

7. Service Specification

Route: 368

Contract Reference: QC51305

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.

Route Number	368
Terminus Points	Chadwell Heath, Wangey Road and Barking, Harts Lane Estate
Contract Basis	Incentivised
Commencement Date	26 th March 2016
Vehicle Type	87 capacity, dual door, double deck buses, subject to a satisfactory route test
Current Maximum Approved Dimensions	10.8 metres long and 2.44 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 6th April 2015

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. 368.

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:

- Mondays to Saturdays daytime frequencies are increased from every 12 minutes to every 10 minutes.
- Conversion of the fleet from 55 capacity, dual door, single deck buses to 87 capacity, dual door, double deck buses is specified, subject to a satisfactory route test.

Tenderers are also encouraged to offer two axle vehicles with a longer wheelbase and increased capacity, subject to route constraints. Tenders offering such vehicles will be welcomed and carefully considered by the Corporation. Triaxle vehicles are not being considered by the Corporation at this time.

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 & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Chadwell Heath, Wangey Road to Barking, Harts Lane Estate			Barking, Harts Lane Estate to Chadwell Heath, Wangey Road		
First departure no later than 0510.			First departure no later than 0510.		
0505 - 0650	Every 20 minutes		0505 - 0630	Every 20 minutes	
0651 - 0705	Every 15 minutes		0631 - 0700	Every 15 minutes	
0706 - 1905	Every 10 minutes		0701 - 1905	Every 10 minutes	
1906 - 1935	Every 15 minutes		1906 - 1920	Every 15 minutes	
1936 - 0020	Every 20 minutes		1921 - 0025	Every 20 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0020.		
Pinchpoints					
Ripple Road, Thatched House	0725 - 0905	10 minutes	Mayesbrook Park, Roundhouse	0715 - 0915	10 minutes
	1505 - 1635	10 minutes		1500 - 1630	10 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Chadwell Heath, Wangey Road to Barking, Harts Lane Estate			Barking, Harts Lane Estate to Chadwell Heath, Wangey Road		
First departure no later than 0510.			First departure no later than 0510.		
0505 - 0750	Every 20 minutes		0505 - 0750	Every 20 minutes	
0751 - 0805	Every 15 minutes		0751 - 0805	Every 15 minutes	
0806 - 1820	Every 10 minutes		0806 - 1745	Every 10 minutes	
1821 - 1835	Every 15 minutes		1746 - 1800	Every 15 minutes	
1836 - 0020	Every 20 minutes		1801 - 0025	Every 20 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 0020.		
Pinchpoints					
Ripple Road, Thatched House	0900 - 1100	10 minutes	Mayesbrook Park, Roundhouse	0910 - 1110	10 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

Chadwell Heath, Wangey Road to Barking, Harts Lane Estate		Barking, Harts Lane Estate to Chadwell Heath, Wangey Road			
First departure no later than 0600.		First departure no later than 0630.			
0555 - 0900	Every 30 minutes	0625 - 0830	Every 30 minutes		
0901 - 0020	Every 20 minutes	0831 - 0025	Every 20 minutes		
Last departure no earlier than 0015.		Last departure no earlier than 0020.			
Pinchpoints					
Ripple Road, Thatched House	0955 - 1135	20 minutes	Mayesbrook Park, Roundhouse	1005 - 1125	20 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 368 can suffer from unpredictable traffic delays in the Becontree and Barking areas.
- 4.2) 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. 368 and it is anticipated that some passenger demand for Route No. 368 may shift to this line when it opens. Route No. 368 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 368: Chadwell Heath, Wangey Road - Barking, Harts Lane Estate

Date of Structural Change: 26 March 2016.

Date of Service Change: 26 March 2016.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Barking, Harts Lane Estate: Wangey Road, Chadwell Heath High Road, Station Road, Valence Avenue, Green Lane, Bennett's Castle Lane, Becontree Avenue, Lodge Avenue, Ripple Road Junction, Ripple Road, St Pauls Road, Barking Broadway, North Street, London Road, Linton Road, Cambridge Road, Station Parade, Longbridge Road, Northern Relief Road, North Street, Harts Lane, Crows Road.

Towards Chadwell Heath, Wangey Road: Crows Road, Harts Lane, North Street, Northern Relief Road, Longbridge Road, Station Parade, Cambridge Road, Linton Road, London Road, North Street, Barking Broadway, St Pauls Road, Axe Street, Ripple Road, Ripple Road Junction, Lodge Avenue, Becontree Avenue, Bennett's Castle Lane, Green Lane, Valence Avenue, Station Road, Wangey 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.

