

7. Service Specification

Route: 340

Contract Reference: QC52606

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.

Route Number	340
Terminus Points	Edgware Station, Bus Station and Harrow, Bus Station
Contract Basis	Incentivised
Commencement Date	3 rd September 2016
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	10.4 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Average Excess Wait Time - No more than 0.80 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.75 minutes
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 17th August 2015

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. 340.

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:

- Sunday Shopping period and all evening frequencies are increased from every 20 minutes to every 15 minutes.

Tenderers are also encouraged to offer two axle vehicles with a longer wheelbase and increased capacity, subject to route constraints. Tenders offering such vehicles will be welcomed and carefully considered by the Corporation. Triaxle vehicles are not being considered by the Corporation at this time.

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.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Edgware Station, Bus Station to Harrow, Bus Station		Harrow, Bus Station to Edgware Station, Bus Station			
First departure no later than 0445.		First departure no later than 0455.			
0440 - 0605	Every 20 minutes	0450 - 0555	Every 20 minutes		
0606 - 0650	Every 15 minutes	0556 - 0625	Every 15 minutes		
0651 - 1900	Every 12 minutes	0626 - 1900	Every 12 minutes		
1901 - 0020	Every 15 minutes	1901 - 0030	Every 15 minutes		
Last departure no earlier than 0015.		Last departure no earlier than 0025.			
Pinchpoints					
Harrow Weald Bus Garage	0710 - 0910	12 minutes	Stanmore Broadway	0705 - 0905	12 minutes
	1505 - 1630	12 minutes		1505 - 1630	12 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Edgware Station, Bus Station to Harrow, Bus Station		Harrow, Bus Station to Edgware Station, Bus Station			
First departure no later than 0445.		First departure no later than 0455.			
0440 - 0705	Every 20 minutes	0450 - 0655	Every 20 minutes		
0706 - 0750	Every 15 minutes	0656 - 0810	Every 15 minutes		
0751 - 1900	Every 12 minutes	0811 - 1825	Every 12 minutes		
1901 - 0020	Every 15 minutes	1826 - 0030	Every 15 minutes		
Last departure no earlier than 0015.		Last departure no earlier than 0025.			
Pinchpoints					
Harrow Weald Bus Garage	0810 - 1110	12 minutes	Stanmore Broadway	0830 - 1105	12 minutes

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

Edgware Station, Bus Station to Harrow, Bus Station		Harrow, Bus Station to Edgware Station, Bus Station			
First departure no later than 0525.		First departure no later than 0525.			
0520 - 0825	Every 30 minutes	0520 - 0855	Every 30 minutes		
0826 - 0925	Every 20 minutes	0856 - 0955	Every 20 minutes		
0926 - 0020	Every 15 minutes	0956 - 0030	Every 15 minutes		
Last departure no earlier than 0015.		Last departure no earlier than 0025.			
Pinchpoints					
Harrow Weald Bus Garage	0945 - 1130	15 minutes	Stanmore Broadway	1015 - 1130	15 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 340 should interwork with Route No. H12 between Stanmore Broadway and Harrow Weald, Wealdstone Inn during all evenings and Sundays.
- 4.2) Route No. 340 can suffer from unpredictable delays in the Harrow and Edgware 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 340: Edgware Station - Harrow Bus Station

Date of Structural Change: 3 September 2016.

Date of Service Change: 3 September 2016.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Harrow Bus Station: Edgware Bus Station, Station Road, Whitchurch Lane, Marsh Lane, The Broadway, Church Road, Uxbridge Road, Uxbridge Road Roundabout, Harrow Weald High Road, Wealdstone High Street, The Bridge, Railway Approach, Station Road, College Road, Harrow Bus Station.

Towards Edgware Station: Harrow Bus Station, College Road, Station Road, Railway Approach, The Bridge, Wealdstone High Street, Harrow Weald High Road, Uxbridge Road Roundabout, Uxbridge Road, Church Road, The Broadway, Marsh Lane, Whitchurch Lane, Station Road, Edgware Bus Station.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

EDGWARE STATION, BUS STATION, STATION SIDE

Private offside stand for 4 buses on station side of Edgware Bus Station commencing opposite and level with Bus Stop D (R0790) and extending 46 metres east.

