

## 7. Service Specification

Route: 398

Contract Reference: QC52802

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>Route Number</b>	398
<b>Terminus Points</b>	Ruislip Station and Wood End, Lilian Board Way
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	3 <sup>rd</sup> Sept 2016
<b>Vehicle Type</b>	60 capacity, dual door, single deck
<b>Current Maximum Approved Dimensions</b>	10.1 metres long and 2.4 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 82.00%
<b>Extension Threshold</b>	Departing on Time Threshold – 85.00%
<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 1<sup>st</sup> September 2015.

*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. 398.

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:

- An Evening and Sunday service is specified with a frequency of every 30 minutes.
- 60 capacity, dual door, single deck buses of a minimum of 10.8 metres long is specified, subject to a satisfactory route test.

#### **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 FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Ruislip Station to Wood End, Lilian Board Way		Wood End, Lilian Board Way to Ruislip Station			
First departure no later than 0630.		First departure no later than 0650.			
0625 - 0005	Every 30 minutes	0645 - 0025	Every 30 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 0020.			
<b>Pinchpoints</b>					
South Harrow Station	0650 - 0850	30 minutes	Eastcote Station	0715 - 0915	30 minutes
	1500 - 1630	30 minutes		1450 - 1620	30 minutes

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

Ruislip Station to Wood End, Lilian Board Way		Wood End, Lilian Board Way to Ruislip Station			
First departure no later than 0630.		First departure no later than 0650.			
0625 - 0005	Every 30 minutes	0645 - 0025	Every 30 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 0020.			
<b>Pinchpoints</b>					
South Harrow Station	0920 - 1120	30 minutes	Eastcote Station	1015 - 1115	30 minutes

#### 3.3) SUNDAY AND PUBLIC HOLIDAYS (EXCEPT GOOD FRIDAY AND CHRISTMAS DAY) SCHEDULE REQUIREMENTS & PINCHPOINTS

Ruislip Station to Wood End, Lilian Board Way		Wood End, Lilian Board Way to Ruislip Station			
First departure no later than 0630.		First departure no later than 0650.			
0625 - 0005	Every 30 minutes	0645 - 0025	Every 30 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 0020.			
<b>Pinchpoints</b>					
South Harrow Station	1050 - 1150	30 minutes	Eastcote Station	1020 - 1120	30 minutes

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

**4) OPERATIONAL CONSIDERATIONS**

4.1) Route No. 398 suffers from unpredictable traffic delays in the South Harrow and Northolt areas at all times, particularly during peak periods.

**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 398: Ruislip Station - Wood End, Lilian Board Way

**Date of Structural Change:** 3 September 2016.

**Date of Service Change:** 3 September 2016.

**Reason for Issue:** New tender.

### **STREETS TRAVERSED**

**Towards Wood End, Lilian Board Way:** Station Approach, Pembroke Road, Victoria Road, Chelston Road, Southbourne Gardens, Field End Road, North View, Eastern Avenue, Village Way, Village Way East, Imperial Drive, Alexandra Avenue, Eastcote Lane, Northolt Road, South Hill Avenue, South Harrow Bus Station, Northolt Road, Pett's Hill, Whitton Avenue West, Wood End Lane, Wood End Gardens, Wood End Close, Lilian Board Way.

**Towards Ruislip Station:** Lilian Board Way, Bedser Drive, Hemery Road, Lilian Board Way, Wood End Close, Wood End Gardens, Wood End Lane, Whitton Avenue West, Pett's Hill, Northolt Road, South Hill Avenue, South Harrow Bus Station, Northolt Road, Eastcote Lane, Alexandra Avenue, Rayners Lane, Village Way, Eastern Avenue, North View, Field End Road, Southbourne Gardens, Chelston Road, Victoria Road, Pembroke Road, Station Approach.

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

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

### **RUISLIP STATION APPROACH, WEST SIDE**

Private stand for three buses on west side of Ruislip Station Approach, commencing 25 metres south of Pembroke Road and extending 30 metres south.

