7. Service Specification

Route: 324

Contract Reference: QC49203

This Service Specification forms section 7 of the ITT and should be read in conjunction with the ITT document, Version 1 dated 29 September 2011.

You are formally invited to tender for the provision of the bus service detailed below and in accordance with this Service Specification. Tenderers must ensure that a Compliant Tender is submitted and this will only be considered for evaluation if all parts of the Tender documents, as set out in section 11, have been received by the Corporation by the Date of Tender. The Tender must be fully completed in the required format, in accordance with the Instructions to Tenderers. A Compliant Tender must comply fully with the requirements of the Framework Agreement; adhere to the requirements of the Service Specification; and reflect the price of operating the Services with new vehicles.

Terminus Points	Stanmore Station and Brent Cross, Tesco
	Superstore
Contract Basis	Incentivised
Commencement Date	24 th October 2015
Vehicle Type (Option 1)	45 capacity, single door, single deck, minimum 8.9m long
Vehicle Type (Option 2)	60 capacity, dual door, single deck, minimum 10.8m long subject to a satisfactory route test
Current Maximum Approved	8.9 metres long and 2.44 metres wide
Dimensions	
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Departing on Time - No less than 86.00%
Extension Threshold	Departing on Time Threshold – 90.00%
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 27th October 2014

Tenderers should refer to section 3 of Part A for the Service Specification Explanatory Notes and Appendix B of section 5 for the Example Service Specification of the ITT document.

SERVICE SPECIFICATION

- 1) SERVICE SPEC ROUTE SPECIFICATION INFORMATION
- 2) NOTES
- 3) SCHEDULE REQUIREMENTS & PINCHPOINTS
- 4) OPERATIONAL CONSIDERATIONS
- 5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS

2) NOTES

Proposed Changes:

At this time, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. 324.

Tenderers should note that the following alterations (subject to consultation) are proposed as part of this Service Specification for introduction with the new Route Agreement:

Option 1

No changes

Option 2

 60 capacity, dual door, single deck are specified, subject to a satisfactory route test.

Hail & Ride Operation:

Hail and ride operation, with buses stopping wherever it is safe to set down and pick up passengers, applies on the following sections of Route No. 324:

Ex Stanmore Station

Old Church Lane, Abercorn Road, St Andrews Drive, Culver Grove, Culver Grove **Ex Brent Cross, Tesco Superstore** Colindeep Lane

Tenderers should note that if they are supplying an alternative price based on using existing vehicles, these must be refurbished in line with the revised specification dated 1st March 2014. This applies to all contracts awarded from Tranche 471 onwards.

Operators should provide the following prices:

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

Cash Free Boarding was extended throughout London from 6th July 2014. Submitted tender prices should fully reflect the cost saving accrued from this change. Tenderers should also indicate the approximate additional cost if cash fares were still to be accepted.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDA	TIUFRIDAT	SCHEDULE	REQUIREMENT	3 & FINCHFU			
Stanmore Stat	ion to Brent Cro	oss, Tesco	Brent Cross, Tesco Superstore to				
Superstore			Stanmore Stati	on			
First departure	no later than 0)520.	First departure	no later than 0	500.		
0515 - 0620	Every 30 minu	utes	0455 - 0630	Every 30 minu	utes		
0621 - 1940	Every 20 minu	utes	0631 - 1950	Every 20 minu	utes		
1941 - 0020	Every 30 minu	utes	1951 - 0030	Every 30 minu	ites		
Last departure no earlier than 0015.			Last departure no earlier than 0025.				
Pinchpoints							
Colindeep	0700 - 0900	20 minutes	Kingsbury	0730 - 0930	20 minutes		
Lane,	1455 - 1635	20 minutes	Station	1510 - 1630	20 minutes		
Edgware							
Road							

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Stanmore Stat	ion to Brent Cro	oss, Tesco	Brent Cross, Tesco Superstore to				
Superstore			Stanmore Stati	on			
First departure	no later than C	520.	First departure	no later than 0	500.		
0515 - 0820	Every 30 minu	ites	0455 - 0830	Every 30 minu	utes		
0821 - 1940	Every 20 minu	ites	0831 - 1950	Every 20 minu	utes		
1941 - 0020	Every 30 minu	ites	1951 - 0030	Every 30 minu	utes		
Last departure	no earlier than	0015.	Last departure no earlier than 0025.				
Pinchpoints							
Colindeep	0920 - 1120	20 minutes	5 7	0910 - 1110	20 minutes		
Lane,			Station				
Edgware							
Road							

