

## 7. Service Specification

Route: H17

Contract Reference: QC61306

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>	H17
<b>Terminus Points</b>	Harrow, Bus Station and Wembley Central, Montrose Crescent
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	1 <sup>st</sup> September 2018
<b>Vehicle Type</b>	60 capacity, dual door, single deck vehicles, minimum 10.8m long, subject to a satisfactory route test
<b>Current Maximum Approved Dimensions</b>	10.2 metres long and 2.44 metres wide
<b>New Vehicles Mandatory</b>	Yes
<b>Hybrid Price Required</b>	No
<b>Sponsored Route</b>	No
<b>Advertising Rights</b>	Operator
<b>Minimum Performance Standard</b>	Departing on Time - No less than 86%
<b>Extension Threshold</b>	Departing on Time Threshold - 88%
<b>Minimum Operated Mileage Standard</b>	No less than 98%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 16<sup>th</sup> October 2017.

*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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. H17.

- Ex Wembley Central, Montrose Crescent one Mondays to Fridays Schooldays AM peak flow journey is specified to provide a frequency of every 10 minutes between 0725 and 0825 to arrive at Clementine Churchill Hospital between 0745 and 0845.

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:

- Ex Harrow, Bus Station, one Mondays to Fridays Schooldays AM peak flow journey is specified to provide a frequency of every 10 minutes between 0745 and 0845.
- 60 capacity, dual door, single deck vehicles, minimum 10.8m long are specified, subject to a satisfactory route test.

### **Operators should provide the following prices:**

1. Annual diesel price - based on minimum 5 year contract.

**Tenderers are encouraged to offer alternative vehicle options in accordance with Part 9 of their tender, including but not limited to:**

1. Modifications to reduce emissions and fuel consumption (including energy storage, engine stop/start and/or energy efficient components).
2. Zero emission vehicles (e.g. electric or fuel cell).
3. Existing vehicles.

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

Harrow, Bus Station to Wembley Central, Montrose Crescent			Wembley Central, Montrose Crescent to Harrow, Bus Station		
First departure no later than 0545.			First departure no later than 0550.		
0540 - 0705	Every 20 minutes		0545 - 0630	Every 20 minutes	
0706 - 0720	Every 15 minutes		0631 - 0700	Every 15 minutes	
0721 - 0910	Every 12 minutes		0701 - 0900	Every 12 minutes	
0911 - 1500	Every 15 minutes		0901 - 1500	Every 15 minutes	
1501 - 1735	Every 12 minutes		1501 - 1730	Every 12 minutes	
1736 - 1905	Every 15 minutes		1731 - 1915	Every 15 minutes	
1906 - 0010	Every 20 minutes		1916 - 0020	Every 20 minutes	
Last departure no earlier than 0005.			Last departure no earlier than 0015.		
<b>Pinchpoints</b>					
Sudbury Hill Station	0730 - 0905	12 minutes	Sudbury Hill Station	0715 - 0915	12 minutes
	1515 - 1630	15 minutes		1515 - 1630	15 minutes

#### 3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS & PINCHPOINTS

Harrow, Bus Station to Wembley Central, Montrose Crescent			Wembley Central, Montrose Crescent to Harrow, Bus Station		
First departure no later than 0545.			First departure no later than 0550.		
0540 - 0705	Every 20 minutes		0545 - 0630	Every 20 minutes	
0706 - 0720	Every 15 minutes		0631 - 0700	Every 15 minutes	
0721 - 0745	Every 12 minutes		0701 - 0725	Every 12 minutes	
0746 - 0845	Every 10 minutes		0726 - 0825*	Every 10 minutes	
0846 - 0910	Every 12 minutes		0826 - 0900	Every 12 minutes	
0911 - 1500	Every 15 minutes		0901 - 1500	Every 15 minutes	
1501 - 1735	Every 12 minutes		1501 - 1730	Every 12 minutes	
1736 - 1905	Every 15 minutes		1731 - 1915	Every 15 minutes	
1906 - 0010	Every 20 minutes		1916 - 0020	Every 20 minutes	
Last departure no earlier than 0005.			Last departure no earlier than 0015.		
<b>Pinchpoints</b>					
Sudbury Hill Station	0735 - 0800	12 minutes	Sudbury Hill Station	0715 - 0740	12 minutes
	0801 - 0900	10 minutes		0741 - 0840	10 minutes
	1515 - 1630	15 minutes		0841 - 0915	12 minutes
			1515 - 1630	15 minutes	

\* Ex Wembley Central, Montrose Crescent, buses should be scheduled to be no more than every 10 minutes apart at Clementine Churchill Hospital between 0745 and 0845.