Buses proceed from Edgware Bus Station direct to stand, departing to Edgware Bus Station. Set down in Edgware Bus Station, at Stop G (BP090 - Edgware Station <>), Last Stop on LOR: BP090 - Edgware Station <>) and pick up in Edgware Bus Station, at Stop C (R0789 - Edgware Bus Station, First Stop on LOR: R0789 - Edgware Bus Station).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 1 bus on Route 340 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: Edgware.

OTHER INFORMATION: London Buses toilet facilities available 24 hours a day.

STANMORE BROADWAY (from HARROW BUS STATION)

Private stand for two buses on Stanmore Station forecourt, commencing at the eastern end of the station building and extending 36 metres east (split in two by pedestrian crossing). Buses proceed from The Broadway via London Road and Stanmore Station Forecourt to stand, departing via Stanmore Station Forecourt and London Road to The Broadway. Set down in The Broadway, at Stop D (3558 - The Broadway, Last Stop on LOR: 3558 - The Broadway) and pick up in The Broadway, at Stop E (3559 - The Broadway, First Stop on LOR: 3559 - The Broadway).

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:	Stanmore Broadway.

HARROW BUS STATION

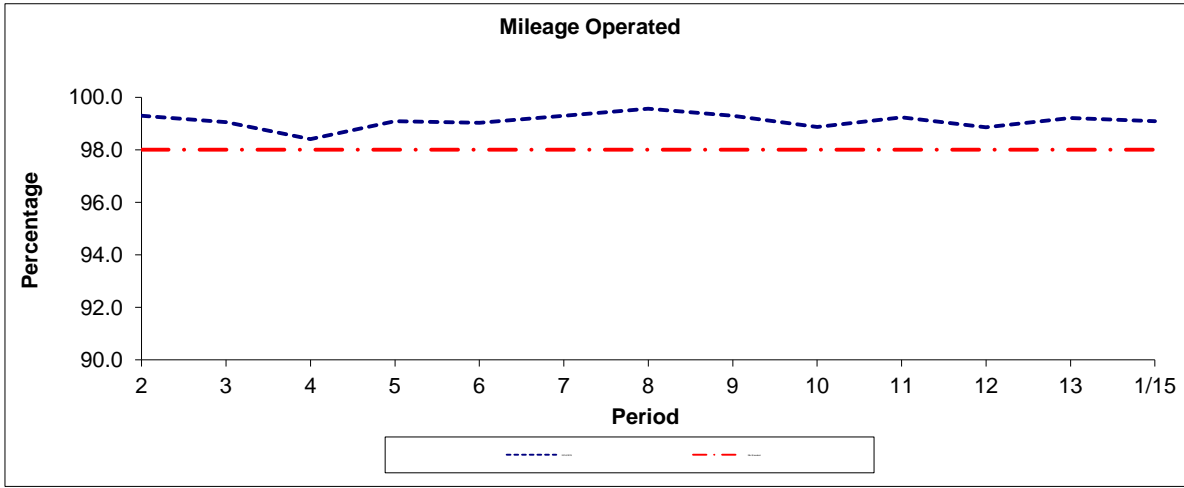
Private stand for 7 buses in marked bays in Harrow Bus Station on south side of College Road.

Buses proceed from Harrow Bus Station direct to stand, departing to Harrow Bus Station. Set down in Harrow Bus Station, at Stop E (R0839 - Harrow Bus Station, Last Stop on LOR: R0839 - Harrow Bus Station) and pick up in Harrow Bus Station, at Stop A (R0838 - Harrow Bus Station, First Stop on LOR: R0838 - Harrow Bus Station).

