

## CONTRACT SPECIFICATION

Tenders are requested for the following contract to operate a bus service.

<b>Contract Reference</b>	QC37705
<b>Route Number</b>	397
<b>Terminus Points</b>	Crooked Billet, Sainsburys to Debden Station
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	25 <sup>th</sup> February 2012
<b>Vehicle Type</b>	50 capacity, dual door, single deck vehicles
<b>Maximum Approved Dimensions</b>	9.4 metres long and 2.44 metres wide
<b>Advertising Rights</b>	Operator
<b>Sponsored Route</b>	No
<b>Minimum Performance Std</b>	Departing on Time - No less than 86.00%
<b>Extension Threshold</b>	Departing on Time Threshold - 90.00%
<b>Minimum Operated Mileage</b>	No less than 98.00%

Tender Return Date: No later than 12 o'clock on 21<sup>st</sup> March 2011

## **SERVICE SPECIFICATION**

### **CONTENTS**

- 1) NOTES
- 2) SCHEDULE REQUIREMENTS & PINCHPOINTS
- 3) QSI POINTS & MILEAGE
- 4) OPERATIONAL CONSIDERATIONS
- 5) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

## 1) 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. 397.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 397.

### **Requirements for Registration:**

The section of Route No. 397 between Debden Station and the Essex County Boundary at Whitehall Road / Courtland Avenue will need to be registered with the Traffic Commissioner for the Eastern 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:

Essex County Council  
Environment Sustainability and Highways  
County Hall  
Chelmsford, Essex  
CM1 1QH  
e-mail: [publictransport@essex.gov.uk](mailto:publictransport@essex.gov.uk)

and to:

Barry Skinner (Licensing Manager),  
TfL Surface Transport  
11<sup>th</sup> Floor, Zone G4  
Palestra  
197 Blackfriars Road  
London  
SE1 8NJ  
e-mail: [barry.skinner@tfl.gov.uk](mailto:barry.skinner@tfl.gov.uk)

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

## 2) SCHEDULE REQUIREMENTS & PINCHPOINTS

### 2.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Crooked Billet, Sainsburys to Debden Station			Debden Station to Crooked Billet, Sainsburys		
First departure no later than 0600.			First departure no later than 0615.		
0555 - 1920	Every 30 minutes		0610 - 1920	Every 30 minutes	
Last departure no earlier than 1915.			Last departure no earlier than 1915.		
<b>Pinchpoints</b>					
Loughton Station	0725 - 0925	30 minutes	Loughton Station	0725 - 0925	30 minutes
	1525 - 1625	30 minutes		1525 - 1625	30 minutes

### 2.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

Crooked Billet, Sainsburys to Debden Station		Debden Station to Crooked Billet, Sainsburys	
0807	One journey	0900	One journey
1430	One journey	1530	One journey

The journeys shown in Section 2.2 are specifically designed to meet the start and finish times of Bancrofts school in the Woodford Green area.

### 2.3) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Crooked Billet, Sainsburys to Debden Station			Debden Station to Crooked Billet, Sainsburys		
First departure no later than 0600.			First departure no later than 0615.		
0555 - 1920	Every 30 minutes		0610 - 1920	Every 30 minutes	
Last departure no earlier than 1915.			Last departure no earlier than 1915.		
<b>Pinchpoints</b>					
Loughton Station	1020 - 1150	30 minutes	Loughton Station	1025 - 1155	30 minutes

### 2.4) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Crooked Billet, Sainsburys to Debden Station			Debden Station to Crooked Billet, Sainsburys		
First departure no later than 0700.			First departure no later than 0715.		
0655 - 1920	Every 30 minutes		0710 - 1920	Every 30 minutes	
Last departure no earlier than 1915.			Last departure no earlier than 1915.		
<b>Pinchpoints</b>					
Loughton Station	1050 - 1150	30 minutes	Loughton Station	1055 - 1155	30 minutes

### 2.5) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Crooked Billet, Sainsburys to Debden Station			Debden Station to Crooked Billet, Sainsburys		
First departure no later than 0800.			First departure no later than 0815.		
0755 - 1920	Every 30 minutes		0810 - 1920	Every 30 minutes	
Last departure no earlier than 1915.			Last departure no earlier than 1915.		
<b>Pinchpoints</b>					
Loughton Station	1050 - 1150	30 minutes	Loughton Station	1055 - 1155	30 minutes

### 3) QSI POINTS & MILEAGE

It is intended Route No. 397 will have 64 surveys per quarter at the following locations:

<b>QSI POINTS</b>	
<b>Towards Debden</b>	<b>Towards Crooked Billet Sainsburys</b>
Chingford Mount	Loughton Station \$
Loughton Station \$	Chingford Station
<b>MILEAGE: See Attached iBus Sheets</b>	

\$ This location observed simultaneously in both directions - counted as two surveys.

