

## 7. Service Specification

Route: 268

QC41201

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>Terminus Points</b>	Golders Green Station, North End Road to Finchley Road, O2 Centre
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	08 <sup>th</sup> JUN 2013
<b>Vehicle Type</b>	60 capacity, dual door, single deck, minimum 10.8m long
<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>	No
<b>Sponsored Route</b>	No
<b>Minimum Performance Standard</b>	Average Excess Wait Time - No more than 0.90 minutes
<b>Extension Threshold</b>	Average Excess Wait Time Threshold - 0.80 minutes
<b>Advertising Rights</b>	Operator
<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 18<sup>th</sup> June 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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 268.

- An additional bus will be introduced during the Mondays to Fridays PM peaks and the Sunday shopping period to address reliability. This is expected to be introduced in June 2012, subject to acceptable costs.

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 buses will be specified, subject to a satisfactory route test.
- The Boxing Day service should match the Sunday service.
- **Tenderers must identify the cost of the Boxing Day element of this service separately.**

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

Golders Green Station, North End Road to Finchley Road, O2 Centre		Finchley Road, O2 Centre to Golders Green Station, North End Road			
First departure no later than 0520.		First departure no later than 0515.			
0515 - 0600	Every 20 minutes	0510 - 0545	Every 30 minutes		
0601 - 0700	Every 15 minutes	0546 - 0645	Every 20 minutes		
0701 - 2300	Every 12 minutes	0646 - 0715	Every 15 minutes		
2301 - 0005	Every 15 minutes	0716 - 2315	Every 12 minutes		
		2316 - 0020	Every 15 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 0015.			
<b>Pinchpoints</b>					
Swiss Cottage Station	0730 - 0830	12 minutes	Hampstead Station	0730 - 0830	12 minutes
	1530 - 1630	12 minutes		1530 - 1630	12 minutes

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

Golders Green Station, North End Road to Finchley Road, O2 Centre		Finchley Road, O2 Centre to Golders Green Station, North End Road			
First departure no later than 0520.		First departure no later than 0515.			
0515 - 0800	Every 20 minutes	0510 - 0545	Every 30 minutes		
0801 - 0900	Every 15 minutes	0546 - 0745	Every 20 minutes		
0901 - 2300	Every 12 minutes	0746 - 0915	Every 15 minutes		
2301 - 0005	Every 15 minutes	0916 - 2315	Every 12 minutes		
		2316 - 0020	Every 15 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 0015.			
<b>Pinchpoints</b>					
Swiss Cottage Station	0930 - 1030	12 minutes	Hampstead Station	0930 - 1030	12 minutes

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

Golders Green Station, North End Road to Finchley Road, O2 Centre		Finchley Road, O2 Centre to Golders Green Station, North End Road			
First departure no later than 0640.		First departure no later than 0645.			
0635 - 0900	Every 20 minutes	0640 - 0905	Every 20 minutes		
0901 - 1000	Every 15 minutes	0906 - 1005	Every 15 minutes		
1001 - 2300	Every 12 minutes	1006 - 2315	Every 12 minutes		
2301 - 0005	Every 15 minutes	2316 - 0020	Every 15 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 0015.			
<b>Pinchpoints</b>					
Swiss Cottage Station	1030 - 1230	12 minutes	Hampstead Station	1030 - 1230	12 minutes

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

**4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. 268 can suffer unpredictable traffic delays in the Golders Green (principally on Sundays), Hampstead High Street and Roslyn Hill 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 268: Golders Green Station - Finchley Road, O2 Centre

**Date of Structural Change:** 8 June 2013.

**Date of Service Change:** 8 June 2013.

**Reason for Issue:** New contract.

### **STREETS TRAVERSED**

**Towards Finchley Road, O2 Centre:** North End Road, North End Way, Heath Street, Hampstead High Street, Rosslyn Hill, Haverstock Hill, Belsize Avenue, Belsize Park, Buckland Crescent, College Crescent, Avenue Road, Adelaide Road, Finchley Road, Sainsburys Access Road.

**Towards Golders Green Station:** Sainsburys Access Road, Bus Turning Circle, Sainsburys Access Road, Finchley Road, College Crescent, Buckland Crescent, Belsize Park, Belsize Avenue, Haverstock Hill, Rosslyn Hill, Hampstead High Street, Heath Street, North End Way, North End Road, Finchley Road, North End Road, Golders Green Bus Station Forecourt.

