

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE Nos. 389 & 399

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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 Nos. 389 & 399.

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:

- Tenderers are encouraged to submit timetable and vehicle options which offer lower cost alternatives to the compliant specification for this route.

3. TERMINALS

Route No. 389 will operate between Barnet, The Spires Shopping Centre and Barnet, The Spires Shopping Centre as a loop working via Western Way.

Route No. 399 will operate between Barnet, The Spires Shopping Centre and Barnet, The Spires Shopping Centre as a loop working via Camlet Way and Hadley Wood.

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 Nos. 389 & 399 which will operate as follows:

DAY OF OPERATION	Route No. 389	Route No. 399
Mondays to Fridays	Section 6.1	Section 6.1
Saturdays & Good Friday	Section 6.2	Section 6.2
Sundays	No service	No service
Christmas Day	No service	No service
Boxing Day	No service	No service
Other Public Holidays	No service	No service

5. VEHICLE TYPE

Please refer to Section 2.5 of Part A of the Guide for Tenderers.

Route Nos. 389 & 399 are currently approved for vehicles which are a maximum of 9.3 metres long and 2.4 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 that single door, single deck buses with a minimum capacity of 50 of which approximately 23 should be seated, will be used on this route. Luggage space should also be provided.

Consideration will be given to vehicles which achieve the overall capacity but which slightly reduce seating capacity in order to improve passenger circulation at the front of the vehicle

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.

Bids for both conventional diesel powered vehicles and diesel-electric hybrid vehicles should be submitted and separate prices for both types are required.

Bids based on a mix of hybrid and conventional vehicles would be welcomed, subject to a minimum of 10 hybrid powered vehicles being offered for this route (full hybrid operation should be offered for routes with a vehicle requirement of less than 10).

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

Route No. 389

1. Barnet, The Spires Shopping Centre to Barnet, Western Way

1020 - 1420 Every 60 minutes

First departure from Barnet The Spires Shopping Centre no later than 1025.
Last departure from Barnet The Spires Shopping Centre no earlier than 1415.

2. Barnet, Western Way to Barnet, The Spires Shopping Centre

1025 - 1430 Every 60 minutes

First departure from Barnet, Western Way no later than 1030.
Last departure from Barnet, Western Way no earlier than 1425.

Route No. 399

1. Barnet, The Spires Shopping Centre to Hadley Wood Station

0945 - 1445 Every 60 minutes

First departure from Barnet The Spires Shopping Centre no later than 0950 *.
Last departure from Barnet The Spires Shopping Centre no earlier than 1440.

* First departure can start from Camlet Way, Beech Hill Avenue at 0904 towards Hadley Wood Station.

2. Hadley Wood Station to Barnet, The Spires Shopping Centre

1000 - 1410 Every 60 minutes

First departure from Hadley Wood Station no later than 1005.
Last departure from Hadley Wood Station no earlier than 1405.

6.2 Saturdays and Good Friday

Route No. 389

1. Barnet, The Spires Shopping Centre to Barnet, Western Way

1020 - 1420 Every 60 minutes

First departure from Barnet The Spires Shopping Centre no later than 1025.
Last departure from Barnet The Spires Shopping Centre no earlier than 1415.

2. Barnet, Western Way to Barnet, The Spires Shopping Centre

1025 - 1430 Every 60 minutes

First departure from Barnet, Western Way no later than 1030.
Last departure from Barnet, Western Way no earlier than 1425.

Route No. 399

1. Barnet, The Spires Shopping Centre to Hadley Wood Station

0945 - 1445 Every 60 minutes

First departure from Barnet The Spires Shopping Centre no later than 0950 *.
Last departure from Barnet The Spires Shopping Centre no earlier than 1440.

* First departure can start from Camlet Way, Beech Hill Avenue at 0904 towards Hadley Wood Station.