### 4) OPERATIONAL CONSIDERATIONS

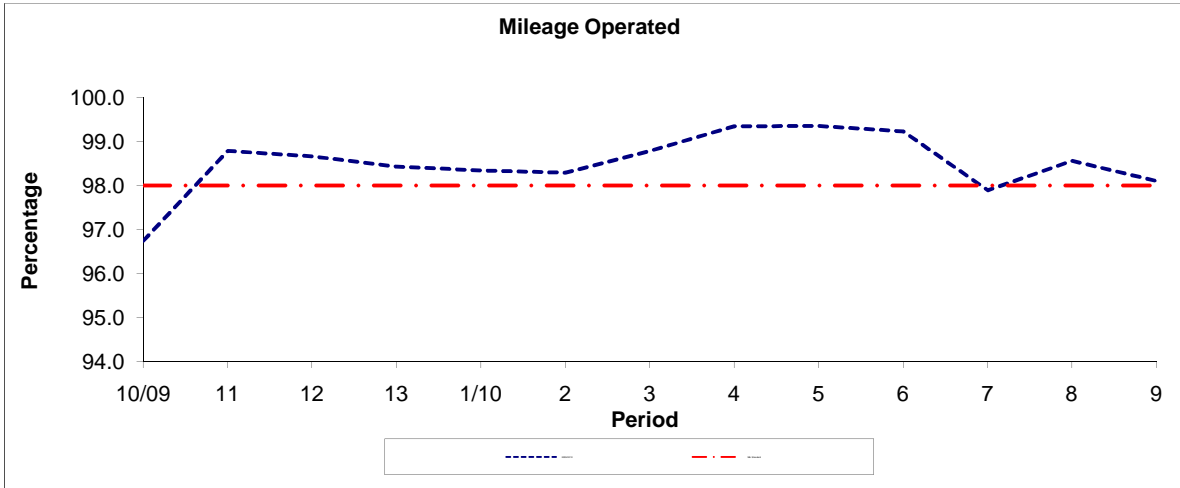
- 4.1) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following location: Chingford Station and Loughton Station.
- 4.2) Route No. 397 can suffer unpredictable traffic delays in Chingford Road and Station Road in the Chingford area.
- 4.3) Smaller buses are used on the route due to highway constraints between Chingford and Chingford Mount.
- 4.4) The 2012 Olympic Games open on Friday 27<sup>th</sup> July and close on Sunday 12<sup>th</sup> August. The 2012 Paralympic Games start on Wednesday 29<sup>th</sup> August and close on Sunday 9<sup>th</sup> September. The Games will result in additional passenger demand across the network, requiring additional capacity on some routes. There will also be a number of road closures in the event areas resulting in route diversions. Operators should be aware there will be implications to them during this time. Full details and any extra resource required will be negotiated with the operator at a later date.

