

7. Service Specification

Route: 234

QC46702

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	Barnet, The Spires and Highgate Wood, Sussex Gardens
Contract Basis	Incentivised
Commencement Date	31 st January 2015
Vehicle Type	60 capacity, dual door, single deck buses
Current Maximum Approved Dimensions	9.6 metres long and 2.45 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 0.90 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.80 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. 234.

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:

- Monday to Saturday daytimes frequency is reduced from every 10 minutes to every 12 minutes.
- 60 capacity, dual door, single deck buses will be specified, subject to a satisfactory route test

Hail & ride operation and/or limited stop/express sections:

Hail and ride operation, with buses stopping wherever it is safe to set down and pick up passengers, applies on the following sections of Route No. 234:

Towards Highgate Wood, Sussex Gardens - (Muswell Hill) Trott Road, Coppetts Road, Pages Lane

Towards Barnet, The Spires - (Muswell Hill) Pages Lane, Creighton Avenue, Coppetts Road, Trott Road

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

Barnet, The Spires to Highgate Wood, Sussex Gardens		Highgate Wood, Sussex Gardens to Barnet, The Spires			
First departure no later than 0455.		First departure no later than 0530			
0450 - 0535	Every 20 minutes	0525 - 0630	Every 20 minutes		
0536 - 0620	Every 15 minutes	0631 - 0700	Every 15 minutes		
0621 - 1910	Every 12 minutes	0701 - 2010	Every 12 minutes		
1911 - 2355	Every 20 minutes	2011 - 0035	Every 20 minutes		
Last departure no earlier than 2350.		Last departure no earlier than 0030.			
Pinchpoints					
Colney Hatch Lane, Tesco	0730 - 0900	12 minutes	Friern Barnet, Town Hall	0735 - 0905	12 minutes
	1500 - 1630	12 minutes		1505 - 1635	12 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Barnet, The Spires to Highgate Wood, Sussex Gardens		Highgate Wood, Sussex Gardens to Barnet, The Spires			
First departure no later than 0455.		First departure no later than 0530			
0450 - 0710	Every 20 minutes	0525 - 0730	Every 20 minutes		
0711 - 0740	Every 15 minutes	0731 - 0830	Every 15 minutes		
0741 - 1800	Every 12 minutes	0831 - 1900	Every 12 minutes		
1801 - 1830	Every 15 minutes	1901 - 1930	Every 15 minutes		
1831 - 2355	Every 20 minutes	1931 - 0035	Every 20 minutes		
Last departure no earlier than 2350.		Last departure no earlier than 0030.			
Pinchpoints					
Colney Hatch Lane, Tesco	0905 - 1035	12 minutes	Friern Barnet, Town Hall	0900 - 1030	12 minutes

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

Barnet, The Spires to Highgate Wood, Sussex Gardens		Highgate Wood, Sussex Gardens to Barnet, The Spires			
First departure no later than 0645.		First departure no later than 0730			
0640 - 0815	Every 30 minutes	0725 - 0900	Every 30 minutes		
0816 - 2355	Every 20 minutes	0901 - 0035	Every 20 minutes		
Last departure no earlier than 2350.		Last departure no earlier than 0030.			
Pinchpoints					
Colney Hatch Lane, Tesco	1005 - 1205	20 minutes	Friern Barnet, Town Hall	1000 - 1200	20 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 234 can suffer from unpredictable traffic delays in the High Barnet and East Finchley 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 234: Barnet, The Spires - Highgate Wood, Sussex Gardens

Date of Structural Change: 31 January 2015.

Date of Service Change: 31 January 2015.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Highgate Wood, Sussex Gardens: Stapylton Road, Salisbury Road, Barnet High Street, Barnet Hill, Great North Road, Pricklers Hill, Great North Road, Whetstone High Road, Friern Barnet Lane, Colney Hatch Lane, Trott Road, Coppetts Road, Page's Lane, Colney Hatch Lane, Muswell Hill Broadway, Fortis Green Road, Fortis Green, East Finchley High Road, Great North Road, Archway Road.

