

## CONTRACT SPECIFICATION

Tenders are requested for the following contract to operate a bus service.

<b>Contract Reference</b>	QC39102
<b>Route Number</b>	271/N271
<b>Terminus Points</b>	Highgate Village, South Grove to Moorgate, Finsbury Square, East Side
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	29 <sup>th</sup> September 2012
<b>Vehicle Type</b>	87 capacity, dual door, double deck buses are required for capacity reasons and therefore smaller buses are not acceptable
<b>Current Maximum Approved Dimensions</b>	9.9 metres long and 2.55 metres wide
<b>Advertising Rights</b>	Operator
<b>Sponsored Route</b>	No
<b>Minimum Performance Std</b>	Average Excess Wait Time - No more than 1.00 minutes
<b>Extension Threshold</b>	Average Excess Wait Time Threshold - 0.85 minutes
<b>Minimum Operated Mileage</b>	No less than 98.00%

Tender Return Date: No later than 12 Noon on 3<sup>rd</sup> October 2011

## **SERVICE SPECIFICATION**

### **CONTENTS**

- 1) NOTES
- 2) SCHEDULE REQUIREMENTS & PINCHPOINTS
- 3) QSI POINTS & MILEAGE
- 4) OPERATIONAL CONSIDERATIONS
- 5) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

## 1) 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 Nos. 271 & N271.

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:

- 87 capacity, dual door, double deck buses are required for capacity reasons and therefore smaller buses are not acceptable..
- Route Nos. 271 & N271 will operate between, Highgate Village, South Grove to Moorgate, Finsbury Square, East Side on all days. The routeing between Moorgate, Finsbury Square and Liverpool Street Station is permanently withdrawn.
- The designation Route No. N271 is used for contractual purposes only. This service will be marketed as Route No. 271. This includes all publicity, including destination blind displays.
- **Tenderers must identify the cost of the Nightly element of this service separately.**

## 2) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

Highgate Village, South Grove to Moorgate, Finsbury Square, East Side		Moorgate, Finsbury Square, East Side to Highgate Village, South Grove			
First departure no later than 0545.		First departure no later than 0620.			
0540 - 0625	Every 15 minutes	0615 - 0700	Every 15 minutes		
0626 - 0705	Every 10 minutes	0701 - 0730	Every 10 minutes		
0706 - 0930	Every 7-8 minutes (8 buses per hour)	0731 - 1000	Every 7-8 minutes (8 buses per hour)		
0931 - 1835	Every 8 minutes	1001 - 1900	Every 8 minutes		
1836 - 1935	Every 10 minutes	1901 - 2000	Every 10 minutes		
1936 - 2340	Every 15 minutes	2001 - 0015	Every 15 minutes		
Last departure no earlier than 2335.		Last departure no earlier than 0010.			
<b>Pinchpoints</b>					
Highbury & Islington Station	0730 - 0830	8 minutes	Archway Station	0735 - 0805	10 minutes
	1500 - 1630	8 minutes		0805 - 0900	8 minutes
				1505 - 1645	8 minutes

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

Highgate Village, South Grove to Moorgate, Finsbury Square, East Side		Moorgate, Finsbury Square, East Side to Highgate Village, South Grove			
First departure no later than 0545.		First departure no later than 0620.			
0540 - 0825	Every 15 minutes	0615 - 0900	Every 15 minutes		
0826 - 1835	Every 10 minutes	0901 - 1900	Every 10 minutes		
1836 - 2340	Every 15 minutes	1901 - 0015	Every 15 minutes		
Last departure no earlier than 2335.		Last departure no earlier than 0010.			
<b>Pinchpoints</b>					
Highbury & Islington Station	0930 - 1100	10 minutes	Archway Station	0935 - 1055	10 minutes

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

Highgate Village, South Grove to Moorgate, Finsbury Square, East Side		Moorgate, Finsbury Square, East Side to Highgate Village, South Grove			
First departure no later than 0545.		First departure no later than 0620.			
0540 - 0640	Every 20 minutes	0615 - 0715	Every 20 minutes		
0641 - 0955	Every 15 minutes	0716 - 1030	Every 15 minutes		
0956 - 1805	Every 12 minutes	1031 - 1830	Every 12 minutes		
1806 - 2340	Every 15 minutes	1831 - 0015	Every 15 minutes		
Last departure no earlier than 2335.		Last departure no earlier than 0010.			
<b>Pinchpoints</b>					
Highbury & Islington Station	1030 - 1130	12 minutes	Archway Station	1035 - 1105	15 minutes
				1106 - 1205	12 minutes