3.3) SUNDAY AND PUBLIC HOLIDAYS (EXCEPT GOOD FRIDAY AND CHRISTMAS DAY) SCHEDULE REQUIREMENTS & PINCHPOINTS

Stanmore Stat	ion to Brent Cro	oss, Tesco	Brent Cross, Tesco Superstore to				
Superstore			Stanmore Stati	on			
First departure	no later than C	620.	First departure	no later than 0	600.		
0615 - 0920	Every 30 minu	ites	0555 - 0930	Every 30 minu	utes		
0921 - 1940	Every 20 minu	ites	0931 - 1950	Every 20 minu	utes		
1941 - 0020	Every 30 minu	ites	1951 - 0030	Every 30 minu	utes		
Last departure	no earlier than	0015.	Last departure no earlier than 0025.				
Pinchpoints							
Colindeep	1010 - 1210	20 minutes	Kingsbury	1030 - 1230	20 minutes		
Lane,			Station				
Edgware							
Road							

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 324 should be separated from Route No. 204 between Kingsbury Station and Colindale, Edgware Road during all periods.
- 4.2) Route No. 324 can suffer from unpredictable traffic delays in the Kingsbury and Hendon areas.

5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS

- 5.1) ROUTE RECORD As per Busnet printout.
- 5.2) CURRENT PERFORMANCE As per current print out.
- 5.3) QSI BY TIME OF DAY As per current print out.
- 5.4) IBUS MILEAGE & QSI POINTS As per current print out.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 324: Stanmore Station - Brent Cross, Tesco Superstore

Date of Structural Change: 24 October 2015.Date of Service Change: 24 October 2015.Reason for Issue: New Tender.

STREETS TRAVERSED

<u>Towards Brent Cross, Tesco Superstore:</u> Stanmore Station Forecourt, London Road, The Broadway, Church Road, Old Church Lane, Abercorn Road, St Andrews Drive, Culver Grove, Streatfield Road, Honeypot Lane, Kingsbury Circle, Kingsbury Road, Roe Green, Hay Lane, Edgware Road, Colindeep Lane, Colindeep Lane Slip Road, Watford Way, Hendon Way, Haley Road, Cooper Road Roundabout, Prince Charles Drive, Brent Cross Bus Station, Prince Charles Drive, Tempelhof Avenue, Tilling Road, Tesco Access Road, Bus Turning Circle, Tesco Access Road.

Towards Stanmore Station: Tesco Access Road, Tilling Road, Tempelhof Avenue, Prince Charles Drive, Spalding Road, Hendon Way, Watford Way, Colindeep Lane, Edgware Road, Hay Lane, Roe Green, Kingsbury Road, Kingsbury Circle, Honeypot Lane, Streatfield Road, Culver Grove, St Andrews Drive, Abercorn Road, Old Church Lane, Church Road, The Broadway, London Road, Stanmore Station Forecourt.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

STANMORE STATION

Private stand for two buses on Stanmore Station forecourt, commencing at the eastern end of the station building and extending 36 metres east (spilt in two by pedestrian crossing). Buses proceed from Stanmore Station Forecourt direct to stand, departing to Stanmore Station Forecourt. Set down in Stanmore Station Forecourt (BP137 - Stanmore Station <>, Last Stop on LOR: BP137 - Stanmore Station <>) and pick up in Stanmore Station Forecourt, at Stop A (29842 - Stanmore Station <>, First Stop on LOR: 29842 - Stanmore Station <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 324 should be scheduled
	to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Stanmore Station.
OTHER INFORMATION:	LUL toilet facilities available: Mon-Sat: 0500-0115 & Sun: 0650-2359.

QUEENSBURY STATION

Public stand for two buses on east side Queensbury Circus (eastern arm), between the two arms of Queensbury Station Parade, commencing 8 metres north of lamp standard No. 44 and extending 22 metres north.

