

7. Service Specification

Route: E1

QC44401

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	Greenford, Red Lion to Ealing Broadway, Haven Green Stop D
Contract Basis	Incentivised
Commencement Date	31 st May 2014
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	10.1 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 0.70 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.60 minutes
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 17th June 2013

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. E1.

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:

- The Boxing Day service should match the Sunday service.
- **Tenderers must identify the cost of the Boxing Day element of this service separately.**

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 - based on minimum 7 year contract.
4. Annual hybrid price - with upfront payment of capital difference between diesel and hybrid for 5 year contract.
5. Annual hybrid price - with upfront payment of capital difference between diesel and hybrid for 7 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 1st October 2013.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Greenford, Red Lion to Ealing Broadway, Haven Green Stop D			Ealing Broadway, Haven Green Stop D to Greenford, Red Lion		
First departure no later than 0430.			First departure no later than 0455.		
0425 - 0545	Every 15 minutes		0450 - 0610	Every 15 minutes	
0546 - 0715	Every 10 minutes		0611 - 0800	Every 10 minutes	
0716 - 0810	Every 7 - 8 minutes (8 buses per hour)		0801 - 0830	Every 7 - 8 minutes (8 buses per hour)	
0811 - 1530	Every 10 minutes		0831 - 1530	Every 10 minutes	
1531 - 1900	Every 7 - 8 minutes (8 buses per hour)		1531 - 1900	Every 7 - 8 minutes (8 buses per hour)	
1901 - 2000	Every 10 minutes		1901 - 2010	Every 10 minutes	
2001 - 0105	Every 15 minutes		2011 - 0130	Every 15 minutes	
Last departure no earlier than 0100.			Last departure no earlier than 0125.		
Pinchpoints					
Gordon Road, St. Leonards Road	0700 - 0730	10 minutes	Greenford, Drayton Bridge Road	0700 - 0810	10 minutes
	0731 - 0825	8 minutes		0811 - 0840	8 minutes
	0826 - 0855	10 minutes		1505 - 1545	10 minutes
	1505 - 1545	10 minutes		1546 - 1635	8 minutes
	1546 - 1630	8 minutes			

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Greenford, Red Lion to Ealing Broadway, Haven Green Stop D			Ealing Broadway, Haven Green Stop D to Greenford, Red Lion		
First departure no later than 0430.			First departure no later than 0455.		
0425 - 0745	Every 15 minutes		0450 - 0810	Every 15 minutes	
0746 - 0845	Every 12 minutes		0811 - 0910	Every 12 minutes	
0846 - 1825	Every 10 minutes		0911 - 1900	Every 10 minutes	
1826 - 1900	Every 12 minutes		1901 - 1925	Every 12 minutes	
1901 - 0105	Every 15 minutes		1926 - 0130	Every 15 minutes	
Last departure no earlier than 0100.			Last departure no earlier than 0125.		
Pinchpoints					
Gordon Road, St. Leonards Road	0930 - 1100	10 minutes	Greenford, Drayton Bridge Road	0930 - 1100	10 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Greenford, Red Lion to Ealing Broadway, Haven Green Stop D		Ealing Broadway, Haven Green Stop D to Greenford, Red Lion			
First departure no later than 0550.		First departure no later than 0615.			
0545 - 0830	Every 20 minutes	0610 - 0855	Every 20 minutes		
0831 - 0930	Every 15 minutes	0856 - 1010	Every 15 minutes		
0931 - 0955	Every 12 minutes	1011 - 1840	Every 10 minutes		
0956 - 1815	Every 10 minutes	1841 - 0130	Every 15 minutes		
1816 - 0105	Every 15 minutes				
Last departure no earlier than 0100.		Last departure no earlier than 0125.			
Pinchpoints					
Gordon Road, St. Leonards Road	1100 - 1200	10 minutes	Greenford, Drayton Bridge Road	1100 - 1200	10 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. E1 can suffer from unpredictable traffic delays in the Ealing Broadway area.
- 4.2) 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. E1 and it is anticipated that some passenger demand for Route No. E1 may shift to this line when it opens. Route No. E1 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 E1: Greenford, Red Lion - Ealing Broadway, Haven Green

Date of Structural Change: 29 May 2014.

