

7. Service Specification

Route: W11

Contract Reference: QC55501

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	Chingford Hall Estate and Walthamstow Central Station
Contract Basis	Incentivised
Commencement Date	4 th March 2017
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	Average Excess Wait Time - No more than 0.90 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.85 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 11th April 2016

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. W11.

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 Chingford Hall Estate, Route No. W11 is re-routed from Forest Road via Blackhorse Road, St. James Street and South Grove to Selborne Road to rejoin normal line of routeing.
- Ex Walthamstow Central Station, Route No. W11 is re-routed from Selborne Road, via South Grove, St. James Street and Blackhorse Road to Forest Road to re-join normal line of routeing.
- **Please see Section 5 for a full list of streets traversed and standing arrangements.**
- Sunday evening frequencies are increased from every 20-30 minutes to every 15 minutes.
- 50 capacity, dual door, single deck, minimum 9.6m long buses are specified.

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.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Chingford Hall Estate to Walthamstow Central Station		Walthamstow Central Station to Chingford Hall Estate			
First departure no later than 0500.		First departure no later than 0530.			
0455 - 0530	Every 30 minutes	0525 - 0700	Every 15 minutes		
0531 - 0700	Every 15 minutes	0701 - 1950	Every 10 minutes		
0701 - 1900	Every 10 minutes	1951 - 0025	Every 15 minutes		
1901 - 2350	Every 15 minutes				
Last departure no earlier than 2345.		Last departure no earlier than 0020.			
Pinchpoints					
Millfields Road, Billet Road	0710 - 0910	10 minutes	Millfields Road, Billet Road	0710 - 0910	10 minutes
	1505 - 1635	10 minutes		1505 - 1635	10 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Chingford Hall Estate to Walthamstow Central Station		Walthamstow Central Station to Chingford Hall Estate			
First departure no later than 0500.		First departure no later than 0530.			
0455 - 0555	Every 30 minutes	0525 - 0750	Every 20 minutes		
0556 - 0715	Every 20 minutes	0751 - 0820	Every 15 minutes		
0716 - 0800	Every 15 minutes	0821 - 1950	Every 10 minutes		
0801 - 1900	Every 10 minutes	1951 - 0025	Every 15 minutes		
1901 - 2350	Every 15 minutes				
Last departure no earlier than 2345.		Last departure no earlier than 0020.			
Pinchpoints					
Millfields Road, Billet Road	0910 - 1110	10 minutes	Millfields Road, Billet Road	0935 - 1105	10 minutes

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Chingford Hall Estate to Walthamstow Central Station		Walthamstow Central Station to Chingford Hall Estate			
First departure no later than 0625.		First departure no later than 0655.			
0620 - 0755	Every 30 minutes	0650 - 0820	Every 30 minutes		
0756 - 0915	Every 20 minutes	0821 - 0920	Every 20 minutes		
0916 - 2350	Every 15 minutes	0921 - 0025	Every 15 minutes		
Last departure no earlier than 2345.		Last departure no earlier than 0020.			
Pinchpoints					
Millfields Road, Billet Road	1030 - 1130	15 minutes	Millfields Road, Billet Road	1035 - 1135	15 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. W11 can suffer unpredictable traffic delays in the Walthamstow area, particularly during Mondays to Fridays peak periods.
- 4.2) Walthamstow Market may also cause delays in the vicinity of Hoe Street on Saturdays.
- 4.3) Smaller buses are used on the route due to highway constraints in Chingford Hall Estate area.

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 W11: Chingford Hall Estate - Walthamstow Central Station

Date of Structural Change: 4 March 2017.

Date of Service Change: 4 March 2017.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Walthamstow Central Station: Silver Birch Avenue, Rowan Avenue, Burnside Avenue, Leonard Road, Chingford Mount Road, Chingford Road, Walthamstow Avenue, Sainsbury's Access Road, Walthamstow Avenue, Chingford Road, Crooked Billet Roundabout, Billet Road, Millfield Avenue, North Countess Road, Priory Court, South Countess Road, Forest Road, Blackhorse Road, St James's Street, South Grove, Selborne Road, Walthamstow Central Bus Station.

