

CONTRACT SPECIFICATION

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

Contract Reference	QC37706
Route Number	462
Terminus Points	Hainault, The Lowe to Ilford High Road, Hainault Street
Contract Basis	Incentivised
Commencement Date	24 th March 2012
Vehicle Type	45 capacity, single door, single deck vehicles
Maximum Approved Dimensions	8.8 metres long and 2.44 metres wide
Advertising Rights	Operator
Sponsored Route	No
Minimum Performance Std	Departing on Time - No less than 82.00%
Extension Threshold	Departing on Time Threshold - 86.00%
Minimum Operated Mileage	No less than 98.00%

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

SERVICE SPECIFICATION

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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. 462.

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. 462 will no longer serve Limes Farm Estate in an anti-clockwise direction, but will now serve the estate in a clockwise direction toward both termini. **Details of the revised routing are in Section 5**

Hail & ride operation:

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. 462:

- **Gants Hill** Beehive Lane, Longwood Gardens, Looe Gardens
- **Limes Farm Estate** Limes Avenue, Copperfield

1) NOTES (continued):

Requirements for Registration:

The section of Route No. 462 between Hainault, The Lowe and the Essex County Boundary at Fencepiece Road / Tudor Crescent will need to be registered with the Traffic Commissioner(s) 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:

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

and to:

Barry Skinner (Licensing Manager),
TfL Surface Transport
11th Floor, Zone G4
Palestra
197 Blackfriars Road
London
SE1 8NJ
e-mail: 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

Hainault, The Lowe to Ilford High Road, Hainault Street			Ilford High Road, Hainault Street to Hainault, The Lowe		
First departure no later than 0625.			First departure no later than 0620.		
0620 - 1750	Every 15 minutes		0615 - 1820	Every 15 minutes	
1751 - 1920	Every 20 minutes		1821 - 2005	Every 20 minutes	
1921 - 2320	Every 30 minutes		2006 - 2345	Every 30 minutes	
Last departure no earlier than 2315.			Last departure no earlier than 2340.		
Pinchpoints					
Gants Hill Station	0705 - 0905	15 minutes	Barkingside, Fulwell Cross	0710 - 0850	15 minutes
	1505 - 1635	15 minutes		1505 - 1635	15 minutes

2.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hainault, The Lowe to Ilford High Road, Hainault Street			Ilford High Road, Hainault Street to Hainault, The Lowe		
First departure no later than 0625.			First departure no later than 0620.		
0620 - 0905	Every 20 minutes		0615 - 0845	Every 20 minutes	
0906 - 1715	Every 15 minutes		0846 - 1730	Every 15 minutes	
1716 - 1815	Every 20 minutes		1731 - 1850	Every 20 minutes	
1816 - 2320	Every 30 minutes		1851 - 2345	Every 30 minutes	
Last departure no earlier than 2315.			Last departure no earlier than 2340.		
Pinchpoints					
Gants Hill Station	1040 - 1210	15 minutes	Barkingside, Fulwell Cross	1045 - 1200	15 minutes

2.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hainault, The Lowe to Ilford High Road, Hainault Street			Ilford High Road, Hainault Street to Hainault, The Lowe		
First departure no later than 0715.			First departure no later than 0740.		
0710 - 2320	Every 30 minutes		0735 - 2345	Every 30 minutes	
Last departure no earlier than 2315.			Last departure no earlier than 2340.		
Pinchpoints					
Gants Hill Station	1005 - 1205	30 minutes	Barkingside, Fulwell Cross	1025- 1210	30 minutes

2.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hainault, The Lowe to Ilford High Road, Hainault Street			Ilford High Road, Hainault Street to Hainault, The Lowe		
First departure no later than 0815.			First departure no later than 0810.		
0810 - 2320	0735 - 2345		0805 - 2345	Every 30 minutes	
Last departure no earlier than 2315.			Last departure no earlier than 2340.		
Pinchpoints					
Gants Hill Station	1005 - 1205	30 minutes	Barkingside, Fulwell Cross	1025- 1210	30 minutes