Buses proceed from Station Approach direct to stand, departing to Station Approach. Set down in Station Approach, at Stop A (27860 - Ruislip Station <>, Last Stop on LOR: 27860 - Ruislip Station <>) and pick up in Station Approach, at Stop A (27860 - Ruislip Station <>, First Stop on LOR: 27860 - Ruislip Station <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 398 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:	Ruislip.
OTHER INFORMATION:	LUL toilet facilities available 24 hours a day.

### **RAYNERS LANE STATION (from Ruislip Station)**

Buses proceed from Imperial Drive departing to Rayners Lane. Set down in Imperial Drive, at Stop B (29083 - Rayners Lane, Last Stop on LOR: 29083 - Rayners Lane) and pick up in Rayners Lane, at Stop A (29084 - Rayners Lane Station <>, First Stop on LOR: 29084 - Rayners Lane Station <>).

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

## **SOUTH HARROW STATION**

Stand for routes 487 and H12 in two sections:

1 - Public stand for two buses in marked bay on north-east side of South Hill Avenue commencing 1 metre north of No.4 South Hill Avenue and extending 21 metres north.

2 - Private overflow stand for three buses on the south side of South Harrow Station Forecourt.

### From Ruislip Station.

Buses proceed from Northolt Road via South Hill Avenue to stand, departing via South Hill Avenue and South Harrow Bus Station to Northolt Road. Set down in Northolt Road, at Stop F (29641 - South Harrow Station <>, Last Stop on LOR: 26472 - South Harrow Station <>) and pick up in Northolt Road, at Stop D (2534 - South Harrow Station <>, First Stop on LOR: 2534 - South Harrow Station <>).

### From Wood End, Lilian Board Way.

Buses proceed from Northolt Road via South Hill Avenue to stand, departing via South Hill Avenue and South Harrow Bus Station to Northolt Road. Set down in Northolt Road, at Stop F (29641 - South Harrow Station <>, Last Stop on LOR: 29641 - South Harrow Station <>) and pick up in Northolt Road, at Stop D (2534 - South Harrow Station <>, First Stop on LOR: 29641 - South Harrow 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:	South Harrow.

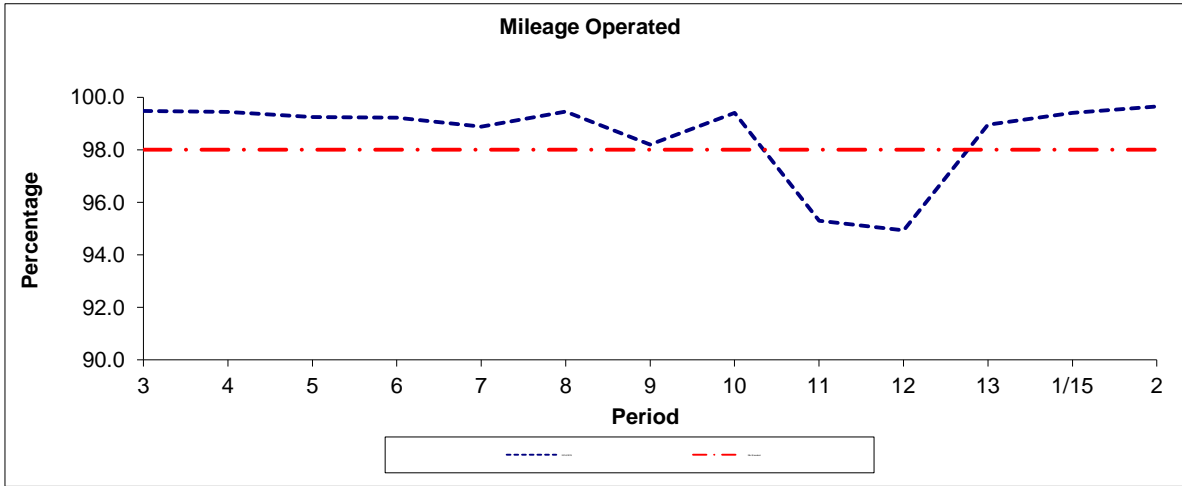
## **WOOD END, LILIAN BOARD WAY**

Public stand for one bus on north side of Lilian Board Way west of Tessa Sanderson Way. Buses proceed from Lilian Board Way direct to stand, departing to Lilian Board Way. Set down in Lilian Board Way (BP5429 - Hemery Road, Last Stop on LOR: BP5429 - Hemery Road) and pick up in Lilian Board Way (BP5429 - Hemery Road, First Stop on LOR: BP5429 - Hemery Road).

