

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. H17

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This document should be read in conjunction with the Corporation's Guide for Tenderers (Part A: Explanatory Notes - Service Requirements). Where appropriate, reference is made to the relevant section.

1. TENDERS REQUIRED

This document describes the service for which the Corporation requires Tenders and Tenderers **must** submit a fully compliant bid. In addition, Tenderers **may** wish to draw upon their local knowledge to submit alternative bids which offer improved value for money in meeting passenger needs. These might incorporate, for example, different timings, frequencies, route structures and / or vehicles. The Corporation will welcome such bids and give them careful consideration.

For more information, please refer to Section 2.1 of Part A of the Guide for Tenderers.

2. PROPOSED CHANGES

At this time, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. H17:

- Costs are currently being sought for a Mondays to Fridays schooldays return journey (AM ex Wembley Central, Montrose Crescent and PM ex Harrow, Bus Station).

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 Fridays peak frequencies are increased from every 15 minutes to every 12 minutes;
- The Mondays to Fridays schooldays AM journey ex Harrow, Bus Station is withdrawn;
- **If the additional return journey for which costs are currently being sought (see above) is implemented prior to the commencement of the new Route Agreement, it will be withdrawn if the Mondays to Fridays peak frequencies are increased to every 12 minutes.**

3. TERMINALS

Route No. H17 will operate between Harrow, Bus Station and Wembley Central, Montrose Crescent.

Full details of the route to be followed, the permitted terminal workings and the available stands are shown at Appendix A. Tenderers should particularly note the information relating to the shared usage of stands, the taking of meal reliefs and the use of ferry vehicles.

4. DAYS OF OPERATION

One timetable must be offered for Route No. H17 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Saturdays & Good Friday	Section 6.2
Sundays	Section 6.3
Christmas Day	No service
Boxing Day	Section 6.4
Other Public Holidays	Sunday service

5. VEHICLE TYPE

Please refer to Section 2.5 of Part A of the Guide for Tenderers.

Route No. H17 is currently approved for vehicles which are a maximum of 10.1 metres long and 2.4 metres wide. A formal route test will be required for vehicles which exceed these dimensions. This will be arranged with the successful Tenderer.

The service requirement set out in Section 6 assumes that dual door, single deck buses with a minimum capacity of 55, of which approximately 28 should be seated, will be used on this route. Luggage space should also be provided.

Tenderers must submit proposals based on new vehicles. These must be of a low floor design and be accessible to wheelchairs by means of a powered ramp.

Bids for both conventional diesel powered vehicles and diesel-electric hybrid vehicles should be submitted and separate prices for both types are required.

Bids based on a mix of hybrid and conventional vehicles would be welcomed, subject to a minimum of 10 hybrid powered vehicles being offered for this route (full hybrid operation should be offered for routes with a vehicle requirement of less than 10).

Tenderers should refer to the vehicle design (including accessibility) features contained in Schedule II to Annex B of the Framework Agreement and Section 2 Part B of the Master ITT (Version 2 issued June 2005).

Tenderers may also submit bids based on using existing vehicles. Tenderers are asked to specify what refurbishment would be carried out on existing buses and the expected timescale of those works. See Master ITT (Version 2 issued June 2005).

6. FREQUENCIES

The level of service (e.g. every 15 minutes) required by the Corporation is described in terms of the interval between departures. Whilst a completely regular service at the specified frequency should be possible at most times, occasionally a bus may be timetabled to depart up to five minutes earlier or later than the regular time.

Tenderers should note that when the specified frequency changes (e.g. between the peak and midday periods), the scheduled interval between buses should never be greater than that provided by the lower of the two frequencies **AT ANY POINT ON THE ROUTE**.

Tenderers should note that unless otherwise stated **all** journeys should operate between the terminal points defined in each direction.

6.1 Mondays to Fridays

1. Harrow, Bus Station to Wembley Central, Montrose Crescent

0540 - 0705	Every 20 minutes
0706 - 0720	Every 15 minutes
0721 - 0905	Every 12 minutes
0906 - 1505	Every 15 minutes
1506 - 1740	Every 12 minutes
1741 - 1905	Every 15 minutes
1906 - 0010	Every 20 minutes

First departure from Harrow, Bus Station no later than 0545.

