

7. Service Specification

Route: 383

Contract Reference: QC48502

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	Barnet, The Spires and Woodside Park Station
Contract Basis	Incentivised
Commencement Date	25 th July 2015
Vehicle Type	45 capacity, single door, single deck buses
Current Maximum Approved Dimensions	8.9 metres long and 2.4 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Departing on Time - No less than 86.00%
Extension Threshold	Departing on Time Threshold -90.00%
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 1st September 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 & 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. 383.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 383.

- 45 capacity, dual door, single deck buses of 8.9 metres long buses are specified. Smaller buses are used on the route due to highway constraints along Netherlands Road.

Hail & Ride Operation:

Hail and ride operation, with buses stopping wherever it is safe to set down and pick up passengers, applies on the following sections of Route No. 383:

- **Towards Woodside Park Station:** Netherlands Road, Oakleigh Park North, Athenaeum Road; Torrington Road, North Finchley High Road and Woodside Park Road
- **Towards Barnet, The Spires:** Woodside Park Road, North Finchley High Road, Torrington Road; Athenaeum Road, Oakleigh Park North and Netherlands Road

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.

All tender prices should be based on the gross fuel cost exclusive of BSOG payments which will not be claimable from DfT after 1st October 2013.

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

Barnet, The Spires to Woodside Park Station		Woodside Park Station to Barnet, The Spires			
First departure no later than 0540.		First departure no later than 0615.			
0535 - 1940	Every 30 minutes	0610 - 2020	Every 30 minutes		
Last departure no earlier than 1935.		Last departure no earlier than 2015.			
Pinchpoints					
Whetstone, Griffin	0730 - 0900	30 minutes	Oakleigh Park Station	0730 - 0900	30 minutes
	1500 - 1630	30 minutes		1500 - 1630	30 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Barnet, The Spires to Woodside Park Station		Woodside Park Station to Barnet, The Spires			
First departure no later than 0540.		First departure no later than 0615.			
0535 - 1940	Every 30 minutes	0610 - 2020	Every 30 minutes		
Last departure no earlier than 1935.		Last departure no earlier than 2015.			
Pinchpoints					
Whetstone, Griffin	0955 - 1155	30 minutes	Oakleigh Park Station	1000 - 1200	30 minutes

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 383 should be separated from the journeys on Route No. 184 between Barnet High Street, Barnet Church and New Barnet, East Barnet Road during all periods.
- 4.2) Route No. 383 can suffer from unpredictable traffic delays in the Whetstone and North Finchley areas.
- 4.3) Smaller buses are used on the route due to highway constraints along Netherlands Road.

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 383: Barnet, The Spires - Woodside Park Station

Date of Structural Change: 25 July 2015.

Date of Service Change: 25 July 2015.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Woodside Park Station: Stapylton Road, Salisbury Road, Barnet High Street, Meadway, Potter's Road, Plantagenet Road, Station Road, Station Approach, New Barnet Station Forecourt, Station Approach, Lyonsdown Road, Station Road, East Barnet Road, Longmore Avenue, Netherlands Road, Oakleigh Park North, Athenaeum Road, Whetstone High Road, Friern Barnet Lane, Torrington Park, North Finchley High Road, Woodside Park Road, Woodside Park Station Forecourt.

Towards Barnet, The Spires: Woodside Park Station Forecourt, Woodside Park Road, North Finchley High Road, Torrington Park, Friern Barnet Lane, Whetstone High Road, Athenaeum Road, Oakleigh Park North, Netherlands Road, Longmore Avenue, East Barnet Road, Station Road, Lyonsdown Road, Station Approach, New Barnet Station Forecourt, Station Approach, Station Road, Plantagenet Road, Potter's Road, Meadway, Barnet High Street, St Albans Road, Stapylton 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.

