

## 7. Service Specification

Route: 323

QC46201

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>	Canning Town Bus Station and Mile End Station
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	10 <sup>th</sup> January 2015
<b>Vehicle Type</b>	60 capacity, dual door, single deck buses, subject to a satisfactory route test
<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>	Yes
<b>Sponsored Route</b>	No
<b>Advertising Rights</b>	Operator
<b>Minimum Performance Standard</b>	Departing on Time - No less than 90.00%
<b>Extension Threshold</b>	Departing on Time Threshold - 94.00%
<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 Monday 3<sup>rd</sup> February 2014

*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. 323.

- 60 capacity, dual door, single deck buses will be specified, subject to a satisfactory route test.

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

1. Annual diesel price - based on minimum 5 year contract.
2. Annual hybrid price - based on minimum 5 year contract.
3. Annual hybrid price - with upfront payment of capital difference between diesel and hybrid for 5 year contract.

*All tender prices should be based on the gross fuel cost exclusive of BSOG payments which will not be claimable from DfT after 1<sup>st</sup> October 2013.*

**It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract. Tenderers are required to identify and submit the level of saving that could be achieved if the scheme is introduced.**

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

Canning Town Bus Station to Mile End Station, Burdett Road			Mile End Station, Grove Road to Canning Town Bus Station		
First departure no later than 0420.			First departure no later than 0420.		
0415 - 0620	Every 20 minutes		0415 - 0620	Every 20 minutes	
0621 - 1950	Every 15 minutes		0621 - 2030	Every 15 minutes	
1951 - 0135	Every 20 minutes		2031 - 0135	Every 20 minutes	
Last departure no earlier than 0130.			Last departure no earlier than 0130.		
<b>Pinchpoints</b>					
Twelvetrees Crescent, East London Mail Centre	0710 - 0910	15 minutes	Twelvetrees Crescent, East London Mail Centre	0700 - 0900	15 minutes
	1455 - 1625	15 minutes		1500 - 1630	15 minutes

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

Canning Town Bus Station to Mile End Station, Burdett Road			Mile End Station, Grove Road to Canning Town Bus Station		
First departure no later than 0420.			First departure no later than 0420.		
0415 - 0820	Every 20 minutes		0415 - 0820	Every 20 minutes	
0821 - 1850	Every 15 minutes		0821 - 1850	Every 15 minutes	
1851 - 0135	Every 20 minutes		1851 - 0135	Every 20 minutes	
Last departure no earlier than 0130.			Last departure no earlier than 0130.		
<b>Pinchpoints</b>					
Twelvetrees Crescent, East London Mail Centre	0910 - 1110	15 minutes	Twelvetrees Crescent, East London Mail Centre	0900 - 1100	15 minutes

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

Canning Town Bus Station to Mile End Station, Burdett Road			Mile End Station, Grove Road to Canning Town Bus Station		
First departure no later than 0420.			First departure no later than 0420.		
0415 - 0135	Every 20 minutes		0415 - 0135	Every 20 minutes	
Last departure no earlier than 0130.			Last departure no earlier than 0130.		
<b>Pinchpoints</b>					
Twelvetrees Crescent, East London Mail Centre	1030 - 1130	20 minutes	Twelvetrees Crescent, East London Mail Centre	1025 - 1125	20 minutes

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

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

- 4.1) Heavy and unpredictable delays on the approach to A12/Blackwall tunnel and in the Barking Road, Canning Town Floyover areas especially during Mondays to Fridays peak periods.
- 4.2) Bow Boys School is currently located on Fairfield Road. It is will be relocated to Twelvetrees Crescent/Gillender Street from September 2014 and increased in size over time.

#### **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 323: Canning Town Station - Mile End Station

**Date of Structural Change:** 10 January 2015.

**Date of Service Change:** 10 January 2015.

**Reason for Issue:** New Tender.

### STREETS TRAVERSED

**Towards Mile End Station:** Canning Town Bus Station, Silvertown Way, Canning Town Roundabout, Manor Road, Stephenson Street, Cody Road, Twelvetrees Crescent, East London Mail Centre Access Road, Turning Circle, East London Mail Centre Access Road, Twelvetrees Crescent, Devas Street, Devons Road, Bow Common Lane, Burdett Road.