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

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

### **GOLDERS GREEN STATION FORECOURT, STAND G R**

Private stand for 1 bus forward of alighting point in north-west corner of Golders Green Bus Station.

Buses proceed from Golders Green Bus Station Forecourt direct to stand, departing via Golders Green Bus Station Forecourt to North End Road. Set down in Golders Green Bus Station Forecourt, at alighting point (BP269 - Golders Green Station <>, Last Stop on LOR: BP269 - Golders Green Station <>) and pick up in North End Road, at Stop GJ (BP2776 - Golders Green Station <>, First Stop on LOR: BP2776 - Golders Green Station <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 268 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:	Golders Green.

### **WHITESTONE POND (from FINCHLEY ROAD, O2 CENTRE)**

Buses proceed from North End Way via Heath Street departing to North End Way. Set down in Heath Street, at Stop E (33807 - Whitestone Pond / Jack Straw's Castle, Last Stop on LOR: 33807 - Whitestone Pond / Jack Straw's Castle) and pick up in North End Way, at Stop P (33808 - Whitestone Pond / Jack Straw's Castle, First Stop on LOR: 33808 - Whitestone Pond / Jack Straw's Castle).

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

### **SWISS COTTAGE STATION, FINCHLEY ROAD (SOUTH) (from Golders Green Station)**

Public stand for one bus in bay on west side of Finchley Road, commencing at a point 71 metres north of Hilgrove Road and extending 12 metres south.

Buses proceed from Avenue Road via Adelaide Road and Finchley Road to stand, departing via Finchley Road to College Crescent. Set down in Avenue Road, at Stop D (34615 - Swiss Cottage Station<> / Avenue Road, Last Stop on LOR: 34615 - Swiss Cottage Station<> / Avenue Road) and pick up in College Crescent, at Stop F (BP1899 - College Crescent, First Stop on LOR: BP1899 - College Crescent).

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: Swiss Cottage.

### **FINCHLEY ROAD, O2 CENTRE**

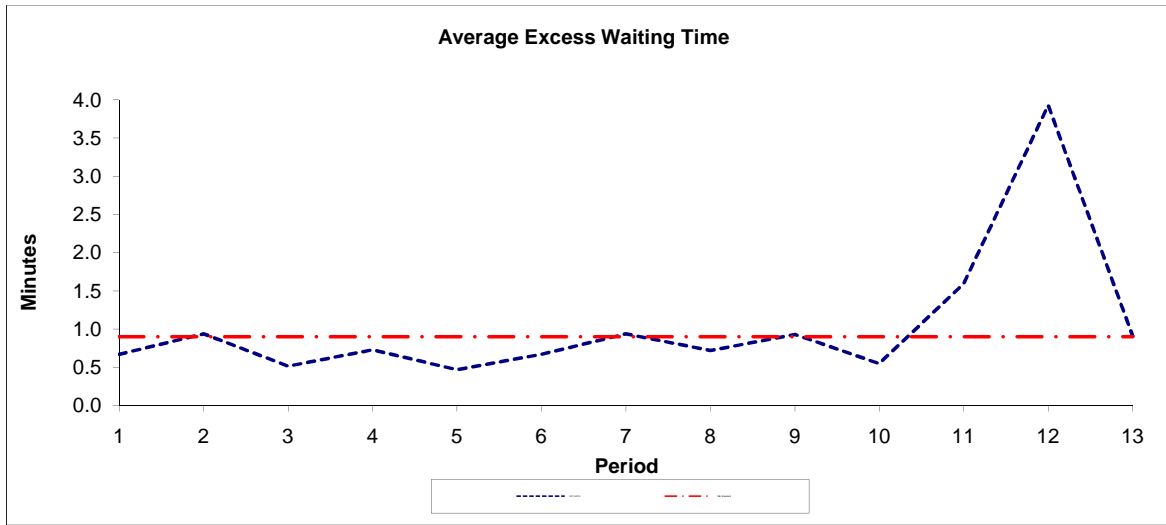
Private stand for two buses in layby on south side of access road to Sainsburys car park, extending 29 metres east.

