

7. Service Specification

Route: 346

Contract Reference: QC53501

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	346
Terminus Points	Upminster Station and Upminster Park Estate, Waycross Road
Contract Basis	Incentivised
Commencement Date	26 th November 2016
Vehicle Type	50 capacity, dual door, single deck, minimum 9.6m long, subject to a satisfactory route test
Current Maximum Approved Dimensions	9.3 metres long and 2.44 metres wide
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 - 88.00%
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 19th October 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. 346.

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:

- 50 capacity, dual door, single deck, minimum 9.6m long buses are specified, subject to a satisfactory route test.

Hail & Ride Operation Sections:

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. 346 (both directions):

(Cranham) Moor Lane, Queens Gardens, Roseberry Gardens and Lexington Way.

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

Upminster Station to Upminster Park Estate, Waycross Road		Upminster Park Estate, Waycross Road to Upminster Station			
First departure no later than 0515.		First departure no later than 0525.			
0510 - 0645	Every 30 minutes	0520 - 0655	Every 30 minutes		
0646 - 1945	Every 15 minutes	0656 - 1955	Every 15 minutes		
1946 - 0015	Every 30 minutes	1956 - 0025	Every 30 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0020.			
Pinchpoints					
Upminster Park Estate, Waycross Road	0710 - 0910	15 minutes	Cranham, Moor Lane	0700 - 0900	15 minutes
	1455 - 1625	15 minutes		1505 - 1635	15 minutes

Tenderers should further ensure that buses are scheduled to hesitate for one minute at Upminster Park Estate, Waycross Road.

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Upminster Station to Upminster Park Estate, Waycross Road		Upminster Park Estate, Waycross Road to Upminster Station			
First departure no later than 0515.		First departure no later than 0525.			
0510 - 0745	Every 30 minutes	0520 - 0755	Every 30 minutes		
0746 - 1815	Every 15 minutes	0756 - 1825	Every 15 minutes		
1816 - 0015	Every 30 minutes	1826 - 0025	Every 30 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0020.			
Pinchpoints					
Upminster Park Estate, Waycross Road	0910 - 1110	15 minutes	Cranham, Moor Lane	0900 - 1100	15 minutes

Tenderers should further ensure that buses are scheduled to hesitate for one minute at Upminster Park Estate, Waycross Road.

4) OPERATIONAL CONSIDERATIONS

4.1) A low bridge on St Mary's Lane precludes the use of double deck buses on this route.

4.2) Route No. 346 can suffer unpredictable traffic delays in the Upminster area.

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 346: Upminster Station - Upminster Park Estate, Waycross Road

Date of Structural Change: 1 October 2011.

Date of Service Change: 1 October 2016.

Reason for Issue: New contract.

STREETS TRAVERSED

Towards Upminster Park Estate, Waycross Road: Station Road, St Mary's Lane, Front Lane, Moor Lane, Queens Gardens, Roseberry Gardens, Lexington Way, Waycross Road.

Towards Upminster Station: Waycross Road, Brunswick Avenue, Front Lane, Roseberry Gardens, Waycross Road, Lexington Way, Roseberry Gardens, Queens Gardens, Moor Lane, Front Lane, St Mary's Lane, Station Road, Station Approach.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

UPMINSTER STATION

Private stand for two buses on south side of Station Approach, opposite No. 2 Station Approach and extending 20 metres east.

Buses proceed from Station Approach via Station Turning Circle and Station Approach to stand, departing via Station Approach to Station Road. Set down in Station Approach, at Stop E (BP3482 - Upminster Station Forecourt <> #, Last Stop on LOR: BP3482 - Upminster Station Forecourt <> #) and pick up in Station Road, at Stop C (34165 - Upminster Station <> # / St Lawrence Road, First Stop on LOR: 34165 - Upminster Station <> # / St Lawrence Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 346 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:	Upminster Station.
OTHER INFORMATION:	LUL toilet facilities available Mon-Fri: 0500-2300, Sat: 0800-2200 and Sun: 0600-2200.