Towards Chingford Hall Estate: Walthamstow Central Bus Station, Selborne Road, South Grove, Markhouse Road, St James's Street, Blackhorse Road, Forest Road, South Countess Road, Priory Court, North Countess Road, Millfield Avenue, Billet Road, Crooked Billet Roundabout, Chingford Road, Walthamstow Avenue, Sainsbury's Access Road, Walthamstow Avenue, Chingford Road, George Road, May Road, Burnside Avenue, Silver Birch Avenue.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

CHINGFORD HALL ESTATE

Public stand for 1 bus on west side of Silver Birch Avenue commencing 2 metres north of south wall of No. 23 and extending 14 metres south.

Buses proceed from Silver Birch Avenue direct to stand, departing to Silver Birch Avenue. Set down in Silver Birch Avenue (BP779 - Chingford Hall Estate, Last Stop on LOR: BP779 - Chingford Hall Estate) and pick up in Silver Birch Avenue (BP779 - Chingford Hall Estate, First Stop on LOR: BP779 - Chingford Hall Estate).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route W11 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:	Chingford Hall Estate.
OTHER INFORMATION:	No toilets available.

WALTHAMSTOW, CROOKED BILLET (from WALTHAMSTOW CENTRAL STATION)

Buses proceed from Billet Road via Crooked Billet Roundabout departing to Billet Road. Set down in Billet Road, at Stop CN (29849 - Waltham Park Way, Last Stop on LOR: 29849 - Waltham Park Way) and pick up in Billet Road, at Stop CJ (29548 - Waltham Park Way, First Stop on LOR: 29548 - Waltham Park Way).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Walthamstow, Crooked Billet.

WALTHAMSTOW CENTRAL BUS STATION

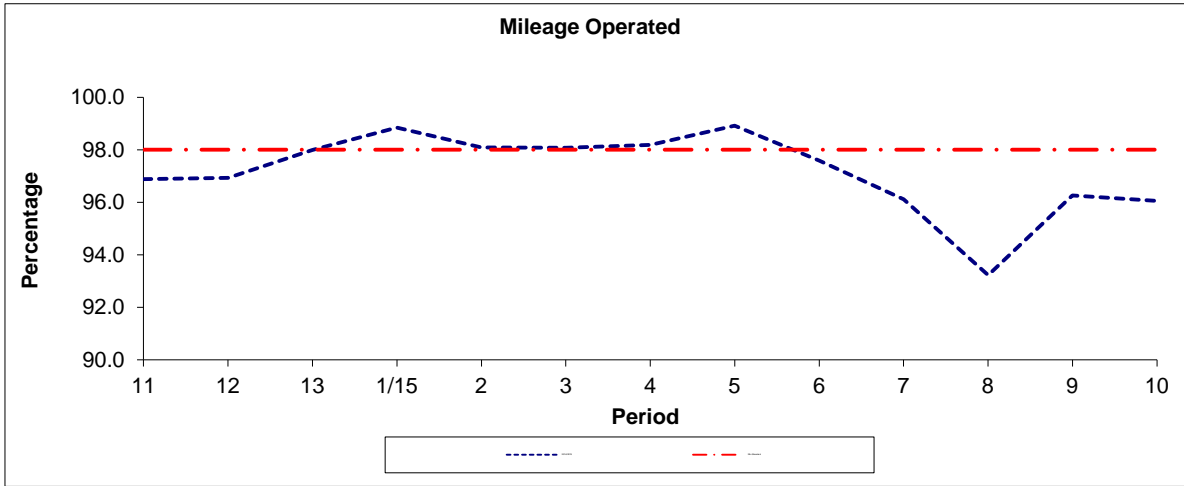
Private stand for 13 buses in marked bays on east side of Walthamstow Central Bus Station on north side of Selborne Road. Overflow offside stand for 1 bus on west side of bus station in lay-by opposite Stop A.

Buses proceed from Walthamstow Central Bus Station direct to stand, departing to Walthamstow Central Bus Station. Set down in Walthamstow Central Bus Station, at Alighting Point (BP4267 - Walthamstow Bus Station, Last Stop on LOR: BP4267 - Walthamstow Bus Station) and pick up in Walthamstow Central Bus Station, at Stop E (BP4274 - Walthamstow Bus Station <> #, First Stop on LOR: BP4273 - Walthamstow Bus Station).

