

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE Nos. H1 & H3

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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. H1 & H3.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route Nos. H1 & H3.

3. TERMINALS

Route No. H1 will operate between Golders Green Station Sidecourt and Henrietta Barnett School, Hampstead Garden Suburb.

Route No. H3 will operate between Golders Green Station Sidecourt and East Finchley, Hilltop.

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. H1 & H3 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1 (Route No. H3)
Mondays to Fridays Schooldays	Section 6.2 (Route No. H1)
Saturdays & Good Friday	Section 6.3 (Route No. H3)
Sundays	No service
Christmas Day	No service
Boxing Day	No service
Other Public Holidays	No service

5. VEHICLE TYPE

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

Route Nos. H1 & H3 are currently approved for vehicles which are a maximum of 7.8 metres long and 2.2 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 40, of which approximately 20 should be seated, will be used on this route.

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. Luggage space should also be provided.

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).

Tenderers should indicate how they would minimise the effects of vandalism and other problems on vehicles (new or existing).

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. In addition, journeys with specific start or finish times are required. These times must be adhered to.

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.

Route No. H3

6.1 Mondays to Fridays

1. Golders Green Station Sidecourt to East Finchley, Hilltop

0642 One journey

2. Golders Green Station Sidecourt to East Finchley, Hilltop

0855 - 1405 Every 60 minutes

First departure from Golders Green Station Sidecourt no later than 0900.
Last departure from Golders Green Station Sidecourt no earlier than 1400.

Tenderers should ensure that all buses are scheduled to hesitate for two minutes in East Finchley, Hilltop.

3. East Finchley, Hilltop to Golders Green Station Sidecourt

0710 One journey

4. East Finchley, Hilltop to Golders Green Station Sidecourt

0925 - 1430 Every 60 minutes

First departure from Golders Green Station Sidecourt no later than 0930.
Last departure from Golders Green Station Sidecourt no earlier than 1425.

Route No. H1

6.2 Monday to Friday Schooldays

1. Golders Green Station Sidecourt to Henrietta Barnett School, Hampstead Garden Suburb

0750, 0805 & 0820	Three journeys
1516, 1538 & 1553	Three journeys

2. Henrietta Barnett School, Hampstead Garden Suburb to Golders Green Station Sidecourt

1530, 1545 & 1600	Three journeys
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The timetable for Route No. H1 is specifically designed to meet the start and finish times of Henrietta Barnett School. It is possible that these times may be altered during the life of the contract. Tenderers should indicate whether they are able to adjust the times of the specified journeys by up to 20 minutes (earlier or later) without alteration to the contract price. It may also be necessary for afternoon journeys to operate earlier than stated at the end of term and on other occasions at short notice.

Route No. H3

6.3 Saturdays & Good Friday

1. Golders Green Station Sidecourt to East Finchley, Hilltop

0657 One journey

2. Golders Green Station Sidecourt to East Finchley, Hilltop

0855 - 1405 Every 60 minutes

First departure from Golders Green Station Sidecourt no later than 0900.
Last departure from Golders Green Station Sidecourt no earlier than 1400.

Tenderers should ensure that all buses are scheduled to hesitate for two minutes in East Finchley, Hilltop.

3. East Finchley, Hilltop to Golders Green Station Sidecourt

0725 One journey

4. East Finchley, Hilltop to Golders Green Station Sidecourt

0925 - 1430 Every 60 minutes

First departure from Golders Green Station Sidecourt no later than 0930.
Last departure from Golders Green Station Sidecourt no earlier than 1425.

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. H1 & H3 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 No. H1 shall be:

Departing on Time:	No less than 100.00%
Departing Early:	No more than 0.00%
Deductible Lost Mileage:	No more than 0.00%
Non Deductible Lost Mileage:	No more than 0.00%

or as notified by the Corporation from time to time. The Operator will be required to achieve the standards.

For further information please refer to Section 2.7 of Part A of the Guide for Tenderers.

