

7. Service Specification

Route: 125

QC46701

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	Winchmore Hill, Station Road and Finchley, Hendon Lane
Contract Basis	Incentivised
Commencement Date	31 st January 2015
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	10.6 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Average Excess Wait Time - No more than 0.80 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.70 minutes
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 10th March 2014

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. 125.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 125.

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.

All tender prices should be based on the gross fuel cost exclusive of BSOG payments which will not be claimable from DfT after 1st October 2013.

It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract. Tenderers are required to identify and submit the level of saving that could be achieved if the scheme is introduced.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Winchmore Hill, Station Road to Finchley, Hendon Lane		Finchley, Hendon Lane to Winchmore Hill, Station Road			
First departure no later than 0550.		First departure no later than 0605.			
0545 - 0615	Every 12 minutes	0600 - 0650	Every 12 minutes		
0616 - 1835	Every 10 minutes	0651 - 1900	Every 10 minutes		
1836 - 1935	Every 12 minutes	1901 - 2000	Every 12 minutes		
1936 - 2340	Every 15 minutes	2001 - 2330	Every 15 minutes		
2341 - 0045	Every 20 minutes	2331 - 0115	Every 20 minutes		
Last departure no earlier than 0040.		Last departure no earlier than 0110.			
Pinchpoints					
North Finchley Bus Station	0700 - 0900	10 minutes	Southgate Station	0715 - 0905	10 minutes
	1500 - 1630	10 minutes		1500 - 1630	10 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Winchmore Hill, Station Road to Finchley, Hendon Lane		Finchley, Hendon Lane to Winchmore Hill, Station Road			
First departure no later than 0550.		First departure no later than 0605.			
0545 - 0800	Every 15 minutes	0600 - 0830	Every 15 minutes		
0801 - 0930	Every 12 minutes	0831 - 0910	Every 12 minutes		
0931 - 1720	Every 10 minutes	0910 - 1800	Every 10 minutes		
1721 - 1820	Every 12 minutes	1801 - 1900	Every 12 minutes		
1821 - 2340	Every 15 minutes	1901 - 2330	Every 15 minutes		
2341 - 0045	Every 20 minutes	2331 - 0115	Every 20 minutes		
Last departure no earlier than 0040.		Last departure no earlier than 0110.			
Pinchpoints					
North Finchley Bus Station	1000 - 1200	10 minutes	Southgate Station	1000 - 1200	10 minutes

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

Winchmore Hill, Station Road to Finchley, Hendon Lane		Finchley, Hendon Lane to Winchmore Hill, Station Road			
First departure no later than 0550.		First departure no later than 0605.			
0545 - 0950	Every 20 minutes	0600 - 0945	Every 20 minutes		
0951 - 2340	Every 15 minutes	0946 - 2330	Every 15 minutes		
2341 - 0045	Every 20 minutes	2331 - 0115	Every 20 minutes		
Last departure no earlier than 0040.		Last departure no earlier than 0110.			
Pinchpoints					
North Finchley Bus Station	1055 - 1155	15 minutes	Southgate Station	1100 - 1200	15 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 125 can suffer from unpredictable traffic delays in the North Finchley and Southgate 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 125: Winchmore Hill, Station Road - Finchley, Church End

Date of Structural Change: 31 January 2015.

Date of Service Change: 31 January 2015.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Finchley, Church End: Slip Road, Ford's Grove, Green Lanes, Green Dragon Lane, Eversley Park Road, Winchmore Hill Road, Southgate Circus, Station Parade, Chase Side, Osidge Lane, Hampden Square, Osidge Lane, Brunswick Park Road, Russell Lane, Oakleigh Road North, Whetstone High Road, North Finchley High Road, Tally Ho Bus Station, Ballards Lane, Regent's Park Road, Gravel Hill, Hendon Lane.

Towards Winchmore Hill, Station Road: Hendon Lane, Regent's Park Road, Ballards Lane, North Finchley High Road, Whetstone High Road, Oakleigh Road North, Russell Lane, Brunswick Park Road, Osidge Lane, Hampden Square, Osidge Lane, Chase Side, Station Parade, Southgate Circus, Winchmore Hill Road, Eversley Park Road, Green Dragon Lane, Green Lanes, Ford's Grove, Slip Road.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

WINCHMORE HILL, STATION ROAD

Public stand for 2 buses on slip road on east side of Green Lanes commencing 8 metres north of Ford's Grove and extending 19 metres north.

