

7. Service Specification

Route: 385

Contract Reference: QC49405

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	385
Terminus Points	Chingford Station, Stop D and Crooked Billet, Sainsbury's
Contract Basis	Incentivised
Commencement Date	17 th October 2015
Vehicle Type	45 capacity, single door, single deck, minimum 8.9m long
Current Maximum Approved Dimensions	8.9 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 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 10th November 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
- 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. 385.

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:

- The frequency between each journey is reduced from every 60 minutes to every 70 minutes on all days of operation.

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

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS

Chingford Station, Stop D to Crooked Billet, Sainsbury's		Crooked Billet, Sainsbury's to Chingford Station, Stop D	
0930	One journey	1000	One journey
1040	One journey	1110	One journey
1150	One journey	1220	One journey
1300	One journey	1330	One journey
1410	One journey	1440	One journey
1520	One journey	1550	One journey

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS

Chingford Station, Stop D to Crooked Billet, Sainsbury's		Crooked Billet, Sainsbury's to Chingford Station, Stop D	
0930	One journey	1000	One journey
1040	One journey	1110	One journey
1150	One journey	1220	One journey
1300	One journey	1330	One journey
1410	One journey	1440	One journey
1520	One journey	1550	One journey

4) OPERATIONAL CONSIDERATIONS

4.1) Route No. 385 can suffer from unpredictable traffic delays in the Chingford 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 385: Chingford Station - Crooked Billet Sainsbury'S

Date of Structural Change: 17 October 2015.

Date of Service Change: 17 October 2015.

Reason for Issue: New contract.

STREETS TRAVERSED

Towards Crooked Billet Sainsbury's: Chingford Bus Station, Station Road, The Green, Kings Head Hill, Sewardstone Road, Mansfield Hill, Waltham Way, Valley Side, Eatons Mead, Waltham Way, Hall Lane, Chingford Mount Road, Chingford Road, Walthamstow Avenue, Sainsbury's Access Road.

Towards Chingford Station: Sainsbury's Access Road, Walthamstow Avenue, Chingford Road, Chingford Mount Road, Hall Lane, Waltham Way, Eatons Mead, Valley Side, Waltham Way, Mansfield Hill, Sewardstone Road, Kings Head Hill, The Green, Station Road, Chingford 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.

CHINGFORD BUS STATION, BAY D

Private stand for 2 buses at Stop D in Chingford Bus Station on south side of Station Road. Buses proceed from Chingford Bus Station direct to stand, departing to Chingford Bus Station. Set down in Chingford Bus Station, at Stop D (34018 - Chingford Station #, Last Stop on LOR: 34018 - Chingford Station #) and pick up in Chingford Bus Station, at Stop D (34018 - Chingford Station #, First Stop on LOR: 34018 - Chingford Station #).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 385 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:	Chingford Station.

CROOKED BILLET, SAINSBURY'S

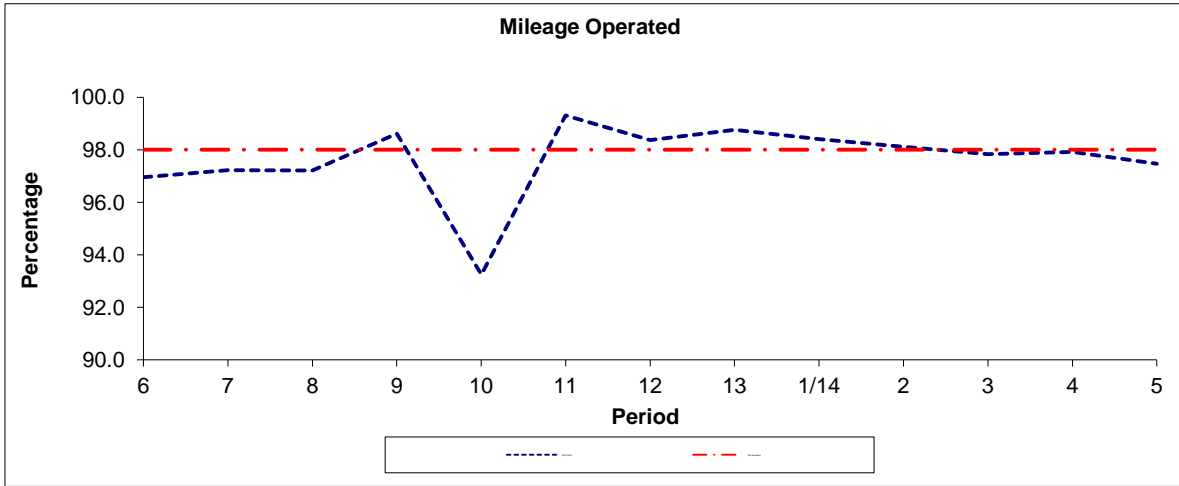
Private stand for one bus outside Sainsbury's store commencing 36 metres south of main entrance and extending 11 metres south.

