

CONTRACT SPECIFICATION

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

Contract Reference	QC37504
Route Number(s)	357
Terminus Points	Chingford Hatch to Whipps Cross Roundabout (Mondays to Saturdays) Chingford Hatch to Whipps Cross Hospital (Sundays)
Contract Basis	Incentivised
Commencement Date	3 rd March 2012
Vehicle Type	87 capacity, dual door, double deck vehicles (Mondays to Saturdays) 60 capacity, dual door, single deck vehicles (55 capacity, dual door, single deck vehicles are acceptable) (Sundays)
Maximum Approved Dimensions	9.9 metres long and 2.55 metres wide (Mondays to Saturdays) 9.4 metres long and 2.44 metres wide (Sundays)
Advertising Rights	Operator
Sponsored Route	No
Minimum Performance Std	Departing On Time - No less than 78.00%
Extension Threshold	Departing On Time Threshold - 82.00%
Minimum Operated Mileage	No less than 98.00%

Tender Return Date: No later than 12 o'clock on 14th February 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. 357.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 357.

- 87 capacity, dual door, double deck vehicles are specified on Mondays to Saturdays to operate between Chingford Hatch and Whipps Cross Roundabout.
- 60 capacity, dual door, single deck vehicles are specified (55 capacity, dual door, single deck vehicles are acceptable), subject to a satisfactory route test on Sundays to operate between Chingford Hatch and Whipps Cross Hospital. **Under no circumstances should double deck vehicles be taken into Whipps Cross Hospital grounds on Sundays, due to a low bridge with a height restriction of 13'5"**.

2) SCHEDULE REQUIREMENTS & PINCHPOINTS

2.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Chingford Hatch, Friday Hill to Whipps Cross Roundabout		Whipps Cross Roundabout to Chingford Hatch, Hatch Lane			
First departure no later than 0455.		First departure no later than 0455.			
0450 - 0655	Every 20 minutes	0450 - 0655	Every 20 minutes		
0656 - 1940	Every 15 minutes	0656 - 1925	Every 15 minutes		
1941 - 0015	Every 30 minutes	1926 - 0030	Every 30 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0025.			
Pinchpoints					
Walthamstow Central Station	0720 - 0920	15 minutes	Walthamstow, Crooked Billet	0715 - 0915	15 minutes
	1455 - 1640	15 minutes		1505 - 1635	15 minutes

2.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Chingford Hatch, Friday Hill to Whipps Cross Roundabout		Whipps Cross Roundabout to Chingford Hatch, Hatch Lane			
First departure no later than 0455.		First departure no later than 0455.			
0450 - 0755	Every 20 minutes	0450 - 0735	Every 20 minutes		
0756 - 1940	Every 15 minutes	0736 - 1925	Every 15 minutes		
1941 - 0015	Every 30 minutes	1926 - 0030	Every 30 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0025.			
Pinchpoints					
Leytonstone Station, Bus Station	0920 - 1120	15 minutes	Walthamstow, Crooked Billet	0910 - 1110	15 minutes

2.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Chingford Hatch, Friday Hill to Whipps Cross Hospital		Whipps Cross Hospital to Chingford Hatch, Hatch Lane			
First departure no later than 0610.		First departure no later than 0655.			
0605 - 0015	Every 30 minutes	0650 - 0030	Every 30 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0025.			
Pinchpoints					
Walthamstow Central Station	1005 - 1135	30 minutes	Walthamstow, Crooked Billet	1020 - 1140	30 minutes

2.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Chingford Hatch, Friday Hill to Whipps Cross Hospital		Whipps Cross Hospital to Chingford Hatch, Hatch Lane			
First departure no later than 0810.		First departure no later than 0825.			
0805 - 0015	Every 30 minutes	0820 - 0030	Every 30 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0025.			
Pinchpoints					
Walthamstow Central Station	1005 - 1135	30 minutes	Walthamstow, Crooked Billet	1020 - 1140	30 minutes

3) QSI POINTS & MILEAGE

It is intended Route No. 357 will have 64 surveys per quarter at the following locations:

