

7. Service Specification

Route: 304

Contract Reference: QC62603

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	Custom House Station and Manor Park Station
Contract Basis	Incentivised
Commencement Date	8 th December 2018
Vehicle Type	87 capacity, dual door, double deck vehicles
Current Maximum Approved Dimensions	10.2 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Average Excess Wait Time - No more than 1.00 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.90 minutes
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:
o later than 12 Noon on 11th December 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, IBUS MILEAGE & QSI POINTS

2) NOTES

Proposed for introduction:

Tenderers should note that the following (subject to consultation) is proposed as part of this Service Specification for introduction with the new Route Agreement:

- New Route No. 304 is specified in conjunction with Option 2 proposals for Route No. 104, in Tranche 626.
- New Route No. 304 will operate between Custom House Station and Manor Park Station.
- **Please see Section 5 for a full list of streets traversed and standing arrangements.**
- 87 capacity, dual door, double deck buses will be specified.
- Mondays to Saturdays daytime frequencies are specified at every 10 minutes.
- Sundays daytime and all evening frequencies are specified at every 15 minutes.

Operators should provide the following prices:

1. **Annual diesel-electric hybrid 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. **New two door, single staircase vehicles inspired by the New Routemaster in respect of both their external and internal design, to the appropriate specification agreed between TfL and the manufacturers.**
2. **Vehicles that offer genuine increased capacity on two axles and are certified as such.**
3. **Modifications to reduce emissions and fuel consumption (including energy storage, engine stop/start, extended zero-emission range and/or energy efficient components)**
4. **Existing vehicles. Separate costs must be provided both excluding and including the cost of upgrading to Euro VI standards. The inclusive costs should be on a per bus per annum basis.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Custom House Station to Manor Park Station		Manor Park Station to Custom House Station			
First departure no later than 0430.		First departure no later than 0500.			
0425 - 0700	Every 15 minutes	0455 - 0730	Every 15 minutes		
0701 - 2000	Every 10 minutes	0731 - 2030	Every 10 minutes		
2001 - 2300	Every 15 minutes	2031 - 2330	Every 15 minutes		
2301 - 0105	Every 20 minutes	2331 - 0105	Every 20 minutes		
Last departure no earlier than 0100.		Last departure no earlier than 0100.			
Pinchpoints					
Lonsdale Avenue	0725 - 0925	10 minutes	Lonsdale Avenue	0755 - 0925	10 minutes
	1505 - 1635	10 minutes		1505 - 1635	10 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Custom House Station to Manor Park Station		Manor Park Station to Custom House Station			
First departure no later than 0430.		First departure no later than 0500.			
0425 - 0830	Every 15 minutes	0455 - 0900	Every 15 minutes		
0831 - 2000	Every 10 minutes	0901 - 2030	Every 10 minutes		
2001 - 2300	Every 15 minutes	2031 - 2330	Every 15 minutes		
2301 - 0105	Every 20 minutes	2331 - 0105	Every 20 minutes		
Last departure no earlier than 0100.		Last departure no earlier than 0100.			
Pinchpoints					
Lonsdale Avenue	0855 - 1105	10 minutes	Lonsdale Avenue	0925 - 1125	10 minutes

3.3) SUNDAY AND PUBLIC HOLIDAYS (EXCEPT GOOD FRIDAY AND CHRISTMAS DAY) SCHEDULE REQUIREMENTS & PINCHPOINTS

Custom House Station to Manor Park Station		Manor Park Station to Custom House Station			
First departure no later than 0530.		First departure no later than 0545.			
0525 - 2300	Every 15 minutes	0540 - 2330	Every 15 minutes		
2301 - 0105	Every 20 minutes	2331 - 0105	Every 20 minutes		
Last departure no earlier than 0100.		Last departure no earlier than 0100.			
Pinchpoints					
Lonsdale Avenue	1025 - 1215	15 minutes	Lonsdale Avenue	1010 - 1210	15 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 304 could suffer unpredictable traffic delays in the Docklands and East Ham areas, including at the junction of Lonsdale Avenue and High Street South.
- 4.2) The Elizabeth line is expected to open in December 2018 and 3 separate services will operate from Paddington to Abbey Wood/Heathrow and from Liverpool Street to Shenfield. The full Elizabeth line service will operate from Reading and Heathrow to Shenfield and Abbey Wood and is expected to commence in late 2019. The construction impacts of the Elizabeth line could affect Route No. 304. There is potential for a change in passenger demand once the line becomes fully operational. A review, post opening of the Elizabeth line, will be undertaken if required.