**3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued**

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

Harrow, Bus Station to Wembley Central, Montrose Crescent			Wembley Central, Montrose Crescent to Harrow, Bus Station		
First departure no later than 0545.			First departure no later than 0550.		
0540 - 0745	Every 30 minutes		0545 - 0750	Every 30 minutes	
0746 - 0905	Every 20 minutes		0751 - 0910	Every 20 minutes	
0906 - 1805	Every 15 minutes		0911 - 1855	Every 15 minutes	
1806 - 0010	Every 20 minutes		1856 - 0020	Every 20 minutes	
Last departure no earlier than 0005.			Last departure no earlier than 0015.		
<b>Pinchpoints</b>					
Sudbury Hill Station	0915 - 1115	15 minutes	Sudbury Hill Station	0925 - 1110	15 minutes

**3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS**

Harrow, Bus Station to Wembley Central, Montrose Crescent			Wembley Central, Montrose Crescent to Harrow, Bus Station		
First departure no later than 0635.			First departure no later than 0635.		
0630 - 0905	Every 30 minutes		0630 - 1005	Every 30 minutes	
0906 - 0010	Every 20 minutes		1006 - 0020	Every 20 minutes	
Last departure no earlier than 0005.			Last departure no earlier than 0015.		
<b>Pinchpoints</b>					
Sudbury Hill Station	1015 - 1135	20 minutes	Sudbury Hill Station	1020 - 1140	20 minutes

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

#### **4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. H17 can suffer unpredictable traffic delays in the Harrow and Wembley areas.
- 4.2) The two town centres of Harrow and Wealdstone, the Station Road corridor linking the two centres and the industrial land and open spaces surrounding Wealdstone, including the Kodak site, Headstone Manor and the Harrow Leisure Centre will be re-generated. This may have an impact on demand on Route No. H17. In addition, there may be changes to road infrastructure and bus priority which may have an impact on Route No. H17.
- 4.3) Construction work on the re-development of Harrow Bus Station is expected to begin in 2018/19. This is expected to have an impact on Route No. H17.
- 4.4) The Harrow and Wealdstone area has been designated as a London Plan Opportunity Area and Harrow is one of the Mayors Housing Zones.

#### **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 H17: Harrow Bus Station - Wembley Central, Montrose Crescent

**Date of Structural Change:** 1 September 2018.

**Date of Service Change:** 1 September 2018.

**Reason for Issue:** New Tender.

### **STREETS TRAVERSED**

**Towards Wembley Central, Montrose Crescent:** Harrow Bus Station, College Road, Station Road, Peterborough Road, Harrow High Street, London Road, Sudbury Hill, Greenford Road, Whitton Avenue East, Bridgewater Road, Harrow Road, Chaplin Road, Ealing Road, Montrose Crescent.

**Towards Harrow Bus Station:** Montrose Crescent, Station Grove, Union Road, Ealing Road, Chaplin Road, Harrow Road, Bridgewater Road, Whitton Avenue East, Greenford Road, Sudbury Hill, London Road, Harrow High Street, Peterborough Road, Station Road, College 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, COLLEGE ROAD**

Public stand for 2 buses on north side of College Road outside No. 66 opposite Harrow Bus Station and extending 20 metres east.

Buses proceed from Harrow Bus Station via College Road to stand, departing via College Road to Harrow Bus Station. 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 Harrow Bus Station, at Stop C (R0841 - Harrow Bus Station, First Stop on LOR: R0841 - Harrow Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route H17 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).

