

7. Service Specification

Route: 375

QC44703

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	Romford Station to Passingford Bridge
Contract Basis	Incentivised
Commencement Date	5 th July 2014
Vehicle Type	60 capacity, dual door, single deck, minimum 10.8m long, subject to a satisfactory route test
Current Maximum Approved Dimensions	10.2 metres long and 2.55 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 90.00%
Extension Threshold	Departing on Time Threshold - 94.00%
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 12th August 2013

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
- 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. 375.

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:

- 60 capacity, dual door, single deck buses of a minimum of 10.8 metres long buses will be specified, subject to a satisfactory route test.

Requirements for Registration:

The section of Route No. 375 between Passingford Bridge and the Essex County Boundary at North Road/Oak Hill Road will need to be registered with the Traffic Commissioner for the Eastern Traffic Area 56 days before the operation commences. The registration should be sent to:

Eastern Traffic Area Office
Hillcrest House
386 Harehills Lane
LEEDS
LS9 6NF

Copies of the registration should be sent to:

Nick Blackall
Local Bus Planning Manager
Highways and Transportation
Essex County Council
County Hall
Chelmsford
Essex
CM1 1QH

and to:

Bus and Coach Licensing Manager,
Consultation Delivery
TfL Surface Transport
11th Floor, Zone G8
Palestra
197 Blackfriars Road
London
SE1 8NJ
e-mail: lsp@tfl.gov.uk

The cost of this and any future variation to this registration are to be met by the Operator.

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.**

All tender prices should be based on the gross fuel cost exclusive of BSOG payments which will not be claimable from DfT after 1st October 2013.

3) SCHEDULE REQUIREMENTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS

Romford Station to Passingford Bridge		Passingford Bridge to Romford Station	
0645	One journey	0715	One journey
0825	One journey	0900	One journey
0955	One journey	1030	One journey
1125	One journey	1200	One journey
1255	One journey	1330	One journey
1425	One journey	1500	One journey
1550	One journey	1630	One journey
1720	One journey	1800	One journey
1850	One journey	1930	One journey

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS

Romford Station to Passingford Bridge		Passingford Bridge to Romford Station	
0645	One journey	0715	One journey
0825	One journey	0900	One journey
0955	One journey	1030	One journey
1125	One journey	1200	One journey
1255	One journey	1330	One journey
1425	One journey	1500	One journey
1550	One journey	1630	One journey
1720	One journey	1800	One journey
1850	One journey	1930	One journey

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 375 should be separated from Route No. 175 between Romford Station and Collier Row, Clockhouse Lane during all periods, where possible.
- 4.2) Route No. 375 can suffer from unpredictable traffic delays in the Romford and Chase Cross areas.
- 4.3) Romford Market, which is held on Wednesdays, Fridays and Saturdays, can also lead to traffic delays in the Romford 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 375: Romford Station - Passingford Bridge

Date of Structural Change: 5 July 2014.

Date of Service Change: 5 July 2014.

Reason for Issue: New contract.

STREETS TRAVERSED

Towards Passingford Bridge: Romford Station Forecourt, South Street, Western Road, Mercury Gardens, Main Road Roundabout, St Edwards Way, North Street, Havering Road, Collier Row Lane, Collier Row Roundabout, Chase Cross Road, Havering Road, Orange Tree Hill, North Road, Oak Hill Road, Stapleford Road.

Towards Romford Station: Stapleford Road, Oak Hill Road, North Road, Orange Tree Hill, Havering Road, Chase Cross Road, Collier Row Roundabout, Collier Row Lane, Havering Road, North Street, St Edwards Way, Main Road Roundabout, Mercury Gardens, Western Road, Grimshaw Way, Slaney Road, Chandlers Way, Eastern Road, South Street, Atlanta Boulevard.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

ROMFORD STATION, ATLANTA BOULEVARD

Private stand for 15 buses in marked bays in Bus Parking Area in Atlanta Boulevard on south side of Romford Station.

Buses proceed from Atlanta Boulevard direct to stand, departing via Atlanta Boulevard to Romford Station Forecourt. Set down in Atlanta Boulevard (BP148 - Romford Station #, Last Stop on LOR: BP148 - Romford Station #) and pick up in Romford Station Forecourt, at stop Z (R0760 - Romford Station #, First Stop on LOR: R0760 - Romford Station #).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 375 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:	Romford Station.
OTHER INFORMATION:	London Buses toilet facilities available 24 hours a day.