From Brent Cross, Tesco Superstore.

Buses proceed from Honeypot Lane via Cumberland Road and Queensbury Station Parade to stand, departing via Queensbury Station Parade and Cumberland Road to Honeypot Lane. Set down in Honeypot Lane, at Stop DD (26528 - Queensbury Morrisons, Last Stop on LOR: 26528 - Queensbury Morrisons) and pick up in Honeypot Lane, at Stop EE (26529 - Queensbury Morrisons, First Stop on LOR: 26529 - Queensbury Morrisons).

From Stanmore Station.

Buses proceed from Honeypot Lane via Cumberland Road and Queensbury Station Parade to stand, departing via Queensbury Station Parade and Cumberland Road to Honeypot Lane. Set down in Honeypot Lane, at Stop CC (16118 - The Honeypot, Last Stop on LOR: 16118 - The Honeypot) and pick up in Honeypot Lane, at Stop D (16117 - The Honeypot, First Stop on LOR: 16117 - The Honeypot).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Queensbury Station.

KINGSBURY, HONEYPOT LANE

From Brent Cross, Tesco Superstore.

Buses proceed from Kingsbury Road via Kingsbury Circle departing to Kingsbury Road. Set down in Kingsbury Road, at Stop B (14853 - Kingsbury Station <>, Last Stop on LOR: 14853 - Kingsbury Station <>) and pick up in Kingsbury Road, at Stop A (17174 - Kingsbury Station <>, First Stop on LOR: 17174 - Kingsbury Station <>).

From Stanmore Station.

Buses proceed from Honeypot Lane via Kingsbury Circle departing to Honeypot Lane. Set down in Honeypot Lane, at Stop D (26525 - Kingsbury Circle, Last Stop on LOR: 26525 - Kingsbury Circle) and pick up in Honeypot Lane, at Stop C (26524 - Kingsbury Circle, First Stop on LOR: 26524 - Kingsbury Circle).

AVAILABILITY: OPERATING RESTRICTIONS: BLIND DISPLAY:

At any time. **Turning Point Only - Buses must not stand** Kingsbury.

COLINDALE STATION

From Brent Cross, Tesco Superstore.

Buses proceed from Colindeep Lane via Edgware Road, Colindale Avenue, Roundabout, Colindale Avenue and Edgware Road departing to Colindeep Lane. Set down in Colindeep Lane (H1176 - Hail & Ride Colindeep Lane, Last Stop on LOR: H1176 - Hail & Ride Colindeep Lane) and pick up in Colindeep Lane (H1178 - Hail & Ride Colindeep Lane, First Stop on LOR: H1178 - Hail & Ride Colindeep Lane).

From Stanmore Station.

Buses proceed from Hay Lane via Edgware Road, Colindale Avenue, Roundabout and Colindale Avenue departing to Edgware Road. Set down in Hay Lane, at Stop CK (17044 - Buck Lane, Last Stop on LOR: 17044 - Buck Lane) and pick up in Edgware Road, at Stop CF (2984 - Colindeep Lane, First Stop on LOR: 2984 - Colindeep Lane).

AVAILABILITY:At any time.OPERATING RESTRICTIONS:Turning Point Only - Buses must not standBLIND DISPLAY:Colindale.

HENDON, BELL (from Stanmore Station)

Public stand on east side of slip road connecting Brent Street and Brent Green, commencing 6 metres north of centre of Brent Green and extending 10 metres northward. Buses proceed from Watford Way via Queen's Road, Brent Street and Brook Water Lane to stand, departing via Brook Water Lane, Brent Green, Queen's Road and Central Circus to Watford Way. Set down in Watford Way, at Stop G (3435 - Hendon Central Station <>, Last Stop on LOR: 3435 - Hendon Central Station <>) and pick up in Watford Way, at Stop E (33355 - Hendon Central Station <>, First Stop on LOR: 33355 - Hendon Central Station <>).

AVAILABILITY:At any time.OPERATING RESTRICTIONS:Unscheduled curtailments onlyMEAL RELIEFS:No meal relief vehicles to stand at any time.FERRY VEHICLES:No ferry vehicles to park on stand at any time.BLIND DISPLAY:Hendon Central.