3) QSI POINTS & MILEAGE

It is intended Route No. 462 will have 62 surveys per quarter at the following locations:

QSI POINTS	
Towards Ilford	Towards Hainault
Hainault (not evenings or Sundays)	Ilford
Barkingside \$	Barkingside \$
MILEAGE: See Attached iBus Sheets	

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

4) OPERATIONAL CONSIDERATIONS

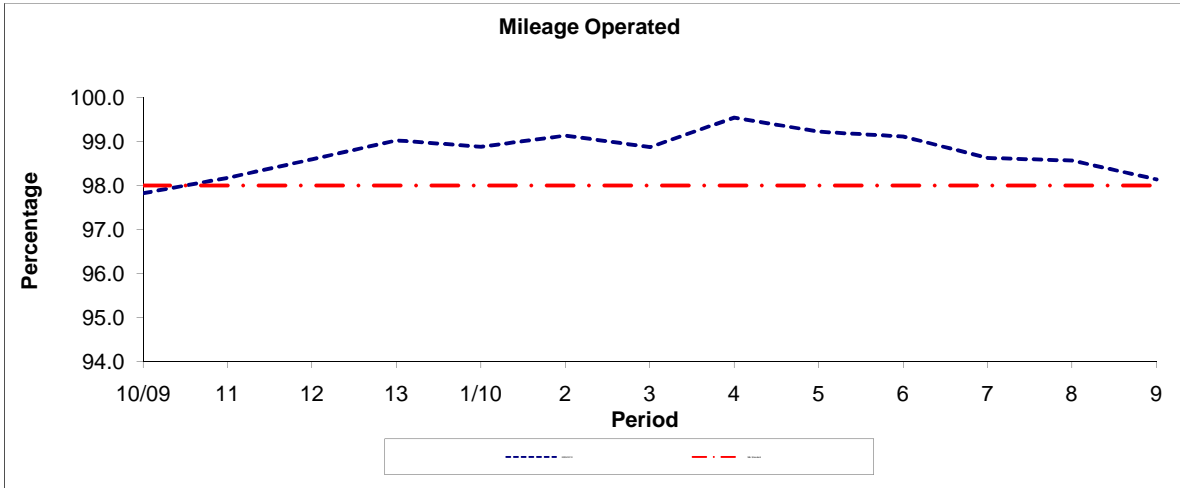
- 4.1) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following location: Ilford Station.
- 4.2) Route No. 462 can suffer unpredictable traffic delays in the Ilford and Gants Hill areas.
- 4.3) The 2012 Olympic Games open on Friday 27th July and close on Sunday 12th August. The 2012 Paralympic Games start on Wednesday 29th August and close on Sunday 9th 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

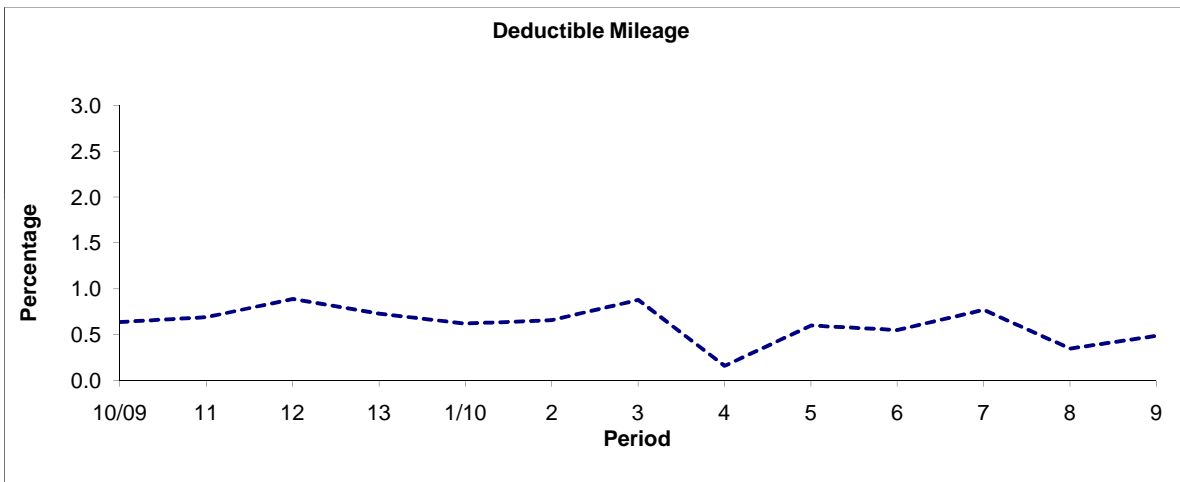
- 5.1) CURRENT PERFORMANCE
As per current print out.
- 5.2) ROUTE RECORD
As per Busnet Printout.
- 5.3) IBUS MILEAGE
As per current print out.