## 2) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

### 2.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Highgate Village, South Grove to Moorgate, Finsbury Square, East Side		Moorgate, Finsbury Square, East Side to Highgate Village, South Grove			
First departure no later than 0755.		First departure no later than 0815.			
0750 - 0955	Every 15 minutes	0810 - 1030	Every 15 minutes		
0956 - 1805	Every 12 minutes	1031 - 1830	Every 12 minutes		
1806 - 2340	Every 15 minutes	1831 - 0015	Every 15 minutes		
Last departure no earlier than 2335.		Last departure no earlier than 0010.			
<b>Pinchpoints</b>					
Highbury & Islington Station	1030 - 1130	12 minutes	Archway Station	1035 - 1105	15 minutes
				1106 - 1205	12 minutes

### 2.5) NIGHTLY

Highgate Village, South Grove to Moorgate, Finsbury Square, East Side		Moorgate, Finsbury Square, East Side to Highgate Village, South Grove	
First departure no later than 2355.		First departure no later than 0030.	
2350 - 0530	Every 30 minutes	0025 - 0605	Every 30 minutes
Last departure no earlier than 0525.		Last departure no earlier than 0600.	

Tenderers must identify the cost of the Nightly element of this service separately.

## 3) QSI POINTS & MILEAGE

It is intended Route No. 271 will have 80 surveys per quarter at the following locations:

<b>QSI POINTS</b>	
<b>Towards Moorgate, Finsbury Square, East Side</b>	<b>Towards Highgate Village, South Grove</b>
Highgate Village	Finsbury Square
Nags Head	Highbury & Islington \$
Highbury & Islington \$	
<b>MILEAGE: See Attached iBus Sheets</b>	

It is unlikely that the minimum number of QSI surveys for performance measurement will be conducted on Route Nos. N271 at present. However, this may change at a later date.

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

- 4.1) Route No. 271 should interwork with Route Nos. 143 between Highgate Village, South Grove and Archway Station, Highgate Hill on all evenings.

Route No. 271 should be separated where possible from Route Nos. 76 and 141 between Hoxton, Baring Street and Moorgate, Finsbury Square on Sunday early mornings and Sunday shopping periods.

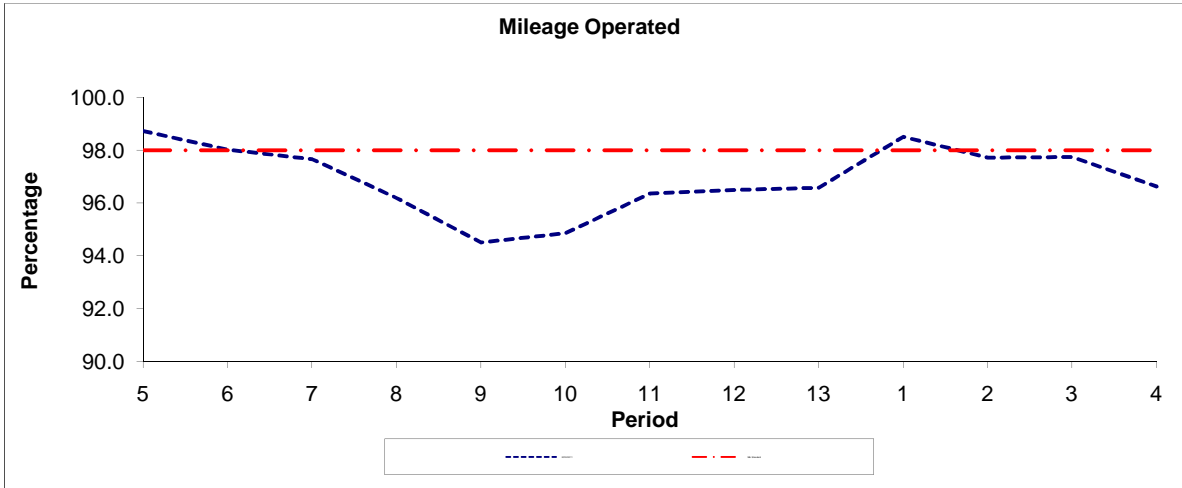
- 4.2) Route No. 271 should interwork with Route No. N271 to form a seamless 24 hour service.
- 4.3) No driver facilities available at Highgate Village after 1900.
- 4.4) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following locations: Upper Holloway Station, Highbury & Islington Station and Essex Road.
- 4.5) Route Nos. 271 & N271 can sometimes suffer from delays caused by parked vehicles in the vicinity of the bus stand at Highgate Village.
- 4.6) Route Nos. 271 & N271 can suffer from unpredictable traffic delays in the Holloway and Islington areas.
- 4.7) Football matches at Arsenal F.C. can also cause traffic congestion in the Holloway area.
- 4.8) Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. Major construction of the railway began in 2010, with services expected to commence in 2018. The construction impacts of Crossrail could affect Route Nos. 271 & N271 and it is anticipated that some passenger demand for Route Nos. 271 & N271 would shift to this line when it opens. Route Nos. 271 & N271 will be reviewed closer to the opening date.

