

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 317

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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, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. 317.

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:

- Double deck, dual door, 87 capacity vehicles are specified, subject to a satisfactory route test.
- The Mondays to Fridays afternoon journey is expected to be incorporated within the Monday to Friday PM peak cycle time.
- Boxing Day frequencies are specified at Sunday frequency levels but with a later start. **Tenderers must include the cost of the Boxing Day element of this service within Section 4.1 of their tender bid. Tenderers must also identify the cost of the Boxing Day element of this service separately.**

3. TERMINALS

Route No. 317 will operate between Waltham Cross, Bus Station and Enfield, Little Park Gardens.

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. 317 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. 317 is currently approved for vehicles which are a maximum of 10.2 metres long and 2.55 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 dual door, double deck buses with a minimum capacity of 87 of which approximately 60 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.

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. Waltham Cross, Bus Station to Enfield, Little Park Gardens

0500 - 0635	Every 30 minutes
0636 - 1515	Every 20 minutes
1516 - 1535	Every 10 minutes
1536 - 1935	Every 20 minutes
1936 - 0040	Every 30 minutes

First departure from Waltham Cross, Bus Station no later than 0505.
Last departure from Waltham Cross, Bus Station no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Great Cambridge Road, Southbury Road between 0715 and 0855 and between 1500 and 1540, no more than 10 minutes apart between 1541 and 1600 and no more than 20 minutes apart between 1601 and 1640.

2. Enfield, Little Park Gardens to Waltham Cross, Bus Station

0530 - 0635	Every 30 minutes
0636 - 0815	Every 20 minutes
0816 - 0835	Every 10 minutes
0836 - 1910	Every 20 minutes
1911 - 0110	Every 30 minutes

First departure from Enfield, Little Park Gardens no later than 0535.
Last departure from Enfield, Little Park Gardens no earlier than 0105.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Enfield, Halfway House between 0710 and 0830, no more than 10 minutes apart between 0831 and 0850 and no more than 20 minutes apart between 1510 and 1630.

6.2 Saturdays & Good Friday

1. Waltham Cross, Bus Station to Enfield, Little Park Gardens

0500 - 0735	Every 30 minutes
0736 - 1905	Every 20 minutes
1906 - 0040	Every 30 minutes

First departure from Waltham Cross, Bus Station no later than 0505.
Last departure from Waltham Cross, Bus Station no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Great Cambridge Road, Southbury Road between 0910 and 1130.

2. Enfield, Little Park Gardens to Waltham Cross, Bus Station

0530 - 0705	Every 30 minutes
0706 - 1840	Every 20 minutes
1841 - 0110	Every 30 minutes

First departure from Enfield, Little Park Gardens no later than 0535.
Last departure from Enfield, Little Park Gardens no earlier than 0105.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Enfield, Halfway House between 0920 and 1140.

6.3 Sundays

1. Waltham Cross, Bus Station to Enfield, Little Park Gardens

0630 - 0040 Every 30 minutes

First departure from Waltham Cross, Bus Station no later than 0635.
Last departure from Waltham Cross, Bus Station no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Great Cambridge Road, Southbury Road between 0920 and 1150.

2. Enfield, Little Park Gardens to Waltham Cross, Bus Station

0700 - 0110 Every 30 minutes

First departure from Enfield, Little Park Gardens no later than 0705.
Last departure from Enfield, Little Park Gardens no earlier than 0105.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Enfield, Halfway House between 0945 and 1215.

6.4 Boxing Day

1. Waltham Cross, Bus Station to Enfield, Little Park Gardens

0800 - 0040 Every 30 minutes

First departure from Waltham Cross, Bus Station no later than 0805.
Last departure from Waltham Cross, Bus Station no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Great Cambridge Road, Southbury Road between 0950 and 1150.

2. Enfield, Little Park Gardens to Waltham Cross, Bus Station

0800 - 0110 Every 30 minutes

First departure from Enfield, Little Park Gardens no later than 0805.
Last departure from Enfield, Little Park Gardens no earlier than 0105.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Enfield, Halfway House between 1015 and 1215.

Tenderers must indicate costs for this element of the service separately.

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. 317 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. 317 shall be:

Departing on Time:	No less than 82.00%
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 = 86.00%

Summary of proposed QSI coverage: Route No. 317

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 Enfield, Little Park Gardens

Waltham Cross
Southbury, Morrisons \$ *

Towards Waltham Cross

Enfield Town
Southbury, Morrisons \$ *

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

* This location not observed evenings or Sundays.

Total scheduled manual QSI surveys per quarter = 60.

8. RUNNING TIMES

Extracts from the public timetable with sample running times for Route No. 317 are attached at Appendix B. This gives an indication of the time required to travel the route. 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 the Mondays to Fridays afternoon interpeak and PM peak and the Saturday shopping period.

It is expected that any changes to these running times can be accommodated within existing cycle times.

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

- the minimum performance standards for Route No. 317 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. 317 should be separated from Route No. 217 between Waltham Cross, Bus Station and Great Cambridge Road, Southbury Road, during all periods.

