

7. Service Specification

Route: 256

QC42504

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	Hornchurch, St. Georges Hospital to Noak Hill, Tees Drive
Contract Basis	Incentivised
Commencement Date	28 th September 2013
Vehicle Type	60 capacity, dual door, single deck, minimum 10.8m long, subject to a satisfactory route test 87 capacity, dual door, double deck bus, subject to a satisfactory route test (for Mondays to Fridays schooldays journey)
Current Maximum Approved Dimensions	10.2 metres long and 2.4 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	No
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 19th November 2012

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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 256.

- One Mondays to Fridays schooldays morning journey is specified ex Noak Hill, Tees Drive at 0800.
- One 87 capacity, dual door, double deck bus, is specified for the Mondays to Fridays schooldays journey, subject to a satisfactory route test.

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:

- 60 capacity, dual door, single deck buses of a minimum of 10.8 metres long buses will be specified, subject to a satisfactory route test.
- 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

Hornchurch, St. Georges Hospital to Noak Hill, Tees Drive			Noak Hill, Tees Drive to Hornchurch, St. Georges Hospital		
First departure no later than 0535.			First departure no later than 0510.		
0530 - 0650	Every 12 minutes		0505 - 0610	Every 12 minutes	
0651 - 1930	Every 10 minutes		0611 - 1840	Every 10 minutes	
1931 - 2030	Every 15 minutes		1841 - 1940	Every 15 minutes	
2031 - 0010	Every 20 minutes		1941 - 2345	Every 20 minutes	
Last departure no earlier than 0005.			Last departure no earlier than 2340.		
Pinchpoints					
Harold Wood Station	0705 - 0905	10 minutes	Ardleigh Green, Spencer Arms	0705 - 0905	10 minutes
	1505 - 1635	10 minutes		1500 - 1630	10 minutes

3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

Noak Hill, Tees Drive to Hornchurch, St. Georges Hospital	
0800	One journey

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.3) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hornchurch, St. Georges Hospital to Noak Hill, Tees Drive			Noak Hill, Tees Drive to Hornchurch, St. Georges Hospital		
First departure no later than 0535.			First departure no later than 0510.		
0530 - 0735	Every 20 minutes		0505 - 0710	Every 20 minutes	
0736 - 0835	Every 12 minutes		0711 - 0900	Every 12 minutes	
0836 - 1910	Every 10 minutes		0901 - 1840	Every 10 minutes	
1911 - 2010	Every 15 minutes		1841 - 1940	Every 15 minutes	
2011 - 0010	Every 20 minutes		1941 - 2345	Every 20 minutes	
Last departure no earlier than 0005.			Last departure no earlier than 2340.		
Pinchpoints					
Harold Wood Station	0850 - 1100	10 minutes	Ardleigh Green, Spencer Arms	0920 - 1100	10 minutes

3.4) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hornchurch, St. Georges Hospital to Noak Hill, Tees Drive			Noak Hill, Tees Drive to Hornchurch, St. Georges Hospital		
First departure no later than 0645.			First departure no later than 0650.		
0640 - 0745	Every 30 minutes		0645 - 0750	Every 30 minutes	
0746 - 0010	Every 20 minutes		0751 - 2345	Every 20 minutes	
Last departure no earlier than 0005.			Last departure no earlier than 2340.		
Pinchpoints					
Harold Wood Station	1000 - 1140	20 minutes	Ardleigh Green, Spencer Arms	1025 - 1145	20 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 256 should interwork with Route No. 294 between Ardleigh Green, Spencers Arms and Harold Hill, Gooshays Drive during all evenings and Sundays and be separated during all other periods, where possible.
- 4.2) Route No. 256 can suffer unpredictable traffic delays in the Hornchurch area.
- 4.3) Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital.

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 256: Hornchurch, St Georges Hospital - Noak Hill, Tees Drive

Date of Structural Change: 28 September 2013.

Date of Service Change: 28 September 2013.

Reason for Issue: New contract.

STREETS TRAVERSED

Towards Noak Hill, Tees Drive: Suttons Lane, Station Lane, Hornchurch High Street, North Street, Billet Lane, Butts Green Road, Ardleigh Green Road, Squirrels Heath Road, Gubbins Lane, Gooshays Drive, Hilldene Avenue, Straight Road, Noak Hill Road, North Hill Drive, Whitchurch Road, Tees Drive.

