

## 7. Service Specification

Route: 549

Contract Reference: QC55806

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.

<b>Terminus Points</b>	South Woodford Station to Loughton Station
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	11 <sup>th</sup> March 2017
<b>Vehicle Type</b>	60 capacity, dual door, single deck, minimum 10.8m long
<b>Current Maximum Approved Dimensions</b>	10.8 metres long and 2.44 metres wide
<b>New Vehicles Mandatory</b>	Yes
<b>Hybrid Price Required</b>	Yes
<b>Sponsored Route</b>	No
<b>Advertising Rights</b>	Operator
<b>Minimum Performance Standard</b>	Departing on Time - No less than 86.00%
<b>Extension Threshold</b>	Departing on Time Threshold - 88.00%
<b>Minimum Operated Mileage Standard</b>	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 6<sup>th</sup> June 2016

*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. 549.

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:

- Mondays to Saturdays daytime frequencies are reduced from every 60 minutes to every 70 minutes.

### **Requirements for Registration:**

The section of Route No. 549 between Hainault, The Lowe and the Essex County Boundary at Fencepiece Road / Tudor Crescent 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:

Office of the Traffic Commissioner (East of England)  
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:

Bus and Coach Licensing Team  
Strategy and Planning  
TfL Surface Transport  
10<sup>th</sup> Floor, Zone G4  
Palestra  
197 Blackfriars Road  
London  
SE1 8NJ  
e-mail: [lsp@tfl.gov.uk](mailto: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.**

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

#### 3.1) MONDAY TO SATURDAY SCHEDULE REQUIREMENTS

South Woodford Station to Loughton Station		Loughton Station to South Woodford Station	
0630, 0740, 0850, 1000, 1110, 1220, 1330, 1440, 1550, 1700, 1810, 1920	Twelve journeys	0700, 0810, 0920, 1030, 1140, 1250, 1400, 1510, 1620, 1730, 1840, 1950	Twelve journeys

### 4) OPERATIONAL CONSIDERATIONS

4.1) Route No. 549 can suffer unpredictable traffic delays in the South Woodford and Loughton areas.

### 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 549: South Woodford Station - Loughton Station

**Date of Structural Change:** 11 March 2017.

**Date of Service Change:** 11 March 2017.

**Reason for Issue:** New Tender.

### **STREETS TRAVERSED**

**Towards Loughton Station:** Cowslip Road, George Lane, Chigwell Road, Charlie Brown's Roundabout, Chigwell Road, Broadmead Road, St Barnabas Road, Hillside Avenue, Buckhurst Way, Albert Road, Palmerston Road, Victoria Road, Buckhurst Hill Station Forecourt, Victoria Road, Palmerston Road, Buckhurst Hill High Road, Loughton High Road, Old Station Road, Loughton Station Forecourt.

**Towards South Woodford Station:** Loughton Station Forecourt, Old Station Road, Loughton High Road, Buckhurst Hill High Road, Palmerston Road, Victoria Road, Buckhurst Hill Station Forecourt, Victoria Road, Palmerston Road, Albert Road, Buckhurst Way, Hillside Avenue, St Barnabas Road, Broadmead Road, Chigwell Road, Charlie Brown's Roundabout, Chigwell Road, George Lane.

## **AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS**

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

### **SOUTH WOODFORD, MULBERRY WAY**

Public stand for two buses facing west in bus-only link road between Mulberry Way and Primrose Road.

Buses proceed from George Lane via Mulberry Way and Bus Standing Area to stand, departing via Bus Standing Area, Primrose Road, Mulberry Way and Daisy Road to Cowslip Road. Set down in George Lane, at Stop E (7509 - South Woodford Station <>), Last Stop on LOR: 7509 - South Woodford Station <>) and pick up in Cowslip Road, at Stop C (29463 - South Woodford Station <>), First Stop on LOR: 29463 - South Woodford Station <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 549 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:	South Woodford.
OTHER INFORMATION:	No toilet facilities available.

### **BUCKHURST HILL STATION**

From Loughton Station.

Buses proceed from Victoria Road via Buckhurst Hill Station Forecourt departing to Victoria Road. Set down in Buckhurst Hill Station Forecourt (BP4836 - Buckhurst Hill Station <>), Last Stop on LOR: BP4695 - Roebuck Lane) and pick up in Buckhurst Hill Station Forecourt (BP4836 - Buckhurst Hill Station <>), First Stop on LOR: BP4836 - Buckhurst Hill Station <>).

From South Woodford Station.