#### **5) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE**

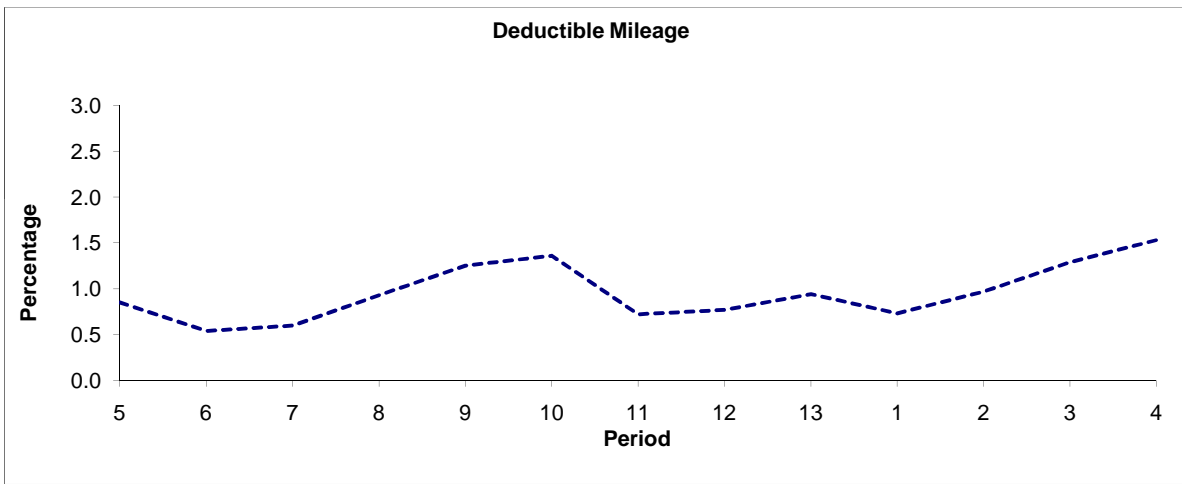
- 5.1) CURRENT PERFORMANCE  
As per current print out.
- 5.2) ROUTE RECORD  
As per Busnet Printout.
- 5.3) IBUS MILEAGE  
As per current print out.

**PART B - PERFORMANCE STATISTICS**

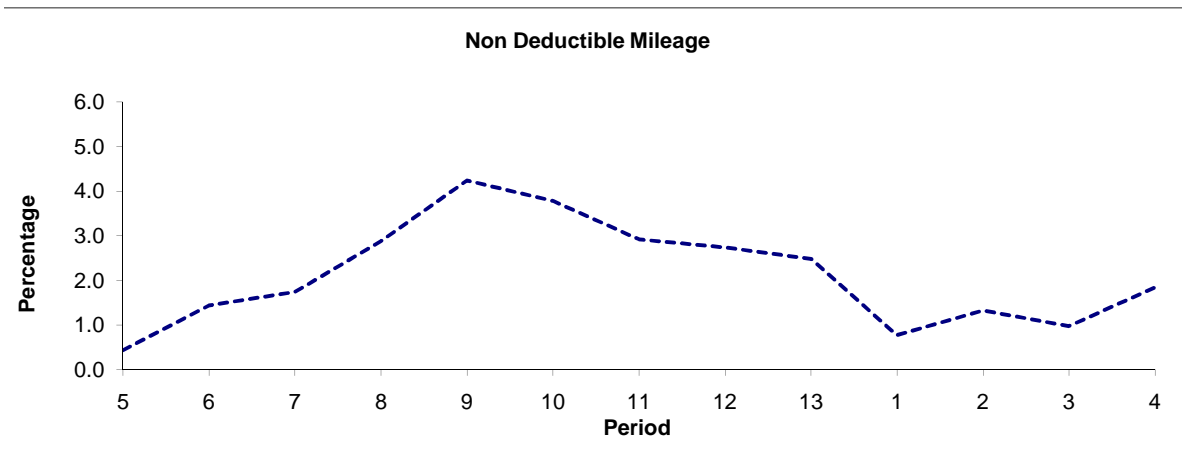
**Route 271**



Period	5	6	7	8	9	10	11	12	13	1	2	3	4
2010/2011	98.72	98.02	97.66	96.19	94.51	94.86	96.36	96.49	96.58	98.50	97.71	97.74	96.63
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	5	6	7	8	9	10	11	12	13	1	2	3	4
2010/2011	0.85	0.54	0.60	0.93	1.25	1.36	0.72	0.77	0.94	0.73	0.97	1.29	1.53

