

7. Service Specification

Route: 377

Contract Reference: QC52203

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	Ponders End, Enfield Bus Garage to Oakwood Station
Contract Basis	Incentivised
Commencement Date	09 th July 2016
Vehicle Type	45 capacity, single door, single deck, minimum 8.9m long (Larger vehicles are not suitable due to road restrictions in the evenings.)
Current Maximum Approved Dimensions	8.8 metres long and 2.4 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 20th July 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. 377.

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:

- Route No. 377 is specified to terminate at Ponders End, Southbury Road (Southbury Road/Hertford Road junction) but will not stand in Enfield Bus Garage.
- Route No. 377 will stand in Dearsley Road; running out of service from the last stop via Southbury Road, Baird Road, Dearsley Road to stand. From stand via Dearsley Road, Great Cambridge Road, Southbury Road to first stop.
- **Please see Section 5 for a full list of streets traversed and standing arrangements.**
- **Larger vehicles are not suitable due to road restrictions in the evenings.**

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

Ponders End, Enfield Bus Garage to Oakwood Station		Oakwood Station to Ponders End, Enfield Bus Garage			
First departure no later than 0615.		First departure no later than 0630.			
0610 - 1915	Every 30 minutes	0625 - 1930	Every 30 minutes		
1916 - 2305	Every 60 minutes	1931 - 2335	Every 60 minutes		
Last departure no earlier than 2300.		Last departure no earlier than 2330.			
Pinchpoints					
Enfield Chase Station	0705 - 0805	30 minutes	Enfield Town, Market Place	0715 - 0915	30 minutes
	1510 - 1640	30 minutes		1515 - 1645	30 minutes

3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

Oakwood Station to Ponders End, Enfield Bus Garage	
1525	One journey

The journey shown in Section 3.2 is specifically designed to meet the finish times of Highlands School and Grange Park Primary School in the Enfield area.

3.3) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Ponders End, Enfield Bus Garage to Oakwood Station		Oakwood Station to Ponders End, Enfield Bus Garage			
First departure no later than 0615.		First departure no later than 0630.			
0610 - 1915	Every 30 minutes	0625 - 1930	Every 30 minutes		
1916 - 2305	Every 60 minutes	1931 - 2335	Every 60 minutes		
Last departure no earlier than 2300.		Last departure no earlier than 2330.			
Pinchpoints					
Enfield Chase Station	0910 - 1110	30 minutes	Enfield Town, Market Place	0920 - 1120	30 minutes

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 377 suffers from unpredictable traffic delays in the Enfield (particularly Southbury Road) area.
- 4.2) The level crossing on Lincoln Road in the Ponders End area causes delays.
- 4.3) Smaller buses are used on the route due to highway constraints caused by parked cars in the evenings.

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 377: Ponders End, Enfield Bus Garage - Oakwood Station

Date of Structural Change: 9 July 2016.

Date of Service Change: 9 July 2016.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Oakwood Station: Southbury Road, Ponders End High Street, Lincoln Road, Great Cambridge Road, Trinity Avenue, First Avenue, Park Avenue, Wellington Road, Private Road, Village Road, London Road, Cecil Road, Church Street, Windmill Hill, Slades Hill, Enfield Road, Bincote Road, World's End Lane, Lonsdale Drive, Lower Kenwood Avenue, Kenwood Avenue, Prince George Avenue, Bramley Road, Oakwood Station Forecourt.

Towards Ponders End, Enfield Bus Garage: Oakwood Station Forecourt, Chase Road, Bramley Road, Prince George Avenue, Kenwood Avenue, Lower Kenwood Avenue, Lonsdale Drive, World's End Lane, Bincote Road, Enfield Road, Slades Hill, Windmill Hill, Church Street, The Town, Southbury Road, Genotin Road, London Road, Village Road, Private Road, Wellington Road, Park Avenue, First Avenue, Trinity Avenue, Great Cambridge Road, Lincoln Road, High Street, Southbury Road.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

SOUTHBURY, DEARSLEY ROAD

Public stand for 3 buses on south side of Dearsley Road, commencing 18 metres west of Baird Road and extending 45 metres west.