Towards Hornchurch, St Georges Hospital: Tees Drive, Noak Hill Road, Straight Road, Hilldene Avenue, North Hill Drive, Hilldene Avenue, Gooshays Drive, Gubbins Lane, Harold Wood Station Forecourt, Gubbins Lane, Squirrels Heath Road, Ardleigh Green Road, Butts Green Road, North Street, Hornchurch High Street, Station Lane, Suttons Lane.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

HORNCHURCH, ST GEORGES HOSPITAL

Public stand for three buses in turning circle on east side of Suttons Lane, south of St George's Hospital.

Buses proceed from Suttons Lane via St. Georges Hospital Parking Area to stand, departing via St. Georges Hospital Parking Area to Suttons Lane (Northbound). Set down in Suttons Lane, B (34131 - St Georges Hospital, Last Stop on LOR: 34131 - St Georges Hospital) and pick up in Suttons Lane, C (36643 - Miramar Way, First Stop on LOR: 36643 - Miramar Way).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 256 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:	Hornchurch, St George's Hospital.
OTHER INFORMATION:	Toilets available 24 hours a day.

HAROLD WOOD STATION, FORECOURT (from Hornchurch, St Georges Hospital)

Buses proceed from Gubbins Lane departing to Harold Wood Station Forecourt. Set down in Harold Wood Station Forecourt, at stop B (18506 - Harold Wood Station #, Last Stop on LOR: 20718 - St Peter's Church) and pick up in Harold Wood Station Forecourt, at stop B (18506 - Harold Wood Station #, First Stop on LOR: 18506 - Harold Wood Station #).

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

HAROLD HILL, GOOSHAYS DRIVE (from Hornchurch, St Georges Hospital)

Buses proceed from Gooshays Drive via Hilldene Avenue, Gooshays Drive, Hilldene Avenue, North Hill Drive and Hilldene Avenue departing to Gooshays Drive. Set down in Gooshays Drive, at stop GV (25619 - Central Park Leisure Centre, Last Stop on LOR: 25619 - Central Park Leisure Centre) and pick up in Gooshays Drive, at stop GP (25620 - Central Park Leisure Centre, First Stop on LOR: 25620 - Central Park Leisure Centre).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Harold Hill, Gooshays Drive.

NOAK HILL, TEES DRIVE

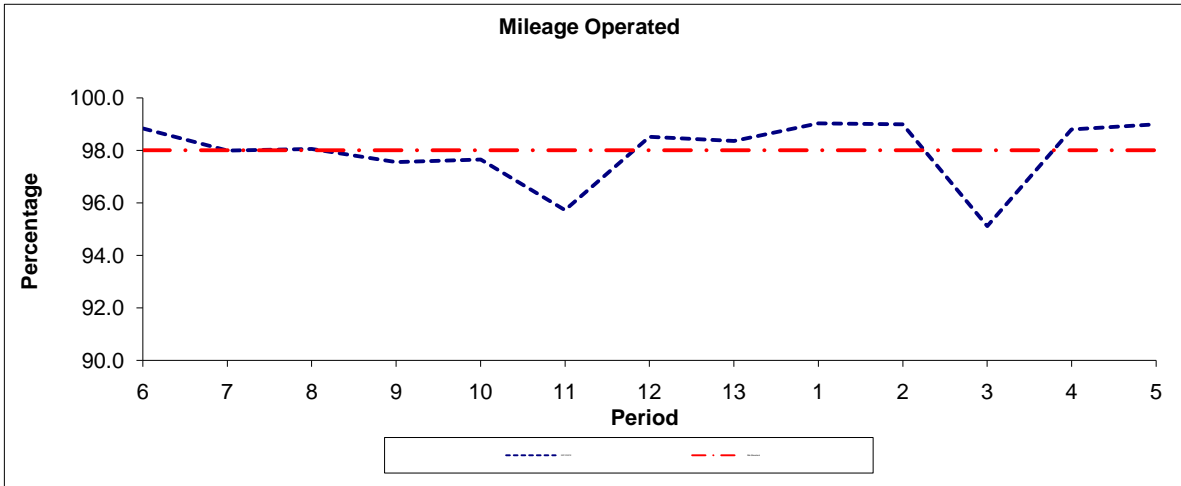
Public stand for one bus on west side of Tees Drive, commencing 20 metres south of the centre of Wincanton Road and extending 18 metres south.

