

7. Service Specification

Route: 396

QC44003

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.

Terminus Points	Goodmayes, King George Hospital East Side to Ilford Broadway, Sainsbury's
Contract Basis	Incentivised
Commencement Date	29 th March 2014
Vehicle Type	60 capacity, dual door, single deck, minimum 10.8m long
Current Maximum Approved Dimensions	10.4 metres long and 2.5 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 86.00%
Extension Threshold	Departing on Time Threshold - 90.00%
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 25th March 2013

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. 396.

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:

- **Tenderers should note that it is anticipated that the current DfT BSOG claims process will be discontinued for London contracts from 5th October 2013. Tender prices should therefore reflect this, however please continue to separately identify the fuel cost should the current BSOG process continue to apply after that date.**
- The Boxing Day service should match the Sunday service.
- **Tenderers must identify the cost of the Boxing Day element of this service separately.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Goodmayes, King George Hospital East Side to Ilford Broadway, Sainsbury's		Ilford Broadway, Sainsbury's to Goodmayes, King George Hospital East Side			
First departure no later than 0545.		First departure no later than 0520.			
0540 - 0645	Every 30 minutes	0515 - 0620	Every 30 minutes		
0646 - 2000	Every 20 minutes	0621 - 2000	Every 20 minutes		
2001 - 0005	Every 30 minutes	2001 - 0005	Every 30 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 2400.			
Pinchpoints					
Gants Hill Station	0720 - 0900	20 minutes	Newbury Park Station	0715 - 0915	20 minutes
	1500 - 1640	20 minutes		1455 - 1635	20 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Goodmayes, King George Hospital East Side to Ilford Broadway, Sainsbury's		Ilford Broadway, Sainsbury's to Goodmayes, King George Hospital East Side			
First departure no later than 0545.		First departure no later than 0520.			
0540 - 0715	Every 30 minutes	0515 - 0650	Every 30 minutes		
0716 - 2000	Every 20 minutes	0651 - 2000	Every 20 minutes		
2001 - 0005	Every 30 minutes	2001 - 0005	Every 30 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 2400.			
Pinchpoints					
Gants Hill Station	0930 - 1110	20 minutes	Newbury Park Station	0925 - 1105	20 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Goodmayes, King George Hospital East Side to Ilford Broadway, Sainsbury's		Ilford Broadway, Sainsbury's to Goodmayes, King George Hospital East Side			
First departure no later than 0545.		First departure no later than 0520.			
0540 - 0910	Every 30 minutes	0515 - 0820	Every 30 minutes		
0911 - 1930	Every 20 minutes	0821 - 2000	Every 20 minutes		
1931 - 0005	Every 30 minutes	2001 - 0005	Every 30 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 2400.			
Pinchpoints					
Gants Hill Station	1025 - 1125	20 minutes	Newbury Park Station	1035 - 1135	20 minutes

Tenderers must identify the cost of the Boxing Day element of this service separately.

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 396 should interwork with Route No. 296 between Ilford Broadway, Sainsbury's and Little Heath, Barley Lane, Eastern Avenue during Mondays to Saturdays daytimes and all evenings.
- 4.2) Route No. 396 should be best separated from Route No. 66 between Newbury Park Station and Little Heath, Barley Lane, Eastern Avenue during all periods, where possible.
- 4.3) Route No. 396 can suffer unpredictable traffic delays in the Ilford 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 396: Goodmayes, King George Hospital - Ilford Broadway, Sainsbury'S

Date of Structural Change: 29 March 2014.

Date of Service Change: 29 March 2014.

Reason for Issue: New Tender .

STREETS TRAVERSED

Towards Ilford Broadway, Sainsbury's: Private Road In Goodmayes Hospital Grounds, Barley Lane, Eastern Avenue, Gants Hill Cross, Cranbrook Road, Chapel Road, Sainsburys Bus Lay-By.