**Towards Canning Town Station:** Burdett Road, Grove Road, Burdett Road, Bow Common Lane, Devons Road, Devas Street, Twelvetrees Crescent, East London Mail Centre Access Road, Turning Circle, East London Mail Centre Access Road, Twelvetrees Crescent, Cody Road, Stephenson Street, Manor Road, Birch Close, Manor Road, Canning Town Roundabout, Canning Town 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.

### CANNING TOWN BUS STATION, STAND W1

Private stand for 6 buses in marked bays at Stand W1/2 on west side of Canning Town Bus Station at south-west corner of junction of Barking Road and Silvertown Way. Buses proceed from Canning Town Bus Station direct to stand, departing to Canning Town Bus Station. Set down in Canning Town Bus Station, at Stop A (BP2284 - Canning Town Station <> [dlr], Last Stop on LOR: BP2284 - Canning Town Station <> [dlr]) and pick up in Canning Town Bus Station, at Stop E (BP2281 - Canning Town Bus Station, First Stop on LOR: BP2281 - Canning Town Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 323 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:	Canning Town.
OTHER INFORMATION:	London Buses toilet facilities available 24 hours a day.

## TWELVETREES CRESCENT, EAST LONDON MAIL CENTRE

### From Canning Town Station.

Buses proceed from East London Mail Centre Access Road departing to East London Mail Centre Access Road. Set down in East London Mail Centre Access Road (BP3741 - Twelvetrees Crescent, Last Stop on LOR: BP3741 - Twelvetrees Crescent) and pick up in East London Mail Centre Access Road (BP3741 - Twelvetrees Crescent, First Stop on LOR: BP3741 - Twelvetrees Crescent).

### From Mile End Station.

Buses proceed from East London Mail Centre Access Road departing to East London Mail Centre Access Road. Set down in East London Mail Centre Access Road (BP3741 - Twelvetrees Crescent, Last Stop on LOR: BP3741 - Twelvetrees Crescent) and pick up in East London Mail Centre Access Road (BP3741 - Twelvetrees Crescent, First Stop on LOR: BP3741 - Twelvetrees Crescent).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
BLIND DISPLAY: East London Mail Centre.

## MILE END STATION, GROVE ROAD

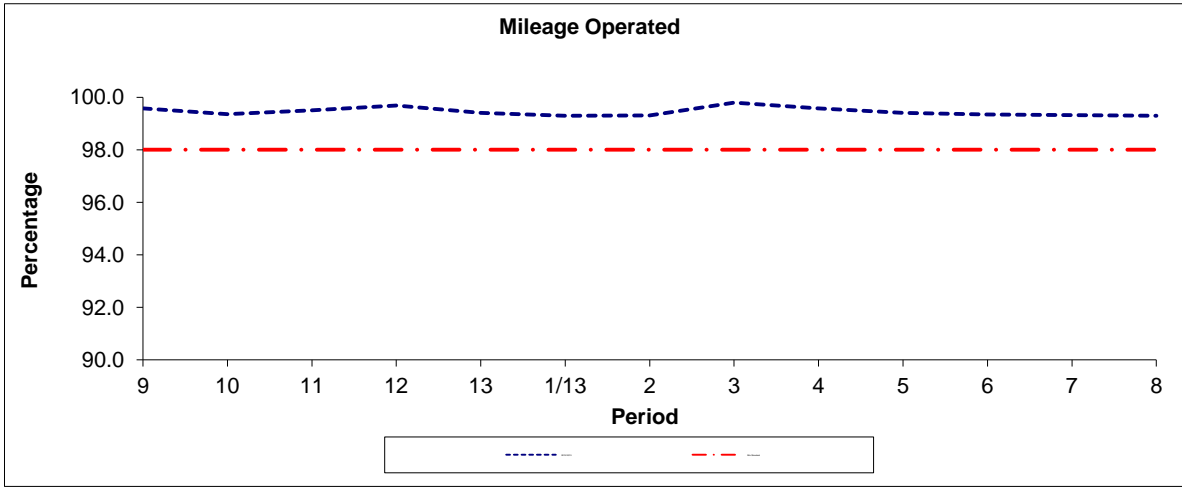
Private stand for six buses in bus station on west side of Grove Road, commencing 55 metres north of Mile End Road and extending 30 metres on offside and 30 metres on nearside.