Buses proceed from Victoria Road via Buckhurst Hill Station Forecourt departing to Victoria Road. Set down in Buckhurst Hill Station Forecourt (BP4836 - Buckhurst Hill Station <>), Last Stop on LOR: BP4703 - Buckhurst Court) and pick up in Buckhurst Hill Station Forecourt (BP4836 - Buckhurst Hill Station <>), First Stop on LOR: BP4836 - Buckhurst Hill Station <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
BLIND DISPLAY:	Buckhurst Hill.

## **LOUGHTON STATION**

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

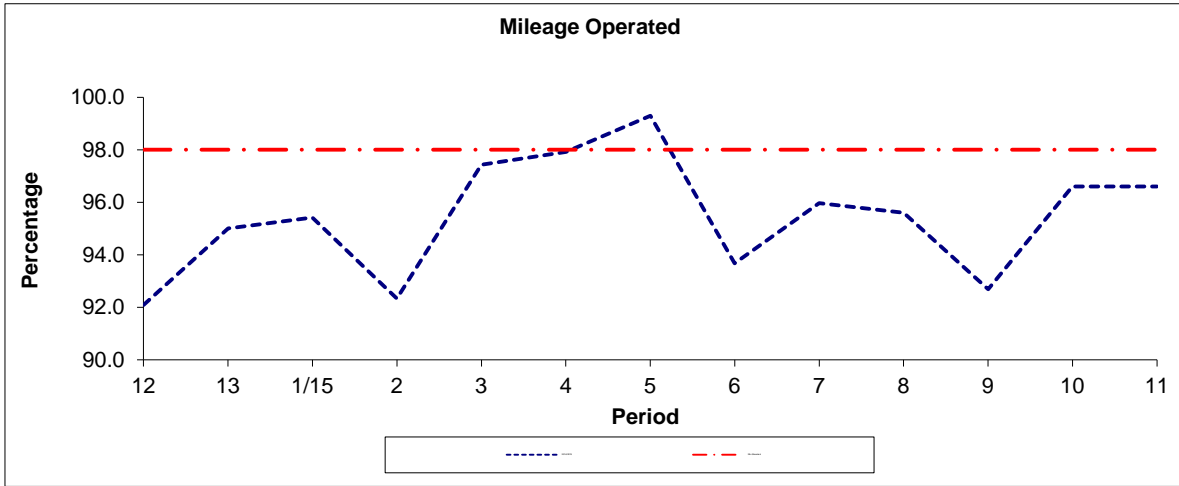
Buses proceed from Loughton Station Forecourt direct to stand, departing to Loughton Station Forecourt. Set down in Loughton Station Forecourt (BP5044 - Loughton Station <>, Last Stop on LOR: BP5044 - Loughton Station <>) and pick up in Loughton Station Forecourt, at stop C (BP4835 - Loughton Station <>, First Stop on LOR: BP4835 - Loughton Station <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 549 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:	Loughton.
OTHER INFORMATION:	Sainsbury's toilets available.

