

## 7. Service Specification

Route: W10

Contract Reference: QC51103

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>	Crews Hill, Rosewood Drive and Enfield Town
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	<b>6<sup>th</sup> February 2016</b>
<b>Vehicle Type</b>	45 capacity, single door, single deck, minimum 8.9m long
<b>Current Maximum Approved Dimensions</b>	8.5 metres long and 2.44 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 23<sup>rd</sup> March 2015

*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. W10.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. W10.

### **Hail & Ride Operation:**

Hail and ride operation, with buses stopping wherever it is safe to set down and pick up passengers, applies on the following sections of Route No. W10:

**Towards Enfield Town:** Golf Ride, Beech Avenue, Ash Ride, Rosewood Drive, Theobalds Park Road, Clay Hill, Clay Hill

**Towards Crews Hill, Rosewood Drive:** Clay Hill, Theobalds Park Road, Rosewood Drive, Ash Ride, Cypress Avenue, Golf Ride

**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

Crews Hill, Rosewood Drive to Enfield Town, Cecil Road		Enfield Town, Market Place to Crews Hill, Rosewood Drive			
First departure no later than 1105.		First departure no later than 1150.			
1100 - 1410	Every 60 minutes	1145 - 1455	Every 60 minutes		
Last departure no earlier than 1405.		Last departure no earlier than 1450.			
<b>Pinchpoints</b>					
Forty Hill Roundabout	1110 - 1410	60 minutes	Forty Hill Roundabout	1200 - 1500	60 minutes

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

Crews Hill, Rosewood Drive to Enfield Town, Cecil Road		Enfield Town, Market Place to Crews Hill, Rosewood Drive			
First departure no later than 1005.		First departure no later than 1050.			
1000 - 1610	Every 60 minutes	1045 - 1655	Every 60 minutes		
Last departure no earlier than 1605.		Last departure no earlier than 1650.			
<b>Pinchpoints</b>					
Forty Hill Roundabout	1115 - 1415	60 minutes	Forty Hill Roundabout	1200 - 1500	60 minutes

### 4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. W10 can suffer from unpredictable traffic delays in the Enfield Town Station area.
- 4.2) Options are being explored to stand Route No. W10 at a terminus closer to Crews Hill Station

### 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 W10: Crews Hill, Rosewood Drive - Enfield Town

**Date of Structural Change:** 6 February 2016.

**Date of Service Change:** 6 February 2016.

**Reason for Issue:** New Tender.

### **STREETS TRAVERSED**

**Towards Enfield Town:** Golf Ride, Beech Avenue, Ash Ride, Rosewood Drive, Theobalds Park Road, Clay Hill, Myddelton Avenue, Carterhatch Lane, Circumnavigate Roundabout At Junction Of Linwood Crescent, Carterhatch Lane, Willow Road, Southbury Road, Genotin Road, Cecil Road.

**Towards Crews Hill, Rosewood Drive:** Church Street, The Town, Southbury Road, Willow Road, Carterhatch Lane, Myddelton Avenue, Clay Hill, Theobalds Park Road, Rosewood Drive, Ash Ride, Cypress Avenue, Golf Ride.

### **AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS**

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

### **CREWS HILL, ROSEWOOD DRIVE (from ENFIELD TOWN)**

Buses proceed from Golf Ride departing to Golf Ride. Set down in Golf Ride (OC985 - Golf Ride, Last Stop on LOR: OC985 - Golf Ride) and pick up in Golf Ride (OC985 - Golf Ride, First Stop on LOR: OC985 - Golf Ride).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**

BLIND DISPLAY: Crews Hill.