2. Hadley Wood Station to Barnet, The Spires Shopping Centre

1000 - 1410 Every 60 minutes

First departure from Hadley Wood Station no later than 1005.
Last departure from Hadley Wood Station no earlier than 1405.

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 Nos. 389 & 399 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 Nos. 389 & 399 shall be:

Departing on Time:	No less than 86.00%
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

For Quality Incentive Contracts, 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 = 90.00%

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 Nos. 389 & 399. 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.

Summary of Proposed QSI Coverage

Survey arrangements to be advised.

8. RUNNING TIMES

The current timetable for Route Nos. 389 & 399 can be viewed by prospective Tenderers on Caesar. 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 Saturday shopping period.

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

- the minimum performance standards for Route Nos. 389 & 399 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 Nos. 389 & 399 should interwork with other bus services where possible.

11. CONTROL STRATEGY

Route Nos. 389 & 399 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 Nos. 389 & 399:

- Route Nos. 389 & 399 can suffer from unpredictable traffic delays in the Barnet area. Home football matches at Barnet F.C. can also cause traffic congestion in the Barnet area

Tenderers should also note the following factors/events which may have an impact on Route Nos. 389 & 399 in the foreseeable future:

- 9.3 metre, 50 capacity single door, single deck buses are used due to highway constraints on this route.
- 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 Nos. 389 & 399 must serve all stops on the line of route designated for the route.

Hail and ride operation, with buses stopping wherever it is safe to set down and pick up passengers, currently applies on the following section of Route No. 389:

- Westcombe Drive, Fairfield Way, Sherrards Way, Western Way, Grasvenor Avenue, Fairfield Way.

Hail and ride operation, with buses stopping wherever it is safe to set down and pick up passengers, currently applies on the following sections of Route No. 399:

- Dury Road, Hadley Green Road, Camlet Way, Beech Hill Avenue, Newman's Way, Greenbrook Avenue, Beech Hill Avenue, Wood Ride, Camlet Way, Beech Hill, Cockfosters Road, Lancaster Avenue, Crescent East, Crescent West, Camlet Way, Hadley Green Road, Dury Road.

14. TIMING POINTS & MILEAGES

Timing Points

The required timing points (and codes) are shown in Caesar.

Mileages for Route No. 389

Barnet, The Spires Shopping Centre to Barnet, Western Way	1.8 miles
Barnet, Western Way to Barnet, The Spires Shopping Centre	1.5 miles

Mileages for Route No. 399

Barnet, The Spires Shopping Centre to Hadley Wood Station	4.1 miles
Hadley Wood Station to Barnet, The Spires Shopping Centre	1.9 miles
Camlet Way, Beech Hill Avenue to Hadley Wood Station	2.1 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 Nos. 389 & 399 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. STANDS AND 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:

389 via High Barnet

399 via Hadley Wood

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.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 389: Barnet, The Spires - Barnet, Western Way

Date of Structural Change: 9 April 2011.

Date of Service Change: 9 April 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Barnet, Western Way: Stapylton Road, Salisbury Road, Barnet High Street, Barnet Hill, Underhill, Barnet Lane, Westcombe Drive, Fairfield Way, Sherrards Way, Western Way.

Towards Barnet, The Spires: Western Way, Grasvenor Avenue, Fairfield Way, Barnet Hill, Barnet High Street, St Albans Road, Stapylton Road.

STANDING AND TURNING POINTS

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 and pick up in Stapylton Road, at Stop S.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 1 bus on Route 389 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: Barnet, The Spires.

OTHER INFORMATION: Toilet facilities available Mon-Sat 0900-1800; Sun 1000-1600.

BARNET, WESTERN WAY

Buses proceed from Western Way direct to stand, departing to Western Way. Set down in Western Way and pick up in Western Way.

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.
DISPLAY:	Barnet, Western Way.
OTHER INFORMATION:	HESITATION POINT ONLY - BUSES MUST NOT STAND. Buses pause on Western Way (westbound) to change blinds and reset ticket machines.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 399: Barnet, The Spires - Hadley Wood Station

Date of Structural Change: 9 April 2011.