PASSINGFORD BRIDGE

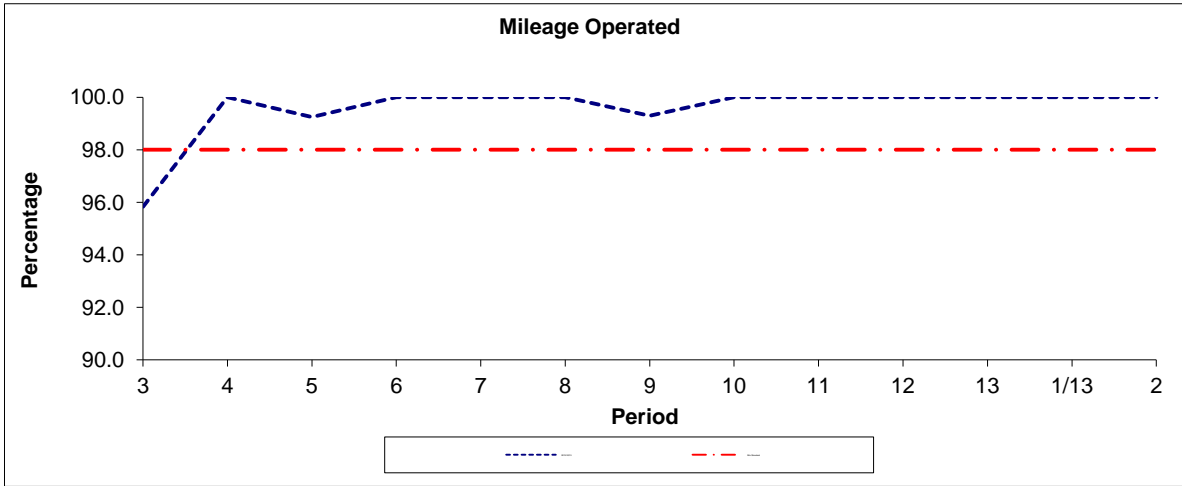
Public stand in layby on east side of Stapleford Road south of Passingford Bridge Roundabout.

Buses proceed from Stapleford Road via Passingford Bridge Roundabout and Stapleford Road to stand, departing to Stapleford Road. Set down in Stapleford Road (BP5206 - Passingford Bridge, Last Stop on LOR: BP5206 - Passingford Bridge) and pick up in Stapleford Road (BP5207 - Passingford Bridge, First Stop on LOR: BP5207 - Passingford Bridge).

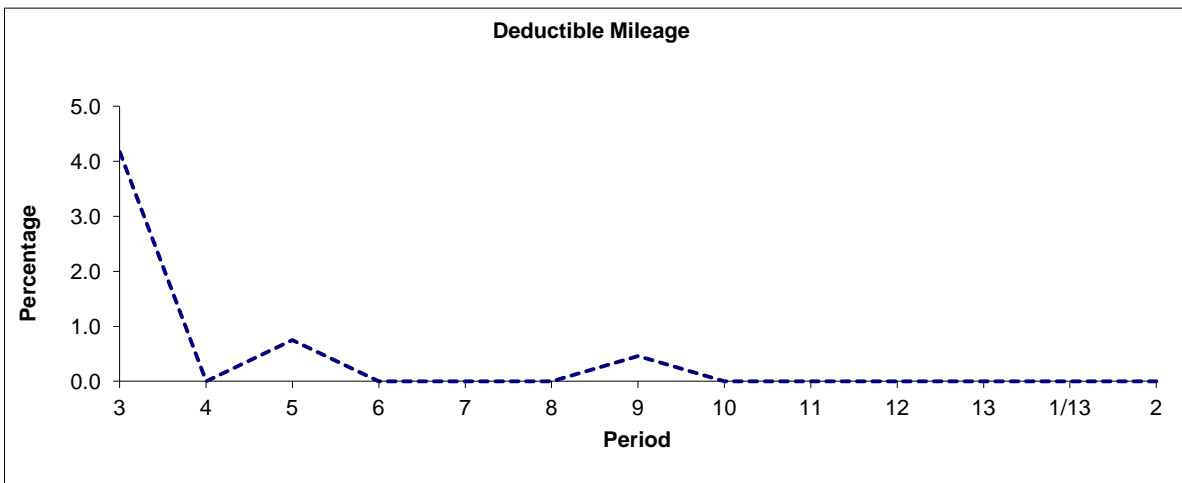
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 375 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Passingford Bridge.
OTHER INFORMATION:	No toilet facilities available.