BRENT CROSS SHOPPING CENTRE, BUS STATION (from Stanmore Station)

Buses proceed from Brent Cross Bus Station departing to Prince Charles Drive. Set down in Brent Cross Bus Station, at Stop D (35214 - Brent Cross Shopping Centre, Last Stop on LOR: 35214 - Brent Cross Shopping Centre) and pick up in Prince Charles Drive, at Stop L (M7 - Brent Cross Shopping Centre, First Stop on LOR: M7 - Brent Cross Shopping Centre).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Brent Cross.

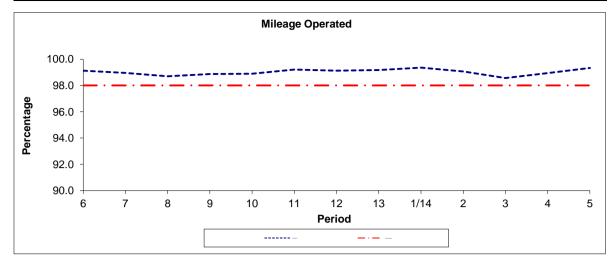
BRENT CROSS, TESCO SUPERSTORE

Private stand for one bus on south-west side of Tesco Access Road. Buses proceed from Tesco Access Road direct to stand, departing to Tesco Access Road. Set down in Tesco Access Road, at Stop Z (BP5557 - Tesco Brent Cross, Last Stop on LOR: BP5557 - Tesco Brent Cross) and pick up in Tesco Access Road, at Stop Z (BP5557 - Tesco Brent Cross, First Stop on LOR: BP5557 - Tesco Brent Cross).

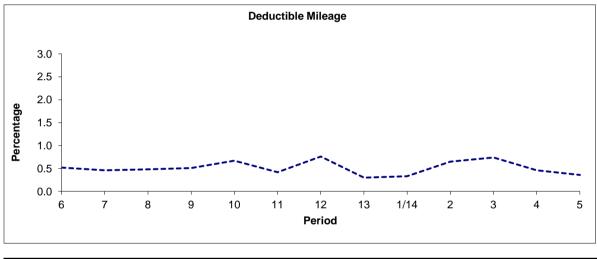
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	
	to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Brent Cross, Tesco.

PART B - PERFORMANCE STATISTICS

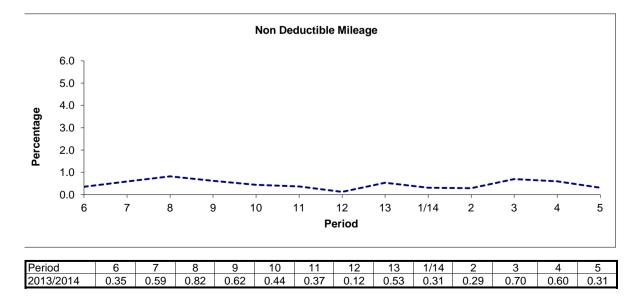
Route 324



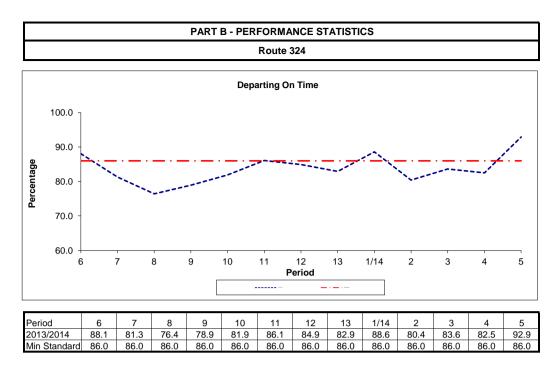
Period	6	7	8	9	10	11	12	13	1/14	2	3	4	5
2013/2014	99.13	98.95	98.70	98.87	98.89	99.21	99.12	99.17	99.36	99.06	98.56	98.94	99.33
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

