

7. Service Specification

Route: 339

Contract Reference: QC49403

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.

Route Number	339
Terminus Points	Leytonstone Station, Grove Green Road and Shadwell Station, Martha Street
Contract Basis	Incentivised
Commencement Date	31 st October 2015
Vehicle Type	50 capacity, dual door, single deck, minimum 9.6m long
Current Maximum Approved Dimensions	9.6 metres long and 2.44 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Departing on Time - No less than 82.00%
Extension Threshold	Departing on Time Threshold - 86.00%
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 10th November 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. 339.

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:

- Ex Leytonstone Station, Grove Green Road, one Mondays to Fridays AM peak flow journey is specified to provide a frequency of every 12 minutes between 0715 and 0815 to arrive at Mile End Station, Grove Road between 0755 and 0855.

Tenderers should note that if they are supplying an alternative price based on using existing vehicles, these must be refurbished in line with the revised specification dated 1st March 2014. This applies to all contracts awarded from Tranche 471 onwards.

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.

Cash Free Boarding was extended throughout London from 6th July 2014. Submitted tender prices should fully reflect the cost saving accrued from this change. Tenderers should also indicate the approximate additional cost if cash fares were still to be accepted.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Leytonstone Station, Grove Green Road to Shadwell Station, Martha Street			Shadwell Station, Martha Street to Leytonstone Station, Plaza		
First departure no later than 0455.			First departure no later than 0530.		
0450 - 0515	Every 20 minutes		0525 - 0630	Every 30 minutes	
0516 - 0715	Every 15 minutes		0631 - 0650	Every 20 minutes	
0716 - 0815	Every 12 minutes		0651 - 1935	Every 15 minutes	
0816 - 1900	Every 15 minutes		1936 - 2400	Every 20 minutes	
1901 - 2330	Every 20 minutes				
Last departure no earlier than 2325.			Last departure no earlier than 2355.		
Pinchpoints					
Bethnal Green, Grove Road/Roman Road	0705 - 0750	15 minutes	Stratford City Bus Station	0715 - 0915	15 minutes
	0751 - 0850	12 minutes			
	0851 - 0905	15 minutes			
	1505 - 1635	15 minutes		1505 - 1635	15 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Leytonstone Station, Grove Green Road to Shadwell Station, Martha Street			Shadwell Station, Martha Street to Leytonstone Station, Plaza		
First departure no later than 0455.			First departure no later than 0530.		
0450 - 0655	Every 30 minutes		0525 - 0730	Every 30 minutes	
0656 - 0755	Every 20 minutes		0731 - 0850	Every 20 minutes	
0756 - 1740	Every 15 minutes		0851 - 1815	Every 15 minutes	
1741 - 2330	Every 20 minutes		1816 - 2400	Every 20 minutes	
Last departure no earlier than 2325.			Last departure no earlier than 2355.		
Pinchpoints					
Bethnal Green, Grove Road/Roman Road	0915 - 1115	15 minutes	Stratford City Bus Station	0915 - 1115	15 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

Leytonstone Station, Grove Green Road to Shadwell Station, Martha Street		Shadwell Station, Martha Street to Leytonstone Station, Plaza			
First departure no later than 0620.		First departure no later than 0635.			
0615 - 0820	Every 30 minutes	0630 - 0905	Every 30 minutes		
0821 - 2330	Every 20 minutes	0906 - 2400	Every 20 minutes		
Last departure no earlier than 2325.		Last departure no earlier than 2355.			
Pinchpoints					
Bethnal Green, Grove Road/Roman Road	0950 - 1130	20 minutes	Stratford City Bus Station	0950 - 1130	20 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 339 can suffer from unpredictable traffic delays in the Stratford, Bow and Roman Road areas.
- 4.2) Smaller buses are used on the route due to highway constraints in the Shadwell and Stepney area.
- 4.3) 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 No. 339 and it is anticipated that some passenger demand for Route No. 339 may shift to this line when it opens. Route No. 339 will be reviewed closer to the opening date.

