

## **Appendix A3**

### **Specification for Service Performance**

#### **1. INTRODUCTION**

- 1.1 The Operator's performance will be monitored in relation to service quantity and quality. The Contract must provide all journeys as required by the Specification and failure to do so may result in penalties being invoked as described below.

#### **2. LOST MILEAGE**

- 2.1 The Operator shall provide the Council at monthly intervals a list of journeys not operated, detailing for each journey the following information:
- 2.1.1 Contract Number
  - 2.1.2 Date
  - 2.1.3 Scheduled departure time
  - 2.1.4 Departure point
  - 2.1.5 Reason for non-operation classified into:
    - 2.1.5.1 staff shortages;
    - 2.1.5.2 vehicle shortages;
    - 2.1.5.3 breakdown;
    - 2.1.5.4 traffic; and
    - 2.1.5.5 other (to be specified by the Operator).
- 2.2 If there is no lost mileage during the month to which the invoice refers then a nil return must be submitted within one month of the end of the month to which the return relates.
- 2.3 Lost miles due to staff shortage, vehicle shortage or breakdown will normally result in a deduction from payments due to the Operator of an amount equal to the average price per mile operated for each mile lost.
- 2.4 Journeys operating more than 5 minutes earlier than the scheduled time or 15 minutes later shall be deemed as lost mileage.
- 2.5 The average price per mile operated shall be calculated by dividing the total current annual contract price by the total current annual contract mileage.
- 2.6 The Operator must show this on his invoice for the month in question as required by condition 12 of the Conditions of Contract.
- 2.7 Mileage not operated for other reasons that are beyond the control of the operator will not result in deduction.

#### **3. QUALITY OF SERVICE**

- 3.1 The Council regards the quality of service as very important and the Operator shall take all reasonable steps to ensure that, as well as operating all the specified journeys comprising the Service, the Service is provided to standard required by the Contract.