Buses proceed from Southbury Road via Baird Road and Dearsley Road to stand, departing via Dearsley Road and Great Cambridge Road to Southbury Road. Set down in Southbury Road, at Stop D (13525 - Glyn Road, Last Stop on LOR: 13525 - Glyn Road) and pick up in Southbury Road, at Stop P (BP3563 - Glyn Road, First Stop on LOR: BP3563 - Glyn Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 377 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: Ponders End, Bus Garage.

BUSH HILL PARK STATION (from Ponders End, Enfield Bus Garage)

Buses proceed from Trinity Avenue via First Avenue, Queen Anne's Place, Dryden Road and Wellington Road departing to Park Avenue. Set down in Trinity Avenue (H0915 - Hail & Ride Trinity Avenue, Last Stop on LOR: H0915 - Hail & Ride Trinity Avenue) and pick up in Park Avenue (H1147 - Hail & Ride Bush Hill Park Station, First Stop on LOR: H1147 - Hail & Ride Bush Hill Park Station).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Bush Hill Park.

BUSH HILL PARK STATION (from OAKWOOD STATION)

Buses proceed from Park Avenue via Queen Anne's Place and Dryden Road departing to Wellington Road. Set down in Park Avenue (H1147 - Hail & Ride Bush Hill Park Station, Last Stop on LOR: H1147 - Hail & Ride Bush Hill Park Station) and pick up in Wellington Road (H1148 - Hail & Ride Wellington Road, First Stop on LOR: H1148 - Hail & Ride Wellington Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Bush Hill Park.

ENFIELD, LITTLE PARK GARDENS

Private stand for up to 6 buses in Bus Parking Area on south side of Little Park Gardens.

From Oakwood Station.

Buses proceed from Church Street via Little Park Gardens and Bus Parking Area to stand, departing via Bus Parking Area, Little Park Gardens, Church Street, The Town, Southbury Road and Genotin Road to Cecil Road. Set down in Little Park Gardens, at Alighting Point (BP750 - Little Park Gardens, Last Stop on LOR: 16801 - Enfield Chase Station #) and pick up in Cecil Road, at Stop W (BP4975 - Enfield Town / Cecil Road, First Stop on LOR: BP4975 - Enfield Town / Cecil Road).

From Ponders End, Enfield Bus Garage.

Buses proceed from Cecil Road via Little Park Gardens and Bus Parking Area to stand, departing via Bus Parking Area and Little Park Gardens to Church Street. Set down in Little Park Gardens, at Alighting Point (BP750 - Little Park Gardens, Last Stop on LOR: BP4975 - Enfield Town / Cecil Road) and pick up in Church Street, at Stop C (35678 - Enfield Town / Church Street, First Stop on LOR: 35678 - Enfield Town / Church Street).

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:	Enfield.
OTHER INFORMATION:	Toilets available adjacent to site (key required).

OAKWOOD STATION

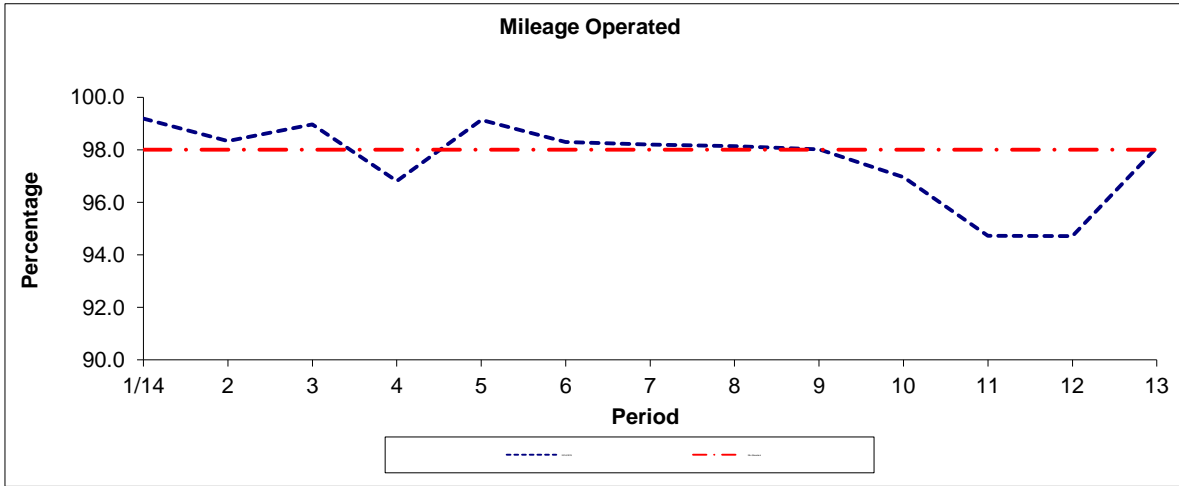
Private stand for 1 bus on Oakwood Station Forecourt on south side of Bramley Road commencing outside No. 121 Station Parade and extending 11 metres north.

