

## 7. Service Specification

Route: B13

Contract Reference: QC50703

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>Route Number</b>	B13
<b>Terminus Points</b>	Bexleyheath, Shopping Centre and New Eltham Station, Southwood Road
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	23 <sup>rd</sup> January 2016
<b>Vehicle Type</b>	50 capacity, dual door, single deck, minimum 9.6m long, subject to a satisfactory route test
<b>Current Maximum Approved Dimensions</b>	9.4 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 82.00%
<b>Extension Threshold</b>	Departing on Time Threshold - 86.00%
<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 16<sup>th</sup> February 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. B13.

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:

- 50 capacity, dual door, single deck, minimum 9.6m long buses are specified, subject to a satisfactory route test.

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

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. B13:

Towards New Eltham Station, Southwood Road:

Upton Road, Mount Road, Alers Road, Brook Lane, Sandhurst Road, Ramillies Road, Sherwood Park Avenue, The Oval, Burnt Oak Lane, Days Lane and Green Lane.

Towards Bexleyheath, Shopping Centre:

Days Lane, Burnt Oak Lane, The Oval, Sherwood Park Avenue, Ramillies Road Sandhurst Road, Brook Lane, Alers Road, Mount Road and Upton Road.

**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

Bexleyheath, Shopping Centre to New Eltham Station, Southwood Road		New Eltham Station, Southwood Road to Bexleyheath, Shopping Centre			
First departure no later than 0520.		First departure no later than 0550.			
0515 - 0620	Every 30 minutes	0545 - 0650	Every 30 minutes		
0621 - 1920	Every 15 minutes	0651 - 1950	Every 15 minutes		
1921 - 1940	Every 20 minutes	1951 - 2010	Every 20 minutes		
1941 - 0020	Every 30 minutes	2011 - 0045	Every 30 minutes		
Last departure no earlier than 0015.		Last departure no earlier than 0040.			
<b>Pinchpoints</b>					
Burnt Oak Lane, The Oval	0705 - 0905	15 minutes	Blendon, Penhill Road	0705 - 0905	15 minutes
	1510 - 1640	15 minutes		1505 - 1635	15 minutes

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

Bexleyheath, Shopping Centre to New Eltham Station, Southwood Road		New Eltham Station, Southwood Road to Bexleyheath, Shopping Centre			
First departure no later than 0520.		First departure no later than 0550.			
0515 - 0650	Every 30 minutes	0545 - 0715	Every 30 minutes		
0651 - 0750	Every 20 minutes	0716 - 0815	Every 20 minutes		
0751 - 1735	Every 15 minutes	0816 - 1800	Every 15 minutes		
1736 - 1915	Every 20 minutes	1801 - 1940	Every 20 minutes		
1916 - 0020	Every 30 minutes	1941 - 0045	Every 30 minutes		
Last departure no earlier than 0015.		Last departure no earlier than 0040.			
<b>Pinchpoints</b>					
Burnt Oak Lane, The Oval	0905 - 1105	15 minutes	Blendon, Penhill Road	0840 - 1055	15 minutes

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

Bexleyheath, Shopping Centre to New Eltham Station, Southwood Road		New Eltham Station, Southwood Road to Bexleyheath, Shopping Centre			
First departure no later than 0710.		First departure no later than 0735.			
0705 - 0020	Every 30 minutes	0730 - 0045	Every 30 minutes		
Last departure no earlier than 0015.		Last departure no earlier than 0040.			
<b>Pinchpoints</b>					
Burnt Oak Lane, The Oval	0955 - 1125	30 minutes	Blendon, Penhill Road	0945 - 1145	30 minutes

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

**4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. B13 can suffer from unpredictable traffic delays in the Bexleyheath 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 B13: Bexleyheath, Shopping Centre - New Eltham Station

**Date of Structural Change:** 23 January 2016.

**Date of Service Change:** 23 January 2016.

**Reason for Issue:** new contract.

### **STREETS TRAVERSED**

**Towards New Eltham Station:** Market Place, Friswell Place, Arnsberg Way, Highland Road, Albion Road, Townley Road, Royal Oak Road, Albion Road, Townley Road, Upton Road, Mount Road, Alers Road, Brook Lane, Sandhurst Road, Danson Road, Danson Underpass, Penhill Roundabout, Blackfen Road, Ramillies Road, Sherwood Park Avenue, The Oval, Burnt Oak Lane, Days Lane, Halfway Street, Avery Hill Road, Footscray Road, Green Lane, Southwood Road.