Buses proceed from Burdett Road via Grove Road and Mile End Bus Station to stand, departing via Mile End Bus Station to Grove Road. Set down in Burdett Road, at Stop B (1423 - Mile End Station <>, Last Stop on LOR: 1423 - Mile End Station <>) and pick up in Grove Road, at Stop H (1422 - Mile End Station <>/ Bow Road, First Stop on LOR: 1422 - Mile End Station <>/ Bow Road).

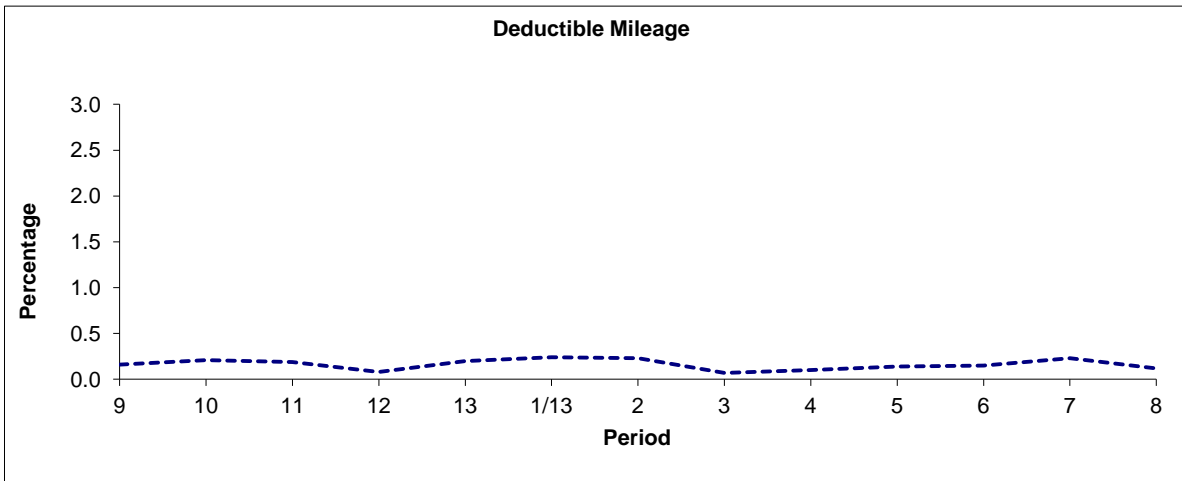
AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 1 bus on Route 323 should be scheduled to stand at any one time.  
MEAL RELIEFS: No meal relief vehicles to stand at any time.  
FERRY VEHICLES: No ferry vehicles to park on stand at any time.  
BLIND DISPLAY: Mile End.  
OTHER INFORMATION: London Buses automated toilet facilities available 24 hours a day.