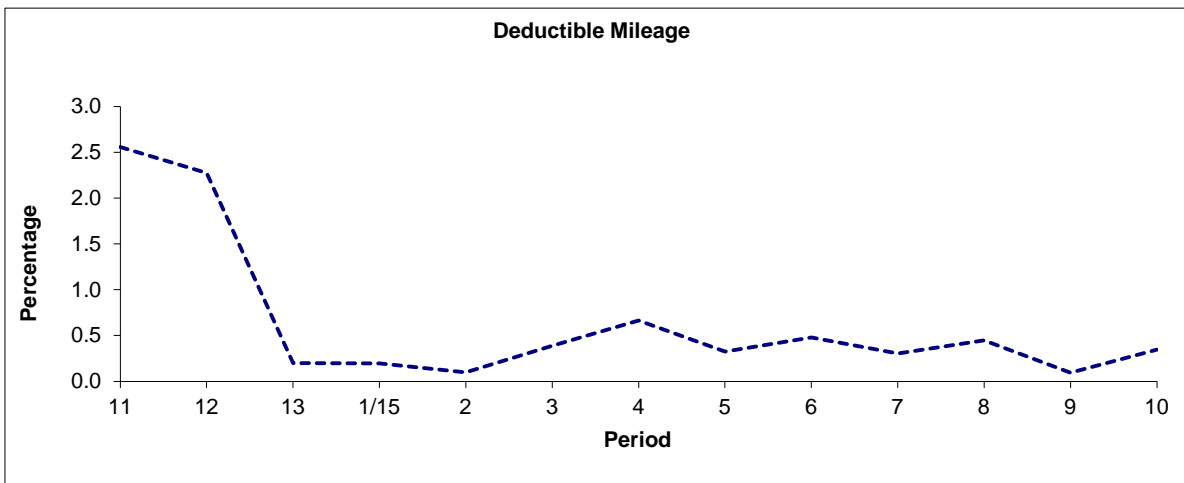
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route W11 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Walthamstow Central.
OTHER INFORMATION:	Toilet facilities available in station.

PART B - PERFORMANCE STATISTICS

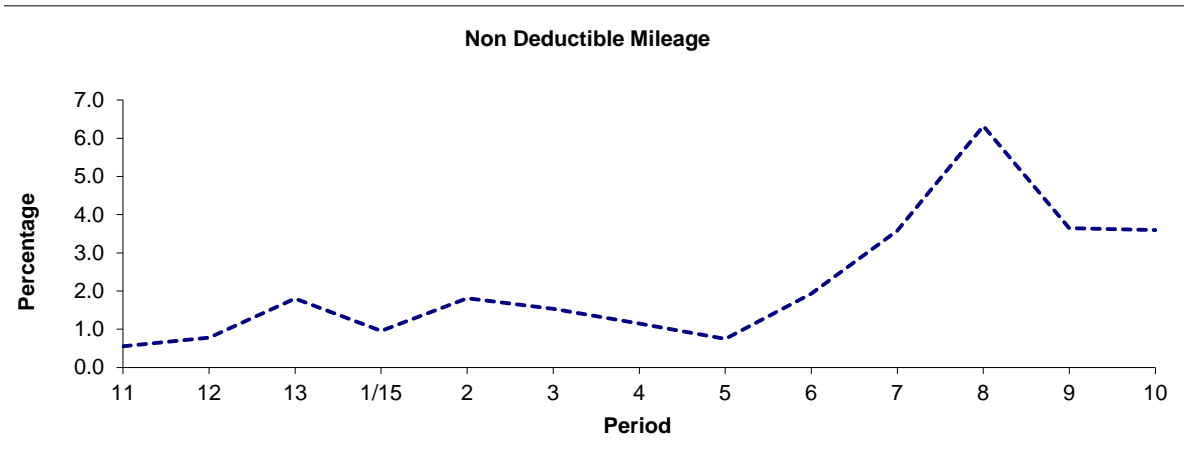
Route W11



Period	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014/2015	96.89	96.94	97.99	98.85	98.09	98.08	98.19	98.92	97.59	96.12	93.23	96.26	96.06
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	1/15	2	3	4	5	6	7	8	9	10
2014/2015	2.56	2.27	0.20	0.20	0.10	0.39	0.66	0.32	0.48	0.30	0.45	0.10	0.34