Date of Service Change: 9 April 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Hadley Wood Station: Stapylton Road, Salisbury Road, Barnet High Street, Hadley Green, Dury Road, Hadley Green Road, Camlet Way, Beech Hill Avenue, Newmans Way, Greenbrook Avenue, Beech Hill Avenue, Wood Ride, Camlet Way, Beech Hill, Cockfosters Road, Lancaster Avenue, Crescent East, Crescent West.

Towards Barnet, The Spires: Crescent West, Camlet Way, Hadley Green Road, Dury Road, Hadley Green, St Albans Road, Stapylton Road.

STANDING AND TURNING POINTS

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 and pick up in Stapylton Road, at Stop S.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 399 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:	Barnet, The Spires.
OTHER INFORMATION:	Toilet facilities available Mon-Sat 0900-1800; Sun 1000-1600.

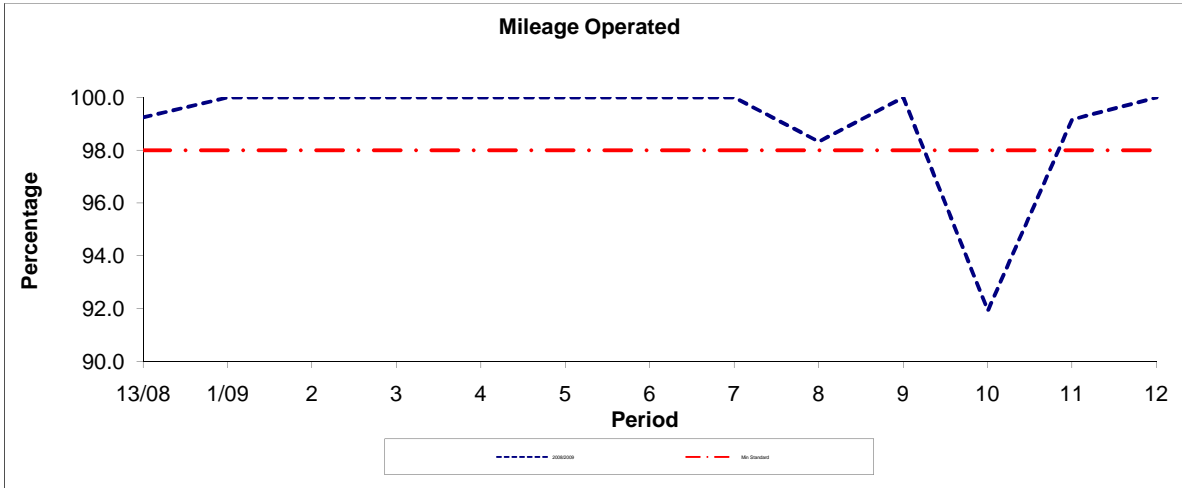
HADLEY WOOD STATION

Hesitation point only in Crescent West opposite Hadley Wood Station. Buses must only hesitate as long as necessary to change ticket machine, radio and blind displays. Buses proceed from Crescent West direct to stand, departing to Crescent West. Set down in Crescent West, at Stop A and pick up in Crescent West, at Stop A.

