

## 7. Service Specification

Route: H11

Contract Reference: QC52804

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.

<b>Route Number</b>	H11
<b>Terminus Points</b>	Harrow Bus station and Mount Vernon Hospital
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	3 <sup>rd</sup> Sept 2016
<b>Vehicle Type</b>	60 capacity, dual door, single deck
<b>Current Maximum Approved Dimensions</b>	10.2 metres long and 2.4 metres wide
<b>New Vehicles Mandatory</b>	Yes
<b>Hybrid Price Required</b>	Yes
<b>Sponsored Route</b>	No
<b>Advertising Rights</b>	Operator
<b>Minimum Performance Standard</b>	Departing on Time - No less than 82.00%
<b>Extension Threshold</b>	Departing on Time Threshold – 85.00%
<b>Minimum Operated Mileage Standard</b>	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on 1<sup>st</sup> September 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. H11.

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:

- 60 capacity, dual door, single deck buses of a minimum of 10.8 metres long is specified, subject to a satisfactory route test.

### **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.

## 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

Harrow Bus Station to Mount Vernon Hospital			Mount Vernon Hospital to Harrow Bus Station		
First departure no later than 0600.			First departure no later than 0530.		
0555 - 0630	Every 30 minutes		0525 - 0630	Every 30 minutes	
0631 - 0650	Every 20 minutes		0631 - 0650	Every 20 minutes	
0651 - 1950	Every 15 minutes		0651 - 1920	Every 15 minutes	
1951 - 2330	Every 20 minutes		1921 - 2300	Every 20 minutes	
2331 - 0035	Every 30 minutes		2301 - 0005	Every 30 minutes	
Last departure no earlier than 0030.			Last departure no earlier than 2400.		
<b>Pinchpoints</b>					
Pinner, Love Lane	0710 - 0910	15 minutes	Pinner, Love Lane	0700 - 0900	15 minutes
	1500 - 1630	15 minutes		1455 - 1625	15 minutes

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

Harrow Bus Station to Mount Vernon Hospital			Mount Vernon Hospital to Harrow Bus Station		
First departure no later than 0600.			First departure no later than 0530.		
0555 - 0700	Every 30 minutes		0525 - 0630	Every 30 minutes	
0701 - 0900	Every 20 minutes		0631 - 0850	Every 20 minutes	
0901 - 1830	Every 15 minutes		0851 - 1840	Every 15 minutes	
1831 - 2330	Every 20 minutes		1841 - 2300	Every 20 minutes	
2331 - 0035	Every 30 minutes		2301 - 0005	Every 30 minutes	
Last departure no earlier than 0030.			Last departure no earlier than 2400.		
<b>Pinchpoints</b>					
Pinner, Love Lane	0910 - 1110	15 minutes	Pinner, Love Lane	0900 - 1100	15 minutes

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

Harrow Bus Station to Mount Vernon Hospital			Mount Vernon Hospital to Harrow Bus Station		
First departure no later than 0630.			First departure no later than 0630.		
0625 - 0800	Every 30 minutes		0625 - 0830	Every 30 minutes	
0801 - 2330	Every 20 minutes		0831 - 2300	Every 20 minutes	
2331 - 0035	Every 30 minutes		2301 - 0005	Every 30 minutes	
Last departure no earlier than 0030.			Last departure no earlier than 2400.		
<b>Pinchpoints</b>					
Pinner, Love Lane	1010 - 1150	20 minutes	Pinner Love Lane	1000 - 1200	20 minutes

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

#### 4) OPERATIONAL CONSIDERATIONS

4.1) Route No. H11 can suffer from unpredictable traffic delays in the Harrow Town Centre.

#### 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 H11: Harrow Bus Station - Mount Vernon Hospital

**Date of Structural Change:** 3 September 2016.

**Date of Service Change:** 3 September 2016.

**Reason for Issue:** New tender.

### **STREETS TRAVERSED**

**Towards Mount Vernon Hospital:** College Road, Bessborough Road, Lascelles Avenue, Treve Avenue, Whitmore Road, Shaftesbury Avenue, The Ridgeway, Suffolk Road, Rayners Lane, Whittington Way, Cannon Lane, Eastcote Road, Marsh Road, Bridge Street, Elm Park Road, Pinner Green, Rickmansworth Road, Pinner Road, Northwood Hills Circus, Pinner Road, Northwood High Street, Church Road, Northwood Way, Green Lane, Rickmansworth Road, Mount Vernon Hospital Access Road, Private Road In Mount Vernon Hospital Grounds.