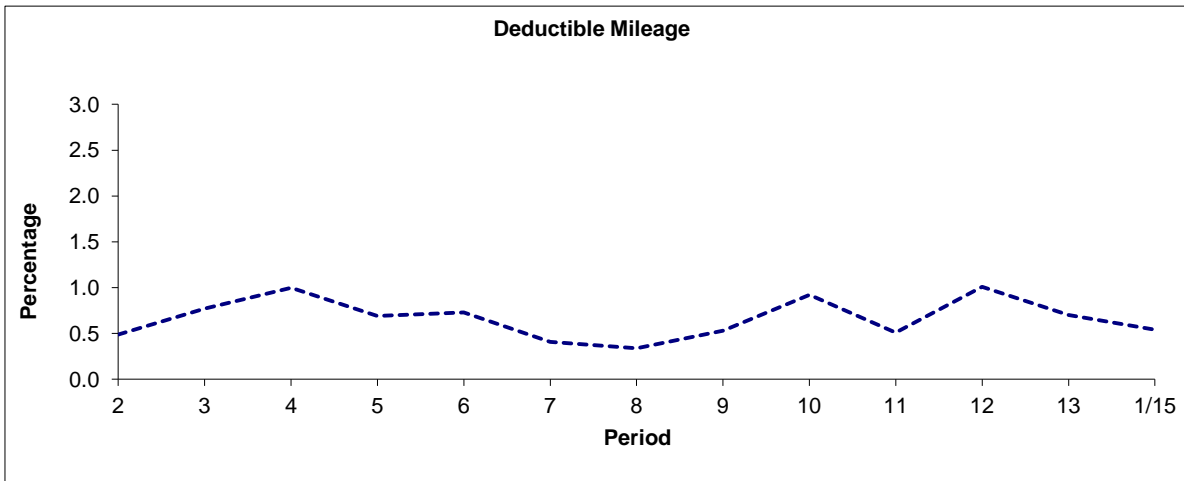
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 340 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Harrow.
OTHER INFORMATION:	London Buses toilet facilities available 24 hours a day.

PART B - PERFORMANCE STATISTICS

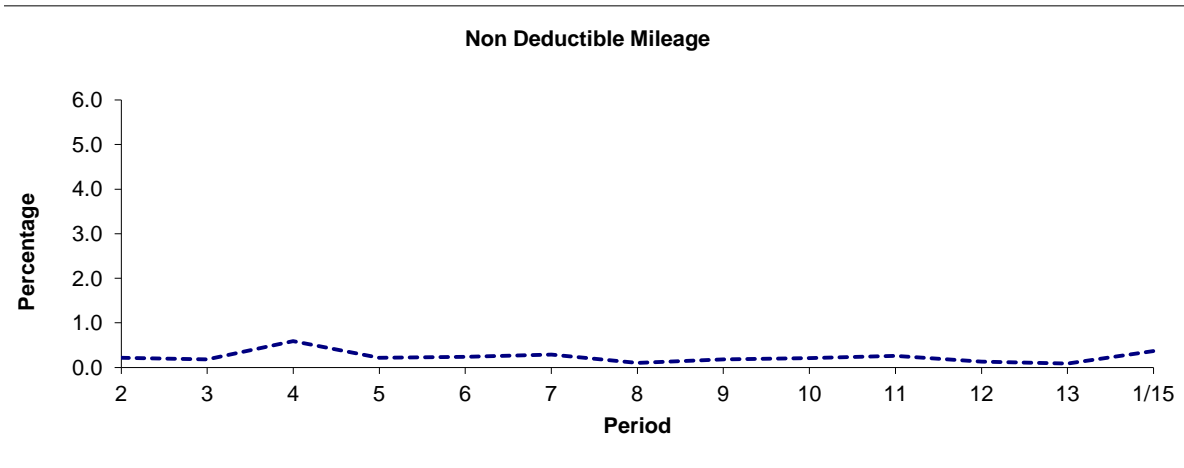
Route 340



Period	2	3	4	5	6	7	8	9	10	11	12	13	1/15
2014/2015	99.29	99.05	98.41	99.09	99.03	99.30	99.56	99.29	98.87	99.23	98.86	99.21	99.09
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	2	3	4	5	6	7	8	9	10	11	12	13	1/15
2014/2015	0.49	0.77	1.00	0.69	0.73	0.41	0.34	0.53	0.92	0.51	1.01	0.70	0.54