**Towards Bexleyheath, Shopping Centre:** Southwood Road, Avery Hill Road, Halfway Street, Days Lane, Burnt Oak Lane, The Oval, Sherwood Park Avenue, Ramillies Road, Blackfen Road, Penhill Roundabout, Danson Underpass, Danson Road, Sandhurst Road, Brook Lane, Alers Road, Mount Road, Upton Road, Townley Road, Albion Road, Townley Road, Royal Oak Road, Albion Road, Bexleyheath Broadway, Arnsberg Way, Friswell Place Bus Stand.

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

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

### **BEXLEYHEATH SHOPPING CENTRE, FRISWELL PLACE**

Private stand for five buses in marked bays in parking area on south side of Arnsberg Way west of junction with Friswell Place.

Buses proceed from Friswell Place Bus Stand direct to stand, departing via Friswell Place Bus Stand, Friswell Place, Arnsberg Way and Geddes Place to Market Place. Set down in Friswell Place Bus Stand, at Alighting Point (BP1776 - Friswell Place, Last Stop on LOR: BP1776 - Friswell Place) and pick up in Market Place, at Stop L (27306 - Market Place / Bexleyheath Clock Tower, First Stop on LOR: 27306 - Market Place / Bexleyheath Clock Tower).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route B13 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:	Bexleyheath, Shopping Centre.

### **AVERY HILL ROAD (from Bexleyheath, Shopping Centre)**

Buses proceed from Halfway Street via Avery Hill Road departing to Halfway Street. Set down in Halfway Street, at stop AT (16664 - Restons Crescent, Last Stop on LOR: 16664 - Restons Crescent) and pick up in Halfway Street, at stop AP (16665 - Restons Crescent, First Stop on LOR: 16665 - Restons Crescent).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
BLIND DISPLAY:	Avery Hill Road, Halfway Street.

## **NEW ELTHAM STATION, SOUTHWOOD ROAD**

Hesitation point only; Buses must only hesitate as long as necessary to change ticket machine, MDT/radio and blind displays.

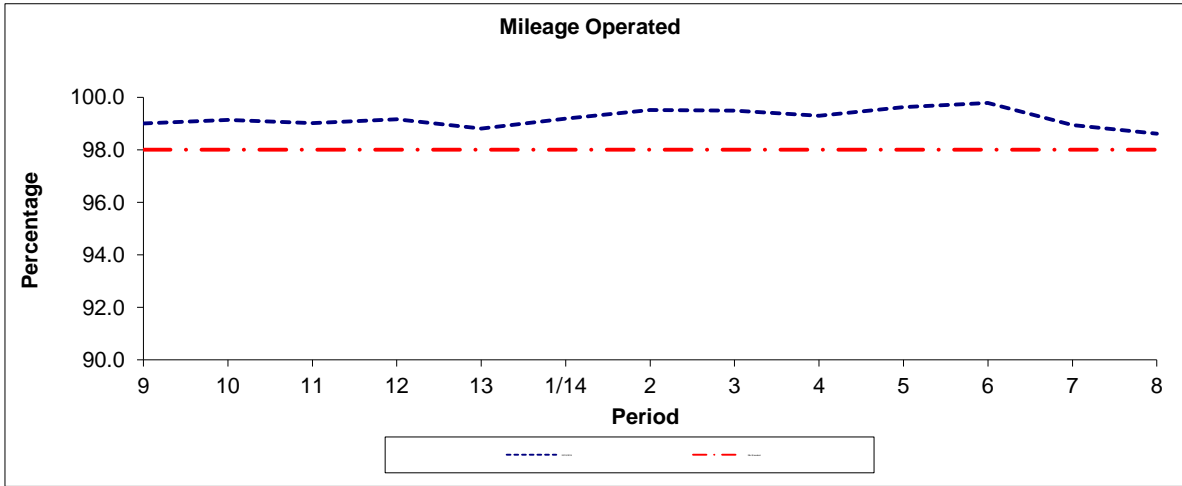
Buses proceed from Southwood Road direct to stand, departing to Southwood Road. Set down in Southwood Road, at Stop D (19720 - New Eltham Station # / Southwood Road, Last Stop on LOR: 19720 - New Eltham Station # / Southwood Road) and pick up in Southwood Road, at Stop D (19720 - New Eltham Station # / Southwood Road, First Stop on LOR: 19720 - New Eltham Station # / Southwood Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	None
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:	New Eltham.
OTHER INFORMATION:	Hesitation point only - Buses should not be scheduled to stand for longer than 2 minutes. Passengers are carried across the terminus.