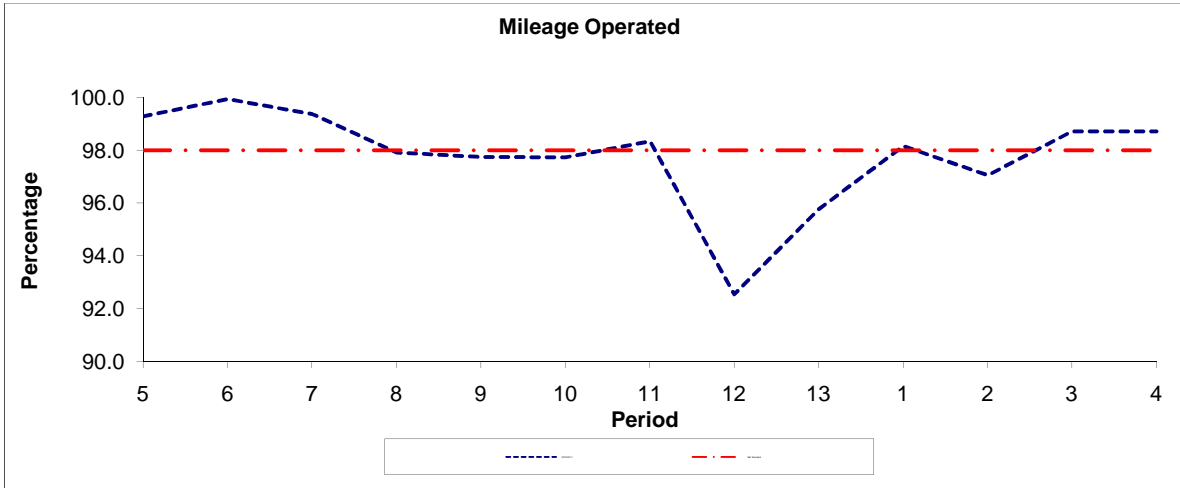


Period	5	6	7	8	9	10	11	12	13	1	2	3	4
2010/2011	0.43	1.44	1.74	2.88	4.24	3.78	2.92	2.74	2.48	0.77	1.32	0.97	1.84

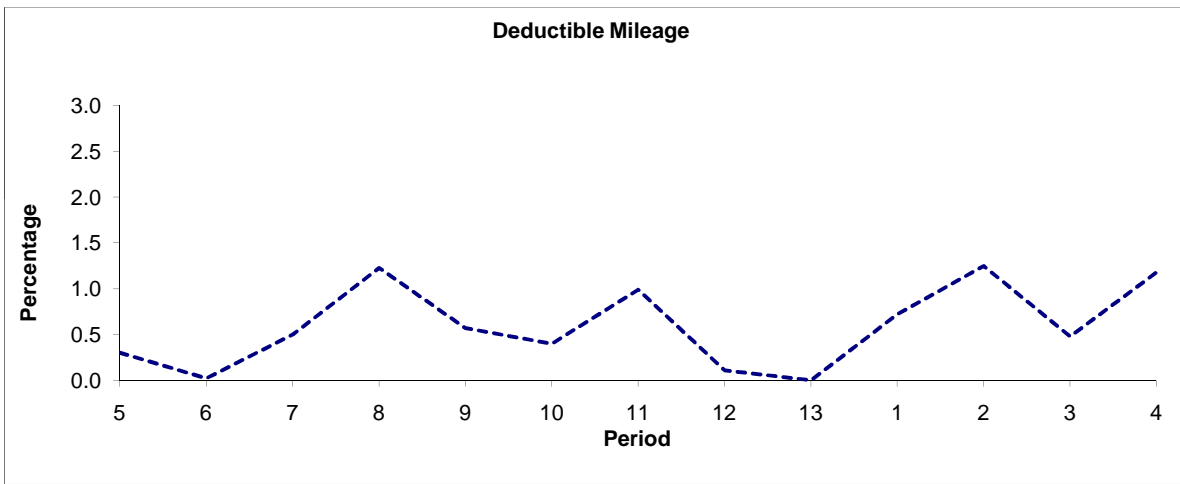
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