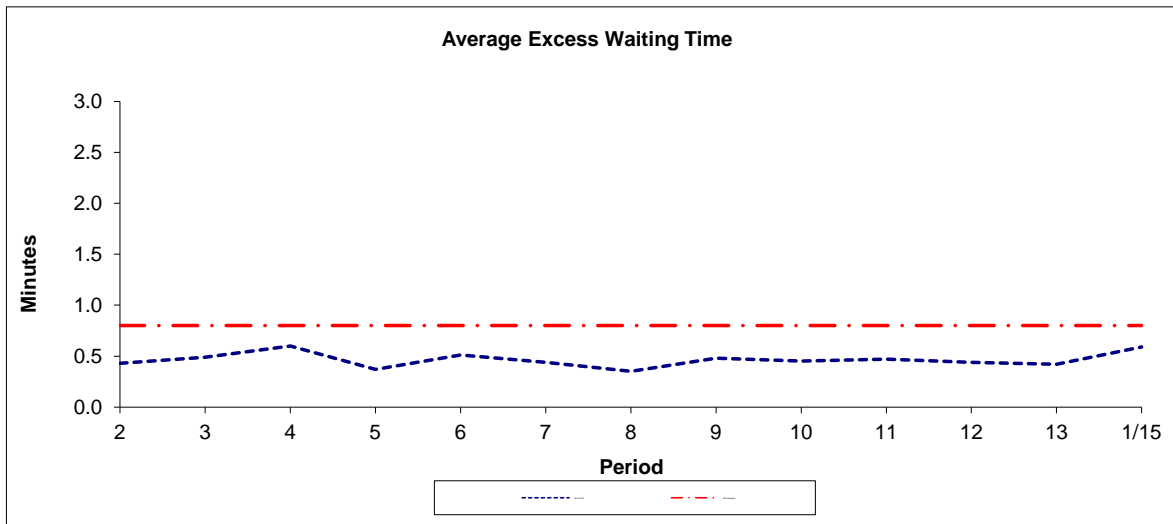


Period	2	3	4	5	6	7	8	9	10	11	12	13	1/15
2014/2015	0.22	0.18	0.59	0.22	0.24	0.29	0.10	0.18	0.21	0.26	0.13	0.09	0.37

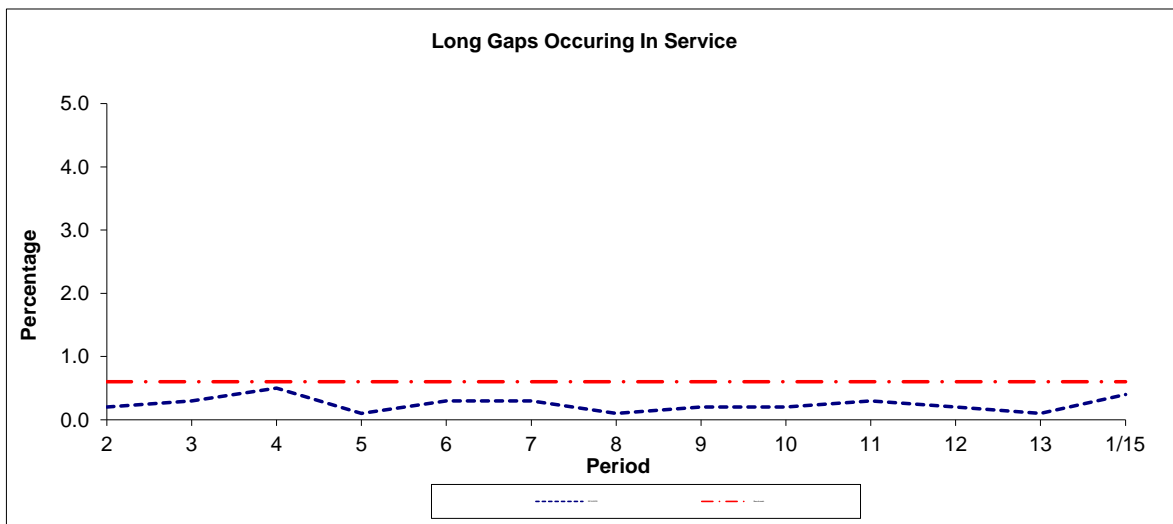
Note : Mileage is based on 4 weeks data
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

PART B - PERFORMANCE STATISTICS

Route 340



Period	2	3	4	5	6	7	8	9	10	11	12	13	1/15
2014-2015	0.43	0.49	0.60	0.37	0.51	0.44	0.35	0.48	0.45	0.47	0.44	0.42	0.59
Min Standard	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80



Period	2	3	4	5	6	7	8	9	10	11	12	13	1/15
2014-2015	0.2	0.3	0.5	0.1	0.3	0.3	0.1	0.2	0.2	0.3	0.2	0.1	0.4
Benchmark	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6

Note : Reliability is actual performance under full iBus (4 weeks data).
 Minimum Standards and Benchmarks are those applicable under the new contract.