Date of Service Change: 29 May 2014.

Reason for Issue: New tender.

STREETS TRAVERSED

Towards Ealing Broadway, Haven Green: Ruislip Road East, Greenford Avenue, Drayton Bridge Road, Drayton Green, Sutherland Road, Sutherland Avenue, The Avenue, Gordon Road, Haven Green (West Side), Haven Green (North Side), Haven Green (East Side), Haven Green (Diagonal).

Towards Greenford, Red Lion: Haven Green (Diagonal), Castlebar Road, Longfield Road, Gordon Road, The Avenue, Sutherland Avenue, Sutherland Road, Drayton Green, Drayton Bridge Road, Greenford Avenue, Ruislip Road East.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

GREENFORD, RED LION

Public stand for 5 buses in two sections (11 metres and 49 metres) on east side of Windmill Lane commencing 4 metres south of lamp standard No. D.C 678 and extending overall 66 metres south. Overflow stand for 3 buses in three sections (13 metres, 14 metres and 9 metres) on south side of Otter Road. First two sections commencing 1 metre west of No Entry signpost S4 and extending overall 34.5 metres east; third section commencing level with No Entry signpost S3 and extending 9 metres east.

Buses proceed from Ruislip Road East via Greenford Road, Otter Road and Windmill Lane to stand, departing via Windmill Lane and The Broadway to Ruislip Road East. Set down in Ruislip Road East, at Stop M (BP095 - Clifton Road, Last Stop on LOR: BP095 - Clifton Road) and pick up in Ruislip Road East, at Stop K (2030 - Clifton Road, First Stop on LOR: 2030 - Clifton Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route E1 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:	Greenford Broadway.
OTHER INFORMATION:	Stand 2 is for use only if stand 1 is full. Engines must be switched off on stand. Toilets available 0700-2200 Mondays to Saturdays; 1000-1800 Sundays..

EALING, COURTFIELD GARDENS (from Greenford, Red Lion)

Buses proceed from Drayton Bridge Road via Drayton Green, Sutherland Road, Argyle Road and Courtfield Gardens departing to Drayton Bridge Road. Set down in Drayton Bridge Road, at Stop DH (15795 - Drayton Green, Last Stop on LOR: 15795 - Drayton Green) and pick up in Drayton Bridge Road, at Stop DM (15796 - Drayton Green, First Stop on LOR: 15796 - Drayton Green).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	West Ealing, Sutherland Avenue.