PART B - PERFORMANCE STATISTICS

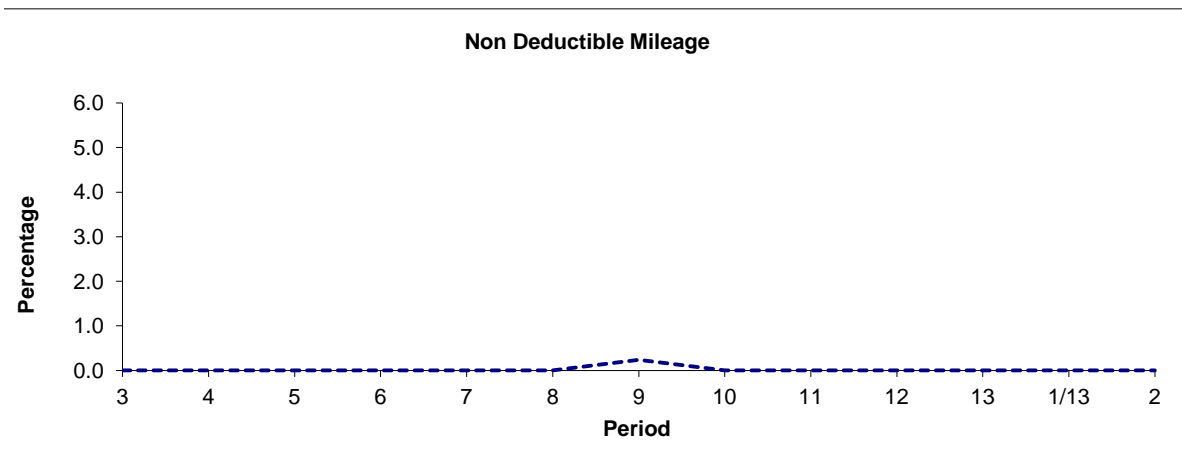
Route 375



Period	3	4	5	6	7	8	9	10	11	12	13	1/13	2
2012/2013	95.83	100.00	99.25	100.00	100.00	100.00	99.30	100.00	100.00	100.00	100.00	100.00	100.00
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	3	4	5	6	7	8	9	10	11	12	13	1/13	2
2012/2013	4.17	0.00	0.75	0.00	0.00	0.00	0.46	0.00	0.00	0.00	0.00	0.00	0.00

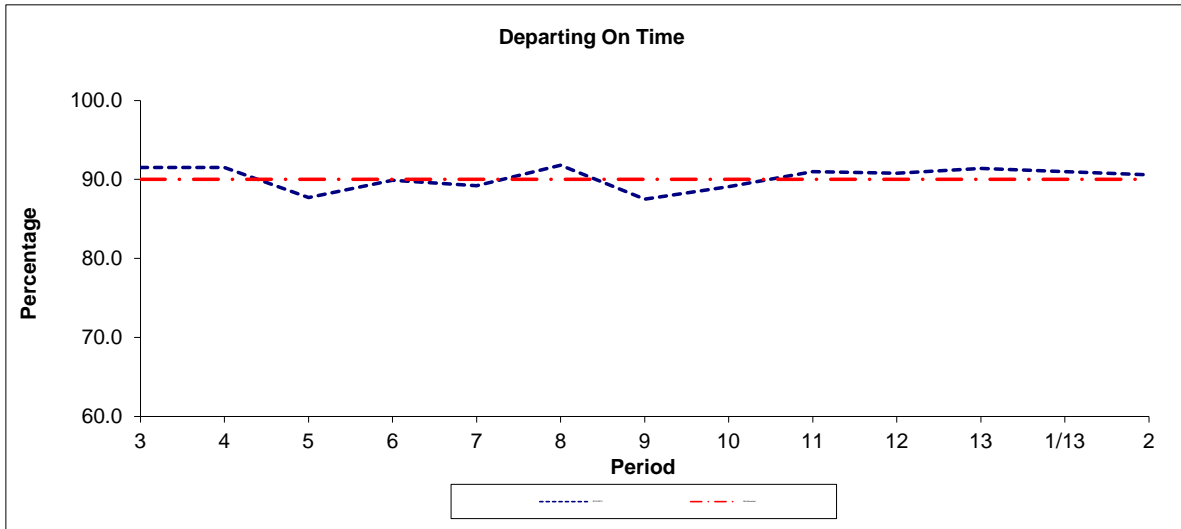


Period	3	4	5	6	7	8	9	10	11	12	13	1/13	2
2012/2013	0.00	0.00	0.00	0.00	0.00	0.00	0.24	0.00	0.00	0.00	0.00	0.00	0.00