CHADWELL HEATH, WANGHEY ROAD

Public stand for three buses on west side of Wangey Road commencing 6 metres south of No. 8 and extending 35 metres south.

Buses proceed from Wangey Road direct to stand, departing to Wangey Road. Set down in Wangey Road, at Stop F (9805 - Wangey Road, Last Stop on LOR: 9805 - Wangey Road) and pick up in Wangey Road, at Stop F (9805 - Wangey Road, First Stop on LOR: 9805 - Wangey Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 368 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:	Chadwell Heath.
OTHER INFORMATION:	Council toilet facilities available between 0700 and 2100 throughout the week.

BECONTREE, BECONTREE AVENUE (from BARKING, HARTS LANE ESTATE)

Public stand for one bus on north side of Becontree Avenue outside Brocklebank Lodge, commencing 45 metres east of Bennetts Castle Lane and extending 12 metres west.

Buses proceed from Becontree Avenue direct to stand, departing via Becontree Avenue and Valence Avenue to Green Lane. Set down in Becontree Avenue, at stop V (LE222 - Bennetts Castle Lane, Last Stop on LOR: LE222 - Bennetts Castle Lane) and pick up in Green Lane, at stop Q (20697 - Bennetts Castle Lane, First Stop on LOR: 20697 - Bennetts Castle 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:	Bennett's Castle Lane.

BARKING, RIPPLE ROAD JUNCTION

From Barking, Harts Lane Estate.

Buses proceed from Ripple Road via Ripple Road Junction departing to Ripple Road. Set down in Ripple Road, at Stop G (20521 - Barking Industrial Park, Last Stop on LOR: 20521 - Barking Industrial Park) and pick up in Ripple Road, at Stop Q (2838 - Barking Industrial Park, First Stop on LOR: 2838 - Barking Industrial Park).

From Chadwell Heath, Wangey Road.

Buses proceed from Lodge Avenue via Ripple Road Junction departing to Lodge Avenue. Set down in Lodge Avenue, at Stop M (19296 - Maplestead Road, Last Stop on LOR: 19296 - Maplestead Road) and pick up in Lodge Avenue, at Stop H (19297 - Stamford Road, First Stop on LOR: 19297 - Stamford Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Lodge Avenue, Ripple Road.

BARKING STATION (from Chadwell Heath, Wangey Road)

Public stand on for two buses on the south-east side of Longbridge Road, commencing at a point opposite the p/w Nos.23/25 and extending 22 metres north-east.

Buses proceed from Station Parade via Longbridge Road (Circumnavigate Roundabout At Junction With Fanshawe Avenue) to stand, departing via Longbridge Road to Station Parade. Set down in Station Parade, at Stop K (29776 - Barking Station <> #, Last Stop on LOR: 29776 - Barking Station <> #) and pick up in Station Parade, at Stop H (BP096 - Barking Station <> #, First Stop on LOR: BP096 - Barking Station <> #).

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: Barking.

