURIST INFORMATION

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

15.7 ADVERTISING

All advertising whether on the site or on vehicles shall be the subject of approval by the Council.

15.8 OFF BUS ADVERTISING

All advertising/sponsorship on the sites and bus stops shall be the responsibility of the Council. The Council shall receive all revenue from off bus advertising/sponsorship.

15.9 ON BUS ADVERTISING

No advertising shall be allowed on the exterior of any vehicle used on the Park & Ride service.

All advertising on the interior of the Park & Ride vehicles shall be arranged by the operator and be subject to the approval of the Council. Adverts promoting tobacco, armaments, political or religious views or seeking to undermine the

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environmental or social benefits of public transport will not be permitted. Half of any income from on bus advertising shall be paid to the Council.

15.10 MEDIA CONTACT

All contact with the media relating to the Park & Ride service shall be through the Council's press office