**PART B - PERFORMANCE STATISTICS**

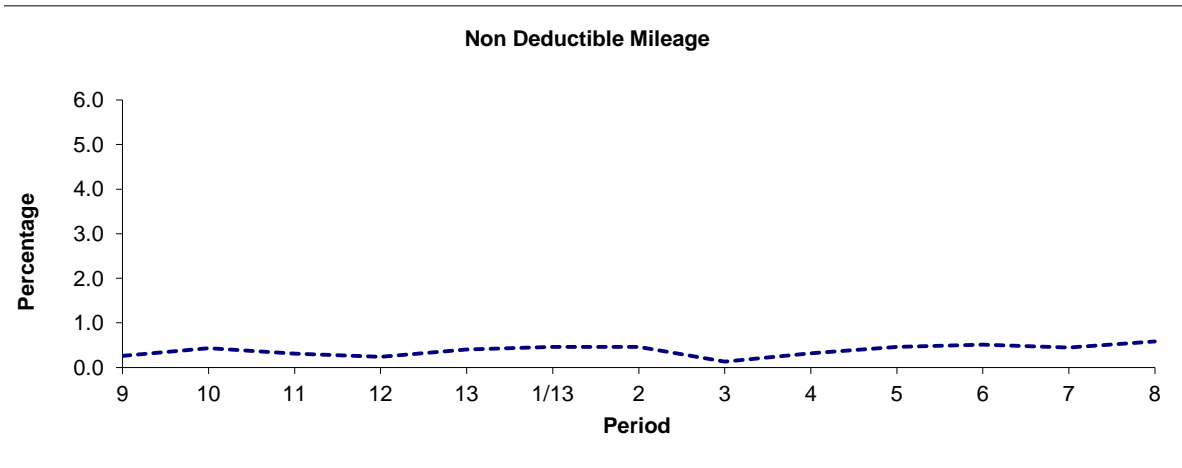
**Route 323**



Period	9	10	11	12	13	1/13	2	3	4	5	6	7	8
2012/2013	99.58	99.36	99.50	99.68	99.40	99.30	99.31	99.80	99.58	99.40	99.34	99.32	99.30
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	9	10	11	12	13	1/13	2	3	4	5	6	7	8
2012/2013	0.16	0.21	0.19	0.08	0.20	0.24	0.23	0.07	0.10	0.14	0.15	0.23	0.12



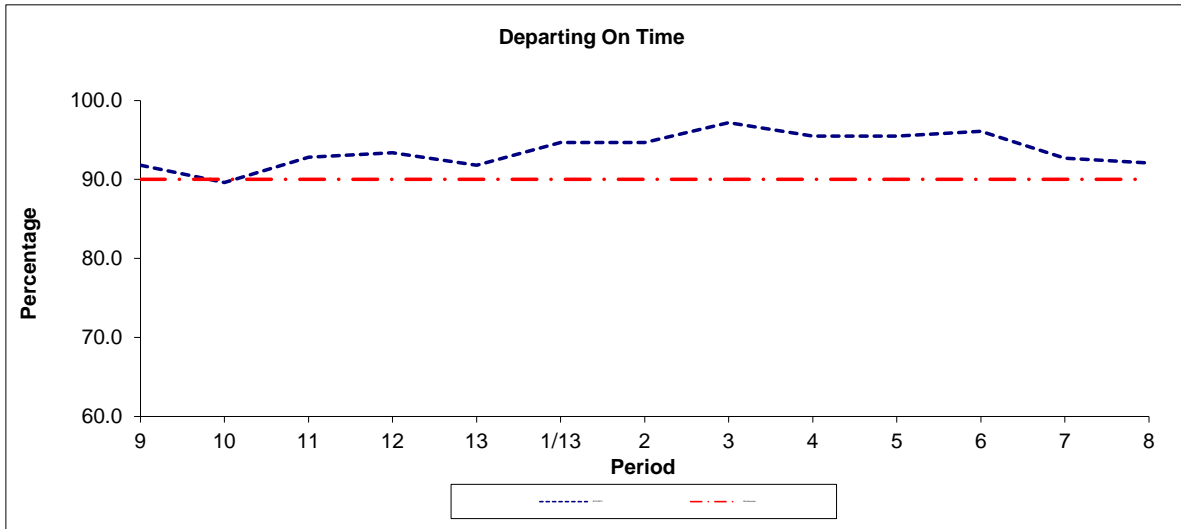
Period	9	10	11	12	13	1/13	2	3	4	5	6	7	8
2012/2013	0.26	0.43	0.31	0.24	0.40	0.46	0.46	0.13	0.32	0.46	0.51	0.45	0.58