Last departure from Harrow, Bus Station no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Sudbury Hill Station between 0730 and 0900 and no more than 12 minutes between 1520 and 1620.

2. Wembley Central, Montrose Crescent to Harrow, Bus Station

0545 - 0630	Every 20 minutes
0631 - 0700	Every 15 minutes
0701 - 0900	Every 12 minutes
0901 - 1500	Every 15 minutes
1501 - 1725	Every 12 minutes
1726 - 1915	Every 15 minutes
1916 - 0020	Every 20 minutes

First departure from Wembley Central, Montrose Crescent no later than 0550.

Last departure from Wembley Central, Montrose Crescent no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Sudbury Hill Station between 0710 and 0910 and between 1515 and 1615.

6.2 Saturdays & Good Friday

1. Harrow, Bus Station to Wembley Central, Montrose Crescent

0540 - 0745	Every 30 minutes
0746 - 0905	Every 20 minutes
0906 - 1805	Every 15 minutes
1806 - 0010	Every 20 minutes

First departure from Harrow, Bus Station no later than 0545.

Last departure from Harrow, Bus Station no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Sudbury Hill Station between 0915 and 1100.

2. Wembley Central, Montrose Crescent to Harrow, Bus Station

0545 - 0750	Every 30 minutes
0751 - 0910	Every 20 minutes
0911 - 1855	Every 15 minutes
1856 - 0020	Every 20 minutes

First departure from Wembley Central, Montrose Crescent no later than 0550.

Last departure from Wembley Central, Montrose Crescent no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Sudbury Hill Station between 0920 and 1105.

6.3 Sundays

1. Harrow, Bus Station to Wembley Central, Montrose Crescent

0630 - 0905	Every 30 minutes
0906 - 0010	Every 20 minutes

First departure from Harrow, Bus Station no later than 0635.
Last departure from Harrow, Bus Station no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Sudbury Hill Station between 1035 and 1155.

2. Wembley Central, Montrose Crescent to Harrow, Bus Station

0630 - 1005	Every 30 minutes
1006 - 0020	Every 20 minutes

First departure from Wembley Central, Montrose Crescent no later than 0635.
Last departure from Wembley Central, Montrose Crescent no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Sudbury Hill Station between 1015 and 1155.

6.4 Boxing Day

1. Harrow, Bus Station to Wembley Central, Montrose Crescent

0800 - 0905	Every 30 minutes
0906 - 0010	Every 20 minutes

First departure from Harrow, Bus Station no later than 0805.
Last departure from Harrow, Bus Station no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Sudbury Hill Station between 1035 and 1155.

2. Wembley Central, Montrose Crescent to Harrow, Bus Station

0800 - 1005	Every 30 minutes
1006 - 0020	Every 20 minutes

First departure from Wembley Central, Montrose Crescent no later than 0805.
Last departure from Wembley Central, Montrose Crescent no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Sudbury Hill Station between 1015 and 1155.

7. MINIMUM PERFORMANCE STANDARDS

Please refer to Section 2.7 of Part A of the Guide for Tenderers.

Tenderers should note that the objective of the Operator of Route No. H17 shall be to operate all scheduled mileage and adhere **fully** to the published timetable. The Operator must use its best endeavours to achieve this.

The **minimum** standards of acceptable performance for Route No. H17 shall be:

Departing on Time:	No less than 86.00%
Minimum Operated Mileage:	No less than 98.00%

or as notified by the Corporation from time to time. The Operator will be required to achieve or better the standards.

QSI Thresholds

The QSI threshold is the standard of performance to be achieved by the operator in order to qualify for an automatic contract extension (in accordance with Schedule IX of the Framework Agreement).

Departing On Time Threshold = 90.00%

Summary of proposed QSI coverage: Route No. H17

Note: While London Buses undertakes to carry out QSI surveys at the times and locations specified below, it may prove impossible to rearrange a survey cancelled or nullified at short notice.

