

## SECTION 2: PART A

### SERVICE SPECIFICATION FOR ROUTE No. H14

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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. H14.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. H14.

**3. TERMINALS**

Route No. H14 will operate between Hatch End, St. Thomas' Drive to Northwick Park Hospital.

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. H14 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. H14 is currently approved for vehicles which are a maximum of 10.1 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 dual door, single deck buses with a minimum capacity of 55, of which approximately 28 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. Hatch End, St. Thomas' Drive to Northwick Park Hospital

0530 - 0635	Every 20 minutes
0636 - 0700	Every 12 minutes
0701 - 0720	Every 10 minutes
0721 - 0830	Every 8-9 minutes (7 buses per hour)
0831 - 1605	Every 10 minutes
1606 - 1830	Every 8-9 minutes (7 buses per hour)
1831 - 1900	Every 10 minutes
1901 - 2000	Every 12 minutes
2001 - 0005	Every 15 minutes

First departure from Hatch End, St. Thomas' Drive no later than 0535.  
Last departure from Hatch End, St. Thomas' Drive no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 9 minutes apart at Harrow, Bus Station between 0735 and 0850 and no more than 10 minutes apart between 1500 and 1620.

### 2. Northwick Park Hospital to Hatch End, St. Thomas' Drive

0555 - 0700	Every 20 minutes
0701 - 0730	Every 15 minutes
0731 - 0750	Every 10 minutes
0751 - 0850	Every 8-9 minutes (7 buses per hour)
0851 - 1520	Every 10 minutes
1521 - 1900	Every 8-9 minutes (7 buses per hour)
1901 - 2000	Every 10 minutes
2001 - 0030	Every 15 minutes

First departure from Northwick Park Hospital no later than 0600.  
Last departure from Northwick Park Hospital no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Long Elmes, Courtenay Avenue between 0745 and 0805, no more than 9 minutes apart between 0806 and 0905, no more than 10 minutes apart between 1500 and 1540 and no more than 9 minutes apart between 1541 and 1641.

## 6.2 Saturdays & Good Friday

### 1. Hatch End, St. Thomas' Drive to Northwick Park Hospital

0530 - 0815	Every 20 minutes
0816 - 0910	Every 15 minutes
0911 - 1850	Every 10 minutes
1851 - 2000	Every 12 minutes
2001 - 0005	Every 15 minutes

First departure from Hatch End, St. Thomas' Drive no later than 0535.  
Last departure from Hatch End, St. Thomas' Drive no earlier than 2400.

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

### 2. Northwick Park Hospital to Hatch End, St. Thomas' Drive

0555 - 0820	Every 20 minutes
0821 - 0900	Every 15 minutes
0901 - 1920	Every 10 minutes
1921 - 1945	Every 12 minutes
1946 - 0030	Every 15 minutes

First departure from Northwick Park Hospital no later than 0600.  
Last departure from Northwick Park Hospital no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Long Elmes, Courtenay Avenue between 0910 and 1110.

### 6.3 Sundays

1. Hatch End, St. Thomas' Drive to Northwick Park Hospital

0635 - 0900	Every 20 minutes
0901 - 2145	Every 15 minutes
2146 - 0005	Every 20 minutes

First departure from Hatch End, St. Thomas' Drive no later than 0640.  
Last departure from Hatch End, St. Thomas' Drive no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Harrow, Bus Station between 1030 and 1130.

2. Northwick Park Hospital to Hatch End, St. Thomas' Drive

0640 - 0940	Every 20 minutes
0941 - 2245	Every 15 minutes
2246 - 0030	Every 20 minutes

First departure from Northwick Park Hospital no later than 0645.  
Last departure from Northwick Park Hospital no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Long Elmes, Courtenay Avenue between 1020 and 1120.

## 6.4 Boxing Day

### 1. Hatch End, St. Thomas' Drive to Northwick Park Hospital

0755 - 0900	Every 20 minutes
0901 - 2145	Every 15 minutes
2146 - 0005	Every 20 minutes

First departure from Hatch End, St. Thomas' Drive no later than 0800.  
Last departure from Hatch End, St. Thomas' Drive no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Harrow, Bus Station between 1030 and 1130.

### 2. Northwick Park Hospital to Hatch End, St. Thomas' Drive

0815 - 0940	Every 20 minutes
0941 - 2245	Every 15 minutes
2246 - 0030	Every 20 minutes

First departure from Northwick Park Hospital no later than 0820.  
Last departure from Northwick Park Hospital no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Long Elmes, Courtenay Avenue, between 1020 and 1120.



