

## 7. Service Specification

Route: 347

Contract Reference: QC49404

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.

<b>Route Number</b>	347
<b>Terminus Points</b>	Romford Station and Ockendon Station
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	17 <sup>th</sup> October 2015
<b>Vehicle Type</b>	45 capacity, single door, single deck, minimum 8.9m long
<b>Current Maximum Approved Dimensions</b>	10.7 metres long and 2.4 metres wide
<b>New Vehicles Mandatory</b>	Yes
<b>Hybrid Price Required</b>	Yes
<b>Sponsored Route</b>	No
<b>Advertising Rights</b>	Operator
<b>Minimum Performance Standard</b>	Departing on Time - No less than 86.00%
<b>Extension Threshold</b>	Departing on Time Threshold - 90.00%
<b>Minimum Operated Mileage Standard</b>	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 10<sup>th</sup> November 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
- 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. 347.

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:

- 45 capacity, single door, single deck, minimum 8.9m long buses are specified.

### **Requirements for Registration:**

The section of Route No. 347 between Ockendon Station and the Thurrock County Boundary at Ockendon Road (near Home Farm Cottage) 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:

Anne Bello  
Passenger Transport Unit  
Thurrock Council  
Civic Offices  
New Road  
GRAYS  
RM 17 6SL

and to:

Bus and Coach Licensing Team,  
Consultation Delivery  
TfL Surface Transport  
11<sup>th</sup> Floor, Zone G8  
Palestra  
197 Blackfriars Road  
London  
SE1 8NJ  
e-mail: [lsp@tfl.gov.uk](mailto:lsp@tfl.gov.uk)

The cost of this and any future variation to this registration are to be met by the Operator.

## 2) NOTES - continued

Tenderers should note that if they are supplying an alternative price based on using existing vehicles, these must be refurbished in line with the revised specification dated 1st March 2014. This applies to all contracts awarded from Tranche 471 onwards.

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.

Cash Free Boarding was extended throughout London from 6th July 2014. Submitted tender prices should fully reflect the cost saving accrued from this change. Tenderers should also indicate the approximate additional cost if cash fares were still to be accepted.

## 3) SCHEDULE REQUIREMENTS

### 3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS

Romford Station to Ockendon Station		Ockendon Station to Romford Station	
1000	One journey	0900	One journey
1200	One journey	1100	One journey
1400	One journey	1300	One journey
1600	One journey	1500	One journey

### 3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS

Chingford Station, Stop D to Crooked Billet, Sainsbury's		Crooked Billet, Sainsbury's to Chingford Station, Stop D	
1000	One journey	0900	One journey
1200	One journey	1100	One journey
1400	One journey	1300	One journey
1600	One journey	1500	One journey

#### **4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. 347 can suffer from unpredictable traffic delays in the Romford area.
- 4.2) Romford Market, which is held on Wednesdays, Fridays and Saturdays, can lead to traffic delays in the Romford area.
- 4.3) Further developments are progressing in Romford town centre, including the Market Square and the new Asda store at Liberty 2 (located at the junction of Main Road, St. Edwards Way and Mercury Gardens). Over the next 10 years, there should be fairly significant increases in residential and commercial properties within and along the inner ring road. This will affect demand on the route.
- 4.4) Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. Major construction of the railway began in 2010, with services expected to commence in 2018. The construction impacts of Crossrail could affect Route No. 347 and it is anticipated that some passenger demand for Route No. 347 may shift to this line when it opens. Route No. 347 will be reviewed closer to the opening date.

#### **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 347: Romford Station - Ockendon Station**

**Date of Structural Change:** 17 October 2015.

**Date of Service Change:** 17 October 2015.

**Reason for Issue:** New Tender.

### **STREETS TRAVERSED**

**Towards Ockendon Station:** Romford Station Forecourt, South Street, Western Road, Mercury Gardens, Main Road Roundabout, Main Road, Gallows Corner, Colchester Road, Whitelands Way, Tesco Access Road, Whitelands Way, Colchester Road, Gubbins Lane, Harold Wood Station Forecourt, Gubbins Lane, Squirrels Heath Road, Shepherds Hill, Hall Lane, Station Road, St Mary's Lane, Clay Tye Road, Ockendon Road, North Road, West Road, Tamarisk Road, Ockendon Station Forecourt.

