

## CONTRACT SPECIFICATION

Tenders are requested for the following contract to operate a bus service.

<b>Contract Reference</b>	QC37704
<b>Route Number</b>	379
<b>Terminus Points</b>	Chingford Station to Yardley Lane Estate
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	10 <sup>th</sup> March 2012
<b>Vehicle Type</b>	45 capacity, single door, single deck vehicles
<b>Maximum Approved Dimensions</b>	8.8 metres long and 2.4 metres wide
<b>Advertising Rights</b>	Operator
<b>Sponsored Route</b>	No
<b>Minimum Performance Std</b>	Departing on Time - No less than 90.00%
<b>Extension Threshold</b>	Departing on Time Threshold - 94.00%
<b>Minimum Operated Mileage</b>	No less than 98.00%

Tender Return Date: No later than 12 o'clock on 21<sup>st</sup> March 2011

## **SERVICE SPECIFICATION**

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## 1) NOTES

### **Performance and Threshold measurement:**

It is anticipated that sufficient QSI surveys for Performance and Threshold measurement will be available at or shortly after the commencement of the new contract for Route No. 379. When they are available, full incentive provisions will be introduced from the start of the next payment quarter using the Departing on Time standard above. However, until sufficient QSI surveys are available the contract will operate without QIC payments or deductions, nor will the extension threshold be available.

### **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. 379.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 379.

## 2) SCHEDULE REQUIREMENTS & PINCHPOINTS

### 2.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Chingford Station to Yardley Lane Estate		Yardley Lane Estate to Chingford Station			
First departure no later than 0500.		First departure no later than 0510.			
0455 - 0630	Every 30 minutes	0505 - 0640	Every 30 minutes		
0631 - 1945	Every 15 minutes	0641 - 1955	Every 15 minutes		
1946 - 0045	Every 30 minutes	1956 - 0055	Every 30 minutes		
Last departure no earlier than 0040.		Last departure no earlier than 0050.			
<b>Pinchpoints</b>					
Yardley Lane Estate	0740 - 0910	15 minutes	Chingford Station	0735 - 0905	15 minutes
	1510 - 1640	15 minutes		1505 - 1620	15 minutes

### 2.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Chingford Station to Yardley Lane Estate		Yardley Lane Estate to Chingford Station			
First departure no later than 0500.		First departure no later than 0510.			
0455 - 0800	Every 30 minutes	0505 - 0810	Every 30 minutes		
0801 - 1815	Every 15 minutes	0811 - 1825	Every 15 minutes		
1816 - 0045	Every 30 minutes	1826 - 0055	Every 30 minutes		
Last departure no earlier than 0040.		Last departure no earlier than 0050.			
<b>Pinchpoints</b>					
Yardley Lane Estate	0950 - 1150	15 minutes	Chingford Station	0950 - 1150	15 minutes

### 2.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Chingford Station to Yardley Lane Estate		Yardley Lane Estate to Chingford Station			
First departure no later than 0610.		First departure no later than 0620.			
0605 - 0045	Every 30 minutes	0615 - 0055	Every 30 minutes		
Last departure no earlier than 0040.		Last departure no earlier than 0050.			
<b>Pinchpoints</b>					
Yardley Lane Estate	1050 - 1150	30 minutes	Chingford Station	1100 - 1200	30 minutes

### 2.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Chingford Station to Yardley Lane Estate		Yardley Lane Estate to Chingford Station			
First departure no later than 0810.		First departure no later than 0750.			
0805 - 0045	Every 30 minutes	0745 - 0055	Every 30 minutes		
Last departure no earlier than 0040.		Last departure no earlier than 0050.			
<b>Pinchpoints</b>					
Yardley Lane Estate	1050 - 1150	30 minutes	Chingford Station	1100 - 1200	30 minutes