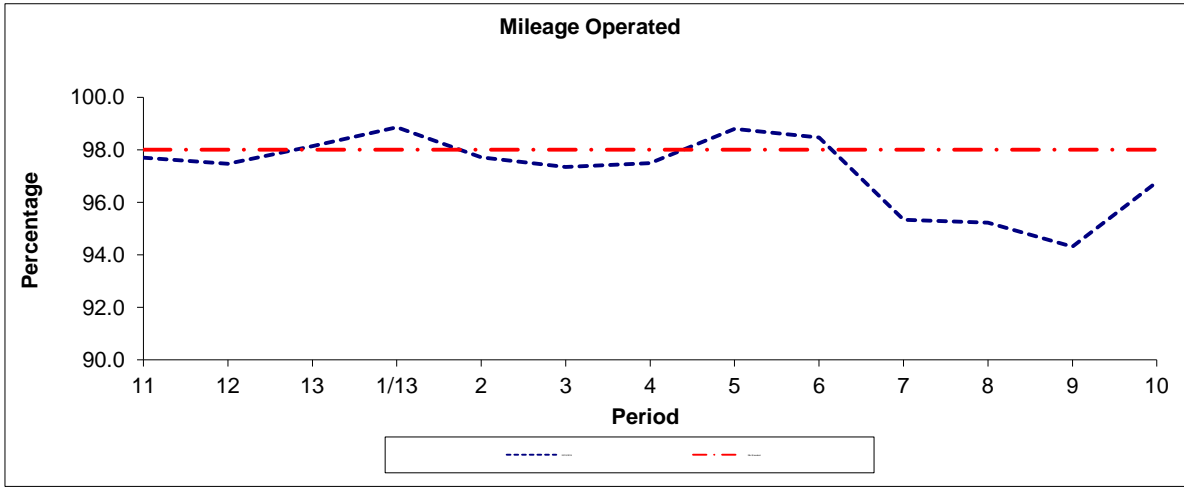
BARKING, HARTS LANE ESTATE

Public stand for one bus in Crows Road, extending 25 metres south outside Nos. 120-128. Buses proceed from Crows Road direct to stand, departing to Crows Road. Set down in Crows Road (BP1991 - Harts Lane Estate, Last Stop on LOR: BP1991 - Harts Lane Estate) and pick up in Crows Road (BP1991 - Harts Lane Estate, First Stop on LOR: BP1991 - Harts Lane Estate).

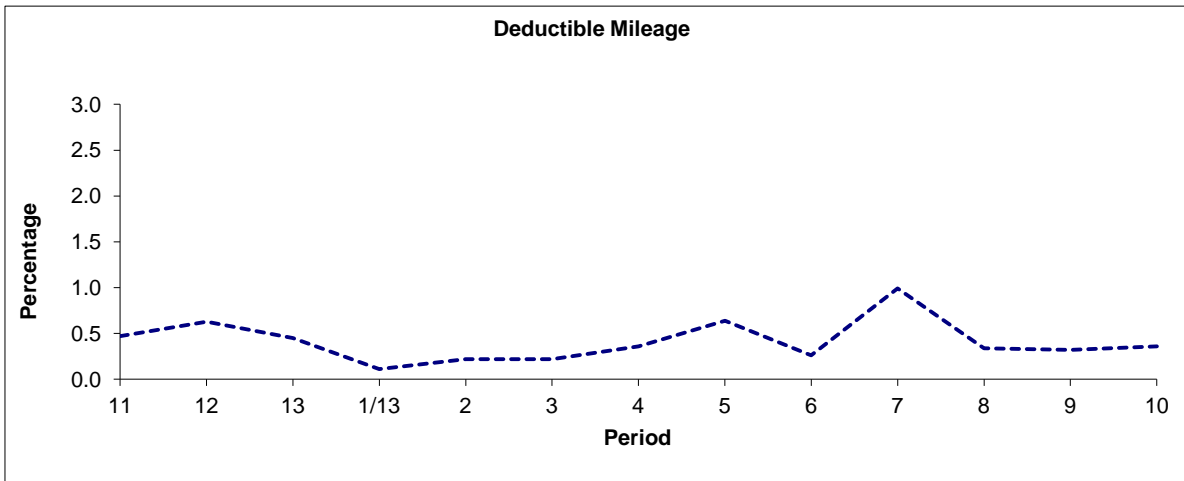
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 368 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Barking, Harts Lane.
OTHER INFORMATION:	No toilet facilities available.