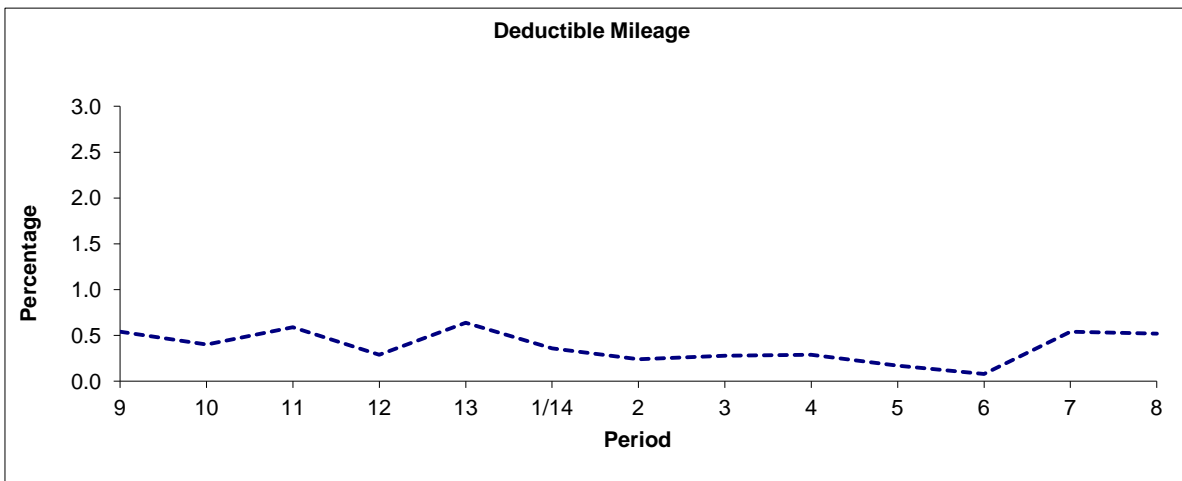


**PART B - PERFORMANCE STATISTICS**

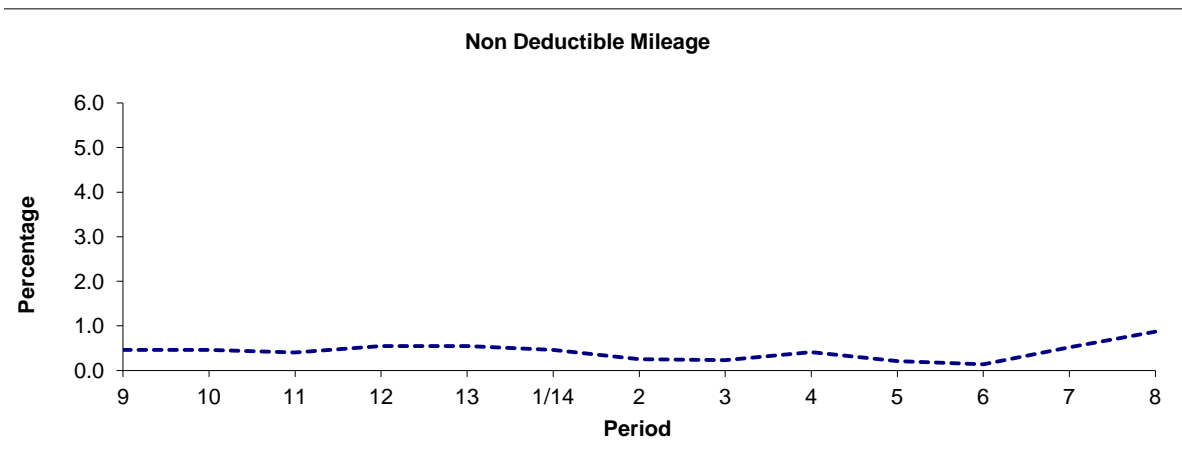
**Route B13**



Period	9	10	11	12	13	1/14	2	3	4	5	6	7	8
2013/2014	99.00	99.14	99.01	99.16	98.81	99.18	99.51	99.49	99.30	99.62	99.78	98.94	98.61
