

7. Service Specification

Route: N550

QC41901

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	Trafalgar Square to Canning Town Bus Station
Contract Basis	Incentivised
Commencement Date	31 st August 2013
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	10.6 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	No
Sponsored Route	No
Departing on Time	No less than 82.00%
Advertising Rights	Operator
Minimum Operated Mileage Standard	No less than 99.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 9th July 2012

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

Performance and Threshold measurement:

It is anticipated that sufficient QSI surveys for Performance and Threshold measurement will be available at or shortly after the commencement of the new contract for Route No. N550. When they are available, full incentive provisions will be introduced from the start of the next payment quarter using the Departing on Time standard above. However, until sufficient QSI surveys are available the contract will operate without QIC payments or deductions, nor will the extension threshold be available.

Proposed Changes:

At this time, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. N550.

- From 30th June 2012, the section of Waterloo Place between the junctions of Charles II Street and Pall Mall will be made two way. In addition, the stand at Waterloo Place will be relocated to Charles II Street (east of the current stand for Route No. 94). As a result of the relocation of the stand, buses will no longer be able to pick up in Haymarket at stop R (stop number 29867) and will pick up in Cockspur Street at stop B (stop number BP3509) which is currently the second stop. **Please see section 4 for a full list of streets traversed and standing arrangements. This re-routing is subject to a satisfactory route test.**
- Please note, also from 30th June 2012, frequencies on Route No. N15 are increased from every 15 minutes to every 10 minutes. This change is associated with Route Nos. N550 & N551.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. N550.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) NIGHTLY

Trafalgar Square, Haymarket to Canning Town Bus Station	Canning Town Bus Station to Trafalgar Square, Cockspur Street
First departure no later than 0020.	First departure no later than 2350.
0015 - 0525 Every 30 minutes	2345 - 0555 Every 30 minutes
Last departure no earlier than 0520.	Last departure no earlier than 0550.

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. N550 should be separated, where possible, from Route No. 135 between Aldgate Station and Island Gardens, Westferry Road, East Ferry Road.
- 4.2) Route No. N550 should be separated, where possible, from Route No. N15 between Aldgate Station and Limehouse, Burdett Road.
- 4.3) Route No. N550 should be separated, where possible, from Route No. D7 between Limehouse, Burdett Road and Poplar, All Saints Station.
- 4.4) Route No. N550 should be separated, where possible, from Route No. D3 between Limehouse Station and Millwall Dock Bridge.
- 4.5) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following locations: Blackfriars LU & Rail Station, Bank LU Station, Aldgate LU Station, Canary Wharf Station, and Canning Town LU & DLR Station.
- 4.6) Route No. N550 can suffer unpredictable traffic delays in the Trafalgar Square and Bank areas.
- 4.7) As a result of a higher number of passengers at Trafalgar Square, loading time may be longer.
- 4.8) The Millennium Quarter is the area of the Isle of Dogs around South Quay DLR Station. Developers propose construction of large scale office and some residential accommodation, effectively extending the Canary Wharf business district southwards. These developments will have a significant impact on travel patterns in the area.
- 4.9) 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. N550 and it is anticipated that some passenger demand for Route No. N550 may shift to this line when it opens. Route No. N550 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 N550: Trafalgar Square - Canning Town Station

Date of Structural Change: 31 August 2013.

Date of Service Change: 31 August 2013.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Canning Town Station: Cockspur Street, Trafalgar Square (South Side), Northumberland Avenue, Victoria Embankment, Queen Victoria Street, Mansion House Street, Cornhill, Leadenhall Street, Aldgate, Houndsditch, St Botolph Street, Middlesex Street, Whitechapel High Street, Commercial Road, West India Dock Road, Westferry Road, Westferry Circus (Upper Level), West India Avenue, Cabot Square, The North Colonnade, Canada Square, Upper Bank Street, Bank Street, Heron Quay, Westferry Road, Manchester Road, Preston's Road, Poplar High Street, Bazely Street, East India Dock Road, Canning Town Roundabout, Canning Town Bus Station.