UPMINSTER PARK ESTATE, WAYCROSS ROAD, HESITATION POINT

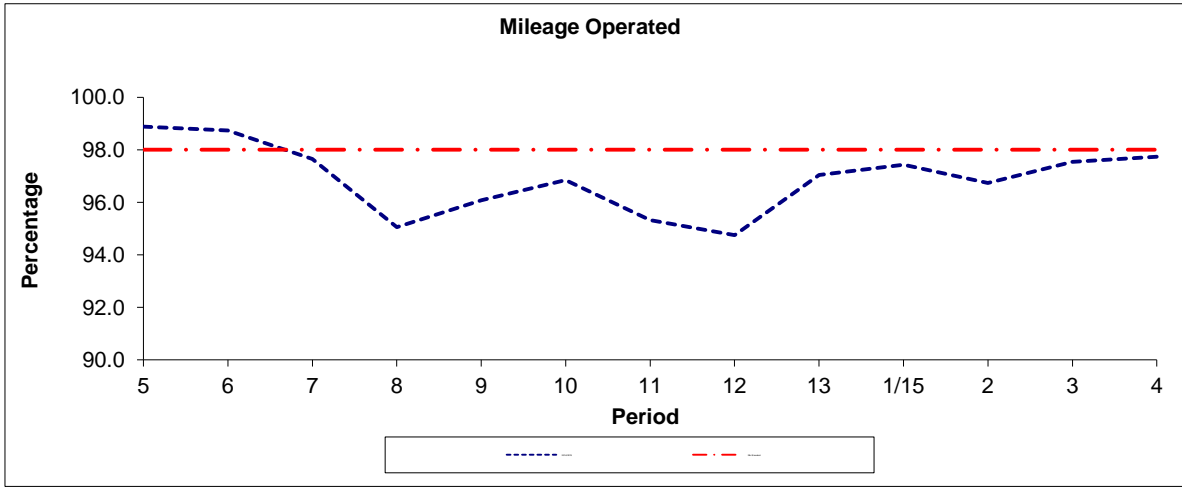
Hesitation point only; Buses must only hesitate as long as necessary to change ticket machine, radio and blind displays.

Buses proceed from Waycross Road direct to stand, departing to Waycross Road. Set down in Waycross Road (33111 - Lexington Way, Last Stop on LOR: 33111 - Lexington Way) and pick up in Waycross Road (33111 - Lexington Way, First Stop on LOR: 33111 - Lexington Way).

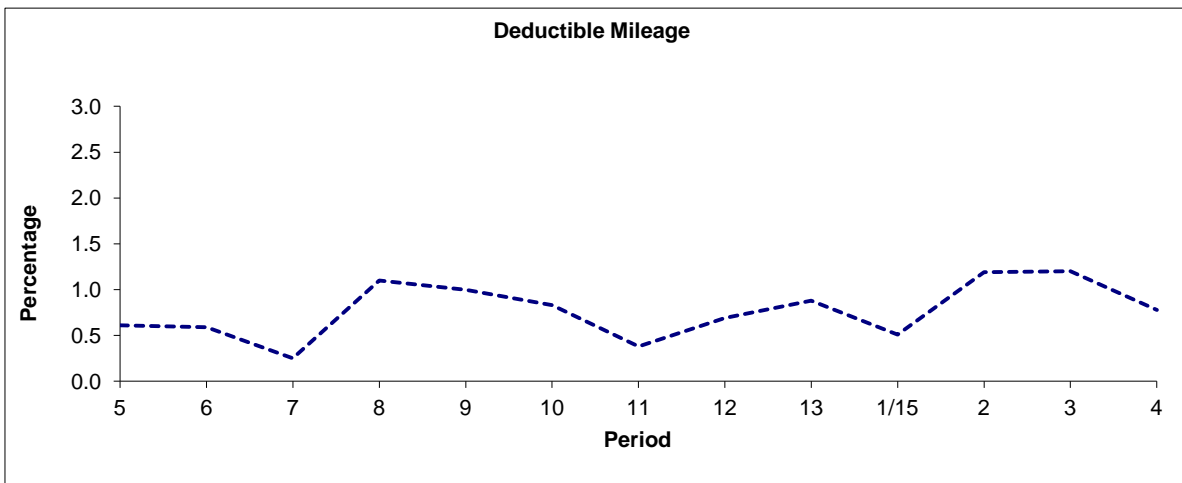
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	None.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Upminster Park Estate.