The **minimum** standards of acceptable performance for Route No. H3 shall be:

Departing on Time:	No less than 90.00%
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 Route No. H3

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 = 94.00%

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 No. H3. 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 for Route No. H3

Survey arrangements to be advised.

8. RUNNING TIMES

The current timetables for Route Nos. H1 & H3 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 Route No. H1 in the Monday to Fridays AM Peak.

It is expected that any changes to these running times can be accommodated within existing cycle times.

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

- the minimum performance standards for Route Nos. H1 & H3 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 Route No. H3. 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. H1 & H3 should interwork with other bus services where possible.

Tenderers submitting bids should bear this requirement in mind when compiling schedules. This requirement will be negotiated with the successful Tenderer for this route to ensure that optimal interworking/separation is delivered within its schedules.

11. CONTROL STRATEGY

Route Nos. H1 & H3 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. H1 & H3:

- Smaller buses are used on Routes Nos. H1 & H3 due to highway constraints within the Hampstead Garden Suburb.

Tenderers should also note the following factors/events which may have an impact on Route Nos. H1 & H3 in the foreseeable future:

- It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract. It is anticipated that this extension would result in significant savings in running and recovery times to bus routes within that proposed extended zone, running time 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 overhead savings that could be achieved 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. H1 & H3 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, applies on the following sections of Route Nos. H1 & H3:

Route No. H1

Towards Henrietta Barnett School, Hampstead Garden Suburb

(Golders Green) Hoop Lane, Meadway Gate, Meadway & Bigwood Road.

Towards Golders Green Station Sidecourt

(Golders Green) Bigwood Road, Northway, Central Square, North Square, Erskine Hill, Asmunds Hill, Willifield Way, Hampstead Way, Meadway, Meadway Gate & Hoop Lane.

Route No. H3

Towards East Finchley, Hilltop

(Golders Green) Hoop Lane, Meadway Gate, Meadway, Hampstead Way, Wildwood Road, Ingram Avenue, Winnington Road, Hampstead Lane, The Bishops Avenue, (East Finchley) Ossulton Way & Hill Top.

Towards Golders Green Station Sidecourt

(East Finchley) Hilltop, Brookland Hill, Brookland Rise, Ossulton Way, The Bishops Avenue, Hampstead Lane, Winnington Road, Ingram Avenue, Wildwood Road, Hampstead Way, Meadway, Meadway Gate & Hoop Lane.

14. TIMING POINTS & MILEAGES

Timing Points

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

Mileages for Route No. H1

Golders Green Station Sidecourt to Henrietta Barnett School, Hampstead Garden Suburb	1.3 miles
Henrietta Barnett School, Hampstead Garden Suburb to Golders Green Station	1.6 miles

Mileages for Route No. H3

Golders Green Station Sidecourt to East Finchley, Hilltop	5.4 miles
East Finchley, Hilltop to Golders Green Station Sidecourt	5.7 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. H1 & H3 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:

H1 via Bigwood Road

H3 via East Finchley

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 H1: Golders Green Station - Bigwood Road, Henrietta Barnett School

Date of Structural Change: 11 June 2011.

Date of Service Change: 11 June 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Bigwood Road, Henrietta Barnett School: Golders Green Station Sidecourt, Finchley Road, North End Road, Finchley Road, Golders Green Road, Hoop Lane, Meadway Gate, Meadway, Bigwood Road.

Towards Golders Green Station: Bigwood Road, Northway, Central Square, North Square, Erskine Hill, Asmunds Hill, Willifield Way, Hampstead Way, Meadway, Meadway Gate, Hoop Lane, Finchley Road, Golders Green Station Sidecourt.

STANDING AND TURNING POINTS

GOLDERS GREEN STATION SIDECOURT

Private stand for 2 buses in lay-by on east side of Finchley Road north of junction with North End Road.