## **ENFIELD TOWN, CECIL ROAD**

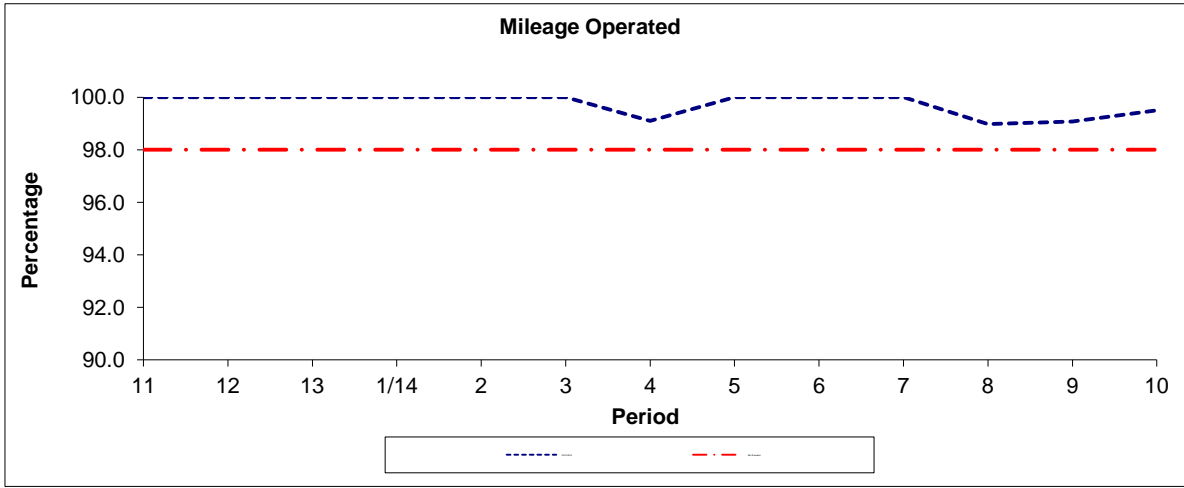
Public stand for 1 bus on south side of Cecil Road opposite Enfield Baptist Church commencing 10 metres west of entrance to Cecil Road Car Park and extending 9.5 metres east.

Buses proceed from Cecil Road direct to stand, departing via Cecil Road to Church Street. Set down in Cecil Road, at Stop S (33968 - Enfield Town / Cecil Road, Last Stop on LOR: 33968 - Enfield Town / Cecil Road) and pick up in Church Street, at Stop C (35678 - Enfield Town / Church Street, First Stop on LOR: 35678 - Enfield Town / Church Street).

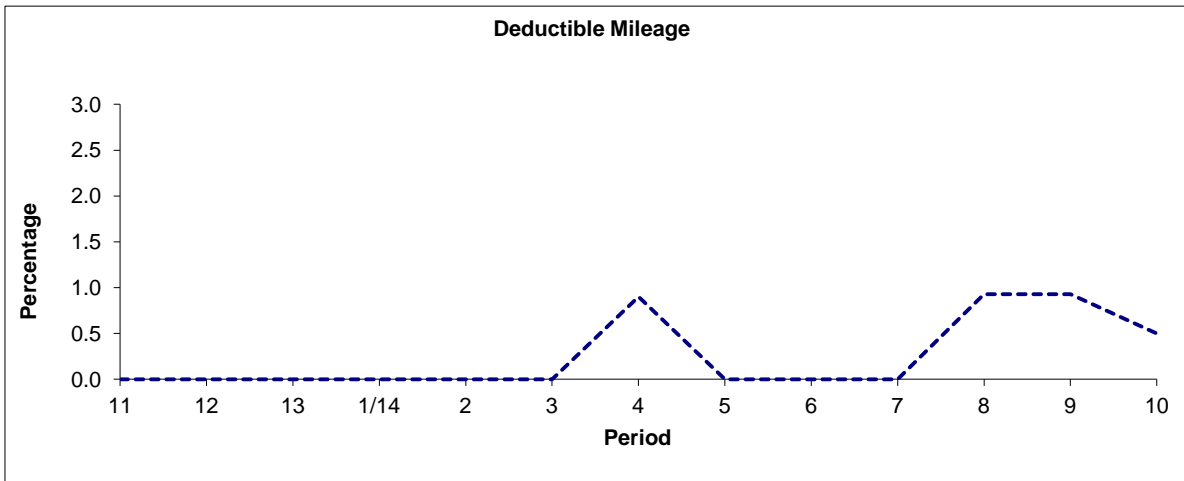
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route W10 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Enfield Town, Cecil Road.