**ROUTE 340 - FULL iBUS RESULTS BY TIME OF DAY
 QUARTERS 1 TO 4 14/15 (01/04/14 - 31/03/15)**

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	17,906.	16,985	94.9	8.37	0.51	8.88	66.2	31.6	2.1	0.2	0.1	67
07:00 - 10:00	37,913.	38,293	101.0	5.84	0.42	6.25	81.1	18.1	0.7	0.1	0.3	45
10:00 - 13:00	36,569.	36,131	98.8	6.01	0.34	6.36	80.1	19.5	0.3	0.0	0.1	41
13:00 - 16:00	36,495.	35,993	98.6	5.98	0.50	6.49	78.8	20.5	0.7	0.0	0.2	36
16:00 - 19:00	36,286.	36,153	99.6	5.99	0.53	6.52	78.7	20.5	0.7	0.1	0.3	48
19:00 - 22:00	27,057.	26,800	99.1	7.80	0.44	8.24	62.3	34.9	2.6	0.2	0.2	48
22:00 - 24:00	14,046.	14,146	100.7	9.81	0.08	9.89	51.6	44.4	3.9	0.1	0.0	46
All Locations	206,272.	204,501	99.1	6.40	0.44	6.84	76.0	22.9	1.0	0.1	0.2	67

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	2,976.	2,927	98.4	10.00	0.22	10.22	50.0	45.2	4.7	0.0	0.0	42
07:00 - 10:00	6,918.	6,860	99.2	6.89	0.14	7.03	76.2	23.1	0.6	0.0	0.1	41
10:00 - 13:00	7,589.	7,467	98.4	6.02	0.41	6.44	79.2	20.3	0.4	0.0	0.1	34
13:00 - 16:00	7,695.	7,696	100.0	5.98	0.51	6.49	79.1	20.1	0.6	0.1	0.3	43
16:00 - 19:00	7,752.	7,648	98.7	5.96	0.47	6.43	79.1	20.2	0.6	0.1	0.3	39
19:00 - 22:00	5,102.	5,059	99.2	8.69	0.47	9.16	55.9	38.8	4.5	0.8	0.5	59
22:00 - 24:00	2,910.	2,883	99.1	10.01	0.72	10.72	49.5	42.6	6.4	1.5	0.5	66
All Locations	40,942.	40,540	99.0	6.70	0.43	7.13	74.0	24.4	1.4	0.2	0.3	66

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	1,753.	1,775	101.3	14.80	0.06	14.85	45.2	26.9	24.8	3.1	7.7	40
07:00 - 10:00	4,116.	4,099	99.6	12.49	0.51	13.00	43.7	36.6	16.5	3.1	0.3	76
10:00 - 13:00	5,207.	5,026	96.5	10.09	0.57	10.66	48.9	42.4	7.7	1.0	0.1	58
13:00 - 16:00	5,161.	5,204	100.8	9.93	0.52	10.45	50.5	42.2	6.5	0.8	0.1	50
16:00 - 19:00	5,131.	5,076	98.9	9.89	0.27	10.16	50.4	43.0	6.1	0.5	0.1	46
19:00 - 22:00	5,308.	5,174	97.5	9.51	1.09	10.60	51.0	39.0	7.8	2.2	0.8	95
22:00 - 24:00	3,192.	3,177	99.5	10.02	0.69	10.72	49.3	43.8	5.7	1.2	0.1	50
All Locations	29,868.	29,531	98.9	10.23	0.55	10.78	49.4	41.3	8.1	1.2	0.4	95