Buses proceed from Golders Green Station Sidecourt direct to stand, departing to Golders Green Station Sidecourt. Set down in Golders Green Station Sidecourt, at Stop GW and pick up in Golders Green Station Sidecourt, at Stop GW.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route H1 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:	Golders Green.

BIGWOOD ROAD, HENRIETTA BARNETT SCHOOL

Buses proceed from Bigwood Road departing to Bigwood Road. Set down in Bigwood Road, at Alighting Point and pick up in Bigwood Road.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**

DISPLAY: Henrietta Barnett School.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE H3: Golders Green Station - East Finchley, Hilltop

Date of Structural Change: 11 June 2011.

Date of Service Change: 11 June 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards East Finchley, Hilltop: Golders Green Station Sidecourt, Finchley Road, North End Road, Finchley Road, Golders Green Road, Hoop Lane, Meadway Gate, Meadway, Hampstead Way, Wildwood Road, Ingram Avenue, Winnington Road, Hampstead Lane, The Bishops Avenue, East Finchley High Road, High Road East Finchley, East Finchley High Road, East End Road, Ossulton Way, Hill Top, Brookland Rise.

Towards Golders Green Station: Brookland Rise, Brookland Hill, Brookland Rise, Fallosen Way, Market Place, Ossulton Way, East End Road, East Finchley High Road, The Bishops Avenue, Hampstead Lane, Winnington Road, Ingram Avenue, Wildwood Road, Hampstead Way, Meadway, Meadway Gate, Hoop Lane, Finchley Road, Golders Green Station Sidecourt.

STANDING AND TURNING POINTS

GOLDERS GREEN STATION SIDECOURT

Private stand for 2 buses in lay-by on east side of Finchley Road north of junction with North End Road.

Buses proceed from Golders Green Station Sidecourt direct to stand, departing to Golders Green Station Sidecourt. Set down in Golders Green Station Sidecourt, at Stop GW and pick up in Golders Green Station Sidecourt, at Stop GW.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route H3 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:	Golders Green.

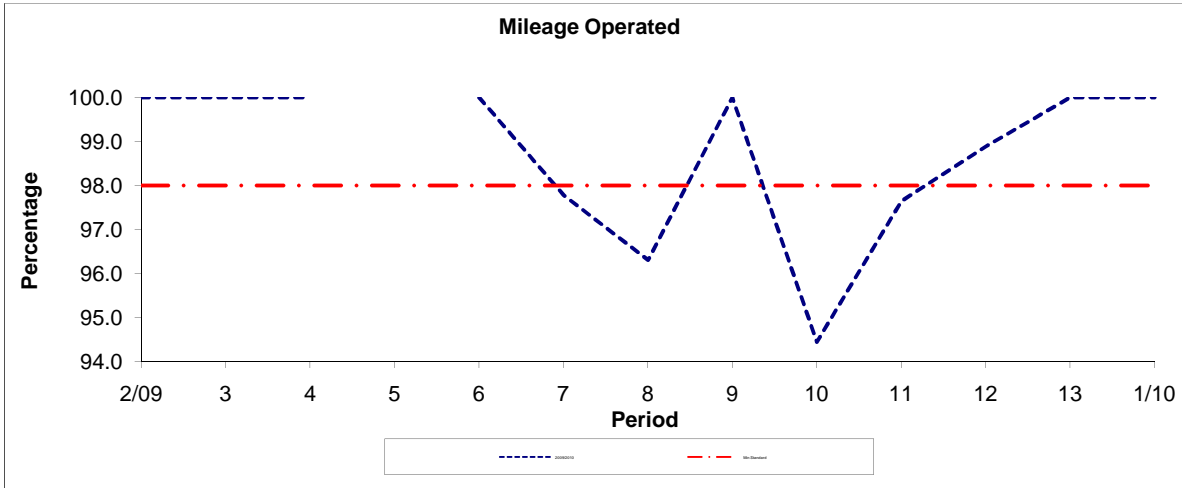
EAST FINCHLEY, HILLTOP

Buses proceed from Brookland Rise direct to stand, departing to Brookland Rise. Set down in Brookland Rise, at Alighting Point and pick up in Brookland Rise.