PART B - PERFORMANCE STATISTICS

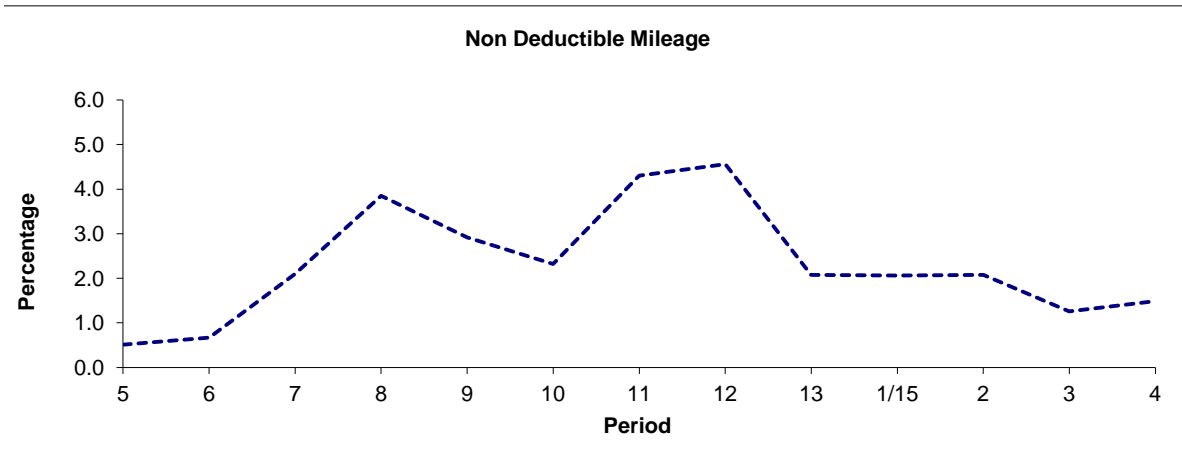
Route 346



Period	5	6	7	8	9	10	11	12	13	1/15	2	3	4
2014/2015	98.88	98.74	97.65	95.05	96.08	96.85	95.32	94.75	97.04	97.43	96.73	97.54	97.73
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	5	6	7	8	9	10	11	12	13	1/15	2	3	4
2014/2015	0.61	0.59	0.25	1.10	1.00	0.83	0.38	0.69	0.88	0.51	1.19	1.20	0.78

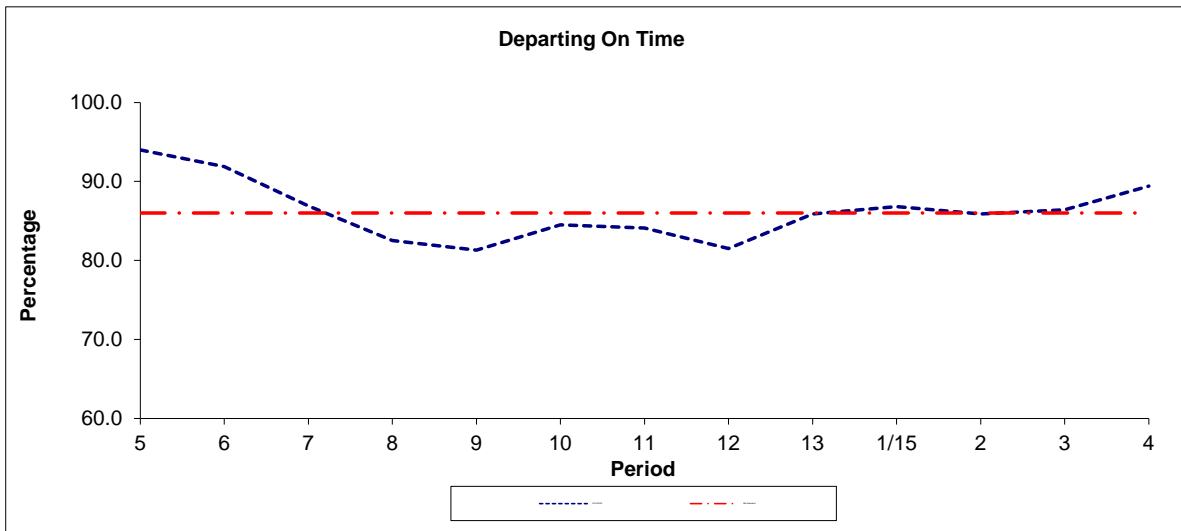


Period	5	6	7	8	9	10	11	12	13	1/15	2	3	4
2014/2015	0.51	0.67	2.10	3.85	2.92	2.32	4.30	4.56	2.08	2.06	2.08	1.26	1.49