5) ROUTE RECORD, IBUS MILEAGE & QSI POINTS

- 5.1) ROUTE RECORD
As per Busnet printout.
- 5.2) IBUS MILEAGE & QSI POINTS
As per current print out.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 304: Custom House - Manor Park Station, Gladding Road

Date of Structural Change: 8 December 2018.

Date of Service Change: 8 December 2018.

Reason for Issue: New Route.

STREETS TRAVERSED

Towards Manor Park Station, Gladding Road: Freemasons Road, Victoria Dock Road, Prince Regent Lane, Glen Road, Boundary Lane, Lonsdale Avenue, High Street South, High Street North, Station Road, Whitta Road, Gladding Road.

Towards Custom House: Gladding Road, Capel Road, Forest Drive, Station Road, High Street North, Ron Leighton Way, Barking Road, High Street South, Greatfield Avenue, Lonsdale Avenue, Boundary Lane, Glen Road, Prince Regent Lane, Victoria Dock Road.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

CUSTOM HOUSE STAND

Stand created on Victoria Dock Road to the West of Custom House station. Buses proceed from Victoria Dock Road direct to stand, departing via Victoria Dock Road, Bridgeland Road and Coolfin Road to Freemasons Road. Set down in Victoria Dock Road, at stop C (FC28 - Custom House Station # [dlr] and pick up in Freemasons Road, at stop E (8180 - Leslie Road.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 304 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:	Custom House.

EAST HAM, RON LEIGHTON WAY

Buses proceed out of service from Ron Leighton Way. Set down in Ron Leighton Way, at stop M (BP759 - Ron Leighton Way.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only
BLIND DISPLAY:	East Ham, Ron Leighton Way.

EAST HAM, LONSDALE AVENUE

Public stand for one bus on north side of Lonsdale Avenue, extending 13 metres west.

From Custom House.

Buses proceed from High Street South via Greatfield Avenue and Lonsdale Avenue to stand, departing via Lonsdale Avenue and High Street South to Greatfield Avenue. Set down in High Street South, at Stop BH (2883 - Lonsdale Avenue and pick up in Greatfield Avenue, at Stop BT (29578 - Greatfield Avenue.

From Manor Park Station, Gladding Road.

Buses proceed from Greatfield Avenue via Lonsdale Avenue to stand, departing via Lonsdale Avenue to High Street South. Set down in Greatfield Avenue, at Stop BT (29578 - Greatfield Avenue and pick up in High Street South, at Stop BH (2883 - Lonsdale Avenue.

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:	Beckton Alps.

EAST HAM, WHITE HORSE

Private stand for four buses standing abreast facing north in bus parking area on north side of Rancliffe Road at the junction with High Street South.

From Custom House.

Buses proceed from High Street South via Rancliffe Road to stand, departing via Rancliffe Road to High Street South. Set down in High Street South, H (2887 - Marlow Road and pick up in High Street South, L (1180 - East Ham / Central Park.

From Manor Park Station, Gladding Road.

Buses proceed from High Street South via Rancliffe Road to stand, departing via Rancliffe Road to High Street South. Set down in High Street South, N (2889 - Market Street and pick up in High Street South, G (2888 - East Ham / Central Park.

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:	East Ham, Central Park.

EAST HAM, NEWHAM TOWN HALL (from Custom House)

Public stand for four buses on west side of Wellington Road, commencing at lamp standard No 3 and extending 47 metres south.

Buses proceed from High Street South via Nelson Street and Wellington Road to stand, departing via Wellington Road and Barking Road to High Street South. Set down in High Street South, F (16395 - Tilbury Road and pick up in High Street South, at Stop V (2891 - Newham Town Hall.

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: East Ham, Newham Town Hall.

EAST HAM, WORDSWORTH AVENUE (from Custom House)

Public stand for two buses on south side of Wordsworth Avenue, commencing 63 metres west of the kerbline of High Street North and extending 25 metres East.

Buses proceed from High Street North via Wordsworth Avenue to stand, departing via Wordsworth Avenue, Woodhouse Grove and Plashet Grove to High Street North. Set down in High Street North, at Stop Y (2906 - Gladstone Avenue and pick up in High Street North, at Stop A (2899 - East Ham Station <>.

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: East Ham Station.

MANOR PARK STATION, GLADDING ROAD

Public stand for two buses on west side of Gladding Road, commencing 18 metres south of centre of Capel Road and extending 24 metres south.

Buses proceed from Gladding Road direct to stand, departing to Gladding Road. Set down in Gladding Road (33705 - Manor Park / Gladding Road and pick up in Gladding Road (33705 - Manor Park / Gladding Road.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 104 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: Manor Park.
OTHER INFORMATION: No toilet facilities available.