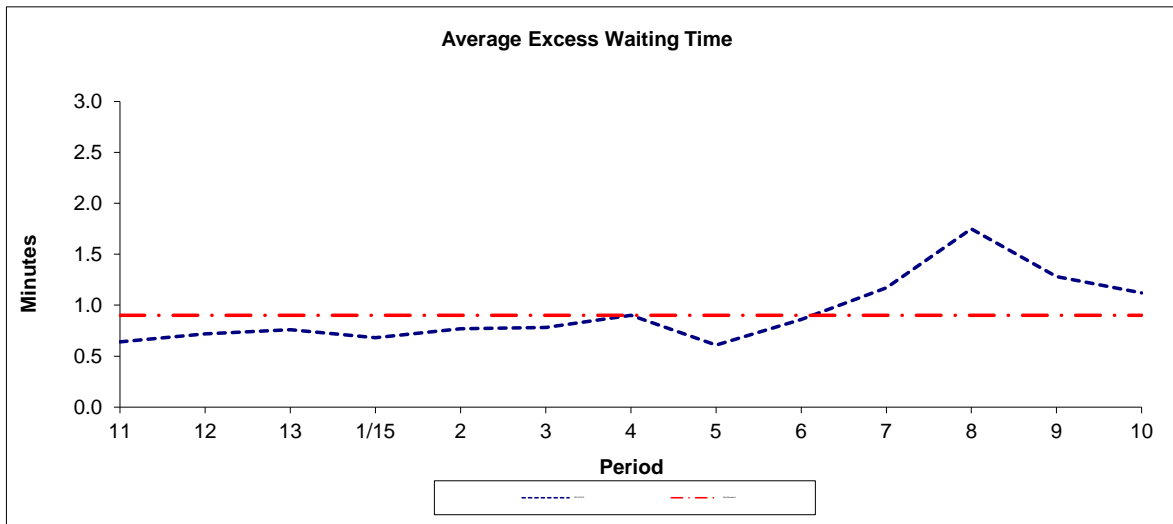


Period	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014/2015	0.55	0.79	1.81	0.95	1.81	1.53	1.15	0.75	1.93	3.58	6.32	3.64	3.59

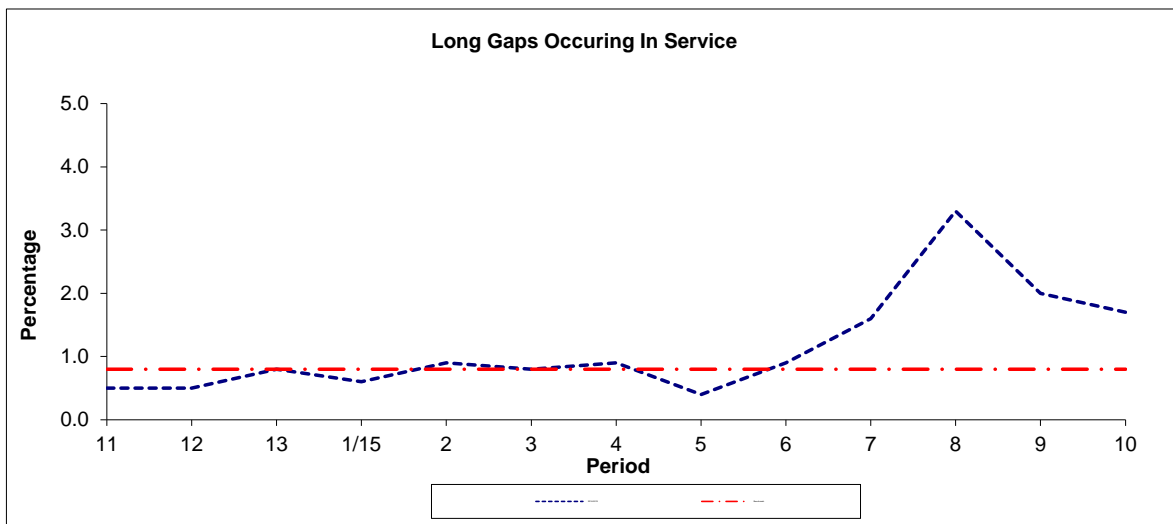
Note : Mileage is based on 4 weeks data
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