Towards Goodmayes, King George Hospital: Sainsburys Bus Lay-By, Roden Street, Chapel Road, Ilford Hill, Cranbrook Road, Gants Hill Cross, Eastern Avenue, Newbury Park Station Forecourt, Eastern Avenue, Barley Lane, Chadwell Heath Lane, Little Heath, Barley Lane, Private Road In Goodmayes Hospital Grounds.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

GOODMAYES, KING GEORGE HOSPITAL EAST SIDE

Private stand for one bus inside hospital grounds on east side of green for Route 396. Buses proceed from Private Road In Goodmayes Hospital Grounds direct to stand, departing to Private Road In Goodmayes Hospital Grounds. Set down in Private Road In Goodmayes Hospital Grounds, at Stop X (BP5655 - King George Hospital, Last Stop on LOR: BP5655 - King George Hospital) and pick up in Private Road In Goodmayes Hospital Grounds, at Stop A (BP5655 - King George Hospital, First Stop on LOR: BP5655 - King George Hospital).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 396 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:	King George Hospital.
OTHER INFORMATION:	Hospital toilet facilities available between 0800 and 2100 throughout the week.

LITTLE HEATH, HAW BUSH (from ILFORD BROADWAY, SAINSBURY'S)

Public stand for one bus in bay on west side of Barley Lane on the west side of The Green. Buses proceed from Chadwell Heath Lane via Little Heath and Barley Lane to stand, departing to Barley Lane. Set down in Chadwell Heath Lane, at Stop E (29914 - Little Heath, Last Stop on LOR: 29914 - Little Heath) and pick up in Barley Lane, at Stop B (29287 - Chadwell Heath Lane, First Stop on LOR: 29287 - Chadwell Heath Lane).

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.
BLIND DISPLAY: Little Heath.

NEWBURY PARK STATION (from Goodmayes, King George Hospital)

Private stand on west side of Newbury Park LUL Station forecourt, extending 23 metres. Buses proceed from Eastern Avenue via Newbury Park Station Forecourt to stand, departing to Newbury Park Station Forecourt. Set down in Eastern Avenue, at stop NB (18237 - Newbury Park Station <>, Last Stop on LOR: 18237 - Newbury Park Station <>) and pick up in Newbury Park Station Forecourt, at stop NA (25185 - Newbury Park Station <>).

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.
BLIND DISPLAY: Newbury Park.
OTHER INFORMATION: Buses to stand on the offside under canopy.

GANTS HILL STATION, PERTH ROAD (from Goodmayes, King George Hospital)

Public stand for two buses on north side (offside) of Perth Road, commencing 62.5 metres east of Bramley Crescent and extending 23 metres east. Buses proceed from Cranbrook Road via Bramley Crescent and Perth Road to stand, departing via Perth Road, Eastern Avenue and Gants Hill Cross to Eastern Avenue. Set down in Cranbrook Road, at Stop CH (8622 - Gants Hill Station <>/ Cranbrook Road, Last Stop on LOR: 8622 - Gants Hill Station <>/ Cranbrook Road) and pick up in Eastern Avenue, at Stop EC (13447 - Cranbrook Road, First Stop on LOR: 13447 - Cranbrook Road).

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.
BLIND DISPLAY: Gants Hill.

ILFORD, RODEN STREET

Private stand for five buses in bus parking area at junction of Chapel Road and Roden Street in 2 sections.