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

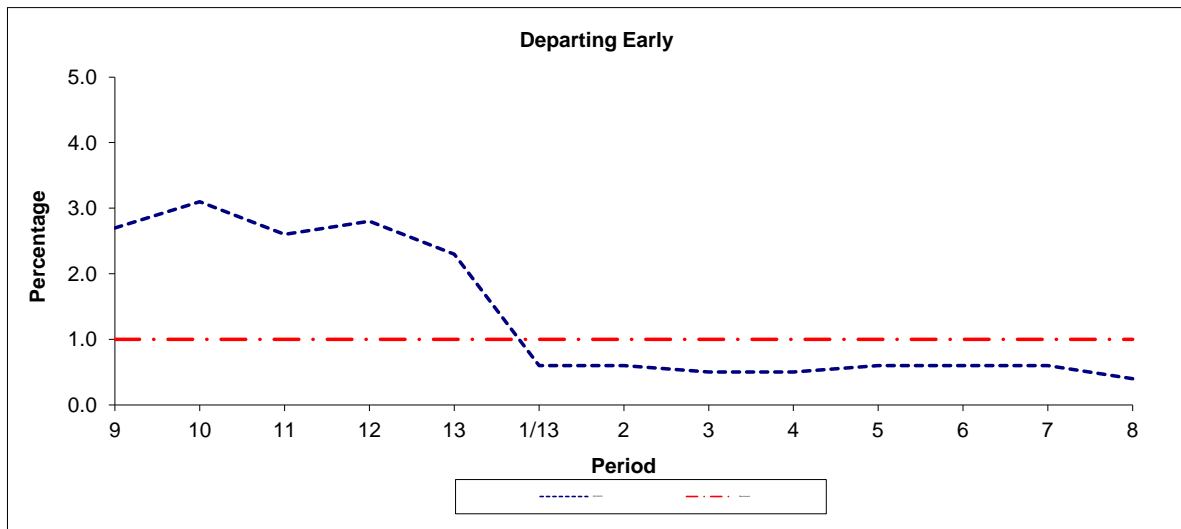


**PART B - PERFORMANCE STATISTICS**

**Route 323**



Period	9	10	11	12	13	1/13	2	3	4	5	6	7	8
2012/2013	91.80	89.60	92.80	93.40	91.80	94.70	94.70	97.20	95.50	95.50	96.10	92.70	92.10
Min Standard	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00



Period	9	10	11	12	13	1/13	2	3	4	5	6	7	8
2012/2013	2.70	3.10	2.60	2.80	2.30	0.60	0.60	0.50	0.50	0.60	0.60	0.60	0.40
Benchmark	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

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

**ROUTE 323- FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 3 2012/13 TO QUARTER 2 2013/14 (15/09/12 - 13/09/13)**

**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	14,766.	98.5	99.6	97.9	0.4	0.9	0.8
0700 - 1000	27,216.	99.6	99.4	94.9	0.5	1.2	3.4
1000 - 1300	26,914.	99.6	99.5	97.0	0.6	0.6	1.8
1300 - 1600	26,890.	99.1	99.0	92.6	1.0	1.1	5.3
1600 - 1900	27,115.	99.6	98.5	91.9	1.5	3.0	3.6
1900 - 2200	23,782.	99.5	99.3	95.8	0.7	1.3	2.3
2200 - 2400	13,528.	100.3	99.3	94.0	0.7	1.6	3.6
<b>Summary</b>	<b>160,211.</b>	<b>99.5</b>	<b>99.2</b>	<b>94.2</b>	<b>0.9</b>	<b>1.5</b>	<b>3.4</b>

**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	2,746.	99.1	99.3	95.8	1.1	2.9	0.3
0700 - 1000	4,984.	99.8	99.6	96.2	0.4	2.1	1.3
1000 - 1300	5,645.	99.0	99.0	94.7	1.0	2.3	2.0
1300 - 1600	5,640.	99.9	98.7	92.5	1.6	2.4	3.5
1600 - 1900	5,632.	98.3	97.9	91.0	2.2	2.7	4.1
1900 - 2200	4,200.	99.9	98.2	87.8	1.9	1.3	8.9
2200 - 2400	2,825.	99.4	98.7	90.1	1.4	1.4	7.1
<b>Summary</b>	<b>31,672.</b>	<b>99.3</b>	<b>98.7</b>	<b>92.6</b>	<b>1.4</b>	<b>2.2</b>	<b>3.7</b>

