

## SECTION 2: PART A

### SERVICE SPECIFICATION FOR ROUTE No. H12

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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 No. H12.

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:

- Double deck, dual door, 87 capacity vehicles are specified, subject to a satisfactory route test.

**3. TERMINALS**

Route No. H12 will operate between Stanmore Station and South Harrow Station.

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 No. H12 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Saturdays & Good Friday	Section 6.2
Sundays	Section 6.3
Christmas Day	No service
Boxing Day	Section 6.4
Other Public Holidays	Sunday service

## 5. VEHICLE TYPE

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

Route No. H12 is currently approved for vehicles which are a maximum of 10.0 metres long and 2.55 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 dual door, double deck buses with a minimum capacity of 87 of which approximately 60 should be seated, will be used on this route. 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).

## 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

### 1. Stanmore Station to South Harrow Station

0535 - 0640	Every 20 minutes
0641 - 0700	Every 12 minutes
0701 - 1900	Every 10 minutes
1901 - 2000	Every 12 minutes
2001 - 0005	Every 15 minutes

First departure from Stanmore Station no later than 0540.  
Last departure from Stanmore Station no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Pinner, Love Lane between 0730 and 0900 and between 1455 and 1625.

### 2. South Harrow Station to Stanmore Station

0535 - 0640	Every 20 minutes
0641 - 0700	Every 12 minutes
0701 - 1900	Every 10 minutes
1901 - 1955	Every 12 minutes
1956 - 0025	Every 15 minutes

First departure from South Harrow Station no later than 0540.  
Last departure from South Harrow Station no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Hatch End Station between 0725 and 0855 and between 1455 and 1625.

## 6.2 Saturdays & Good Friday

### 1. Stanmore Station to South Harrow Station

0535 - 0800	Every 20 minutes
0801 - 0900	Every 15 minutes
0901 - 1800	Every 10 minutes
1801 - 1900	Every 12 minutes
1901 - 0005	Every 15 minutes

First departure from Stanmore Station no later than 0540.  
Last departure from Stanmore Station no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Pinner, Love Lane between 0925 and 1055.

### 2. South Harrow Station to Stanmore Station

0535 - 0800	Every 20 minutes
0801 - 0900	Every 15 minutes
0901 - 1755	Every 10 minutes
1756 - 1855	Every 12 minutes
1856 - 0025	Every 15 minutes

First departure from South Harrow Station no later than 0540.  
Last departure from South Harrow Station no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Hatch End Station between 0925 and 1105.

### 6.3 Sundays

1. Stanmore Station to South Harrow Station

0600 - 0805	Every 30 minutes
0806 - 0905	Every 20 minutes
0906 - 0005	Every 15 minutes

First departure from Stanmore Station no later than 0605.  
Last departure from Stanmore Station no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Pinner, Love Lane between 1030 and 1130.

2. South Harrow Station to Stanmore Station

0610 - 0815	Every 30 minutes
0816 - 0905	Every 20 minutes
0906 - 0025	Every 15 minutes

First departure from South Harrow Station no later than 0615.  
Last departure from South Harrow Station no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Hatch End Station between 0955 and 1125.

## 6.4 Boxing Day

### 1. Stanmore Station to South Harrow Station

0800 - 0905	Every 20 minutes
0906 - 0005	Every 15 minutes

First departure from Stanmore Station no later than 0805.  
Last departure from Stanmore Station no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Pinner, Love Lane between 1030 and 1130.

### 2. South Harrow Station to Stanmore Station

0810 - 0905	Every 20 minutes
0906 - 0025	Every 15 minutes

First departure from South Harrow Station no later than 0815.  
Last departure from South Harrow Station no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Hatch End Station between 0955 and 1125.



## 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 No. H12 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. H12 shall be:

Average Excess Wait Time:	No more than 0.90 minutes
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

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).

Average Excess Wait Time Threshold = 0.80 minutes

### Summary of proposed QSI coverage: Route No. H12

Note: While London Buses undertakes to carry out QSI surveys at the times and locations specified below, it may prove impossible to rearrange a survey cancelled or nullified at short notice.