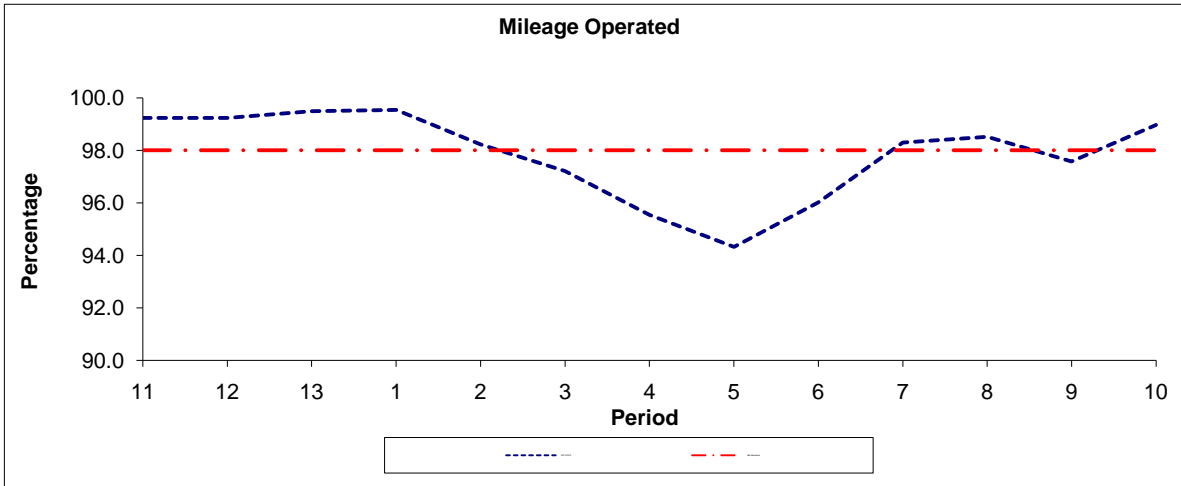
1. For four buses on the offside, extending 45 metres;
2. For one bus on nearside, extending 12 metres.

Buses proceed from Sainsburys Bus Lay-By direct to stand, departing to Sainsburys Bus Lay-By. Set down in Sainsburys Bus Lay-by, at Stop C (BP284 - Roden Street, Last Stop on LOR: BP284 - Roden Street) and pick up in Sainsburys Bus Lay-by, at Stop C (BP284 - Roden Street, First Stop on LOR: BP284 - Roden Street).

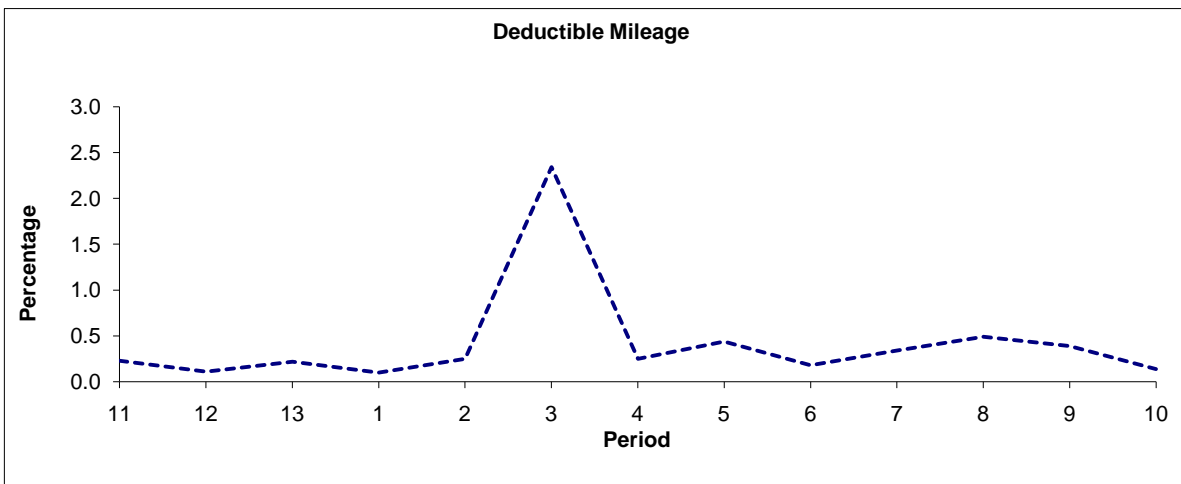
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 396 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Ilford Broadway.
OTHER INFORMATION:	Sainsbury's toilet facilities available: Mon-Sat: 0800-2000 & Sun: 1000-1600.