Towards Barnet, The Spires: Archway Road, Bakers Lane, North Hill, Great North Road, High Road East Finchley, Fortis Green, Fortis Green Road, Muswell Hill Broadway, Colney Hatch Lane, Page's Lane, Creighton Avenue, Coppetts Road, Trott Road, Colney Hatch Lane, Friern Barnet Lane, Whetstone High Road, Great North Road, Barnet Hill, Barnet High Street, St Albans Road, Stapylton 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.

BARNET, THE SPIRES

Public stand for 4 buses in marked bays on east side of Stapylton Road commencing opposite and 9 metres north of Lamp Standard No. 14 and extending 49 metres north. Buses proceed from Stapylton Road direct to stand, departing to Stapylton Road. Set down in Stapylton Road, at Stop S (BP1612 - The Spires, Last Stop on LOR: BP1612 - The Spires) and pick up in Stapylton Road, at Stop S (BP1612 - The Spires, First Stop on LOR: BP1612 - The Spires).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 234 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:	Barnet, The Spires.

BARNET, HIGH STREET (from HIGHGATE WOOD, SUSSEX GARDENS)

Public stand for 3 buses on west side of Barnet High Street commencing 15 metres south of Fitzjohn Avenue and extending 36.2 metres south.

Buses proceed from Barnet High Street direct to stand, departing via Barnet High Street, Wood Street and Wood Street Slip Road to Barnet High Street. Set down in Barnet High Street, at Stop M (9926 - Fitzjohn Avenue, Last Stop on LOR: 35632 - High Barnet Station <>) and pick up in Barnet High Street, at Stop G (4127 - Barnet High Street / Barnet Church, First Stop on LOR: 4127 - Barnet High Street / Barnet Church).

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: Barnet Church.

BARNET, ODEON (from HIGHGATE WOOD, SUSSEX GARDENS)

Buses proceed from Great North Road via Slip Road Opposite B P Petrol Station and Western Road departing to Great North Road. Set down in Great North Road, at stop R (1334 - Barnet Odeon, Last Stop on LOR: 1334 - Barnet Odeon) and pick up in Great North Road, at stop D (1333 - Barnet Odeon, First Stop on LOR: 1333 - Barnet Odeon).

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

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 Barnet, The Spires.

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 M (4653 - Athenaeum Road, Last Stop on LOR: 4653 - Athenaeum Road) and pick up in Whetstone High Road, at Stop J (3295 - Athenaeum Road, First Stop on LOR: 3295 - Athenaeum Road).

From Highgate Wood, Sussex Gardens.

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).

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.

FRIERN BARNET, WOODHOUSE ROAD

Public stand for 2 buses on south side of Woodhouse Road, commencing at rear of bus stop 9945 and extending 24 metres east.

From Barnet, The Spires.

Buses proceed from Friern Barnet Lane via Woodhouse Road, Lyndhurst Avenue and Woodhouse Road to stand, departing via Woodhouse Road to Friern Barnet Lane. Set down in Friern Barnet Lane, at Stop FT (1309 - Constable Close, Last Stop on LOR: 1309 - Constable Close) and pick up in Friern Barnet Lane, at Stop FS (1308 - Constable Close, First Stop on LOR: 1308 - Constable Close).

From Highgate Wood, Sussex Gardens.

Buses proceed from Colney Hatch Lane via Woodhouse Road, Lyndhurst Avenue and Woodhouse Road to stand, departing via Woodhouse Road to Colney Hatch Lane. Set down in Colney Hatch Lane, at Stop FK (19609 - Friern Barnet Road, Last Stop on LOR: 19609 - Friern Barnet Road) and pick up in Colney Hatch Lane, at Stop FD (19610 - Friern Barnet Road, First Stop on LOR: 19610 - Friern Barnet 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:	Friern Barnet.

MUSWELL HILL BROADWAY

From Barnet, The Spires.

Buses proceed from Muswell Hill Broadway departing to Muswell Hill Broadway. Set down in Muswell Hill Broadway, at Stop B (1145 - Muswell Hill, Last Stop on LOR: 1145 - Muswell Hill) and pick up in Muswell Hill Broadway, at Stop A (1146 - Queens Avenue, First Stop on LOR: 1146 - Queens Avenue).

From Highgate Wood, Sussex Gardens.

