

7. Service Specification

Route: 231

QC41101

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.

Terminus Points	Enfield Chase Station to Turnpike Lane Station, Bus Station
Contract Basis	Incentivised
Commencement Date	8 th June 2013
Vehicle Type	87 capacity, dual door, double deck buses will be specified
Current Maximum Approved Dimensions	10.1 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	No
Sponsored Route	No
Minimum Performance Standard	Departing on Time - No less than 78.00%
Extension Threshold	Departing on Time Threshold – 82.00%
Advertising Rights	Operator
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:
No later than 12 Noon on 14th May 2012

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. 231.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 231.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Enfield Chase Station to Turnpike Lane Station, Bus Station		Turnpike Lane Station, Bus Station to Enfield Chase Station			
First departure no later than 0505.		First departure no later than 0540.			
0500 - 0625	Every 20 minutes	0535 - 0640	Every 20 minutes		
0626 - 1840	Every 15 minutes	0641 - 1940	Every 15 minutes		
1841 - 0025	Every 20 minutes	1941 - 0055	Every 20 minutes		
Last departure no earlier than 0020.		Last departure no earlier than 0050.			
Pinchpoints					
Edmonton, Cambridge	0710 - 0910	15 minutes	Enfield Town, Cecil Road	0720 - 0905	15 minutes
	1500 - 1630	15 minutes		1450 - 1635	15 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Enfield Chase Station to Turnpike Lane Station, Bus Station		Turnpike Lane Station, Bus Station to Enfield Chase Station			
First departure no later than 0505.		First departure no later than 0540.			
0500 - 0845	Every 20 minutes	0535 - 0840	Every 20 minutes		
0846 - 1820	Every 15 minutes	0841 - 1910	Every 15 minutes		
1821 - 0025	Every 20 minutes	1911 - 0055	Every 20 minutes		
Last departure no earlier than 0020.		Last departure no earlier than 0050.			
Pinchpoints					
Edmonton, Cambridge	0900 - 1100	15 minutes	Enfield Town, Cecil Road	0900 - 1100	15 minutes

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Enfield Chase Station to Turnpike Lane Station, Bus Station		Turnpike Lane Station, Bus Station to Enfield Chase Station			
First departure no later than 0610.		First departure no later than 0640.			
0605 - 0840	Every 30 minutes	0635 - 0935	Every 30 minutes		
0841 - 0025	Every 20 minutes	0936 - 0055	Every 20 minutes		
Last departure no earlier than 0020.		Last departure no earlier than 0050.			
Pinchpoints					
Edmonton, Cambridge	0955 - 1135	20 minutes	Enfield Town, Cecil Road	0955 - 1135	20 minutes

3.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Enfield Chase Station to Turnpike Lane Station, Bus Station		Turnpike Lane Station, Bus Station to Enfield Chase Station			
First departure no later than 0810.		First departure no later than 0840.			
0805 - 0840	Every 30 minutes	0835 - 0935	Every 30 minutes		
0841 - 0025	Every 20 minutes	0936 - 0055	Every 20 minutes		
Last departure no earlier than 0020.		Last departure no earlier than 0050.			
Pinchpoints					
Edmonton, Cambridge	0955 - 1135	20 minutes	Enfield Town, Cecil Road	0955 - 1035	20 minutes

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 231 should be separated from Route No. 217 between Great Cambridge Road, Southbury Road and Turnpike Lane Station during all periods.

Route No. 231 should be separated from Route No. 144 between Edmonton, Cambridge Roundabout and Turnpike Lane Station during all periods, where possible.

Route No. 231 should be separated from Route No. 444 between Great Cambridge Road, Wilbury Way and Turnpike Lane Station during all periods, where possible.

- 4.2) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following locations: Enfield Chase Station and Enfield Town Station.
- 4.3) Route No. 231 can suffer unpredictable traffic delays in the Enfield & Great Cambridge Road (near Cambridge roundabout) areas.

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 231: Enfield Chase Station - Turnpike Lane Station

Date of Structural Change: 8 June 2013.

Date of Service Change: 8 June 2013.

Reason for Issue: New contract, not yet awarded.

STREETS TRAVERSED

Towards Turnpike Lane Station: Windmill Hill, Church Street, The Town, Southbury Road, Great Cambridge Road, Cambridge Roundabout, Great Cambridge Road, The Roundway, Lordship Lane, Westbury Avenue, Green Lanes, Carlingford Road, Turnpike Lane Bus Station.