PART B - PERFORMANCE STATISTICS

Route W11



Period	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014-2015	0.64	0.72	0.76	0.68	0.77	0.78	0.90	0.61	0.86	1.17	1.75	1.28	1.12
Min Standard	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90



Period	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014-2015	0.5	0.5	0.8	0.6	0.9	0.8	0.9	0.4	0.9	1.6	3.3	2.0	1.7
Benchmark	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8

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

ROUTE W11 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 4 14/15 TO QUARTER 3 15/16 (03/01/15 - 08/01/16)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	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)
05:00 - 07:00	12,044.	11,640.	96.6	8.53	0.37	8.90	64.2	31.4	3.9	0.5	0.4	51
07:00 - 10:00	33,571.	33,065.	98.5	5.26	0.72	5.97	85.5	14.0	0.5	0.0	0.5	57
10:00 - 13:00	34,212.	33,801.	98.8	5.00	0.62	5.62	86.9	12.7	0.4	0.0	0.4	47
13:00 - 16:00	34,182.	32,837.	96.1	5.00	1.06	6.06	82.2	16.5	1.2	0.1	1.3	48
16:00 - 19:00	34,335.	32,567.	94.9	5.00	1.70	6.70	77.9	19.5	2.3	0.3	2.7	48
19:00 - 22:00	24,368.	24,732.	101.5	6.68	0.58	7.25	70.8	28.0	1.1	0.1	0.4	63
22:00 - 24:00	15,024.	14,996.	99.8	7.50	0.26	7.76	67.8	31.5	0.6	0.1	0.1	45
Locations	187,736.	183,638.	97.8	5.47	0.95	6.43	80.1	18.5	1.3	0.2	1.1	63

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	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)
05:00 - 07:00	1,841.	1,835.	99.7	11.81	0.16	11.98	51.1	38.7	9.3	0.9	0.8	62
07:00 - 10:00	5,875.	5,779.	98.4	6.42	0.31	6.73	80.1	19.3	0.6	0.0	0.0	42
10:00 - 13:00	7,164.	6,853.	95.7	5.00	0.99	5.99	82.1	16.7	1.1	0.1	1.2	38
13:00 - 16:00	6,990.	6,183.	88.5	5.00	2.58	7.58	71.3	23.1	4.5	1.1	5.6	58
16:00 - 19:00	7,204.	6,802.	94.4	5.00	1.61	6.61	80.0	17.6	2.0	0.3	2.3	67
19:00 - 22:00	5,153.	5,203.	101.0	6.69	0.50	7.19	70.9	28.4	0.7	0.1	0.2	46
22:00 - 24:00	3,184.	3,186.	100.1	7.50	0.21	7.71	68.1	31.6	0.3	0.0	0.0	32
Locations	37,411.	35,841.	95.8	5.71	1.30	7.01	75.7	21.7	2.2	0.4	2.2	67

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	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)
05:00 - 07:00	369.	385.	104.3	14.87	-0.12	14.75	69.3	13.8	14.2	2.6	15.6	33
07:00 - 10:00	3,925.	3,868.	98.5	10.97	0.21	11.18	51.0	38.9	9.5	0.5	0.0	60
10:00 - 13:00	5,390.	5,364.	99.5	7.51	0.28	7.79	65.9	33.4	0.7	0.0	0.0	34
13:00 - 16:00	5,388.	5,374.	99.7	7.44	0.40	7.84	66.2	32.6	0.9	0.2	0.2	61
16:00 - 19:00	5,130.	5,166.	100.7	7.70	0.27	7.97	63.6	34.5	1.7	0.1	0.1	45
19:00 - 22:00	2,977.	2,932.	98.5	13.48	0.32	13.80	36.6	33.5	26.9	3.0	0.1	75
22:00 - 24:00	1,824.	1,840.	100.9	14.81	0.25	15.06	36.7	32.5	27.7	3.1	0.0	61
Locations	25,003.	24,929.	99.7	9.23	0.29	9.53	58.4	33.7	7.2	0.8	0.4	75