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	9	10	11	12	13	1/14	2	3	4	5	6	7	8
2013/2014	0.54	0.40	0.59	0.29	0.64	0.36	0.24	0.28	0.29	0.17	0.08	0.54	0.52

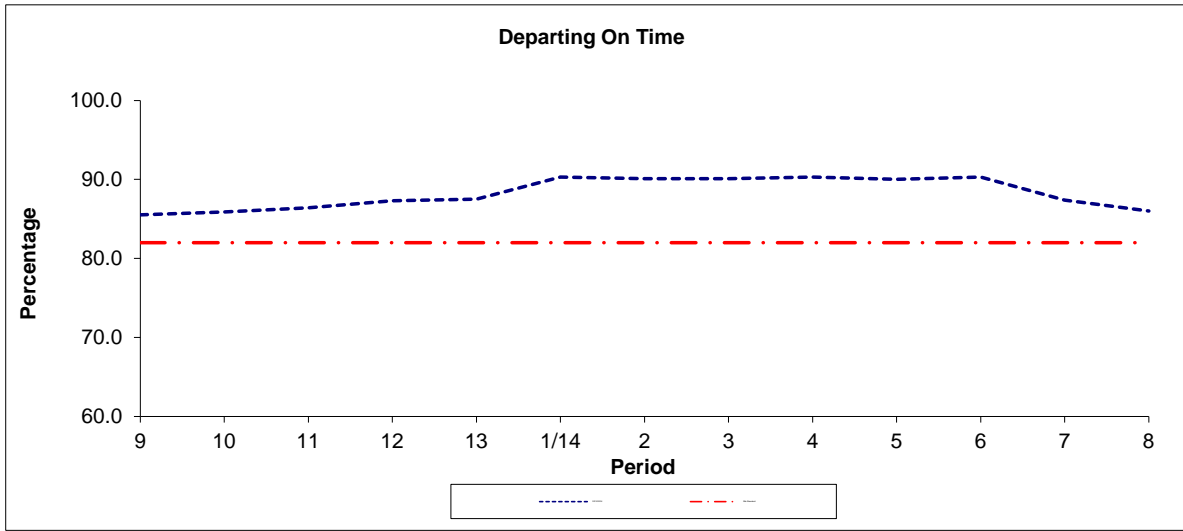


Period	9	10	11	12	13	1/14	2	3	4	5	6	7	8
2013/2014	0.46	0.46	0.40	0.55	0.55	0.46	0.25	0.23	0.41	0.21	0.14	0.52	0.87