**Towards Harrow Bus Station:** Private Road In Mount Vernon Hospital Grounds, Mount Vernon Hospital Access Road, Rickmansworth Road, Green Lane, Northwood Way, Church Road, Northwood High Street, Pinner Road, Northwood Hills Circus, Pinner Road, Rickmansworth Road, Pinner Green, Elm Park Road, Bridge Street, Marsh Road, Eastcote Road, Cannon Lane, Whittington Way, Rayners Lane, Suffolk Road, The Ridgeway, Shaftesbury Avenue, Whitmore Road, Treve Avenue, Lascelles Avenue, Bessborough Road, Circumnavigate Roundabout At Junction Of Greenhill Way, Bessborough Road, Pinner Road, Bessborough Road, College Road, Headstone Road, Kymberley Road, Harrow Bus Station.

## **AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS**

Please note that only stands, curtailment points, & blind descriptions as detailed in this contractual document may be used.

### **HARROW BUS STATION**

Private stand for 7 buses in marked bays in Harrow Bus Station on south side of College Road.

Buses proceed from Harrow Bus Station direct to stand, departing via Harrow Bus Station to College Road. Set down in Harrow Bus Station, at Stop E (R0839 - Harrow Bus Station, Last Stop on LOR: R0839 - Harrow Bus Station) and pick up in College Road, at Stop D (R0840 - Harrow Bus Station, First Stop on LOR: R0840 - Harrow Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route H11 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:	Harrow.
OTHER INFORMATION:	Toilet facilities available (24 hours).

### **PINNER, LOVE LANE (from Harrow Bus Station)**

Public stand for 2 buses on west side of Bridge Street at junction of Love Lane commencing opposite Red Lion Parade and extending 23 metres south.

Buses proceed from Marsh Road via Bridge Street to stand, departing via Bridge Street and Turn At Junction With Love Lane to Bridge Street. Set down in Marsh Road, at Stop B (17474 - Pinner Station <>, Last Stop on LOR: 17474 - Pinner Station <>) and pick up in Bridge Street, at Stop C (34522 - Pinner Station <>, First Stop on LOR: 34522 - Pinner 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:	Pinner.

### **NORTHWOOD HILLS, JOEL STREET (from Harrow Bus Station)**

Buses proceed from Pinner Road via Northwood Hills Circus departing to Pinner Road. Set down in Pinner Road (BP5816 - Northwood School, Last Stop on LOR: BP5816 - Northwood School) and pick up in Pinner Road, at Stop L (3316 - Northwood School, First Stop on LOR: 3316 - Northwood School).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
BLIND DISPLAY:	Northwood Hills.

## **NORTHWOOD STATION (from Harrow Bus Station)**

Private stand for one bus on east side of forecourt to Station Car Park, extending 10 metres north from lamp standard 4.

Buses proceed from Green Lane via Station Approach to stand, departing via Station Approach, Northwood Station Forecourt and Station Approach to Green Lane. Set down in Green Lane, at Stop C (14854 - Northwood Station <>, Last Stop on LOR: 14854 - Northwood Station <>) and pick up in Green Lane, at Stop D (14855 - Northwood Station <>, First Stop on LOR: 14855 - Northwood 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: Northwood Station.