Towards Trafalgar Square: Canning Town Bus Station, Silvertown Way, Canning Town Roundabout, East India Dock Road, Newby Place, Poplar High Street, Preston's Road, Manchester Road, Westferry Road, Heron Quay, Bank Street, Upper Bank Street, Canada Square, The South Colonnade, Cabot Square, West India Avenue, Westferry Circus (Upper Level), Westferry Road, Trinidad Street, Salter Street, West India Dock Road, Commercial Road, Whitechapel High Street, Aldgate High Street, Aldgate, Leadenhall Street, Cornhill, Mansion House Street, Queen Victoria Street, Victoria Embankment, Northumberland Avenue, Charing Cross, Trafalgar Square (South Side), Cockspur Street.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

PICCADILLY CIRCUS, CHARLES II STREET

Public stand for two buses on south side of Charles II Street, commencing 4 metres east of the eastern kerbline of Lower Regent Street and extending 27 metres east.

Buses proceed from Cockspur Street via Pall Mall, Waterloo Place, Regent Street, Piccadilly Circus, Haymarket and Charles II Street to stand, departing via Charles II Street, Waterloo Place and Pall Mall to Cockspur Street. Set down in Cockspur Street, at Stop S (BP3507 - Trafalgar Square, Last Stop on LOR: BP3507 - Trafalgar Square) and pick up in Cockspur Street, at Stop B (BP3509 - Trafalgar Square, First Stop on LOR: BP3509 - Trafalgar Square).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route N550 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:	Trafalgar Square.

CANNON STREET (from CANNING TOWN STATION)

Buses proceed from Queen Victoria Street via Friday Street and Cannon Street departing to Queen Victoria Street. Set down in Queen Victoria Street, at Stop MS (35423 - Mansion House Station <>, Last Stop on LOR: 35423 - Mansion House Station <>) and pick up in Queen Victoria Street, at stop MD (4770 - Bank Station <> / Queen Victoria Street, First Stop on LOR: 4770 - Bank Station <> / Queen Victoria Street).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Cannon Street.

ALDGATE BUS STATION

Private stand for 16 buses in marked bays in Aldgate Bus Station on south side of Aldgate High Street.

From Canning Town Station.

Buses proceed from Aldgate High Street via Minories and Aldgate Bus Station to stand, departing via Aldgate Bus Station, Aldgate High Street and Houndsditch to St Botolph Street. Set down in Aldgate High Street, at Stop N (8549 - Aldgate Station <>, Last Stop on LOR: 8549 - Aldgate Station <>) and pick up in St Botolph Street, at Stop B (34190 - St Botolph Street, First Stop on LOR: 34190 - St Botolph Street).

From Trafalgar Square.

Buses proceed from St Botolph Street via Middlesex Street, Aldgate High Street, Minories and Aldgate Bus Station to stand, departing via Aldgate Bus Station to Aldgate High Street. Set down in St Botolph Street, at Stop B (34190 - St Botolph Street, Last Stop on LOR: 34190 - St Botolph Street) and pick up in Aldgate High Street, at Stop N (8549 - Aldgate Station <>, First Stop on LOR: 8549 - Aldgate 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:	Aldgate.

LIMEHOUSE, BURDETT ROAD

Private stand for two buses in bus station at the junction of East India Dock Road and Burdett Road, commencing 20 metres east of eastern kerblines of Burdett Road and extending 30 metres south.

From Canning Town Station.

Buses proceed from West India Dock Road via Burdett Road, East India Dock Road, Burdett Road, Commercial Road, East India Dock Road and Limehouse Bus Station to stand, departing via Limehouse Bus Station and Burdett Road to West India Dock Road. Set down in West India Dock Road, at Stop WM (BP107 - Limehouse Police Station, Last Stop on LOR: BP107 - Limehouse Police Station) and pick up in West India Dock Road, at Stop WU (36875 - Limehouse Police Station, First Stop on LOR: 36875 - Limehouse Police Station).