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 339: Leytonstone Station - Shadwell Station

Date of Structural Change: 31 October 2015.

Date of Service Change: 31 October 2015.

Reason for Issue: New contract.

STREETS TRAVERSED

Towards Shadwell Station: Grove Green Road, Cathall Road, Leytonstone High Road, Crownfield Road, High Road Leyton, Temple Mills Lane, Leyton Road, Liberty Bridge Road, Celebration Avenue, International Way, Montfichet Road, Pool Street, Carpenters Road, White Post Lane, Rothbury Road, Wansbeck Road, Monier Road, Wick Lane, Tredegar Road, St Stephen's Road, Roman Road, Grove Road, Burdett Road, Mile End Road, Harford Street, Ben Jonson Road, Stepney High Street, Stepney Way, Jubilee Street, Sutton Street, Martha Street.

Towards Leytonstone Station: Martha Street, Watney Street, Tarling Street, Sutton Street, Jubilee Street, Stepney Way, Stepney High Street, Ben Jonson Road, Harford Street, Mile End Road, Grove Road, Roman Road, St Stephen's Road, Tredegar Road, Wick Lane, Monier Road, Wansbeck Road, Rothbury Road, White Post Lane, Carpenters Road, Pool Street, Montfichet Road, International Way, Celebration Avenue, Liberty Bridge Road, Leyton Road, Temple Mills Lane, High Road Leyton, Crownfield Road, Leytonstone High Road, Cathall Road, Grove Green Road, Leytonstone Station Plaza.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

LEYTONSTONE STATION, GROVE GREEN ROAD

Public stand for two buses in lay-by on south-east side of Grove Green Road commencing opposite p/w Nos.67/69 and extending 20 metres north-east.

Buses proceed from Leytonstone Station Plaza via Grove Green Road to stand, departing to Grove Green Road. Set down in Leytonstone Station Plaza, at stop C (BP1792 - Leytonstone Station <>/ Grove Green Road, Last Stop on LOR: BP1792 - Leytonstone Station <>/ Grove Green Road) and pick up in Grove Green Road, at Stop Z (BP5802 - Leytonstone Station <> / Grove Green Road, First Stop on LOR: BP5802 - Leytonstone Station <> / Grove Green Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 339 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: Leytonstone.

STRATFORD CITY BUS STATION

Private stand for 13 buses in marked bays in bus station.

From Leytonstone Station.

Buses proceed from Montfichet Road via Stratford City Bus Station to stand, departing via Stratford City Bus Station and Montfichet Road to International Way. Set down in Stratford City Bus Station, at stop T (BP5604 - Stratford City Bus Station, Last Stop on LOR: BP5770 - Stratford International Station # [dlr]) and pick up in International Way, at stop W (BP5771 - Stratford International Station # [dlr], First Stop on LOR: BP5771 - Stratford International Station # [dlr]).

From Shadwell Station.

Buses proceed from Montfichet Road via Stratford City Bus Station to stand, departing via Stratford City Bus Station to Montfichet Road. Set down in Montfichet Road, at stop S (BP5605 - Stratford City Bus Station, Last Stop on LOR: BP5605 - Stratford City Bus Station) and pick up in Montfichet Road, at stop W (BP5784 - Stratford City Bus Station, First Stop on LOR: BP5784 - Stratford City Bus 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: Stratford City.
OTHER INFORMATION: Toilet facilities available 24 hours.

BOW FISH ISLAND

From Leytonstone Station.

Buses proceed from Wick Lane departing to Monier Road. Set down in Wick Lane, at Stop OU (BP5879 - Fish Island, Last Stop on LOR: BP5879 - Fish Island) and pick up in Monier Road, at Stop OF (BP3461 - Wansbeck Road, First Stop on LOR: BP3461 - Wansbeck Road).

From Shadwell Station.