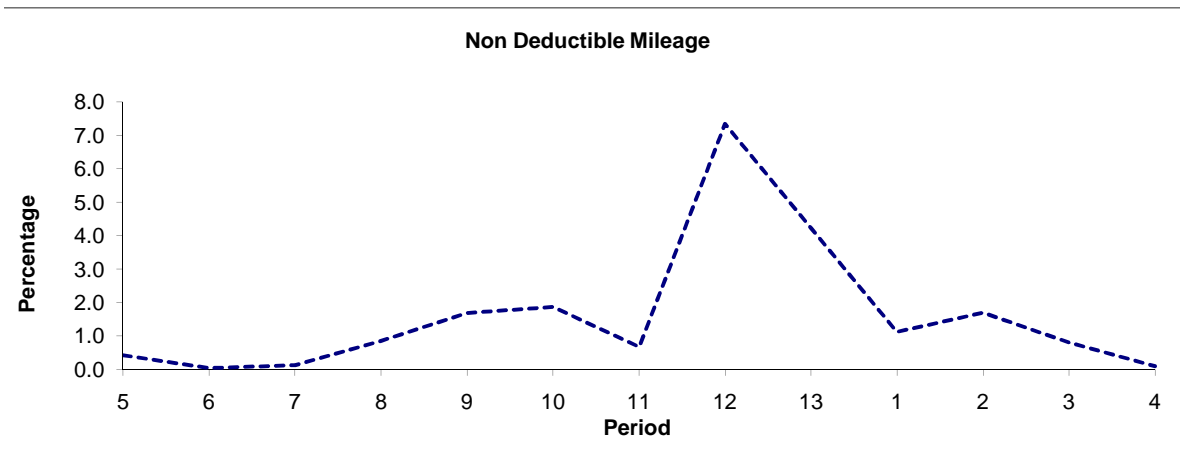
**Route N271**



Period	5	6	7	8	9	10	11	12	13	1	2	3	4
2010/2011	99.28	99.94	99.37	97.92	97.74	97.73	98.34	92.54	95.77	98.16	97.05	98.71	98.72
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	5	6	7	8	9	10	11	12	13	1	2	3	4
2010/2011	0.30	0.02	0.50	1.23	0.57	0.40	0.99	0.11	0.00	0.72	1.25	0.48	1.18



Period	5	6	7	8	9	10	11	12	13	1	2	3	4
2010/2011	0.42	0.04	0.13	0.85	1.69	1.87	0.67	7.35	4.23	1.12	1.70	0.81	0.10

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

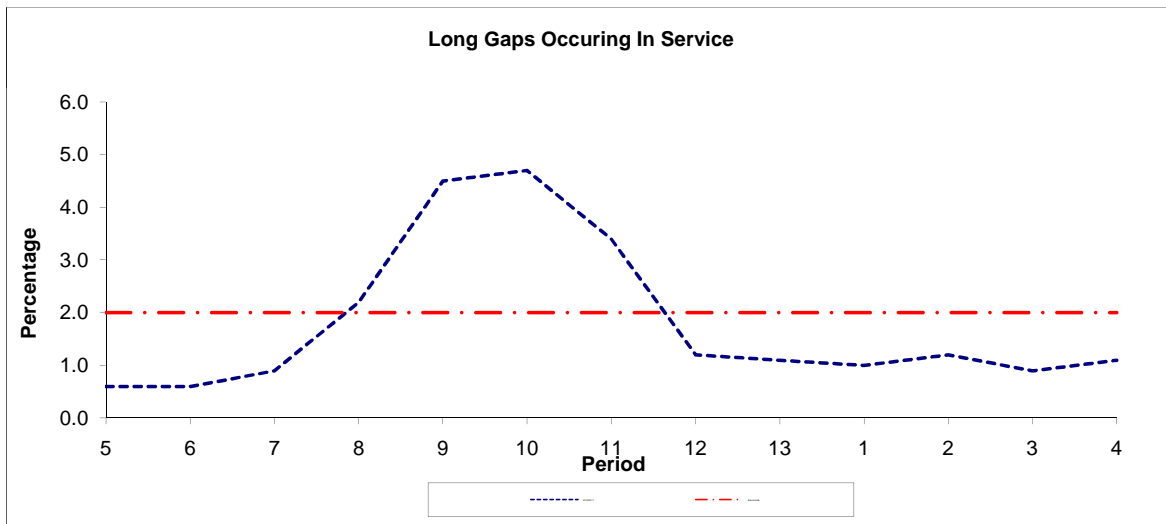


**PART B - PERFORMANCE STATISTICS**

**Route 271**



Period	5	6	7	8	9	10	11	12	13	1	2	3	4
2010/2011	0.71	0.64	0.79	1.10	1.64	1.70	1.46	0.83	0.82	0.69	0.80	0.78	0.88
Min Standard	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30