**Towards Romford Station:** Ockendon Station Forecourt, Tamarisk Road, West Road, North Road, Ockendon Road, Clay Tye Road, St Mary's Lane, Station Road, Hall Lane, Shepherds Hill, Squirrels Heath Road, Gubbins Lane, Colchester Road, Whitelands Way, Tesco Access Road, Whitelands Way, Colchester Road, Gallows Corner, Main Road, Main Road Roundabout, Mercury Gardens, Western Road, Grimshaw Way, Slaney Road, Chandlers Way, Eastern Road, South Street, Atlanta Boulevard.

### **AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS**

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

### **ROMFORD STATION, ATLANTA BOULEVARD**

Private stand for 15 buses in marked bays in Bus Parking Area in Atlanta Boulevard on south side of Romford Station.

Buses proceed from Atlanta Boulevard direct to stand, departing via Atlanta Boulevard to Romford Station Forecourt. Set down in Atlanta Boulevard, at Alighting Point (BP148 - Romford Station #, Last Stop on LOR: BP148 - Romford Station #) and pick up in Romford Station Forecourt, at Stop Z (R0760 - Romford Station #).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	None.
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:	Romford Station.

## UPMINSTER STATION

### From Ockendon Station.

Buses proceed from Station Road via Station Approach, Station Turning Circle and Station Approach departing to Station Road. Set down in Station Road, at stop A (25138 - Upminster Station <> #, Last Stop on LOR: 25138 - Upminster Station <> #) and pick up in Station Road, at stop C (34165 - Upminster Station <> # / St Lawrence Road, First Stop on LOR: 34165 - Upminster Station <> # / St Lawrence Road).

### From Romford Station.

Buses proceed from Station Road via Station Approach, Station Turning Circle, Station Approach and Station Road departing to Hall Lane. Set down in Station Road, at stop U (25234 - Upminster Station <> #, Last Stop on LOR: 25234 - Upminster Station <> #) and pick up in Hall Lane, at stop W (25233 - Deyncourt Gardens, First Stop on LOR: 25233 - Deyncourt Gardens).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
BLIND DISPLAY:	Upminster.
OTHER INFORMATION:	To be used for emergency curtailments only.

## OCKENDON STATION FORECOURT

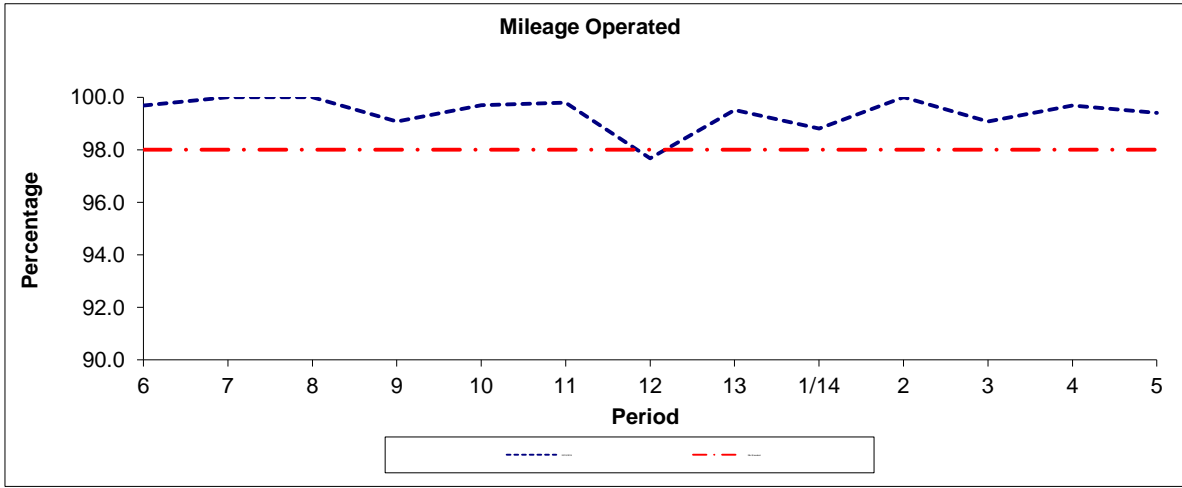
Private stand for two buses within the forecourt of Ockendon Station.