PART B - PERFORMANCE STATISTICS

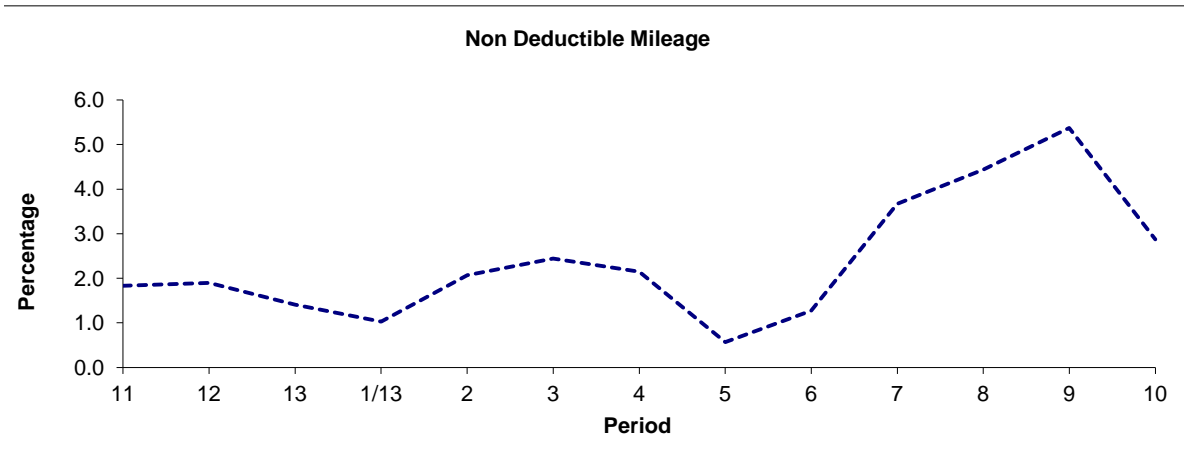
Route 368



Period	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2013/2014	97.70	97.47	98.14	98.86	97.71	97.34	97.49	98.79	98.47	95.34	95.22	94.31	96.77
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	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2013/2014	0.47	0.63	0.45	0.11	0.22	0.22	0.36	0.64	0.26	0.99	0.34	0.32	0.36

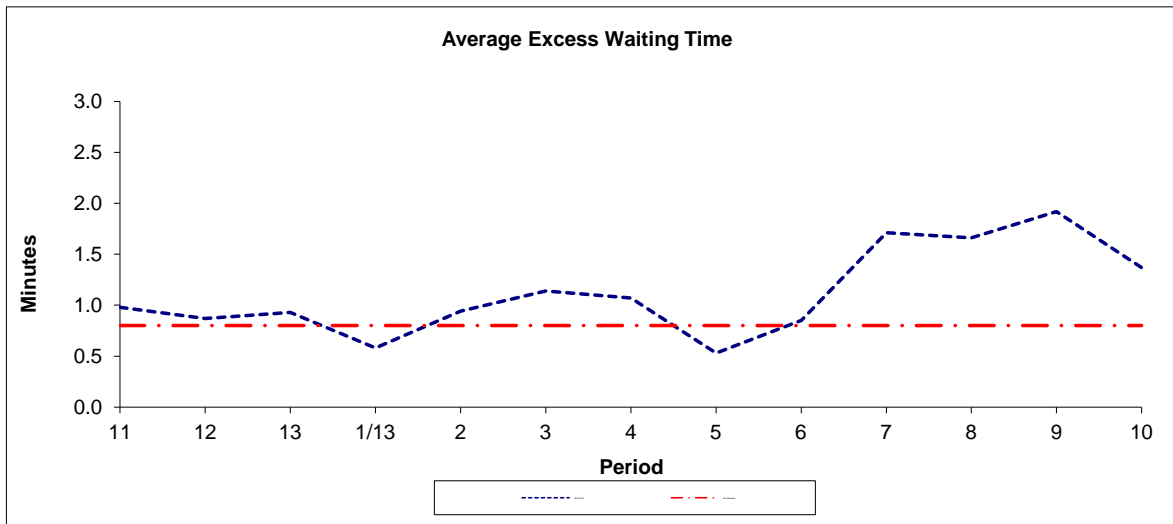


Period	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2013/2014	1.83	1.90	1.41	1.03	2.07	2.44	2.15	0.57	1.27	3.67	4.44	5.37	2.87

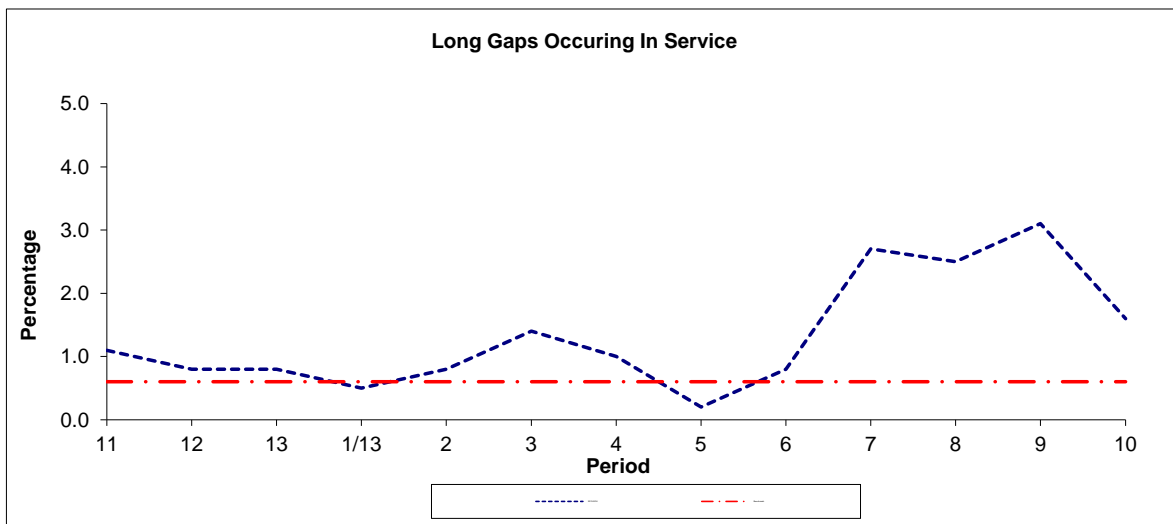
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 368