### 5) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

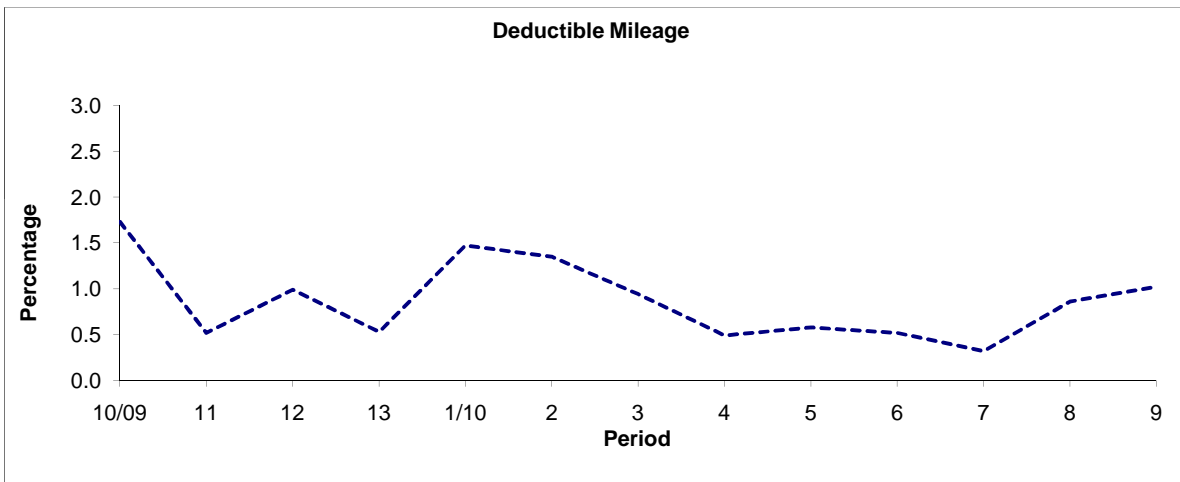
- 5.1) CURRENT PERFORMANCE  
As per current print out.
- 5.2) ROUTE RECORD  
As per Busnet Printout.
- 5.3) IBUS MILEAGE  
As per current print out.

**PART B - PERFORMANCE STATISTICS**

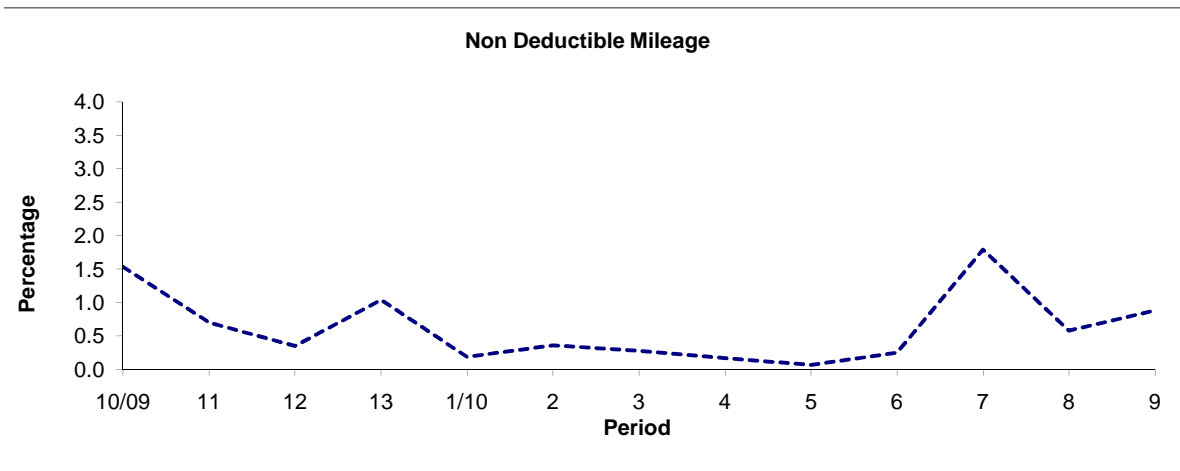
**Route 397**



Period	10/09	11	12	13	1/10	2	3	4	5	6	7	8	9
2009/2010	96.74	98.78	98.66	98.43	98.34	98.29	98.78	99.34	99.35	99.23	97.89	98.56	98.10
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	10/09	11	12	13	1/10	2	3	4	5	6	7	8	9
2009/2010	1.73	0.52	0.99	0.53	1.47	1.35	0.94	0.49	0.58	0.52	0.32	0.86	1.02