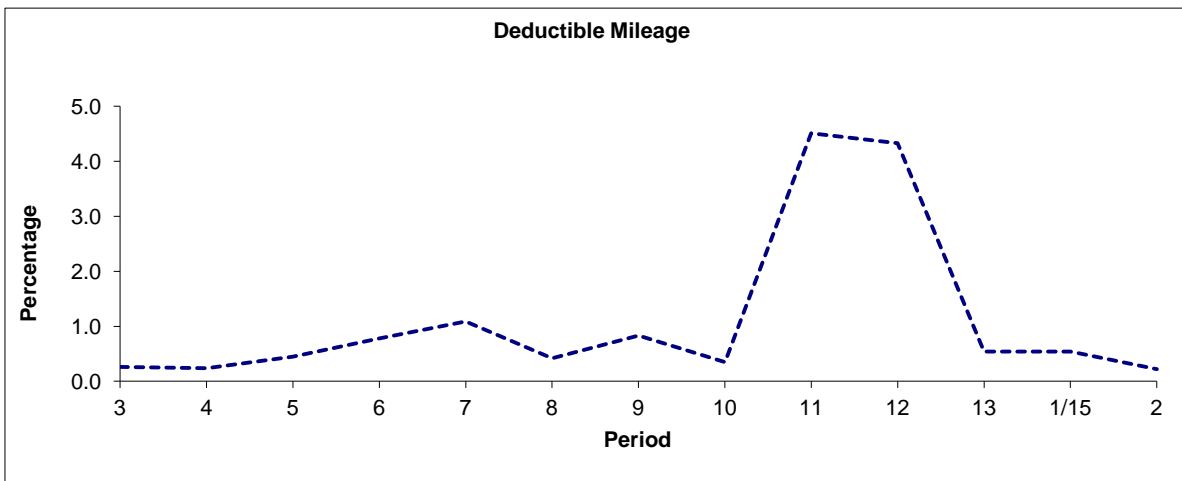
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 398 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Wood End.

**PART B - PERFORMANCE STATISTICS**

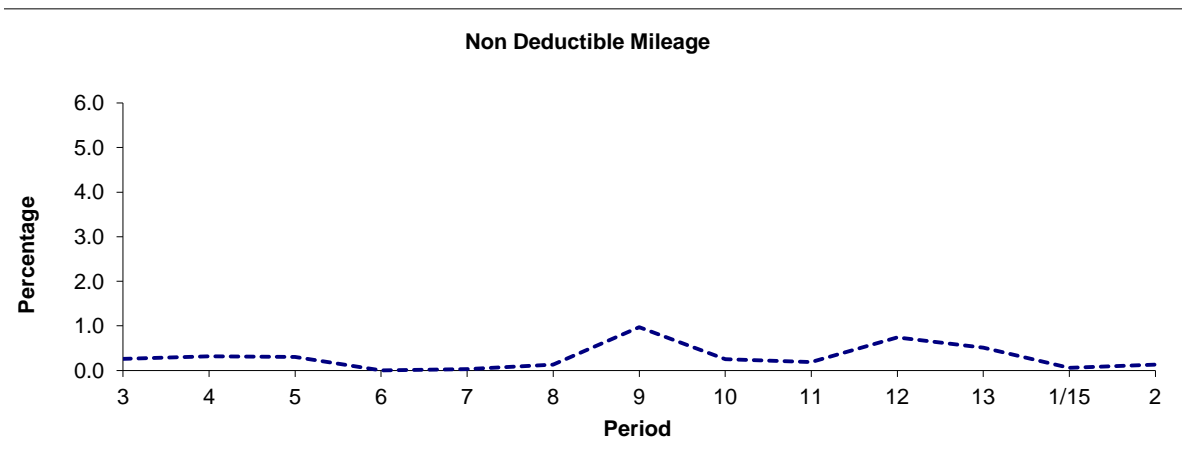
**Route 398**



Period	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014/2015	99.48	99.44	99.25	99.22	98.88	99.45	98.20	99.40	95.30	94.93	98.95	99.40	99.65
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	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014/2015	0.26	0.24	0.45	0.78	1.09	0.42	0.83	0.35	4.51	4.33	0.54	0.54	0.22