Survey locations

Towards Wembley Central, Montrose Crescent	Towards Harrow, Bus Station
Harrow Bus Station	Sudbury Town \$
Sudbury Town \$	

Total scheduled manual QSI surveys per quarter = 48.

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

8. RUNNING TIMES

The current timetable for Route No. H17 can be viewed by prospective Tenderers on Caesar. Attention is drawn to the variations in running times at different times of the day. Please refer to Section 2.8 of Part A of the Guide for Tenderers for further information.

Tenderers should carefully check the existing running times to ensure that they are appropriate in present traffic conditions. Tenderers should particularly check the existing running times for Saturday shopping period.

When reviewing existing, and devising new, running times Tenderers should refer to:

- the minimum performance standards for Route No. H17 in Section 7 above;
- the historical performance data provided in Section 1 Part B of the introduction to this ITT;
- the paragraph in Section 12 referring to the proposed extension of the Cashless Boarding zone throughout the whole of the London area.

Tenderers may consider if school summer holiday schedules, incorporating running time reductions, are desirable for this route. In this event, schedules and costs must be submitted separately.

9. LAYOVERS

Under normal circumstances, layover time on stands and at bus stations should be restricted to that required to provide a reliable service. Longer layovers for any other purpose may only be taken with the permission of the Corporation.

10. TIMING CONSTRAINTS

Route No. H17 should interwork with other bus services where possible.

11. CONTROL STRATEGY

Route No. H17 can suffer from the effects of traffic congestion, making some form of route control essential in order to achieve or better the minimum performance standards for this route.

Tenderers should submit proposals on the control strategy they intend to adopt and the type of control they would intend to use by completing the form provided in Section 3: Part 7 of this ITT. The cost of this control should be included within the main Tender price.

Tenderers should also indicate how they intend to facilitate driver changeovers and meal reliefs for this route.

Further information is provided in Section 2.11 of Part A of the Guide for Tenderers.

12. OPERATIONAL CONSIDERATIONS

Tenderers should note the following operating considerations affecting Route No. H17:

- Route No. H17 can suffer from unpredictable traffic delays in the Harrow and Wembley areas.

Tenderers should also note the following factors which may have an impact on Route No. H17 in the foreseeable future:

- It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract. **This is expected to lead to significant savings in running and recovery times to bus routes, and, therefore, potential resource (cycle time and PVR) savings are expected. Tenderers are required to identify and submit the level of savings per vehicle that could be achieved by reducing peak vehicle requirement, and / or how reliability targets could be revised when the Scheme is introduced.**

The above factors have been included to assist Tenderers and represents the information currently available to the Corporation. Tenderers should make their own enquiries about events which may impact upon the route and should form their own views about their likely effect upon it.

13. STOPPING ARRANGEMENTS

Buses operating on Route No. H17 must serve all stops on the line of route designated for the route.

14. TIMING POINTS & MILEAGES

Timing Points

The required timing points (and codes) are shown in Caesar.

Mileages for Route No. H17

Harrow, Bus Station to Wembley Central, Montrose Crescent	4.9 miles
Wembley Central, Montrose Crescent to Harrow, Bus Station	5.0 miles

Tenderers should note that:

- these measurements are believed to be accurate to within 0.5 miles, but no warranty or representation as to accuracy is given;
- out of service stand workings have not been measured and are not included within the above measurements;
- if alternative or additional measurements are used by the Tenderer, these must be stated in the tender submission;
- point to point measurements pertaining to recognised curtailment points or alternative terminals will be agreed with the successful Tenderer once the contract has been awarded.

15. VEHICLE LIVERY

All vehicles to be used on Route No. H17 from the commencement of the new Route Agreement must be in a livery that is exclusively Corporation red. The paint should be matched accurately to the colour as defined by the following manufacturer's specifications:

ICI London Bus Red P498 FPF 3

Other manufacturers should also be able to produce this specification from the ICI colour chart.