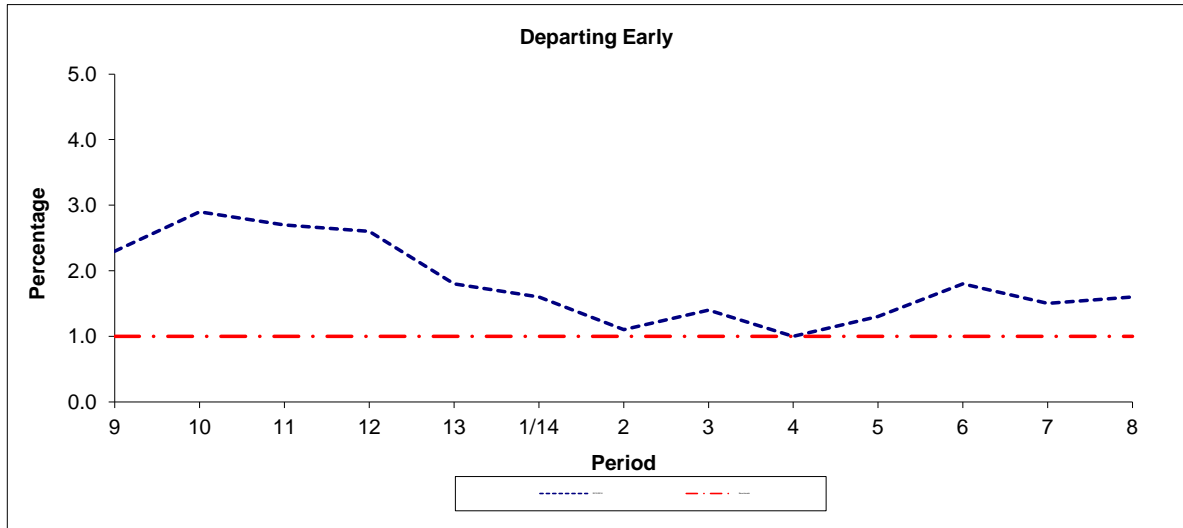
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route B13**



Period	9	10	11	12	13	1/14	2	3	4	5	6	7	8
2013/2014	85.5	85.9	86.4	87.3	87.5	90.3	90.1	90.1	90.3	90.0	90.3	87.4	86.0
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	9	10	11	12	13	1/14	2	3	4	5	6	7	8
2013/2014	2.3	2.9	2.7	2.6	1.8	1.6	1.1	1.4	1.0	1.3	1.8	1.5	1.6
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 B13 - FULL iBUS RESULTS BY TIME OF DAY  
 QUARTERS 3/13 to 2/14 (14/09/13 - 12/09/14)**

**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	8,111.	98.3	99.5	98.1	0.5	0.2	1.2
0700 - 1000	26,846.	98.7	97.9	86.0	2.2	1.8	10.0
1000 - 1300	26,615.	99.6	98.8	90.6	1.2	1.6	6.6
1300 - 1600	26,820.	97.6	98.1	85.0	2.1	1.8	11.2
1600 - 1900	26,542.	99.7	97.6	86.6	2.4	3.3	7.6
1900 - 2200	18,343.	99.7	98.2	88.2	1.9	1.6	8.3
2200 - 2400	8,814.	100.3	99.5	95.1	0.5	0.9	3.5
<b>Summary</b>	<b>142,091.</b>	<b>99.0</b>	<b>98.3</b>	<b>87.7</b>	<b>1.9</b>	<b>2.0</b>	<b>8.4</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 (%)
0500 - 0700	1,504.	97.6	99.7	99.0	0.2	0.6	0.2
0700 - 1000	4,927.	99.2	98.8	94.4	1.2	1.2	3.2
1000 - 1300	5,507.	99.1	98.0	87.6	2.0	2.5	7.9
1300 - 1600	5,631.	97.6	96.4	82.7	3.8	2.6	10.9
1600 - 1900	5,032.	97.6	98.4	90.4	1.5	2.6	5.5
1900 - 2200	3,146.	101.3	98.7	87.2	1.5	1.1	10.2
2200 - 2400	1,861.	99.0	98.7	93.2	1.4	1.0	4.4
<b>Summary</b>	<b>27,608.</b>	<b>98.7</b>	<b>98.1</b>	<b>88.3</b>	<b>2.1</b>	<b>2.1</b>	<b>7.5</b>