Buses proceed from Muswell Hill Broadway departing to Muswell Hill Broadway. Set down in Muswell Hill Broadway, at Stop F (1147 - Muswell Hill, Last Stop on LOR: 1147 - Muswell Hill) and pick up in Muswell Hill Broadway, at Stop H (25366 - Princes Avenue, First Stop on LOR: 25366 - Princes Avenue).

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

EAST FINCHLEY STATION FORECOURT (from Barnet, The Spires)

Private stand for one bus on east side of station forecourt, commencing outside the entrance of the Underground Station and extending 12 metres.

Buses proceed from East Finchley High Road via East Finchley Station Forecourt to stand, departing via East Finchley Station Forecourt and East Finchley High Road to Fortis Green. Set down in East Finchley High Road, at Stop J (10242 - Fairlawn Avenue, Last Stop on LOR: 10242 - Fairlawn Avenue) and pick up in Fortis Green, at Stop K (12912 - Fairlawn Avenue, First Stop on LOR: 12912 - Fairlawn Avenue).

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: East Finchley.

HIGHGATE WOOD, SUSSEX GARDENS

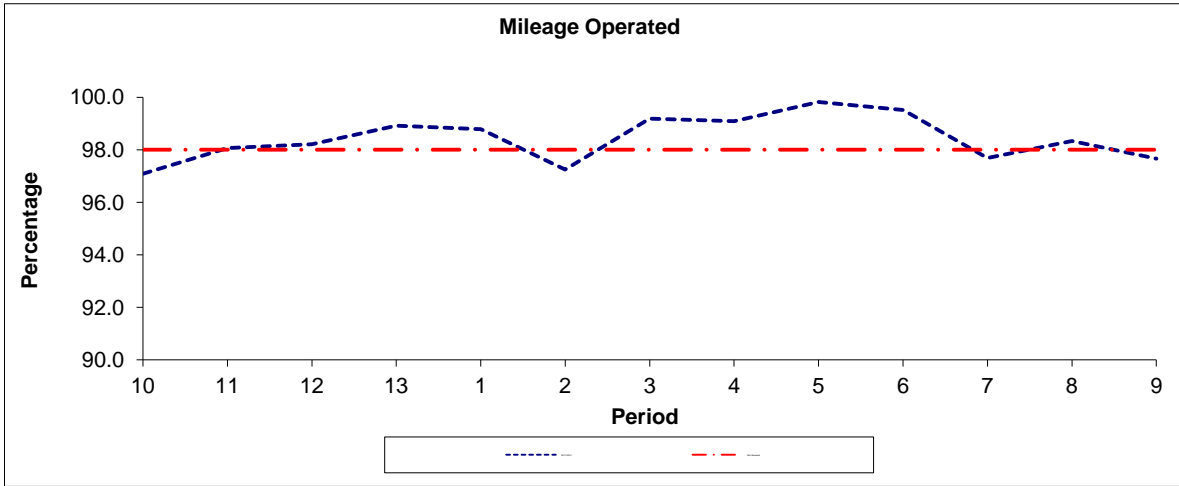
Public stand for 2 buses on north side of Archway Road commencing 68 metres west of junction with Baker's Lane and extending 19.1 metres west.

Buses proceed from Archway Road direct to stand, departing to Archway Road. Set down in Archway Road, at Stop L (BP3537 - Highgate Wood, Last Stop on LOR: BP3537 - Highgate Wood) and pick up in Archway Road, at Stop L (BP3537 - Highgate Wood, First Stop on LOR: BP3537 - Highgate Wood).