### **3) OPERATIONAL CONSIDERATIONS**

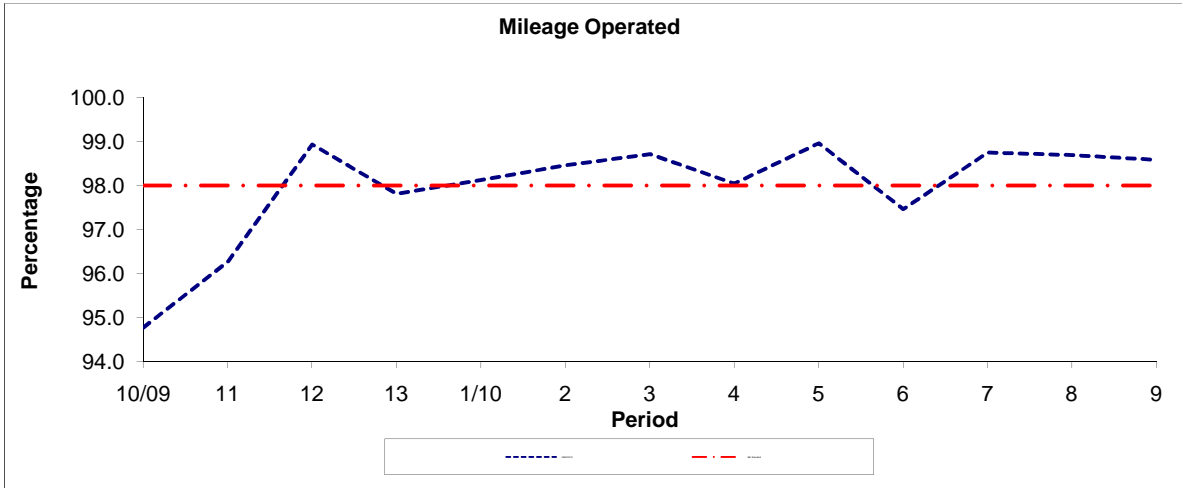
- 3.1) Route No. 379 should be best separated from Route No. 313 all evenings and Sundays.
- 3.2) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following location: Chingford Station.
- 3.3) Route No. 379 can suffer unpredictable traffic delays in the Station Road and Kings Head Hill areas.
- 3.4) Smaller buses are used on the route due to highway constraints on the Yardley Lane Estate.
- 3.5) The 2012 Olympic Games open on Friday 27<sup>th</sup> July and close on Sunday 12<sup>th</sup> August. The 2012 Paralympic Games start on Wednesday 29<sup>th</sup> August and close on Sunday 9<sup>th</sup> September. The Games will result in additional passenger demand across the network, requiring additional capacity on some routes. There will also be a number of road closures in the event areas resulting in route diversions. Operators should be aware there will be implications to them during this time. Full details and any extra resource required will be negotiated with the operator at a later date.

### **4) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE**

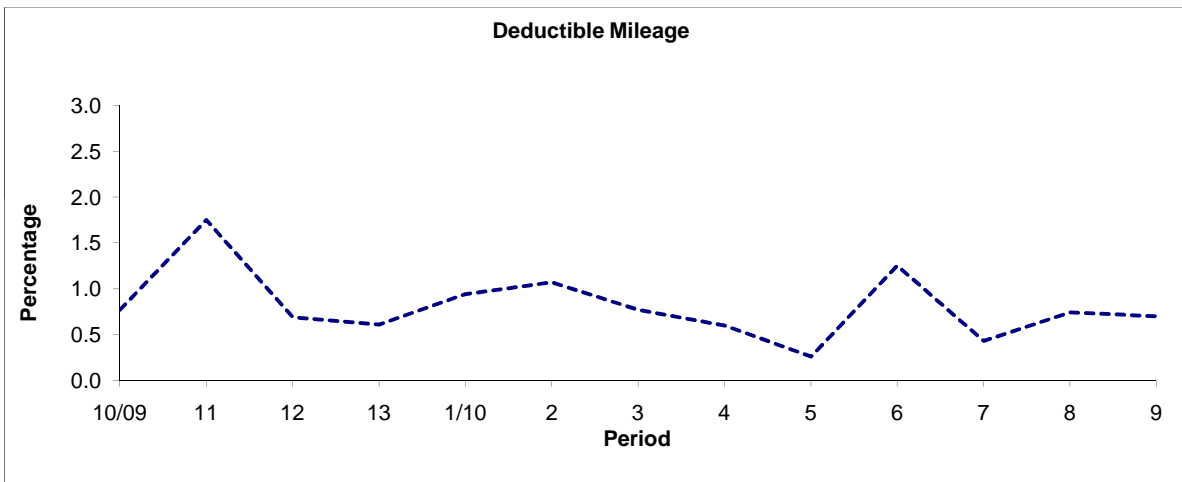
- 4.1) CURRENT PERFORMANCE  
As per current print out.
- 4.2) ROUTE RECORD  
As per Busnet Printout.
- 4.3) IBUS MILEAGE  
As per current print out.