PART B - PERFORMANCE STATISTICS

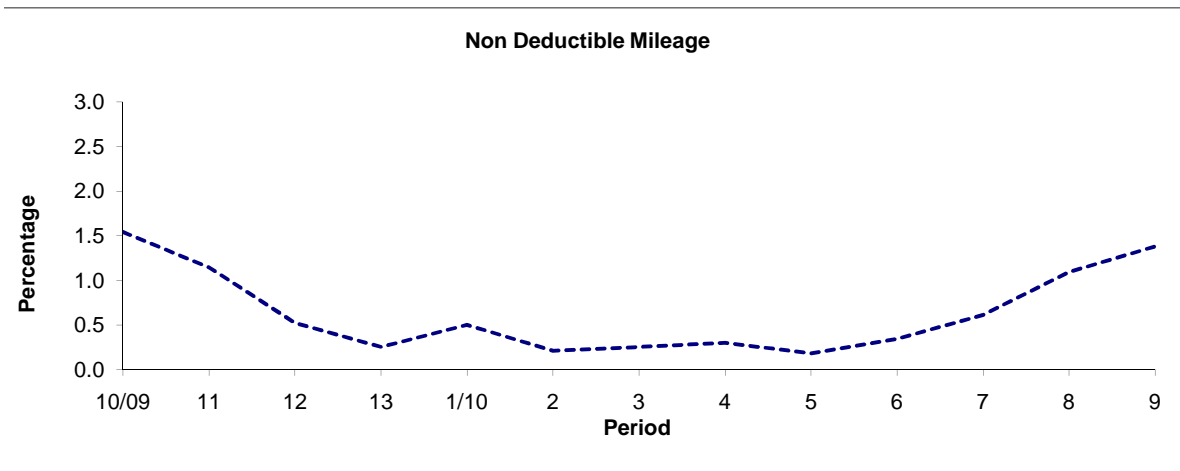
Route 462



Period	10/09	11	12	13	1/10	2	3	4	5	6	7	8	9
2009/2010	97.82	98.17	98.59	99.02	98.88	99.13	98.87	99.54	99.22	99.11	98.62	98.56	98.13
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	0.64	0.69	0.89	0.73	0.62	0.66	0.88	0.16	0.60	0.55	0.77	0.35	0.49