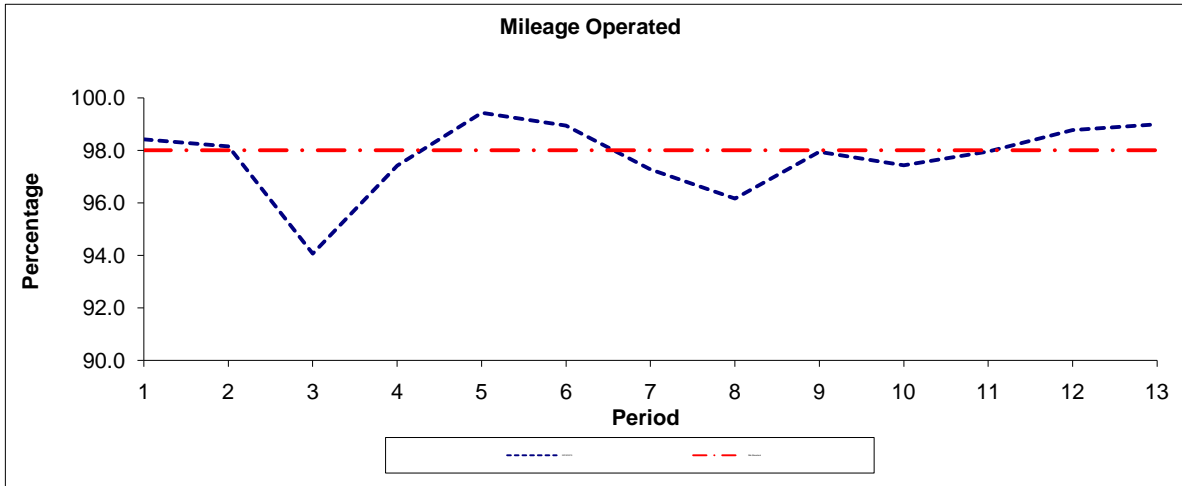
EALING BROADWAY, HAVEN GREEN, STAND D

Public stand for 2 buses prior to Stop D on south side of Haven Green (diagonal) commencing 67 metres west of junction with The Broadway and extending 19 metres east. Buses proceed from Haven Green (Diagonal) direct to stand, departing to Haven Green (Diagonal). Set down in Haven Green (diagonal), at Stop D (35628 - Haven Green / Ealing Broadway Stn <> #, Last Stop on LOR: 35628 - Haven Green / Ealing Broadway Stn <> #) and pick up in Haven Green (diagonal), at Stop D (35628 - Haven Green / Ealing Broadway Stn <> #, First Stop on LOR: 35628 - Haven Green / Ealing Broadway Stn <> #).

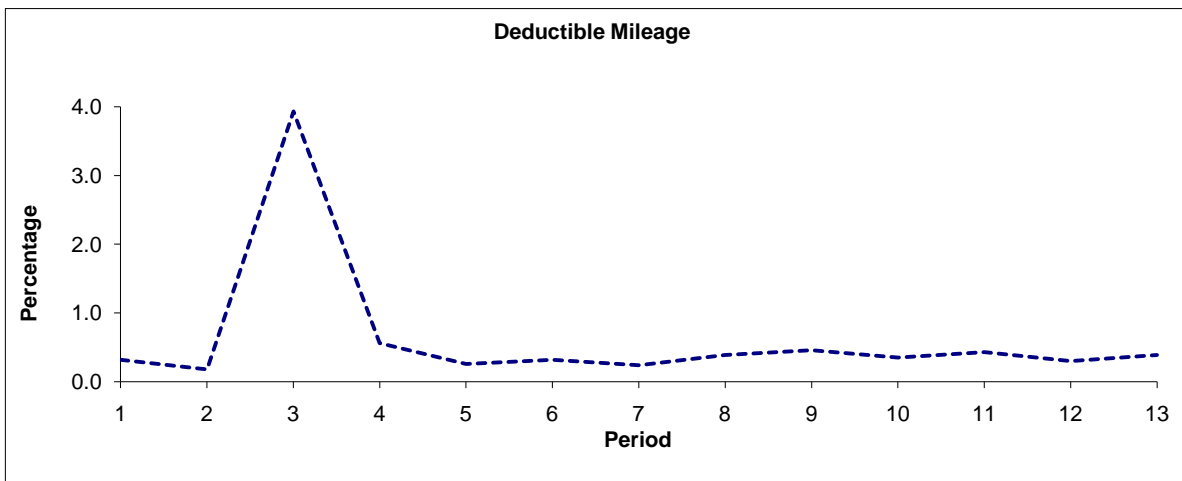
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route E1 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Ealing Broadway.
OTHER INFORMATION:	Toilets available in LUL station daily, 0600-2200.