### **SUDBURY, BRIDGEWATER ROAD (from Harrow Bus Station)**

Buses proceed from Bridgewater Road via Harrow Road departing to Bridgewater Road. Set down in Bridgewater Road, at Stop H (CW15 - Colyton Close, Last Stop on LOR: CW15 - Colyton Close) and pick up in Bridgewater Road, at Stop I (CW16 - Colyton Close, First Stop on LOR: CW16 - Colyton Close).

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

### **SUDBURY HILL STATION (from Harrow Bus Station)**

Buses proceed from Greenford Road via Oldfield Lane North and Unnamed Road departing to Greenford Road. Set down in Greenford Road, at Stop P (17118 - Sudbury Hill Station <>, Last Stop on LOR: 17118 - Sudbury Hill Station <>) and pick up in Greenford Road, at Stop C (R0123 - Gainsborough Gardens, First Stop on LOR: R0123 - Gainsborough Gardens).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
BLIND DISPLAY: Sudbury Hill.

### **WEMBLEY CENTRAL, MONTROSE CRESCENT**

Public stand for two buses in Montrose Crescent commencing at a point 28 metres east of Curtis Lane, extending 25 metres west.

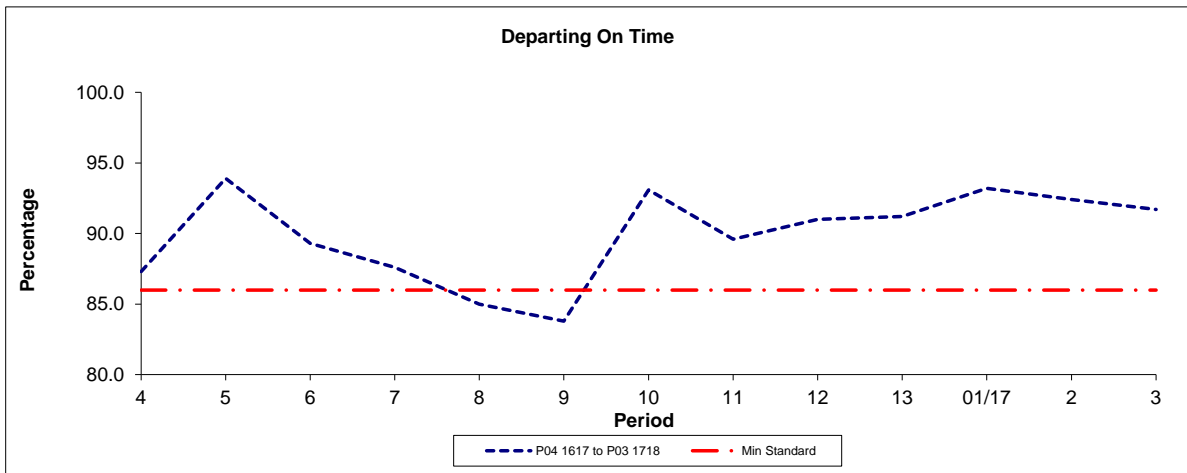
Buses proceed from Montrose Crescent direct to stand, departing to Montrose Crescent. Set down in Montrose Crescent, at Stop CP (BP4911 - Wembley Central Station <> #, Last Stop on LOR: BP4911 - Wembley Central Station <> #) and pick up in Montrose Crescent, at Stop CP (BP4911 - Wembley Central Station <> #, First Stop on LOR: BP4911 - Wembley Central Station <> #).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 1 bus on Route H17 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: Wembley Central.