Towards Enfield Chase Station: Turnpike Lane Bus Station, Green Lanes, Westbury Avenue, Boreham Road, Lordship Lane, The Roundway, Great Cambridge Road, Cambridge Roundabout, Great Cambridge Road, Southbury Road, Genotin Road, Cecil Road, Church Street, Windmill Hill.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

ENFIELD CHASE STATION

Private stand for 2 buses standing abreast in marked bays on Enfield Chase Station Forecourt on south side of Windmill Hill.

Buses proceed from Windmill Hill via Enfield Chase Station Forecourt to stand, departing via Enfield Chase Station Forecourt to Windmill Hill. Set down in Windmill Hill, at Alighting Point (BP1997 - Enfield Chase Station, Last Stop on LOR: BP1997 - Enfield Chase Station) and pick up in Windmill Hill, at Stop CC (16801 - Enfield Chase Station #, First Stop on LOR: 16801 - Enfield Chase Station #).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 231 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:	Enfield Chase.
OTHER INFORMATION:	Buses must not block access to station forecourt. No toilet facilities available.

ENFIELD, LITTLE PARK GARDENS (from TURNPIKE LANE STATION)

Private stand for up to 6 buses (or 3 articulated buses) in Bus Parking Area on south side of Little Park Gardens.

Buses proceed from Cecil Road via Little Park Gardens and Bus Parking Area to stand, departing via Bus Parking Area and Little Park Gardens to Church Street. Set down in Little Park Gardens, at Alighting Point (BP750 - Little Park Gardens, Last Stop on LOR: 33968 - Enfield Town / Cecil Road) and pick up in Church Street, at Stop D (10928 - Enfield Town / Church Street, First Stop on LOR: 10928 - Enfield Town / Church Street).

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:	Enfield.
OTHER INFORMATION:	Stand space limited. Buses should stand for minimal time only.

SOUTHBURY, DEARSLEY ROAD

Public stand for 3 buses on south side of Dearsley Road, commencing 18 metres west of Baird Road and extending 45 metres west.

From Enfield Chase Station.

Buses proceed from Southbury Road via Great Cambridge Road, Crown Road, Baird Road and Dearsley Road to stand, departing via Dearsley Road and Great Cambridge Road to Southbury Road. Set down in Southbury Road, at Stop P (3492 - Great Cambridge Road, Last Stop on LOR: 3492 - Great Cambridge Road) and pick up in Southbury Road, at Stop J (3491 - Great Cambridge Road, First Stop on LOR: 3491 - Great Cambridge Road).

From Turnpike Lane Station.

Buses proceed from Great Cambridge Road via Crown Road, Baird Road and Dearsley Road to stand, departing via Dearsley Road to Great Cambridge Road. Set down in Great Cambridge Road, at Stop U (2507 - Southbury Road, Last Stop on LOR: 15867 - Lincoln Road) and pick up in Great Cambridge Road, at Stop B (3174 - Southbury Road, First Stop on LOR: 3174 - Southbury 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.
BLIND DISPLAY:	Southbury, Dearsley Road.

EDMONTON, CAMBRIDGE

Public stand for two buses in bay on north side of Silver Street between Cambridge roundabout and Westway slip road, commencing 5 metres west of the western flank wall of No 285 Silver Street and extending 25 metres west.

From Enfield Chase Station.

Buses proceed from Great Cambridge Road via Cambridge Roundabout, North Circular Road Slip Road and Silver Street to stand, departing via Silver Street, Westway, Sterling Way (North Circular Road) and Cambridge Roundabout to Great Cambridge Road. Set down in Great Cambridge Road, at Stop SG (3170 - Cambridge Roundabout, Last Stop on LOR: 3170 - Cambridge Roundabout) and pick up in Great Cambridge Road, at Stop ND (15861 - Cambridge Roundabout, First Stop on LOR: 15861 - Cambridge Roundabout).

From Turnpike Lane Station.

Buses proceed from Great Cambridge Road via Cambridge Roundabout, North Circular Road Slip Road and Silver Street to stand, departing via Silver Street, Westway, Sterling Way (North Circular Road) and Cambridge Roundabout to Great Cambridge Road. Set down in Great Cambridge Road, at Stop NC (3171 - Weir Hall Gardens, Last Stop on LOR: 3171 - Weir Hall Gardens) and pick up in Great Cambridge Road, at Stop SH (12887 - Weir Hall Gardens, First Stop on LOR: 12887 - Weir Hall Gardens).