Buses proceed from Oakwood Station Forecourt direct to stand, departing to Oakwood Station Forecourt. Set down in Oakwood Station Forecourt, at Stop B (27946 - Oakwood Station <>, Last Stop on LOR: 27946 - Oakwood Station <>) and pick up in Oakwood Station Forecourt, at Stop B (27946 - Oakwood Station <>, First Stop on LOR: 27946 - Oakwood Station <>).

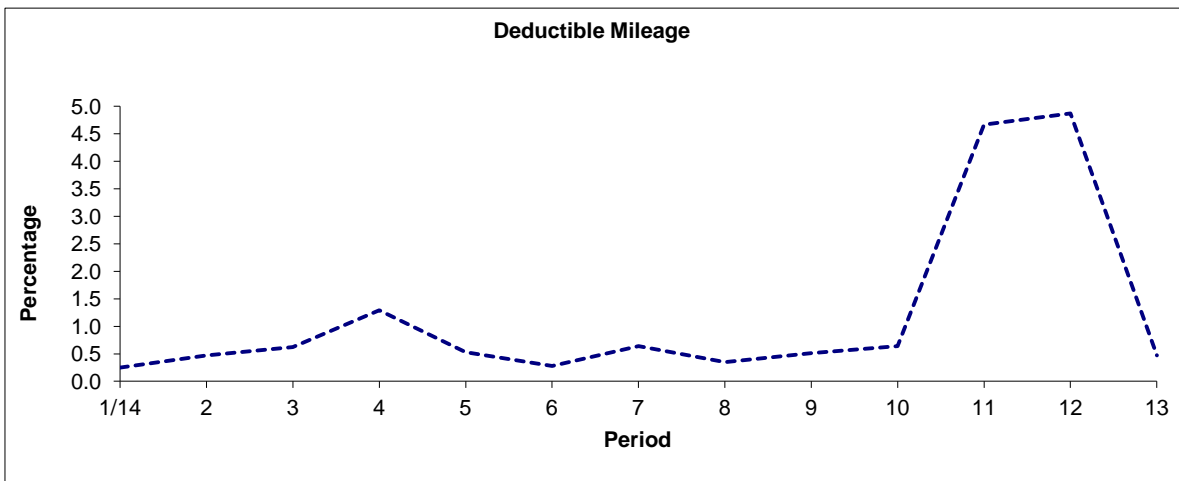
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 377 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Oakwood.