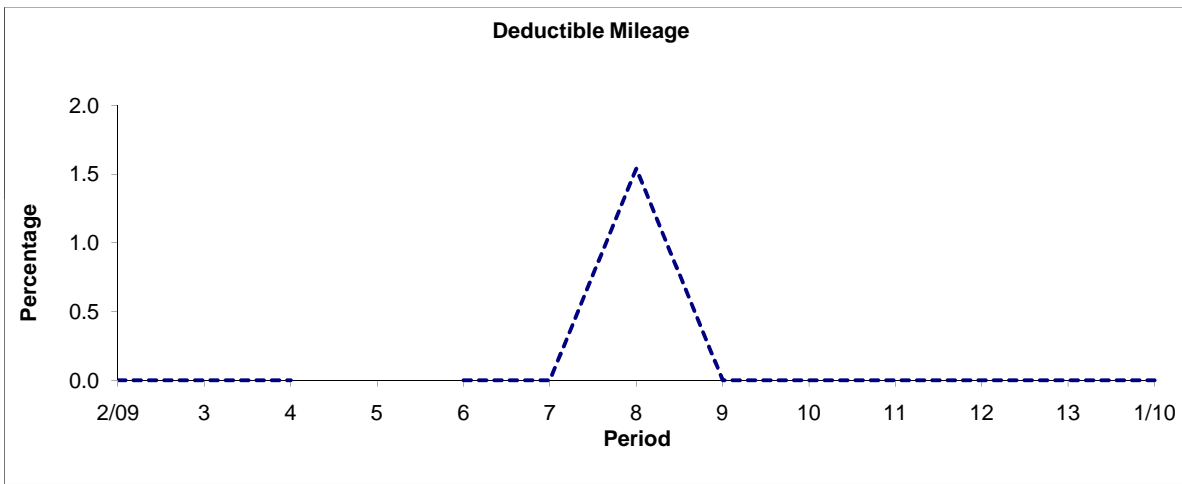
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	None.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	East Finchley.
OTHER INFORMATION:	HESITATION POINT ONLY - BUSES MUST NOT STAND. Buses pause on Brookland Rise (westbound) to change blinds and reset ticket machines.