QSI POINTS	
<i>Towards Whipps Cross Roundabout/Whipps Cross Hospital</i>	<i>Towards Chingford Hatch, Hatch Lane</i>
Chingford Mount	Whipps Cross
Walthamstow Central	Walthamstow Central
MILEAGE: See Attached iBus Sheets	

4) OPERATIONAL CONSIDERATIONS

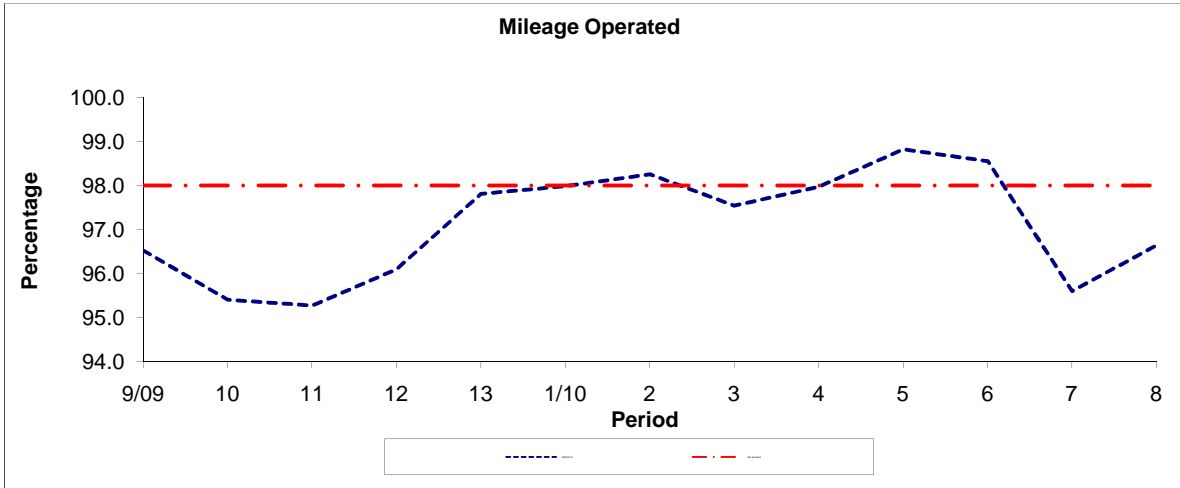
- 4.1) Route No. 357 should be separated from Route No. 97 between Chingford Mount, Prince Albert and Walthamstow Central Station during all periods, where possible.
- 4.2) Route No. 357 should be separated from Route No. 257 and W15 between Walthamstow Central Station and Whipps Cross Roundabout during all periods, where possible.
- 4.3) Route No. 357 should interwork with Route No. W19 between Walthamstow Central Station and Whipps Cross Roundabout on Sundays and be separated during all other periods, where possible.
- 4.4) Route No. 357 can suffer unpredictable traffic delays in the Walthamstow area, particularly during peak periods.
- 4.5) The Saturday market at Walthamstow can cause delays
- 4.6) **Under no circumstances should double deck vehicles be taken into Whipps Cross Hospital grounds on Sundays, due to a low bridge with a height restriction of 13'5"**. The expected redevelopment of the hospital to remove the height restriction is no longer expected to take place in the short to medium term.
- 4.7) 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