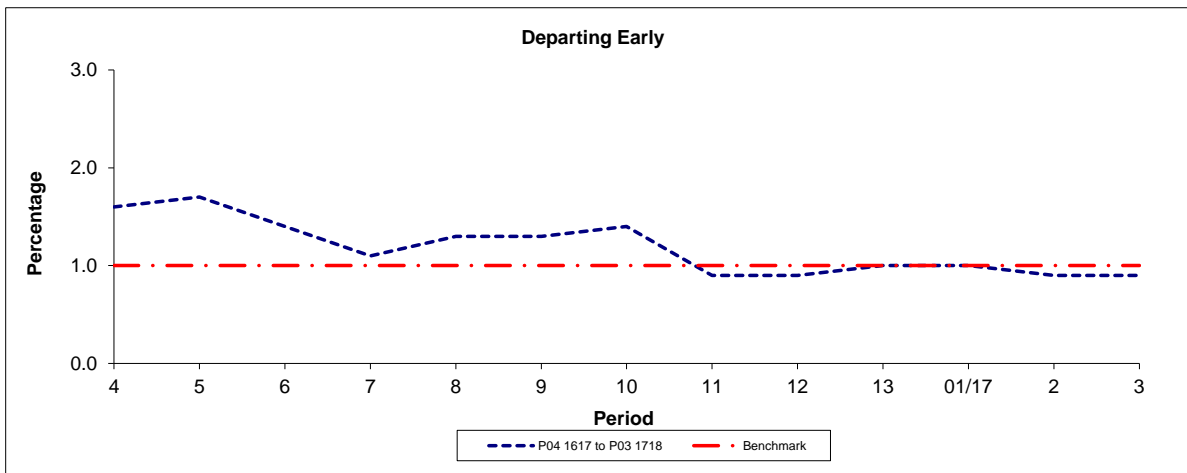


**PART B - PERFORMANCE STATISTICS**

**Route H17**



Period	4	5	6	7	8	9	10	11	12	13	01/17	2	3
P04 1617 to P03 1718	87.3	93.9	89.3	87.6	85.0	83.8	93.1	89.6	91.0	91.2	93.2	92.4	91.7
Min Standard	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0

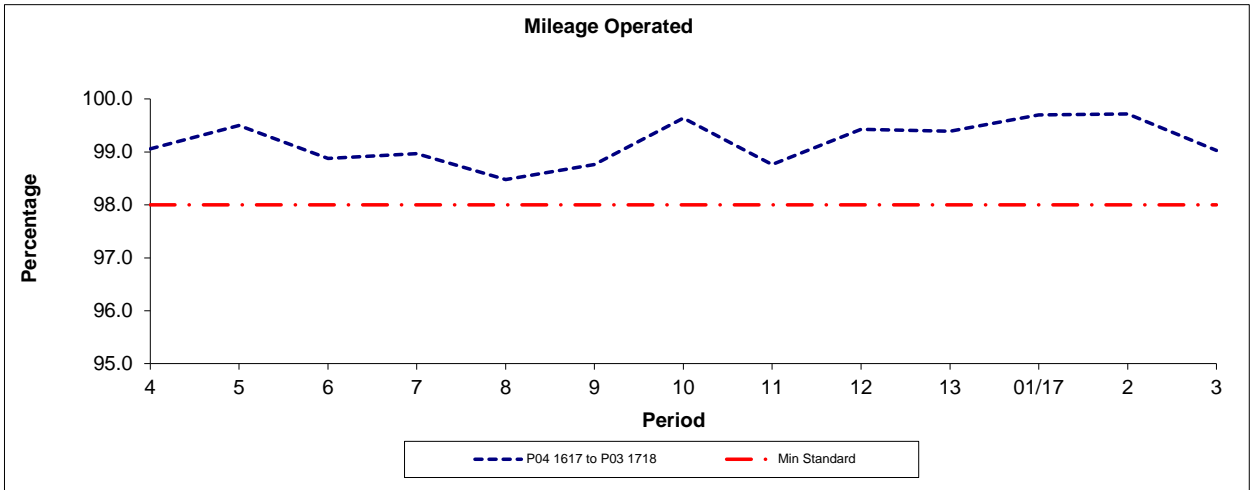


Period	4	5	6	7	8	9	10	11	12	13	01/17	2	3
P04 1617 to P03 1718	1.6	1.7	1.4	1.1	1.3	1.3	1.4	0.9	0.9	1.0	1.0	0.9	0.9
Benchmark	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