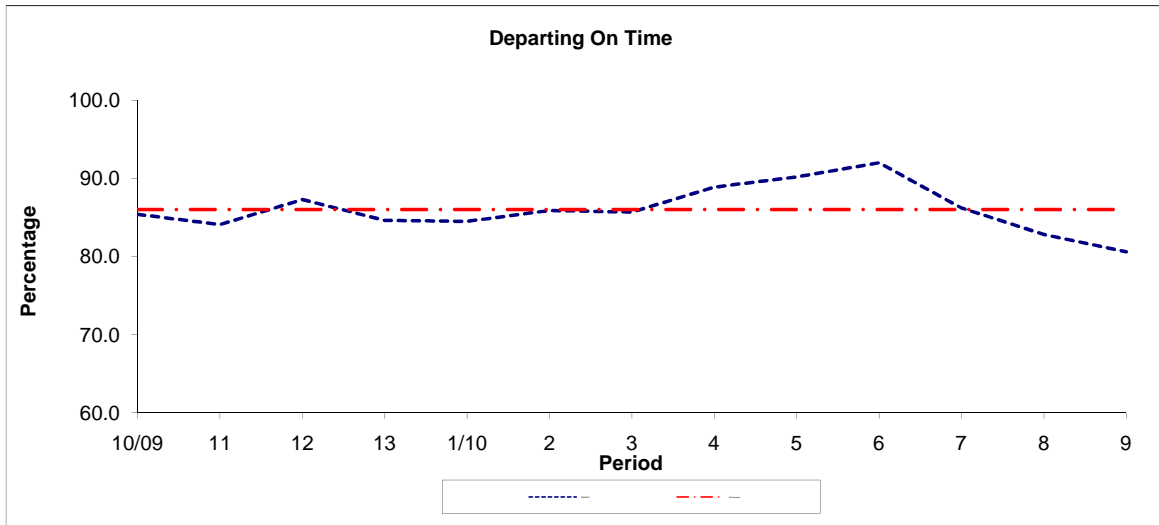


Period	10/09	11	12	13	1/10	2	3	4	5	6	7	8	9
2009/2010	1.53	0.70	0.35	1.04	0.19	0.36	0.28	0.17	0.07	0.25	1.79	0.58	0.88

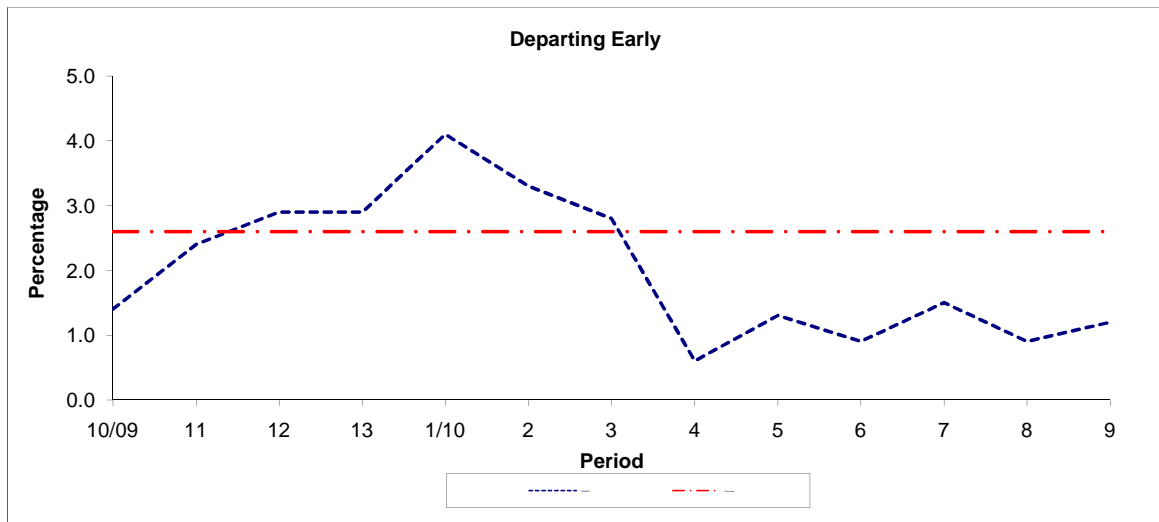
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 397**



Period	10/09	11	12	13	1/10	2	3	4	5	6	7	8	9
2009/2010	85.40	84.10	87.30	84.60	84.50	85.90	85.70	88.90	90.20	92.00	86.20	82.80	80.60
Min Standard	86.00	86.00	86.00	86.00	86.00	86.00	86.00	86.00	86.00	86.00	86.00	86.00	86.00



Period	10/09	11	12	13	1/10	2	3	4	5	6	7	8	9
2009/2010	1.40	2.40	2.90	2.90	4.10	3.30	2.80	0.60	1.30	0.90	1.50	0.90	1.20
Benchmark	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60