BARNET, THE SPIRES

Public stand for 4 buses in marked bays on east side of Stapylton Road commencing opposite and 9 metres north of Lamp Standard No. 14 and extending 49 metres north. Buses proceed from Stapylton Road direct to stand, departing to Stapylton Road. Set down in Stapylton Road, at Stop S (BP1612 - The Spires, Last Stop on LOR: BP1612 - The Spires) and pick up in Stapylton Road, at Stop S (BP1612 - The Spires, First Stop on LOR: BP1612 - The Spires).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 383 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:	Barnet, The Spires.
OTHER INFORMATION:	Toilets available in Spires shopping centre (0800-2200 Mondays to Saturdays; 1000-1600 Sundays).

BARNET, HIGH STREET (from WOODSIDE PARK STATION)

Public stand for 3 buses on west side of Barnet High Street commencing 15 metres south of Fitzjohn Avenue and extending 36.2 metres south. Buses proceed from Barnet High Street direct to stand, departing via Barnet High Street, Wood Street and Wood Street Slip Road to Barnet High Street. Set down in Barnet High Street, at Stop M (9926 - Fitzjohn Avenue, Last Stop on LOR: 26163 - High Barnet Station <->) and pick up in Barnet High Street, at Stop H (14927 - Barnet High Street / Barnet Church, First Stop on LOR: 14927 - Barnet High Street / Barnet Church).

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:	Barnet Church.

NEW BARNET STATION

Private stand for up to 3 buses on east side of Station Approach commencing opposite entrance to Russell Court Flats.

From Barnet, The Spires.

Buses proceed from New Barnet Station Forecourt direct to stand, departing to New Barnet Station Forecourt. Set down in New Barnet Station Forecourt, at Stop Z1 (BP283 - New Barnet Station #, Last Stop on LOR: 35337 - New Barnet Station #) and pick up in New Barnet Station Forecourt, at Stop A (35337 - New Barnet Station #, First Stop on LOR: 35337 - New Barnet Station #).

From Woodside Park Station.

Buses proceed from New Barnet Station Forecourt direct to stand, departing to New Barnet Station Forecourt. Set down in New Barnet Station Forecourt, at Stop Z1 (BP283 - New Barnet Station #, Last Stop on LOR: 35337 - New Barnet Station #) and pick up in New Barnet Station Forecourt, at Stop A (35337 - New Barnet Station #, First Stop on LOR: 35337 - New Barnet 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:	New Barnet.
OTHER INFORMATION:	Tiolet facilities available (Mon-Sat: 0900-1800; Sun 1000-1600).

OAKLEIGH PARK (from Barnet, The Spires)

Buses proceed from Oakleigh Park North departing to Netherlands Road. Set down in Oakleigh Park North, at Stop BW (BP2078 - Oakleigh Park Station #, Last Stop on LOR: BP2078 - Oakleigh Park Station #) and pick up in Netherlands Road, at Stop BY (BP2077 - Oakleigh Park Station #, First Stop on LOR: BP2077 - Oakleigh Park Station #).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Oakleigh Park.

TOTTERIDGE & WHETSTONE STATION

Private stand for 1 bus in Allum Way on east side of marked turning circle at entrance to main car park area of Totteridge & Whetstone Station.

From Barnet, The Spires.

Buses proceed from Athenaeum Road via Whetstone High Road, Totteridge Lane, Allum Way and Totteridge Station Car Park to stand, departing via Totteridge Station Car Park, Allum Way, Totteridge Lane and Whetstone High Road to Athenaeum Road. Set down in Athenaeum Road, at Stop O (BP2080 - Oakleigh Gardens, Last Stop on LOR: BP2080 - Oakleigh Gardens) and pick up in Athenaeum Road, at Stop N (BP2079 - Oakleigh Gardens, First Stop on LOR: BP2079 - Oakleigh Gardens).

From Woodside Park Station.

Buses proceed from Whetstone High Road via Totteridge Lane, Allum Way and Totteridge Station Car Park to stand, departing via Totteridge Station Car Park, Allum Way and Totteridge Lane to Whetstone High Road. Set down in Whetstone High Road, at Stop I (9909 - Whetstone High Road / Friern Barnet Lane, Last Stop on LOR: 9909 - Whetstone High Road / Friern Barnet Lane) and pick up in Whetstone High Road, at Stop E (9910 - Whetstone High Road / Friern Barnet Lane, First Stop on LOR: 9910 - Whetstone High Road / Friern Barnet 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:	Totteridge & Whetstone.