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:	Edmonton, Cambridge Roundabout.

TURNPIKE LANE STATION

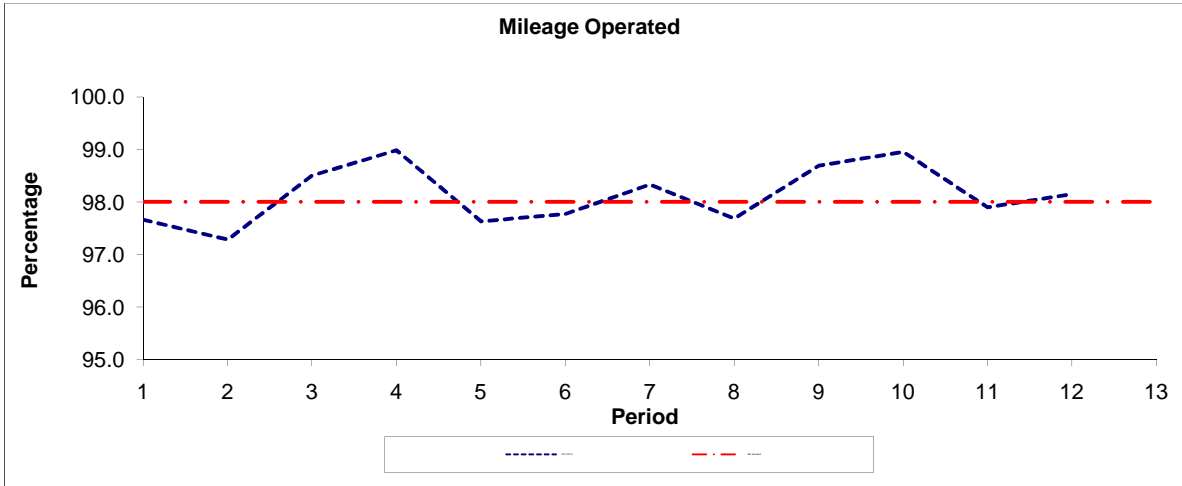
Private stand for 10 buses in marked bays in Turnpike Lane Bus Station on east side of Green Lanes.

Buses proceed from Turnpike Lane Bus Station direct to stand, departing to Turnpike Lane Bus Station. Set down in Turnpike Lane Bus Station, at Alighting Point (BP2831 - Turnpike Lane Bus Station, Last Stop on LOR: BP2831 - Turnpike Lane Bus Station) and pick up in Turnpike Lane Bus Station, at Stop T (33696 - Turnpike Lane Bus Station, First Stop on LOR: 33696 - Turnpike Lane Bus Station).

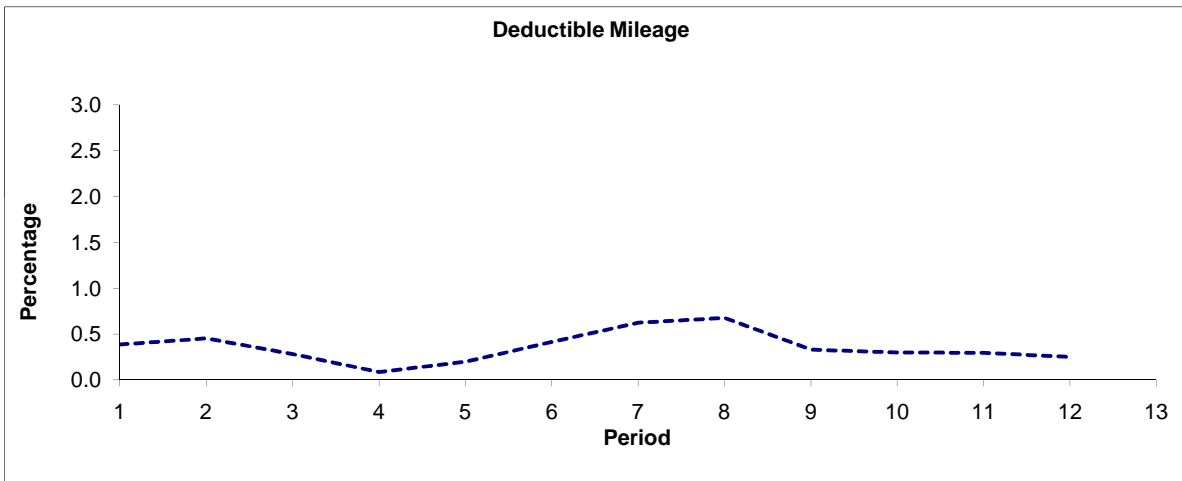
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 231 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Turnpike Lane Station.
OTHER INFORMATION:	London Buses toilet facilities available 24 hours a day.