This requirement does not include the lower panels which may be in a different colour but which shall not exceed 50cm in height, or the rooftop which should be painted white so as to reduce temperatures inside the vehicle during the summer months.

The positioning and size of Operators' logos are to be agreed between the Operator and the Corporation and, where possible, these should be above the front doors on the nearside of the vehicles and above the drivers' offside cab windows.

All livery proposals must be submitted to the Contracts Tendering Manager for approval.

16. STANDS AND BLINDS

Tenderers should note that under normal circumstances, the specific restrictions relating to each stand will apply to the whole stand at all times. Any variation to such standing arrangements must be agreed by the Corporation. In addition, Tenderers should note the following general requirements:

- 1) Drivers MUST switch off engines during layover periods at bus stations or on stands.
- 2) No meal reliefs may be taken on any stand (on or off line of route) without the permission of the Corporation.
- 3) No crew ferry vehicles may enter any stand (on or off line of route) without the permission of the Corporation.
- 4) Destination blind displays to be used are shown under each stand description. Tenderers may suggest, within their bids, alternative blind displays.
- 5) The intermediate (also known as via) blind display to be used on the nearside of the vehicle is shown in the box below:

H17 via Sudbury Hill

For further information, please refer to Annex C of the Framework Agreement: General Conditions relating to the use of London Buses' Bus Stations and Stands.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE H17: Harrow Bus Station - Wembley Central, Montrose Crescent

Date of Structural Change: 3 September 2011.

Date of Service Change: 3 September 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Wembley Central, Montrose Crescent: Harrow Bus Station, College Road, Station Road, Peterborough Road, Harrow High Street, London Road, Sudbury Hill, Greenford Road, Whitton Avenue East, Bridgewater Road, Harrow Road, Chaplin Road, Ealing Road, Montrose Crescent.

Towards Harrow Bus Station: Montrose Crescent, Station Grove, Union Road, Ealing Road, Chaplin Road, Harrow Road, Bridgewater Road, Whitton Avenue East, Greenford Road, Sudbury Hill, London Road, Harrow High Street, Peterborough Road, Station Road, College Road, Harrow Bus Station.

STANDING AND TURNING POINTS

HARROW BUS STATION

Private stand for 7 buses in marked bays in Harrow Bus Station on south side of College Road.

Buses proceed from Harrow Bus Station direct to stand, departing to Harrow Bus Station. Set down in Harrow Bus Station, at Stop E and pick up in Harrow Bus Station, at Stop C.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route H17 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:	Harrow.
OTHER INFORMATION:	Toilet facilities available (24 hours).

SUDBURY, HARROW ROAD, EAST SIDE (from Harrow Bus Station)

Public stand for 4 buses (or 2 articulated buses) on east side of Harrow Road, commencing 5 metres north of lamp standard no. 191 and extending 46 metres north.

Buses proceed from Bridgewater Road via Harrow Road to stand, departing via Harrow Road to Bridgewater Road. Set down in Bridgewater Road, at Stop H and pick up in Bridgewater Road, at Stop I.

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:	Sudbury.

WEMBLEY CENTRAL, MONTROSE CRESCENT

Public stand for two buses in Montrose Crescent commencing at a point 28 metres east of Curtis Lane, extending 25 metres west.

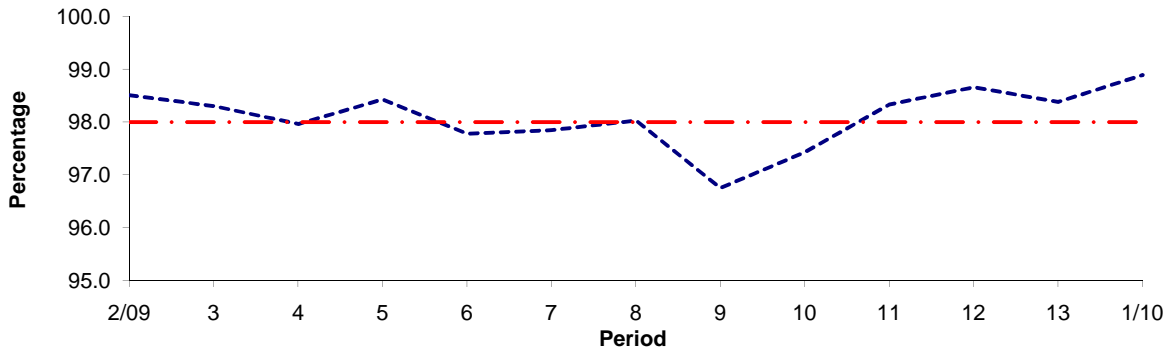
Buses proceed from Montrose Crescent direct to stand, departing to Montrose Crescent. Set down in Montrose Crescent, at Stop CP and pick up in Montrose Crescent, at Stop CP.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route H17 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:	Wembley Central.