Buses proceed from Tees Drive direct to stand, departing to Tees Drive. Set down in Tees Drive (27472 - Noak Hill Road, Last Stop on LOR: 27472 - Noak Hill Road) and pick up in Tees Drive (27472 - Noak Hill Road, First Stop on LOR: 27472 - Noak Hill Road).

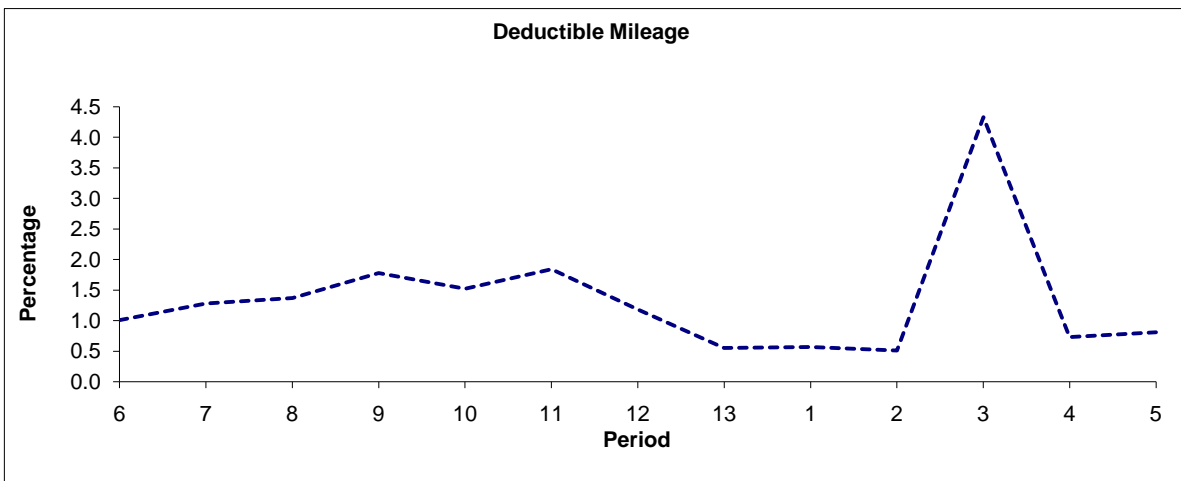
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 256 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Noak Hill.

PART B - PERFORMANCE STATISTICS

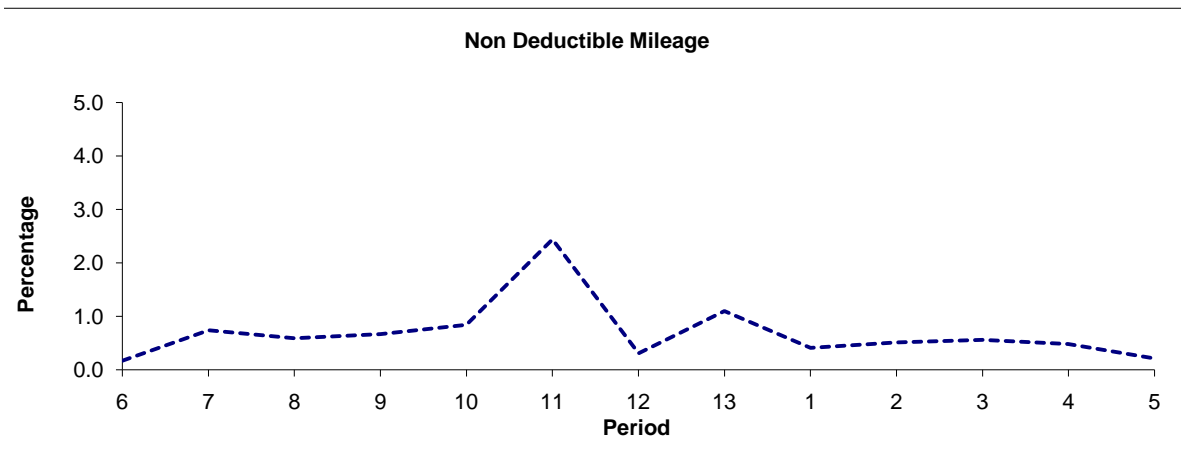
Route 256



Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2011/2012	98.82	97.98	98.04	97.55	97.64	95.72	98.51	98.35	99.02	98.98	95.11	98.79	98.98
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	6	7	8	9	10	11	12	13	1	2	3	4	5
2011/2012	1.01	1.28	1.37	1.78	1.52	1.84	1.18	0.55	0.57	0.51	4.33	0.73	0.81