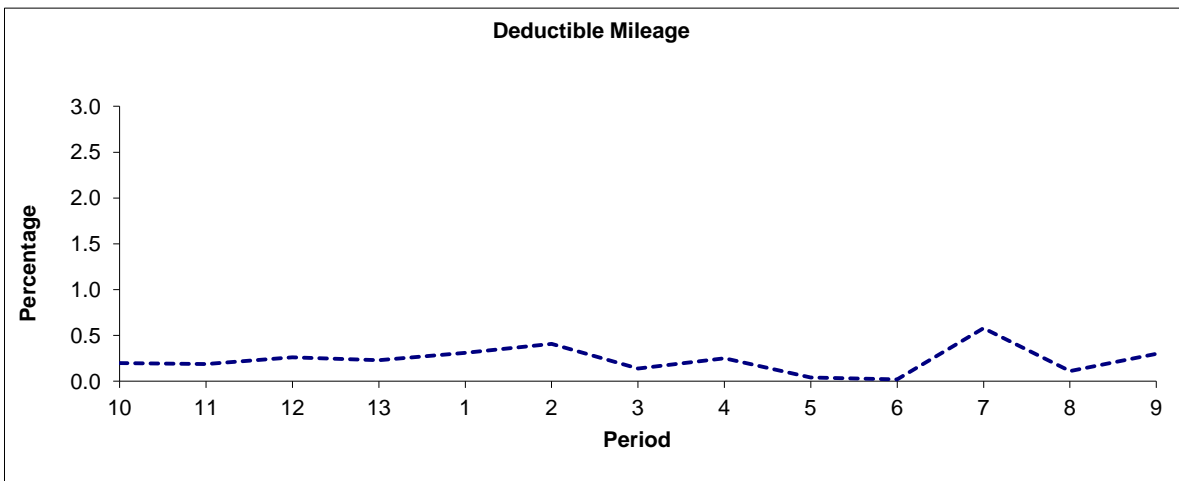
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 234 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Highgate Wood.

PART B - PERFORMANCE STATISTICS

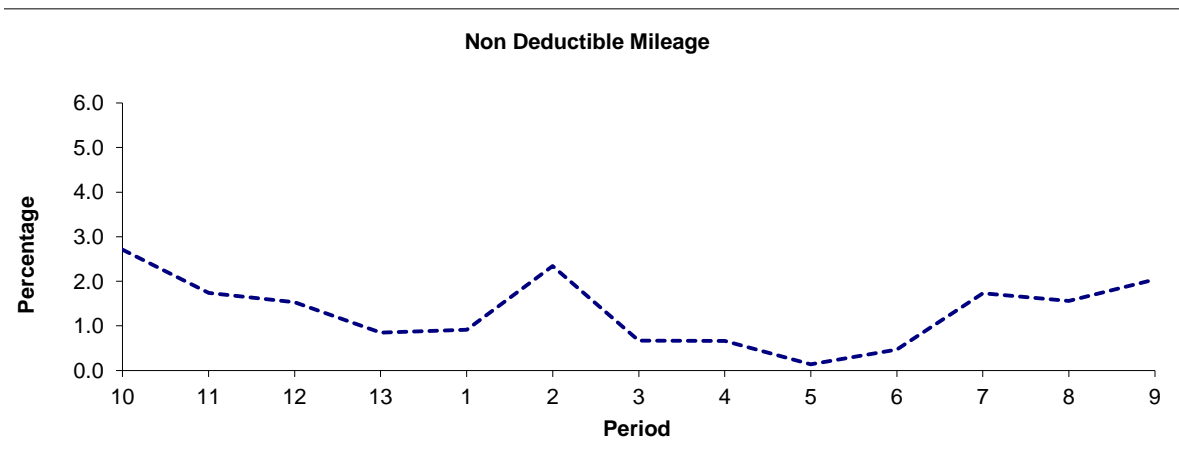
Route 234



Period	10	11	12	13	1	2	3	4	5	6	7	8	9
2011/2012	97.09	98.07	98.21	98.92	98.78	97.25	99.19	99.09	99.82	99.51	97.69	98.33	97.66
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	0.20	0.19	0.26	0.23	0.31	0.41	0.14	0.25	0.04	0.02	0.58	0.11	0.30