**Note :** Reliability is based on 12 weeks rolling data

# LONDON BUSES - ROUTE DESCRIPTION

## ROUTE 397: Crooked Billet, Sainsburys - Debden Station

**Date of Structural Change:** 3 February 2012.

**Date of Service Change:** 3 February 2012.

**Reason for Issue:** New Tender.

### STREETS TRAVERSED

**Towards Debden Station:** Sainsbury's Access Road, Walthamstow Avenue, Chingford Road, Chingford Mount Road, Old Church Road, Chingford Avenue, Heathcote Grove, Endlebury Road, Simmons Lane, Friday Hill, King's Road, Station Road, Ranger's Road, Forest Side, Whitehall Road, Woodford Green High Road, Buckhurst Hill High Road, Loughton High Road, Old Station Road, Loughton Station Forecourt, Old Station Road, Loughton High Road, Trap's Hill, Border's Lane, Rectory Lane, The Broadway, Burton Road.

**Towards Crooked Billet, Sainsburys:** The Broadway, Rectory Lane, Border's Lane, Trap's Hill, Loughton High Road, Old Station Road, Loughton Station Forecourt, Old Station Road, Loughton High Road, Buckhurst Hill High Road, Woodford Green High Road, Whitehall Road, Forest Side, Ranger's Road, Station Road, King's Road, Friday Hill, Simmons Lane, Endlebury Road, Heathcote Grove, Chingford Avenue, Old Church Road, Chingford Mount Road, Chingford Road, Walthamstow Avenue, Sainsbury's Access Road.

### STANDING AND TURNING POINTS

#### 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 and pick up in Sainsbury's Access Road, at Stop CA.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 397 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.
DISPLAY:	Crooked Billet, Sainsbury's.
OTHER INFORMATION:	Sainsbury's toilet facilities available Mon-Fri: 0800-2000, Sat: 0730-2000 & Sun: 1000-1600.



## **CHINGFORD MOUNT, PRINCE ALBERT (from DEBDEN STATION)**

Public stand for 4 buses in marked bays on south side of Albert Crescent commencing opposite No. 3 and extending 28 metres east.

Buses proceed from Old Church Road via Albert Crescent to stand, departing via Albert Crescent and Hall Lane to Old Church Road. Set down in Albert Crescent, at Alighting Point and pick up in Old Church Road, at Stop E.

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.  
DISPLAY: Chingford Mount.

## **CHINGFORD STATION**

From Crooked Billet, Sainsburys.

Buses proceed from Station Road via Chingford Bus Station departing to Station Road. Set down in Station Road, at Stop F and pick up in Station Road, at Stop E.

From Debden Station.

Buses proceed from Station Road via Chingford Bus Station departing to Station Road. Set down in Chingford Bus Station, at Stop B and pick up in Station Road, at Stop F.

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
DISPLAY: Chingford Station.

## **LOUGHTON STATION**

Private (offside) stand for three buses in west side of approach road on Loughton LUL Station forecourt.

From Crooked Billet, Sainsburys.

Buses proceed from Loughton Station Forecourt direct to stand, departing to Loughton Station Forecourt. Set down in Loughton Station Forecourt, at Stop C and pick up in Loughton Station Forecourt, at Stop C.

From Debden Station.

Buses proceed from Loughton Station Forecourt direct to stand, departing to Loughton Station Forecourt. Set down in Loughton Station Forecourt, at Stop C and pick up in Loughton Station Forecourt, at Stop A.

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.  
DISPLAY: Loughton.

## **DEBDEN, BURTON ROAD, WEST STAND**

Public stand for one bus in bay on south side of Burton Road, commencing 63 metres west of the driveway to Epping Forest District Council building and extending 14 east. Buses proceed from Burton Road direct to stand, departing via Burton Road and Torrington Drive to The Broadway. Set down in Burton Road, at Alighting Point and pick up in The Broadway, at Alighting Point.

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 1 bus on Route 397 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.  
DISPLAY: Debden.