### Survey locations

#### **Towards South Harrow Station**

Stanmore  
Harrow Weald \$  
Hatch End \$ (not evenings or Sundays)  
Pinner \$

#### **Towards Stanmore Station**

South Harrow  
Pinner \$  
Hatch End \$ (not evenings or Sundays)  
Harrow Weald \$

Total scheduled manual QSI surveys per quarter = 124.

\$ This location observed simultaneously in both directions - counted as two surveys.

## **8. RUNNING TIMES**

The current timetable for Route No. H12 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 M-F PM peak.

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

- the minimum performance standards for Route No. H12 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 No. H12 should interwork with other bus services where possible.

## **11. CONTROL STRATEGY**

Route No. H12 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 No. H12:

- Route No. H12 can suffer from unpredictable traffic delays in the Stanmore and South Harrow areas.

Tenderers should also note the following factors which may have an impact on Route No. H12 in the foreseeable future:

- 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 No. H12 must serve all stops on the line of route designated for the route.

## 14. TIMING POINTS & MILEAGES

### Timing Points

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

### Mileages for Route No. H12

Stanmore Station to South Harrow Station	9.1 miles
South Harrow Station to Stanmore Station	9.0 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 No. H12 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:

H12 via Pinner
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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 H12: Stanmore Station - South Harrow Station

**Date of Structural Change:** 3 September 2011.

**Date of Service Change:** 3 September 2011.

**Reason for Issue:** New Tender.

### STREETS TRAVERSED

**Towards South Harrow Station:** Stanmore Station Forecourt, London Road, The Broadway, Church Road, Uxbridge Road, Uxbridge Road Roundabout, Harrow Weald High Road, Long Elmes, Headstone Lane, Headstone Lane Roundabout, Uxbridge Road, Elm Park Road, Bridge Street, Marsh Road, Eastcote Road, Cannon Lane, Whittington Way, Cannon Lane, Village Way, Village Way East, Imperial Drive, Alexandra Avenue, Rayners Lane, Eastcote Lane, Northolt Road, South Hill Avenue.

**Towards Stanmore Station:** South Harrow Bus Station, Northolt Road, Eastcote Lane, Rayners Lane, Alexandra Avenue, Rayners Lane, Village Way, Cannon Lane, Whittington Way, Cannon Lane, Eastcote Road, Marsh Road, Bridge Street, Elm Park Road, Uxbridge Road, Headstone Lane Roundabout, Headstone Lane, Long Elmes, Courtenay Avenue, Long Elmes, Harrow Weald High Road, Uxbridge Road Roundabout, Uxbridge Road, Church Road, The Broadway, London Road, Stanmore Station Forecourt.

### STANDING AND TURNING POINTS

#### STANMORE STATION

Private stand for two buses on Stanmore Station forecourt, commencing at the eastern end of the station building and extending 36 metres east (split in two by pedestrian crossing). Buses proceed from Stanmore Station Forecourt direct to stand, departing to Stanmore Station Forecourt. Set down in Stanmore Station Forecourt and pick up in Stanmore Station Forecourt, from Stop A.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route H12 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:	Stanmore Station.
OTHER INFORMATION:	LUL Toilet facilities available (0500-2400 daily).

### **STANMORE CHURCH (from SOUTH HARROW STATION)**

Public stand for two buses on south side of slip road connecting Church Road and Old Church Lane, commencing 5 metres south west of lamp standard 4 extending 22 metres north east.

Buses proceed from Uxbridge Road (Stanmore) via Church Road to stand, departing via Church Road and Old Church Lane to Uxbridge Road. Set down in Uxbridge Road and pick up in Uxbridge Road.

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.  
DISPLAY: Stanmore Broadway.

### **PINNER, LOVE LANE (from SOUTH HARROW 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 and pick up in Bridge Street, from Stop C.

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.  
DISPLAY: Pinner.