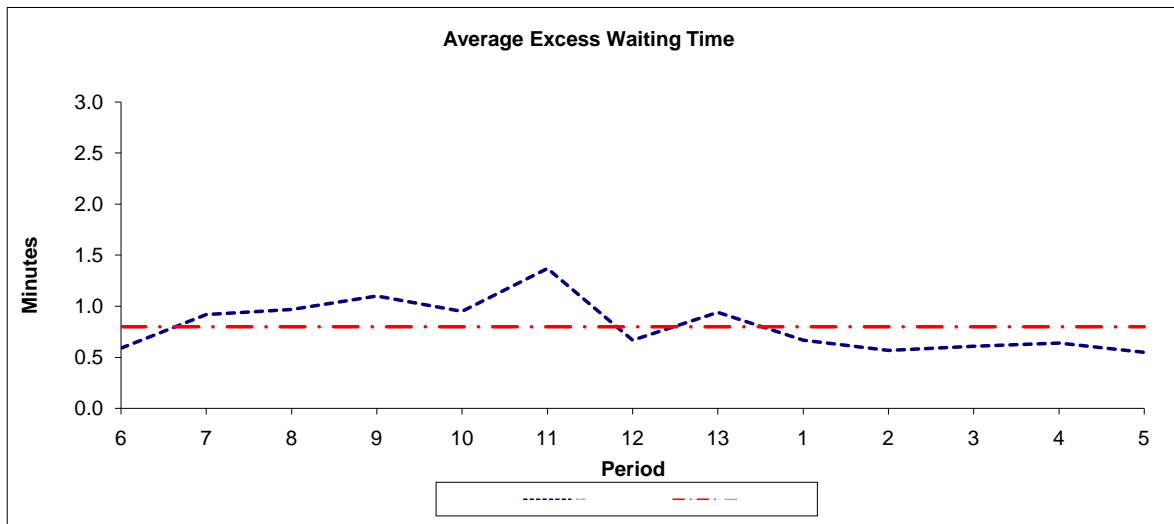


Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2011/2012	0.17	0.74	0.59	0.67	0.84	2.44	0.31	1.10	0.41	0.51	0.56	0.48	0.21

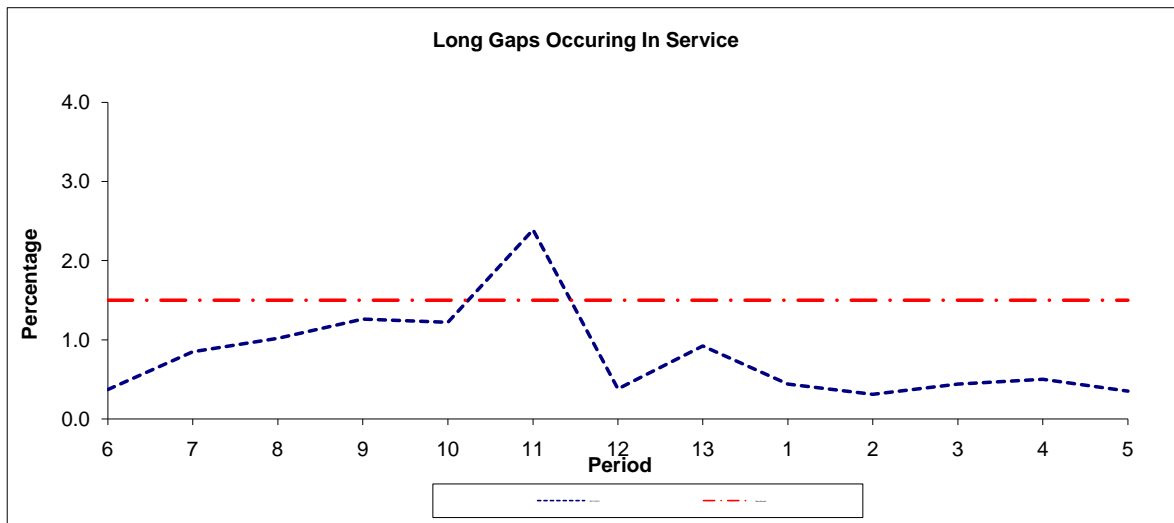
Note : Mileage is based on 4 weeks data
 Performance affected by industrial action in p3 2012/13.