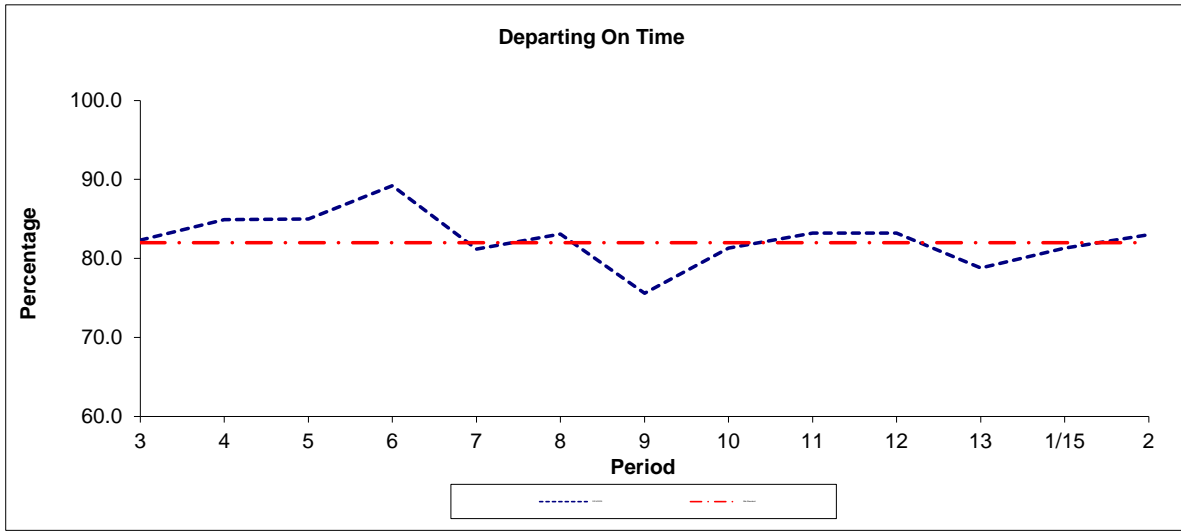
Period	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014/2015	0.26	0.32	0.30	0.00	0.03	0.13	0.97	0.25	0.19	0.74	0.51	0.06	0.13