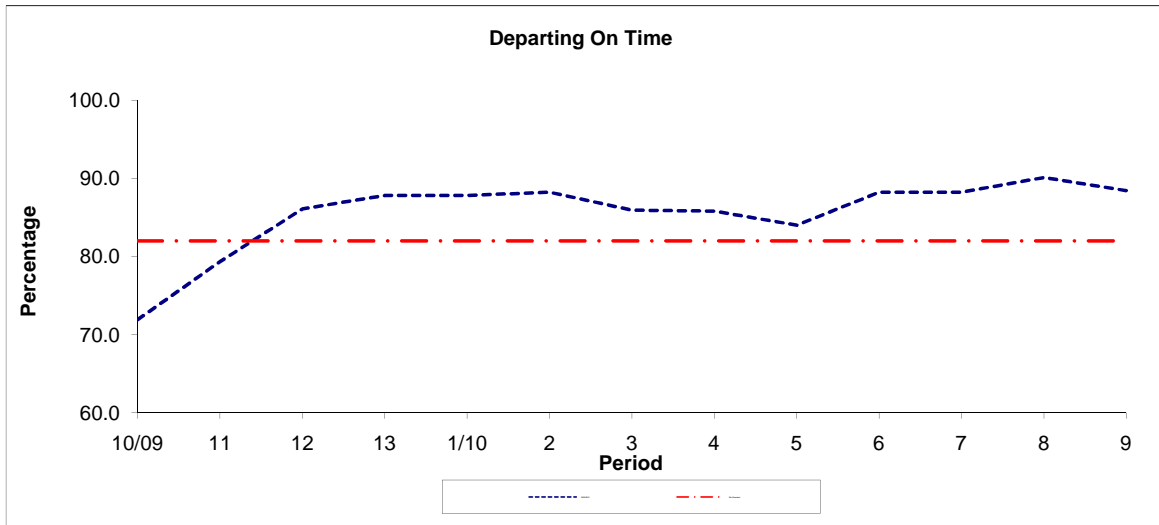


Period	10/09	11	12	13	1/10	2	3	4	5	6	7	8	9
2009/2010	1.54	1.14	0.52	0.25	0.50	0.21	0.25	0.30	0.18	0.34	0.61	1.09	1.38

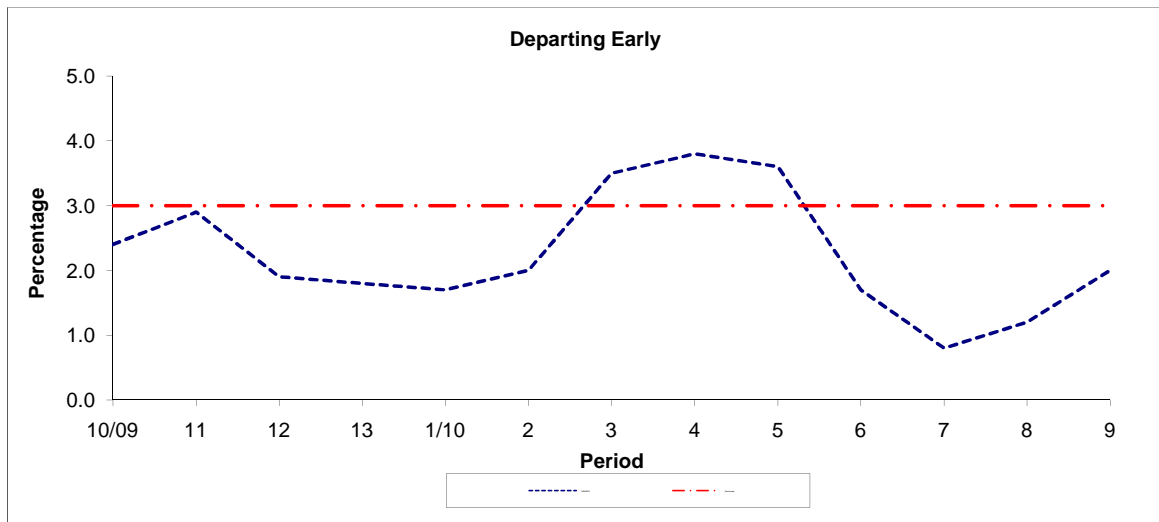
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 462



Period	10/09	11	12	13	1/10	2	3	4	5	6	7	8	9
2009/2010	71.90	79.30	86.10	87.80	87.80	88.20	85.90	85.80	84.00	88.20	88.20	90.10	88.40
Min Standard	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00



Period	10/09	11	12	13	1/10	2	3	4	5	6	7	8	9
2009/2010	2.40	2.90	1.90	1.80	1.70	2.00	3.50	3.80	3.60	1.70	0.80	1.20	2.00
Benchmark	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00

Note : Reliability is based on 12 weeks rolling data

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 462: Hainault, The Lowe - Ilford High Road, Hainault Street

Date of Structural Change: 3 March 2012.