PART B - PERFORMANCE STATISTICS

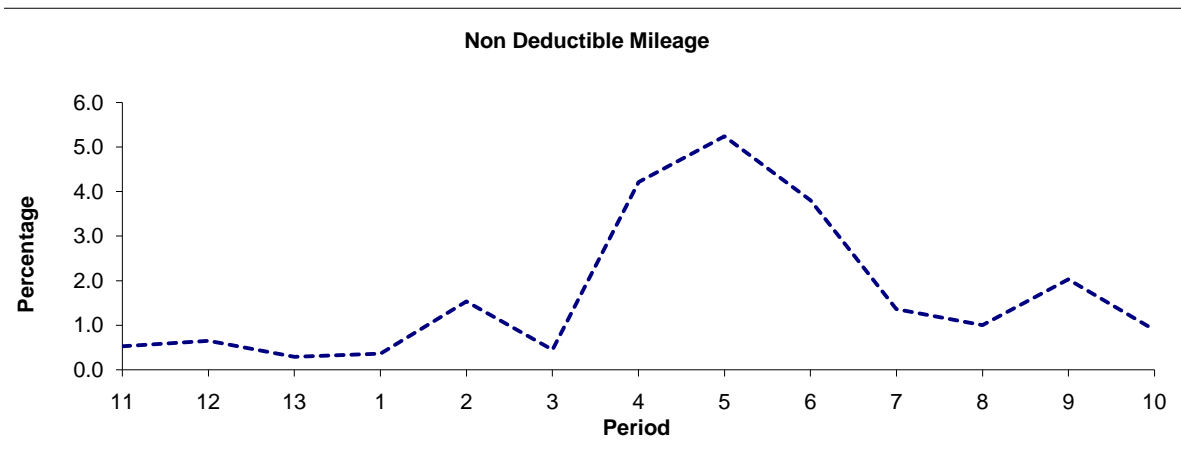
Route 396



Period	11	12	13	1	2	3	4	5	6	7	8	9	10
2011/2012	99.24	99.24	99.49	99.54	98.22	97.21	95.54	94.32	96.02	98.30	98.51	97.58	98.97
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	11	12	13	1	2	3	4	5	6	7	8	9	10
2011/2012	0.23	0.11	0.22	0.10	0.25	2.34	0.25	0.44	0.18	0.34	0.49	0.39	0.14

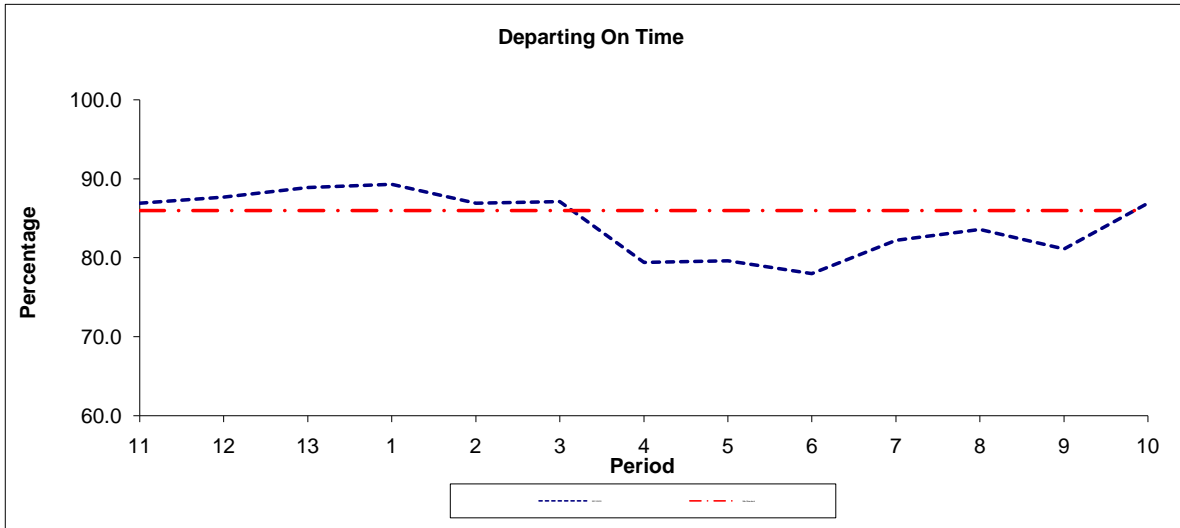


Period	11	12	13	1	2	3	4	5	6	7	8	9	10
2011/2012	0.53	0.65	0.29	0.36	1.53	0.45	4.21	5.24	3.80	1.36	1.00	2.03	0.89