Period	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2013-2014	0.98	0.87	0.93	0.58	0.94	1.14	1.07	0.53	0.85	1.71	1.66	1.92	1.37
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	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2013-2014	1.10	0.80	0.80	0.50	0.80	1.40	1.00	0.20	0.80	2.70	2.50	3.10	1.60
Benchmark	0.60	0.60	0.60	0.60	0.60	0.60	0.60	0.60	0.60	0.60	0.60	0.60	0.60

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

**ROUTE 368 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 4 13/14 TO QUARTER 3 14/15 (04/01/14 - 02/01/15)**

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	11,998.	99.9	10.62	0.20	10.82	54.2	39.2	6.1	0.4	0.5	45
0700 - 1000	35,057.	94.8	6.12	1.25	7.37	73.3	23.0	3.0	0.6	1.7	65
1000 - 1300	35,646.	99.1	6.00	0.62	6.62	78.7	20.4	0.8	0.1	0.4	56
1300 - 1600	36,015.	96.4	6.03	0.84	6.87	74.5	22.9	2.3	0.3	1.1	56
1600 - 1900	36,113.	91.2	5.94	2.46	8.40	66.6	26.6	5.6	1.2	3.6	61
1900 - 2200	23,842.	99.9	8.66	0.99	9.65	54.4	37.2	7.1	1.2	0.9	84
2200 - 2400	14,266.	100.3	9.94	0.95	10.89	50.1	40.1	8.4	1.5	0.2	75
Summary	192,937.	96.6	6.62	1.28	7.90	69.1	26.3	3.9	0.7	1.6	84

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	2,409.	100.8	10.78	0.21	10.99	51.6	41.2	6.1	1.1	0.8	44
0700 - 1000	6,428.	99.3	7.27	0.41	7.68	72.7	25.7	1.5	0.2	0.0	44
1000 - 1300	7,726.	98.9	5.97	0.34	6.31	80.1	19.6	0.3	0.0	0.1	34
1300 - 1600	7,670.	97.9	6.00	0.98	6.97	75.4	22.5	1.8	0.3	0.9	63
1600 - 1900	7,099.	97.8	6.40	0.73	7.13	72.5	24.9	2.2	0.4	0.6	55
1900 - 2200	4,504.	96.7	9.84	0.95	10.79	48.7	40.3	9.3	1.8	0.4	71
2200 - 2400	2,995.	100.3	9.94	0.89	10.84	50.2	40.2	8.5	1.1	0.1	81
Summary	38,831.	98.5	6.97	0.68	7.65	70.8	26.0	2.8	0.5	0.5	81

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	856.	109.3	14.75	0.38	15.13	51.2	23.4	22.6	2.8	9.0	41
0700 - 1000	3,946.	98.4	12.81	0.18	12.99	43.4	39.3	15.7	1.6	0.0	61
1000 - 1300	4,965.	100.3	9.81	0.17	9.98	51.2	43.9	4.7	0.2	0.0	43
1300 - 1600	4,830.	98.8	9.87	0.50	10.37	50.3	42.3	6.5	0.8	0.1	48
1600 - 1900	4,948.	99.2	9.87	0.35	10.22	50.6	43.3	5.6	0.5	0.1	56
1900 - 2200	4,938.	97.3	9.75	0.80	10.56	49.7	41.8	6.8	1.8	0.7	84
2200 - 2400	3,145.	100.0	9.93	0.64	10.57	50.4	43.1	5.6	0.9	0.1	56
Summary	27,628.	99.3	10.19	0.42	10.60	49.8	42.3	7.0	0.9	0.3	84