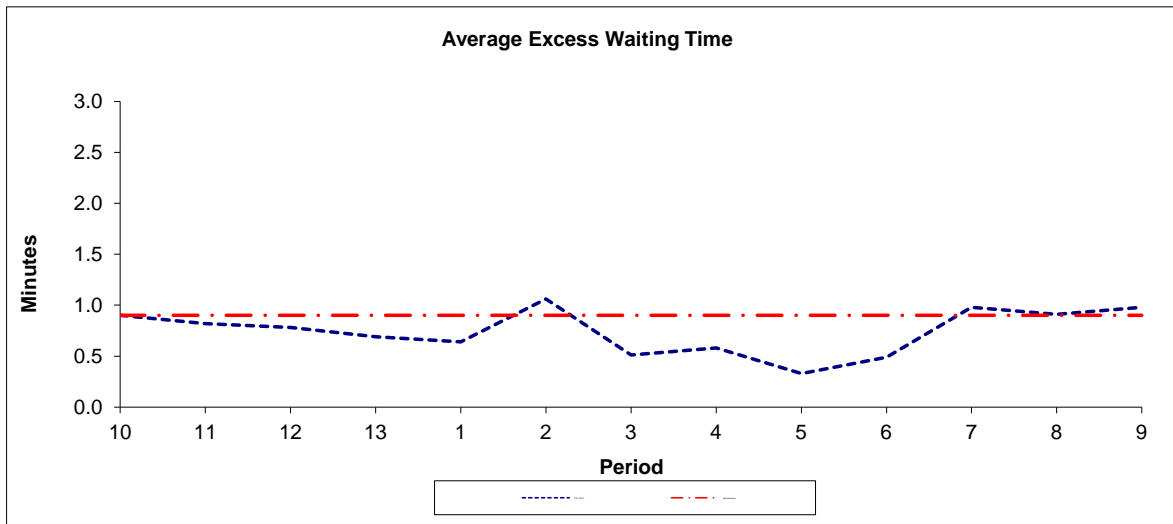


Period	10	11	12	13	1	2	3	4	5	6	7	8	9
2011/2012	2.71	1.74	1.53	0.85	0.91	2.34	0.67	0.66	0.14	0.47	1.73	1.56	2.04

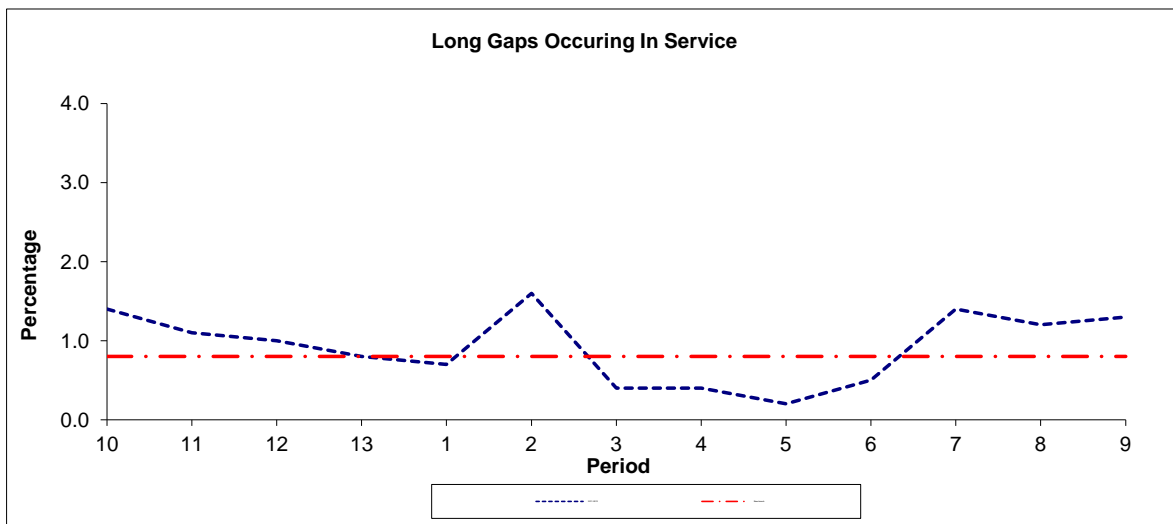
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 234



Period	10	11	12	13	1	2	3	4	5	6	7	8	9
2011-2012	0.90	0.82	0.78	0.69	0.64	1.06	0.51	0.58	0.33	0.49	0.98	0.91	0.98
Min Standard	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90



Period	10	11	12	13	1	2	3	4	5	6	7	8	9
2011-2012	1.4	1.1	1.0	0.8	0.7	1.6	0.4	0.4	0.2	0.5	1.4	1.2	1.3
Benchmark	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8

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

v2.0 - Mileage directly imported from Caesar

Route 234
 Service change 27677
 Date 25/06/2011

TRANCHE 467

Reason for Issue

Mileage Update

Version Detail

QSI Points are highlighted.