Buses proceed from Wick Lane departing to Wick Lane. Set down in Wick Lane, at Stop WR (BP2688 - Fish Island, Last Stop on LOR: BP2688 - Fish Island) and pick up in Wick Lane, at Stop OV (BP2689 - Autumn Street, First Stop on LOR: BP2689 - Autumn Street).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Bow, Fish Island.

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.

From Leytonstone Station.

Buses proceed from Grove Road via Mile End Bus Station to stand, departing via Mile End Bus Station to Grove Road. Set down in Grove Road, at Stop H (1422 - Mile End Station <>/ Bow Road, Last Stop on LOR: 1422 - Mile End Station <>/ Bow Road) and pick up in Grove Road (14483 - Lichfield Road, First Stop on LOR: 14483 - Lichfield Road).

From Shadwell Station.

Buses proceed from Mile End Road via Grove Road and Mile End Bus Station to stand, departing via Mile End Bus Station to Grove Road. Set down in Mile End Road, at Stop E (4825 - Regents Canal, Last Stop on LOR: 4825 - Regents Canal) 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: 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: Mile End.

SHADWELL STATION, MARTHA STREET

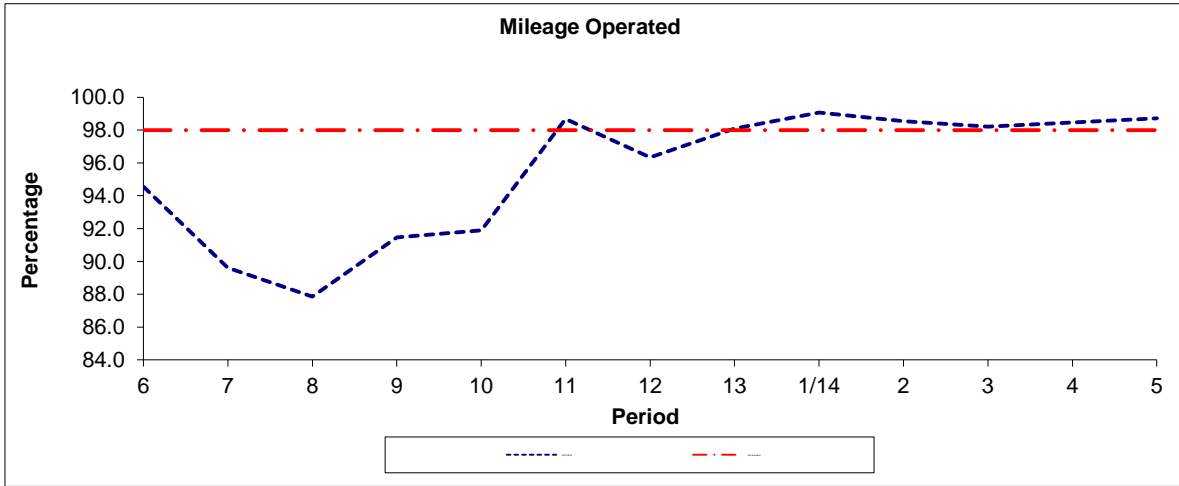
Public stand for two buses on the south side of Martha Street just before the junction of Watney Street.

Buses proceed from Martha Street direct to stand, departing to Martha Street. Set down in Martha Street, at Stop D (BP2701 - Shadwell Station <> [dlr], Last Stop on LOR: BP2701 - Shadwell Station <> [dlr]) and pick up in Martha Street, at Stop D (BP2701 - Shadwell Station <> [dlr], First Stop on LOR: BP2701 - Shadwell Station <> [dlr]).