PART B - PERFORMANCE STATISTICS

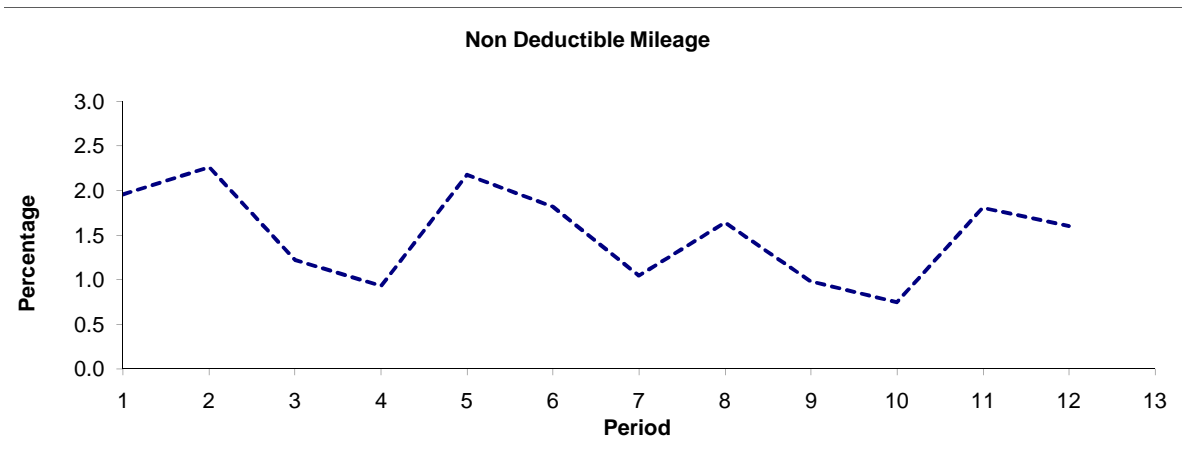
Route 231



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011/2012	97.7	97.3	98.5	99.0	97.6	97.8	98.3	97.7	98.7	99.0	97.9	98.1	
Min Standard	98.0	98.0	98.0	98.0	98.0	98.0	98.0	98.0	98.0	98.0	98.0	98.0	98.0



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011/2012	0.4	0.5	0.3	0.1	0.2	0.4	0.6	0.7	0.3	0.3	0.3	0.3	

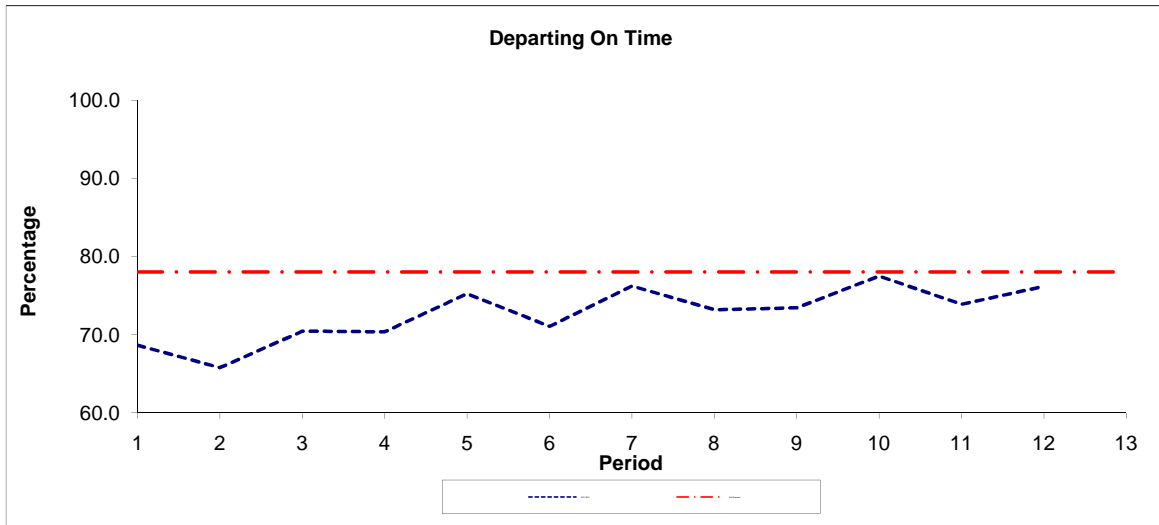


Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011/2012	2.0	2.3	1.2	0.9	2.2	1.8	1.0	1.6	1.0	0.7	1.8	1.6	