From Trafalgar Square.

Buses proceed from Commercial Road via East India Dock Road and Limehouse Bus Station to stand, departing via Limehouse Bus Station and Burdett Road to Commercial Road. Set down in Commercial Road, at Stop LE (887 - Burdett Road, Last Stop on LOR: 887 - Burdett Road) and pick up in Commercial Road, at Stop LH (1689 - Limehouse Town Hall, First Stop on LOR: 1689 - Limehouse 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:	Limehouse, Burdett Road.

POPLAR, ALL SAINTS STATION (from Trafalgar Square)

Public stand for 2 buses on west side of Bazely Street commencing approximately 40 metres south of East India Dock Road and extending 20 metres south.

Buses proceed from Bazely Street direct to stand, departing via Bazely Street and East India Dock Road to Newby Place. Set down in Bazely Street, at Stop Z (BP782 - Poplar / All Saints Church, Last Stop on LOR: 35297 - Poplar / All Saints Church) and pick up in Newby Place, at Stop G (34215 - Poplar / All Saints Church, First Stop on LOR: 34215 - Poplar / All Saints Church).

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:	Poplar, All Saints.

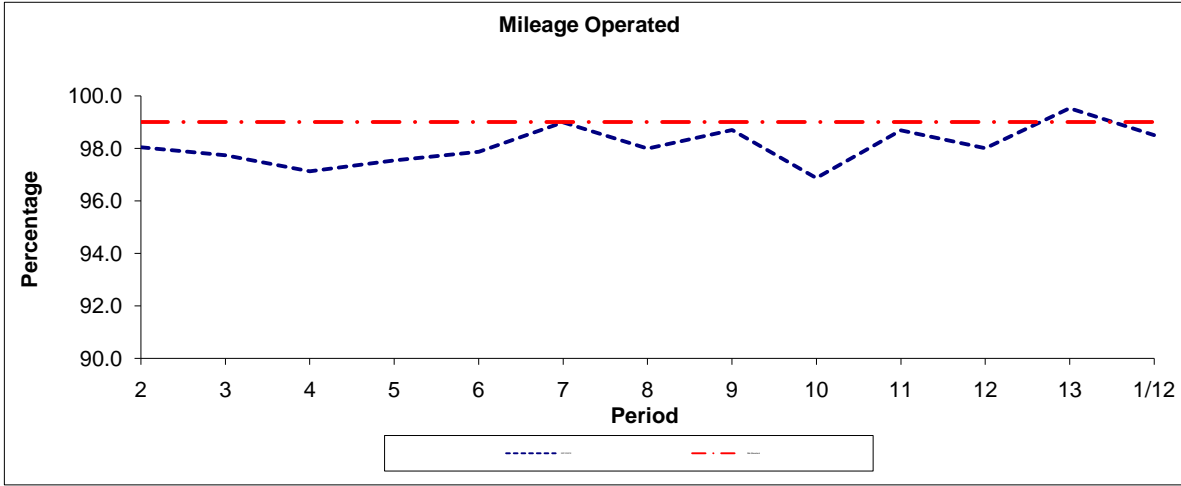
CANNING TOWN BUS STATION, STAND W1

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 C (BP2279 - Canning Town Bus Station, First Stop on LOR: BP2279 - Canning Town Bus Station).