WOODSIDE PARK STATION

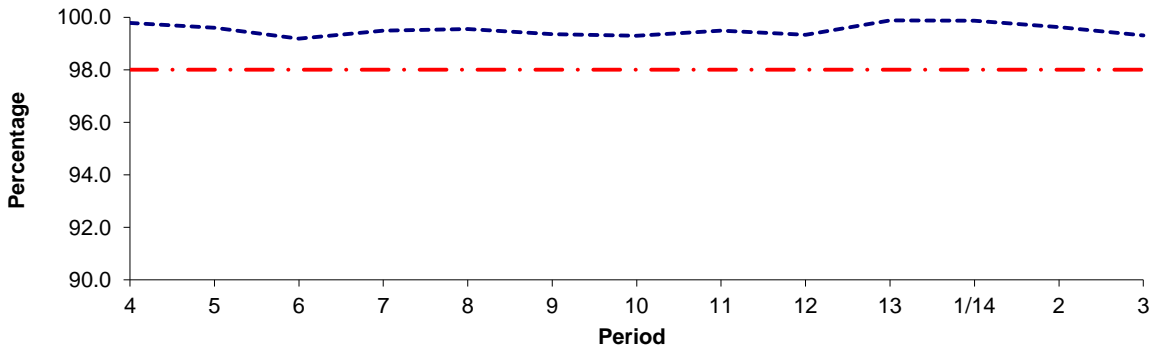
Private stand for one bus on south side of forecourt of Woodside Park Station.
Buses proceed from Woodside Park Station Forecourt direct to stand, departing to Woodside Park Station Forecourt. Set down in Woodside Park Station Forecourt, at Stop AA (BP2072 - Woodside Park Station <>, Last Stop on LOR: BP2072 - Woodside Park Station <>) and pick up in Woodside Park Station Forecourt, at Stop AA (BP2072 - Woodside Park Station <>, First Stop on LOR: BP2072 - Woodside Park Station <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 383 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:	Woodside Park.
OTHER INFORMATION:	Toilets available in LUL station during station opening hours.