### **RAYNERS LANE STATION (from Stanmore Station)**

Buses proceed from Imperial Drive departing to Rayners Lane. Set down in Imperial Drive, at Stop B and pick up in Rayners Lane, from Stop A.

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
DISPLAY: Rayners Lane Station.

## **SOUTH HARROW STATION, SOUTH HILL AVENUE**

Stand in two sections:

1 - Public stand for two buses in marked bay on north-east side of South Hill Avenue commencing 1 metre north of No.4 South Hill Avenue and extending 21 metres north.

2 - Private overflow stand for three buses on the south side of South Harrow Station Forecourt.

Buses proceed from South Hill Avenue direct to stand, departing via South Hill Avenue to South Harrow Bus Station. Set down in South Hill Avenue, at Alighting Point Z1 and pick up in South Harrow Bus Station, from Stop A.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route H12 should be scheduled to stand at any one time.

MEAL RELIEFS: No meal relief vehicles to stand at any time.

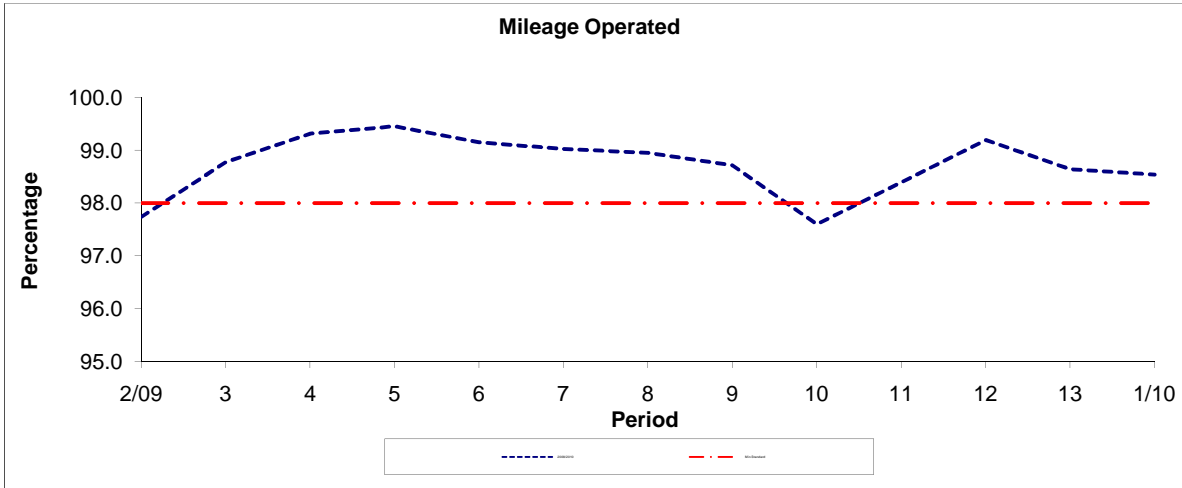
FERRY VEHICLES: No ferry vehicles to park on stand at any time.

DISPLAY: South Harrow.