## **MOUNT VERNON HOSPITAL, MAIN ENTRANCE**

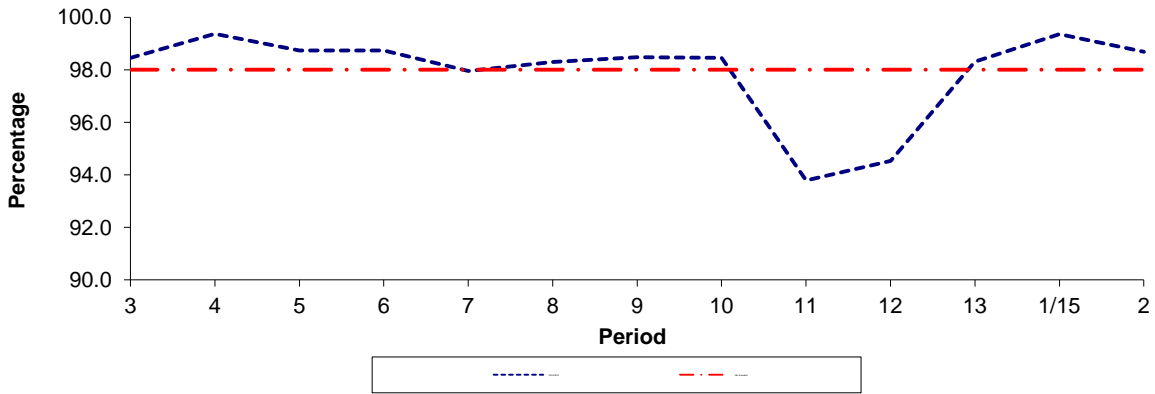
Private stand on south side of private access road on south side of hospital car park. Buses proceed from Private Road In Mount Vernon Hospital Grounds direct to stand, departing to Private Road In Mount Vernon Hospital Grounds. Set down in Private Road In Mount Vernon Hospital Grounds, at alighting point on stand (28985 - Mount Vernon Hospital, Last Stop on LOR: 28985 - Mount Vernon Hospital) and pick up in Private Road In Mount Vernon Hospital Grounds, at Stop A (BP984 - Mount Vernon Hospital, First Stop on LOR: BP984 - Mount Vernon Hospital).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 1 bus on Route H11 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: Mount Vernon Hospital.

**PART B - PERFORMANCE STATISTICS**

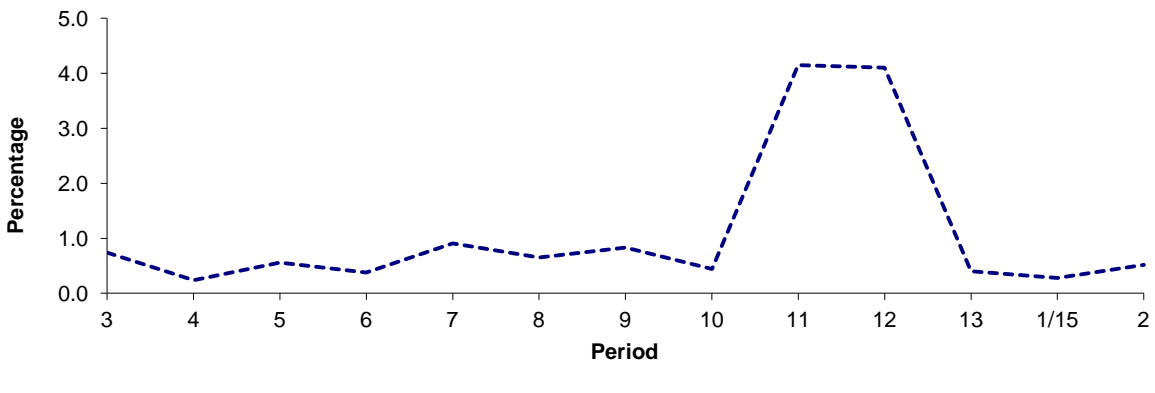
**Route H11**

**Mileage Operated**



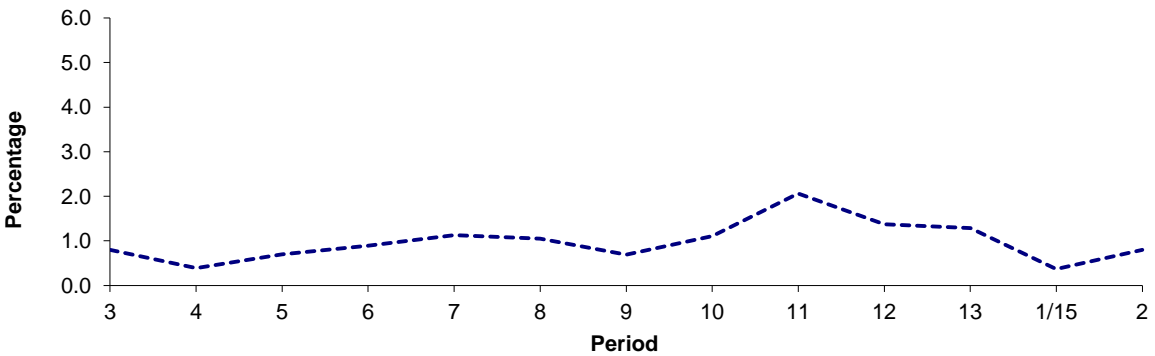
Period	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014/2015	98.46	99.37	98.74	98.73	97.96	98.30	98.48	98.45	93.79	94.53	98.31	99.35	98.68
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