## 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. H14 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. H14 shall be:

Average Excess Wait Time:	No more than 0.80 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 = 0.70 minutes

### Summary of proposed QSI coverage: Route No. H14

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

<b>Towards Northwick Park Hospital</b>	<b>Towards Hatch End, St. Thomas' Drive</b>
Hatch End (not evenings or Sundays)	Northwick Park
Harrow Bus Station	Harrow Bus Station

Total scheduled manual QSI surveys per quarter = 62.

## **8. RUNNING TIMES**

The current timetable for Route No. H14 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.

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

- the minimum performance standards for Route No. H14 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. H14 should interwork with other bus services where possible.

## **11. CONTROL STRATEGY**

Route No. H14 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. H14:

- Route No H14 can suffer from unpredictable traffic delays in the Harrow town centre area.

Tenderers should also note the following factors which may have an impact on Route No. H14 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. H14 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. H14

Hatch End, St. Thomas' Drive to Northwick Park Hospital	4.5 miles
Northwick Park Hospital to Hatch End, St. Thomas' Drive	4.1miles

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. H14 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:

H14 via Harrow View
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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 H14: Hatch End, St. Thomas' Drive - Northwick Park Hospital

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

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

**Reason for Issue:** New Tender.

### STREETS TRAVERSED

**Towards Northwick Park Hospital:** Uxbridge Road, Headstone Lane Roundabout, Headstone Lane, Long Elmes, Courtenay Avenue, Harrow View, Headstone Road, Kymberley Road, Harrow Bus Station, College Road, Station Road, Peterborough Road, Kenton Road, Watford Road, Private Road In Northwick Park Hospital Grounds, Northwick Park Hospital Forecourt.

**Towards Hatch End, St. Thomas' Drive:** Northwick Park Hospital Forecourt, Private Road On Northwick Park Hospital Forecourt, Exit Road Opposite Hospital Main Entrance, Watford Road, Kenton Road, Peterborough Road, Station Road, College Road, Headstone Road, Harrow View, Courtenay Avenue, Long Elmes, Headstone Lane, Headstone Lane Roundabout, Uxbridge Road.

### STANDING AND TURNING POINTS

#### HATCH END, ST THOMAS' DRIVE

Public stand for up to 2 buses on south side of Uxbridge Road between St.Thomas' Drive and Nugents Park opposite Altham Road and extending 16 metres east.

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

**AVAILABILITY:** At any time.

**OPERATING RESTRICTIONS:** No more than 1 bus on Route H14 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:** Hatch End.

## **COURTENAY AVENUE, LONG ELMES (from NORTHWICK PARK HOSPITAL)**

Buses proceed from Courtenay Avenue departing to Courtenay Avenue. Set down in Courtenay Avenue, at Stop J and pick up in Courtenay Avenue, at Stop H.

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
DISPLAY: Courtenay Avenue.

## **HARROW BUS STATION**

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

### From Hatch End, St. Thomas' Drive.

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 and pick up in College Road, at Stop D.

### From Northwick Park Hospital.

Buses proceed from College Road via Harrow Bus Station to stand, departing to Harrow Bus Station. Set down in Harrow Bus Station, at Stop E and pick up in Harrow Bus Station, at 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: Harrow.

## **NORTHWICK PARK HOSPITAL, MATERNITY UNIT**

Public stand for three buses in two portions in private road of hospital grounds outside Northwick Park Hospital, Maternity Unit.

1 - Front portion for two buses - 27 metres

2 - Rear portion for one bus - 14 metres.