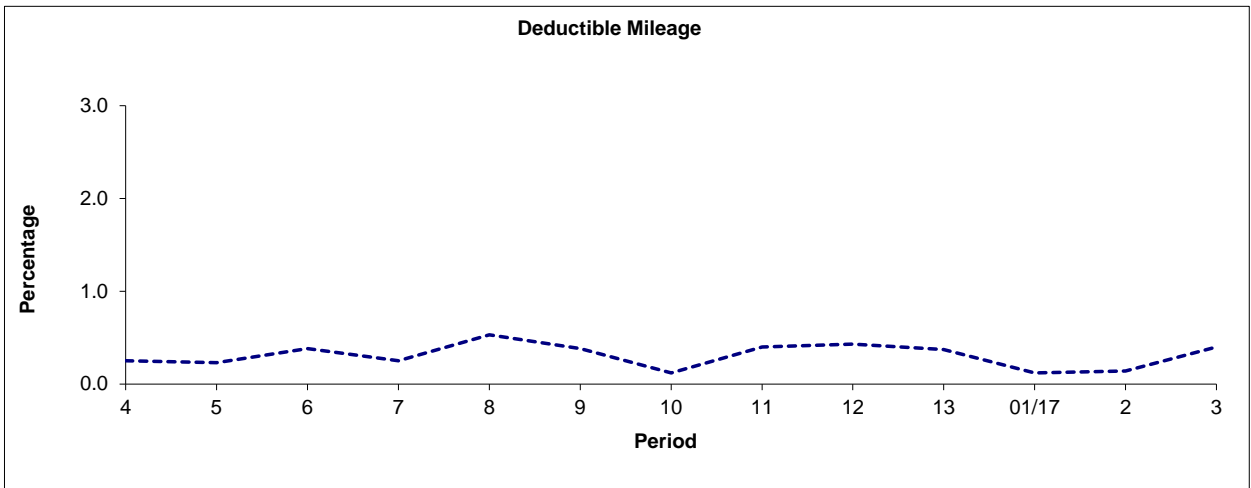
Note : Reliability is actual performance under full iBus (4 weeks data).  
Minimum Standards and Benchmarks are those applicable under the new contract.

**PART B - PERFORMANCE STATISTICS**

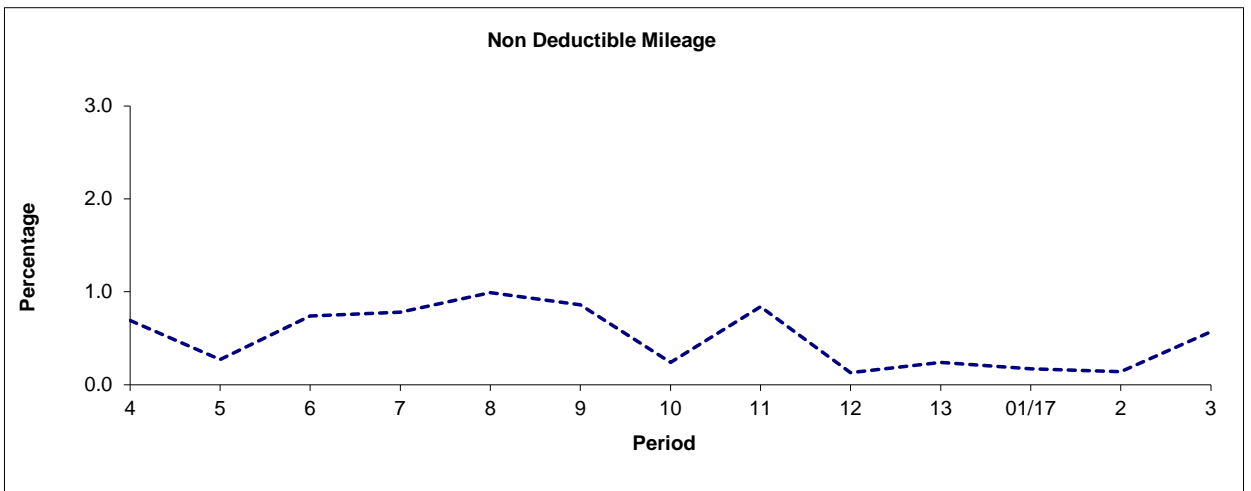
**Route H17**



Period	4	5	6	7	8	9	10	11	12	13	01/17	2	3
P04 1617 to P03 1718	99.06	99.50	98.88	98.97	98.48	98.76	99.64	98.76	99.43	99.39	99.70	99.72	99.03
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	4	5	6	7	8	9	10	11	12	13	01/17	2	3
P04 1617 to P03 1718	0.25	0.23	0.38	0.25	0.53	0.38	0.12	0.40	0.43	0.37	0.12	0.14	0.40