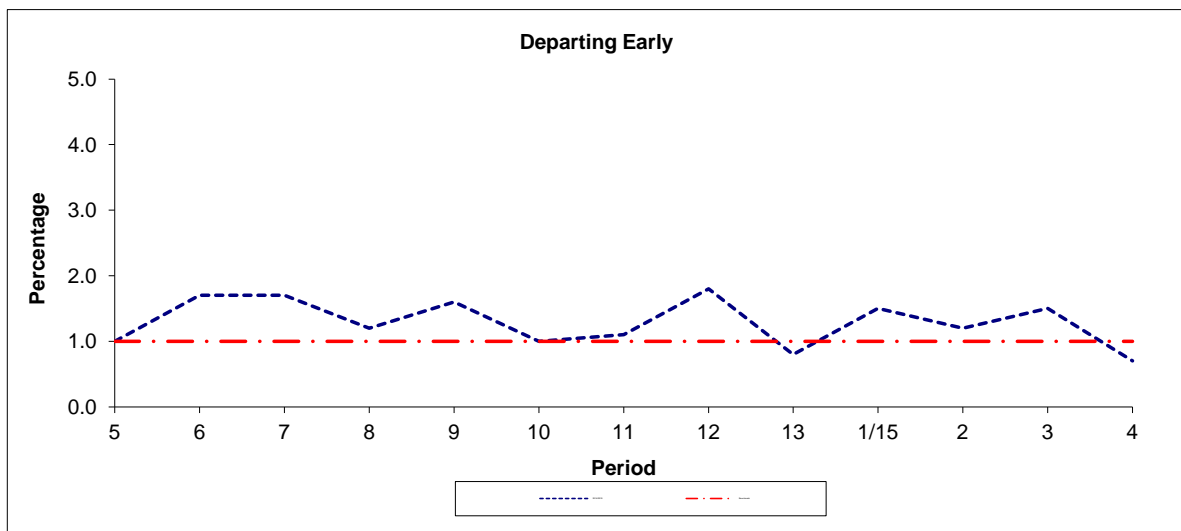
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 346



Period	5	6	7	8	9	10	11	12	13	1/15	2	3	4
2014/2015	94.0	91.9	86.9	82.5	81.3	84.5	84.1	81.5	85.9	86.8	85.9	86.4	89.4
Min Standard	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0



Period	5	6	7	8	9	10	11	12	13	1/15	2	3	4
2014/2015	1.0	1.7	1.7	1.2	1.6	1.0	1.1	1.8	0.8	1.5	1.2	1.5	0.7
Benchmark	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

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

ROUTE 346 - FULL IBUS RESULTS BY TIME OF DAY
QUARTER 2 14/15 TO QUARTER 1 15/16 (21/06/14 - 26/0615)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	2,737.	2,932.	107.1	99.6	99.1	0.5	0.1	0.3
07:00 - 10:00	8,885.	8,345.	93.9	95.2	85.8	5.1	0.5	8.6
10:00 - 13:00	8,951.	8,787.	98.2	97.9	92.4	2.1	0.8	4.7
13:00 - 16:00	8,970.	8,450.	94.2	96.3	87.0	4.0	1.5	7.5
16:00 - 19:00	8,902.	8,257.	92.8	90.5	70.8	9.9	2.3	17.1
19:00 - 22:00	6,236.	6,092.	97.7	97.7	94.5	2.3	0.7	2.5
22:00 - 24:00	3,011.	3,009.	99.9	99.9	97.5	0.1	2.0	0.4
All Locations Summary	47,692.	45,872.	96.2	95.9	85.5	4.8	1.3	8.4