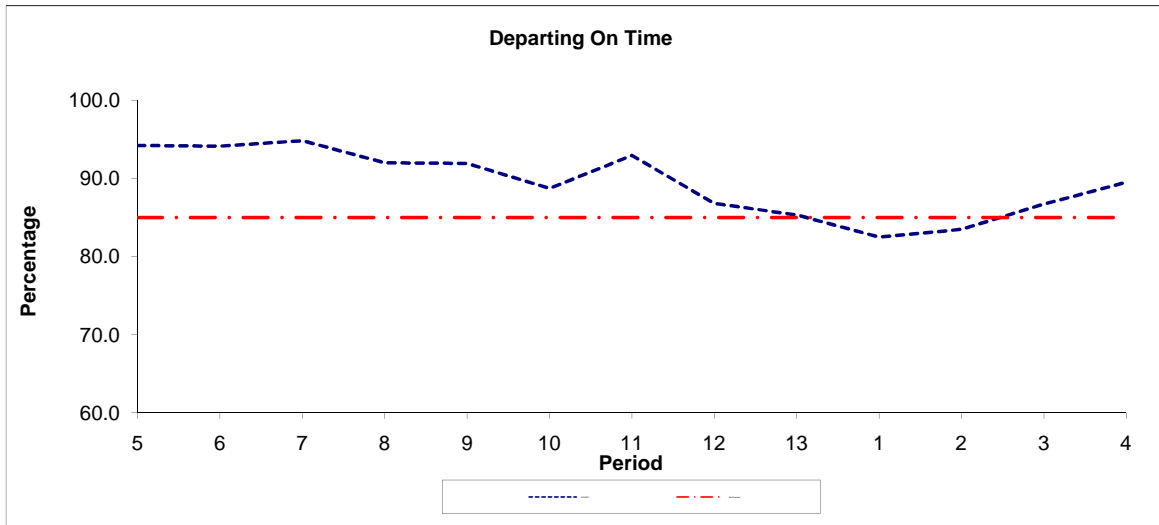


Period	5	6	7	8	9	10	11	12	13	1	2	3	4
2010/2011	0.60	0.60	0.90	2.20	4.50	4.70	3.40	1.20	1.10	1.00	1.20	0.90	1.10
Benchmark	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00

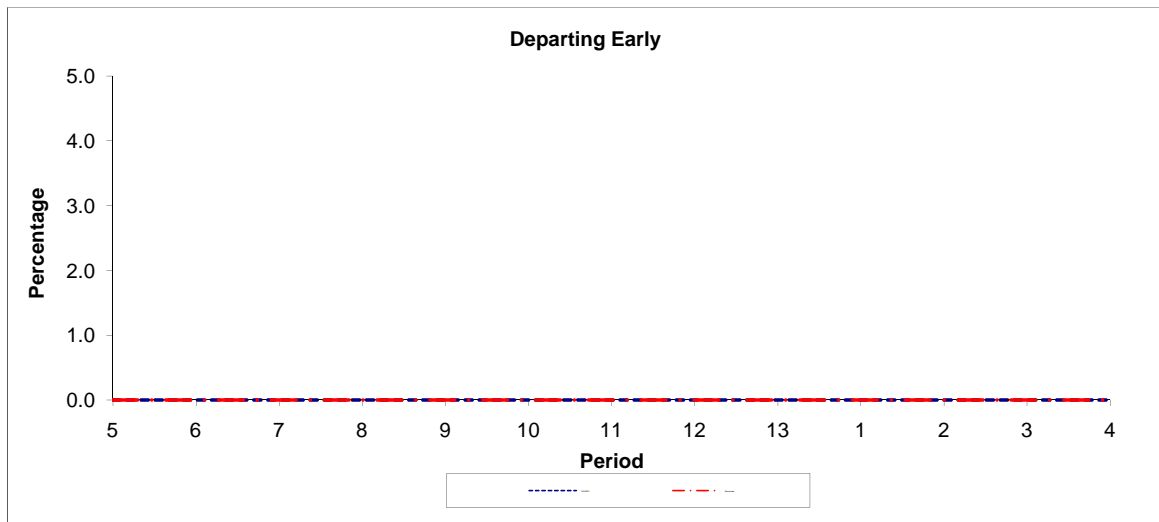
**Note :** Reliability is based on 12 weeks rolling data

**PART B - PERFORMANCE STATISTICS**

**Route N271**



Period	5	6	7	8	9	10	11	12	13	1	2	3	4
2010/2011	94.20	94.10	94.80	92.00	91.90	88.70	92.90	86.80	85.30	82.50	83.50	86.70	89.50
Min Standard	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00