PART B - PERFORMANCE STATISTICS

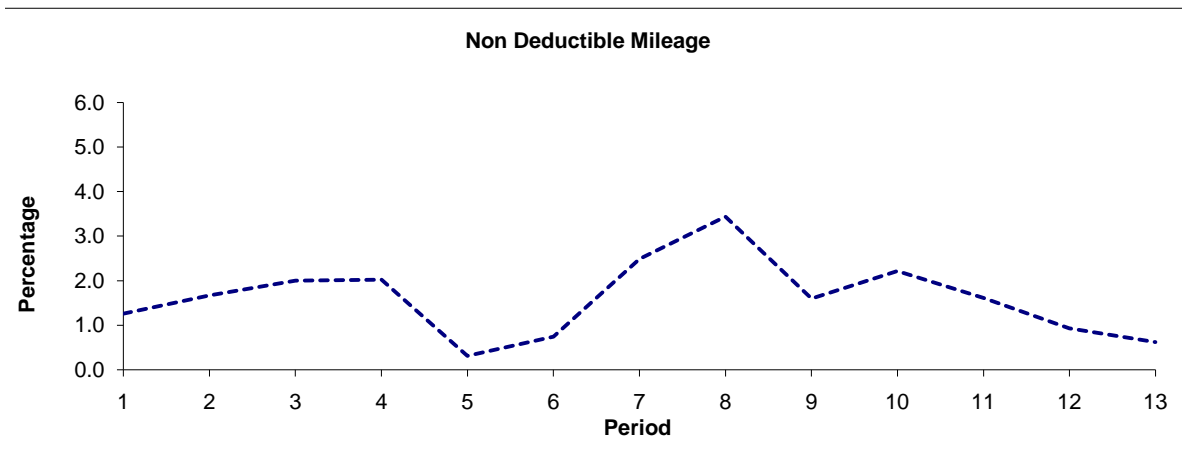
Route E1



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2012/2013	98.42	98.15	94.07	97.42	99.43	98.94	97.27	96.17	97.94	97.43	97.96	98.77	98.99
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
2012/2013	0.32	0.18	3.93	0.56	0.26	0.32	0.24	0.39	0.46	0.35	0.43	0.30	0.39

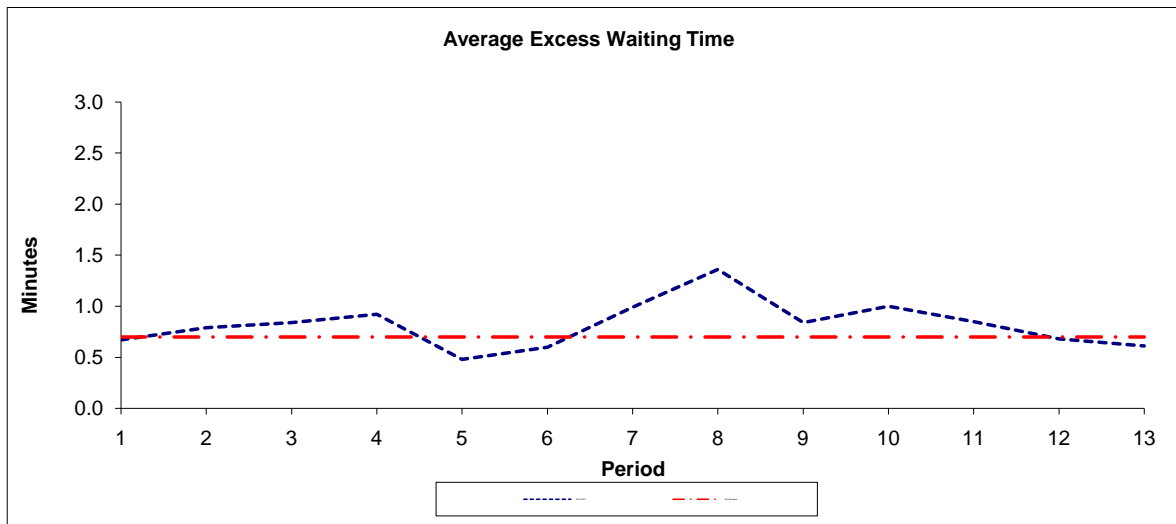


Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2012/2013	1.26	1.67	2.00	2.02	0.31	0.74	2.49	3.44	1.60	2.22	1.61	0.93	0.62