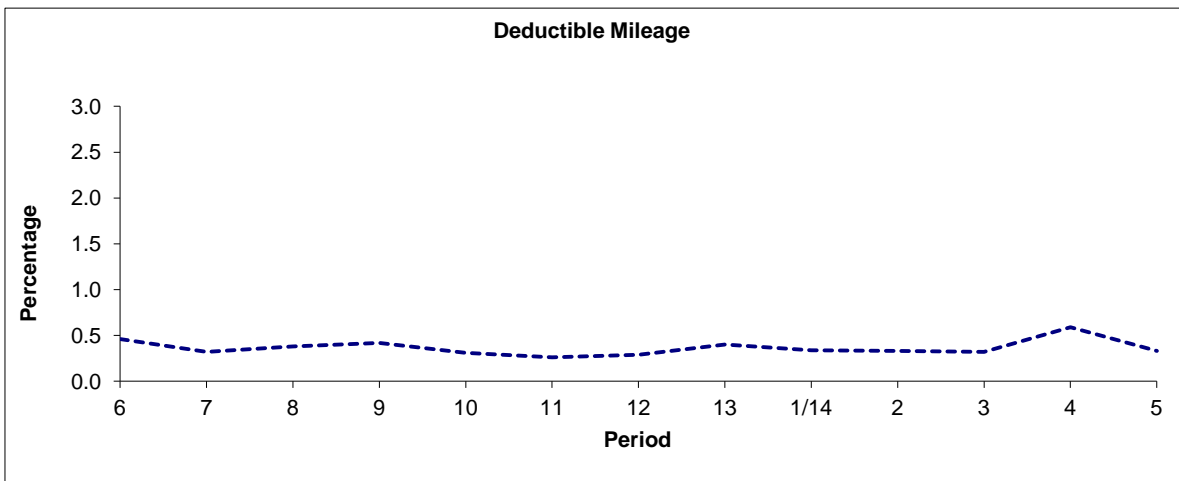
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 339 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Shadwell.
OTHER INFORMATION:	Toilet facilities available in LUL station 0530-0030 daily.

PART B - PERFORMANCE STATISTICS

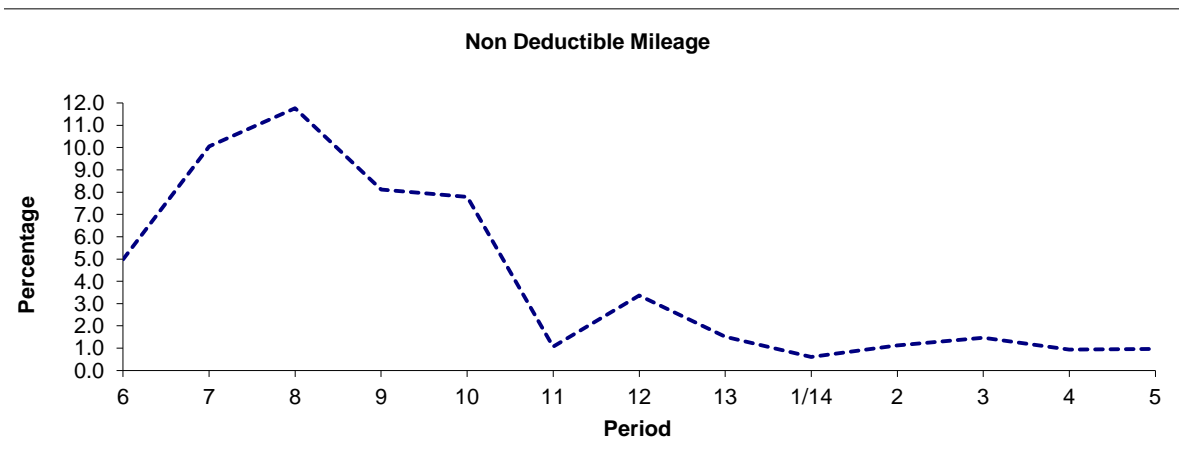
Route 339



Period	6	7	8	9	10	11	12	13	1/14	2	3	4	5
2013/2014	94.55	89.62	87.86	91.47	91.90	98.68	96.34	98.09	99.06	98.55	98.21	98.47	98.71
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	6	7	8	9	10	11	12	13	1/14	2	3	4	5
2013/2014	0.46	0.32	0.38	0.42	0.31	0.26	0.29	0.40	0.34	0.33	0.32	0.59	0.33