**PART B - PERFORMANCE STATISTICS**

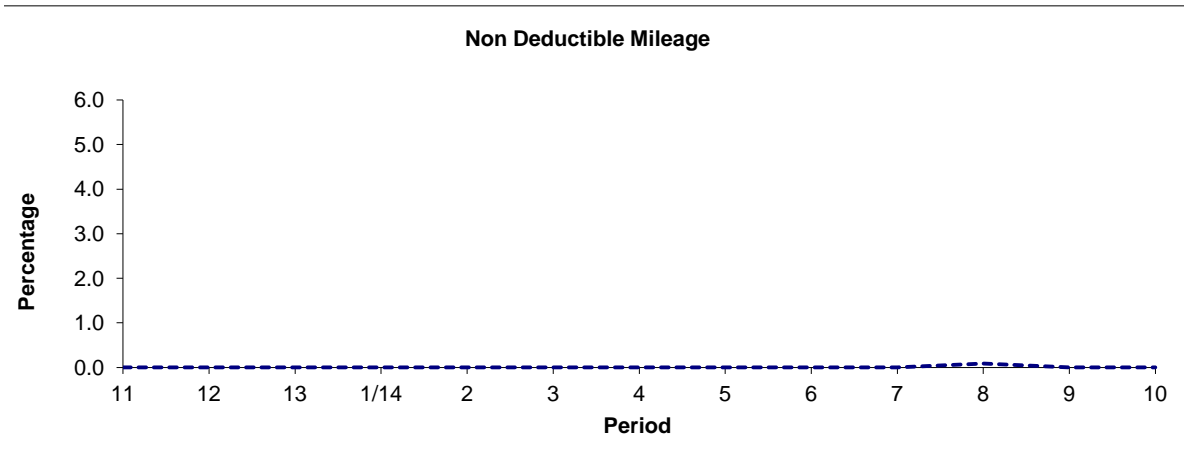
**Route W10**



Period	11	12	13	1/14	2	3	4	5	6	7	8	9	10
2013/2014	100.00	100.00	100.00	100.00	100.00	100.00	99.10	100.00	100.00	100.00	98.98	99.07	99.50
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	11	12	13	1/14	2	3	4	5	6	7	8	9	10
2013/2014	0.00	0.00	0.00	0.00	0.00	0.00	0.90	0.00	0.00	0.00	0.93	0.93	0.50

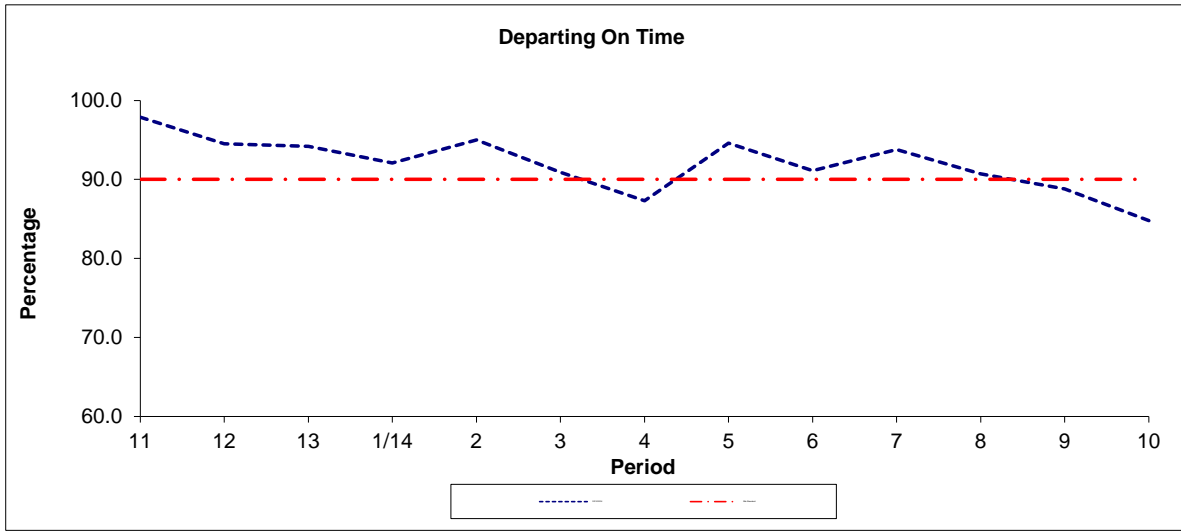


Period	11	12	13	1/14	2	3	4	5	6	7	8	9	10
2013/2014	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.09	0.00	0.00

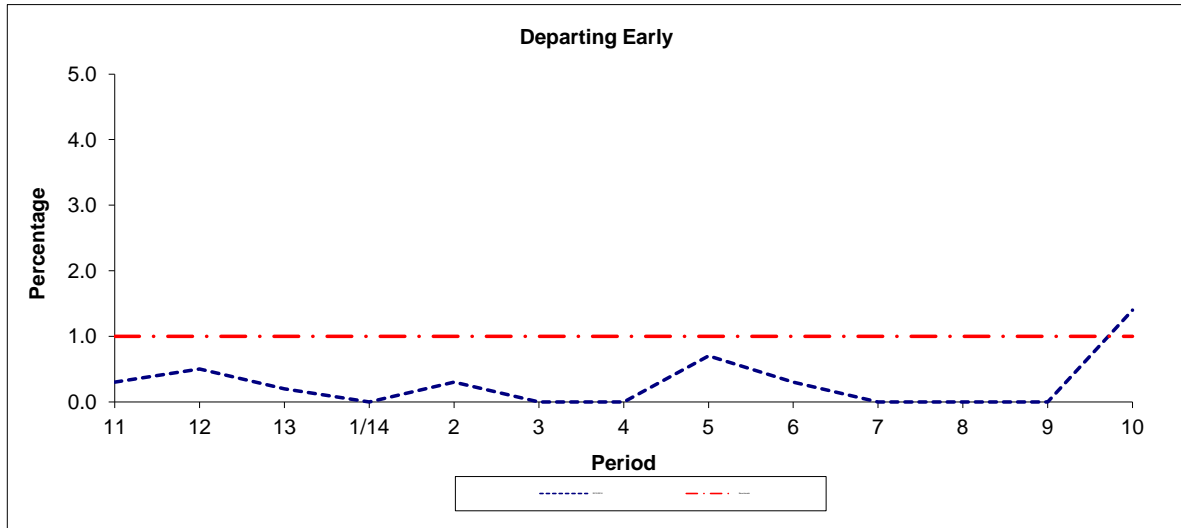
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route W10**