Period	5	6	7	8	9	10	11	12	13	1	2	3	4
2010/2011	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Benchmark	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

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

## LONDON BUSES - ROUTE DESCRIPTION

### ROUTE 271: Highgate Village, South Grove - Moorgate, Finsbury Square (24 hour service)

**Date of Structural Change:** 29 September 2012.

**Date of Service Change:** 29 September 2012.

**Reason for Issue:** New Tender.

#### STREETS TRAVERSED

**Towards Moorgate, Finsbury Square:** South Grove Bus Standing Area, Highgate High Street, Highgate Hill, Tollhouse Way, Archway Road, St John's Way, Sandridge Street, Holloway Road, Highbury Corner, Canonbury Road, New North Road, East Road, City Road, Old Street Roundabout, City Road, Finsbury Square (North Side), Finsbury Square (East Side).

**Towards Highgate Village, South Grove:** Finsbury Square (East Side), Finsbury Square (South Side), Finsbury Square (West Side), City Road, Old Street Roundabout, City Road, Provost Street, Vestry Street, East Road, New North Road, Canonbury Road, Highbury Corner, Holloway Road, Highgate Hill, Highgate High Street, South Grove, South Grove Bus Standing Area.

#### STANDING AND TURNING POINTS

##### HIGHGATE VILLAGE, SOUTH GROVE

Private stand for 2 buses standing abreast in Bus Parking Area at junction of Highgate High Street and South Grove.

Buses proceed from South Grove Bus Standing Area direct to stand, departing to South Grove Bus Standing Area. Set down in South Grove Bus Standing Area, at Stop T and pick up in South Grove Bus Standing Area, at Stop T.

**AVAILABILITY:** At any time.

**OPERATING RESTRICTIONS:** No more than 2 buses on Route 271 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:** Highgate Village.

## **ARCHWAY STATION, MACDONALD ROAD (from MOORGATE, FINSBURY SQUARE)**

Private stand for up to 16 buses in Bus Parking Area between east side of MacDonald Road and north side of Vorley Road.

Buses proceed from Highgate Hill via Macdonald Road and Bus Parking Area to stand, departing via Bus Parking Area, Vorley Road, Junction Road, Highgate Hill, Tollhouse Way, Archway Road and St John's Way to Sandridge Street. Set down in Highgate Hill, at Stop E and pick up in Sandridge Street, at Stop R.

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:	Archway.

## **HOLLOWAY, CAMDEN ROAD**

Public stand for six buses on south side of Camden Road commencing 14 metres east of 29 Staveley Close extending 65 metres east.

### From Highgate Village, South Grove.

Buses proceed from Holloway Road via Camden Road to stand, departing via Camden Road and Parkhurst Road to Holloway Road. Set down in Holloway Road, at Stop M and pick up in Holloway Road, at Stop F.

### From Moorgate, Finsbury Square.

Buses proceed from Holloway Road via Camden Road to stand, departing via Camden Road and Parkhurst Road to Holloway Road. Set down in Holloway Road, at Stop T and pick up in Holloway Road, at Stop M.

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:	Holloway, Nag's Head.

## **HIGHBURY & ISLINGTON STATION**

Public stand for two buses on east side of Highbury Corner commencing 37 metres south of the southern kerb line of St Paul's Road and extending 22 metres north.

### From Highgate Village, South Grove.

Buses proceed from Holloway Road via Highbury Corner to stand, departing via Highbury Corner to Holloway Road. Set down in Holloway Road, at Stop B and pick up in Holloway Road, at Stop A.

### From Moorgate, Finsbury Square.

Buses proceed from Canonbury Road via Highbury Corner to stand, departing via Highbury Corner to Canonbury Road. Set down in Canonbury Road, at Stop H and pick up in Canonbury Road, at Stop J.

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: Highbury & Islington.

## **HOXTON, BARING STREET (from Highgate Village, South Grove)**

Public stand for two buses on west side of Bridport Place, commencing 10 metres south of Wiltshire Row and extending 20 metres south.

Buses proceed from New North Road via Poole Street and Bridport Place to stand, departing via Bridport Place and Baring Street to New North Road. Set down in New North Road, at Stop XK and pick up in New North Road, at Stop XS.

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: Hoxton, Baring Street.

## **OLD STREET STATION (from Highgate Village, South Grove)**

Buses proceed from East Road via City Road, Old Street Roundabout and City Road departing to Provost Street. Set down in East Road, at Stop D and pick up in Provost Street, at Stop A.