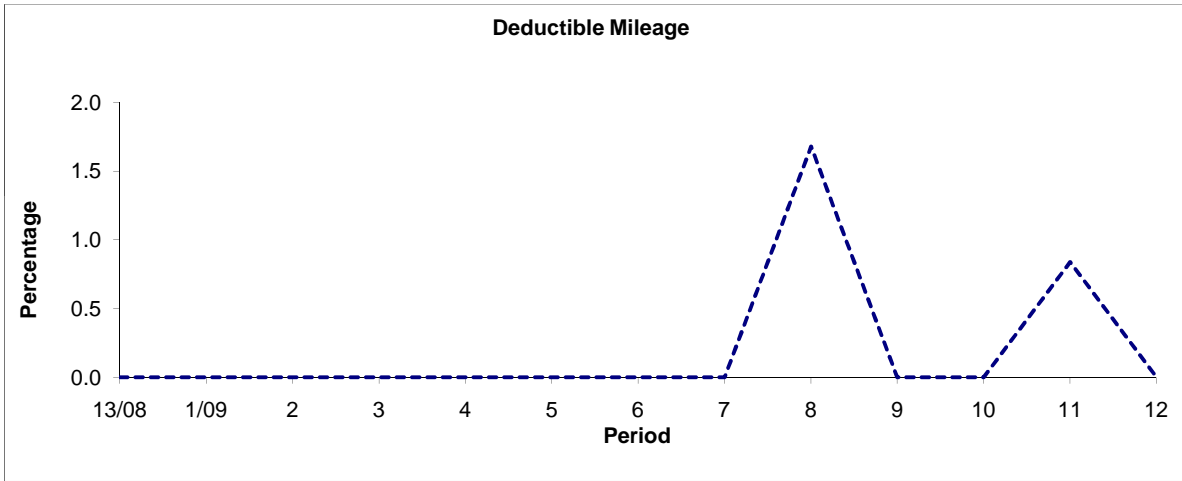
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	None.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Hadley Wood Station.
OTHER INFORMATION:	Hesitation point only - buses must not stand.

PART B - PERFORMANCE STATISTICS

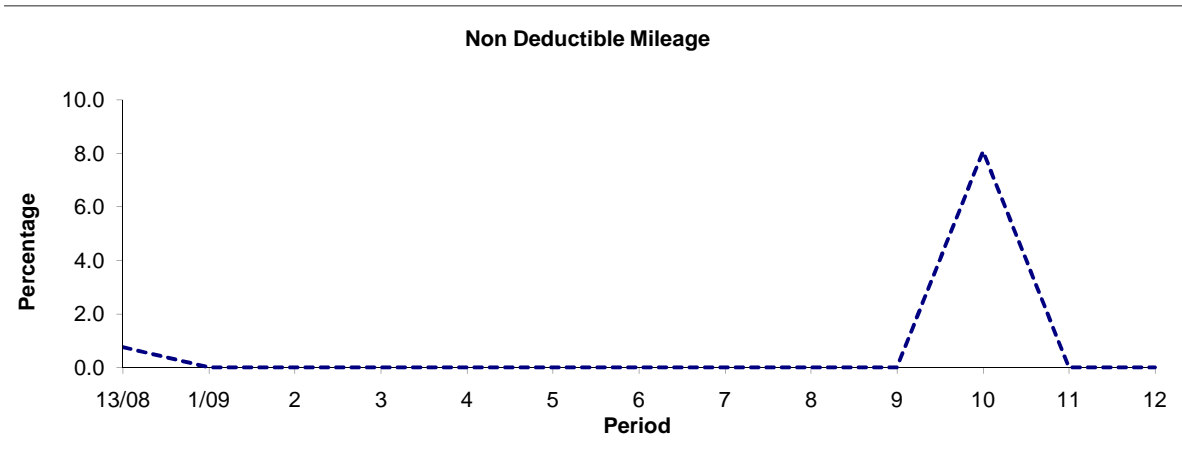
Route 389



Period	13/08	1/09	2	3	4	5	6	7	8	9	10	11	12
2008/2009	99.25	100.00	100.00	100.00	100.00	100.00	100.00	100.00	98.32	100.00	91.92	99.16	100.00
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	13/08	1/09	2	3	4	5	6	7	8	9	10	11	12
2008/2009	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.68	0.00	0.00	0.84	0.00