Buses proceed from Ockendon Station Forecourt direct to stand, departing to Ockendon Station Forecourt. Set down in Ockendon Station Forecourt (BP4369 - Ockendon Station #, Last Stop on LOR: BP4369 - Ockendon Station #) and pick up in Ockendon Station Forecourt (BP4369 - Ockendon Station #, First Stop on LOR: BP4369 - Ockendon Station #).

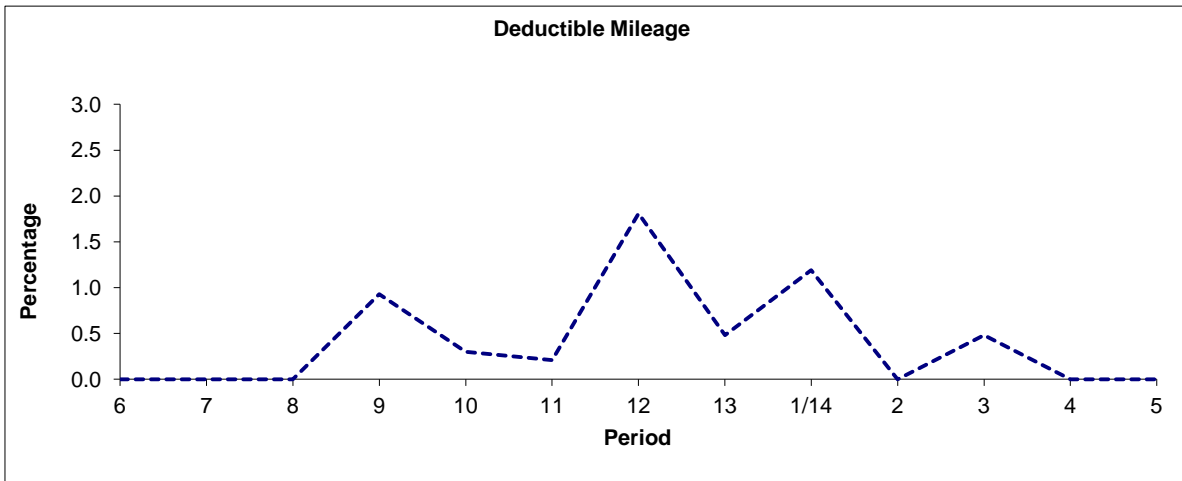
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	None.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Ockendon.

**PART B - PERFORMANCE STATISTICS**

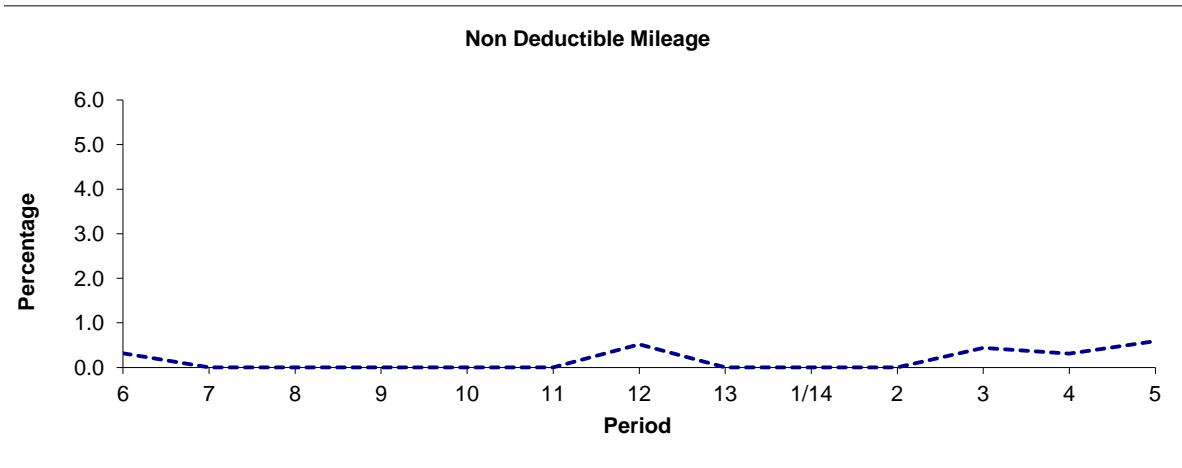
**Route 347**



Period	6	7	8	9	10	11	12	13	1/14	2	3	4	5
2013/2014	99.68	100.00	100.00	99.07	99.70	99.79	97.67	99.52	98.81	100.00	99.08	99.69	99.41
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	1/14	2	3	4	5
2013/2014	0.00	0.00	0.00	0.93	0.30	0.21	1.81	0.48	1.19	0.00	0.48	0.00	0.00