Buses proceed from Slip Road direct to stand, departing to Slip Road. Set down in Slip Road, at Stop J (29655 - Winchmore Hill / Station Road, Last Stop on LOR: 29655 - Winchmore Hill / Station Road) and pick up in Slip Road, at Stop J (29655 - Winchmore Hill / Station Road, First Stop on LOR: 29655 - Winchmore Hill / Station Road).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 125 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: Winchmore Hill.

WINCHMORE HILL, CHASEVILLE PARK ROAD (from FINCHLEY, CHURCH END)

Buses proceed from Eversley Park Road via Chaseville Park Road departing to Eversley Park Road. Set down in Eversley Park Road (20268 - Eversley Mount, Last Stop on LOR: 20268 - Eversley Mount) and pick up in Eversley Park Road (20273 - Chaseville Park Road, First Stop on LOR: 20273 - Chaseville Park Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Eversley Park Road.

SOUTHGATE STATION

From Finchley, Church End.

Buses proceed from Chase Side via Southgate Circus departing to Station Parade. Set down in Station Parade, at Stop G (994 - Southgate Station <>, Last Stop on LOR: 27769 - Southgate Police Station) and pick up in Station Parade, at Stop G (994 - Southgate Station <>, First Stop on LOR: 994 - Southgate Station <>).

From Winchmore Hill, Station Road.

Buses proceed from Southgate Circus departing to Station Parade. Set down in Station Parade, at Stop B (70361 - Southgate Station <>, Last Stop on LOR: 16777 - St Thomas Road) and pick up in Station Parade, at Stop B (70361 - Southgate Station <>, First Stop on LOR: 70361 - Southgate Station <>).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Southgate.

HAMPDEN SQUARE

From Finchley, Church End.

Buses proceed from Osidge Lane via Hampden Square departing to Osidge Lane. Set down in Osidge Lane, at Stop G (13425 - Hampden Square, Last Stop on LOR: 13425 - Hampden Square) and pick up in Osidge Lane, at Stop J (17267 - Osidge Library, First Stop on LOR: 17267 - Osidge Library).

From Winchmore Hill, Station Road.

Buses proceed from Osidge Lane via Hampden Square departing to Osidge Lane. Set down in Osidge Lane, at Stop F (13424 - Hampden Way, Last Stop on LOR: 13424 - Hampden Way) and pick up in Osidge Lane, at Stop H (27459 - Manor Drive, First Stop on LOR: 27459 - Manor Drive).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Hampden Square.

TOTTERIDGE & WHETSTONE STATION

Private stand for 1 bus in Allum Way on east side of marked turning circle at entrance to main car park area of Totteridge & Whetstone Station.

From Finchley, Church End.

Buses proceed from Whetstone High Road via Totteridge Lane, Allum Way and Totteridge Station Car Park to stand, departing via Totteridge Station Car Park, Allum Way and Totteridge Lane to Whetstone High Road. Set down in Whetstone High Road, at Stop I (9909 - Whetstone High Road / Friern Barnet Lane, Last Stop on LOR: 9909 - Whetstone High Road / Friern Barnet Lane) and pick up in Whetstone High Road, at Stop E (9910 - Whetstone High Road / Friern Barnet Lane, First Stop on LOR: 9910 - Whetstone High Road / Friern Barnet Lane).

From Winchmore Hill, Station Road.

Buses proceed from Oakleigh Road North via Whetstone High Road, Totteridge Lane, Allum Way and Totteridge Station Car Park to stand, departing via Totteridge Station Car Park, Allum Way, Totteridge Lane and Whetstone High Road to Oakleigh Road North. Set down in Oakleigh Road North, at Stop D (14722 - Whetstone / The Griffin, Last Stop on LOR: 14722 - Whetstone / The Griffin) and pick up in Oakleigh Road North, at Stop C (14721 - Whetstone / The Griffin, First Stop on LOR: 14721 - Whetstone / The Griffin).

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:	Whetstone.