**Note :** Mileage is based on 4 weeks data  
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

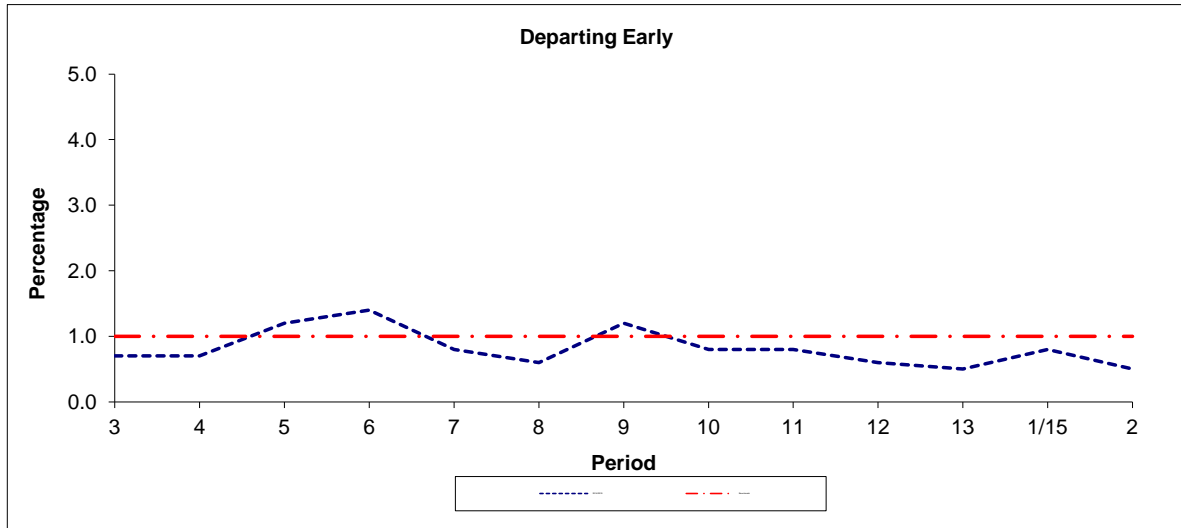


**PART B - PERFORMANCE STATISTICS**

**Route 398**



Period	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014/2015	82.3	84.9	85.0	89.2	81.2	83.1	75.6	81.3	83.2	83.2	78.8	81.3	83.0
Min Standard	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0



Period	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014/2015	0.7	0.7	1.2	1.4	0.8	0.6	1.2	0.8	0.8	0.6	0.5	0.8	0.5
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 398 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTERS 1 TO 4 14/15 (01/04/14 - 31/03/15)**

**MONDAY - FRIDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	1,883.	1,781	94.6	99.4	93.3	0.6	0.3	5.8
07:00 - 10:00	14,436.	14,312	99.1	98.7	87.3	1.3	1.5	9.9
10:00 - 13:00	14,375.	14,213	98.9	98.7	88.6	1.4	0.7	9.3
13:00 - 16:00	14,380.	14,085	97.9	98.5	83.5	1.6	0.9	14.1
16:00 - 19:00	14,442.	14,556	100.8	97.7	77.0	2.4	0.8	19.9
19:00 - 22:00	2,901.	3,012	103.8	98.5	84.6	1.6	1.7	12.2
<b>All Locations</b>	<b>62,417.</b>	<b>61,959</b>	<b>99.3</b>	<b>98.5</b>	<b>83.8</b>	<b>1.7</b>	<b>1.0</b>	<b>13.5</b>

**SATURDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	363.	329	90.6	97.2	95.3	2.7	0.5	1.4
07:00 - 10:00	3,106.	3,141	101.1	99.2	85.6	0.7	0.5	13.2
10:00 - 13:00	3,142.	2,999	95.4	97.8	72.8	2.4	0.9	24.0
13:00 - 16:00	3,016.	3,073	101.9	97.1	69.8	3.6	1.5	25.2
16:00 - 19:00	3,146.	3,132	99.6	99.2	82.2	0.8	1.2	15.8
19:00 - 22:00	615.	610	99.2	99.0	81.0	1.0	0.8	17.2
<b>All Locations</b>	<b>13,388.</b>	<b>13,284</b>	<b>99.2</b>	<b>98.3</b>	<b>76.8</b>	<b>2.0</b>	<b>1.1</b>	<b>20.0</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	7.	6	85.7	100.0	85.7	0.0	14.3	0.0
07:00 - 10:00	60.	61	101.7	100.0	90.0	0.0	4.6	5.4
10:00 - 13:00	61.	61	100.0	100.0	96.6	0.0	0.0	3.4
13:00 - 16:00	59.	58	98.3	100.0	81.2	0.0	1.7	17.1
16:00 - 19:00	61.	63	103.3	100.0	88.0	0.0	12.0	0.0
19:00 - 22:00	12.	11	91.7	91.7	58.3	8.3	0.0	33.3
<b>All Locations</b>	<b>260.</b>	<b>260</b>	<b>100.0</b>	<b>99.6</b>	<b>86.8</b>	<b>0.5</b>	<b>4.2</b>	<b>8.5</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	2,253.	2,116	93.9	99.0	93.5	0.9	0.3	5.3
07:00 - 10:00	17,602.	17,514	99.5	98.8	87.1	1.3	1.4	10.2
10:00 - 13:00	17,578.	17,273	98.3	98.5	85.7	1.5	0.8	12.0
13:00 - 16:00	17,455.	17,216	98.6	98.3	81.2	1.9	1.0	16.0
16:00 - 19:00	17,649.	17,751	100.6	98.0	77.6	2.2	0.9	19.3
19:00 - 22:00	3,528.	3,633	103.0	98.6	84.0	1.5	1.6	12.9
<b>All Locations</b>	<b>76,065.</b>	<b>75,503</b>	<b>99.3</b>	<b>98.4</b>	<b>82.9</b>	<b>1.7</b>	<b>1.0</b>	<b>14.4</b>