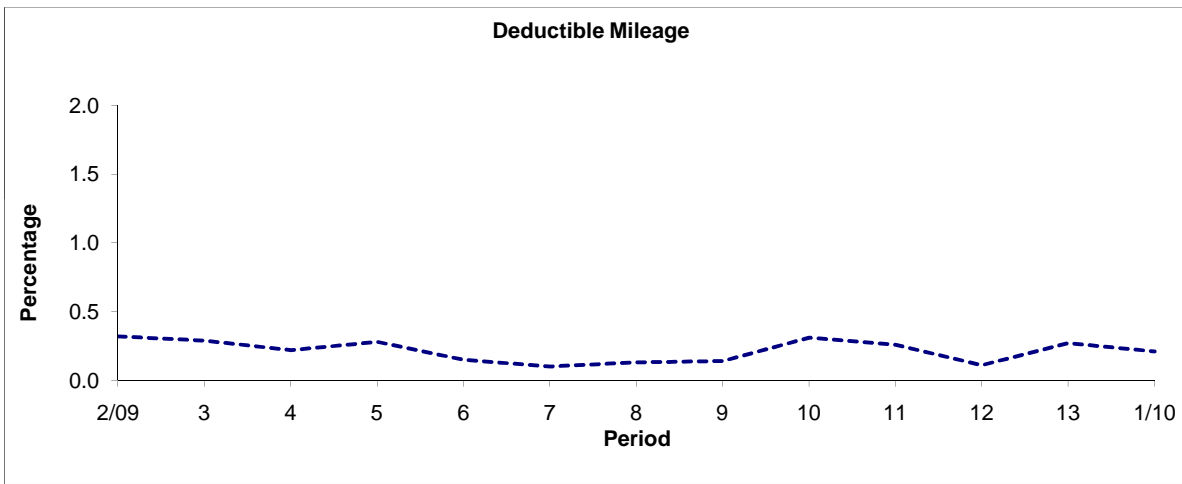
OTHER INFORMATION: LUL Toilet facilities available (0515-0100 daily).

**PART B - PERFORMANCE STATISTICS**

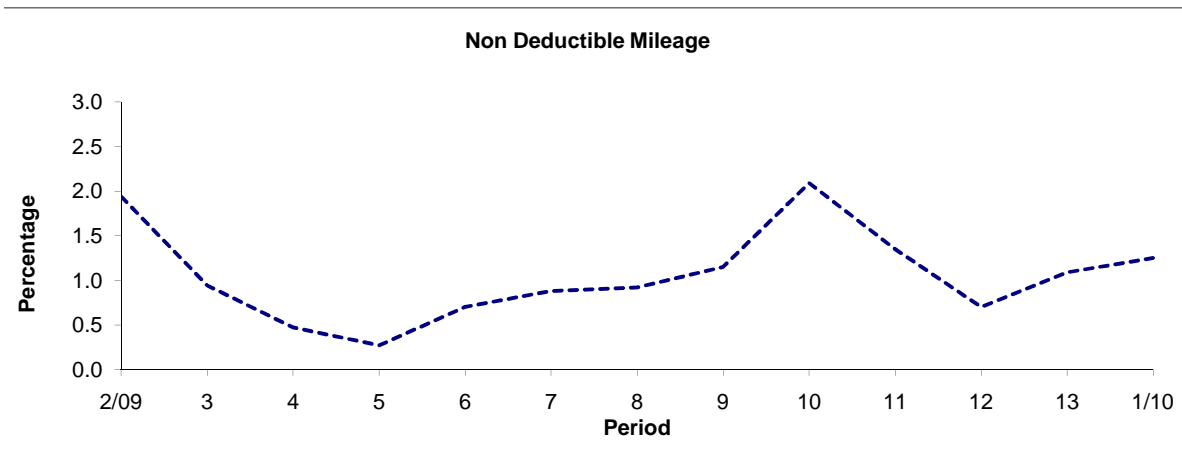
**Route H12**



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	97.74	98.77	99.31	99.45	99.15	99.02	98.95	98.71	97.60	98.39	99.19	98.64	98.54
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	0.32	0.29	0.22	0.28	0.15	0.10	0.13	0.14	0.31	0.26	0.11	0.27	0.21