OUT DIRECTION						
Timing Point Code	Stop Number	Stop Name	Metres	Miles		
BRNTSP	BP1612	The Spires				
		Salisbury Road	208	0.13		
		Barnet High Street	247	0.15		
BRNTHS	4127	Barnet High Street / Barnet Church	261	0.16		
		High Barnet Station / Meadway	225	0.14		
		High Barnet Station	340	0.21		
		Potters Lane	422	0.26		
BRNTOD	1333	Barnet Odeon	192	0.12		
		Dinsdale Gardens	334	0.21		
		Lyonsdown Road	421	0.26		
		Walfield Avenue	191	0.12		
		Friern Mount Drive	344	0.21		
		Chandos Avenue	315	0.20		
		WHETGF	4653	Athenaeum Road	338	0.21
9910	19616	Whetstone High Road / Friern Barnet Lane	254	0.16		
		Whetstone Police Station	200	0.12		
		Lawrence Campe Close	327	0.20		
		Golfside Close	422	0.26		
		Friary Road	316	0.20		
		The Ridgeway	457	0.28		
		FBARTH	1309	Constable Close	512	0.32
19610	20146	Friern Barnet Road	163	0.10		
		Hillside Avenue	196	0.12		
CHLNTS	19541	North Circular Road	485	0.30		
H0760	H0847	Hail and Ride Coppetts Road	892	0.55		
		Hail and Ride Coppetts Road	396	0.25		
MHILBYN	1145	Muswell Hill	1267	0.79		
		Princes Avenue	297	0.18		
		Muswell Hill Road	159	0.10		
		Birchwood Avenue	223	0.14		
		Midhurst Avenue	383	0.24		
		Twyford Avenue	454	0.28		
		Fairlawn Avenue	343	0.21		
		EFLYSN	27477	East Finchley Station	254	0.16
		9877	9873	The Bishops Avenue	215	0.13
				Woodside Avenue	314	0.20
HGWDSG	BP3537	Highgate Wood	355	0.22		

Total Route Mileage - Out Direction 12722 7.91
 12722 7.91

BACK DIRECTION						
Timing Point Code	Stop Number	Stop Name	Metres	Miles		
HGWDSG	BP3537	Highgate Wood				
		Woodside Avenue	440	0.27		
		The Bishops Avenue	488	0.30		
EFLYSN	14632	East Finchley Station	146	0.09		
		Fairlawn Avenue	375	0.23		
		Twyford Avenue	274	0.17		
		Midhurst Avenue	443	0.28		
		Fortismere Avenue	215	0.13		
16021	6021	Muswell Hill Road	338	0.21		
		Muswell Hill	285	0.18		
1146	80010	Queens Avenue	136	0.08		
		Meadow Drive	278	0.17		
MHILCR	H0761	Hail and Ride Coppetts Road	874	0.54		
		Hail and Ride Coppetts Road	516	0.32		
CHLNTS	19608	North Circular Road	848	0.53		
		Firs Avenue	180	0.11		
		Hillside Avenue	377	0.23		
		Friern Barnet Road	181	0.11		
FBARTH	1308	Constable Close	176	0.11		
		The Ridgeway	547	0.34		
		Friary Road	290	0.18		
		Golfside Close	404	0.25		
		Myddelton Park	158	0.10		
		Lawrence Campe Close	207	0.13		
		Whetstone Police Station	333	0.21		
		Whetstone High Road / Friern Barnet I	155	0.10		
		WHETGF	3295	Athenaeum Road	353	0.22
		9912	9914	Chandos Avenue	240	0.15
Buckingham Avenue	265			0.16		
9916	9918	Friern Mount Drive	190	0.12		
		Walfield Avenue	200	0.12		
1184	9920	Lyonsdown Road	391	0.24		
		Dinsdale Gardens	261	0.16		
BRNTOD	1334	Barnet Odeon	322	0.20		
		Underhill	405	0.25		
		High Barnet Station	379	0.24		
		Barnet Church	342	0.21		
BP1265	18102	Barnet High Street	224	0.14		
		St Albans Road	251	0.16		
BRNTSP	BP1612	The Spires	246	0.15		

Total Route Mileage - Back Direction 12733 7.91
 12733 7.91