## Transport for London - Live Mileage List

Route 398  
 Service change 20218  
 Date 11 November 2009

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
RUISSNWS	RUISSNWS	STATION APPROACH, WEST SIDE		
	27860	Ruislip Station	0	0.00
RSMRSN	15275	Ruislip Manor Station	768	0.48
	BP3768	Dulverton Road	419	0.26
	BP2706	Mansfield Avenue	302	0.19
	BP2705	Hoylake Gardens	532	0.33
ECOTSN	20525	Eastcote Station	393	0.24
	BP404	The Close	226	0.14
	BP402	Chandos Road	357	0.22
	BP409	Raleigh Close	449	0.28
	26461	Southbourne Close	300	0.19
	26462	The Glen	268	0.17
	26464	Village Way East	512	0.32
RNLNSN	29083	Rayners Lane	312	0.19
	16057	Rayners Lane Station	184	0.11
	BP411	Oxley Road	359	0.22
	BP397	andra Avenue / Health Cr	423	0.26
	BP399	Eastcote Lane	375	0.23
	16414	Corbins Lane	471	0.29
SHARSN	29641	South Harrow Station	569	0.35
	26472	South Harrow Station	334	0.21
	16137	Corbins Lane	396	0.25
	27646	St Gabriel's Church	247	0.15
NTHPSN	16139	Station Parade	244	0.15
	26968	Danemead Grove	278	0.17
	17234	Wood End Lane	380	0.24
	BP5427	Reading Road	235	0.15
	BP5428	Mary Peters Drive	472	0.29
WDEDLW	BP5429	Hemery Road	224	0.14
WDEDLW S	WDEDLW S	Wood End, Lilian Board W:	0	0.00
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>			10029 metres	6.23 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WDEDLW S	WDEDLW S	Wood End, Lilian Board Way		
WDEDLW	BP5429	Hemery Road	0	0.00
	BP5430	Mary Peters Drive	600	0.37
	BP5431	Reading Road	475	0.30
	17235	Wood End Lane	304	0.19
	16140	Danemead Grove	418	0.26
NTHPSN	16138	Station Parade	364	0.23
	27645	St Gabriel's Church	241	0.15
	16136	Corbins Lane	251	0.16
SHARSN	2534	South Harrow Station	596	0.37
	16415	Corbins Lane	539	0.33
	16416	Alexandra Avenue	342	0.21
	BP400	Eastcote Lane	177	0.11
	BP398	Alexandra Avenue Health Cen	355	0.22
	BP591	Oxley Road	506	0.31
	25193	Warden Avenue	172	0.11
RNLNSN	29084	Rayners Lane Station	288	0.18
	26463	Village Way / Rayners Lane	185	0.11
	26473	The Glen	485	0.30
	BP410	Raleigh Close	483	0.30
	BP401	Chandos Road	450	0.28
	BP403	The Close	415	0.26
ECOTSN	20214	Eastcote Station	221	0.14
	BP2704	Hoylake Gardens	485	0.30
	BP2703	Mansfield Avenue	355	0.22
	BP3770	Dulverton Road	336	0.21
	25161	Cornwall Road	328	0.20
RSMRSN	15274	Ruislip Manor Station	235	0.15
RUISSN	27860	Ruislip Station	725	0.45
RUISSNWS	RUISSNWS	STATION APPROACH, WE	0	0.00
<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>			10331 metres	6.42 miles