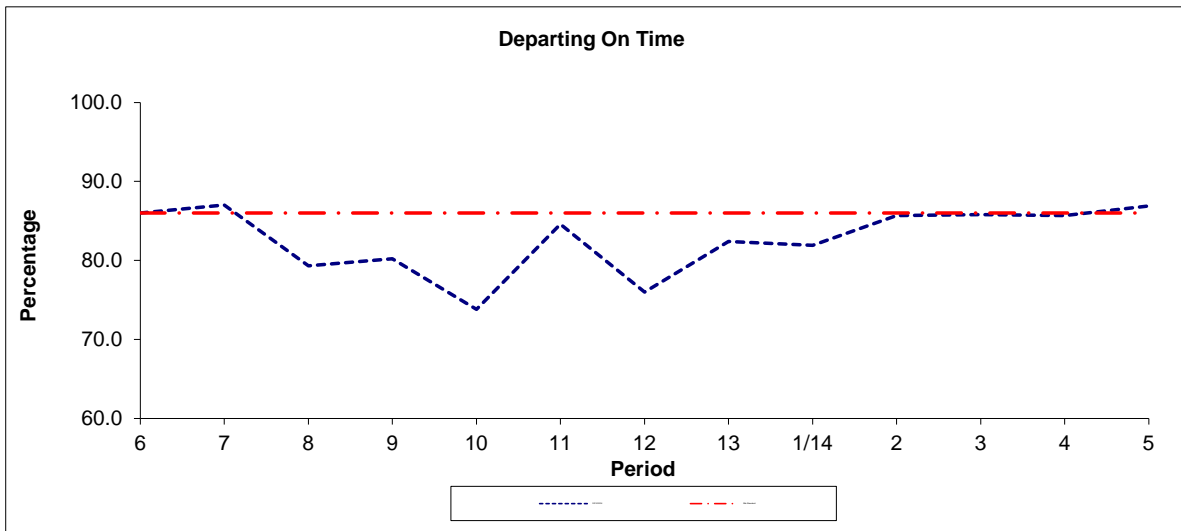
Period	6	7	8	9	10	11	12	13	1/14	2	3	4	5
2013/2014	0.32	0.00	0.00	0.00	0.00	0.00	0.52	0.00	0.00	0.00	0.44	0.31	0.59