Period	4	5	6	7	8	9	10	11	12	13	01/17	2	3
P04 1617 to P03 1718	0.69	0.27	0.74	0.78	0.99	0.86	0.24	0.84	0.13	0.24	0.17	0.14	0.57

Note: Mileage is based on 4 weeks data

**ROUTE H17 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 2 16/17 TO QUARTER 1 17/18 (25/06/16 - 23/06/17)**

**MONDAY - FRIDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	7,325	7,259	99.1	99.0	<b>96.0</b>	0.9	0.4	2.7
07:00 - 10:00	27,377	27,065	98.9	97.7	<b>89.8</b>	2.5	1.5	6.3
10:00 - 13:00	23,563	23,514	99.8	99.4	<b>94.5</b>	0.6	1.0	3.9
13:00 - 16:00	25,459	25,213	99.0	98.7	<b>91.2</b>	1.3	1.1	6.4
16:00 - 19:00	26,920	26,657	99.0	97.4	<b>85.7</b>	2.7	1.3	10.4
19:00 - 22:00	18,442	18,805	102.0	98.2	<b>88.1</b>	2.1	0.6	9.2
22:00 - 24:00	11,876	11,815	99.5	99.1	<b>95.0</b>	0.9	1.9	2.1
<b>All Locations Summary</b>	<b>140,962</b>	<b>140,328</b>	<b>99.6</b>	<b>98.4</b>	<b>90.1</b>	<b>1.8</b>	<b>1.2</b>	<b>6.9</b>

**SATURDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	1,084	1,039	95.8	99.1	<b>97.6</b>	0.9	0.1	1.5
07:00 - 10:00	3,453	3,468	100.4	98.7	<b>94.9</b>	1.3	0.5	3.2
10:00 - 13:00	4,910	4,836	98.5	99.1	<b>90.7</b>	0.9	1.3	7.1
13:00 - 16:00	4,893	4,761	97.3	95.1	<b>77.1</b>	4.9	1.1	17.0
16:00 - 19:00	4,688	4,616	98.5	96.0	<b>82.5</b>	4.3	1.1	12.1
19:00 - 22:00	3,637	3,714	102.1	97.9	<b>85.8</b>	2.1	0.8	11.3
22:00 - 24:00	2,504	2,484	99.2	99.1	<b>94.2</b>	1.0	0.9	3.9
<b>All Locations Summary</b>	<b>25,169</b>	<b>24,918</b>	<b>99.0</b>	<b>97.5</b>	<b>85.8</b>	<b>2.8</b>	<b>1.0</b>	<b>10.4</b>

**SUNDAYS & BANK HOLIDAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	467	464	99.4	99.6	<b>97.6</b>	0.4	0.2	1.7
07:00 - 10:00	2,883	2,911	101.0	99.9	<b>98.3</b>	0.1	0.6	1.0
10:00 - 13:00	3,988	4,020	100.8	99.8	<b>95.9</b>	0.2	1.6	2.4
13:00 - 16:00	4,018	4,032	100.3	98.5	<b>87.7</b>	1.5	1.8	9.0
16:00 - 19:00	4,076	4,095	100.5	98.6	<b>92.5</b>	1.5	1.6	4.4
19:00 - 22:00	3,904	3,985	102.1	99.0	<b>92.2</b>	1.0	1.2	5.6
22:00 - 24:00	2,698	2,683	99.4	99.7	<b>95.5</b>	0.5	2.3	1.8
<b>All Locations Summary</b>	<b>22,034</b>	<b>22,190</b>	<b>100.7</b>	<b>99.2</b>	<b>92.8</b>	<b>1.0</b>	<b>1.5</b>	<b>4.8</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	8,876	8,762	98.7	99.1	<b>96.2</b>	0.9	0.3	2.6
07:00 - 10:00	33,713	33,444	99.2	98.0	<b>90.6</b>	2.3	1.4	5.8
10:00 - 13:00	32,461	32,370	99.7	99.4	<b>94.0</b>	0.6	1.1	4.2
13:00 - 16:00	34,370	34,006	98.9	98.2	<b>88.8</b>	1.8	1.2	8.2
16:00 - 19:00	35,684	35,368	99.1	97.3	<b>85.9</b>	2.7	1.3	10.0
19:00 - 22:00	25,983	26,504	102.0	98.3	<b>88.2</b>	2.0	0.7	9.1
22:00 - 24:00	17,078	16,982	99.4	99.2	<b>95.0</b>	0.9	1.8	2.4
<b>All Locations Summary</b>	<b>188,165</b>	<b>187,436</b>	<b>99.6</b>	<b>98.4</b>	<b>89.8</b>	<b>1.9</b>	<b>1.2</b>	<b>7.1</b>