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	15,263.	100.6	10.80	0.21	11.01	53.8	38.8	6.8	0.6	0.9	45
0700 - 1000	45,431.	95.8	6.53	1.13	7.66	71.9	24.0	3.5	0.6	1.5	65
1000 - 1300	48,337.	99.2	6.41	0.52	6.93	76.0	22.8	1.1	0.1	0.3	56
1300 - 1600	48,515.	96.9	6.40	0.83	7.23	72.3	24.7	2.6	0.4	1.0	63
1600 - 1900	48,160.	93.0	6.35	2.08	8.43	65.8	27.9	5.2	1.1	3.0	61
1900 - 2200	33,284.	99.1	8.93	0.96	9.89	53.2	38.1	7.4	1.3	0.8	84
2200 - 2400	20,406.	100.3	9.94	0.90	10.84	50.1	40.5	8.0	1.4	0.2	81
Summary	259,396.	97.2	6.98	1.13	8.11	67.6	27.7	4.0	0.7	1.4	84

Transport for London - QSI Points and Live Mileage List

Route 368
 Service change 29712
 Date 14/03/2013

Reason for Issue

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CHADWR	9805	Chadwell Heath Police Station		
	9645	Herbert Gardens	221	0.14
	19313	Chadwell Heath Station	270	0.17
	19311	Kemp Road	348	0.22
	19309	Green Lane	253	0.16
GNLABC	20697	Bennetts Castle Lane	384	0.24
	15447	Green Lane	144	0.09
	15449	Becontree Avenue	294	0.18
	29262	Waldegrave Road	307	0.19
	29260	School Way	336	0.21
	29258	Mayesbrook Road	262	0.16
	29256	Longbridge Road	280	0.17
	29754	Ilchester Road	424	0.26
	29752	Ivinghoe Road	237	0.15
	29750	St Cedd's Church	267	0.17
MSPKRH	29836	Porters Avenue	222	0.14
	19298	Woodward Road	562	0.35
	19296	Maplestead Road	367	0.23
RIPRTH	2838	Barking Industrial Park	448	0.28
	18392	Rippleside Cemetery	221	0.14
	20499	Tudor Road	442	0.27
	4284	Blake Avenue	237	0.15
	18394	King Edwards Road	597	0.37
	BP5390	Westbury Road	240	0.15
	35770	Abbey Sports Centre	322	0.20
	LE174	Broadway Theatre	281	0.17
	35771	Barking Abbey	178	0.11
BARKLR	9540	Barking Town Centre	310	0.19
BARKSN	29776	Barking Station	495	0.31
	BP2154	Cowbridge Lane	815	0.51
BARKHL	BP1991	Harts Lane Estate	345	0.21
Total Route Mileage - Out Direction			10109	6.28
			Metres	Miles

TRANCHE 513

Mileage Update

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
BARKHL	BP1991	Harts Lane Estate		
	BP2155	Cowbridge Lane	359	0.22
BARKSN	BP096	Barking Station	947	0.59
BARKLR	LE142	Barking Town Centre	464	0.29
	BP4825	Broadway Theatre	358	0.22
	LE173	Sunningdale Avenue	528	0.33
	18393	King Edwards Road	341	0.21
	4285	Blake Avenue	720	0.45
	20500	Tudor Road	354	0.22
	18391	Rippleside Cemetery	235	0.15
RIPRTH	20521	Barking Industrial Park	268	0.17
	19297	Stamford Road	546	0.34
MSPKRH	29747	Porters Avenue	716	0.44
	29749	St Cedd's Church	256	0.16
	29751	Ivinghoe Road	303	0.19
	29753	Ilchester Road	200	0.12
	BP222	Longbridge Road	401	0.25
	29257	Mayesbrook Road	299	0.19
	29259	School Way	311	0.19
	29261	Waldegrave Road	285	0.18
	LE222	Bennetts Castle Lane	196	0.12
	BP3472	Winterbourne Road	231	0.14
	GNLABC	29973	Bennetts Castle Lane	255
19310		Green Lane	361	0.22
19312		Mayfield Road	231	0.14
BP164		Scottes Lane	176	0.11
19314		Chadwell Heath Station	332	0.21
CHADWR	9805	Chadwell Heath Police Station	193	0.12
Total Route Mileage - Back Direction			9866	6.13
			Metres	Miles