PART B - PERFORMANCE STATISTICS

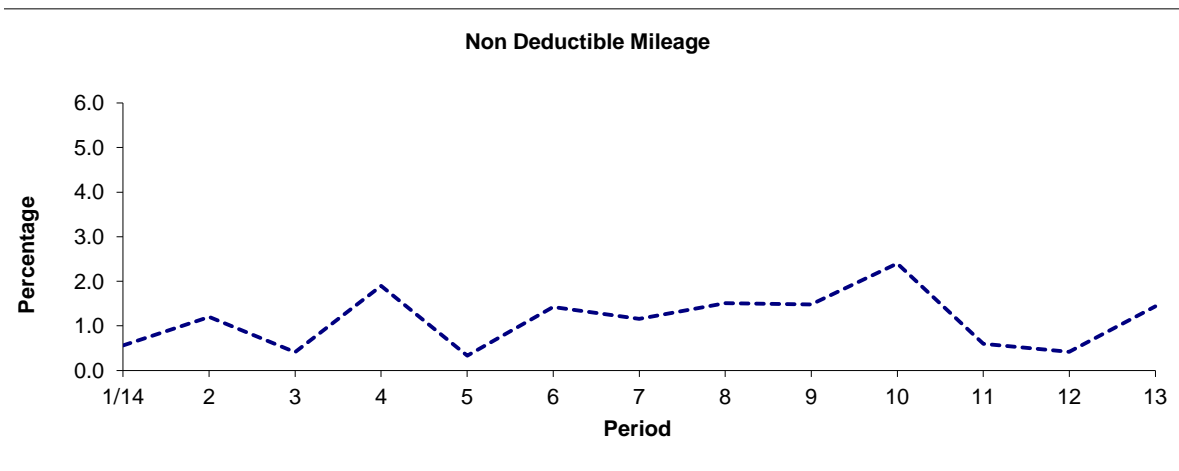
Route 377



Period	1/14	2	3	4	5	6	7	8	9	10	11	12	13
2014/2015	99.19	98.33	98.97	96.81	99.14	98.30	98.20	98.14	98.01	96.96	94.73	94.71	98.09
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	1/14	2	3	4	5	6	7	8	9	10	11	12	13
2014/2015	0.25	0.47	0.62	1.29	0.53	0.28	0.64	0.35	0.51	0.64	4.67	4.87	0.47

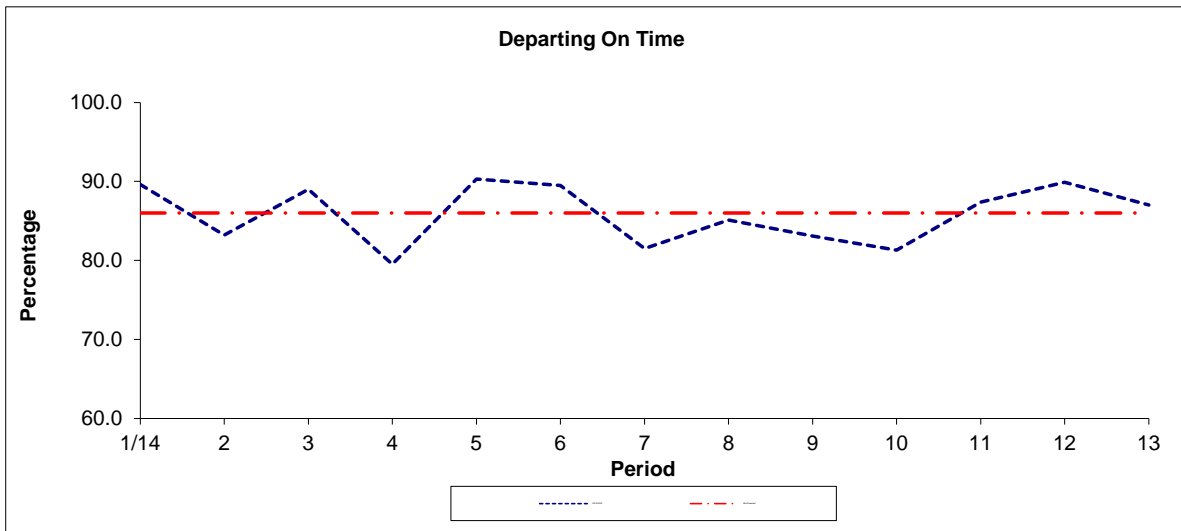


Period	1/14	2	3	4	5	6	7	8	9	10	11	12	13
2014/2015	0.56	1.20	0.41	1.90	0.33	1.42	1.16	1.51	1.48	2.40	0.60	0.42	1.44