Buses proceed from Sainsburys Access Road direct to stand, departing to Sainsburys Access Road. Set down in Sainsburys Access Road, at Stop FC (BP2127 - O2 Centre / Sainsbury's, Last Stop on LOR: BP2127 - O2 Centre / Sainsbury's) and pick up in Sainsburys Access Road, at Stop FC (BP2127 - O2 Centre / Sainsbury's, First Stop on LOR: BP2127 - O2 Centre / Sainsbury's).

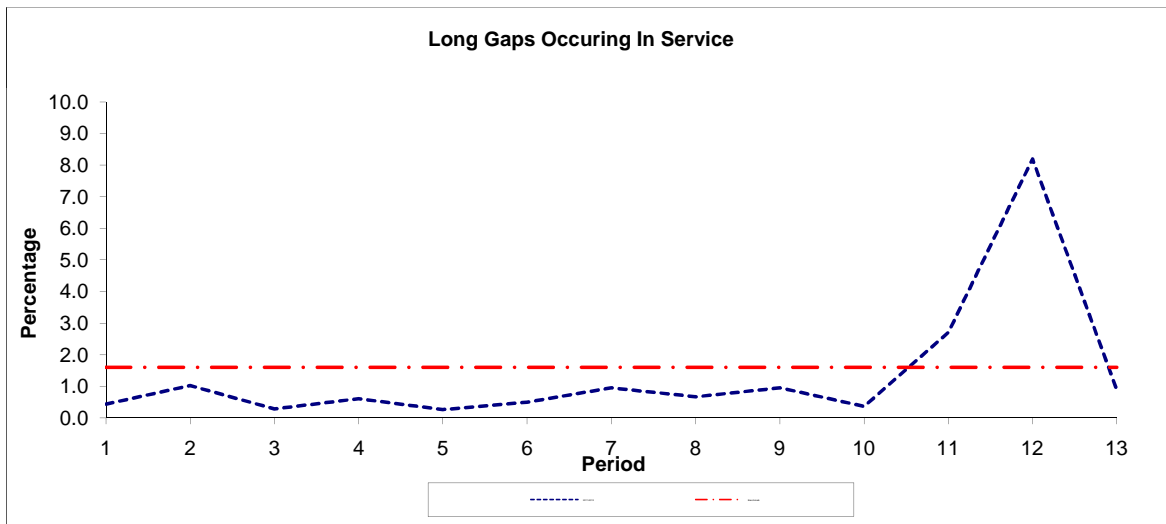
AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 1 buses on Route 268 should be scheduled to stand at any one time.  
MEAL RELIEFS: No meal relief vehicles to stand at any time.  
FERRY VEHICLES: No ferry vehicles to park on stand at any time.  
BLIND DISPLAY: Finchley Road, O2 Centre.

**PART B - PERFORMANCE STATISTICS**

**Route 268**



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011-2012	0.67	0.94	0.52	0.73	0.47	0.67	0.94	0.72	0.93	0.55	1.60	3.93	0.91
Min Standard	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90



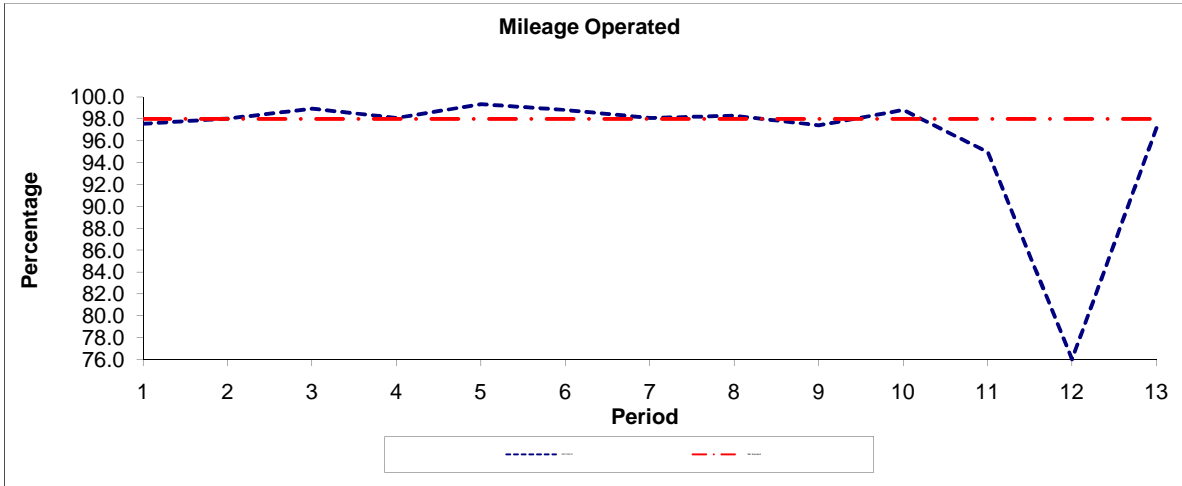
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011-2012	0.4	1.0	0.3	0.6	0.3	0.5	1.0	0.7	1.0	0.4	2.7	8.2	0.9
Benchmark	1.6	1.6	1.6	1.6	1.6	1.6	1.6	1.6	1.6	1.6	1.6	1.6	1.6