Date of Service Change: 3 March 2012.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Ilford High Road, Hainault Street: Manford Way, The Lowe, New North Road, Kielder Close, Staggart Green, Manford Way, Manor Road, Fencepiece Road, Limes Avenue, Copperfield (clockwise), Limes Avenue, Fencepiece Road, Fullwell Cross, Barkingside High Street, Fremantle Road, Looe Gardens, Longwood Gardens, Woodford Avenue, Gants Hill Cross, Eastern Avenue, Beehive Lane, Cranbrook Road, Chapel Road, Winston Way, Handforth Road, Clements Road, Ilford High Road.

Towards Hainault, The Lowe: Ilford High Road, Clements Road, Ilford High Road, Bus-Only Right Turn, Cranbrook Road, Beehive Lane, Eastern Avenue, Gants Hill Cross, Woodford Avenue, Longwood Gardens, Looe Gardens, Fremantle Road, Barkingside High Street, Fullwell Cross, Fencepiece Road, Limes Avenue, Copperfield (clockwise), Limes Avenue, Fencepiece Road, Manor Road, Manford Way.

STANDING AND TURNING POINTS

HAINAULT, THE LOWE

Public stand for one bus on north side of Manford Way, commencing opposite party wall of Nos 198/200 and extending 19 metres west.

Buses proceed from Manford Way direct to stand, departing to Manford Way. Set down in Manford Way, at Alighting Point and pick up in Manford Way, Z.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 1 bus on Route 462 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: Hainault, The Lowe.

OTHER INFORMATION: Public toilets nearby.

GRANGE HILL, MANFORD WAY (from ILFORD HIGH ROAD, HAINAULT STREET)

Buses proceed from Manford Way departing to Manford Way. Set down in Manford Way, at Stop C and pick up in Manford Way, at Stop D.

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

BARKINGSIDE HIGH STREET

Public stand for three buses on east side of Barkingside High Street, commencing opposite the party wall of Nos 155/157 and extending 33 metres north.

From Hainault, The Lowe.

Buses proceed from Barkingside High Street direct to stand, departing via Barkingside High Street, Baron Gardens, Craven Gardens and Tanners Lane to Barkingside High Street. Set down in Barkingside High Street, at Stop G and pick up in Barkingside High Street, at Stop B.

From Ilford High Road, Hainault Street.

Buses proceed from Barkingside High Street via Fullwell Cross and Barkingside High Street to stand, departing via Barkingside High Street, Baron Gardens, Craven Gardens, Tanners Lane and Barkingside High Street to Fremantle Road. Set down in Barkingside High Street, at Stop B and pick up in Fremantle Road, at Stop H.

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: Barkingside, Fullwell Cross.
OTHER INFORMATION: Toilets in local recreation centre during opening hours.

GANTS HILL STATION (from Hainault, The Lowe)

Public stand for four buses on north side (offside) of Perth Road in two parts:

1. Commencing 13 metres east of western building line of cinema opposite No 19 and extending 10 metres east.
2. Commencing 3 metres east of cinema exit doors opposite Ye Old Valentine public house and extending 33 metres east.

Buses proceed from Woodford Avenue via Gants Hill Cross, Cranbrook Road, Bramley Crescent and Perth Road to stand, departing via Perth Road, Eastern Avenue and Gants Hill Cross to Woodford Avenue. Set down in Woodford Avenue, at Stop WQ and pick up in Woodford Avenue, at Stop WS.

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:	Gants Hill.
OTHER INFORMATION:	Toilets in public house or LUL station during opening hours.-To be used for unscheduled curtailments only.

ILFORD, HAINAULT STREET

Private stand in two sections for 14 buses in marked bays in Bus Parking Area on east side of Hainault Street:

- 1 - for 4 articulated buses on east side of stand for Route 25.
- 2 - for 10 buses standing abreast on west side of stand for other routes with first 3 bays (nearest entrance) restricted to midi-buses.

Buses proceed from Ilford High Road via Hainault Street and Ilford Bus Station to stand, departing via Ilford Bus Station, Ley Street, Griggs Approach, Winston Way and Riches Road to Ilford High Road. Set down in Ilford High Road, at Stop S and pick up in Ilford High Road, at Stop W.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 462 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:	Ilford.
OTHER INFORMATION:	Public toilets in adjacent car park (restricted hours); staff room with tea bar.