**PART B - PERFORMANCE STATISTICS**

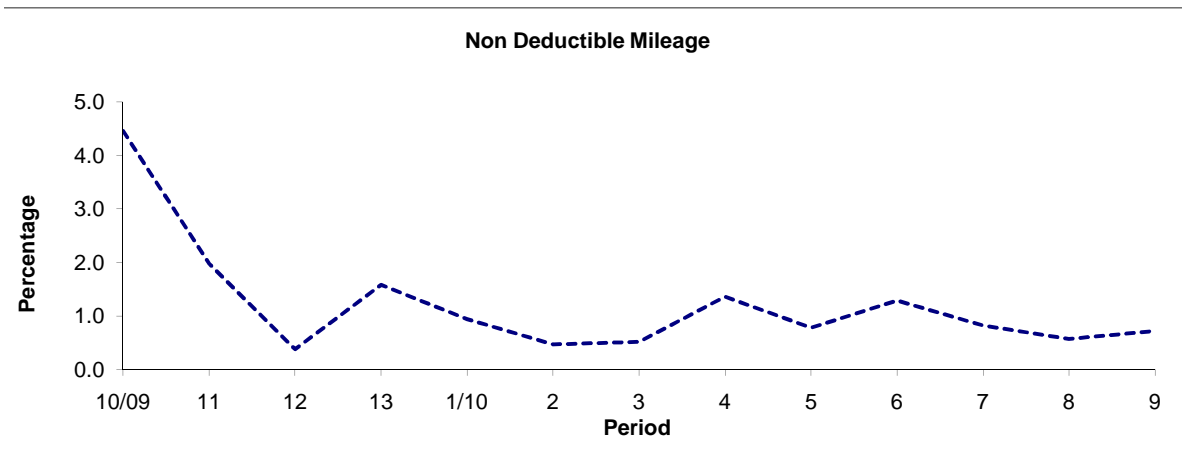
**Route 379**



Period	10/09	11	12	13	1/10	2	3	4	5	6	7	8	9
2009/2010	94.77	96.27	98.93	97.81	98.12	98.46	98.71	98.04	98.96	97.46	98.75	98.69	98.58
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	10/09	11	12	13	1/10	2	3	4	5	6	7	8	9
2009/2010	0.77	1.75	0.69	0.61	0.94	1.07	0.77	0.60	0.26	1.25	0.43	0.74	0.70