NORTH FINCHLEY BUS STATION (from Winchmore Hill, Station Road)

Buses proceed from Tally Ho Bus Station departing to Ballards Lane. Set down in Tally Ho Bus Station, at Stop P (OC568 - North Finchley Bus Station, Last Stop on LOR: OC568 - North Finchley Bus Station) and pick up in Ballards Lane, at Stop K (1023 - Tally Ho Corner, First Stop on LOR: 1023 - Tally Ho Corner).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	North Finchley.

FINCHLEY CENTRAL, HENDON LANE

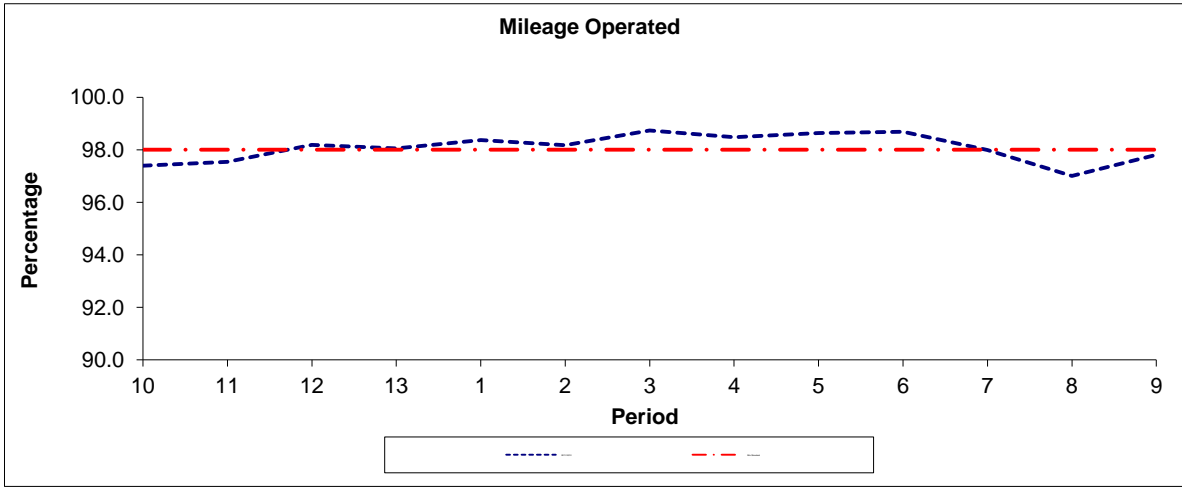
Public stand for two buses in bay on west side of Hendon Lane, outside St Mary's Church, commencing 20 metres south of a point opposite the centre of College Terrace.

Buses proceed from Hendon Lane direct to stand, departing to Hendon Lane. Set down in Hendon Lane, at Stop G (16500 - St Mary's Church, Last Stop on LOR: 16500 - St Mary's Church) and pick up in Hendon Lane, at Stop G (16500 - St Mary's Church, First Stop on LOR: 16500 - St Mary's Church).

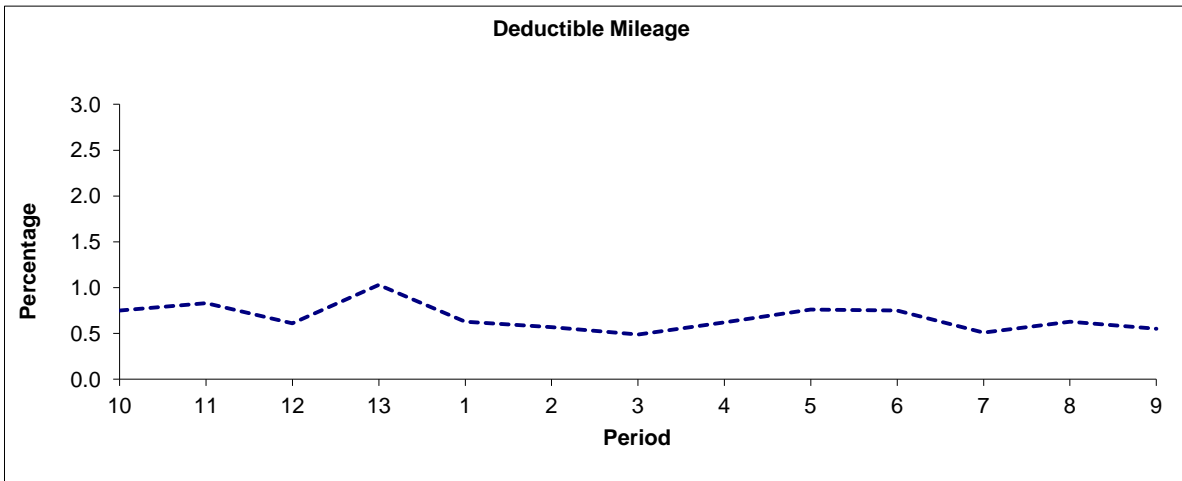
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 125 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Finchley Central.