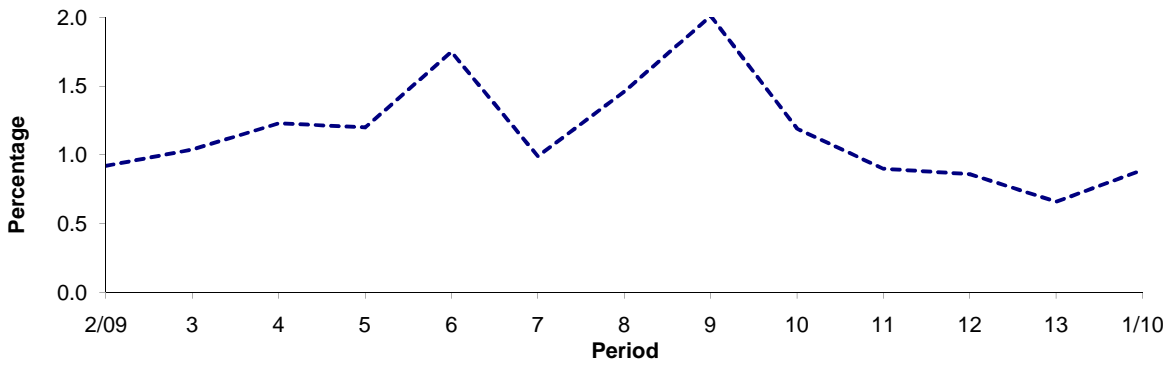
PART B - PERFORMANCE STATISTICS

Route H17

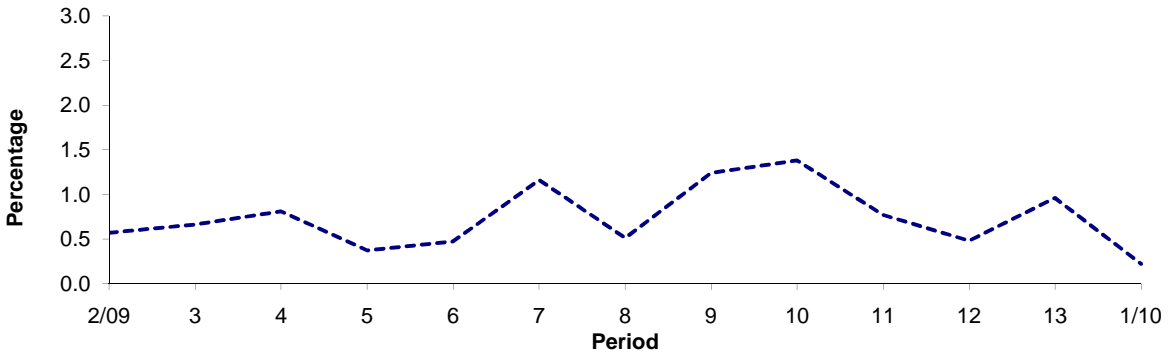
Mileage Operated



Deductible Mileage



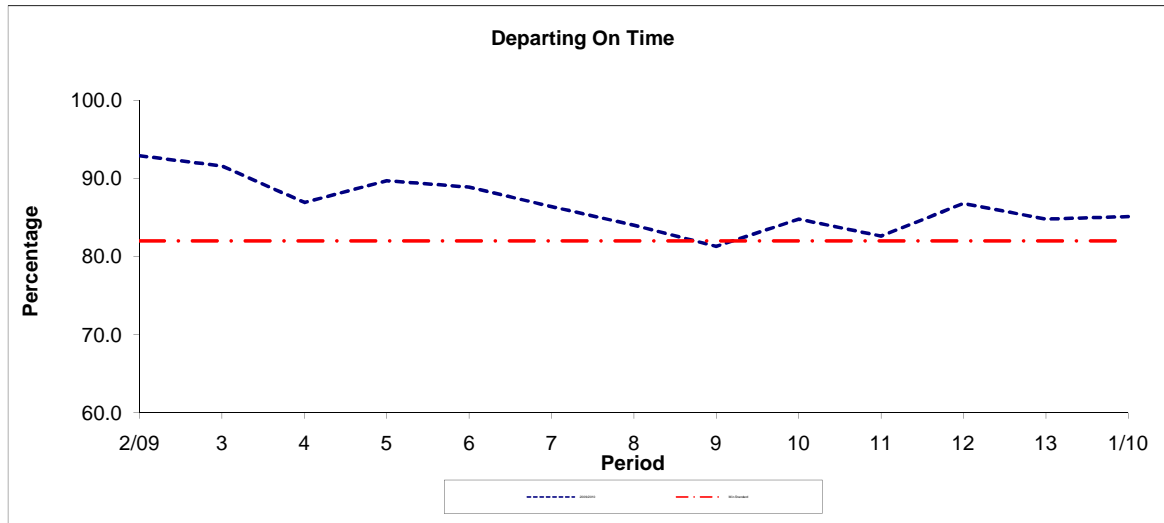
Non Deductible Mileage



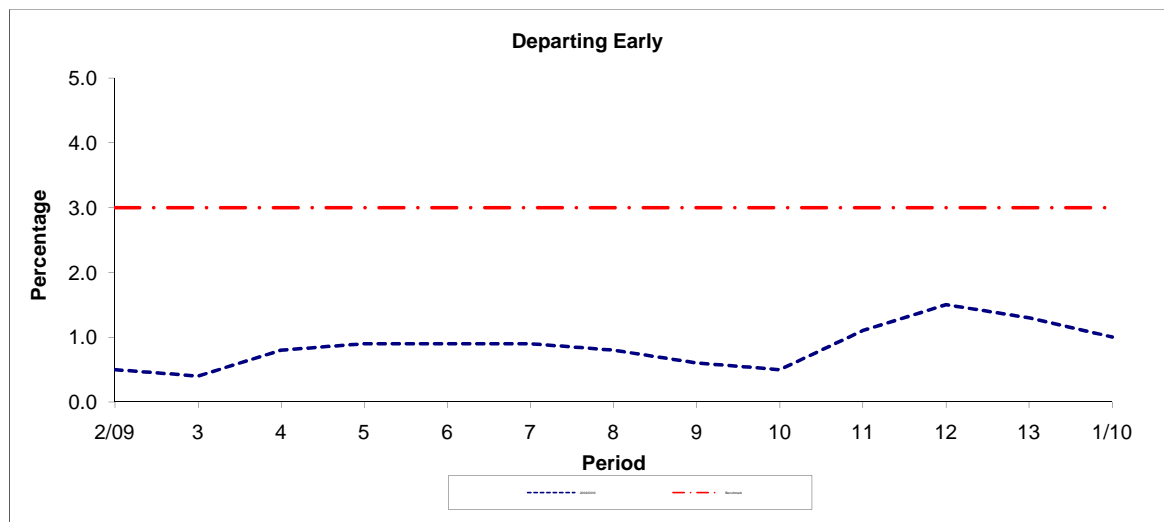
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route H17



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	92.90	91.60	86.90	89.70	88.90	86.40	84.00	81.30	84.80	82.60	86.80	84.80	85.10
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	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	0.50	0.40	0.80	0.90	0.90	0.90	0.80	0.60	0.50	1.10	1.50	1.30	1.00
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