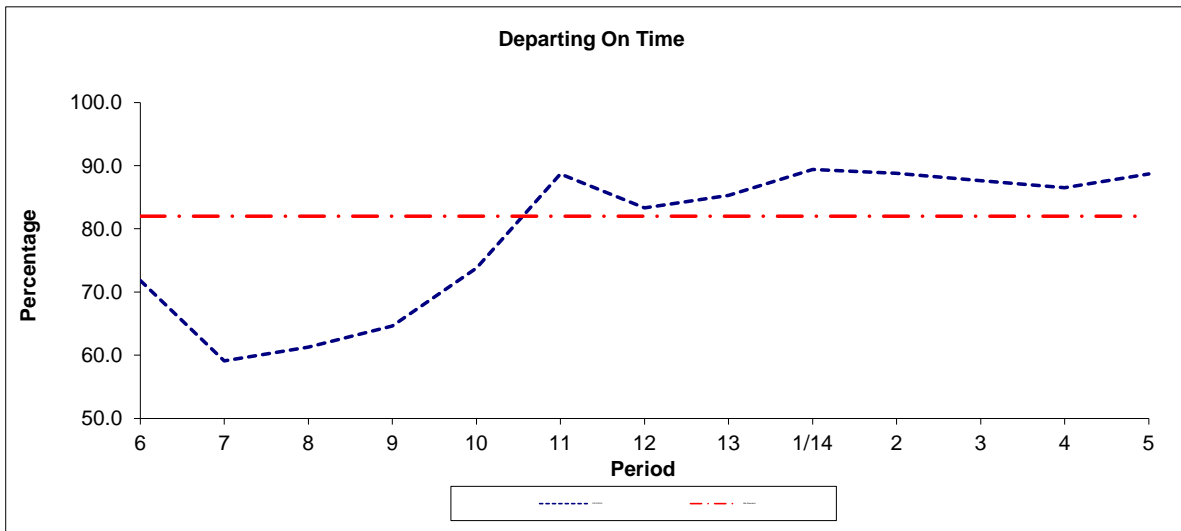


Period	6	7	8	9	10	11	12	13	1/14	2	3	4	5
2013/2014	4.99	10.06	11.76	8.11	7.79	1.06	3.37	1.51	0.60	1.12	1.47	0.94	0.96

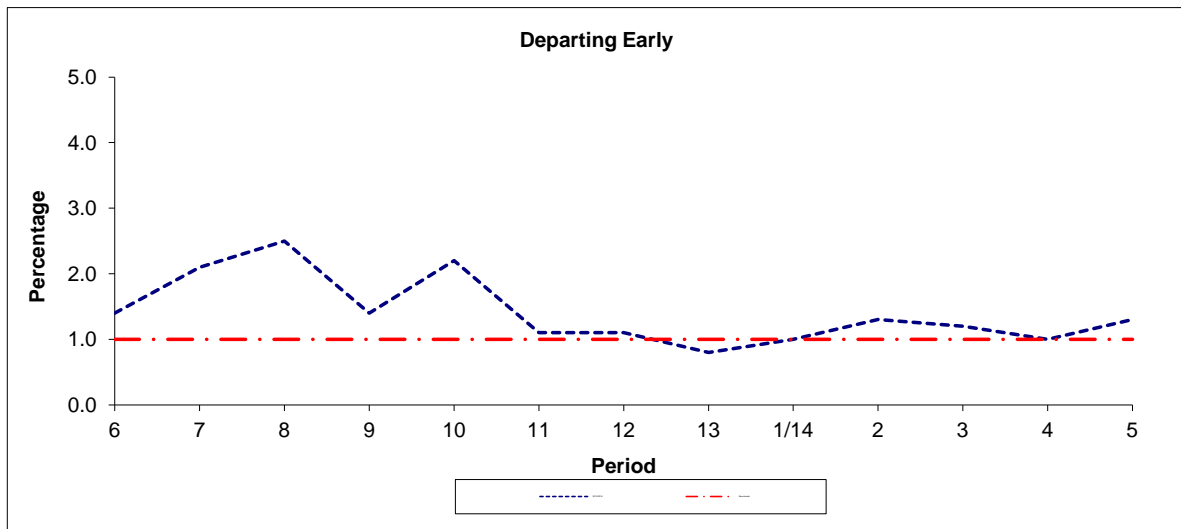
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 339