**Deductible Mileage**



Period	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014/2015	0.74	0.24	0.56	0.38	0.91	0.65	0.83	0.44	4.15	4.10	0.40	0.28	0.52

**Non Deductible Mileage**



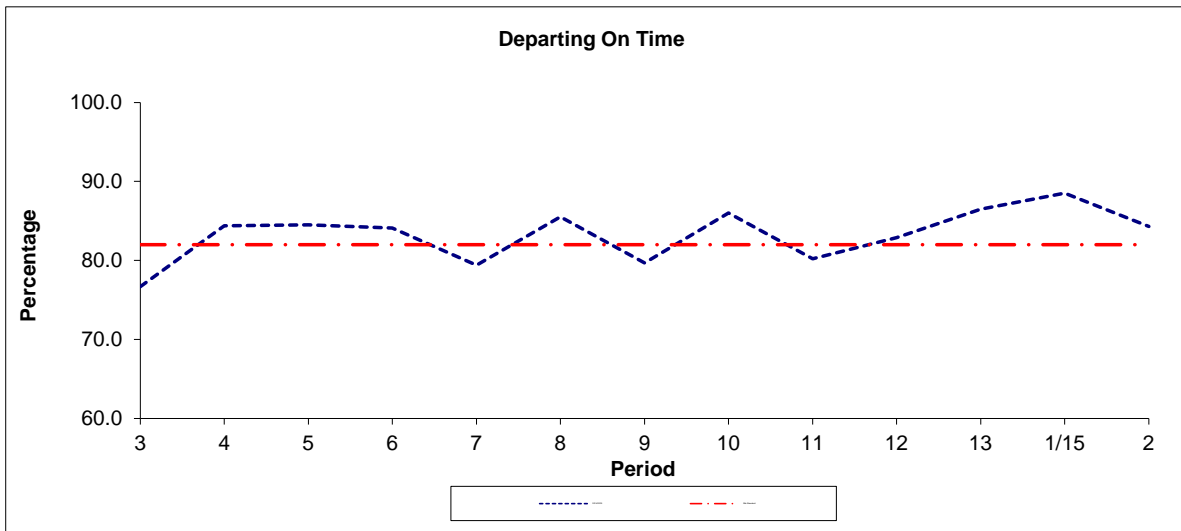
Period	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014/2015	0.80	0.39	0.70	0.89	1.13	1.05	0.69	1.11	2.06	1.37	1.29	0.37	0.80

**Note :** Mileage is based on 4 weeks data  
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

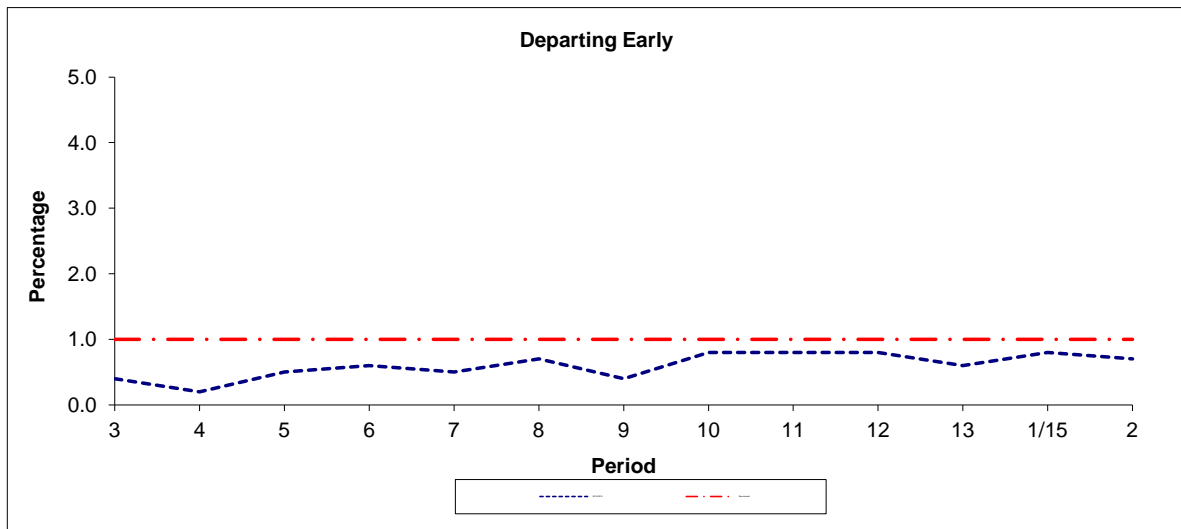


**PART B - PERFORMANCE STATISTICS**

**Route H11**



Period	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014/2015	76.7	84.4	84.5	84.1	79.4	85.5	79.7	86.0	80.2	82.9	86.5	88.5	84.3
Min Standard	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0