Period	11	12	13	1/14	2	3	4	5	6	7	8	9	10
2013/2014	97.9	94.5	94.2	92.1	95.0	90.9	87.3	94.6	91.1	93.8	90.7	88.8	84.8
Min Standard	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0



Period	11	12	13	1/14	2	3	4	5	6	7	8	9	10
2013/2014	0.3	0.5	0.2	0.0	0.3	0.0	0.0	0.7	0.3	0.0	0.0	0.0	1.4
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 W10 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 4 13/14 TO QUARTER 3 14/15 (04/01/14 - 02/01/15)**

**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 (%)
1000 - 1300	1,971.	95.1	99.4	94.1	0.6	0.1	5.2
1300 - 1600	1,980.	104.3	99.7	91.4	0.2	0.2	8.1
1600 - 1900	4.	125.0	100.0	100.0	0.0	0.0	0.0
<b>Summary</b>	<b>3,955.</b>	<b>99.7</b>	<b>99.6</b>	<b>92.7</b>	<b>0.4</b>	<b>0.2</b>	<b>6.7</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 (%)
1000 - 1300	560.	101.4	99.1	90.7	0.9	1.1	7.3
1300 - 1600	660.	94.5	99.5	88.9	0.5	0.1	10.4
1600 - 1900	202.	111.9	99.5	92.6	0.5	0.0	6.9
<b>Summary</b>	<b>1,422.</b>	<b>99.7</b>	<b>99.4</b>	<b>90.1</b>	<b>0.7</b>	<b>0.5</b>	<b>8.7</b>

**GOOD FRIDAY (NO SUNDAY SERVICE)**

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 (%)
1000 - 1300	11.	109.1	100.0	100.0	0.0	0.0	0.0
1300 - 1600	13.	92.3	100.0	100.0	0.0	0.0	0.0
1600 - 1900	4.	100.0	100.0	100.0	0.0	0.0	0.0
<b>Summary</b>	<b>28.</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</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 (%)
1000 - 1300	2,542.	96.5	99.3	93.3	0.7	0.3	5.7
1300 - 1600	2,653.	101.8	99.7	90.9	0.3	0.2	8.6
1600 - 1900	210.	111.9	99.5	93.0	0.5	0.0	6.5
<b>Summary</b>	<b>5,405.</b>	<b>99.7</b>	<b>99.5</b>	<b>92.0</b>	<b>0.5</b>	<b>0.3</b>	<b>7.2</b>

5,405.

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

Route W10  
 Service change 23122  
 Date 25 November 2009

**TRANCHE 511**

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CRWHRD H	CRWHRD H	Crews Hill, Rosewood Drive, Hesitation Point		
CRWHRD	OC985	Golf Ride	0	0.00
	H0745	Sander's Corner	858	0.53
	H0747	Browning Road	1463	0.91
	HC44	Hail & Ride Section	561	0.35
FRTHRA	34363	Forty Hill	351	0.22
	34341	Willow Road	395	0.25
	34364	Ladysmith Road	519	0.32
	R0436	Ladysmith Road	228	0.14
	34342	Willow Road	356	0.22
ENTNSN	20414	Enfield Town Station	1667	1.04
ENTNCR	33968	Enfield Town / Cecil Road	499	0.31
CECIL ROAD/SY	ENTNCR S	ENFIELD TOWN, CECIL ROAD	0	0.00

<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>	6897 metres	4.29 miles
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BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ENTNCR S	ENTNCR S	ENFIELD TOWN, CECIL ROAD		
ENTNMP	35678	Enfield Town / Church Street	0	0.00
ENTNSN	31461	Enfield Town Station	417	0.26
FRTHRA	34365	Forty Hill	1890	1.17
	H0746	St John's School	1907	1.18
	HC45	Hail & Ride Section	1093	0.68
CRWHRD	OC985	Golf Ride	318	0.20
	CRWHRD H	Crews Hill, Rosewood Drive, Hesitation Point	0	0.00

<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>	5625 metres	3.50 miles
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