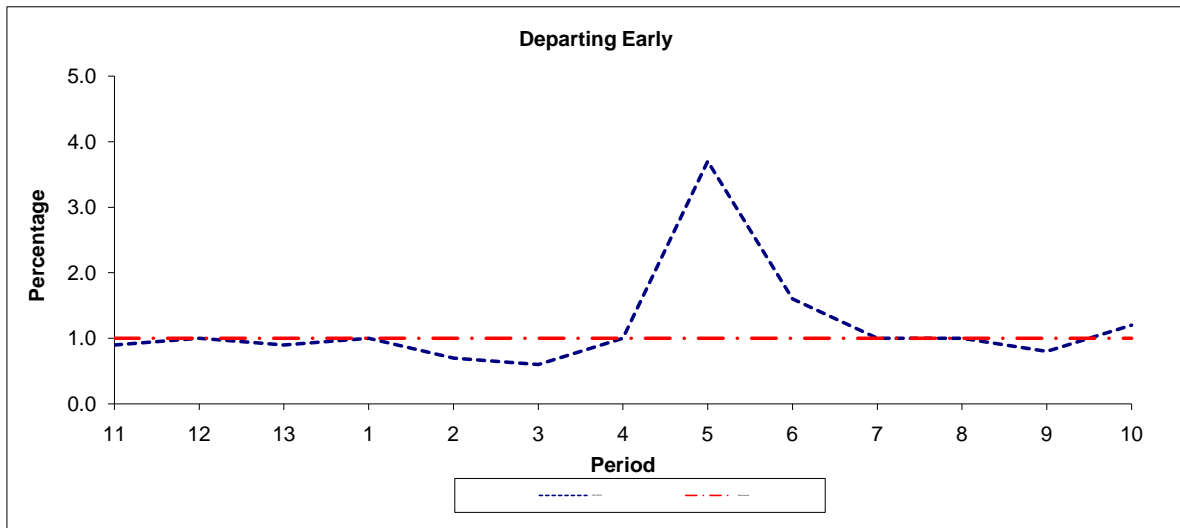
Note : Mileage is based on 4 weeks data
 Performance affected by industrial action in p3 2012/13.

PART B - PERFORMANCE STATISTICS

Route 396



Period	11	12	13	1	2	3	4	5	6	7	8	9	10
2011/2012	86.9	87.7	88.9	89.3	86.9	87.1	79.4	79.6	78.0	82.2	83.6	81.1	86.9
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	11	12	13	1	2	3	4	5	6	7	8	9	10
2011/2012	0.9	1.0	0.9	1.0	0.7	0.6	1.0	3.7	1.6	1.0	1.0	0.8	1.2
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 396 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 4 2011/12 TO QUARTER 3 2012/13 (07/01/12 - 04/01/13)

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 (%)
0500 - 0700	6,791.	97.3	98.6	92.7	1.6	0.2	5.5
0700 - 1000	17,210.	97.8	96.9	83.9	3.5	1.4	11.2
1000 - 1300	17,447.	98.1	97.9	88.1	2.2	0.6	9.1
1300 - 1600	17,731.	97.4	96.8	77.5	3.5	0.6	18.3
1600 - 1900	17,578.	96.8	96.1	76.9	4.3	2.2	16.6
1900 - 2200	13,170.	100.5	97.6	90.0	2.6	0.7	6.7
2200 - 2400	7,838.	99.0	98.8	97.7	1.2	0.3	0.9
Summary	97,765.	98.0	97.3	83.1	3.2	1.1	12.5

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 (%)
0500 - 0700	1,398.	98.9	98.4	96.8	1.6	0.3	1.3
0700 - 1000	3,646.	98.2	99.0	96.6	1.1	0.9	1.4
1000 - 1300	3,753.	98.2	98.9	92.7	1.1	2.1	4.0
1300 - 1600	3,683.	98.7	98.6	87.9	1.4	1.2	9.5
1600 - 1900	3,556.	101.2	98.6	88.6	1.5	1.1	8.8
1900 - 2200	2,901.	99.3	98.8	91.2	1.2	0.5	7.1
2200 - 2400	1,657.	99.5	99.2	96.3	0.8	0.3	2.5
Summary	20,594.	99.1	98.8	91.2	1.3	1.2	6.3