**Note :** Mileage is based on 4 weeks data

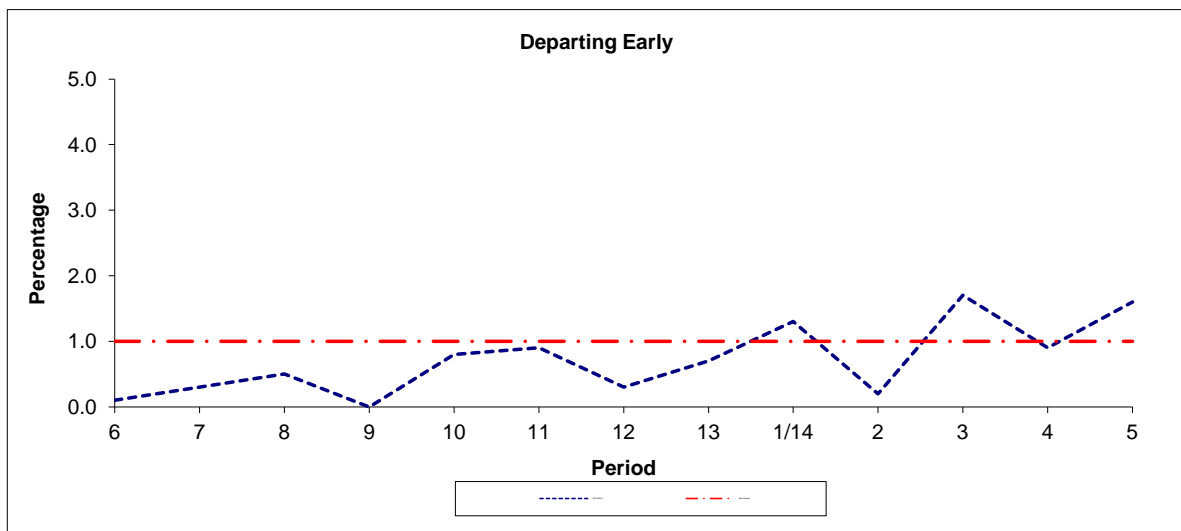


**PART B - PERFORMANCE STATISTICS**

**Route 347**



Period	6	7	8	9	10	11	12	13	1/14	2	3	4	5
2013/2014	86.0	87.0	79.3	80.2	73.8	84.6	76.0	82.4	81.9	85.7	85.8	85.7	86.9
Min Standard	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0



Period	6	7	8	9	10	11	12	13	1/14	2	3	4	5
2013/2014	0.1	0.3	0.5	0.0	0.8	0.9	0.3	0.7	1.3	0.2	1.7	0.9	1.6
Benchmark	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

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

**ROUTE 347 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 2 13/14 TO QUARTER 1 14/15 (22/06/13 - 20/06/14)**

**MONDAY - FRIDAY**

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0700 - 1000	1,436.	97.0	91.7	76.2	8.3	0.1	15.5
1000 - 1300	4,383.	101.5	98.4	86.7	1.6	0.3	11.3
1300 - 1600	4,414.	97.9	99.3	92.6	0.7	0.4	6.3
1600 - 1900	1,472.	97.6	96.7	74.7	3.4	2.5	19.4
<b>Summary</b>	<b>11,705.</b>	<b>99.1</b>	<b>97.7</b>	<b>85.8</b>	<b>2.3</b>	<b>0.7</b>	<b>11.2</b>

**SATURDAY**

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0700 - 1000	287.	96.9	94.8	69.4	5.2	0.0	25.3
1000 - 1300	904.	98.5	95.4	71.1	4.5	0.1	24.3
1300 - 1600	907.	99.2	95.3	71.5	5.3	1.1	22.2
1600 - 1900	299.	97.3	97.3	79.4	2.7	0.7	17.3
<b>Summary</b>	<b>2,397.</b>	<b>98.4</b>	<b>95.5</b>	<b>72.1</b>	<b>4.7</b>	<b>0.6</b>	<b>22.7</b>

**BANK HOLIDAY (ROUTE DOES NOT OPERATE ON SUNDAYS)**

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0700 - 1000	6.	100.0	0.0	0.0	100.0	0.0	0.0
1000 - 1300	18.	100.0	100.0	100.0	0.0	0.0	0.0
1300 - 1600	18.	100.0	100.0	95.0	0.0	5.0	0.0
1600 - 1900	6.	100.0	100.0	100.0	0.0	0.0	0.0
<b>Summary</b>	<b>48.</b>	<b>100.0</b>	<b>87.5</b>	<b>88.5</b>	<b>9.4</b>	<b>2.1</b>	<b>0.0</b>

**ALL DAYS**

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0700 - 1000	1,729.	97.0	91.9	75.2	8.2	0.1	16.6
1000 - 1300	5,305.	100.9	97.9	83.9	2.1	0.3	13.6
1300 - 1600	5,339.	98.1	98.6	89.2	1.4	0.5	8.9
1600 - 1900	1,777.	97.6	96.8	75.3	3.3	2.3	19.1
<b>Summary</b>	<b>14,150.</b>	<b>99.0</b>	<b>97.3</b>	<b>83.7</b>	<b>2.7</b>	<b>0.7</b>	<b>12.9</b>