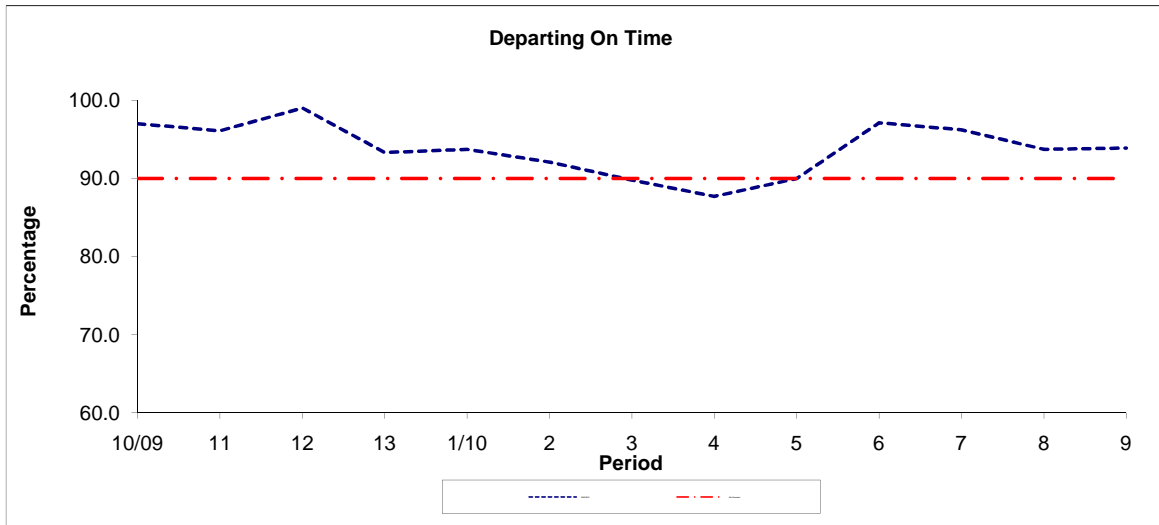


Period	10/09	11	12	13	1/10	2	3	4	5	6	7	8	9
2009/2010	4.46	1.98	0.38	1.58	0.94	0.47	0.52	1.36	0.78	1.29	0.82	0.57	0.72

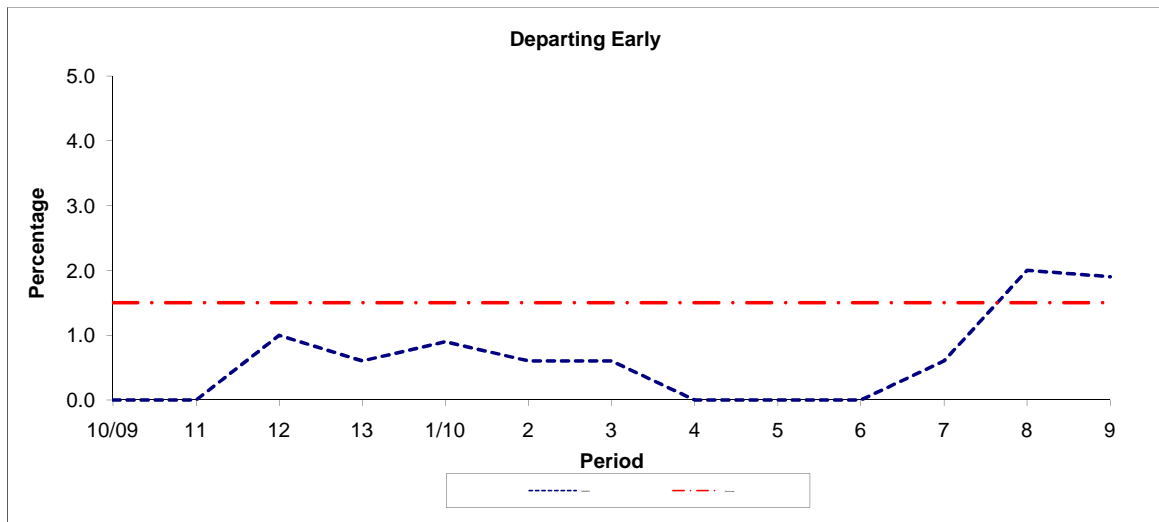
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 379**



Period	10/09	11	12	13	1/10	2	3	4	5	6	7	8	9
2009/2010	97.00	96.10	99.00	93.30	93.70	92.10	89.80	87.70	90.00	97.10	96.20	93.70	93.90
Min Standard	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00