PART B - PERFORMANCE STATISTICS

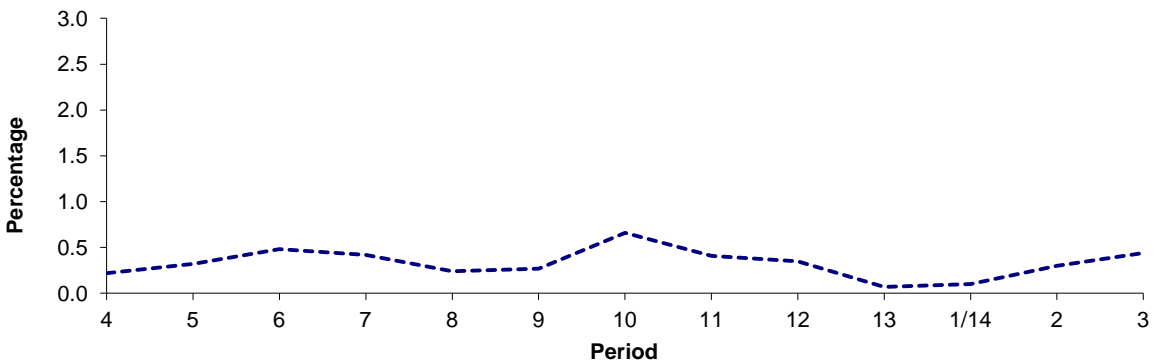
Route 383

Mileage Operated



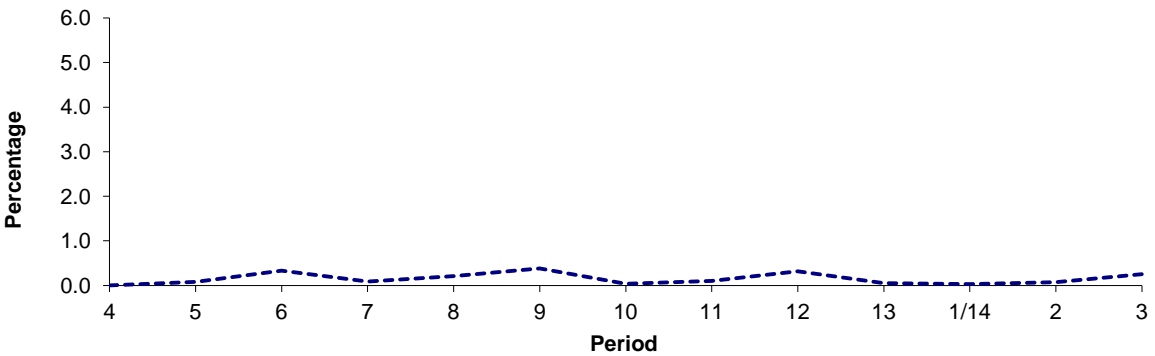
Period	4	5	6	7	8	9	10	11	12	13	1/14	2	3
2013/2014	99.78	99.60	99.19	99.49	99.55	99.35	99.30	99.49	99.33	99.88	99.87	99.63	99.31
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	4	5	6	7	8	9	10	11	12	13	1/14	2	3
2013/2014	0.22	0.32	0.48	0.42	0.24	0.27	0.66	0.41	0.35	0.07	0.10	0.30	0.44

Non Deductible Mileage

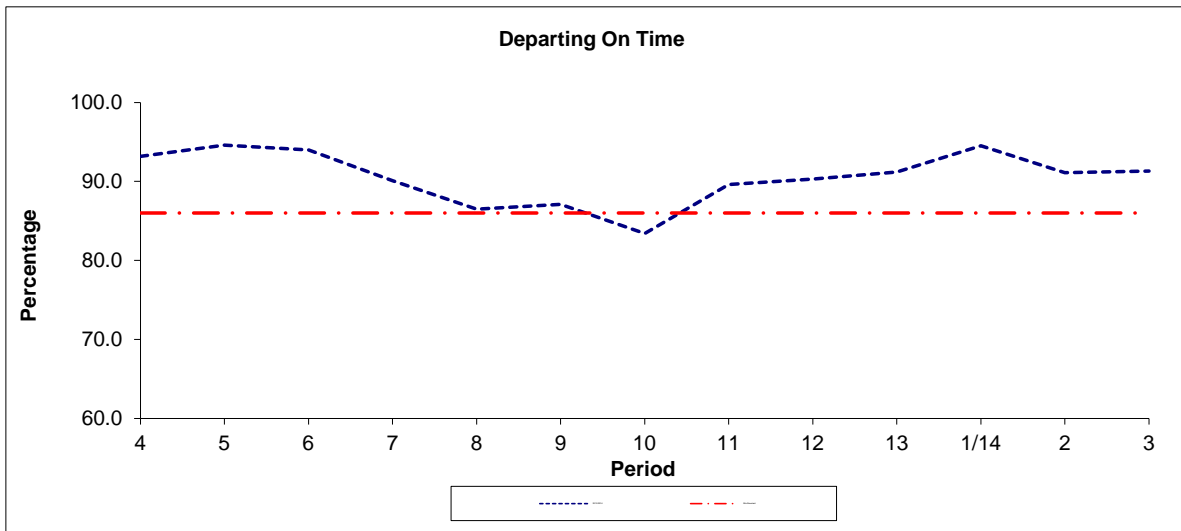


Period	4	5	6	7	8	9	10	11	12	13	1/14	2	3
2013/2014	0.00	0.08	0.33	0.09	0.21	0.38	0.04	0.10	0.32	0.05	0.03	0.07	0.25