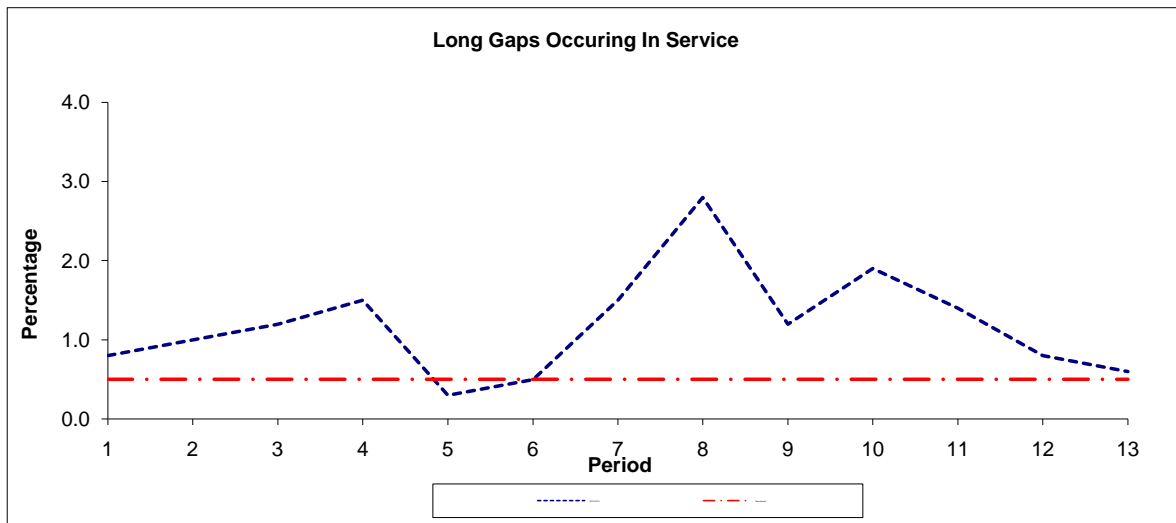
Note : Mileage is based on 4 weeks data
 Performance affected by industrial action in p3 2012/13.

PART B - PERFORMANCE STATISTICS

Route E1



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2012-2013	0.67	0.79	0.84	0.92	0.48	0.60	0.99	1.36	0.84	1.00	0.85	0.68	0.61
Min Standard	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2012-2013	0.80	1.00	1.20	1.50	0.30	0.50	1.50	2.80	1.20	1.90	1.40	0.80	0.60
Benchmark	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50

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

ROUTE E1 - FULL IBUS RESULTS BY TIME OF DAY
QUARTERS 1 to 4 2012/13 (01/04/12 - 31/03/13)

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	13,888.	100.4	6.02	0.23	6.24	84.2	15.6	0.2	0.0	0.1	35
0700 - 1000	28,952.	96.8	4.68	0.60	5.28	89.4	10.3	0.3	0.0	0.5	42
1000 - 1300	26,292.	98.7	5.00	0.50	5.50	88.4	11.3	0.3	0.0	0.4	36
1300 - 1600	27,300.	96.7	4.78	0.91	5.70	86.1	12.9	0.9	0.1	1.3	52
1600 - 1900	35,067.	94.9	3.77	1.49	5.27	87.7	11.2	0.9	0.2	3.3	51
1900 - 2200	21,485.	98.5	6.04	0.67	6.71	75.5	23.3	1.0	0.2	0.6	84
2200 - 2400	11,316.	98.9	7.50	0.50	8.00	65.1	33.4	1.4	0.1	0.1	43
Summary	164,300.	97.4	4.85	0.86	5.70	85.4	13.8	0.7	0.1	1.3	84

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	2,324.	98.9	7.50	0.25	7.75	66.2	33.4	0.4	0.0	0.0	34
0700 - 1000	4,400.	99.5	6.06	0.33	6.39	80.9	18.8	0.3	0.0	0.1	32
1000 - 1300	5,472.	96.1	5.00	0.80	5.80	85.4	13.5	0.8	0.3	1.1	89
1300 - 1600	5,424.	96.0	5.00	1.22	6.22	82.4	15.7	1.3	0.6	1.9	53
1600 - 1900	5,357.	98.1	5.02	0.79	5.81	85.7	13.4	0.7	0.2	0.9	49
1900 - 2200	3,795.	99.6	7.17	0.47	7.64	67.1	31.5	1.1	0.3	0.4	41
2200 - 2400	2,344.	99.4	7.50	0.40	7.90	65.6	33.3	1.0	0.1	0.1	39
Summary	29,116.	97.9	5.57	0.78	6.35	80.6	18.2	0.9	0.3	1.0	89