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	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)
05:00 - 07:00	14,254.	13,860.	97.2	9.15	0.31	9.46	63.1	31.3	4.9	0.7	1.2	62
07:00 - 10:00	43,371.	42,712.	98.5	5.65	0.66	6.31	83.2	15.7	1.0	0.1	0.4	60
10:00 - 13:00	46,766.	46,018.	98.4	5.31	0.63	5.94	83.5	15.9	0.5	0.0	0.5	47
13:00 - 16:00	46,560.	44,394.	95.3	5.28	1.19	6.48	78.8	19.3	1.6	0.3	1.8	61
16:00 - 19:00	46,669.	44,535.	95.4	5.26	1.55	6.82	76.7	20.7	2.2	0.3	2.4	67
19:00 - 22:00	32,498.	32,867.	101.1	7.48	0.54	8.01	66.8	28.7	4.1	0.5	0.3	75
22:00 - 24:00	20,032.	20,022.	100.0	8.46	0.25	8.71	63.7	31.6	4.2	0.5	0.1	61
Locations	250,150.	244,408.	97.7	5.88	0.93	6.81	77.4	20.4	2.0	0.2	1.2	75

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 555

Route W11

Service change 30933

Date 13/12/2014

Reason for Issue End of temporary diversion due to Palmerston Road Bridge works

QSI Points are highlighted.

OUT DIRECTION					
Timing Point Code	Stop Number	Stop Name	Metres	Miles	
CHFDHE	BP779	Chingford Hall Estate			
	BP778	May Road	415	0.26	
	7923	Higham Station Avenue	541	0.34	
	7927	Rowden Park Gardens	238	0.15	
	24339	Walthamstow Stadium	191	0.12	
CKDBSA	BP927	Salisbury Hall Sainsbury's	433	0.27	
	29548	Waltham Park Way	1009	0.63	
	10347	Cecil Road	175	0.11	
	10345	Walthamstow Academy	157	0.10	
	10343	North Countess Road	249	0.15	
BLRDGW	10341	Guildsway	199	0.12	
	OC686	Millfield Avenue	316	0.20	
	6671	Higham Hill Road	1414	0.88	
	R0030	Century Road	329	0.20	
	37074	Pretoria Avenue	248	0.15	
BHRDSN	10317	Blackhorse Road Station			
	10313	Longfield Avenue	344	0.21	
	10309	Walthamstow Market	377	0.23	
	R0031	St James's Street Station	211	0.13	
	BP2753	South Grove	378	0.23	
	R0035	Selborne Walk / Vernon Road	307	0.19	
	BP4871	Selborne Walk	167	0.10	
	WSTCSN	BP4267	Walthamstow Bus Station	266	0.17
	Total Route Mileage - Out Direction			5.14	
				Metres	Miles

BACK DIRECTION					
Timing Point Code	Stop Number	Stop Name	Metres	Miles	
WSTCSN	BP4273	Walthamstow Bus Station			
	R0034	Selborne Walk			
	FC80	South Grove	569	0.35	
	R0033	St James's Street Station	371	0.23	
	10308	Hazelwood Road	176	0.11	
	25484	Longfield Avenue	324	0.20	
BHRDSN	10316	Blackhorse Road Station	313	0.19	
	6625	King Edward Road			
	6627	Higham Hill Road	290	0.18	
	OC685	Millfield Avenue			
BLRDGW	27461	Folly Lane	100	0.06	
	10338	Guildsway	244	0.15	
	10340	North Countess Road	208	0.13	
	10342	Walthamstow Academy	199	0.12	
	29849	Waltham Park Way	315	0.20	
	7931	Walthamstow Stadium	299	0.19	
	CKDBSA	BP926	Salisbury Hall Sainsbury's	427	0.27
		7926	Rowden Road	805	0.50
7922		Higham Station Avenue	164	0.10	
CHFDHE	BP777	May Road	517	0.32	
	BP2592	Rowan Avenue	218	0.14	
	BP779	Chingford Hall Estate	139	0.09	
Total Route Mileage - Back Direction			5.06		
			Metres	Miles	