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

## **MOORGATE, FINSBURY SQUARE, EAST SIDE**

Public stand for three buses on east side of Finsbury Square, commencing 75 metres south of Christopher Street and extending 30 metres north. Buses must not obstruct the entrance to Finsbury Square House.

Buses proceed from Finsbury Square (East Side) direct to stand, departing to Finsbury Square (East Side). Set down in Finsbury Square (east Side), at Stop G and pick up in Finsbury Square (east Side), at Stop H.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 271 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:	Moorgate, Finsbury Square.

## Transport for London - Live Mileage List

Route	271 Highgate Village & Liverpool Street	<b>Reason for issue</b>
Service change		
Date	30 September 2009	

OUT DIRECTION					
Timing Point	Code	Stop Number	Stop Name	Metres	Miles
	HVILSG S	HVILSG S	HIGHGATE VILLAGE, SOUTH GROVE		
	HVILSG	BP1382	South Grove	0	0.00
		14618	Channing School	310	0.19
		14616	Highgate Hill / Hornsey Lane	254	0.16
		14612	Whittington Hospital / Magdala Avenue	279	0.17
	ARCHHH	34429	Archway Station	136	0.08
		BP2478	Archway Station / Holloway Road	331	0.21
	HOLLPGS	9857	Upper Holloway Station	347	0.22
		9853	Alexander Road	430	0.27
		9849	Manor Gardens	266	0.17
		R0055	Seven Sisters Road / Parkhurst Road	247	0.15
	HOLLHR	26431	Holloway Nags Head	148	0.09
		797	Tollington Road	253	0.16
		10010	Holloway Road Station	463	0.29
		1083	Liverpool Road	160	0.10
		10004	St. Mary Magdalene Church	381	0.24
	HYISSN	10003	Highbury & Islington Station	294	0.18
		14608	Canonbury Road	356	0.22
		14606	Canonbury Grove	245	0.15
		14602	Essex Road Station	248	0.15
		14600	Ecclesbourne Road	216	0.13
		14596	Basire Street	239	0.15
	HOXTBS	14592	Baring Street	181	0.11
		2452	Eagle Wharf Road	287	0.18
		863	Mintern Street	281	0.17
		2456	Bevenden Street	268	0.17
	OLSTSN	861	Old Street Stn /Moorfields Eye Hosp	300	0.19
		187	City Road / Leonard Street	399	0.25
		2460	Epworth Street	175	0.11
	FINSSQ	2462	Finsbury Square	284	0.18
		BP969	Eldon Street / Liverpool Street Station	314	0.20
	LVSTBS	OC509	Liverpool Street Station	221	0.14
		LVSTBS S	LIVERPOOL STREET BUS STATION	0	0.00
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>				8313	5.17
				metres	miles

## New Tender

BACK DIRECTION					
Timing Point	Code	Stop Number	Stop Name	Metres	Miles
	LVSTBS S	LVSTBS S	LIVERPOOL STREET BUS STATION		
	LVSTBS	R0815	Liverpool Street Station	0	0.00
		1160	Moorgate Station	705	0.44
	FINSSQ	2463	Finsbury Square	301	0.19
	OLSTSN	29071	Old Street Station	299	0.19
		33436	Old Street / Moorfields Eye Hos	506	0.31
		2455	Bevenden Street	261	0.16
		862	Mintern Street	325	0.20
		25130	Eagle Wharf Road	250	0.16
	HOXTBS	34331	Baring Street	293	0.18
		14593	Elizabeth Avenue	276	0.17
		14599	Essex Road	173	0.11
		14601	Essex Road Station	193	0.12
		14605	Canonbury Square	309	0.19
		14609	Highbury Corner	245	0.15
	HYISSN	29772	Highbury & Islington Station	249	0.15
		10005	St. Mary Magdalene Church	337	0.21
		1084	Liverpool Road	287	0.18
		10011	Holloway Road Station	315	0.20
		796	Camden Road	353	0.22
	HOLLHR	314	Nags Head, Holloway	186	0.12
		9850	Tufnell Park Road	336	0.21
		9852	Manor Gardens	248	0.15
		11328	Wedmore Street	297	0.18
	HOLLPGN	9858	Upper Holloway Station	314	0.20
		BP2307	Elthorne Road	150	0.09
	ARCHHH	33981	Archway Station / Highgate Hill	286	0.18
		14613	Waterlow Road / Whittington Hos	213	0.13
		14615	Waterlow Park	442	0.27
		14619	Bisham Gardens	250	0.16
	HVILSG	BP1382	South Grove	182	0.11
		HVILSG S	HIGHGATE VILLAGE, SOUTH GROV	0	0.00
<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>				8581	5.33
				metres	miles