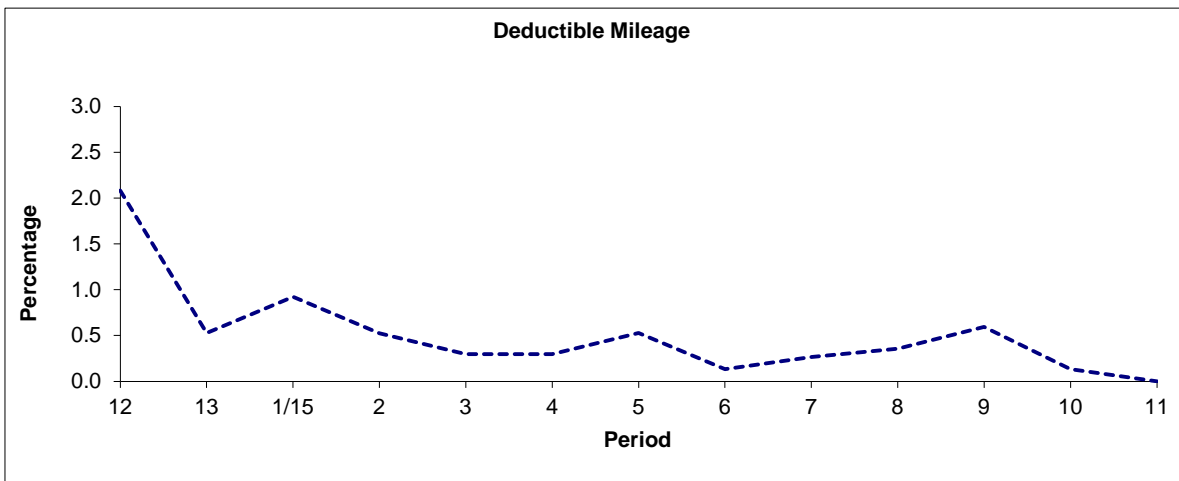


**PART B - PERFORMANCE STATISTICS**

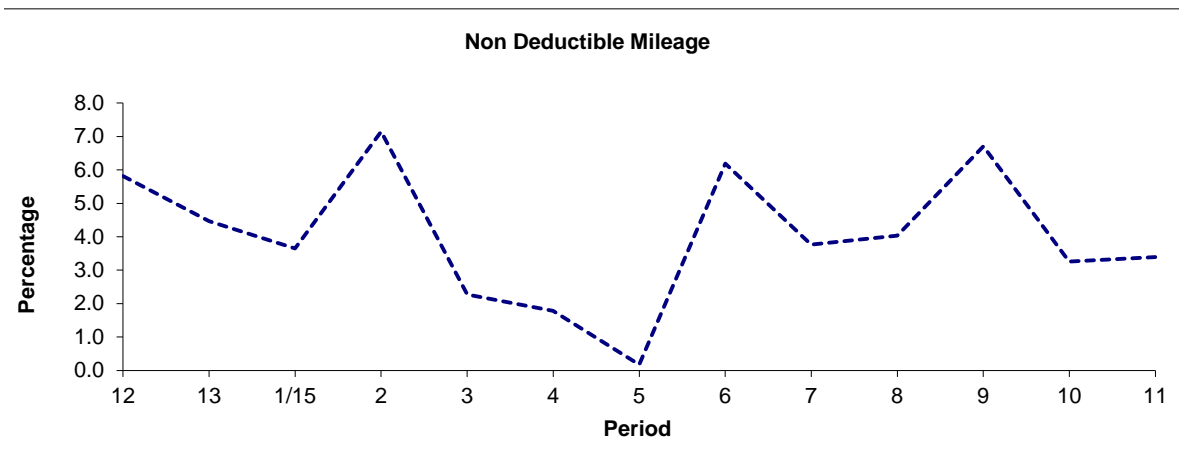
**Route 549**



Period	12	13	1/15	2	3	4	5	6	7	8	9	10	11
2014/2015	92.10	95.00	95.43	92.34	97.43	97.92	99.30	93.68	95.97	95.61	92.70	96.61	96.61
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	12	13	1/15	2	3	4	5	6	7	8	9	10	11
2014/2015	2.08	0.53	0.92	0.52	0.30	0.30	0.53	0.13	0.27	0.36	0.60	0.13	0.00

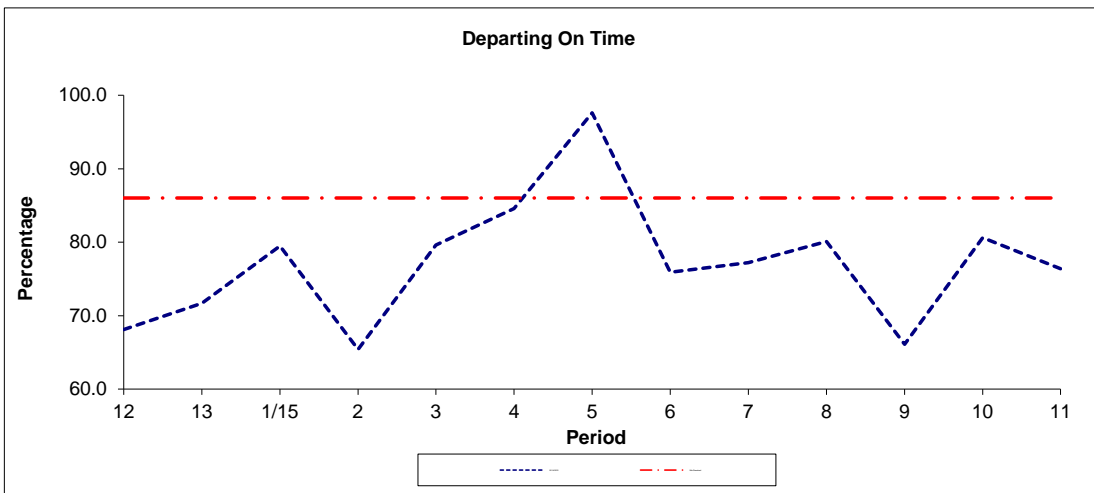


Period	12	13	1/15	2	3	4	5	6	7	8	9	10	11
2014/2015	5.82	4.47	3.65	7.14	2.27	1.78	0.17	6.19	3.76	4.04	6.71	3.26	3.39