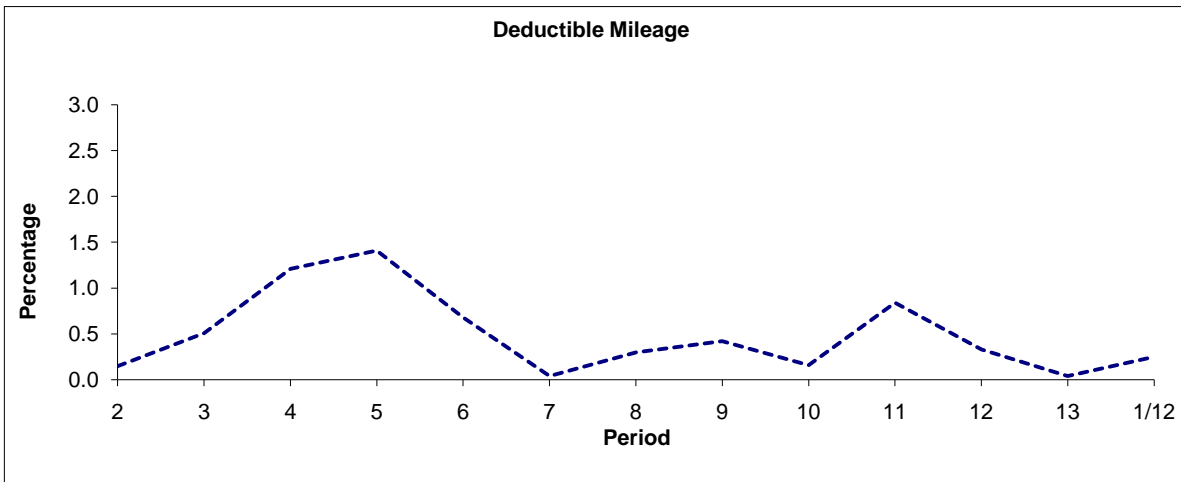
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route N550 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Canning Town.

PART B - PERFORMANCE STATISTICS

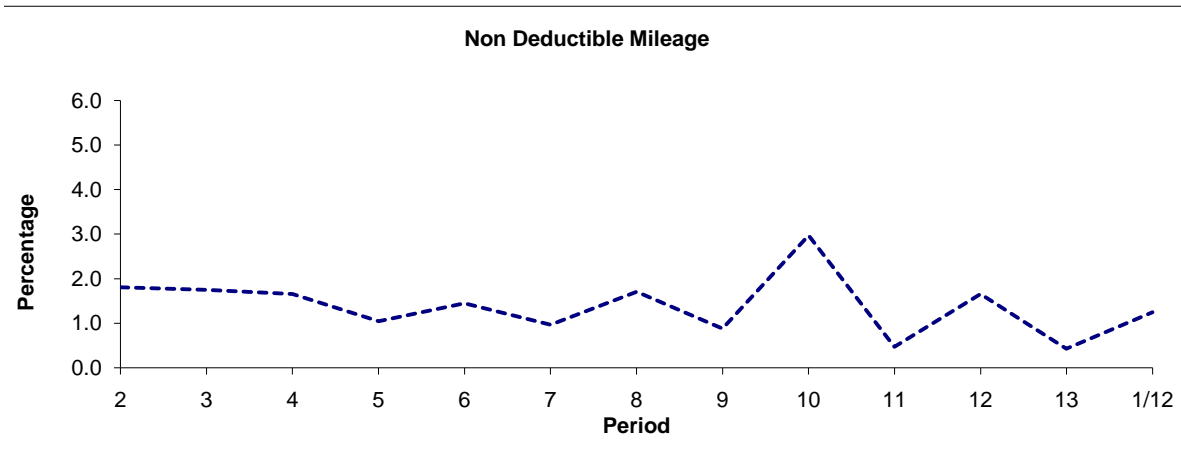
Route N550



Period	2	3	4	5	6	7	8	9	10	11	12	13	1/12
2011/2012	98.04	97.74	97.13	97.54	97.87	98.99	97.99	98.70	96.87	98.69	98.01	99.53	98.50
Min Standard	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00



Period	2	3	4	5	6	7	8	9	10	11	12	13	1/12
2011/2012	0.15	0.51	1.21	1.41	0.68	0.04	0.30	0.42	0.16	0.84	0.33	0.04	0.25