PART B - PERFORMANCE STATISTICS

Route 256



Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2011-2012	0.59	0.92	0.97	1.10	0.95	1.37	0.67	0.94	0.67	0.57	0.61	0.64	0.55
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	6	7	8	9	10	11	12	13	1	2	3	4	5
2011-2012	0.37	0.85	1.02	1.26	1.22	2.39	0.38	0.92	0.44	0.31	0.44	0.50	0.35
Benchmark	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50

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

ROUTE 256 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 2 2011/12 TO QUARTER 1 2012/13 (25/06/11 - 22/06/12)

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	22,418.	96.1	5.79	0.71	6.50	81.9	17.2	0.8	0.0	0.4	43.9
0700 - 1000	57,039.	97.4	4.85	0.90	5.76	85.4	13.9	0.6	0.1	0.8	59.4
1000 - 1300	55,180.	98.0	4.94	0.79	5.74	85.8	13.3	0.7	0.2	0.9	76.5
1300 - 1600	56,603.	96.3	4.86	1.04	5.90	83.9	15.0	1.0	0.1	1.3	49.6
1600 - 1900	55,375.	97.7	4.95	0.96	5.91	84.2	14.8	0.9	0.2	1.1	102.0
1900 - 2200	32,060.	98.5	7.78	0.74	8.52	60.6	34.1	4.7	0.6	0.8	64.6
2200 - 2400	16,698.	99.0	10.00	0.38	10.38	53.1	41.3	4.7	0.8	0.1	58.7
Summary	295,373.	97.5	5.46	0.88	6.34	80.6	17.7	1.4	0.2	0.9	102.0

SATURDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	2,854.	97.7	9.85	0.41	10.27	55.6	39.2	4.5	0.6	0.9	43.4
0700 - 1000	9,528.	98.4	6.04	0.68	6.72	80.2	18.7	1.0	0.1	0.3	45.3
1000 - 1300	11,700.	97.7	5.00	0.68	5.68	86.5	13.0	0.4	0.0	0.5	48.1
1300 - 1600	11,586.	97.8	5.00	0.75	5.75	86.4	12.6	0.7	0.3	0.9	72.3
1600 - 1900	11,279.	97.4	5.02	0.68	5.70	85.7	13.7	0.6	0.1	0.6	36.9
1900 - 2200	6,000.	99.5	8.26	0.98	9.24	57.0	35.2	6.5	1.3	0.9	54.4
2200 - 2400	3,450.	98.6	10.00	0.55	10.55	53.0	41.2	5.0	0.8	0.1	83.3
Summary	56,397.	98.0	5.81	0.72	6.53	80.2	18.0	1.5	0.3	0.6	83.3

SUNDAY AND BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	555.	103.1	9.84	0.15	9.98	83.5	5.5	6.0	5.0	10.7	27.3
0700 - 1000	5,189.	98.6	11.80	0.51	12.32	45.8	39.0	12.0	3.3	0.2	68.3
1000 - 1300	6,561.	97.5	9.67	0.67	10.33	51.3	40.6	7.2	0.9	0.1	65.1
1300 - 1600	6,327.	99.4	9.62	0.55	10.17	52.8	39.9	6.5	0.8	0.0	56.9
1600 - 1900	6,469.	97.7	9.55	0.57	10.12	52.3	41.0	5.8	0.9	0.2	44.2
1900 - 2200	5,658.	99.3	9.89	0.62	10.50	50.0	42.4	6.7	0.9	0.1	60.8
2200 - 2400	3,696.	99.4	10.00	0.26	10.26	53.4	42.1	4.1	0.4	0.1	47.5
Summary	34,455.	98.6	9.89	0.57	10.46	51.7	40.2	6.9	1.1	0.3	68.3

ALL DAYS

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	25,827.	96.4	6.28	0.67	6.95	79.1	19.1	1.4	0.3	0.9	43.9
0700 - 1000	71,756.	97.6	5.29	0.86	6.15	83.0	15.6	1.2	0.2	0.7	68.3
1000 - 1300	73,441.	97.9	5.48	0.76	6.24	82.1	16.3	1.4	0.3	0.8	76.5
1300 - 1600	74,516.	96.8	5.36	0.95	6.31	81.2	17.1	1.5	0.2	1.1	72.3
1600 - 1900	73,123.	97.7	5.39	0.89	6.28	81.3	17.1	1.3	0.2	0.9	102.0
1900 - 2200	43,718.	98.7	8.06	0.75	8.81	59.1	35.1	5.1	0.8	0.7	64.6
2200 - 2400	23,844.	99.0	10.00	0.38	10.38	53.2	41.4	4.7	0.7	0.1	83.3
Summary	386,225.	97.7	5.90	0.83	6.74	77.9	19.8	1.9	0.3	0.8	102.0