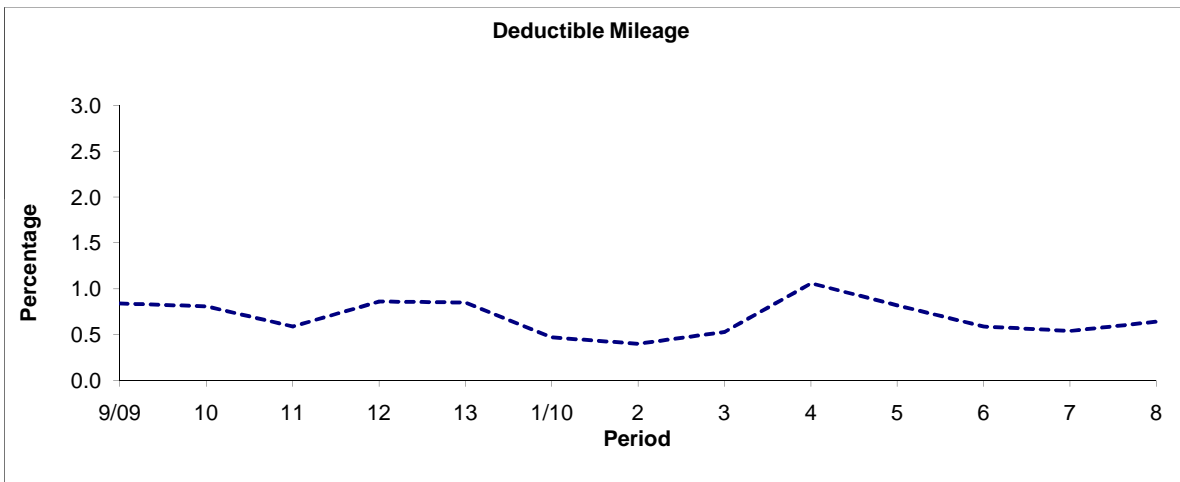
- 5.1) CURRENT PERFORMANCE
As per current print out.
- 5.2) ROUTE RECORD
As per Busnet Printout.
- 5.3) IBUS MILEAGE
As per current print out.

PART B - PERFORMANCE STATISTICS

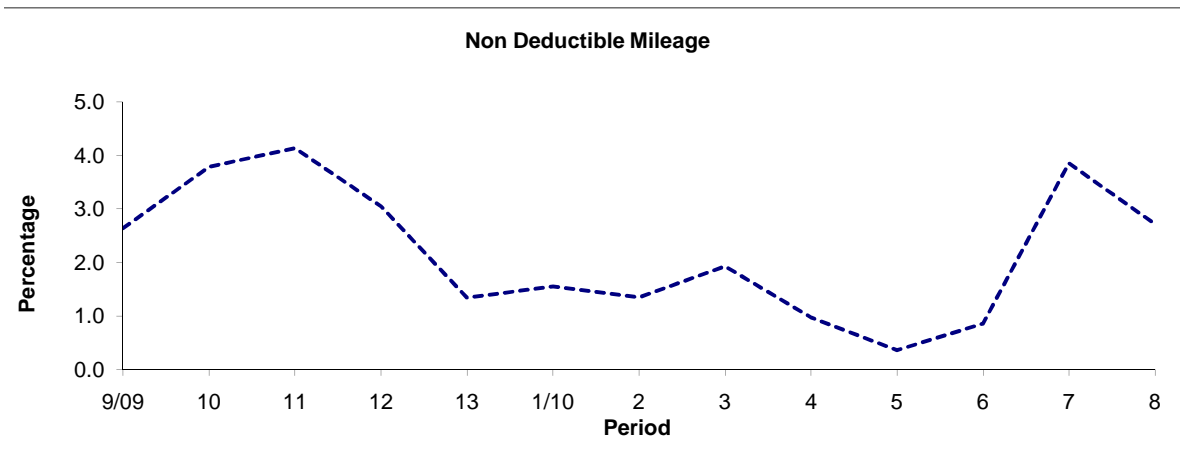
Route 357



Period	9/09	10	11	12	13	1/10	2	3	4	5	6	7	8
2009/2010	96.52	95.40	95.27	96.09	97.81	97.98	98.25	97.54	97.97	98.82	98.55	95.60	96.64
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	9/09	10	11	12	13	1/10	2	3	4	5	6	7	8
2009/2010	0.84	0.81	0.59	0.86	0.85	0.47	0.40	0.53	1.06	0.82	0.59	0.54	0.64