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	22,635.	21,687	95.8	8.92	0.45	9.38	63.1	32.9	3.7	0.3	0.5	67
07:00 - 10:00	48,947.	49,252	100.6	6.25	0.40	6.65	78.8	19.5	1.5	0.2	0.3	76
10:00 - 13:00	49,365.	48,624	98.5	6.48	0.38	6.86	76.4	22.3	1.2	0.1	0.1	58
13:00 - 16:00	49,351.	48,893	99.1	6.39	0.51	6.90	75.9	22.7	1.3	0.1	0.2	50
16:00 - 19:00	49,169.	48,877	99.4	6.36	0.50	6.86	76.0	22.6	1.2	0.1	0.3	48
19:00 - 22:00	37,467.	37,033	98.8	8.10	0.52	8.62	60.2	35.9	3.4	0.5	0.3	95
22:00 - 24:00	20,148.	20,206	100.3	9.86	0.25	10.11	51.0	44.1	4.5	0.4	0.1	66
All Locations	277,082.	274,572	99.1	6.80	0.45	7.25	73.2	24.8	1.7	0.2	0.2	95

Transport for London - QSI Points and Live Mileage List

Route 340

Service change 35951

11/04/2015

QSI Points are highlighted.

Reason for Issue

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
EWSNBS	R0789	Edgware Bus Station		
	29600	St Margarets Church	393	0.24
	15038	Edgware Police Station	195	0.12
	29293	Montgomery Road	257	0.16
	15037	St Lawrence Church	325	0.20
CANPSN	14931	Canons Park Station	553	0.34
	9442	Marsh Lane	314	0.20
	16397	Canons Park Open Space	666	0.41
	16596	Nelson Road	391	0.24
SMORBY	3559	The Broadway	448	0.28
	16399	Stanmore Church	417	0.26
	16402	Bentley Way	592	0.37
	16404	Chenduit Way	293	0.18
	16406	Brockhurst Corner	439	0.27
	26984	All Saints Mews	201	0.12
	16408	Uxbridge Road	439	0.27
HD GR	14919	Harrow Weald Bus Garage	463	0.29
	16411	Weald Lane	316	0.20
	16413	Salvatorian College / St Joseph's Church	361	0.22
	15021	Wealdstone Baptist Church	396	0.25
	14705	The Wealdstone Centre	336	0.21
HWDNSN	BP1945	Harrow & Wealdstone Station	228	0.14
	15019	Harrow Civic Centre / Harrow Mosque	467	0.29
	15017	Hindes Road	451	0.28
	BP5591	Harrow Town Centre / St John's Road	270	0.17
	BP5592	Harrow Town Centre	208	0.13
HARRBS	R0839	Harrow Bus Station	424	0.26
Total Route Mileage - Out Direction			9843	6.12
			Metres	Miles

TRANCHE 526

Mileage update

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HARRBS	R0838	Harrow Bus Station		
	37312	Harrow Town Centre	326	0.20
	34975	Harrow Town Centre / Sheepcote Road	122	0.08
	15018	Safari Cinema	577	0.36
	15020	Harrow Civic Centre / Harrow Mosque	368	0.23
HWDNSN	BP1495	Harrow & Wealdstone Station	321	0.20
	16040	The Wealdstone Centre	256	0.16
	18910	Wealdstone Baptist Church	223	0.14
	16412	Salvatorian College / St Joseph's Church	555	0.34
	16410	Long Elmes	505	0.31
HD GR	16409	Harrow Weald Bus Garage	242	0.15
	BP146	Monro Gardens	264	0.16
	16407	Brookshill	310	0.19
	26983	All Saints Mews	273	0.17
	16405	Brockhurst Corner	315	0.20
	16403	Chenduit Way	338	0.21
	16401	Bentley Way	343	0.21
	16400	Bowls Close	318	0.20
	29611	Stanmore Hill	403	0.25
SMORBY	3558	The Broadway	246	0.15
	16597	Nelson Road	553	0.34
	16398	Canons Park Open Space	241	0.15
	9441	Marsh Lane	670	0.42
CANPSN	15035	Canons Park Station	397	0.25
	15036	St Lawrence Church	407	0.25
	20436	Buckingham Road	468	0.29
	15039	St Margarets Church	351	0.22
EWSNBS	BP090	Edware Station	366	0.23
Total Route Mileage - Back Direction			9758	6.06
			Metres	Miles