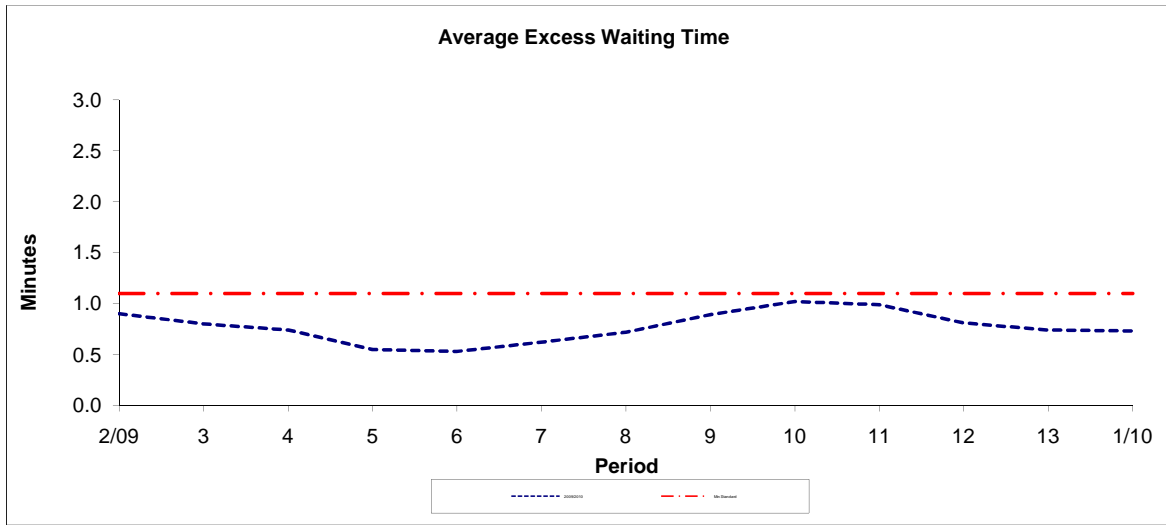
Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	1.94	0.94	0.47	0.27	0.70	0.88	0.92	1.15	2.09	1.35	0.70	1.09	1.25

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

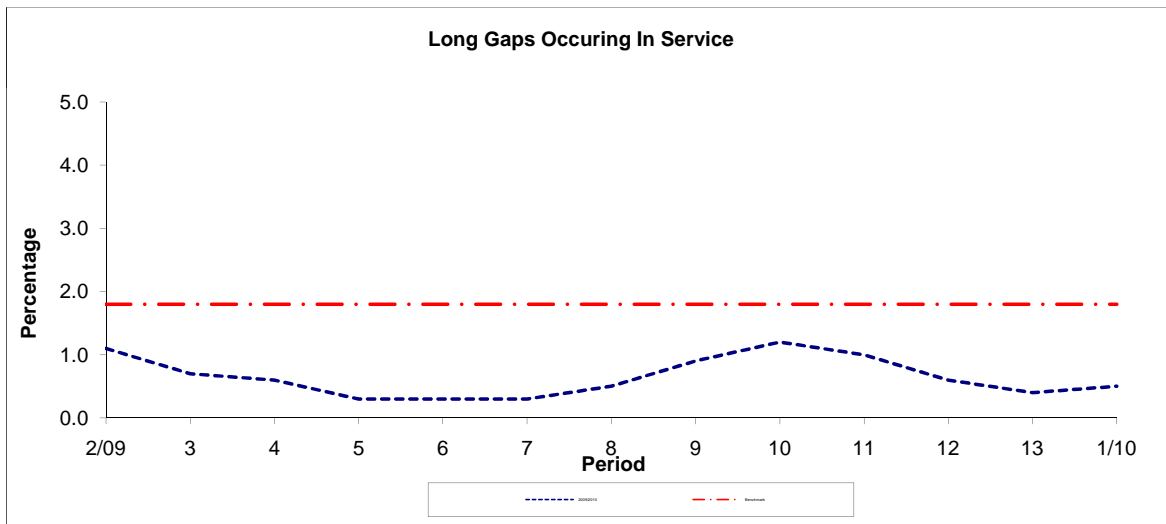


**PART B - PERFORMANCE STATISTICS**

**Route H12**



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	0.90	0.80	0.74	0.55	0.53	0.62	0.72	0.89	1.02	0.99	0.81	0.74	0.73
Min Standard	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	1.10	0.70	0.60	0.30	0.30	0.30	0.50	0.90	1.20	1.00	0.60	0.40	0.50
Benchmark	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80

**Note :** Reliability is based on 12 weeks rolling data