Period	6	7	8	9	10	11	12	13	1/14	2	3	4	5
2013/2014	71.8	59.1	61.3	64.6	73.8	88.7	83.3	85.3	89.4	88.8	87.6	86.5	88.7
Min Standard	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0



Period	6	7	8	9	10	11	12	13	1/14	2	3	4	5
2013/2014	1.4	2.1	2.5	1.4	2.2	1.1	1.1	0.8	1.0	1.3	1.2	1.0	1.3
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 339 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 2 13/14 TO QUARTER 1 14/15 (22/06/13 - 20/06/14)

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	244.	95.9	98.8	94.2	1.3	0.0	4.4
0700 - 1000	597.	93.3	92.0	73.5	8.5	1.3	16.7
1000 - 1300	595.	97.8	96.5	81.3	3.5	0.5	14.7
1300 - 1600	605.	96.9	95.4	73.6	5.0	0.5	21.0
1600 - 1900	579.	94.1	92.7	73.9	7.7	1.7	16.7
1900 - 2200	479.	100.8	97.5	88.2	2.8	0.0	9.0
2200 - 2400	298.	101.0	100.0	97.9	0.0	0.0	2.1
Summary	3,397.	96.8	95.5	78.2	5.5	0.9	15.4

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	32.	103.1	100.0	93.3	0.0	6.7	0.0
0700 - 1000	102.	98.0	100.0	91.6	0.0	0.0	8.4
1000 - 1300	120.	96.7	94.2	72.5	6.1	0.0	21.4
1300 - 1600	119.	75.6	72.3	44.2	27.8	5.0	23.0
1600 - 1900	104.	85.6	76.0	52.1	23.9	0.9	23.1
1900 - 2200	83.	96.4	90.4	68.8	14.2	0.7	16.2
2200 - 2400	60.	98.3	98.3	83.3	1.5	3.1	12.1
Summary	620.	91.5	88.1	64.1	15.1	1.9	18.9

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	7.	85.7	100.0	100.0	0.0	0.0	0.0
0700 - 1000	72.	102.8	100.0	100.0	0.0	0.0	0.0
1000 - 1300	90.	93.3	100.0	90.0	0.0	1.0	8.9
1300 - 1600	74.	81.1	77.0	35.3	23.3	5.5	35.9
1600 - 1900	80.	92.5	83.8	45.3	15.9	1.1	37.6
1900 - 2200	90.	103.3	98.9	77.6	1.3	0.0	21.2
2200 - 2400	60.	101.7	100.0	93.9	0.0	0.0	6.1
Summary	473.	95.6	93.4	65.8	9.5	1.8	22.9

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	283.	96.5	98.9	94.3	1.1	0.7	3.8
0700 - 1000	771.	94.8	93.8	76.1	7.4	1.2	15.3
1000 - 1300	805.	97.1	96.5	80.7	3.6	0.5	15.2
1300 - 1600	798.	92.2	90.2	65.9	9.9	1.6	22.6
1600 - 1900	763.	92.8	89.5	69.3	10.1	1.6	19.1
1900 - 2200	652.	100.6	96.8	84.8	4.1	0.1	11.0
2200 - 2400	418.	100.7	99.8	95.6	0.2	0.4	3.8
Summary	4,490.	95.9	94.2	75.5	7.0	1.1	16.4