Tenderers submitting bids should bear this requirement in mind when compiling schedules. This requirement will be negotiated with the successful Tenderer for this route to ensure that optimal interworking/separation is delivered within its schedules.

11. CONTROL STRATEGY

Route No. 317 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. 317:

- Route No. 317 suffers from unpredictable traffic delays in the Enfield area (particularly Southbury Road).
- In September 2007, work to refurbish the Holmesdale tunnel and improve junction 25 of the M25, to improve the safe entry to and exit from the M25 at junction 25 (with A10) and reduce congestion, was completed. Therefore, delays in this area should be reduced significantly.

Tenderers should also note the following factors/events which may have an impact on Route No. 317 in the foreseeable future:

- Plans to redevelop and extend the shopping centre in Enfield Town have been approved and new road layouts have been built. Development of the new shopping centre is ongoing. The successful Tenderer will be kept informed as the scheme progresses.
- From a date to be advised, significant works will commence on the A406 Fore Street tunnel. Delays could occur on Hertford Road and the wider area.
- 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. 317 must serve all stops on the line of route designated for the route. There are two types of bus stop:

- Compulsory (white stop flag): where all buses must stop.
- Request (red stop flag): where buses are only required to stop if a passenger rings the bell or an intending passenger signals to the driver.

Tenderers should note that there are proposals (subject to consultation) to remove the distinction between compulsory and request stops. If approved, the successful Tenderer will be advised of these changes in detail.

14. TIMING POINTS & MILEAGES

Timing Points

Buses should be timed at the following points:

Route No. 317

Towards Enfield, Little Park Gardens

Towards Waltham Cross, Bus Station

Waltham Cross Bus Station

Enfield Little Park Gardens

Hertford Road *Bullsmoor Lane*

Enfield Town Station

St Ignatius College

Great Cambridge Road *Southbury Road*

Enfield *Halfway House*

Enfield *Halfway House*

Great Cambridge Road *Southbury Road*

St Ignatius College

Enfield Town Station

Hertford Road *Bullsmoor Lane*

Enfield Little Park Gardens

Waltham Cross Bus Station

Mileages for Route No. 317

Waltham Cross, Bus Station to Enfield, Little Park Gardens

5.3 miles

Enfield, Little Park Gardens to Waltham Cross, 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. 317 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. REQUIREMENTS FOR REGISTRATION

The section of Route No. 317 between Waltham Cross, Bus Station and the Hertfordshire County Boundary at the junction of Hertford Road and the M25 motorway will need to be registered with the Traffic Commissioner for the Eastern Traffic Area 56 days before the operation commences. The registration should be sent to:

Eastern Traffic Area Office
Hillcrest House
386 Harehills Lane
LEEDS
LS9 6NF

Copies of the registration should be sent to:

Keith White
Principal Transport Officer
Passenger Transport Unit
Hertfordshire County Council
PO Box 99
County Hall
Hertford
SG13 8TJ

Barry Skinner (Licensing Manager),
TfL Surface Transport Communications
84 Eccleston Square
London
SW1V 1PX

The cost of this should be met by the Operator.

APPENDIX A: ROUTE RECORD

ROUTE No. 317: WALTHAM CROSS, BUS STATION - ENFIELD, LITTLE PARK GARDENS

STREETS TRAVERSED

Towards Enfield, Little Park Gardens: Waltham Cross Bus Station, Eleanor Cross Road, Monarchs Way, Hertford Road, Bullsmoor Lane, Great Cambridge Road, Crown Road, Baird Road, Southbury Road, Genotin Road, Cecil Road, Little Park Gardens.

Towards Waltham Cross, Bus Station: Bus Parking Area, Little Park Gardens, Church Street, The Town, Southbury Road, Baird Road, Crown Road, Great Cambridge Road, Bullsmoor Lane, Hertford Road, Monarchs Way, Eleanor Cross Road.

STANDS, TURNING POINTS AND DESTINATION 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:

317 via Carterhatch

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.

WALTHAM CROSS BUS STATION

Private stand in bus station on south side of Eleanor Cross Road.

Buses proceed from Eleanor Cross Road via Waltham Cross Bus Station to stand, departing to Waltham Cross Bus Station. Set down in Eleanor Cross Road, at alighting point and pick up in Waltham Cross Bus Station, at stop A.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route No. 317 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.
OTHER INFORMATION:	London Buses toilet facilities available 24 hours a day.
BLIND DISPLAY:	Waltham Cross

CARTERHATCH, CARTERHATCH LANE

Private stand in layby on north west corner of roundabout at junction of Carterhatch Road and Linwood Crescent.

From Waltham Cross, Bus Station

Buses proceed from Great Cambridge Road via Carterhatch Lane to stand, departing via Carterhatch Lane to Great Cambridge Road. Set down in Great Cambridge Road, at stop Y and pick up in Great Cambridge Road, at stop V.

From Enfield, Little Park Gardens

Buses proceed from Great Cambridge Road via Carterhatch Lane to stand, departing via Carterhatch Lane to Great Cambridge Road. Set down in Great Cambridge Road, at stop U and pick up in Great Cambridge Road, at stop Z.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	To be used for 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:	Carterhatch

ENFIELD RETAIL PARK, CROWN ROAD (from Waltham Cross, Bus Station)

Public stand on the south side of Crown Road, situated 90 metres east of the Great Cambridge Road and extending 15 metres west.