SUNDAY AND BANK HOLIDAYS

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 (%)
0500 - 0700	1,584.	98.7	98.9	97.3	1.0	0.4	1.3
0700 - 1000	3,317.	99.7	99.3	97.4	0.7	0.4	1.5
1000 - 1300	4,153.	96.7	97.7	89.6	2.8	0.7	7.0
1300 - 1600	3,995.	94.3	92.9	67.6	7.5	0.7	24.3
1600 - 1900	4,113.	97.3	96.2	81.4	4.2	0.6	13.8
1900 - 2200	3,068.	98.8	97.3	90.6	3.2	2.0	4.2
2200 - 2400	1,881.	98.8	98.4	97.2	1.6	0.5	0.6
Summary	22,111.	97.5	96.9	84.0	4.0	0.8	11.3

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 (%)
0500 - 0700	9,773.	97.7	98.6	93.4	1.6	0.2	4.8
0700 - 1000	24,173.	98.1	97.5	85.6	3.1	1.3	9.9
1000 - 1300	25,353.	97.9	98.0	89.0	2.1	0.8	8.0
1300 - 1600	25,409.	97.1	96.5	78.0	3.6	0.7	17.6
1600 - 1900	25,247.	97.5	96.5	78.6	4.0	1.9	15.5
1900 - 2200	19,139.	100.1	97.7	90.2	2.5	0.9	6.5
2200 - 2400	11,376.	99.0	98.8	97.4	1.2	0.3	1.0
Summary	140,470.	98.1	97.4	84.2	3.1	1.1	11.6

Transport for London - QSI Points and Mileage

Route 396
 Service change 30233
 Date 10/03/2012

Reason for Issu

Version Detail

QSI Points are highlighted in blue.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
GOODKGE	BP5655	King George Hospital		
	29287	Chadwell Heath Lane	577	0.36
LHTHBE	2502	Barley Lane	223	0.14
	18239	Bawdsey Avenue	672	0.42
	25444	Ramsgill Drive	333	0.21
	4318	Aldborough Road South	324	0.20
NBPKSN	18237	Newbury Park Station	566	0.35
	R0312	Ley Street	517	0.32
	18235	Milton Crescent	528	0.33
	4328	South View Crescent	359	0.22
	13448	Gants Hill Station	256	0.16
GTSLSN	8622	Gants Hill Station / Cranbrook Road	270	0.17
	14204	Valentine's Mansion and Park	445	0.28
	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	FC03	Ilford Station	484	0.30
IFBYSY	BP284	Roden Street	339	0.21
Total Route Mileage - Out Direction			6972	4.33
			metres	miles

TRANCHE 440

ue

Mileage Update

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
IFBYSY	BP284	Roden Street		
ILFDSN	35410	Ilford Station	382	0.24
	FC42	Beal Road	378	0.23
	15438	Northbrook Road	264	0.16
	16345	Valentine's Park	434	0.27
	15436	Bethell Avenue	308	0.19
	14203	Valentines Mansion and Park	312	0.19
GTSLSN	8621	Gants Hill Station / Cranbrook Road	365	0.23
	13447	Cranbrook Road	275	0.17
	4329	Ashurst Drive	427	0.27
	18236	Denham Drive	276	0.17
	4325	Horns Road	341	0.21
	R0328	King George Avenue	414	0.26
NBPKSN	25185	Newbury Park Station	238	0.15
	4319	Oaks Lane	404	0.25
	4322	Aldbrough Road North	305	0.19
	20240	Ramsgill Drive	506	0.31
	18240	Bawdsey Avenue	323	0.20
LHTHBE	29914	Little Heath	828	0.51
GOODKGE	BP5655	King George Hospital	926	0.58
Total Route Mileage - Back Direction			7706 metres	4.79 miles