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 626

Route: 304

Service change: 47483

Date: 28/10/2017

QSI Points are highlighted

Reason for Issue	New route
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OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CUSHSN	BP 728	Custom House Station		
	8186	Prince Regent Station	327	0.20
PREGSN	8123	Victoria Dock Road	145	0.09
	35038	Tree Road	271	0.17
	BP 4485	Newham Way	316	0.20
	8113	Bennett Road	484	0.30
NEWGHP	BP 2366	Newham University Hosp Emergency Dept	426	0.26
	BP 2368	Newham University Hosp Main Reception	310	0.19
	BP 2369	Brampton Manor School	284	0.18
LNDAHG	29761	Hatherley Gardens		
	29759	Lonsdale Close	424	0.26
	29809	Sandford Road	303	0.19
	2883	Lonsdale Avenue	437	0.27
	2885	Mortimer Road	363	0.23
	2887	Marlow Road	186	0.12
	2888	East Ham / Central Park	277	0.17
	16395	Tilbury Road	132	0.08
EHAMTH	20769	Newham Town Hall	249	0.15
	2892	Kempton Road	323	0.20
	2896	Caledon Road	137	0.09
	LE 213	Bendish Road	242	0.15
EHAMSN	27642	East Ham Station	162	0.10
	2906	Gladstone Avenue	161	0.10
	25051	Shelley Avenue	243	0.15
	2908	Ruskin Avenue	235	0.15
	2910	Berkeley Road	227	0.14
	1409	Romford Road	348	0.22
	640	Manor Park Station	244	0.15
MNP KGR	33705	Manor Park / Gladding Road	394	0.24
Total Route Mileage - Out Direction			5087	3.16
			Metres	Miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
MNP KGR	33705	Manor Park / Gladding Road		
	641	Manor Park Station	338	0.21
	1410	Romford Road	168	0.10
	2913	Cranbourne Road	176	0.11
	2909	Berkeley Road	381	0.24
	2907	Ruskin Avenue	132	0.08
	2905	Shelley Avenue	216	0.13
	2901	Gladstone Avenue	225	0.14
EHAMSN	2899	East Ham Station	207	0.13
	BP 132	Bendish Road	237	0.15
	BP 759	Ron Leighton Way	330	0.21
	697	High Street North	355	0.22
EHAMTH	2891	Newham Town Hall	193	0.12
	2889	Market Street	192	0.12
	1180	East Ham / Central Park	358	0.22
	2886	Vicarage Lane	253	0.16
	2884	East Ham Fire Station	171	0.11
	29578	Greatfield Avenue	305	0.19
	29845	Sandford Road	280	0.17
	29760	Lonsdale Close	332	0.21
LNDAHG	33958	Hatherley Gardens	411	0.26
	BP 2363	Brampton Manor School		
	BP 2364	Newham University Hosp Main Reception	297	0.18
NEWGHP	BP 2365	Newham University Hosp Emergency Dept	258	0.16
	8110	Bennett Road	444	0.28
	BP 5263	Newham Leisure Centre	122	0.08
	8116	Newham Way	238	0.15
	8118	Mortlake Road	209	0.13
	35039	Tree Road	171	0.11
PREGSN	8122	Victoria Dock Road	340	0.21
CUSHSN	BP 098	Custom House Station		
Total Route Mileage - Back Direction			5259	3.27
			Metres	Miles

MILEAGES HIGHLIGHTED IN RED ARE A PLANNING ESTIMATE ONLY.

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

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	8113	Bennett Road	484	0.30
NEWGHP	BP 2366	Newham University Hosp Emergency Dept	426	0.26
	BP 2368	Newham University Hosp Main Reception	310	0.19
	BP 2369	Brampton Manor School	284	0.18
LNDAHG	29761	Hatherley Gardens		
	29759	Lonsdale Close	424	0.26
	29809	Sandford Road	303	0.19
	2883	Lonsdale Avenue	437	0.27
	2885	Mortimer Road	363	0.23
	2887	Marlow Road	186	0.12
	2888	East Ham / Central Park	277	0.17
	16395	Tilbury Road	132	0.08
EHAMTH	20769	Newham Town Hall	249	0.15
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EHAMSN	27642	East Ham Station	162	0.10
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	2908	Ruskin Avenue	235	0.15
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	BP 5263	Newham Leisure Centre	122	0.08
	8116	Newham Way	238	0.15
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CUSHSN	BP 098	Custom House Station		
Total Route Mileage - Back Direction			5259	3.27
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