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	583.	616.	105.7	100.0	99.0	0.0	1.0	0.0
07:00 - 10:00	1,578.	1,554.	98.5	99.4	97.7	0.6	1.1	0.6
10:00 - 13:00	1,877.	1,778.	94.7	95.4	83.0	5.1	0.9	11.0
13:00 - 16:00	1,863.	1,777.	95.4	94.8	83.9	5.4	2.3	8.5
16:00 - 19:00	1,786.	1,755.	98.3	98.7	95.0	1.2	1.6	2.2
19:00 - 22:00	950.	946.	99.6	99.6	97.7	0.5	0.7	1.0
22:00 - 24:00	636.	637.	100.2	100.0	99.6	0.0	0.4	0.0
All Locations Summary	9,273.	9,063.	97.7	97.6	90.5	2.8	1.4	5.2

MISCELLANEOUS DAYS (NO SUNDAY SERVICE)

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	11.	12.	109.1	100.0	100.0	0.0	0.0	0.0
07:00 - 10:00	30.	29.	96.7	100.0	100.0	0.0	0.0	0.0
10:00 - 13:00	36.	37.	102.8	100.0	89.5	0.0	7.6	2.8
13:00 - 16:00	36.	36.	100.0	100.0	94.4	0.0	5.6	0.0
16:00 - 19:00	34.	33.	97.1	100.0	97.1	0.0	2.9	0.0
19:00 - 22:00	18.	18.	100.0	100.0	100.0	0.0	0.0	0.0
22:00 - 24:00	12.	12.	100.0	100.0	100.0	0.0	0.0	0.0
All Locations Summary	177.	177.	100.0	100.0	95.8	0.0	3.6	0.6

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	3,331.	3,560.	106.9	99.7	99.1	0.5	0.2	0.3
07:00 - 10:00	10,493.	9,928.	94.6	95.8	86.9	4.7	0.6	7.9
10:00 - 13:00	10,864.	10,602.	97.6	97.5	90.7	2.6	0.9	5.8
13:00 - 16:00	10,869.	10,263.	94.4	96.0	86.5	4.2	1.7	7.6
16:00 - 19:00	10,722.	10,045.	93.7	91.9	73.8	8.8	2.2	15.2
19:00 - 22:00	7,204.	7,056.	97.9	97.9	95.0	2.1	0.7	2.3
22:00 - 24:00	3,659.	3,658.	100.0	99.9	97.9	0.1	1.8	0.3
All Locations Summary	57,142.	55,112.	96.4	96.2	86.2	4.6	1.3	8.0

Transport for London - QSI Points and Live Mileage List

Route 346
 Service change 19942
 Date 25 September 2009

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
UPMNSN S	UPMNSN S	UPMINSTER STATION		
UPMNSN	34165	Upminster Station	0	0.00
	18407	Corbets Tey Road	211	0.13
	18409	Upminster Police Station	264	0.16
	18411	Argyle Gardens	369	0.23
	25108	Howard Road	295	0.18
	18413	Pond Walk	325	0.20
	25470	Rectory Gardens	120	0.07
UPKEWR	33111	Lexington Way	2108	1.31
	UPKEWR S	UPMINSTER PARK ESTATE, WAYCROSS ROAD	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			3692	2.29
			metres	miles

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BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
UPKEWR S	UPKEWR S	UPMINSTER PARK ESTATE, WAYCROSS ROAD		
UPKEWR	33111	Lexington Way	0	0.00
	3312	Brunswick Avenue	288	0.18
	33110	Upminster Park Estate	382	0.24
CRNMML	18416	Moor Lane	2221	1.38
	25471	Rectory Gardens	254	0.16
	18414	Pond Walk	174	0.11
	25109	Howard Road	332	0.21
	18412	Argyle Gardens	336	0.21
	18410	Upminster Police Station	268	0.17
	18408	Corbets Tey Road	229	0.14
	25140	Gaynes Road	224	0.14
	25138	Upminster Station	175	0.11
UPMNSN	BP3482	Upminster Station	130	0.08
	UPMNSN S	UPMINSTER STATION	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			5013 metres	3.11 miles