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

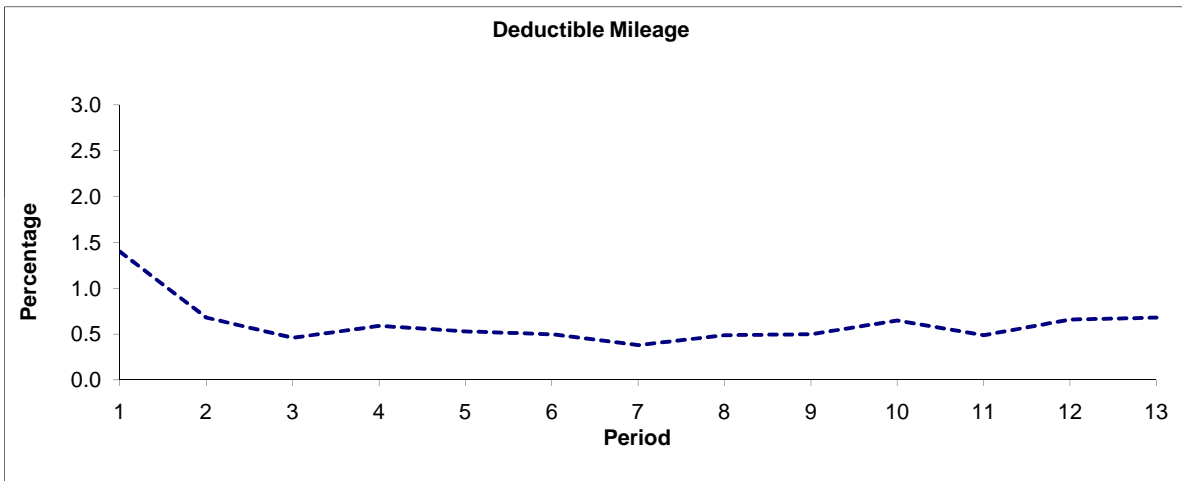


**PART B - PERFORMANCE STATISTICS**

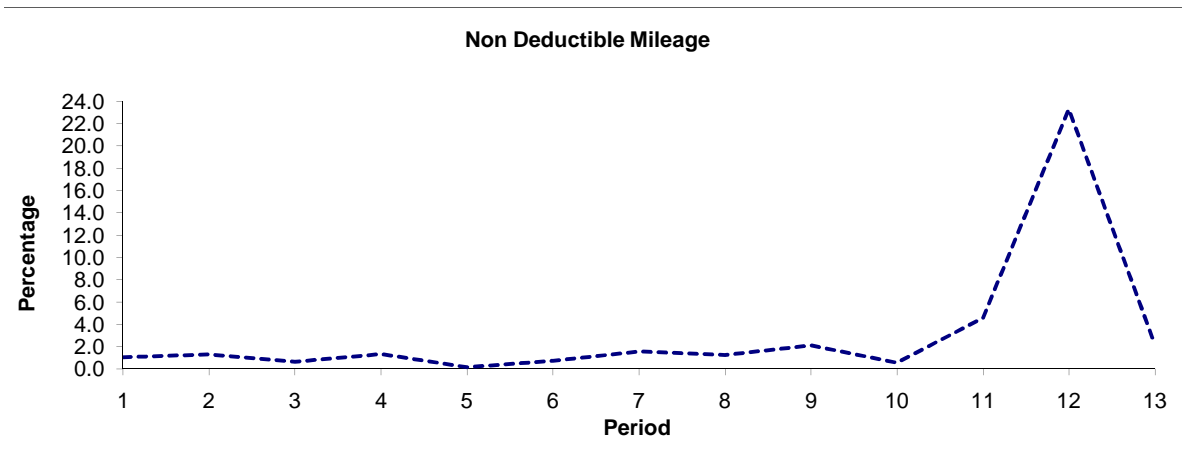
**Route 268**



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011/2012	97.56	98.02	98.91	98.08	99.33	98.79	98.08	98.28	97.40	98.81	94.95	76.03	97.18
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	1	2	3	4	5	6	7	8	9	10	11	12	13
2011/2012	1.40	0.68	0.46	0.59	0.53	0.50	0.38	0.49	0.50	0.65	0.49	0.66	0.68



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011/2012	1.04	1.30	0.63	1.33	0.14	0.71	1.54	1.23	2.10	0.54	4.56	23.31	2.14

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

**ROUTE 268 - FULL IBUS RESULTS BY TIME OF DAY**  
**QUARTERS 1 to 3 2011/12 (01/04/11 - 06/01/12)**

**MONDAY - FRIDAY**

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	8,190.	98.0	10.17	0.37	10.54	56.3	37.9	5.2	0.6	0.1	51.6
0700 - 1000	21,959.	98.9	6.05	0.61	6.66	78.6	20.2	1.0	0.2	0.5	59.9
1000 - 1300	21,662.	98.3	5.94	0.52	6.46	79.4	20.0	0.6	0.0	0.2	38.0
1300 - 1600	21,550.	98.1	5.97	0.62	6.60	77.6	20.9	1.4	0.1	0.6	39.6
1600 - 1900	21,545.	96.3	5.98	1.35	7.33	74.1	22.6	2.9	0.4	1.5	61.2
1900 - 2200	22,814.	98.1	5.66	0.54	6.20	82.0	17.5	0.5	0.0	0.3	110.5
2200 - 2400	13,081.	99.8	6.43	0.31	6.74	75.3	24.3	0.4	0.0	0.1	47.1
<b>Summary</b>	<b>130,801.</b>	<b>98.1</b>	<b>6.10</b>	<b>0.75</b>	<b>6.85</b>	<b>77.0</b>	<b>21.3</b>	<b>1.5</b>	<b>0.2</b>	<b>0.7</b>	<b>110.5</b>