PART B - PERFORMANCE STATISTICS

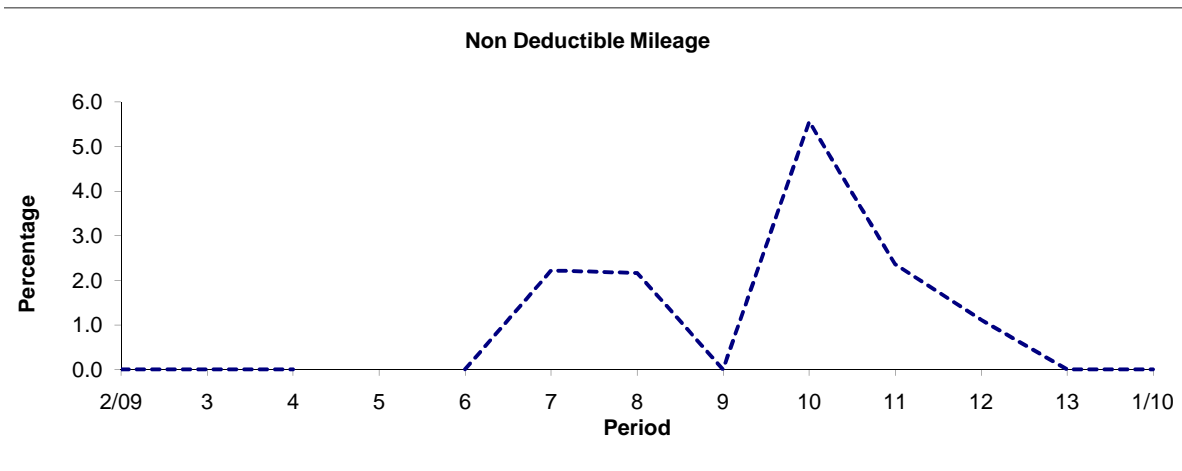
Route H1



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	100.00	100.00	100.00		100.00	97.78	96.30	100.00	94.44	97.64	98.89	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	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	0.00	0.00	0.00		0.00	0.00	1.54	0.00	0.00	0.00	0.00	0.00	0.00

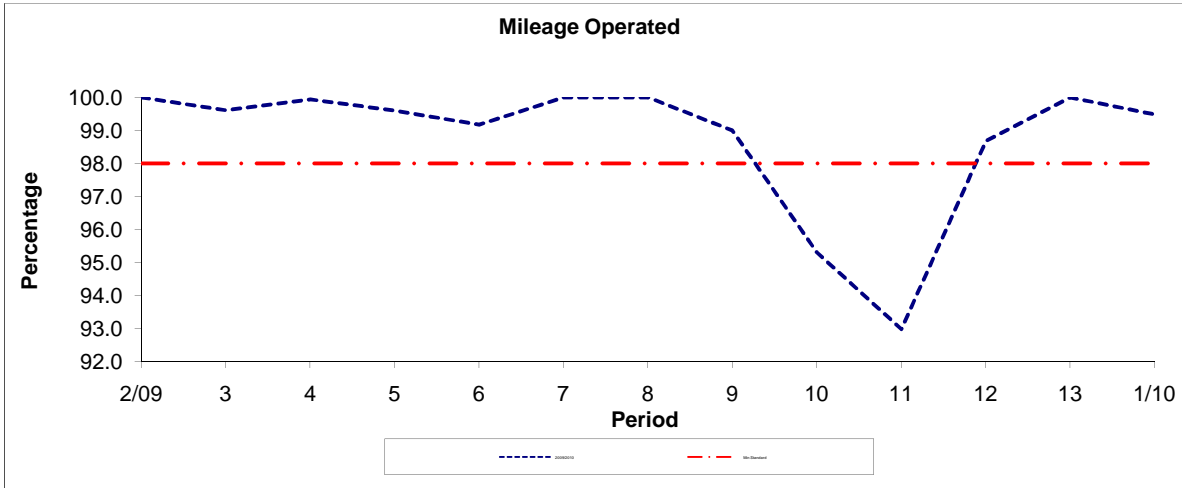


Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	0.00	0.00	0.00		0.00	2.22	2.16	0.00	5.56	2.36	1.11	0.00	0.00

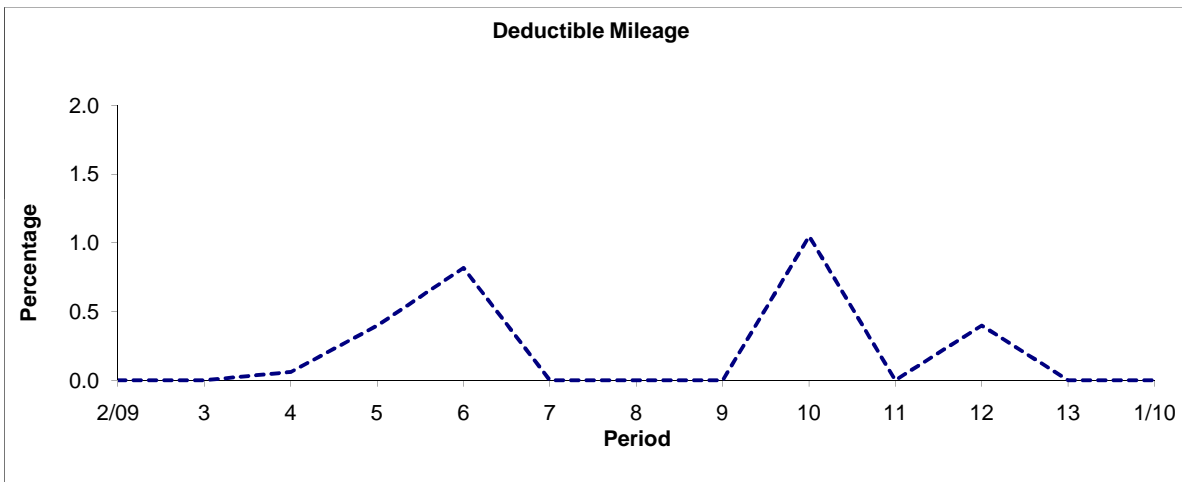
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