PART B - PERFORMANCE STATISTICS

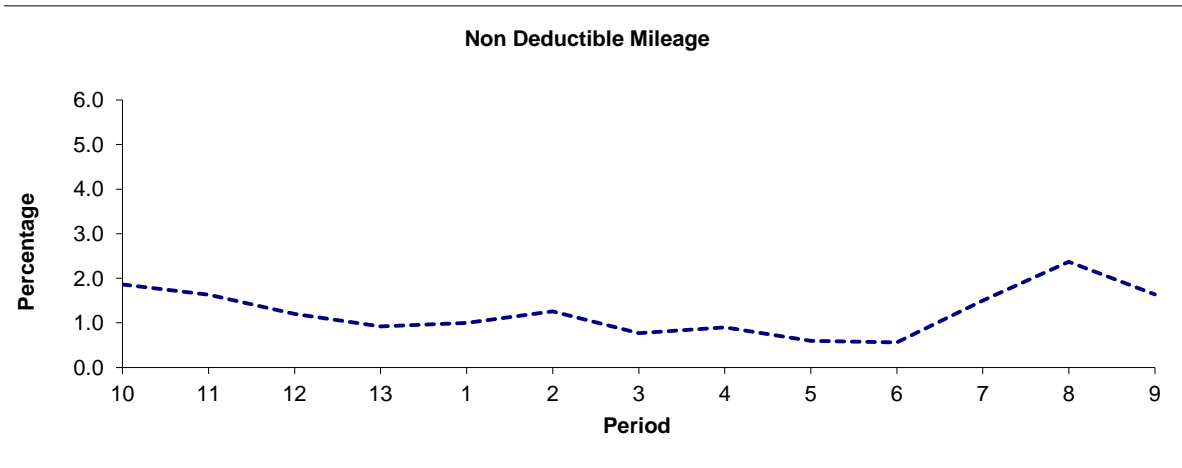
Route 125



Period	10	11	12	13	1	2	3	4	5	6	7	8	9
2011/2012	97.39	97.54	98.19	98.05	98.37	98.17	98.74	98.48	98.64	98.69	97.99	97.00	97.81
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	10	11	12	13	1	2	3	4	5	6	7	8	9
2011/2012	0.75	0.83	0.61	1.03	0.63	0.57	0.49	0.62	0.76	0.75	0.51	0.63	0.55