**SATURDAY**

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	1,593.	99.6	10.93	0.08	11.01	51.8	41.0	6.6	0.6	0.1	42.2
0700 - 1000	3,522.	100.4	7.76	0.34	8.10	68.4	30.0	1.5	0.2	0.0	44.3
1000 - 1300	4,801.	98.8	5.87	0.38	6.26	80.6	19.0	0.4	0.0	0.1	31.4
1300 - 1600	4,620.	99.5	6.00	0.45	6.45	79.4	20.2	0.4	0.0	0.1	32.7
1600 - 1900	4,521.	98.1	6.10	0.55	6.65	77.4	22.0	0.6	0.0	0.1	31.1
1900 - 2200	4,583.	100.3	5.82	0.42	6.24	81.3	18.3	0.4	0.0	0.2	91.3
2200 - 2400	2,794.	99.7	6.46	0.36	6.81	74.5	25.1	0.4	0.0	0.1	33.5
<b>Summary</b>	<b>26,434.</b>	<b>99.4</b>	<b>6.33</b>	<b>0.42</b>	<b>6.76</b>	<b>77.2</b>	<b>22.0</b>	<b>0.7</b>	<b>0.0</b>	<b>0.1</b>	<b>91.3</b>

**SUNDAY AND BANK HOLIDAYS**

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	509.	100.6	10.13	-0.03	10.10	78.4	19.1	2.0	0.5	8.7	40.1
0700 - 1000	3,411.	98.4	9.25	0.25	9.51	57.2	39.9	2.8	0.1	0.0	40.7
1000 - 1300	5,226.	98.1	6.02	0.47	6.48	78.7	20.3	0.9	0.1	0.4	33.7
1300 - 1600	5,010.	95.5	6.00	1.26	7.26	73.7	23.2	2.7	0.4	1.4	44.7
1600 - 1900	5,157.	95.5	5.95	1.39	7.33	74.0	23.0	2.4	0.6	1.4	54.6
1900 - 2200	5,284.	99.1	5.88	0.74	6.63	78.4	20.1	1.4	0.1	0.6	41.1
2200 - 2400	3,280.	98.2	6.45	0.41	6.87	74.3	24.9	0.7	0.1	0.3	37.6
<b>Summary</b>	<b>27,877.</b>	<b>97.5</b>	<b>6.36</b>	<b>0.89</b>	<b>7.25</b>	<b>74.0</b>	<b>23.7</b>	<b>1.9</b>	<b>0.3</b>	<b>1.0</b>	<b>54.6</b>