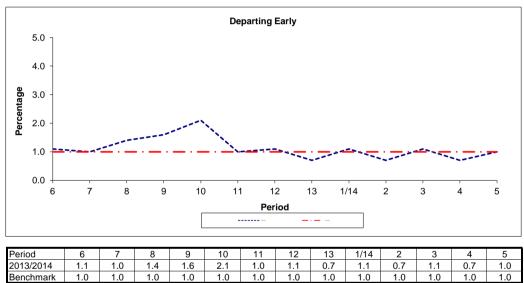


Period	6	7	8	9	10	11	12	13	1/14	2	3	4	5
2013/2014	0.52	0.46	0.48	0.51	0.67	0.42	0.76	0.30	0.33	0.65	0.74	0.46	0.36



Note : Milleade is based on 4 weeks data	Note :	Mileage is based on 4 weeks data
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1.0

1.0

1.0

1.0

Note : Reliability is actual performance under full iBus (4 weeks data).

Benchmark

1.0

1.0

Minimum Standards and Benchmarks are those applicable under the new contract.

1.0

1.0

ROUTE 324- FULL IBUS RESULTS BY TIME OF DAY QUARTER 2 13/14 TO QUARTER 1 14/15 (22/06/13 - 20/06/14)

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	13,350.	97.8	99.1	93.0	0.9	0.3	5.8
0700 - 1000	30,024.	99.6	97.9	82.3	2.1	1.6	14.0
1000 - 1300	30,134.	99.1	98.9	92.6	1.2	1.0	5.3
1300 - 1600	30,708.	97.9	98.3	86.4	1.8	0.7	11.0
1600 - 1900	30,100.	98.9	95.5	76.6	4.7	1.5	17.3
1900 - 2200	24,722.	100.4	98.2	87.2	1.8	0.6	10.4
2200 - 2400	13,490.	99.9	99.1	95.0	1.0	1.0	3.0
Summary	172,528.	99.1	98.0	84.9	2.4	1.1	11.6

SATURDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	2,549.	99.4	99.2	97.2	0.7	0.5	1.6
0700 - 1000	5,419.	99.2	99.4	90.4	0.6	0.5	8.5
1000 - 1300	6,410.	99.1	99.3	86.7	0.7	3.0	9.6
1300 - 1600	6,382.	98.2	95.7	71.2	4.4	1.8	22.6
1600 - 1900	6,441.	98.5	95.9	69.7	4.5	1.1	24.7
1900 - 2200	4,982.	101.9	97.0	77.4	3.1	0.4	19.0
2200 - 2400	2,859.	99.9	99.8	92.7	0.3	1.1	5.9
Summary	35,042.	99.3	97.7	79.2	2.7	1.5	16.6

SUNDAY AND BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	1,241.	100.2	99.8	93.9	0.2	0.7	5.1
0700 - 1000	5,195.	98.4	99.3	93.1	0.8	0.7	5.4
1000 - 1300	6,944.	99.4	98.4	84.9	1.6	1.4	12.1
1300 - 1600	6,995.	99.2	97.7	76.9	2.5	1.7	18.8
1600 - 1900	7,184.	98.0	95.8	76.7	4.4	1.0	18.0
1900 - 2200	5,334.	100.6	97.7	89.2	2.4	1.5	6.9
2200 - 2400	3,086.	99.7	99.7	97.1	0.3	1.4	1.2
Summary	35,979.	99.2	97.9	83.3	2.4	1.3	13.0

ALL DAYS

						Departing	Departing
				Departing	Non Arrival /	8 - 2.5 mins	5 - 15 mins
	Expected			On Time	Not Linked	Early	Late
Time Period	Buses	On AVL (%)	Linked (%)	(%)	(%)	(%)	(%)
0500 - 0700	17,140.	98.2	99.1	93.5	0.9	0.4	5.3
0700 - 1000	40,638.	99.4	98.3	83.5	1.9	1.5	13.1
1000 - 1300	43,488.	99.2	98.9	90.7	1.1	1.4	6.8
1300 - 1600	44,085.	98.1	97.8	83.1	2.3	1.0	13.6
1600 - 1900	43,725.	98.7	95.6	75.9	4.6	1.4	18.2
1900 - 2200	35,038.	100.6	98.0	86.2	2.1	0.7	11.1
2200 - 2400	19,435.	99.9	99.3	95.0	0.8	1.1	3.1
Summary	243,549.	99.1	97.9	84.0	2.4	1.2	12.4

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

Route	324
Service change	26513
Date	05/10/2011

QSI Points are highlighted.