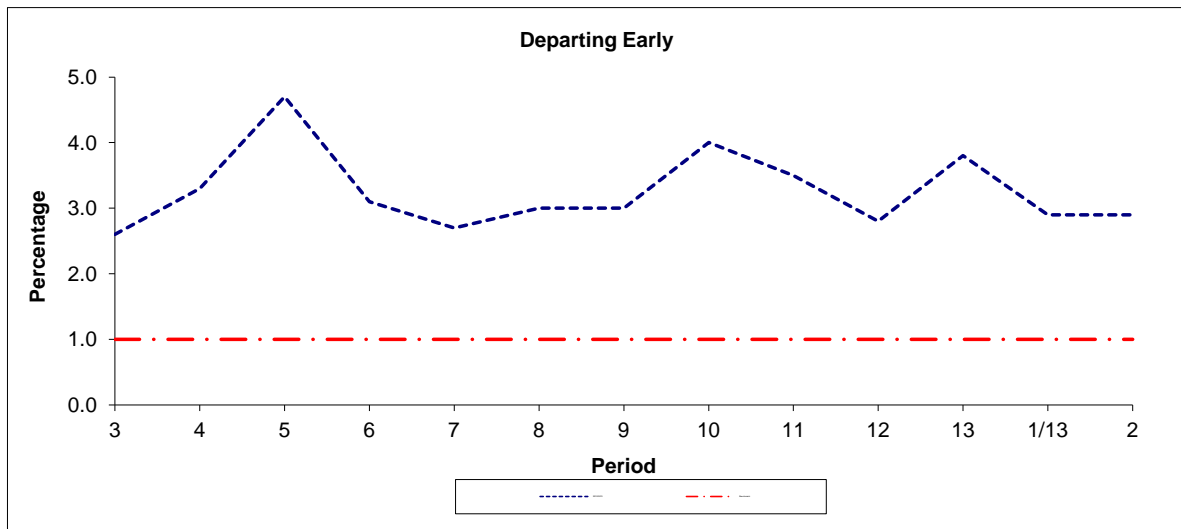
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 375



Period	3	4	5	6	7	8	9	10	11	12	13	1/13	2
2012/2013	91.5	91.5	87.7	89.9	89.2	91.8	87.5	89.1	91.0	90.8	91.4	91.0	90.6
Min Standard	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0



Period	3	4	5	6	7	8	9	10	11	12	13	1/13	2
2012/2013	2.6	3.3	4.7	3.1	2.7	3.0	3.0	4.0	3.5	2.8	3.8	2.9	2.9
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 375 - FULL iBUS RESULTS BY TIME OF DAY
QUARTERS 1 to 4 2012/13 (01/04/12 - 31/03/13)

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	860.	95.0	100.0	96.6	0.0	0.6	2.8
0700 - 1000	4,037.	96.6	98.5	87.1	1.8	3.1	8.0
1000 - 1300	4,560.	97.0	99.2	92.4	0.8	1.7	5.1
1300 - 1600	4,553.	104.2	98.7	91.6	1.3	2.0	5.1
1600 - 1900	4,519.	99.6	99.0	91.2	1.0	3.3	4.6
1900 - 2200	1,783.	99.7	99.0	87.4	1.1	10.4	1.1
Summary	20,312.	99.3	98.9	90.5	1.2	3.0	5.3

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	175.	94.9	96.0	93.2	4.2	2.1	0.5
0700 - 1000	841.	94.3	96.8	90.2	3.2	3.9	2.7
1000 - 1300	960.	93.8	97.4	86.5	2.9	2.6	8.1
1300 - 1600	962.	104.5	97.3	88.1	2.6	2.8	6.5
1600 - 1900	963.	99.0	98.8	90.1	1.1	5.4	3.3
1900 - 2200	382.	97.4	97.6	86.5	3.0	9.1	1.4
Summary	4,283.	97.8	97.5	88.4	2.5	3.9	5.2