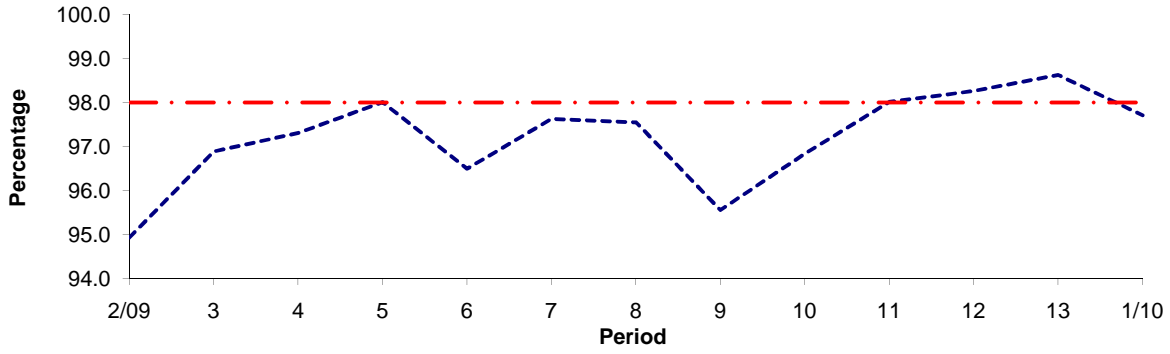
Buses proceed from Northwick Park Hospital Forecourt direct to stand, departing to Northwick Park Hospital Forecourt. Set down in Northwick Park Hospital Forecourt and pick up in Northwick Park Hospital Forecourt, at Stop HP.

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 2 buses on Route H14 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: Northwick Park Hospital.  
OTHER INFORMATION: Toilet facilities available 24 hours at Hospital.

**PART B - PERFORMANCE STATISTICS**

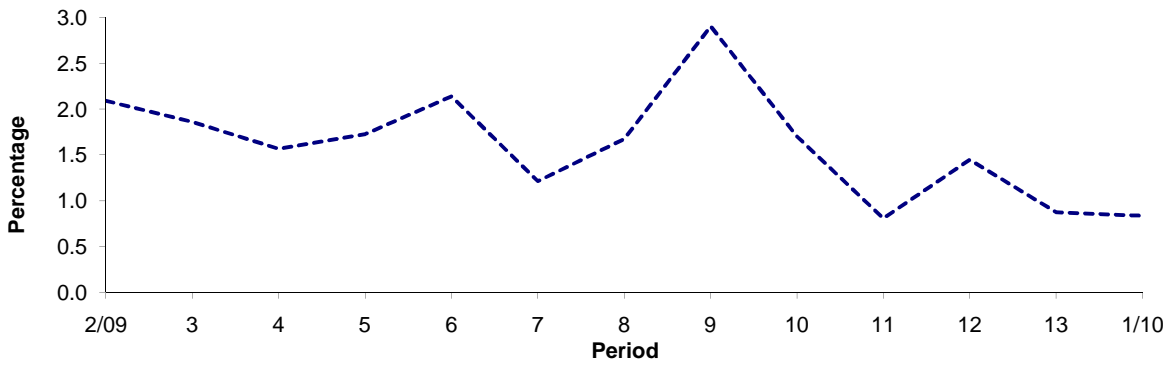
**Route H14**

**Mileage Operated**



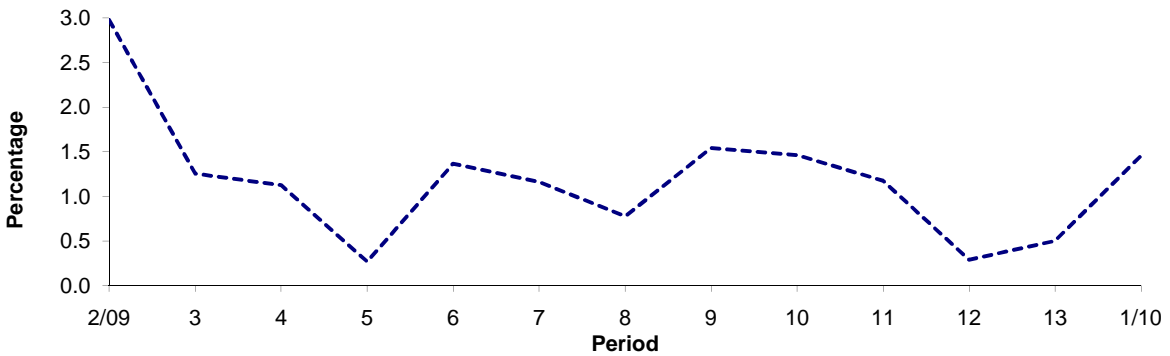
Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	94.93	96.89	97.31	98.00	96.50	97.63	97.55	95.55	96.84	98.02	98.26	98.62	97.71
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

**Deductible Mileage**



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	2.09	1.86	1.57	1.73	2.14	1.21	1.68	2.91	1.70	0.81	1.45	0.87	0.84