**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	3,039.	99.9	99.4	97.1	0.4	2.3	0.2
0700 - 1000	4,655.	99.8	99.0	96.9	0.7	2.0	0.4
1000 - 1300	4,784.	99.3	99.6	94.2	0.4	3.7	1.7
1300 - 1600	4,728.	98.9	98.3	89.2	2.2	3.4	5.2
1600 - 1900	4,738.	97.6	98.7	88.3	1.6	3.3	6.7
1900 - 2200	4,702.	100.3	97.8	86.4	2.4	1.5	9.7
2200 - 2400	3,149.	99.5	98.6	88.7	1.7	1.9	7.7
<b>Summary</b>	<b>29,795.</b>	<b>99.3</b>	<b>98.8</b>	<b>90.5</b>	<b>1.5</b>	<b>2.9</b>	<b>5.1</b>

## 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	20,551.	98.8	99.5	97.6	0.5	1.2	0.7
0700 - 1000	36,855.	99.7	99.4	95.1	0.5	1.3	3.1
1000 - 1300	37,343.	99.5	99.4	96.3	0.6	1.2	1.8
1300 - 1600	37,258.	99.2	98.9	92.2	1.2	1.5	5.0
1600 - 1900	37,485.	99.2	98.4	91.5	1.6	3.0	4.0
1900 - 2200	32,684.	99.7	98.9	93.7	1.0	1.3	3.9
2200 - 2400	19,502.	100.1	99.1	92.8	0.9	1.6	4.6
<b>Summary</b>	<b>221,678.</b>	<b>99.4</b>	<b>99.1</b>	<b>93.7</b>	<b>1.0</b>	<b>1.7</b>	<b>3.6</b>

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

Route **323**

Service change 21684

Date 25 September 2009

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CANNBW1S	CANNBW1S	Canning Town Bus Station, Stand W1		
<b>CANNBS</b>	<b>BP2281</b>	<b>Canning Town Bus Station</b>	<b>0</b>	<b>0.00</b>
MNNRSL	37127	Star Lane	962	0.60
<b>CODRBC</b>	<b>BP3737</b>	<b>South Crescent Business Centre</b>	<b>612</b>	<b>0.38</b>
TTCRMC	BP3741	East London Mail Centre	545	0.34
	BP3743	London Gas Museum	398	0.25
	BP3721	Bromley By Bow	634	0.39
<b>DEVRSN</b>	<b>BP3722</b>	<b>Devons Road</b>	<b>260</b>	<b>0.16</b>
	BP3723	Watts Grove	482	0.30
BWCMDR	BP3724	St Pauls Way School	357	0.22
	BP3725	Ackroyd Drive	217	0.13
	BP3726	Eric Street	426	0.26
	14485	Bow Common Lane	176	0.11
MNSNBR	1423	Mile End Station	178	0.11
	MNSNGR S	MILE END STATION, GROVE ROAD	0	0.00
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>			<b>5247</b>	<b>3.26</b>
			metres	miles

## TRANCHE 462

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
MNSNGR S	MNSNGR S	MILE END STATION, GROVE ROAD		
<b>MNSNGR</b>	<b>1422</b>	<b>Mile End Station / Bow Road</b>	<b>0</b>	<b>0.00</b>
	1424	Mile End Station	177	0.11
	BP3732	Eric Street	429	0.27
	BP3731	Ackroyd Drive	394	0.24
BWCMDR	BP3730	St Pauls Way School	257	0.16
	BP3729	Watts Grove	319	0.20
<b>DEVRSN</b>	<b>BP3728</b>	<b>Devons Road</b>	<b>454</b>	<b>0.28</b>
	BP3727	Bromley By Bow	239	0.15
	BP3736	London Gas Museum	705	0.44
TTCRMC	BP3741	East London Mail Centre	307	0.19
<b>CODRBC</b>	<b>BP3739</b>	<b>North Crescent Business Centre</b>	<b>731</b>	<b>0.45</b>
MNNRSL	BP3738	Star Lane	786	0.49
	BP3740	Barking Road / Manor Road	478	0.30
CANNBS	BP2284	Canning Town Station	365	0.23
	CANNBW1S	Canning Town Bus Station, Stand W1	0	0.00
<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>			5641	3.51
			metres	miles