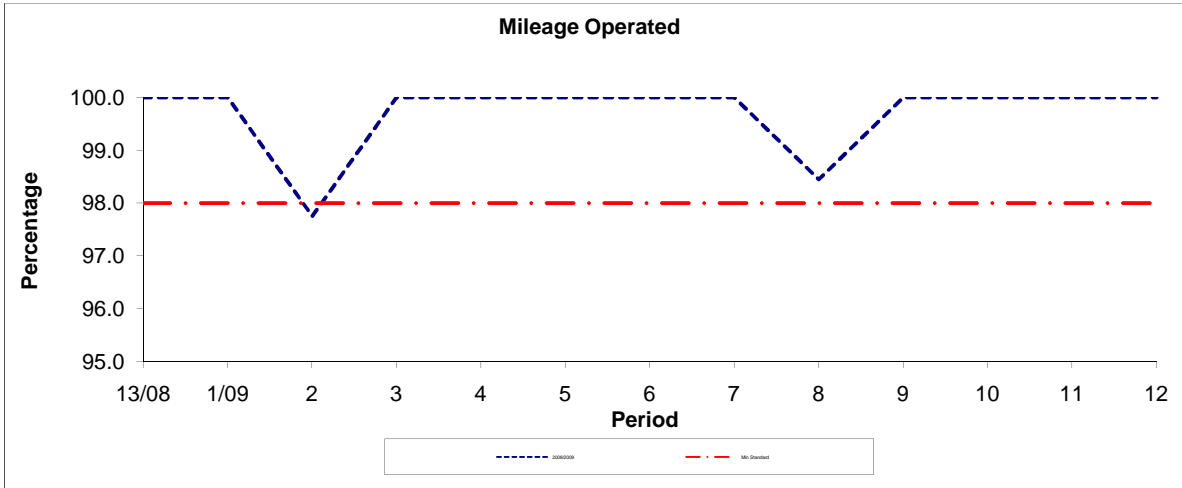


Period	13/08	1/09	2	3	4	5	6	7	8	9	10	11	12
2008/2009	0.75	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	8.08	0.00	0.00

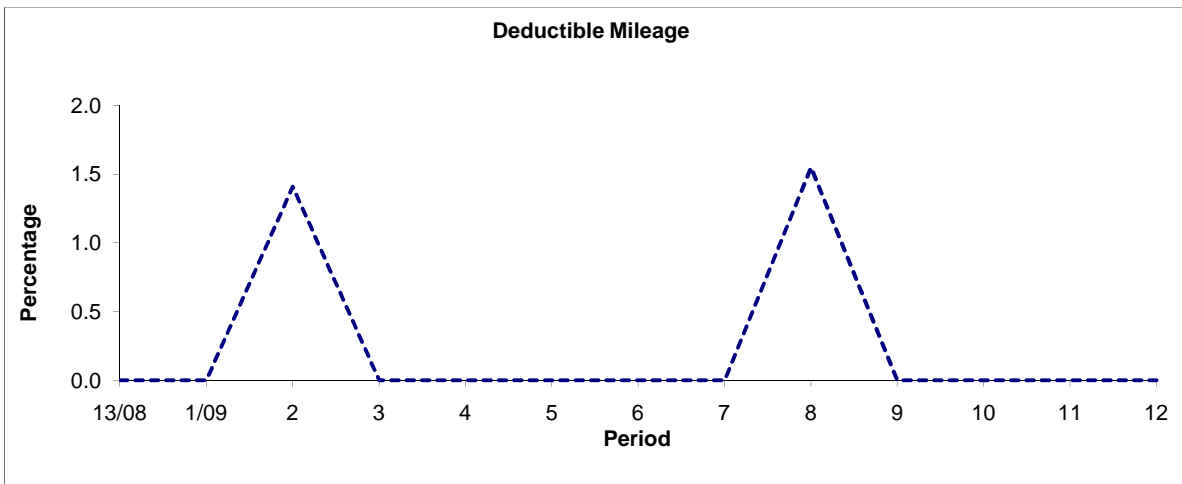
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