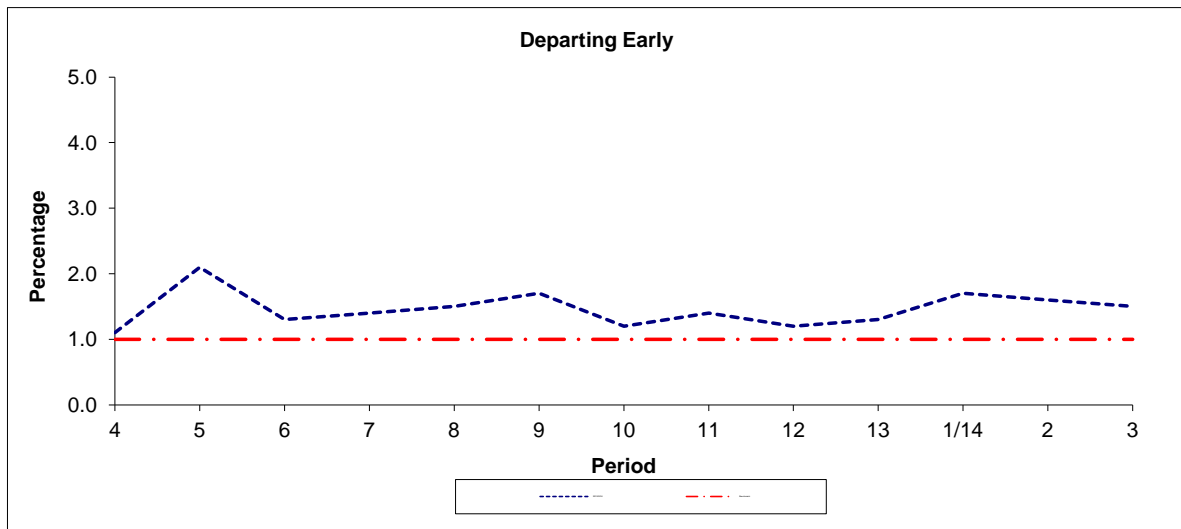
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 383



Period	4	5	6	7	8	9	10	11	12	13	1/14	2	3
2013/2014	93.2	94.6	94.0	90.1	86.5	87.1	83.4	89.6	90.3	91.2	94.5	91.1	91.3
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	4	5	6	7	8	9	10	11	12	13	1/14	2	3
2013/2014	1.1	2.1	1.3	1.4	1.5	1.7	1.2	1.4	1.2	1.3	1.7	1.6	1.5
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 383 - 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 (%)
0500 - 0700	5,646.	102.5	99.6	94.5	0.4	3.0	2.2
0700 - 1000	15,592.	99.1	99.4	87.8	0.7	1.5	10.1
1000 - 1300	15,523.	99.2	99.2	94.9	0.8	1.3	3.1
1300 - 1600	15,549.	99.3	99.3	92.6	0.7	1.7	5.0
1600 - 1900	15,537.	100.1	98.3	84.7	1.7	1.4	12.2
1900 - 2200	7,283.	99.6	99.2	92.3	0.8	1.3	5.6
Summary	75,130.	99.7	99.1	89.9	1.0	1.5	7.6

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 (%)
0500 - 0700	1,233.	100.2	99.2	92.7	0.8	3.4	3.1
0700 - 1000	3,340.	97.6	99.4	96.8	0.6	1.2	1.4
1000 - 1300	3,305.	98.4	99.0	93.4	1.1	0.9	4.6
1300 - 1600	3,317.	100.7	99.7	93.2	0.3	0.9	5.6
1600 - 1900	3,362.	99.5	99.3	95.1	0.7	1.2	3.0
1900 - 2200	1,412.	104.3	99.5	95.4	0.3	2.0	2.3
Summary	15,969.	99.6	99.3	94.4	0.7	1.2	3.8

GOOD 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 (%)
0500 - 0700	25.	100.0	100.0	100.0	0.0	0.0	0.0
0700 - 1000	67.	98.5	100.0	95.5	0.0	4.5	0.0
1000 - 1300	66.	100.0	100.0	100.0	0.0	0.0	0.0
1300 - 1600	66.	100.0	100.0	98.5	0.0	0.0	1.5
1600 - 1900	67.	100.0	98.5	94.3	1.6	1.6	2.6
1900 - 2200	28.	103.6	100.0	100.0	0.0	0.0	0.0
Summary	319.	100.0	99.7	97.7	0.3	1.0	1.0

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 (%)
0500 - 0700	6,904.	102.1	99.5	94.3	0.5	3.0	2.3
0700 - 1000	18,999.	98.8	99.4	88.6	0.6	1.5	9.3
1000 - 1300	18,894.	99.1	99.2	94.6	0.8	1.2	3.4
1300 - 1600	18,932.	99.6	99.3	92.7	0.6	1.6	5.0
1600 - 1900	18,966.	100.0	98.5	86.0	1.6	1.4	11.0
1900 - 2200	8,723.	100.3	99.2	92.7	0.7	1.4	5.1
Summary	91,418.	99.7	99.1	90.6	0.9	1.5	7.0

* No Sunday service.