Transport for London - QSI points and Live Mileage List

Route 339
 Service change 34262
 Date 05/04/2014

Reason for Issue

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
LSTNGG	BP5802	Leytonstone Station / Grove Green Road		
	17998	Hampton Road	421	0.26
	17996	Ashville Road	256	0.16
	17994	Central Avenue	256	0.16
	BP5521	Cathall Leisure Centre	369	0.23
	14548	Harrow Green	414	0.26
	14545	Ranelagh Road	293	0.18
	4761	Leytonstone High Road / Thatched House	156	0.10
LSTNTH	29653	Burgess Road	125	0.08
	8002	Edith Road	403	0.25
	BP5798	Sir Ludwig Guttman Health Centre	737	0.46
	BP5770	Stratford International Station	492	0.31
STFCBS	BP5784	Stratford City Bus Station	500	0.31
	BP5843	London Aquatics Centre	730	0.45
	BP5850	Carpenters Road	467	0.29
	BP5848	Kings Yard	476	0.30
	BP5877	White Post Lane	305	0.19
	BP2924	Rothbury Road	329	0.20
	BP2925	Monier Road	272	0.17
BOW FI	BP5879	Fish Island	331	0.21
	BP2689	Autumn Street	293	0.18
	BP3501	Usher Road	471	0.29
	BP3502	Shetland Road	279	0.17
OFRRDR	6366	Ford Road	463	0.29
	18024	Medway Road	236	0.15
BETHGR	18213	St Barnabas Church	369	0.23
	14482	Arbery Road	206	0.13
	14484	Lichfield Road	209	0.13
MNSNGR	1422	Mile End Station / Bow Road	167	0.10
	BP2895	Regents Canal	236	0.15
	7725	Queen Mary / University Of London	236	0.15
	BP2690	Ernest Street	184	0.11
	BP2693	Dongola Road	314	0.20
	BP536	Harford Street	194	0.12
STGNHS	BP2695	St Dunstan's Church	479	0.30
	BP2696	Jamaica Street	316	0.20
	BP2698	Musbury Street	403	0.25
	BP2700	Martha Street	388	0.24
SHADSN	BP2701	Shadwell Station	235	0.15
Total Route Mileage - Out Direction			13010	8.08

TRANCHE 494

Restructure to serve Olympic Park

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
SHADSN	BP2701	Shadwell Station		
	BP2702	Sutton Street	296	0.18
	BP2699	Musbury Street	330	0.21
	BP2697	Jamaica Street	478	0.30
STGNHS	BP2694	St Dunstan's Church	384	0.24
	BP535	Harford Street	405	0.25
	BP2692	Dongola Road	132	0.08
	BP2691	Ernest Street	352	0.22
	4825	Regents Canal	378	0.23
MNSNGR	FC17	Mile End Station / Mile End Road	266	0.17
	14483	Lichfield Road	125	0.08
	14481	Arbery Road	306	0.19
	14479	St Barnabas Church	174	0.11
BETHGR	R0311	Grove Road	102	0.06
	35218	Medway Road	286	0.18
OFRRDR	35219	Ford Road	158	0.10
	BP3499	Tredegar Road	353	0.22
	BP3500	Usher Road	421	0.26
	BP2687	Autumn Street	430	0.27
BOW FI	BP2688	Fish Island	229	0.14
	BP3461	Wansbeck Road	340	0.21
	BP5878	Rothbury Road	489	0.30
	BP5876	White Post Lane	263	0.16
	BP5847	Kings Yard	305	0.19
	BP5849	Carpenters Road	575	0.36
	BP5842	London Aquatics Centre	352	0.22
STFCBS	BP5605	Stratford City Bus Station	752	0.47
	BP5771	Stratford International Station	459	0.29
	BP5797	Sir Ludwig Guttman Health Centre	370	0.23
	BP997	Chobham Road	330	0.21
	8001	Edith Road	570	0.35
LSTNTH	8005	Burgess Road	265	0.16
	14544	Ranelagh Road	428	0.27
	14439	Harrow Green	265	0.16
	BP2565	Apollo Place	214	0.13
	BP2566	Hollydown Way	207	0.13
	17995	Central Avenue	401	0.25
	17999	Hampton Road	493	0.31
	BP2003	Drayton Road	191	0.12
LSTNSP	BP1792	Leytonstone Station / Grove Green Road	345	0.21
Total Route Mileage - Back Direction			13219	8.21