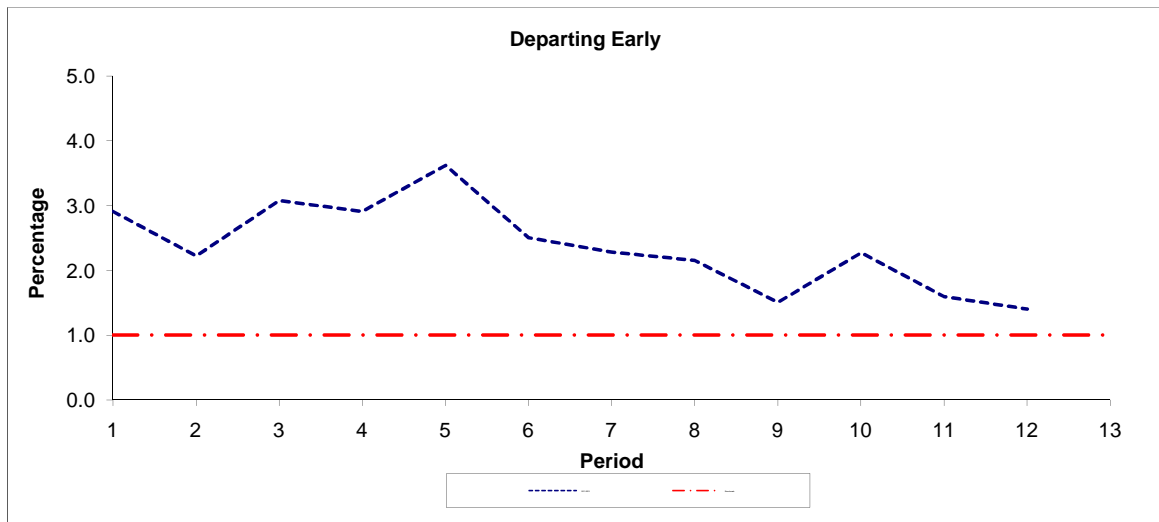
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 231



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011-2012	68.6	65.7	70.4	70.3	75.2	71.1	76.2	73.2	73.4	77.5	73.9	76.2	
Min Standard	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011-2012	2.9	2.2	3.1	2.9	3.6	2.5	2.3	2.2	1.5	2.3	1.6	1.4	
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 231 - FULL iBUS RESULTS BY TIME OF DAY
QUARTERS 1 to 3 2011/12 (01/04/11 - 09/12/11)

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	10,400.	98.5	98.8	88.2	1.2	2.4	8.3
0700 - 1000	23,098.	98.5	97.1	78.9	3.1	2.7	15.3
1000 - 1300	22,476.	99.5	98.5	83.9	1.5	1.7	12.9
1300 - 1600	23,205.	96.1	95.6	72.1	4.8	1.6	21.4
1600 - 1900	22,656.	95.5	88.5	58.9	11.7	3.3	26.1
1900 - 2200	18,822.	97.9	96.1	73.2	3.9	3.1	19.8
2200 - 2400	11,383.	99.6	94.7	68.2	5.8	5.2	20.8
Summary	132,040.	97.8	95.4	72.7	5.4	2.6	19.3

SATURDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	1,895.	97.7	98.7	89.1	1.4	5.1	4.5
0700 - 1000	4,064.	98.9	97.8	81.2	2.4	1.6	14.8
1000 - 1300	4,619.	96.5	96.4	74.1	3.8	1.5	20.6
1300 - 1600	4,605.	96.2	90.9	62.7	9.2	2.3	25.8
1600 - 1900	4,624.	98.4	95.9	75.0	4.2	2.7	18.1
1900 - 2200	3,452.	96.5	92.4	63.1	7.3	3.2	26.3
2200 - 2400	2,319.	97.5	93.7	69.0	6.5	4.5	20.0
Summary	25,578.	97.4	94.9	71.1	5.6	2.4	20.9