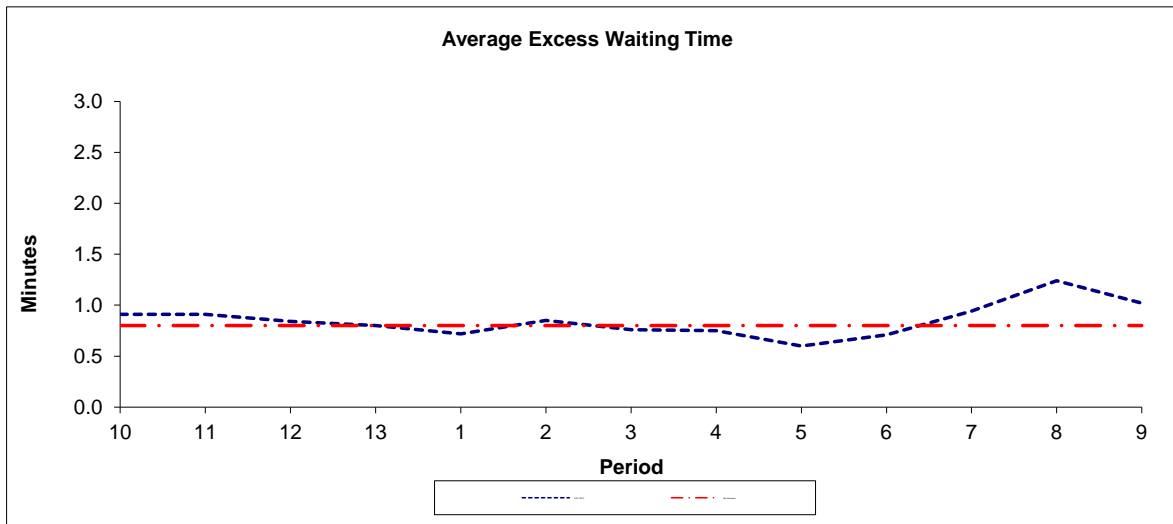


Period	10	11	12	13	1	2	3	4	5	6	7	8	9
2011/2012	1.86	1.63	1.20	0.92	1.00	1.26	0.77	0.90	0.60	0.56	1.50	2.37	1.64

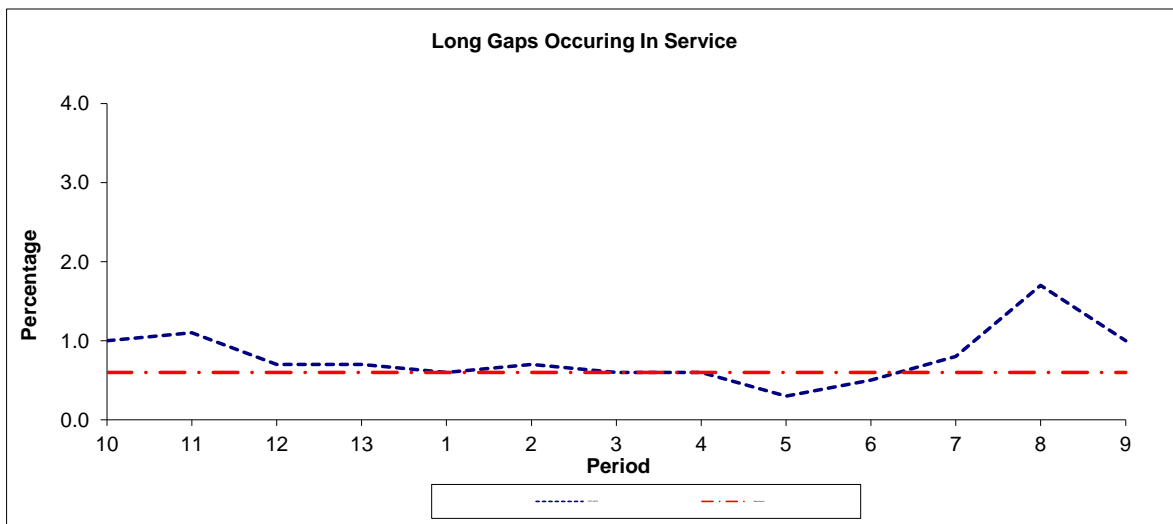
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 125



Period	10	11	12	13	1	2	3	4	5	6	7	8	9
2011-2012	0.91	0.91	0.84	0.80	0.72	0.85	0.76	0.75	0.60	0.71	0.94	1.24	1.02
Min Standard	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80



Period	10	11	12	13	1	2	3	4	5	6	7	8	9
2011-2012	1.0	1.1	0.7	0.7	0.6	0.7	0.6	0.6	0.3	0.5	0.8	1.7	1.0
Benchmark	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6

Note : Reliability is actual performance under full iBus (4 weeks data).
 Minimum Standards and Benchmarks are those applicable under the new contract.