Period	10/09	11	12	13	1/10	2	3	4	5	6	7	8	9
2009/2010	0.00	0.00	1.00	0.60	0.90	0.60	0.60	0.00	0.00	0.00	0.60	2.00	1.90
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 based on 12 weeks rolling data

# LONDON BUSES - ROUTE DESCRIPTION

## ROUTE 379: Chingford Station - Yardley Lane Estate

**Date of Structural Change:** 3 March 2012.

**Date of Service Change:** 3 March 2012.

**Reason for Issue:** New Tender.

### STREETS TRAVERSED

**Towards Yardley Lane Estate:** Chingford Bus Station, Station Road, The Green, Kings Head Hill, Drysdale Avenue, Hawkwood Crescent, Sewardstone Road.

**Towards Chingford Station:** Sewardstone Road, Boardman Avenue, Antlers Hill, Yardley Lane, Sewardstone Road, Hawkwood Crescent, Drysdale Avenue, Kings Head Hill, The Green, Station Road, Chingford Bus Station.

### STANDING AND TURNING POINTS

#### CHINGFORD BUS STATION, BAY D

Private stand for 2 buses at Stop D in Chingford Bus Station on south side of Station Road. Buses proceed from Chingford Bus Station direct to stand, departing to Chingford Bus Station. Set down in Chingford Bus Station, at Stop D and pick up in Chingford Bus Station, at Stop D.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 379 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.
DISPLAY:	Chingford Station.
OTHER INFORMATION:	London Buses toilet facilities available 24 hours a day.



## YARDLEY LANE ESTATE

Buses proceed from Sewardstone Road direct to stand, departing to Sewardstone Road. Set down in Sewardstone Road and pick up in Sewardstone Road.

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 1 bus on Route 379 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.  
DISPLAY: Yardley Lane.

## Transport for London - Live Mileage List

Route 379  
 Service change 19319  
 Date 28 October 2009

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CHFDSN S	CHFDSN S	Chingford Station Stand		
CHFDSN	34018	Chingford Station	0	0.00
	1135	Station Road / Chingford Station	104	0.06
	15985	Stanley Road	276	0.17
	26995	Station Road / The Green	239	0.15
	19970	Chingford Police Station	327	0.20
	19972	Pole Hill Road	276	0.17
	19974	Hawksmouth	283	0.18
	H0008	Margaret Avenue	487	0.30
	H0003	Mark Avenue	115	0.07
	H0736	Hawkdene Crescent	200	0.12
	20045	Yardley Lane	405	0.25
	25851	Sewardstone Gardens	183	0.11
YLNEBA	29957	Yardley Lane Estate	396	0.25
YLNEBA H	YLNEBA H	YARDLEY LANE ESTATE, BOARDMAN AVENUE HESITATION POINT	0	0.00

<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>			3291	2.04
			metres	miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
YLNEBA H	YLNEBA H	YARDLEY LANE ESTATE, BOARDMAN AVENUE HESITATION POINT		
YLNEBA	29957	Yardley Lane Estate	0	0.00
	H0007	Boardman Avenue	112	0.07
	H0005	Antlers Hill	159	0.10
	H0010	Deerleap Grove	261	0.16
	H0009	Hawkwood School	157	0.10
	20046	Hawkwood Crescent	524	0.33
	H0004	Drysdale Ave / Hawkwood Cres	266	0.17
	H0001	South Avenue	439	0.27
	H0002	Harford Road	180	0.11
	19975	Hawksmouth	168	0.10
	19973	Pole Hill Road	255	0.16
	19971	Chingford Green	457	0.28
	4289	Station Road / The Green	286	0.18
	15984	Buxton Road	205	0.13
CHFDSN	34018	Chingford Station	502	0.31
CHFDSN S	CHFDSN S	Chingford Station Stand	0	0.00

<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>			3971	2.47
			metres	miles