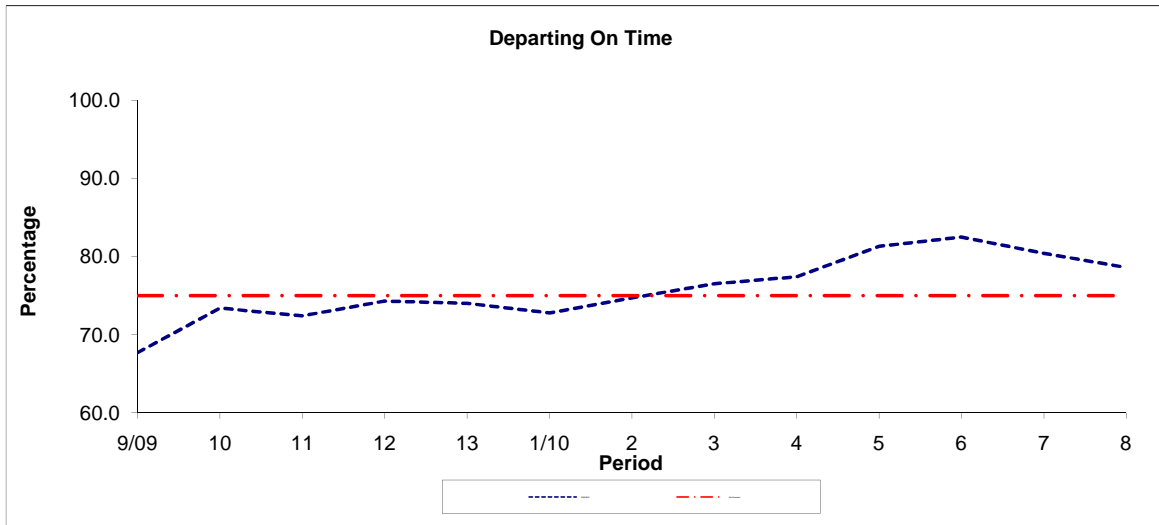


Period	9/09	10	11	12	13	1/10	2	3	4	5	6	7	8
2009/2010	2.64	3.79	4.14	3.05	1.34	1.55	1.35	1.93	0.97	0.36	0.86	3.86	2.72

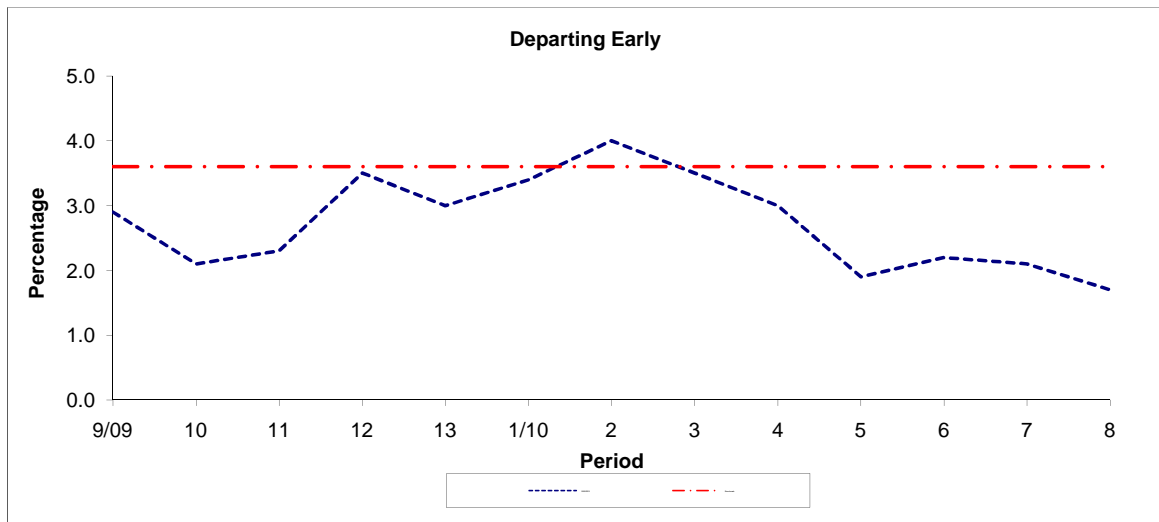
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 357



Period	9/09	10	11	12	13	1/10	2	3	4	5	6	7	8
2009/2010	67.70	73.40	72.40	74.30	74.00	72.80	74.70	76.50	77.40	81.30	82.50	80.40	78.60
Min Standard	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00



Period	9/09	10	11	12	13	1/10	2	3	4	5	6	7	8
2009/2010	2.90	2.10	2.30	3.50	3.00	3.40	4.00	3.50	3.00	1.90	2.20	2.10	1.70
Benchmark	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60

Note : Reliability is based on 12 weeks rolling data

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 357: Chingford Hatch, Prince Of Wales - Whipps Cross Roundabout

Date of Structural Change: 3 March 2012.