Buses proceed from Sainsbury's Access Road direct to stand, departing to Sainsbury's Access Road. Set down in Sainsbury's Access Road, at Stop CA (BP926 - Salisbury Hall Sainsbury's) and pick up in Sainsbury's Access Road, at Stop CA (BP926 - Salisbury Hall Sainsbury's).

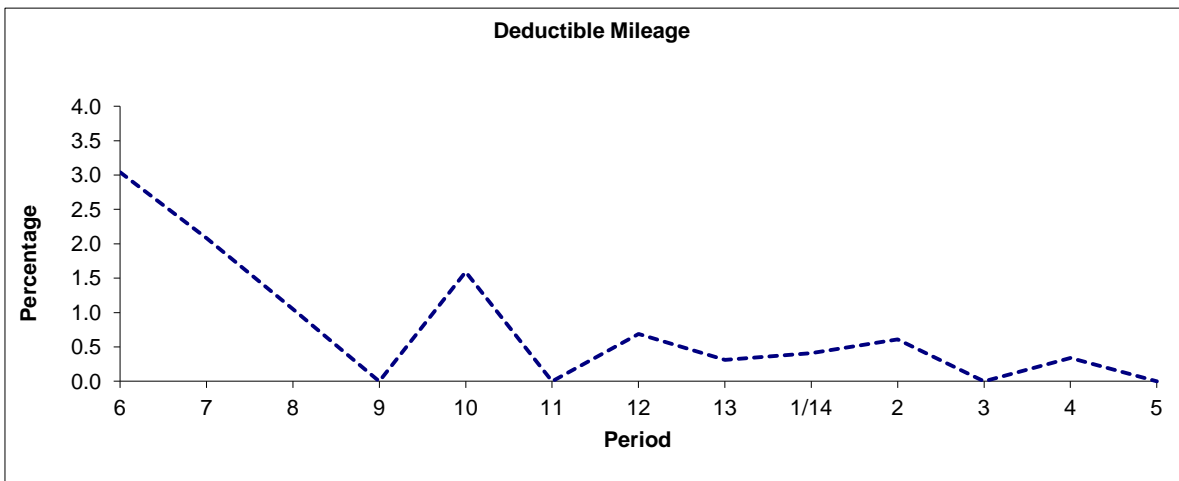
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 385 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Crooked Billet, Sainsbury's.

PART B - PERFORMANCE STATISTICS

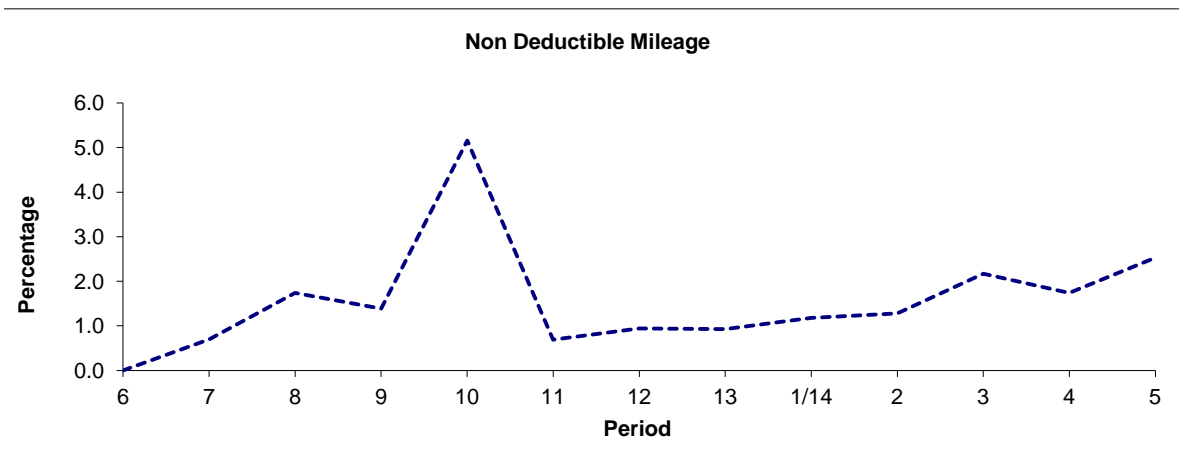
Route 385



Period	6	7	8	9	10	11	12	13	1/14	2	3	4	5
2013/2014	96.96	97.22	97.21	98.61	93.25	99.31	98.37	98.76	98.41	98.11	97.83	97.92	97.47
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