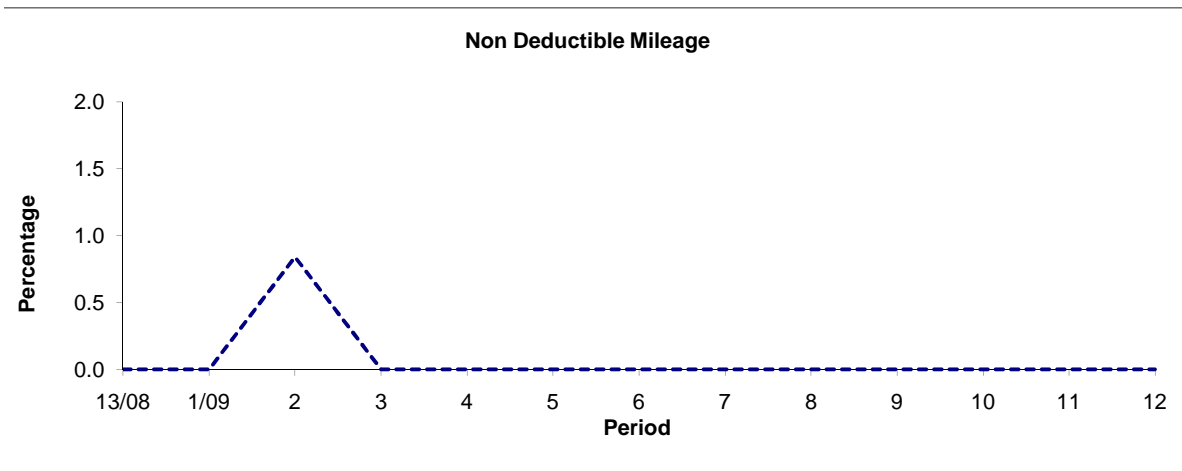
Route 399



Period	13/08	1/09	2	3	4	5	6	7	8	9	10	11	12
2008/2009	100.00	100.00	97.75	100.00	100.00	100.00	100.00	100.00	98.45	100.00	100.00	100.00	100.00
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	13/08	1/09	2	3	4	5	6	7	8	9	10	11	12
2008/2009	0.00	0.00	1.41	0.00	0.00	0.00	0.00	0.00	1.55	0.00	0.00	0.00	0.00