**ALL DAYS**

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	10,292.	98.4	10.25	0.32	10.57	56.8	37.4	5.2	0.6	0.5	51.6
0700 - 1000	28,892.	99.0	6.35	0.57	6.92	76.7	22.0	1.2	0.2	0.4	59.9
1000 - 1300	31,689.	98.4	5.94	0.49	6.43	79.5	19.9	0.6	0.0	0.2	38.0
1300 - 1600	31,180.	97.9	5.98	0.66	6.65	77.4	21.0	1.4	0.2	0.6	44.7
1600 - 1900	31,223.	96.4	5.99	1.27	7.26	74.4	22.6	2.6	0.4	1.3	61.2
1900 - 2200	32,681.	98.6	5.71	0.55	6.25	81.5	17.9	0.6	0.0	0.3	110.5
2200 - 2400	19,155.	99.5	6.44	0.33	6.77	75.1	24.4	0.5	0.0	0.1	47.1
<b>Summary</b>	<b>185,112.</b>	<b>98.2</b>	<b>6.15</b>	<b>0.72</b>	<b>6.87</b>	<b>76.7</b>	<b>21.6</b>	<b>1.5</b>	<b>0.2</b>	<b>0.6</b>	<b>110.5</b>

## Transport for London - QSI Points and Mileage

Route 268

Service change

Date

Reason for Issue

Version Detail

Locations shaded in blue denote QSI points under Full iBus

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
GGSNNE	BP2776	Golders Green Station		
	17256	Wellgarth Road	523	0.32
	14130	Hampstead Way	257	0.16
	29698	Inverforth House	520	0.32
HHTHJS	33808	Whitestone Pond / Jack Straw's Castle	269	0.17
	BP4172	Hampstead Station	541	0.34
HSTDSN	33806	Hampstead Station / Hampstead High St	219	0.14
	33804	Pilgrim's Lane	299	0.19
	12058	Rosslyn Hill / Pond Street	491	0.31
	33802	Belsize Avenue	246	0.15
	BP1832	Belsize Village	191	0.12
	33800	Belsize Square	305	0.19
	37602	Buckland Crescent	238	0.15
	BP1898	College Crescent	185	0.11
	34615	Swiss Cottage Station / Avenue Road	160	0.10
SCOTSN	12034	Swiss Cottage Stn / Finchley Road	401	0.25
	33966	College Crescent	215	0.13
FNRDSN	BP4548	Finchley Road Station	304	0.19
	16153	Finchley Road / O2 Centre	160	0.10
FNRDOC	BP2127	O2 Centre / Sainsbury's	240	0.15
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>			5764 metres	3.58 miles

## New Standing Arrangements at Golders Green

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
FNRDOC	BP2127	O2 Centre / Sainsbury's		
	BP2128	O2 Centre / Homebase	207	0.13
	12030	O2 Centre	666	0.41
FNRDSN	1331	Finchley Road Station	160	0.10
	33798	Finchley Road / College Crescent	362	0.22
SCOTCC	BP1899	College Crescent	109	0.07
	37601	Buckland Crescent	158	0.10
	33799	Belsize Square	297	0.18
	BP1831	Belsize Village	227	0.14
	33801	Haverstock Hill	224	0.14
	12054	Rosslyn Hill	338	0.21
	33803	Pilgrim's Lane	352	0.22
HSTDSN	33805	Hampstead Station	370	0.23
HHTHJS	33807	Whitestone Pond / Jack Straw's Castle	559	0.35
	R0005	Inverforth House	456	0.28
	14131	Hampstead Way	456	0.28
	17257	Wellgarth Road	390	0.24
	18912	Golders Green Station	432	0.27
GGSNFGR	BP269	Golders Green Station	225	0.14
<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>			5988	3.72
			metres	miles