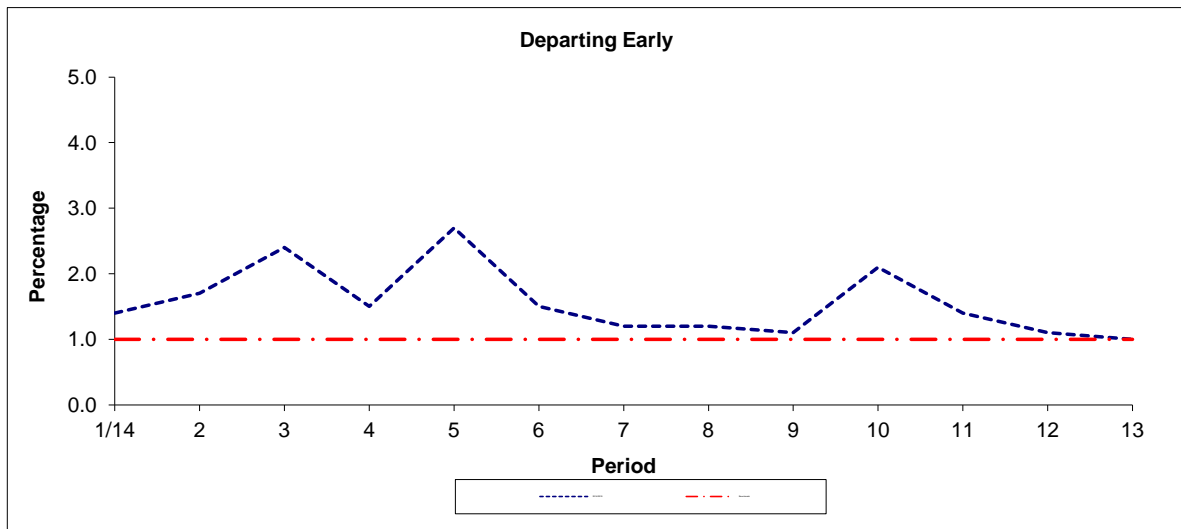
Note : Mileage is based on 4 weeks data
 Deductible mileage performance adversely affected by industrial action by drivers in periods 11 and 12.

PART B - PERFORMANCE STATISTICS

Route 377



Period	1/14	2	3	4	5	6	7	8	9	10	11	12	13
2014/2015	89.6	83.2	89.0	79.5	90.3	89.5	81.5	85.1	83.1	81.3	87.4	89.9	87.0
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	1/14	2	3	4	5	6	7	8	9	10	11	12	13
2014/2015	1.4	1.7	2.4	1.5	2.7	1.5	1.2	1.2	1.1	2.1	1.4	1.1	1.0
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 377 - FULL IBUS RESULTS BY TIME OF DAY
 QUARTERS 1 TO 4 14/15 (01/04/14 - 31/03/15)**

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	2,410.	98.8	97.4	93.2	2.6	1.0	3.2
0700 - 1000	11,694.	99.2	98.3	87.7	1.7	1.6	9.0
1000 - 1300	11,670.	98.7	98.8	90.3	1.2	0.7	7.8
1300 - 1600	12,343.	96.8	95.3	84.6	4.9	1.4	9.1
1600 - 1900	11,506.	97.3	94.2	76.9	6.3	1.2	15.6
1900 - 2200	7,319.	97.2	96.8	88.8	3.4	2.1	5.6
2200 - 2400	3,876.	96.5	96.3	90.1	3.9	2.6	3.4
Summary	60,818.	97.8	96.7	85.2	3.7	1.4	9.7

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	544.	96.7	99.6	96.3	0.3	1.1	2.3
0700 - 1000	2,415.	100.9	99.5	97.1	0.5	1.9	0.5
1000 - 1300	2,465.	99.0	99.3	92.2	0.6	1.4	5.8
1300 - 1600	2,476.	98.5	98.1	81.1	1.9	1.6	15.4
1600 - 1900	2,492.	100.2	98.7	92.3	1.2	3.5	3.0
1900 - 2200	1,554.	97.8	98.5	90.0	1.7	2.4	5.8
2200 - 2400	819.	99.1	99.3	91.6	0.8	5.0	2.6
Summary	12,765.	99.3	98.9	89.7	1.2	2.2	6.8

GOOD FRIDAY (NO SUNDAY SERVICE)