Reason for Issue

TRANCHE 492

Mileage Update

OUT DIRECTION						
Timing Point	Stop					
Code	Number	Stop Name	Metres	Miles		
SMORSN	29842	Stanmore Station				
	3559	The Broadway	510	0.32		
SMORCL	HC198	Hail & Ride Section Starts Here	467	0.29		
CULGSC	OC468	Culver Grove, Park High School	2127	1.32		
	HC199	Hail & Ride Section	193	0.12		
	HC200	Hail & Ride Section Ends Here	158	0.10		
	25453	Portland Crescent	362	0.22		
QBRYHL	9111	Queensbury Circle	419	0.26		
	16118	The Honeypot	268	0.17		
	26529	Queensbury Morrisons	386	0.24		
	26526	Princes Avenue	425	0.26		
	26525	Kingsbury Circle	238	0.15		
KNBYSN	17174	Kingsbury Station	258	0.16		
	17172	Valley Drive	430	0.27		
	26495	Roe Green Park	370	0.23		
KNBYRG	15082	Highfield Avenue	336	0.21		
	15083	Fairfields Crescent	221	0.14		
	17045	Stag Lane	188	0.12		
	17044	Buck Lane	301	0.19		
CLDPER	HC201	Hail & Ride Section Starts Here	669	0.42		
	H1175	Court Way	238	0.15		
	H1178	The Loning	316	0.20		
	HC202	Hail & Ride Section	643	0.40		
	HC203	Hail & Ride Section Ends Here	197	0.12		
	14769	St Joseph's School	520	0.32		
	29581	Hendon War Memorial	156	0.10		
HENDCS	3435	Hendon Central Station	289	0.18		
	15750	Beaufort Gardens	466	0.29		
	35208	Prince Charles Drive	794	0.49		
BRTXSC	35214	Brent Cross Shopping Centre	428	0.27		
BRTXTS	BP5557	Tesco Brent Cross	1540	0.96		
то	13913	8.65				
- 10	TAL ROUTE I	metres	miles			

		BACK DIRECTION		
Timing Point	Stop			
Code	Number	Stop Name	Metres	Miles
BRTXTS	BP5557	Tesco Brent Cross		
	35333	Claremont Road	593	0.37
BRTXSC	M7	Brent Cross Shopping Centre	849	0.53
	35207	Spalding Road	348	0.22
	15749	Graham Road	702	0.44
HENDCS	33355	Hendon Central Station	255	0.16
	14768	Hendon War Memorial	294	0.18
	HC204	Hail & Ride Section Starts Here	535	0.33
	H1177	The Loning	813	0.51
	H1176	Court Way	253	0.16
	HC205	Hail & Ride Section	216	0.13
CLDPER	HC206	Hail & Ride Section Ends Here	132	0.08
	2984	Colindeep Lane	202	0.13
	17043	Buck Lane	463	0.29
	15084	Fairfields Crescent	359	0.22
KNBYRG	17171	Slough Lane	478	0.30
	17173	Valley Drive	567	0.35
KNBYSN	14853	Kingsbury Station	352	0.22
	26524	Kingsbury Circle	381	0.24
	26527	Cowbridge Road	332	0.21
	26528	Queensbury Morrisons	411	0.26
	16117	The Honeypot	407	0.25
QBRYHL	9112	Honeypot Lane	364	0.23
	29326	Kenmore Road	416	0.26
	HC207	Hail & Ride Section Starts Here	227	0.14
CULGSC	OC469	Culver Grove, Park High School	396	0.25
SMORCL	HC208	Hail & Ride Section	1923	1.19
	HC209	Hail & Ride Section Ends Here	123	0.08
	29611	Stanmore Hill	304	0.19
	3558	The Broadway	246	0.15
SMORSN	BP137	Stanmore Station	575	0.36
тот	AL ROUTE N	13516	8.40	

TOTAL ROUTE MILEAGE - BACK DIRECTION

metres

miles