Period	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014/2015	0.4	0.2	0.5	0.6	0.5	0.7	0.4	0.8	0.8	0.8	0.6	0.8	0.7
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 H11 - FULL iBUS RESULTS BY TIME OF DAY  
 QUARTERS 1 to 4 14/15 (01/04/14 - 31/03/15)**

**MONDAY - FRIDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	7,303.	7,246	99.2	99.2	97.2	0.8	0.2	1.8
07:00 - 10:00	29,686.	28,914	97.4	95.7	78.5	4.7	0.6	16.2
10:00 - 13:00	29,149.	28,101	96.4	95.5	77.0	4.7	0.3	18.0
13:00 - 16:00	29,328.	28,285	96.4	94.5	74.5	5.5	0.6	19.3
16:00 - 19:00	28,354.	28,495	100.5	96.4	78.8	3.9	0.8	16.6
19:00 - 22:00	23,563.	23,535	99.9	99.0	90.1	1.0	0.4	8.5
22:00 - 24:00	12,688.	12,661	99.8	98.8	95.0	1.2	0.5	3.3
<b>All Locations</b>	<b>160,071.</b>	<b>157,237</b>	<b>98.2</b>	<b>96.5</b>	<b>80.1</b>	<b>4.0</b>	<b>0.6</b>	<b>15.3</b>

**SATURDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	1,443.	1,456	100.9	100.0	97.9	0.0	1.2	0.9
07:00 - 10:00	5,079.	4,988	98.2	98.6	90.0	1.5	0.3	8.2
10:00 - 13:00	6,104.	6,080	99.6	99.1	83.3	0.9	0.6	15.1
13:00 - 16:00	6,176.	6,197	100.3	98.8	87.6	1.3	0.7	10.4
16:00 - 19:00	6,091.	6,064	99.6	99.4	93.2	0.6	0.8	5.4
19:00 - 22:00	4,579.	4,564	99.7	98.5	88.3	1.2	0.4	10.1
22:00 - 24:00	2,651.	2,629	99.2	97.6	93.0	2.8	0.2	4.1
<b>All Locations</b>	<b>32,123.</b>	<b>31,978</b>	<b>99.5</b>	<b>98.8</b>	<b>88.7</b>	<b>1.1</b>	<b>0.6</b>	<b>9.6</b>

**SUNDAY AND BANK HOLIDAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	592.	625	105.6	97.3	90.0	2.7	0.3	7.0
07:00 - 10:00	4,554.	4,462	98.0	99.4	95.6	0.6	0.4	3.5
10:00 - 13:00	5,266.	5,255	99.8	99.9	93.7	0.1	0.6	5.6
13:00 - 16:00	5,179.	5,197	100.3	99.7	93.8	0.3	0.9	5.0
16:00 - 19:00	5,234.	5,366	102.5	99.8	91.0	0.3	0.2	8.5
19:00 - 22:00	5,160.	5,188	100.5	99.3	93.7	0.7	0.3	5.3
22:00 - 24:00	3,018.	3,035	100.6	100.0	98.4	0.0	0.7	0.9
<b>All Locations</b>	<b>29,003.</b>	<b>29,128</b>	<b>100.4</b>	<b>99.6</b>	<b>93.5</b>	<b>0.3</b>	<b>0.5</b>	<b>5.6</b>

**ALL DAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	9,338.	9,327	99.9	99.2	97.0	0.8	0.3	1.9
07:00 - 10:00	39,319.	38,364	97.6	96.5	80.3	4.2	0.6	14.9
10:00 - 13:00	40,519.	39,436	97.3	96.6	79.9	3.6	0.4	16.1
13:00 - 16:00	40,683.	39,679	97.5	95.8	78.5	4.4	0.7	16.5
16:00 - 19:00	39,679.	39,925	100.6	97.3	81.5	3.2	0.7	14.6
19:00 - 22:00	33,302.	33,287	100.0	99.0	90.3	1.0	0.4	8.3
22:00 - 24:00	18,357.	18,325	99.8	98.8	95.2	1.3	0.5	3.1
<b>All Locations</b>	<b>221,197.</b>	<b>218,343</b>	<b>98.7</b>	<b>97.2</b>	<b>82.5</b>	<b>3.3</b>	<b>0.6</b>	<b>13.7</b>