## Transport for London - QSI points and Live Mileage List

Route 347  
 Service change 28719  
 Date 08/08/2011

Reason for Issue
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QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
<b>ROMFSN</b>	R0760	Romford Station		
	34120	Mercury Gardens	650	0.40
	18468	Romford Police Station	348	0.22
	2492	Pettits Lane	346	0.21
	20511	Raphael Park	251	0.16
	9002	Repton Avenue	276	0.17
	4348	Links Avenue	517	0.32
	9003	Castellan Avenue	469	0.29
	18470	Upper Brentwood Road	261	0.16
	BP2176	Gallows Corner Retail Park	433	0.27
<b>GALWTS</b>	BP3510	Gallows Corner / Tesco	749	0.47
	BP1358	Bampton Road	940	0.58
	29114	Arundel Road	671	0.42
<b>HDWDSN</b>	18506	Harold Wood Station	468	0.29
	BP2379	St Peter's Church	292	0.18
	BP1918	Gubbins Lane	204	0.13
	BP4250	Cockabourne Bridge	289	0.18
	BP4043	Phillida Road	465	0.29
	BP4494	Pages Lane	311	0.19
<b>HLLNVC</b>	BP3544	Wylie Veterinary Centre	2266	1.41
	BP616	Avon Road	484	0.30
	25240	Upminster Tithe Barn Museum	388	0.24
	25238	The Fairway	169	0.11
	25236	Ingrebourne Gardens	247	0.15
	25234	Upminster Station	385	0.24
<b>UPMNSN</b>	34165	Upminster Stn / St Lawrence Road	206	0.13
	18407	Corbets Tey Road	211	0.13
	18409	Tudor Gardens	264	0.16
	18411	Argyle Gardens	369	0.23
	25108	Howard Road	295	0.18
	BP2900	Chester Avenue	465	0.29
<b>CRNMJR</b>	BP2902	Winchester Avenue	321	0.20
	BP2904	Franks Cottages	809	0.50
	BP2906	East View Kennels	767	0.48
	BP2909	Clay Tye Farm	970	0.60
	BP2910	White Post Farm	597	0.37
<b>NOCKFL</b>	BP2912	Fen Lane	434	0.27
	BP3184	Home Farm Cottage	417	0.26
	BP5063	Grove Farm Cottages	301	0.19
	BP5498	Grove Farm	260	0.16
	BP5064	Nelson Road	861	0.54
	BP5065	West Road	253	0.16
	BP5066	Tyssen Place	179	0.11
<b>OCKNSN</b>	BP4369	Ockendon Station	404	0.25
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>			20262	12.59
			metres	miles

**TRANCHE 494**

Mileage Update

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
<b>OCKNSN</b>	BP4369	Ockendon Station		
	BP5067	Peartree Close	470	0.29
	BP5084	Nelson Road / Village Hall	360	0.22
	BP5068	Grove Farm Cottages	1086	0.67
	BP4252	Home Farm Cottage	332	0.21
<b>NOCKFL</b>	BP2913	Fen Lane	254	0.16
	BP2911	White Post Farm	383	0.24
	BP2908	Clay Tye Farm	938	0.58
	BP2907	East View Kennels	421	0.26
	BP2905	Wyngray Farm	547	0.34
	BP2903	Franks Cottages	638	0.40
<b>CRNMJR</b>	BP2901	Winchester Avenue	923	0.57
	BP2899	Chester Avenue	212	0.13
	25109	Howard Road	463	0.29
	18412	Argyle Gardens	336	0.21
	18410	Tudor Gardens	268	0.17
	18408	Corbets Tey Road	229	0.14
	25140	Gaynes Road	224	0.14
<b>UPMNSN</b>	25138	Upminster Station	175	0.11
	25233	Deyncourt Gardens	260	0.16
	25235	Ingrebourne Gardens	288	0.18
	25237	The Fairway	274	0.17
	25239	Upminster Tithe Barn Museum	226	0.14
	25241	Avon Road	303	0.19
<b>HLLNVC</b>	BP3545	Wylie Veterinary Centre	459	0.29
	BP4495	Pages Lane	2278	1.42
	BP4042	Phillida Road	319	0.20
	BP4251	Cockabourne Bridge	422	0.26
	BP4371	Gubbins Lane	341	0.21
	20718	St Peter's Church	119	0.07
<b>HDWDSN</b>	29113	Harold Wood Station	430	0.27
	29163	Arundel Road	385	0.24
	BP2183	Bampton Road	778	0.48
<b>GALWTS</b>	BP3510	Gallows Corner / Tesco	711	0.44
	BP2184	Gallows Corner Retail Park	809	0.50
	18469	Upper Brentwood Road	347	0.22
	3542	Castellan Avenue	310	0.19
	3296	Balgores Lane	589	0.37
	3541	Repton Avenue	480	0.30
	20512	Raphael Park	310	0.19
	2491	Pettits Lane	248	0.15
	BP4873	Mercury Gardens	475	0.30
	34119	Western Road	253	0.16
<b>ROMFSN</b>	BP148	Romford Station	616	0.38
<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>			20289	12.61
			metres	miles