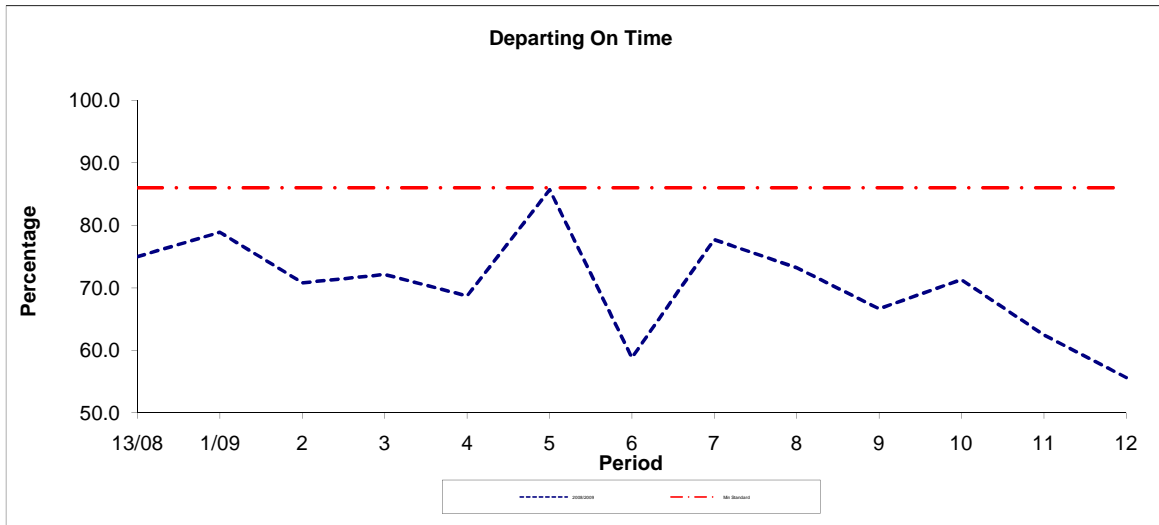


Period	13/08	1/09	2	3	4	5	6	7	8	9	10	11	12
2008/2009	0.00	0.00	0.84	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

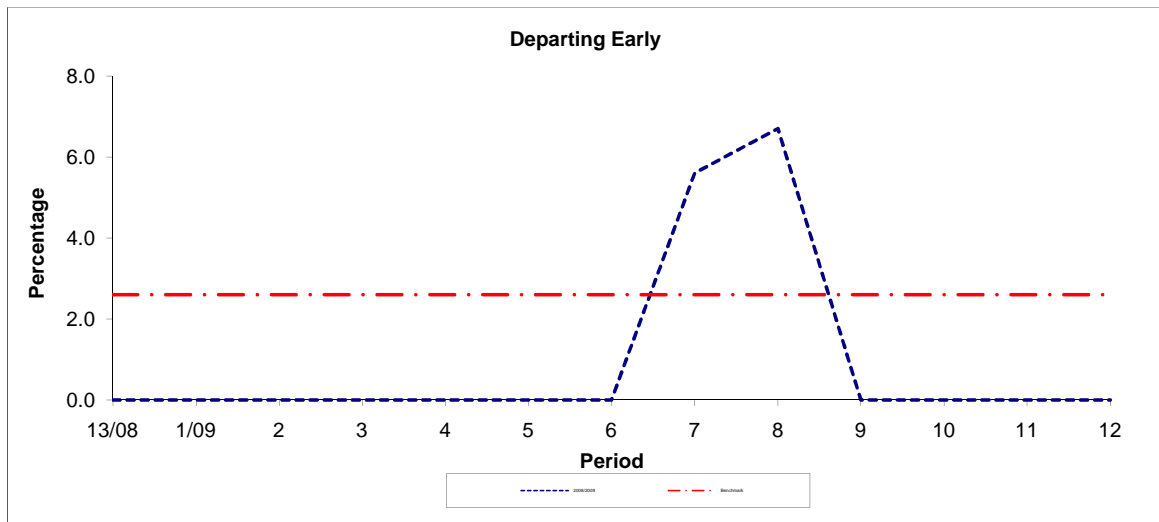
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 389



Period	13/08	1/09	2	3	4	5	6	7	8	9	10	11	12
2008/2009	75.00	78.90	70.80	72.10	68.70	85.70	58.80	77.70	73.20	66.60	71.30	62.40	55.60
Min Standard	86.00	86.00	86.00	86.00	86.00	86.00	86.00	86.00	86.00	86.00	86.00	86.00	86.00