Transport for London - Live Mileage List

v2.0 - Mileage directly imported from Caesar

Route H11

Service change 40319

Date 18/04/2015

Version Detail

Reason for Issue	Mileage update
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OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HARRBS	R0840	Harrow Bus Station		
	29074	Lascelles Avenue	769	0.48
HARRWP	BP2927	Drury Road	465	0.29
	BP2929	Shaftesbury Avenue	363	0.23
	BP2931	Elm Drive	744	0.46
NHARRI	BP2933	Imperial Drive	148	0.09
	BP2935	Church Drive	255	0.16
	BP3117	Suffolk Road	446	0.28
	BP2937	Rayners Lane	229	0.14
	BP2939	Compton Rise	315	0.20
	BP2941	Cannon Lane	166	0.10
	BP4330	Hereford Gardens	193	0.12
	16425	Cannon Lane	197	0.12
	7502	Holwell Place	214	0.13
	17474	Pinner Station	288	0.18
PINNLL	4543	Love Lane	302	0.19
	37243	Granville Place	234	0.15
	17194	West End Lane	464	0.29
	17196	Cuckoo Hill	369	0.23
	17197	Crossway	346	0.21
	3399	Briarwood Drive	467	0.29
	BP5816	Northwood School	105	0.07
	NTWHJR	20226	Northwood Hills Circu	235
19600	Northwood Health Cen	152	0.09	
3400	Northwood Iron Bridg	294	0.18	
BP4163	Hallowell Road	175	0.11	
17199	Emmanuel Church	302	0.19	
20107	Church Road	325	0.20	
NWSNGL	14854	Northwood Station	520	0.32
	22294	Dene Road	283	0.18
	BP2684	The Glen	275	0.17
	22295	Myrtleside Close	154	0.10
	8402	Holy Trinity School	489	0.30
BP5920	Thirlmere Gardens	283	0.18	
MNTVHM	28985	Mount Vernon Hospitz	315	0.20
Route Mileage - Out D			10881	6.76
			10881	6.76

BACK DIRECTION					
Timing Point Code	Stop Number	Stop Name	Metres	Miles	
MNTVHM	BP984	Mount Vernon Hospitz			
	10258	Thirlmere Gardens	318	0.20	
HARRWP	4571	Holy Trinity School	338	0.21	
	4573	The Avenue	328	0.20	
	BP2683	The Glen	396	0.25	
NWSNGL	22293	Dene Road	172	0.11	
	14855	Northwood Station	306	0.19	
	17202	Church Road	589	0.37	
	17200	Emmanuel Church	234	0.15	
	4570	Hallowell Road	372	0.23	
	19599	Northwood Health Cen	429	0.27	
	NTWHJR	BP5815	Northwood Hills Circu	133	0.08
	3316	Northwood School	221	0.14	
	17198	Crossway	555	0.34	
	17195	Cuckoo Hill	364	0.23	
PINNLL	17193	West End Lane	453	0.28	
	37242	Granville Place	351	0.22	
	34522	Pinner Station	386	0.24	
	7501	Pinner Library	380	0.24	
	7503	Holwell Place	150	0.09	
	26412	Eastcote Road	252	0.16	
	26413	Whittington Way	225	0.14	
	BP2940	Compton Rise	298	0.19	
BP2938	Rayners Lane	321	0.20		
BP3444	Suffolk Road	244	0.15		
BP2936	Church Drive	468	0.29		
NHARRI	BP2934	Imperial Drive	243	0.15	
	BP2932	Elm Drive	104	0.06	
	BP2930	Shaftesbury Avenue	723	0.45	
HARRWP	BP2928	Drury Road	298	0.19	
	29075	Treue Avenue	273	0.17	
	29073	Lascelles Avenue	389	0.24	
HARRBS	BP3073	St Georges Centre	812	0.50	
	R0839	Harrow Bus Station	215	0.13	
Route Mileage - Back I			11340	7.05	
			11340	7.05	