Transport for London - QSI Points and Live Mileage List

Route 125
 Service change 19551
 Date 2 November 2009
 QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WNCHSR SWNCHSR SWINCHMORE HILL, STATION ROAD				
WNCHSR	29655	Winchmore Hill / Station Road	0	0.00
	3525	Shrubbery Gardens	403	0.25
	10905	Green Dragon Lane	260	0.16
	20279	Old Park Ridings	441	0.27
	20277	Hadley Way	390	0.24
	20275	Bazile Road	324	0.20
HLDSGD	27647	Eversley Park Road	355	0.22
	20273	Chaseville Park Road	220	0.14
	20269	Eversley Mount	314	0.20
	16771	Church Hill	395	0.25
	16773	Park Gate	331	0.21
	16775	Queen Elizabeth's Drive	219	0.14
	16777	St Thomas Road	341	0.21
SGATSN	994	Southgate Station	513	0.32
	17772	Southgate Police Station	281	0.17
	19262	Osidge Jmi School	170	0.11
	17770	Avenue Road	374	0.23
	25080	Chase Side	119	0.07
HMSQOA	13424	Hampden Way	487	0.30
	17267	Osidge Library	462	0.29
	17270	Dene Road	351	0.22
	17272	Beresford Avenue	414	0.26
	17273	Pollard Road	257	0.16
	15417	Myddelton Park	342	0.21
	70119	Oakleigh Park North	363	0.23
WHETGF	14722	Whetstone / The Griffin	279	0.17
	9910	Oakleigh Road North	176	0.11
	9908	Friern Barnet Lane	233	0.14
	9906	Derwent Crescent	321	0.20
	1556	Finchley Park	407	0.25
	80008	Ravensdale Avenue	261	0.16
	9901	Tally Ho Corner	327	0.20
NTFYBS	OC568	North Finchley Bus Station	318	0.20
	6114	Christchurch Avenue	432	0.27
	6112	Granville Road	140	0.09
	6108	Essex Park	348	0.22
	2758	Long Lane	394	0.24
	2760	Finchley Central Station	288	0.18
FNCHRP	15677	Hendon Lane	397	0.25
	2297	East End Road	203	0.13
	BP2834	Gravel Hill	193	0.12
FNCHCE	16500	St Mary's Church	270	0.17
FNCHHL S	FNCHHL S	INCHLEY CENTRAL, HENDON LAN	0	0.00

TOTAL ROUTE MILEAGE - OUT DIRECTION 13113 metres 8.15 miles

Timing Point Code	Stop Number
FNCHHL S	FNCHHL S
FNCHHL	16500
	2763
FNCHCS	2761
	2759
	6109
	6113
	6117
NTFYBL	1023
	8745
	9903
	1555
	BP247
	9907
	9909
WHETGF	14721
	70120
	15418
	2294
	17271
	17269
	17268
HMSQOA	13425
	27459
	17771
	19261
	27769
SGATSN	70361
	16776
	16774
	16772
	16770
	20268
HLDSGD	20272
	20274
	20276
	20278
	10906
	24851
WNCHSR	29655
WNCHSR S	WNCHSR S

TOTAL ROUTE MILEAGE - IN DIRECTION

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BACK DIRECTION		
Stop Name	Metres	Miles
FINCHLEY CENTRAL, HENDON LANE		
St Mary's Church	0	0.00
Dollis Park	242	0.15
Finchley Central Station	266	0.17
Long Lane	391	0.24
Essex Park	328	0.20
Granville Road	244	0.15
Woodberry Grove	350	0.22
Tally Ho Corner	327	0.20
Torrington Park	338	0.21
Ravensdale Avenue	141	0.09
Finchley Park	336	0.21
Derwent Crescent	322	0.20
Swan Lane	242	0.15
Oakleigh Road North	244	0.15
Whetstone / The Griffin	325	0.20
Ashcroft Court	270	0.17
Myddelton Park	324	0.20
Pollard Road	224	0.14
Beresford Avenue	398	0.25
Dene Road	279	0.17
Brunswick Park Road	310	0.19
Hampden Square	500	0.31
Manor Drive	400	0.25
Avenue Road	317	0.20
Southgate Asda	267	0.17
Southgate Police Station	337	0.21
Southgate Station	250	0.16
St Thomas Road	537	0.33
Queen Elizabeth's Drive	251	0.16
Park Gate	275	0.17
Church Hill	348	0.22
Eversley Mount	422	0.26
Eversley Park Road	370	0.23
Bazile Road	495	0.31
Hadley Way	161	0.10
Old Park Ridings	317	0.20
Green Dragon Lane	695	0.43
Shrubbery Gardens	282	0.18
Winchmore Hill / Station Road	234	0.15
WINCHMORE HILL, STATION ROAD	0	0.00

MILEAGE - BACK DIRECTION	12359	7.68
	metres	miles