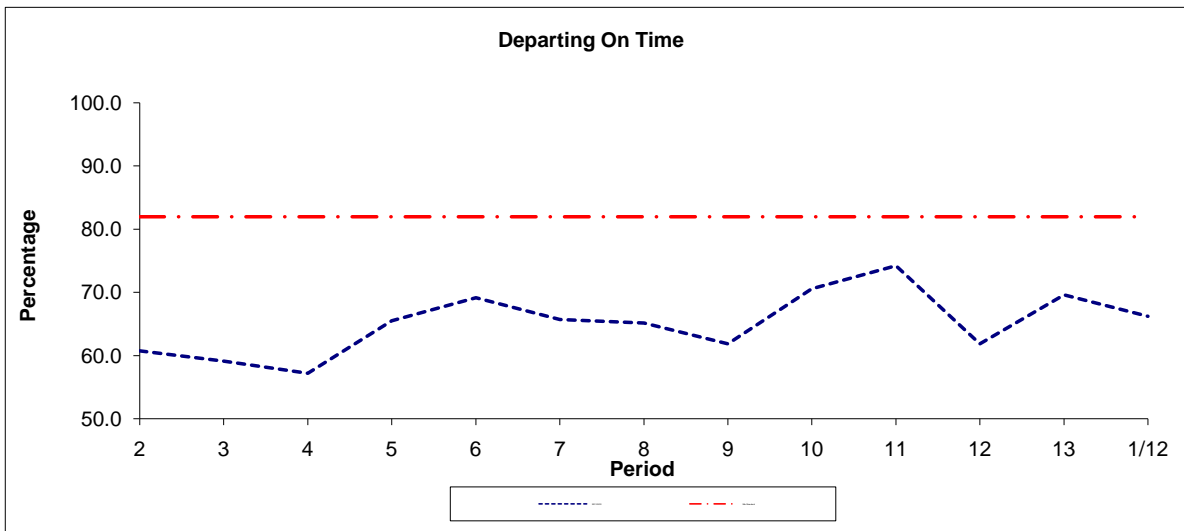


Period	2	3	4	5	6	7	8	9	10	11	12	13	1/12
2011/2012	1.81	1.75	1.66	1.05	1.45	0.97	1.71	0.88	2.97	0.47	1.66	0.43	1.25

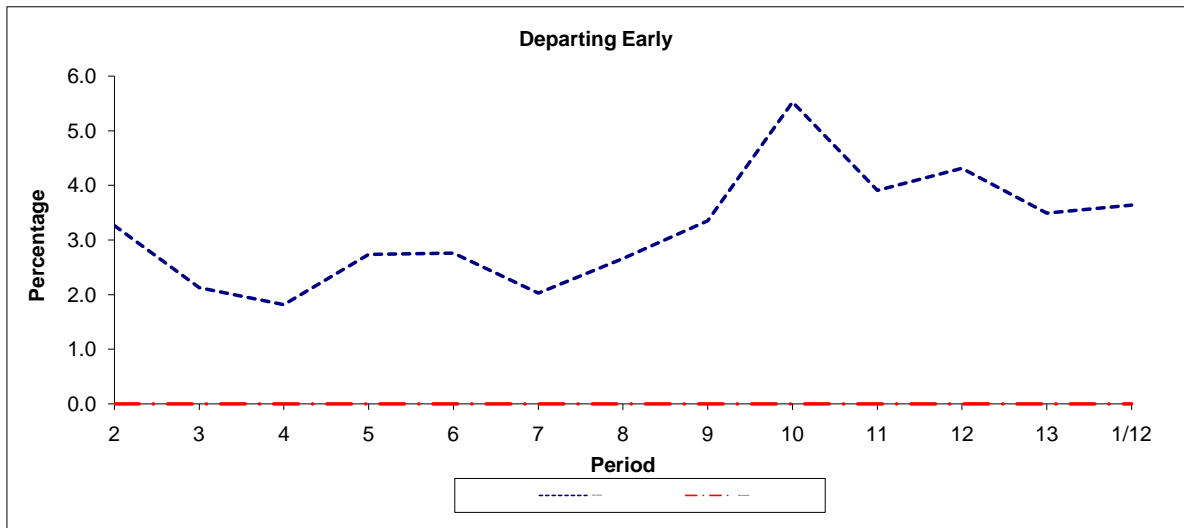
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route N550