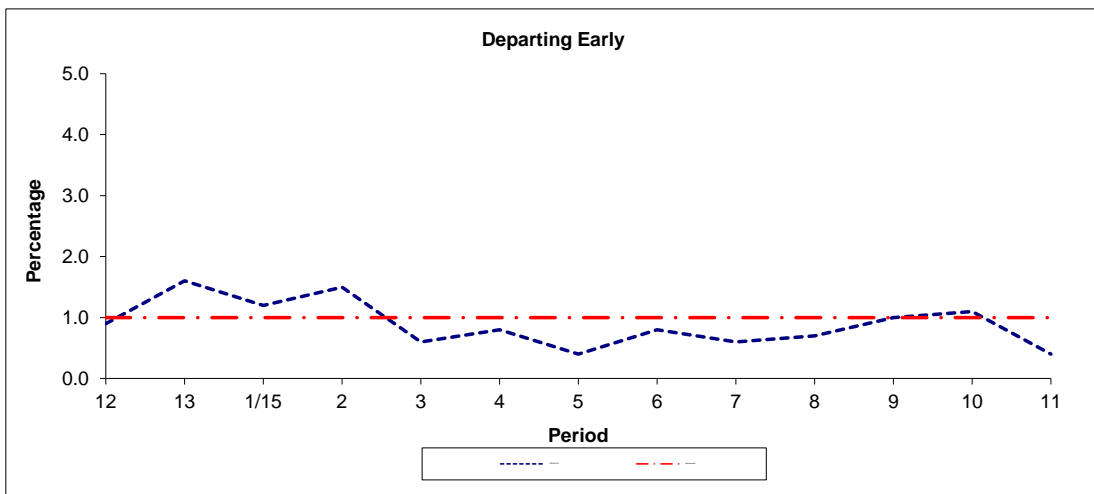
**Note :** Mileage is based on 4 weeks data  
 Deductible Mileage was adversely affected by industrial action in period 12 14/15.

**PART B - PERFORMANCE STATISTICS**

**Route 549**



Period	12	13	1/15	2	3	4	5	6	7	8	9	10	11
2014/2015	68.1	71.7	79.5	65.4	79.6	84.6	97.6	75.9	77.2	80.1	66.1	80.6	76.4
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	12	13	1/15	2	3	4	5	6	7	8	9	10	11
2014/2015	0.9	1.6	1.2	1.5	0.6	0.8	0.4	0.8	0.6	0.7	1.0	1.1	0.4
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 549 - FULL iBUS RESULTS BY TIME OF DAY  
 QUARTER 4 14/15 TO QUARTER 3 15/16 (03/01/15 - 08/01/16)**

**MONDAY - FRIDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	1,012.	972.	96.0	98.9	96.7	1.4	1.1	0.8
07:00 - 10:00	4,135.	3,985.	96.4	87.7	75.4	11.4	0.6	12.7
10:00 - 13:00	4,456.	4,454.	100.0	96.6	92.8	3.2	0.4	3.5
13:00 - 16:00	4,448.	4,227.	95.0	97.2	89.0	3.2	0.9	6.9
16:00 - 19:00	4,257.	3,641.	85.5	59.7	42.0	39.8	1.1	17.0
19:00 - 22:00	2,328.	2,253.	96.8	93.1	89.0	6.2	1.1	3.7
<b>All Locations</b>	<b>20,636.</b>	<b>19,532.</b>	<b>94.7</b>	<b>87.1</b>	<b>74.9</b>	<b>14.5</b>	<b>0.8</b>	<b>9.7</b>

**SATURDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	184.	183.	99.5	100.0	97.8	0.0	0.0	2.2
07:00 - 10:00	902.	905.	100.3	98.8	96.2	1.1	1.1	1.6
10:00 - 13:00	933.	868.	93.0	90.7	79.8	9.7	0.6	9.9
13:00 - 16:00	894.	858.	96.0	92.1	80.4	8.0	2.5	9.1
16:00 - 19:00	925.	913.	98.7	94.5	88.8	5.7	1.4	4.1
19:00 - 22:00	485.	454.	93.6	97.3	94.2	3.3	1.8	0.6
<b>All Locations</b>	<b>4,323.</b>	<b>4,181.</b>	<b>96.7</b>	<b>94.6</b>	<b>86.1</b>	<b>6.3</b>	<b>1.5</b>	<b>6.1</b>