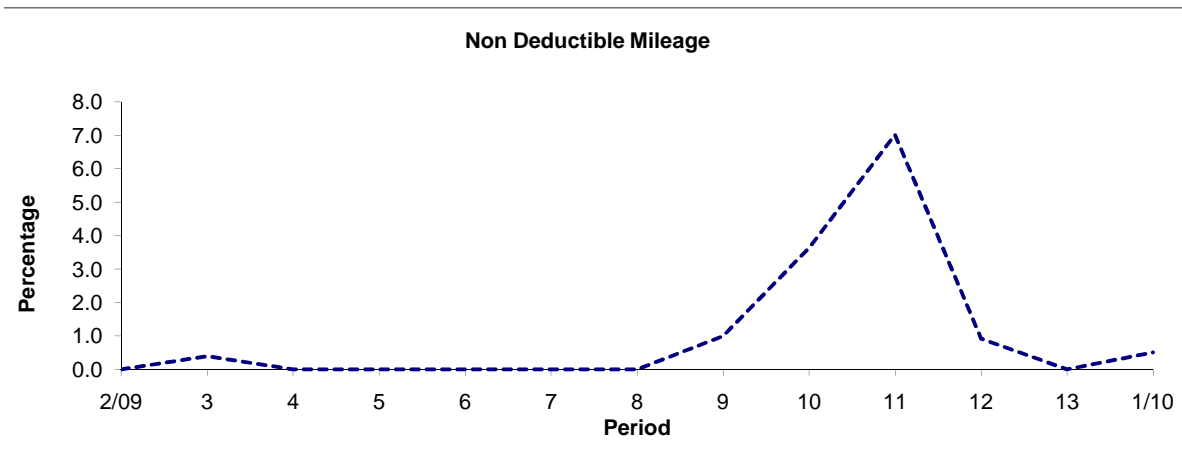
Route H3



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	100.00	99.61	99.94	99.60	99.18	100.00	100.00	99.00	95.31	92.98	98.68	100.00	99.49
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	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	0.00	0.00	0.06	0.40	0.82	0.00	0.00	0.00	1.05	0.00	0.40	0.00	0.00