Buses proceed from Crown Road direct to stand, departing to Crown Road. Set down in Crown Road, at stop F and pick up in Crown Road, at stop D.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	To be used for 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:	Enfield Retail Park

ENFIELD, LITTLE PARK GARDENS

Private stand in Bus Parking Area off Little Park Gardens.

Buses proceed from Little Park Gardens via Bus Parking Area to stand, departing to Bus Parking Area. Set down in Little Park Gardens, at alighting point and pick up in Bus Parking Area, at stop A.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route No. 317 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.
OTHER INFORMATION:	London Buses toilet facilities available 24 hours a day.
BLIND DISPLAY:	Enfield

APPENDIX B: SAMPLE RUNNING TIMES FOR ROUTE No. 317

(based on current schedule)

MONDAYS TO FRIDAYS1. Waltham Cross, Bus Station to Enfield, Little Park Gardens

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical early evening	Typical late evening
Waltham Cross Bus Station	0507	0812	1232	1712	2007	2307
St Ignatius College	0513	0826	1244	1725	2013	2313
Enfield <i>Halfway House</i>	0517	0832	1248	1730	2017	2317
Enfield <i>Retail Park</i>	0519	0835	1251	1733	2019	2319
Great Cambridge Road						
<i>Southbury Road</i>	0522	0838	1254	1736	2022	2322
Enfield Little Park Gardens	0528	0848	1304	1746	2028	2328
	21 minutes	36 minutes	32 minutes	34 minutes	21 minutes	21 minutes

2. Enfield, Little Park Gardens to Waltham Cross, Bus Station

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical early evening	Typical late evening
Enfield Little Park Gardens	0537	0813	1233	1707	2007	2307
Great Cambridge Road						
<i>Southbury Road</i>	0543	0822	1243	1717	2013	2313
Enfield <i>Retail Park</i>	0546	0825	1246	1720	2016	2316
Enfield <i>Halfway House</i>	0548	0828	1249	1723	2018	2318
St Ignatius College	0552	0833	1253	1728	2022	2322
Waltham Cross Bus Station	0558	0844	1304	1742	2028	2328
	21 minutes	31 minutes	31 minutes	35 minutes	21 minutes	21 minutes

SATURDAYS1. Waltham Cross, Bus Station to Enfield, Little Park Gardens

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical early evening	Typical late evening
Waltham Cross Bus Station	0507	1032	1512	2007	2307
St Ignatius College	0513	1044	1524	2013	2313
Enfield <i>Halfway House</i>	0517	1048	1528	2017	2317
Enfield <i>Retail Park</i>	0519	1051	1531	2019	2319
Great Cambridge Road <i>Southbury Road</i>	0522	1055	1535	2022	2322
Enfield Little Park Gardens	0528	1106	1546	2028	2328
	21 minutes	34 minutes	34 minutes	21 minutes	21 minutes

2. Enfield, Little Park Gardens to Waltham Cross, Bus Station

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical early evening	Typical late evening
Enfield Little Park Gardens	0537	1041	1501	2007	2307
Great Cambridge Road <i>Southbury Road</i>	0543	1051	1511	2013	2313
Enfield <i>Retail Park</i>	0546	1055	1515	2016	2316
Enfield <i>Halfway House</i>	0548	1058	1518	2018	2318
St Ignatius College	0552	1103	1523	2022	2322
Waltham Cross Bus Station	0558	1115	1535	2028	2328
	21 minutes	34 minutes	34 minutes	21 minutes	21 minutes

SUNDAYS1. Waltham Cross, Bus Station to Enfield, Little Park Gardens

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical early evening	Typical late evening
Waltham Cross Bus Station	0637	1022	1522	2007	2307
St Ignatius College	0643	1031	1531	2013	2313
Enfield <i>Halfway House</i>	0647	1035	1535	2017	2317
Enfield <i>Retail Park</i>	0649	1038	1538	2019	2319
Great Cambridge Road <i>Southbury Road</i>	0652	1042	1542	2022	2322
Enfield Little Park Gardens	0658	1052	1552	2028	2328
	21 minutes	30 minutes	30 minutes	21 minutes	21 minutes

2. Enfield, Little Park Gardens to Waltham Cross, Bus Station

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical early evening	Typical late evening
Enfield Little Park Gardens	0707	1037	1507	2007	2307
Great Cambridge Road <i>Southbury Road</i>	0713	1047	1517	2013	2313
Enfield <i>Retail Park</i>	0716	1051	1521	2016	2316
Enfield <i>Halfway House</i>	0718	1054	1524	2018	2318
St Ignatius College	0722	1058	1528	2022	2322
Waltham Cross Bus Station	0728	1107	1537	2028	2328
	21 minutes	30 minutes	30 minutes	21 minutes	21 minutes

The above tables have been included to assist Tenderers. They represent the information currently available to the Corporation. Tenderers should form their own views about what is appropriate in terms of running times. (See Section 8.)