Period	2	3	4	5	6	7	8	9	10	11	12	13	1/12
2011/2012	60.7	59.1	57.2	65.5	69.2	65.7	65.1	61.9	70.6	74.2	61.9	69.6	66.2
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	2	3	4	5	6	7	8	9	10	11	12	13	1/12
2011/2012	3.3	2.1	1.8	2.7	2.8	2.0	2.7	3.4	5.5	3.9	4.3	3.5	3.6
Benchmark	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

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

ROUTE N550 - FULL iBUS RESULTS BY TIME OF DAY

QUARTERS 1 to 4 2011/12 (01/04/11 - 31/03/12)

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 (%)
0000 - 0500	65,433.	98.7	98.2	75.1	2.3	2.5	20.1
Summary	65,433.	98.7	98.2	75.1	2.3	2.5	20.1

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 (%)
0000 - 0500	12,980.	96.5	91.8	56.5	8.8	4.7	30.0
Summary	12,980.	96.5	91.8	56.5	8.8	4.7	30.0

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 (%)
0000 - 0500	14,552.	93.3	88.1	49.6	13.3	3.1	34.0
Summary	14,552.	93.3	88.1	49.6	13.3	3.1	34.0

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 (%)
0000 - 0500	92,965.	97.5	95.7	64.7	6.5	3.1	25.7
Summary	92,965.	97.5	95.7	64.7	6.5	3.1	25.7

Transport for London - QSI Points and Mileage

Route N550
 Service change 31165
 Date 30/06/2012

Reason for Issue

Locations shaded in blue denote QSI points under Full iBus

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
TFSQCS	BP3509	Trafalgar Square		
	BP2845	Trafalgar Square	197	0.12
EMBKSN	25774	Embankment Station	403	0.25
	26778	Savoy Street	264	0.16
	25490	Temple Station	486	0.30
	25488	Temple Avenue	269	0.17
BFRSSN	BP2846	Blackfriars Station	495	0.31
	BP4338	Millennium Bridge	243	0.15
BANKSNQ	4770	Bank Station / Queen Victoria Street	543	0.34
	8558	Bank Station / Cornhill	300	0.19
	8560	Bishopsgate	182	0.11
	8578	St Mary Axe	202	0.13
	35484	St Katharine Cree	233	0.14
ALDGSN	34190	St Botolph Street	362	0.22
	33431	Aldgate East Station	153	0.10
	1858	London Metropolitan University	510	0.32
CMRDNR	4824	New Road	276	0.17
	1864	Watney Market	464	0.29
	882	St Mary & St Michael Church	263	0.16
	1866	Arbour Square	315	0.20
	884	Stepney Methodist Church	231	0.14
LIMESN	886	Limehouse Station	335	0.21
	1868	Lowell Street	379	0.24
	1869	Salmon Lane	139	0.09
LIMEBR	887	Burdett Road	197	0.12
	36875	Limehouse Police Station	232	0.14
	15128	Westferry Station	345	0.21
	LE186	Cabot Square	495	0.31
CNWFSN	R0315	Canary Wharf Station	295	0.18
	BP3588	Canada Square North	214	0.13
	BP4195	Canary Wharf Station	472	0.29
	15130	Marsh Wall / Heron Quay	532	0.33
WFRYCS	3200	Cuba Street	197	0.12
	15132	Barkantine Clinic / Hutchings Street	269	0.17
	15134	Sir John Mcdougal Gardens	257	0.16
MILLDB	13418	Arnhem Wharf Primary School	264	0.16
	15136	Crews Street	240	0.15
	15138	St Edmund's School	231	0.14
	15140	Harbinger School	232	0.14
	16353	Maconochies Road	167	0.10
IGNSWE	15142	East Ferry Road	326	0.20
IGNSSN	BP1802	Island Gardens Station	312	0.19
	15144	George Green's School	156	0.10
	15162	Isle Of Dogs Police Station	278	0.17
	15161	Pier Street	250	0.16
	1684	Cubitt Town School	297	0.18
	15158	St John's Park	340	0.21
	15156	Marsh Wall	144	0.09
	BP1187	The Blue Bridge	336	0.21
	15154	Coldharbour	270	0.17
	15150	Aspen Way	231	0.14
	BP5409	Poplar High Street / Blackwall	396	0.25
POPRAS	35297	Poplar / All Saints Church	283	0.18
	13517	Brunswick Road	425	0.26
	27683	Nutmeg Lane	149	0.09
	876	Abbott Road	203	0.13
CANNBS	BP2284	Canning Town Station	1016	0.63
Total Route Mileage - Out Direction			17295	10.75
			17295	10.75