Date of Service Change: 3 March 2012.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Whipps Cross Roundabout: Friday Hill East, Friday Hill, Chingford Lane, Hatch Lane, Hatch Lane Link Road, New Road, Chingford Mount Road, Chingford Road, Crooked Billet Roundabout, Chingford Road, Hoe Street, Selborne Road, Walthamstow Central Bus Station, Selborne Road, Hoe Street, Lea Bridge Road, Whipps Cross, Whipps Cross Roundabout, Whipps Cross Road.

Special Journey towards Whipps Cross Hospital:

On Sundays buses operate from Whipps Cross Road, then via Private Road In Whipps Cross Hospital Grounds, Anticlockwise Turning Loop to Private Road In Whipps Cross Hospital Grounds.

Towards Chingford Hatch, Prince Of Wales: Whipps Cross Road, Whipps Cross Roundabout, Whipps Cross, Lea Bridge Road, Leyton Green Road, High Road Leyton, Hoe Street, Selborne Road, Walthamstow Central Bus Station, Selborne Road, Hoe Street, Chingford Road, Crooked Billet Roundabout, Chingford Road, Chingford Mount Road, New Road, Hatch Lane.

Special Journey from Whipps Cross Hospital:

On Sundays buses operate from Private Road In Whipps Cross Hospital Grounds to Whipps Cross Road.

STANDING AND TURNING POINTS

CHINGFORD HATCH, HATCH LANE

Public stand for 1 bus on north side of Hatch Lane commencing 2.5 metres west of lamp standard No. 5 and extending 22 metres west.

Buses proceed from Hatch Lane direct to stand, departing via Hatch Lane, Chingford Lane, Friday Hill and Friday Hill West to Friday Hill East. Set down in Hatch Lane, at Stop HH and pick up in Friday Hill East, at Stop HM.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 357 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:	Chingford Hatch.
OTHER INFORMATION:	No toilets available.

CHINGFORD MOUNT, PRINCE ALBERT (from WHIPPS CROSS HOSPITAL)

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 Chingford Mount Road via Old Church Road and Albert Crescent to stand, departing via Albert Crescent and Hall Lane to Chingford Mount Road. Set down in Chingford Mount Road, at Stop L and pick up in Chingford Mount Road, at Stop J.

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.

WALTHAMSTOW, CROOKED BILLET (from WHIPPS CROSS HOSPITAL)

Buses proceed from Chingford Road via Crooked Billet Roundabout departing to Chingford Road. Set down in Chingford Road, at Stop CH and pick up in Chingford Road, at Stop CE.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
DISPLAY:	Walthamstow, Crooked Billet.

WALTHAMSTOW CENTRAL STATION

Private stand for 13 buses in marked bays on east side of Walthamstow Central Bus Station on north side of Selborne Road. Overflow offside stand for 1 bus on west side of bus station in lay-by opposite Stop A.

From Chingford Hatch, Prince Of Wales.

Buses proceed from Walthamstow Central Bus Station direct to stand, departing to Walthamstow Central Bus Station. Set down in Walthamstow Central Bus Station, at Alighting Point and pick up in Walthamstow Central Bus Station, at Stop D.

From Whipps Cross Hospital.

Buses proceed from Walthamstow Central Bus Station direct to stand, departing to Walthamstow Central Bus Station. Set down in Walthamstow Central Bus Station, at Alighting Point and pick up in Walthamstow Central Bus Station, at Stop B.

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:	Walthamstow Central.

WHIPPS CROSS ROUNDABOUT (from Chingford Hatch, Prince Of Wales)

Public stand for four buses in layby on south west side of roundabout. Buses proceed from Whipps Cross Road direct to stand, departing to Whipps Cross Road. Set down in Whipps Cross Road, on stand and pick up in Whipps Cross Road, at Stop D.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 357 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:	Whipps Cross.

WHIPPS CROSS HOSPITAL

Private stand in bay on east side of private road in hospital grounds, commencing south of hospital overbridge and extending 10 metres south.