## Transport for London - QSI Points and Live Mileage List

Route H17  
 Service change 16586  
 Date 30 September 2009

**QSI points are highlighted.**

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HARRBS S	HARRBS S	HARROW BUS STATION		
HARRBS	R0841	Harrow Bus Station	0	0.00
	37309	Harrow Town Centre	302	0.19
	15015	Kenton Road	235	0.15
	33539	Kenton Road	264	0.16
HARRSC	33538	Harrow School	403	0.25
	33536	Harrow Park	416	0.26
	M4	Roxeth Hill	234	0.15
CLCHHP	M2	Clementine Churchill Hospital	656	0.41
	CW13	Harrow Road	412	0.26
SDHLSN	17118	Sudbury Hill Station	429	0.27
	17160	Gainsborough Gardens	351	0.22
	17242	Ridding Lane	378	0.23
	17245	Rosewood Avenue	494	0.31
	17246	Allendale Road	454	0.28
	17248	Sudbury Town Station	267	0.17
SUDYGC	17250	Sudbury Golf Club	340	0.21
SDTNSA	CW15	Colyton Close	414	0.26
	BP2398	Barham Park	538	0.33
	BP3486	Farm Avenue	286	0.18
	BP2397	Wembley Hospital	331	0.21
	BP3488	Ealing Road	416	0.26
WCENMC	BP4911	Wembley Central Station	192	0.12
WCENMC S	WCENMC S	Wembley Central, Montrose Crescent	0	0.00
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>			7812	4.85
			metres	miles

## TRANCHE 613

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WCENMC S	WCENMC S	Wembley Central, Montrose Crescent		
WCENMC	BP4911	Wembley Central Station	0	0.00
	BP1651	Ealing Road	324	0.20
	BP3487	Swinderby Road	234	0.15
	BP2396	Wembley Hospital	411	0.26
	BP3485	Fernwood Avenue	325	0.20
	2802	Bridgewater Road	395	0.25
SDTNSA	CW16	Colyton Close	312	0.19
SUDYGC	17251	Sudbury Golf Club	353	0.22
	17249	Sudbury Town Station	362	0.22
	17247	Whitton Drive	409	0.25
	17244	Rosewood Avenue	288	0.18
	17243	Ridding Lane	491	0.31
	17241	Greenford Road	193	0.12
	R0123	Gainsborough Gardens	238	0.15
SDHLSN	17119	Sudbury Hill Station	161	0.10
	BP4379	Sudbury Hill Station	149	0.09
	R0189	South Vale	213	0.13
	CW14	Harrow Road	244	0.15
CLCHHP	M1	Clementine Churchill Hospital	401	0.25
	M3	Roxeth Hill	603	0.37
	33535	Harrow Park	254	0.16
HARRSC	33537	Harrow School	485	0.30
	15016	Kenton Road	639	0.40
	37310	Harrow Town Centre	174	0.11
HARRBS	R0839	Harrow Bus Station	418	0.26
HARRBS S	HARRBS S	HARROW BUS STATION	0	0.00
<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>			8076	5.02
			metres	miles