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	11.	100.0	100.0	100.0	0.0	0.0	0.0
0700 - 1000	47.	100.0	100.0	90.1	0.0	9.9	0.0
1000 - 1300	48.	100.0	100.0	98.2	0.0	1.8	0.0
1300 - 1600	48.	100.0	100.0	93.9	0.0	6.1	0.0
1600 - 1900	48.	100.0	100.0	95.6	0.0	4.4	0.0
1900 - 2200	30.	100.0	100.0	100.0	0.0	0.0	0.0
2200 - 2400	16.	100.0	100.0	100.0	0.0	0.0	0.0
Summary	248.	100.0	100.0	95.8	0.0	4.2	0.0

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	2,965.	98.4	97.8	93.5	2.4	1.0	3.1
0700 - 1000	14,156.	99.5	98.6	88.5	1.6	1.6	8.2
1000 - 1300	14,183.	98.8	98.9	90.7	1.1	0.8	7.4
1300 - 1600	14,867.	97.1	95.8	84.0	4.4	1.4	10.1
1600 - 1900	14,046.	97.8	95.0	78.7	5.7	1.5	14.0
1900 - 2200	8,903.	97.3	97.1	89.0	3.2	2.2	5.6
2200 - 2400	4,711.	97.0	96.8	90.3	3.4	3.0	3.3
Summary	73,831.	98.1	97.1	85.9	3.4	1.5	9.2

Transport for London - QSI Points and Live Mileage List

Route 377
 Service change 18734
 Date 13 November 2009

TRANCHE 522

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
SBRYDR S		SOUTHBURY RD, GT CAMBRIDGE RD		
E GR	BP3563	Glyn Road	0	0.00
PONDSH	12280	Southbury Road	278	0.17
	12282	Ponders End Police Station	301	0.19
	H0915	Melborne Way	2051	1.27
BHPKSN	H1146	0	286	0.18
	H1148	0	299	0.19
	H1150	0	486	0.30
	H1152	0	289	0.18
	HC114	Hail & Ride Section	97	0.06
	10925	Cecil Road / Saint Annes School	359	0.22
ENTNCR	BP4975	Enfield Town / Cecil Road	177	0.11
ENCSSN	16800	Enfield Chase Station	857	0.53
	16798	The Ridgeway	452	0.28
	16796	Chase Ridings	381	0.24
BINCER	16794	Links Side	453	0.28
	BP2947	Lonsdale Drive / Highlands School	728	0.45
LONSBL	OC589	Boxer's Lake	427	0.27
	HC115	Hail & Ride Section	1463	0.91
OAKWSN	27946	Oakwood Station	266	0.17
OAKWSN S	OAKWSN S	OAKWOOD STATION	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			9650 metres	6.00 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
OAKWSN S	OAKWSN S	OAKWOOD STATION		
OAKWSN	27946	Oakwood Station	0	0.00
	16787	Oakwood Station	125	0.08
LONSBL	OC431	Boxer's Lake	1668	1.04
	HC116	Hail & Ride Section	257	0.16
	BP2948	Lonsdale Drive / Highlands School	139	0.09
BINCER	16795	Links Side	792	0.49
	16797	Chase Ridings	511	0.32
	16799	The Ridgeway	393	0.24
ENCSSN	16801	Enfield Chase Station	527	0.33
ENTNMP	35678	Enfield Town / Church Street	379	0.24
	10927	Enfield Town / Genotin Road	393	0.24
	10926	Cecil Road / St Annes School	323	0.20
	H1151	0	336	0.21
	H1149	0	358	0.22
BHPKSN	H1147	0	779	0.48
	H1145	0	220	0.14
	HC117	Hail & Ride Section	270	0.17
BHPKGL	3173	Trinity Avenue / Bush Hill Park Station	191	0.12
	HC118	Hail & Ride Section	1411	0.88
	18911	Ponders End Police Station	313	0.19
PONDSH	12276	Southbury Road	247	0.15
E GR	13525	Glyn Road	190	0.12
SBRYDR S		SOUTHBURY RD, GT CAMBRIDGE RD		
TOTAL ROUTE MILEAGE - BACK DIRECTION			9822 metres	6.10 miles