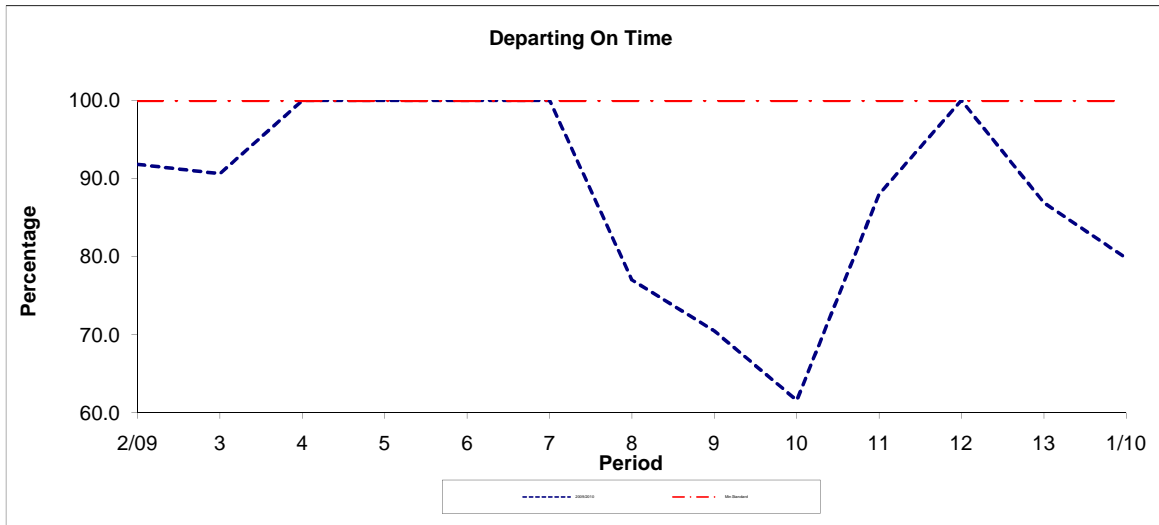


Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	0.00	0.39	0.00	0.00	0.00	0.00	0.00	1.00	3.64	7.02	0.92	0.00	0.51

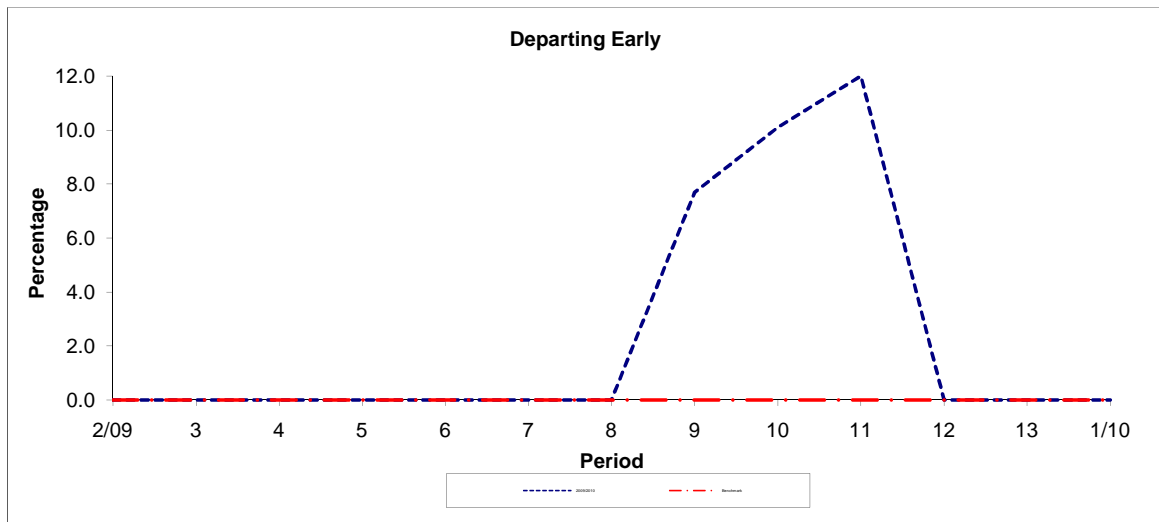
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route H1



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	91.80	90.60	100.00	100.00	100.00	100.00	77.00	70.50	61.60	88.00	100.00	86.90	79.80
Min Standard	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