SUNDAY AND BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	773.	97.4	98.4	90.9	3.1	4.7	1.4
0700 - 1000	3,133.	98.3	98.9	86.8	1.2	2.2	9.8
1000 - 1300	4,200.	97.5	98.5	76.0	1.8	1.8	20.4
1300 - 1600	4,014.	96.7	90.8	52.1	9.5	2.4	36.0
1600 - 1900	4,137.	98.9	97.0	71.7	3.2	2.4	22.7
1900 - 2200	4,034.	98.1	95.3	64.0	4.7	3.2	28.1
2200 - 2400	2,699.	99.9	95.2	71.2	5.2	5.9	17.7
Summary	22,990.	98.1	96.0	68.5	4.6	2.6	24.4

ALL DAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	13,068.	98.3	98.8	88.4	1.3	2.8	7.6
0700 - 1000	30,295.	98.5	97.4	79.5	2.9	2.6	15.0
1000 - 1300	31,295.	98.8	98.2	81.4	1.9	1.7	15.0
1300 - 1600	31,824.	96.2	94.3	68.6	6.0	1.8	23.6
1600 - 1900	31,417.	96.4	90.7	61.9	10.1	3.1	24.9
1900 - 2200	26,308.	97.8	95.5	70.9	4.4	3.2	21.6
2200 - 2400	16,401.	99.3	94.6	68.7	5.8	5.2	20.2
Summary	180,608.	97.7	95.4	72.1	5.3	2.6	20.0

Transport for London - QSI Points and Mileage

Route 231

Service change 21787

Date 25 September 2009

Locations shaded in blue denote QSI points under Full iBus

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ENCSSN S	ENCSSN S	ENFIELD CHASE STATION		
ENCSSN	16801	Enfield Chase Station	0	0.00
ENTNMP	10928	Enfield Town / Church Street	435	0.27
	3490	Enfield Town Station	336	0.21
	15872	Ladysmith Road	312	0.19
	4004	Cecil Avenue	269	0.17
	15870	Percival Road	334	0.21
GTCMSR	3492	Great Cambridge Road	274	0.17
	3174	Southbury Road	247	0.15
	15866	Lincoln Road	349	0.22
	18057	Trinity Avenue / Bush Hill Park Station	676	0.42
	4538	Bury Street	869	0.54
GTCMCS	2508	Church Street	623	0.39
	15864	Deansway	723	0.45
	15862	Westerham Avenue	330	0.21
	3170	Cambridge Roundabout	508	0.32
EDMTCM	12887	Weir Hall Gardens	253	0.16
	10834	Pasteur Gardens	321	0.20
	10836	Empire Parade	371	0.23
GCRDWH	3505	White Hart Lane	462	0.29
	15840	Courtman Road	330	0.21
	29427	Gospatrick Road	239	0.15
	15838	Granville Road	252	0.16
	15837	Boundary Road	374	0.23
	15835	Westbury Avenue Baptist Church	475	0.30
	1665	Turnpike Lane Station	429	0.27
TLSNBS	BP2831	Turnpike Lane Bus Station	260	0.16
	TLSNBS S	TURNPIKE LANE STATION STAND	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			10051	6.25
			metres	miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
TLSNBS S	TLSNBS S	TURNPIKE LANE STATION STAND		
TLSNBS	33696	Turnpike Lane Bus Station	0	0.00
	15836	Westbury Avenue Baptist Church	648	0.40
	34082	Lordship Lane	511	0.32
	15839	Granville Road	351	0.22
	29426	Gospatrick Road	330	0.21
	15841	Courtman Road	196	0.12
GCRDWH	9110	White Hart Lane	339	0.21
	10835	Empire Parade	522	0.32
	10833	Pasteur Gardens	325	0.20
EDMTCM	3171	Weir Hall Gardens	315	0.20
	15861	Cambridge Roundabout	282	0.18
	15863	The Fairway	633	0.39
	15865	Deansway	340	0.21
GTCMCS	2509	Church Street	426	0.26
	4539	Bury Street	946	0.59
	3173	Trinity Avenue / Bush Hill Park Station	797	0.50
	15867	Lincoln Road	416	0.26
GTCMSR	3491	Great Cambridge Road	691	0.43
	15871	Percival Road	254	0.16
	4005	Cecil Avenue	307	0.19
	15873	Ladysmith Road	389	0.24
	3489	Enfield Town Station	260	0.16
ENTNCR	33968	Enfield Town / Cecil Road	482	0.30
ENCSSN	BP1997	Enfield Chase Station	704	0.44
	ENCSSN S	ENFIELD CHASE STATION	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			10464 metres	6.50 miles