**BANK HOLIDAY (NO SUNDAY SERVICE)**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	3.	3.	100.0	100.0	100.0	0.0	0.0	0.0
07:00 - 10:00	18.	18.	100.0	100.0	100.0	0.0	0.0	0.0
10:00 - 13:00	18.	18.	100.0	100.0	93.8	0.0	6.2	0.0
13:00 - 16:00	18.	18.	100.0	100.0	94.6	0.0	5.4	0.0
16:00 - 19:00	18.	18.	100.0	100.0	94.9	0.0	5.1	0.0
19:00 - 22:00	9.	9.	100.0	100.0	100.0	0.0	0.0	0.0
<b>All Locations</b>	<b>84.</b>	<b>84.</b>	<b>100.0</b>	<b>100.0</b>	<b>95.9</b>	<b>0.0</b>	<b>4.1</b>	<b>0.0</b>

**ALL DAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	1,199.	1,158.	96.6	99.1	96.9	1.3	1.0	0.9
07:00 - 10:00	5,055.	4,908.	97.1	89.8	77.1	10.5	0.6	11.8
10:00 - 13:00	5,407.	5,340.	98.8	95.6	90.5	4.4	0.4	4.7
13:00 - 16:00	5,360.	5,103.	95.2	96.3	87.6	4.0	1.2	7.2
16:00 - 19:00	5,200.	4,572.	87.9	66.0	48.2	35.3	1.1	15.3
19:00 - 22:00	2,822.	2,716.	96.2	93.8	89.8	5.7	1.2	3.2
<b>All Locations</b>	<b>25,043.</b>	<b>23,797.</b>	<b>95.0</b>	<b>88.4</b>	<b>76.5</b>	<b>13.4</b>	<b>0.9</b>	<b>9.2</b>

**Transport for London - QSI Points and Live Mileage List**

Route 549  
 Service change 19027  
 Date 25 September 2009

**TRANCHE 558**

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
SWDFMW S	SWDFMW S	OUTH WOODFORD, MULBERRY WAY		
SWDFSN	29463	South Woodford Station	0	0.00
	15501	Chigwell Road	188	0.12
	35166	Onslow Gardens	221	0.14
	R0499	Southend Road	362	0.22
	35170	Raven Road	358	0.22
	35172	Maybank Road	288	0.18
	BP2504	Chigwell Road	504	0.31
	BP2505	Orchard Estate	315	0.20
	29222	Spring Gardens	336	0.21
WDFDSN	29221	Woodford Station	439	0.27
	29218	Hillside Close	414	0.26
	29216	Heronway	341	0.21
	29214	Bush Road	362	0.22
	BP4700	Monkhams Inn	385	0.24
	BP4701	Oak Rise	386	0.24
	BP4702	Cedar Close	347	0.22
	BP4703	Buckhurst Court	207	0.13
BUCKSN	BP4836	Buckhurst Hill Station	303	0.19
	BP4704	Roebuck Lane	323	0.20
	BP4705	Westbury Road	318	0.20
	BP4706	The Green	321	0.20
	BP4724	Russell Road	129	0.08
	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
LGTSN	BP5044	Loughton Station	262	0.16
LGTSN S	LGTSN S	LOUGHTON STATION	0	0.00
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>			9462 metres	5.88 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
LGTSN S	LGTSN S	LOUGHTON STATION		
LGTSN	BP4835	Loughton Station	0	0.00
	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
	BP4693	The Green	310	0.19
	BP4694	Westbury Road	356	0.22
	BP4695	Roebuck Lane	331	0.21
BUCKSN	BP4836	Buckhurst Hill Station	257	0.16
	BP4696	Beatrice Court	390	0.24
	BP4697	Cedar Close	208	0.13
	BP4698	Birch Close	270	0.17
	BP4699	Monkhams Inn	387	0.24
	29213	Bush Road	366	0.23
	29217	Heronway	369	0.23
	29219	Spencer Close	365	0.23
WDFDSN	29220	Woodford Station	268	0.17
	29223	St Anthony's Avenue	378	0.23
	BP2503	Spring Gardens	190	0.12
	BP2506	Orchard Estate	422	0.26
	15494	Broadmead Road	348	0.22
	35173	Maybank Road	473	0.29
	35171	Charlie Browns	249	0.15
	R0498	Southend Road	292	0.18
	35167	Onslow Gardens	241	0.15
	15500	Hermon Hill	294	0.18
SWDFSN	7509	South Woodford Station	224	0.14
SWDFMW S	SWDFMW S	OUTH WOODFORD, MULBERRY WA	0	0.00
<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>			9560 metres	5.94 miles