## Transport for London - Live Mileage List

Route 397  
 Service change 22689  
 Date 28 October 2009

OUT DIRECTION					
Timing Point	Code	Stop Number	Stop Name	Metres	Miles
CKDBSA S	CKDBSA S		Crooked Billet, Sainsbury's		
CKDBSA	BP926		Salisbury Hall Sainsburys	0	0.00
	7926		Rowden Road	691	0.43
	7922		Higham Station Avenue	164	0.10
	7920		Leonard Road	302	0.19
	7916		Hampton Road	348	0.22
	7912		Hall Lane	369	0.23
CHMTPA	R0479		Chingford Mount	127	0.08
	18076		Alpha Road	291	0.18
	2424		Chingford Old Church	356	0.22
	R0478		Friday Hill	2341	1.45
	15986		Larkshall Road	317	0.20
	4289		Station Road / The Green	411	0.26
	15984		Buxton Road	205	0.13
CHFDSNF	R0737		Chingford Station	361	0.22
	15322		Seymour Court	1242	0.77
	15324		Newlands Road	291	0.18
	15326		Forest Road	444	0.28
	15328		High Rd Woodford Grn / Bancrofts Sch	306	0.19
	15541		Whitehall Road / Bancrofts School	91	0.06
	15540		Knighton Lane	571	0.35
BUCKBF	BP4723		Bald Faced Stag	212	0.13
	BP4724		Russell Road	304	0.19
	BP4725		Cricket Ground	432	0.27
	BP4832		North Farm	841	0.52
	BP4726		Spring Grove	435	0.27
	BP4931		Upper Park	302	0.19
	BP4727		The Crown	343	0.21
LGTNNS	BP4834		Loughton Station	300	0.19
	BP4728		Sainsbury's	215	0.13
	BP4829		The Crown	219	0.14
	BP4729		Forest Road	229	0.14
	BP4730		Traps Hill	324	0.20
LGTNLB	BP4808		Traps Hill Library	193	0.12
	BP4809		Church Lane	314	0.20
	BP4810		Oak View School	380	0.24
BORLEF	BP4811		The Murray Hall	315	0.20
	BP5418		Epping Forest College	525	0.33
	BP4748		Torrington Drive	256	0.16
DEBNBY	BP4749		The Broadway	207	0.13
DEBNSN S	DEBNSN S		Debden Station, Torrington Drive	0	0.00
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>				15574	9.68
				metres	miles

**BACK DIRECTION**

<b>BACK DIRECTION</b>				
<b>Timing Point</b>				
<b>Code</b>	<b>Stop Number</b>	<b>Stop Name</b>	<b>Metres</b>	<b>Miles</b>
DEBNSN S	DEBNSN S	Debden Station, Torrington Drive		
DEBNSN	BP5020	Rectory Lane / Debden Station	0	0.00
BORLEF	BP4804	The Murray Hall	663	0.41
	BP4805	Oak View School	368	0.23
	BP4806	Church Lane	341	0.21
LGTNLB	BP4807	Traps Hill Library	306	0.19
	BP4768	Traps Hill	184	0.11
	BP4769	Forest Road	325	0.20
	BP4727	The Crown	370	0.23
LGTNSN	BP4835	Loughton Station	277	0.17
	BP4728	Sainsbury's	238	0.15
	BP4828	The Crown	227	0.14
	BP4830	The Crescent	358	0.22
	BP4770	Spring Grove	249	0.15
	BP4833	North Farm	428	0.27
	BP4771	Cricket Ground	724	0.45
	BP4772	Russell Road	348	0.22
BUCKBF	BP4773	Bald Faced Stag	363	0.23
	15539	Knighton Lane	396	0.25
	15327	Whitehall Road / Bancrofts School	576	0.36
	15325	Forest Road	335	0.21
	15323	Whitehall Lane	334	0.21
	15321	Seymour Court	388	0.24
CHFDSNE	1135	Station Road / Chingford Station	1332	0.83
	15985	Stanley Road	276	0.17
	4208	Station Road / The Green	255	0.16
	R0021	Larkshall Road	354	0.22
	33338	Whitehall Road	365	0.23
	18075	Alpha Road	2557	1.59
CHMTPA	7911	Hall Lane	406	0.25
	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 Sainsburys	421	0.26
CKDBSA S	CKDBSA S	Crooked Billet, Sainsbury's	0	0.00
<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>			<b>15247</b>	<b>9.47</b>
			metres	miles