Buses proceed from Private Road In Whipps Cross Hospital Grounds direct to stand, departing to Private Road In Whipps Cross Hospital Grounds. Set down in Private Road In Whipps Cross Hospital Grounds, at Stop N and pick up in Private Road In Whipps Cross Hospital Grounds, at Stop N.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 357 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:	Whipps Cross Hospital.
OTHER INFORMATION:	Toilet facilities available in station.

Transport for London - Live Mileage List

Route 357
 Service change 22001
 Date 21 September 2009

OUT DIRECTION					
Timing Point	Code	Stop Number	Stop Name	Metres	Miles
	CHTCHL S	CHTCHL S	CHINGFORD HATCH, HATCH LANE		
	CHTCFH	29164	Chingdale Road	0	0.00
		17940	Hatch Lane	495	0.31
		15994	Mapleton Road	483	0.30
		14700	Grove Road	391	0.24
		15996	Larkwood School	350	0.22
		BP998	Brook Crescent	283	0.18
	CHMTPA	7911	Hall Lane	112	0.07
		7915	Larkwood 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
	WSTWCB	33673	Crooked Billet Roundabout	471	0.29
		7935	Brettenham Road	188	0.12
		7937	Sir George Monoux College	343	0.21
		7941	Aveling Park Road	153	0.10
	WSTWBL	7945	Forest Road Bell Corner	414	0.26
		7949	Jewel Road	336	0.21
		33832	Walthamstow Market	378	0.23
		R0036	Walthamstow Central Station	438	0.27
	WSTCSN	BP4271	Walthamstow Bus Station	238	0.15
		11481	Grosvenor Park Road	628	0.39
		7962	Grove Road	228	0.14
		7964	Bakers Avenue	210	0.13
	LEYTBAE	10468	Lea Bridge Road / Bakers Arms	280	0.17
		14265	Leyton Green Road	286	0.18
		14267	Shernhall Street	191	0.12
		14269	Peterborough Road	244	0.15
	WHPCLB	14271	Whipps Cross / Wood Street	216	0.13
		LE239	Whipps Cross Hosp/Main Entrance And A&E	574	0.36
	WHPCHP	LE238	Whipps Cross Hospital / Outpatients	377	0.23
	WHPCHP S	WHPCHP S	WHIPPS CROSS HOSPITAL	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION				9790	6.08
				metres	miles

BACK DIRECTION				
Timing Point				
Code	Stop Number	Stop Name	Metres	Miles
WHPCHP S	WHPCHP S	WHIPPS CROSS HOSPITAL		
WHPCHP	LE237	Whipps Cross Hosp/ Outpatients	0	0.00
	LE240	Whipps Cross Hosp/Main Entrance And A&E	507	0.32
	33943	Whipps Cross Roundabout	264	0.16
WHPCLB	14272	Whipps Cross / Wood Street	230	0.14
	14270	Peterborough Road	269	0.17
	14266	Essex Road	217	0.13
	34357	Leyton Green Road	227	0.14
LEYTBAL	7968	Lea Bridge Road / Bakers Arms	535	0.33
	7966	Hoe Street / Bakers Arms	213	0.13
	7963	Grove Road	310	0.19
	7960	Queen's Road	308	0.19
	R0036	Walthamstow Central Station	361	0.22
WSTCSN	BP4273	Walthamstow Bus Station	141	0.09
	7952	Walthamstow Market	518	0.32
	7950	Jewel Road	354	0.22
WSTWBL	25449	Forest Road Bell Corner	220	0.14
	R0044	Aveling Park Road	563	0.35
	7938	Cazenove Road	333	0.21
WSTWCB	7933	Crooked Billet Roundabout	317	0.20
	7931	Walthamstow Stadium	377	0.23
	7926	Rowden Road	357	0.22
	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
	29734	Brook Crescent	218	0.14
	15995	Larkwood School	353	0.22
	14699	Grove Road	313	0.19
	15993	Mapleton Road	371	0.23
CHTCHL	34322	Hatch Lane	563	0.35
CHTCHL S	CHTCHL S	CHINGFORD HATCH, HATCH LANE	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			9622	5.98
			metres	miles