Transport for London - Live Mileage List

Route 462
 Service change 23650
 Date 19 December 2009

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HAINTL S	HAINTL S	HAINAULT, THE LOWE		
HAINTL	35437	Fernie Close	0	0.00
	35438	Kielder Close	483	0.30
	LE148	Hainault Health Centre	336	0.21
	LE150	Manford Primary School	272	0.17
	LE151	Tine Road	276	0.17
	LE152	Brocket Way	270	0.17
	BP740	Manor Road / Grange Hill Station	163	0.10
GRHLSN	LE155	Grange Hill Station	187	0.12
	LE157	Millwell Crescent	288	0.18
	LE159	St Winifred's Church	285	0.18
LFMECP	OC648	Amanda Close	1141	0.71
	15401	Tudor Crescent	1554	0.97
	15399	New North Road	584	0.36
	15397	Neville Road	332	0.21
	432	Tomswood Hill	270	0.17
BKSDFX	20198	Fullwell Cross	416	0.26
	9613	Waverley Gardens	194	0.12
	18042	Barkingside High Street	171	0.11
LWGDDJ	OC646	Longwood Gardens	955	0.59
	14290	Highwood Gardens	1150	0.71
	15435	Glenwood Gardens	262	0.16
GTSLSN	13450	Gants Hill Station Woodford Avenue	277	0.17
	1325	Gants Hill Roundabout	312	0.19
BHLNSG	OC647	Beehive Lane	782	0.49
	14204	Valentines Mansion And Park	154	0.10
	15437	Bethell Avenue	286	0.18
	16346	Valentine's Park	301	0.19
	15439	The Drive	161	0.10
	LE136	Coventry Road	331	0.21
ILFDSN	FC46	Iford Station	321	0.20
	FC44	Chapel Road	313	0.19
	FC60	Iford Central Library	475	0.30
ILFDHS	R0868	Hainault Street	242	0.15
ILFDHS S	ILFDHS S	ILFORD, HAINAULT STREET	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			13544	8.42
			metres	miles

BACK DIRECTION

Timing Point Code	Stop Number	Stop Name	Metres	Miles
ILFDHS S	ILFDHS S	ILFORD, HAINAULT STREET		
ILFDHS	FC04	Hainault Street	0	0.00
	BP3460	Ilford Central Library	353	0.22
	FC40	High Road Ilford	243	0.15
ILFDSN	35410	Ilford Station	212	0.13
	FC42	Beal Road	378	0.23
	15438	The Drive	264	0.16
	16345	Valentine's Park	434	0.27
	15436	Bethell Avenue	308	0.19
BHLNSG	OC434	Beehive Lane	340	0.21
	4321	Gants Hill Station	846	0.53
GTSLSN	13449	Gants Hill Station / Woodford Avenue	161	0.10
	15434	Wycombe Road	311	0.19
	9014	Beehive Lane (Woodford Avenue)	279	0.17
LWGDDJ	OC433	Longwood Gardens	1150	0.71
	18043	Barkingside High Street	985	0.61
BKSDFX	34310	Fullwell Cross	415	0.26
	416	Tomswood Hill	372	0.23
	15398	Neville Road	189	0.12
	15400	New North Road	432	0.27
	15402	Murtwell Drive	659	0.41
LFMECP	OC648	Amanda Close	1051	0.65
	LE160	The Bald Hind	1410	0.88
	LE156	Millwell Crescent	357	0.22
GRHLSN	LE158	Grange Hill Station	292	0.18
	BP739	Manor Road	284	0.18
	LE154	Brocket Way	189	0.12
	LE153	Tine Road	194	0.12
	LE161	Manford Primary School	387	0.24
	LE147	Hainault Health Centre	237	0.15
HAINTL	BP2156	Hainault / The Lowe	320	0.20
HAINTL S	HAINTL S	HAINAULT, THE LOWE	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			13052	8.11
			metres	miles