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	1,208.	99.3	9.58	0.05	9.63	68.2	29.3	2.4	0.2	2.6	28
0700 - 1000	3,758.	99.6	8.45	0.17	8.62	62.5	35.9	1.6	0.0	0.0	42
1000 - 1300	6,048.	99.5	5.15	0.43	5.59	88.6	10.9	0.4	0.2	0.5	44
1300 - 1600	6,318.	99.0	5.00	0.66	5.66	87.1	12.4	0.5	0.0	0.5	58
1600 - 1900	6,130.	98.3	5.20	0.68	5.88	84.2	14.7	0.5	0.5	1.0	66
1900 - 2200	4,149.	99.8	7.48	0.30	7.78	66.2	33.2	0.6	0.0	0.0	44
2200 - 2400	2,832.	100.2	7.50	0.38	7.88	65.7	33.2	1.1	0.0	0.0	32
Summary	30,443.	99.3	5.98	0.49	6.48	79.7	19.4	0.7	0.2	0.5	66

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	17,420.	100.2	6.34	0.22	6.56	81.3	18.3	0.4	0.0	0.2	35
0700 - 1000	37,110.	97.4	4.99	0.56	5.54	87.3	12.3	0.3	0.0	0.4	42
1000 - 1300	37,812.	98.4	5.02	0.54	5.56	87.9	11.6	0.4	0.1	0.5	89
1300 - 1600	39,042.	97.0	4.84	0.93	5.77	85.7	13.3	0.9	0.2	1.3	58
1600 - 1900	46,554.	95.7	4.05	1.34	5.39	87.2	11.7	0.9	0.2	2.9	66
1900 - 2200	29,429.	98.8	6.35	0.60	6.95	73.4	25.4	1.0	0.2	0.5	84
2200 - 2400	16,492.	99.2	7.50	0.47	7.97	65.3	33.3	1.3	0.1	0.1	43
Summary	223,859.	97.7	5.05	0.81	5.86	84.3	14.9	0.7	0.1	1.2	89

Transport for London - Live Mileage List

Route E1
 Service change 30302
 Date 23/02/2013
 Version Detail

Reason for Issue

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
GNFDRL	2030	Clifton Road		
	15346	Brentside High School	687	0.43
	14091	Kennedy Road	196	0.12
	14089	Bordars Road	332	0.21
	11465	Hall Drive	321	0.20
GNFDDB	15347	Drayton Bridge Road	453	0.28
	15793	Browning Avenue	444	0.28
	15795	Drayton Green	420	0.26
	15798	Argyle Road	440	0.27
	15799	The Avenue	375	0.23
GDRDSL	15802	St Leonard's Road	317	0.20
	18274	Longfield Avenue	284	0.18
	15803	Haven Green	334	0.21
EALBHG	35628	Haven Green / Ealing Broadway Stn	542	0.34
Total Route Mileage - Out Direction			5145	3.20
			5145	3.20



BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
EALBHG	35628	Haven Green / Ealing Broadway Stn		
	BP046	Eaton Rise	310	0.19
	18273	Longfield Avenue	333	0.21
GDRDSL	15801	St Leonard's Road	301	0.19
	15800	The Avenue	379	0.24
	15797	Argyle Road	399	0.25
	15796	Drayton Green	443	0.28
	15794	Browning Avenue	413	0.26
GNFDDB	15348	Drayton Bridge Road	429	0.27
	11466	Hall Drive	380	0.24
	14088	Gifford Gardens	463	0.29
	14090	Kennedy Road	186	0.12
	15345	Brentside High School	203	0.13
GNFDRL	BP095	Clifton Road	677	0.42
Total Route Mileage - Back Direction			4916	3.05
			4916	3.05