**Non Deductible Mileage**

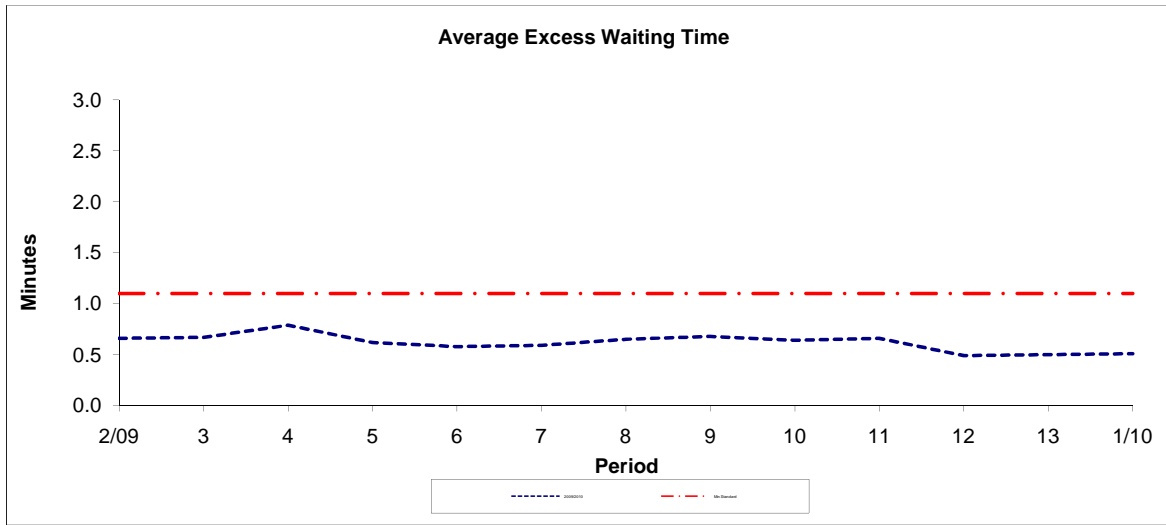


Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	2.98	1.25	1.12	0.27	1.36	1.16	0.78	1.54	1.46	1.17	0.29	0.50	1.46

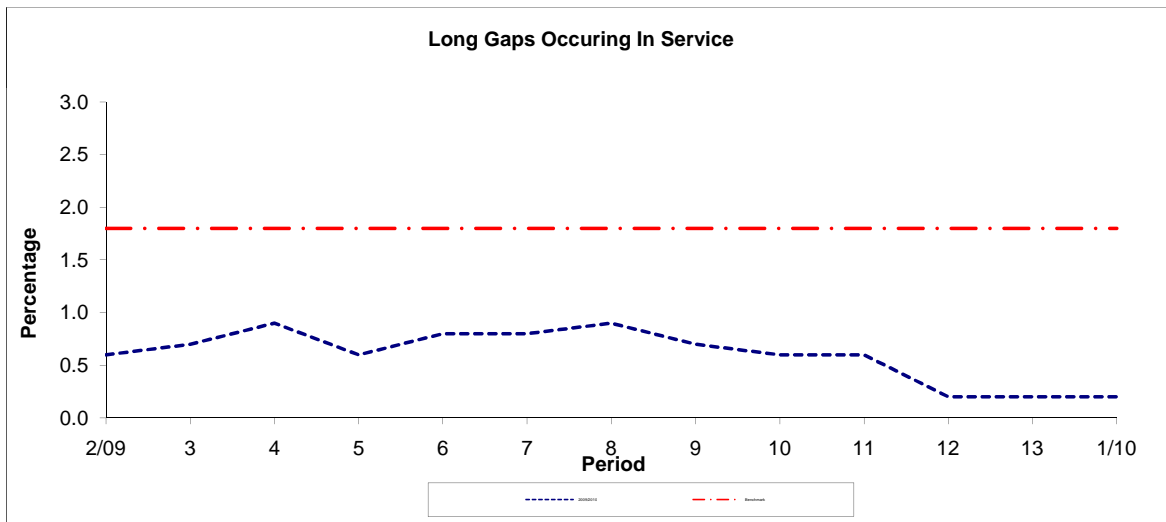
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route H14**



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	0.66	0.67	0.79	0.62	0.58	0.59	0.65	0.68	0.64	0.66	0.49	0.50	0.51
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	0.60	0.70	0.90	0.60	0.80	0.80	0.90	0.70	0.60	0.60	0.20	0.20	0.20
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