Revised Stand Arrangements At Piccadilly
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BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CANNBS	BP2279	Canning Town Bus Station		
	875	Abbott Road	872	0.54
	BP1351	Blackwall Tunnel	503	0.31
POPRAS	34215	Poplar / All Saints Church	353	0.22
	34214	Poplar High Street / Blackwall	323	0.20
	R0313	Aspen Way	483	0.30
	BP167	Coldharbour	292	0.18
	15157	Marsh Wall	507	0.32
	15159	St John's Park	251	0.16
	15160	Cubitt Town School	293	0.18
	16349	Pier Street	264	0.16
	16348	Isle Of Dogs Police Station	335	0.21
IGNSSN	16347	Island Gardens Station	300	0.19
	15143	East Ferry Road	212	0.13
IGNSWC	15141	Langbourne Place	322	0.20
	15139	Harbinger School	331	0.21
	15137	St Edmund's School	304	0.19
	15135	Crews Street	199	0.12
MILLDB	559	Arnhem Wharf Primary School	220	0.14
	15133	Sir John Mcdougal Gardens	249	0.15
	15131	Barkantine Clinic / Hutchings Street	136	0.08
WFRYBS	3201	Byng Street	225	0.14
	15129	Marsh Wall / Heron Quay	221	0.14
	BP4194	Canary Wharf Station	778	0.48
	R0314	Canada Square South	329	0.20
CNWFSN	BP2355	Canary Wharf Station	118	0.07
	LE190	Columbus Courtyard	346	0.21
	LE193	Westferry Circus	148	0.09
	BP1231	Westferry Station	454	0.28
	BP638	Salter Street	108	0.07
LIMEBR	BP107	Limehouse Police Station	159	0.10
	1689	Limehouse Town Hall	282	0.18
	1867	Lowell Street	222	0.14
LIMESN	BP081	Limehouse Station	426	0.26
	885	Stepney Methodist Church	218	0.14
	1865	Marion Richardson School	179	0.11
	881	Exmouth Estate	244	0.15
	879	St Mary & St Michael Church	236	0.15
	1863	Watney Market	314	0.20
CMRDNR	877	New Road	272	0.17
	20401	London Metropolitan University	296	0.18
	BP5244	Aldgate East Station	621	0.39
ALDGSN	8549	Aldgate Station	199	0.12
	8579	St Katharine Cree	252	0.16
	8577	St Mary Axe	244	0.15
	8559	Bank Station / Cornhill	352	0.22
BANKSNQ	8596	Bank Station / Queen Victoria Street	242	0.15
	35423	Mansion House Station	270	0.17
	BP4339	Millennium Bridge	235	0.15
BFRSSN	BP2847	Blackfriars Station	341	0.21
	25489	Temple Avenue	571	0.35
	26779	Temple Station	272	0.17
EMBKSN	BP2848	Embankment Station	675	0.42
TFSQNA	37639	Trafalgar Square	438	0.27
TFSQCS	BP3507	Trafalgar Square	205	0.13
Total Route Mileage - Back Direction			17241	10.71
			17241	10.71