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

Route 383

TRANCHE 485

Service change 19987

Date 11/09/2009

Reason for Issue

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
BRNTSP S	BRNTSP S	BARNET, THE SPIRES		
BRNTSP	BP1612	The Spires	0	0.00
	80002	Salisbury Road	208	0.13
	80003	Barnet High Street	247	0.15
BRNTHS	14927	Barnet High Street / Barnet Church	293	0.18
	1478	Meadway / High Barnet Station	193	0.12
	26160	King Edward Road	581	0.36
	26158	St Mark's Close	215	0.13
	26156	Clifford Road	417	0.26
	26155	Bulwer Road	280	0.17
NBARSN	3809	New Barnet Station / Station Road	355	0.22
	35337	New Barnet Station	223	0.14
	18115	New Barnet Sainsburys	436	0.27
	18117	Victoria Road	379	0.24
	16990	Crescent Road	565	0.35
LNGMNR	16991	York Road	350	0.22
	H0912	Northumberland Road	455	0.28
OAKLSN	BP2078	Oakleigh Park Station	463	0.29
	H0910	Oakleigh Park North	615	0.38
WHETGF	BP2080	Oakleigh Gardens	514	0.32
	9910	Oakleigh Road North	271	0.17
	19616	Whetstone Police Station	200	0.12
	19614	Lawrence Campe Close	327	0.20
	20910	Golfside Close	422	0.26
	1311	Friary Road	316	0.20
FBARRW	19612	The Ridgeway	457	0.28
FBARTR	H0913	Friary Way	536	0.33
	H0914	North Finchley High Road	879	0.55
WDPKSN	BP2072	Woodside Park Station	566	0.35
	WDPKSN S	WOODSIDE PARK STATION	0	0.00

TOTAL ROUTE MILEAGE - OUT DIRECTION 10763 metres 6.69 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WDPKSN S	WDPKSN S	WOODSIDE PARK STATION		
WDPKSN	BP2072	Woodside Park Station	0	0.00
	H0908	North Finchley High Road	675	0.42
FBARTR	H0909	Ashurst Road	877	0.54
FBARRW	19611	The Ridgeway	547	0.34
	1310	Friary Road	299	0.19
	20909	Golfside Close	404	0.25
	19613	Myddelton Park	158	0.10
	BP173	Lawrence Campe Close	207	0.13
	19615	Whetstone Police Station	333	0.21
	9909	Oakleigh Road North	155	0.10
WHETGF	BP2079	Oakleigh Gardens	338	0.21
	H0945	The Firs	475	0.30
OAKLSN	BP2077	Oakleigh Park Station	749	0.47
	H0911	Dalmeny Road	575	0.36
LNGMNR	OC672	0	211	0.13
	16992	Lancaster Road	194	0.12
	18118	Crescent Road	350	0.22
	18114	Victoria Road	437	0.27
	18116	New Barnet Sainsburys	299	0.19
	35337	New Barnet Station	464	0.29
NBARSN	3810	New Barnet Station / Station Road	285	0.18
	26154	Bulwer Road	337	0.21
	26157	Hadley Road	427	0.27
	26159	St Mark's Close	277	0.17
	26161	King Edward Road	211	0.13
	26163	High Barnet Station	445	0.28
BRNTHS	9927	Barnet Church	289	0.18
	BP1265	Barnet High Street	224	0.14
	18102	St. Albans Road	251	0.16
BRNTSP	BP1612	The Spires	246	0.15
	BRNTSP S	BARNET, THE SPIRES	0	0.00

TOTAL ROUTE MILEAGE - BACK DIRECTION 10739 metres 6.67 miles