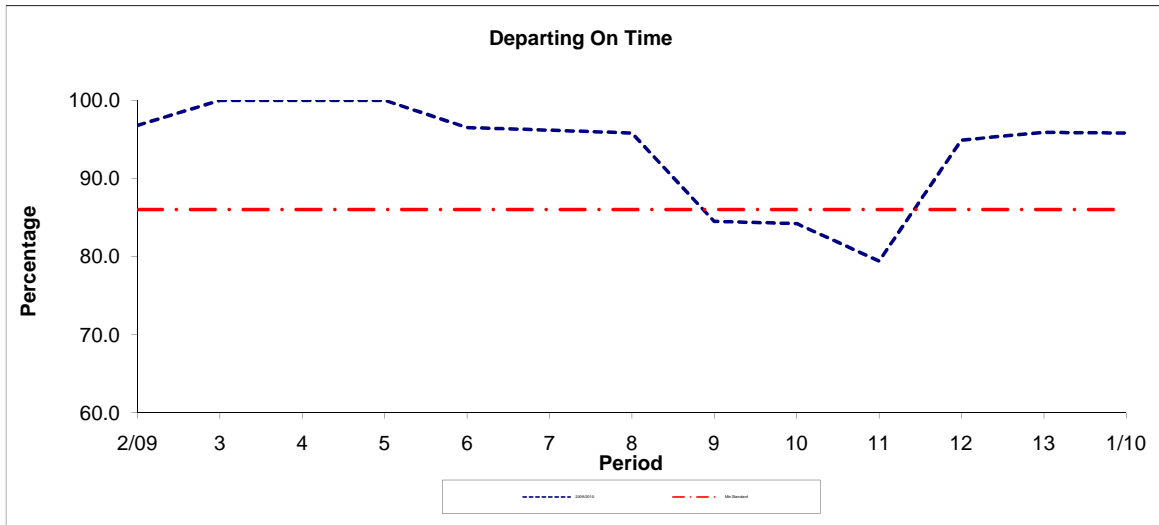


Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	0.00	0.00	0.00	0.00	0.00	0.00	0.00	7.70	10.10	12.00	0.00	0.00	0.00
Benchmark	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

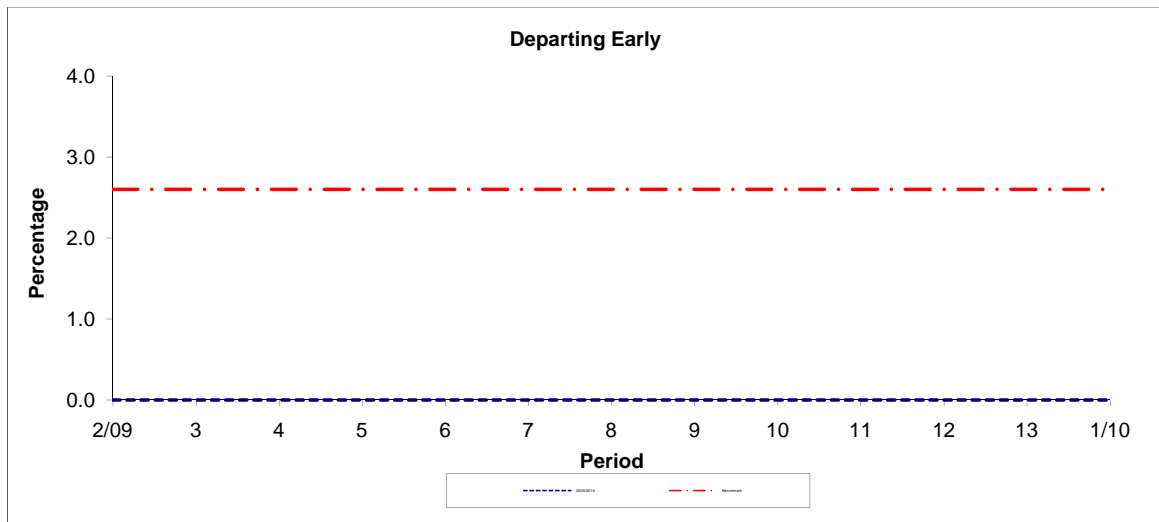
Note : Reliability is based on 12 weeks rolling data

PART B - PERFORMANCE STATISTICS

Route H3



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	96.80	100.00	100.00	100.00	96.50	96.20	95.80	84.50	84.20	79.40	94.90	95.90	95.80
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	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	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