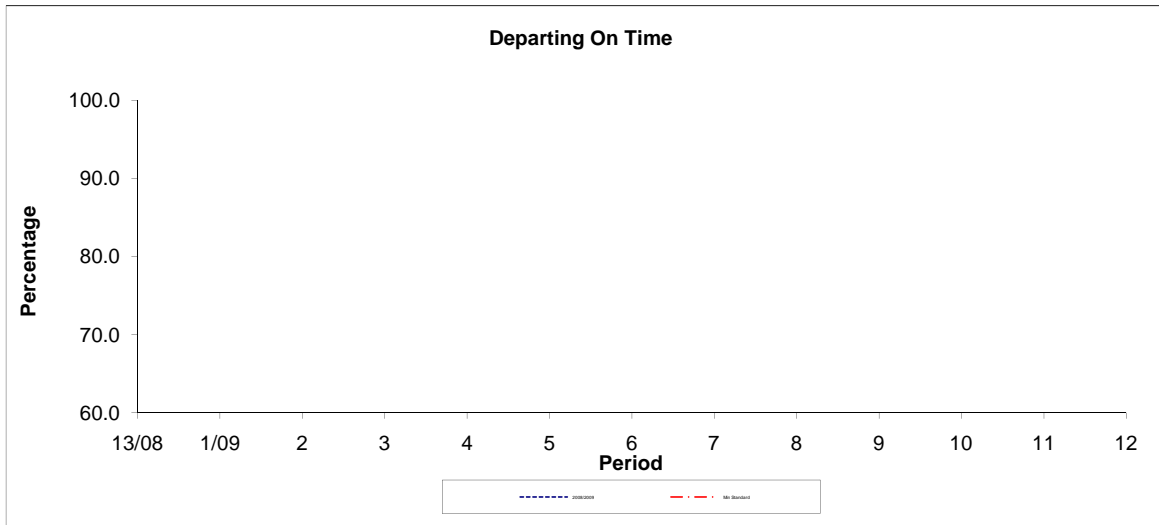


Period	13/08	1/09	2	3	4	5	6	7	8	9	10	11	12
2008/2009	0.00	0.00	0.00	0.00	0.00	0.00	0.00	5.60	6.70	0.00	0.00	0.00	0.00
Benchmark	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60

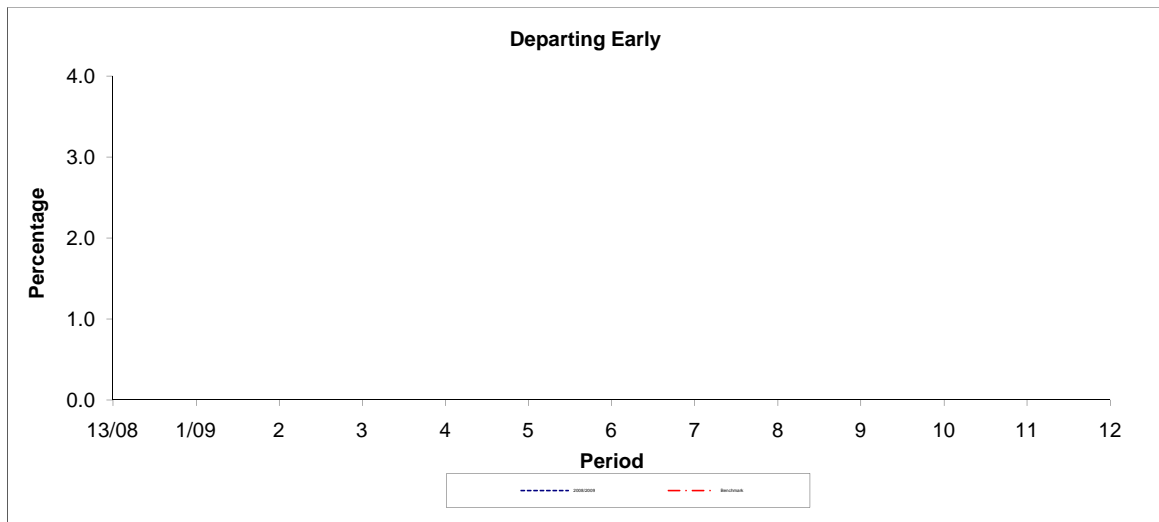
Note : Reliability is based on 12 weeks rolling data

PART B - PERFORMANCE STATISTICS

Route 399



Period	13/08	1/09	2	3	4	5	6	7	8	9	10	11	12
2008/2009													
Min Standard													



Period	13/08	1/09	2	3	4	5	6	7	8	9	10	11	12
2008/2009													
Benchmark													

Note : Reliability is based on 12 weeks rolling data
No data available