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	15.	100.0	100.0	100.0	0.0	0.0	0.0
0700 - 1000	63.	96.8	100.0	88.5	0.0	7.1	4.4
1000 - 1300	75.	100.0	100.0	88.2	0.0	6.8	5.0
1300 - 1600	76.	102.6	100.0	91.0	0.0	6.4	2.6
1600 - 1900	76.	100.0	100.0	91.7	0.0	6.5	1.8
1900 - 2200	30.	100.0	100.0	93.3	0.0	6.7	0.0
Summary	335.	100.0	100.0	90.4	0.0	6.5	3.1

ALL DAYS

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	1,050.	95.0	99.3	96.2	0.4	0.8	2.5
0700 - 1000	4,941.	96.2	98.3	87.4	1.9	3.2	7.5
1000 - 1300	5,595.	96.5	98.9	91.3	1.1	1.9	5.7
1300 - 1600	5,591.	104.2	98.4	91.0	1.5	2.2	5.3
1600 - 1900	5,558.	99.5	99.0	91.0	1.0	3.5	4.4
1900 - 2200	2,195.	99.3	98.8	87.3	1.3	10.2	1.1
Summary	24,930.	99.0	98.7	90.2	1.4	3.2	5.3

Transport for London - QSI Points and Mileage

Route **375**

Service change 22660

Date 25 September 2009

QSI Points are highlighted in blue

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ROMFSN S	ROMFSN S	ROMFORD STATION, ATLANTA BOULEVARD		
ROMFSN	R0760	Romford Station	0	0.00
	34121	Western Road	331	0.21
ROMFSE	34116	Romford Market	631	0.39
	34141	The Avenue	494	0.31
	18245	Park Drive	183	0.11
	4350	Eastern Avenue	309	0.19
	18354	Parklands School	359	0.22
	18355	Hainault Road	358	0.22
	18358	Hillfoot Road	483	0.30
	18360	Hulse Avenue	341	0.21
COLRCL	33381	Clockhouse Lane	473	0.29
	18363	Lawns Way	358	0.22
	18365	Bellevue Road	231	0.14
	36733	Avelon Road	376	0.23
CHSXHR	20362	Chase Cross	382	0.24
	19870	Kilnwood Lane	690	0.43
	19872	Bower House	454	0.28
	19874	Havering Green	484	0.30
	19876	Dame Tipping School	288	0.18
	19878	Liberty Cottages	480	0.30
	BP5199	Tysea Hill	639	0.40
STABRO	BP5200	Royal Oak	286	0.18
	BP5201	Bournebridge Lane	753	0.47
	BP5202	The Nursery	338	0.21
	BP5203	Stapleford Abbots Primary School	897	0.56
	BP5204	Gordon Cottages	416	0.26
	BP5205	The Rabbits	384	0.24
PASSBG	BP5206	Passingford Bridge	735	0.46
	PASSBG S	Passingford Bridge	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			12153	7.55
			metres	miles

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BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
PASSBG S	PASSBG S	Passingford Bridge		
PASSBG	BP5207	Passingford Bridge	0	0.00
	BP5208	The Rabbits	688	0.43
	BP5209	Gordon Cottages	469	0.29
	BP5210	Stapleford Abbotts Primary School	427	0.27
	BP5211	The Nursery	971	0.60
	BP5212	Bournebridge Lane	304	0.19
STABRO	BP5213	Royal Oak	698	0.43
	BP5214	Tysea Hill	294	0.18
	19879	Liberty Cottages	638	0.40
	19877	Samantha Mews	523	0.32
	19875	Havering Green	254	0.16
	19873	Bower House	462	0.29
	19871	Kilnwood Lane	412	0.26
	BP5272	Bower Park School	530	0.33
CHSXCC	20361	Chase Cross	370	0.23
	36734	Avelon Road	274	0.17
	18364	Bellevue Road	323	0.20
	18362	Felstead Road	236	0.15
COLRCL	14388	Clockhouse Lane	441	0.27
	18359	Hulse Avenue	311	0.19
	18357	Mowbrays Road	388	0.24
	18356	Hainault Road	277	0.17
	18353	Parklands School	568	0.35
	33997	Romford Bus Garage	513	0.32
	18246	The Avenue	231	0.14
ROMFSE	34092	Romford Market	499	0.31
	34119	Western Road	605	0.38
ROMFSN	BP148	Romford Station	616	0.38
	ROMFSN S	ROMFORD STATION, ATLANTA BOULEVARD	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			12322	7.66
			metres	miles