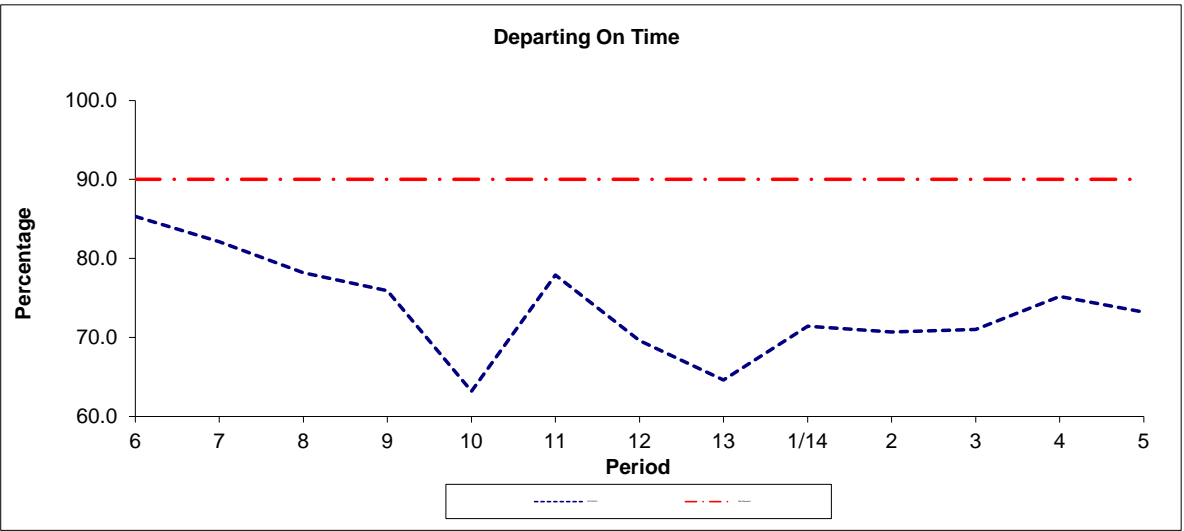
Period	6	7	8	9	10	11	12	13	1/14	2	3	4	5
2013/2014	3.04	2.08	1.05	0.00	1.59	0.00	0.69	0.31	0.41	0.61	0.00	0.34	0.00



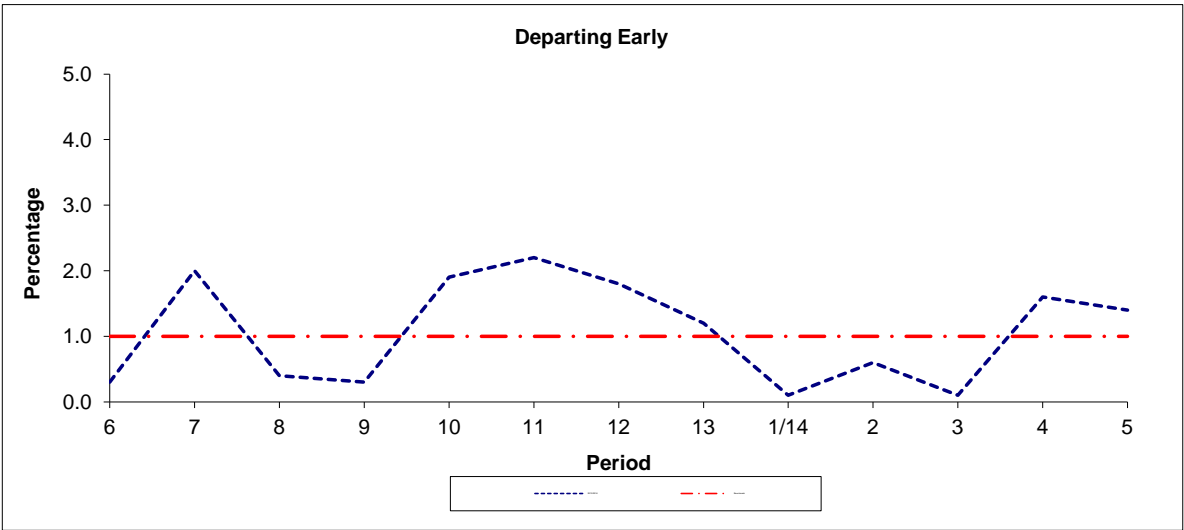
Period	6	7	8	9	10	11	12	13	1/14	2	3	4	5
2013/2014	0.00	0.70	1.74	1.39	5.16	0.69	0.94	0.93	1.18	1.28	2.17	1.74	2.53

Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS
Route 385



Period	6	7	8	9	10	11	12	13	1/14	2	3	4	5
2013/2014	85.3	82.1	78.2	75.9	63.2	77.9	69.6	64.6	71.4	70.7	71.0	75.2	73.2
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	6	7	8	9	10	11	12	13	1/14	2	3	4	5
2013/2014	0.3	2.0	0.4	0.3	1.9	2.2	1.8	1.2	0.1	0.6	0.1	1.6	1.4
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 385 - 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 (%)
0700 - 1000	741.	106.1	97.0	87.0	3.0	0.8	9.2
1000 - 1300	4,447.	97.6	95.3	72.8	4.8	0.3	22.1
1300 - 1600	3,661.	97.2	97.2	82.0	2.9	1.2	14.0
1600 - 1900	0.	0.0	N/A	N/A	N/A	N/A	N/A
Summary	8,849.	98.2	96.2	79.3	3.6	0.8	16.3

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 (%)
0700 - 1000	156.	103.2	96.2	78.2	3.8	1.3	16.7
1000 - 1300	928.	92.7	82.3	62.0	17.7	0.3	20.0
1300 - 1600	776.	91.5	64.8	47.0	33.3	1.8	17.9
1600 - 1900	0.	0.0	N/A	N/A	N/A	N/A	N/A
Summary	1,860.	93.1	76.2	56.6	23.6	1.1	18.6

BANK HOLIDAY (ROUTE DOES NOT OPERATE ON SUNDAYS)

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 (%)
0700 - 1000	3.	66.7	66.7	66.7	33.3	0.0	0.0
1000 - 1300	18.	111.1	100.0	50.0	0.0	0.0	50.0
1300 - 1600	15.	100.0	100.0	72.0	0.0	6.3	21.7
Summary	36.	102.8	97.2	62.2	3.6	3.0	31.2

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 (%)
0700 - 1000	900.	105.4	96.8	85.9	3.2	0.9	10.1
1000 - 1300	5,393.	96.8	93.1	70.8	7.2	0.3	21.8
1300 - 1600	4,452.	96.2	91.6	76.1	7.9	1.3	14.7
1600 - 1900	0.	0.0	N/A	N/A	N/A	N/A	N/A
Summary	10,745.	97.3	92.8	75.4	7.0	0.8	16.8

Transport for London - QSI points and Live Mileage List

Route 385
 Service change 26900
 Date 22/01/2011

Reason for Issue

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CHFDSND	34018	Chingford Station		
	1135	Station Road / Chingford Station	104	0.06
	15985	Stanley Road	276	0.17
	26995	Station Road / The Green	239	0.15
	19970	Chingford Police Station	327	0.20
	19972	Pole Hill Road	276	0.17
	19974	Hawksmouth	283	0.18
CHFDSR	19976	Sewardstone Road	367	0.23
	29959	Lea Valley Road	136	0.08
	29961	Maida Avenue	208	0.13
WALWVS	OC688	Valley Side	267	0.17
WALWHR	OC690	Hall Lane	1689	1.05
	15997	Chase Lane School	476	0.30
	2726	Chingford Mount	280	0.17
CHMTPA	7911	Hall Lane	123	0.08
	7915	Larkswood Road	305	0.19
	BP2958	Ainslie Wood Road	199	0.12
	7919	Leonard Road	294	0.18
	7923	Higham Station Avenue	256	0.16
	7927	Rowden Park Gardens	238	0.15
	24339	Walthamstow Stadium	191	0.12
CKDBSA	BP926	Salisbury Hall Sainsbury's	421	0.26
TOTAL ROUTE MILEAGE - OUT DIRECTION			6955 metres	4.32 miles

TRANCHE 494

Mileage Update

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CKDBSA	BP926	Salisbury Hall Sainsbury's		
	7926	Rowden Road	805	0.50
	7922	Higham Station Avenue	164	0.10
	7920	Leonard Road	302	0.19
	7916	Hampton Road	348	0.22
CHMTPA	7912	Hall Lane	369	0.23
	4292	Chingford Mount	242	0.15
	15998	Chase Lane School	266	0.17
	16000	Waltham Way	202	0.13
WALWHR	OC691	Marmion Avenue	268	0.17
WALWVS	OC689	Valley Side	1696	1.05
	R0043	Maida Avenue	323	0.20
CHFDSR	19977	Sewardstone Road	297	0.18
	19975	Hawksmouth	303	0.19
	19973	Pole Hill Road	255	0.16
	19971	Chingford Green	457	0.28
	4289	Station Road / The Green	286	0.18
	15984	Buxton Road	205	0.13
CHFDSND	34018	Chingford Station	502	0.31
TOTAL ROUTE MILEAGE - BACK DIRECTION			7290	4.53
			metres	miles