Transport for London - QSI Point and Mileage List

Route 256
 Service change 22990
 Date 25 September 2009

QSI Points are shaded in blue

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HORNHP S	HORNHP S	HORNCHURCH, ST GEORGES HOSPITAL		
HORNHP	36643	Miramar Way	0	0.00
	34130	St George's Hospital	239	0.15
	27876	Vaughan Avenue	306	0.19
HORNSN	BP1789	Hornchurch Station	429	0.27
	18267	Devonshire Road	467	0.29
HORNTC	8528	Hornchurch Town Centre	375	0.23
	18265	Queens Theatre	271	0.17
	18263	Burnway	287	0.18
	18269	Emerson Park Station	221	0.14
	18259	Wykeham Avenue	394	0.24
	26182	Haynes Road	448	0.28
	26180	Ayloffs Walk	364	0.23
	26178	Havering College	433	0.27
ARGNSA	11118	Ardleigh Green School	289	0.18
	9240	Southend Arterial Road	268	0.17
	18502	Rosslyn Avenue	495	0.31
	20718	St Peter's Church	360	0.22
HDWDSN	29113	Harold Wood Station	430	0.27
	29163	Arundel Road	385	0.24
	BP5441	St Neot's Road	278	0.17
	25625	Camborne Avenue	159	0.10
	25615	Kingsbridge Road	318	0.20
	25617	Harold Hill Police Station	285	0.18
HHILGD	25619	Central Park Leisure Centre	285	0.18
	26511	Chippenham Road	218	0.14
	26509	Hilldene Avenue Shopping Centre	223	0.14
	26507	Chatteris Avenue	368	0.23
HHILSF	34778	Charlbury Crescent	254	0.16
	20063	St Ursula's School	201	0.12
	20061	Hailsham Road	311	0.19
	BP4549	Broxhill Road	224	0.14
	20059	Taunton Road	352	0.22
	BP4550	Kynance Close	248	0.15
	27468	Wincanton Road	304	0.19
	27467	Ashbourne Road	220	0.14
	27469	Troopers Drive	117	0.07
	27470	Whitchurch Road	281	0.17
	27471	Priory Road	290	0.18
NHILTD	27472	Noak Hill Road	179	0.11
	NHILTD S	NOAK HILL, TEES DRIVE	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			11576	7.19
			metres	miles

Tranche 425

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
NHILTD S	NHILTD S	NOAK HILL, TEES DRIVE		
NHILTD	27472	Noak Hill Road	0	0.00
	20056	Cummings Hall Lane	187	0.12
	20058	Kynance Close	402	0.25
	20060	Taunton Road	240	0.15
	20062	Hailsham Road	577	0.36
	20064	St Ursula's School	187	0.12
HHILSF	BP1588	Charlbury Crescent	420	0.26
	26506	Chatteris Avenue	279	0.17
	26508	Hilldene Avenue Shopping Centre	357	0.22
	26510	Chippenham Road	196	0.12
HHILGD	25620	Central Park Leisure Centre	226	0.14
	25618	Harold Hill Police Station	300	0.19
	25616	Kingsbridge Road	327	0.20
	25626	Camborne Avenue	309	0.19
	29114	Arundel Road	407	0.25
HDWDSN	18506	Harold Wood Station	468	0.29
	BP2379	St Peter's Church	292	0.18
	18503	Recreation Avenue	220	0.14
	18501	Rosslyn Avenue	300	0.19
	9239	Southend Arterial Road	229	0.14
ARGNSA	11119	Ardleigh Green School	472	0.29
	26179	Havering College	356	0.22
	26181	Ayloffs Walk	405	0.25
	26183	Haynes Road	367	0.23
	18260	Burntwood Avenue	263	0.16
	18261	Emerson Park Station	324	0.20
	18264	Burnway	288	0.18
	18266	Queens Theatre	323	0.20
HORNTC	8527	Hornchurch Town Centre	314	0.20
	FC73	The Avenue	226	0.14
	18268	Devonshire Road	270	0.17
HORNSN	8531	Hornchurch Station	331	0.21
	27877	Vaughan Avenue	495	0.31
HORNHP	34131	St George's Hospital	364	0.23
	HORNHP S	HORNCHURCH, ST GEORGES HOSPITAL	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			10721	6.66
			metres	miles