**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	29.	100.0	100.0	100.0	0.0	0.0	0.0
0700 - 1000	2,835.	99.0	99.2	96.1	0.8	0.6	2.5
1000 - 1300	2,953.	99.6	99.3	89.6	0.8	1.5	8.1
1300 - 1600	3,053.	99.2	98.7	84.6	1.3	0.8	13.3
1600 - 1900	3,209.	98.8	99.0	92.6	1.0	0.7	5.7
1900 - 2200	3,074.	101.5	99.5	95.4	0.5	1.1	3.0
2200 - 2400	2,049.	99.4	99.4	96.1	0.6	1.3	2.0
<b>Summary</b>	<b>17,202.</b>	<b>99.6</b>	<b>99.2</b>	<b>91.0</b>	<b>0.9</b>	<b>1.0</b>	<b>7.1</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 (%)
0500 - 0700	9,644.	98.2	99.5	98.2	0.5	0.2	1.0
0700 - 1000	34,608.	98.8	98.1	87.2	2.1	1.7	9.0
1000 - 1300	35,075.	99.5	98.7	90.0	1.3	1.7	7.0
1300 - 1600	35,504.	97.7	97.9	84.6	2.2	1.8	11.3
1600 - 1900	34,783.	99.3	97.9	87.6	2.2	3.0	7.2
1900 - 2200	24,563.	100.1	98.4	88.9	1.7	1.5	8.0
2200 - 2400	12,724.	100.0	99.4	95.0	0.7	1.0	3.4
<b>Summary</b>	<b>186,901.</b>	<b>99.0</b>	<b>98.3</b>	<b>88.1</b>	<b>1.8</b>	<b>1.9</b>	<b>8.2</b>

186,901.

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

Route B13  
 Service change 32551  
 Date 25/09/2013  
 Version Detail

Reason for Issue
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OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
BEXHSC	27306	Market Place / Bexleyheath Clock Tower		
	26586	Bexleyheath Library	991	0.62
	26584	Latham Road	611	0.38
BEXHTR	26582	Townley Grammar School	402	0.25
	H0029	Hail and Ride Upton Road	362	0.22
MTRDRO	H0030	Hail and Ride Mount Road	305	0.19
	H0025	Hail and Ride Brook Lane	564	0.35
	HC83	Hail & Ride Section	261	0.16
	12078	Danson Underpass	411	0.26
BLENPR	12080	Blendon / Penhill Road	283	0.18
	16684	Blackfen School For Girls	341	0.21
BOLATO	H0774	Hail and Ride Burnt Oak Lane	1126	0.70
	H0164	Hail & Ride Days Lane	940	0.58
	HC84	Hail & Ride Section	679	0.42
	16662	Halfway Street / Days Lane	136	0.08
AHRDHS	16664	Restons Crescent	411	0.26
	BP2857	Avery Hill Road / Halfway Street	92	0.06
	BP2858	Sidewood Road	397	0.25
	BP2855	Merchland Road	416	0.26
	18982	New Eltham Station / Footscray Road	411	0.26
	19139	Footscray Rugby Club	287	0.18
GNLAFC	3298	Green Lane	406	0.25
	HC85	Hail & Ride Section	909	0.56
FWAYSR	18980	Fiveways	157	0.10
NELTSNS	19720	New Eltham Station / Southwood Road	560	0.35
Total Route Mileage - Out Direction			11458	7.12
			metres	miles

<b>TRANCHE 507</b>
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End of Bexleyheath Diversion
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BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
NELTSNS	19720	New Eltham Station / Southwood Road		
	BP2850	Merchland Road	397	0.25
	BP2856	Sidewood Road	360	0.22
	40021	Avery Hill Road / Halfway Street	398	0.25
AHRDHS	16665	Restons Crescent	103	0.06
	BP060	Halfway Street / Days Lane	420	0.26
	H0161	Days Lane	1235	0.77
	H0775	Hail and Ride Burnt Oak Lane	102	0.06
BOLATO	H0166	Hail and Ride Burnt Oak Lane	359	0.22
	H0023	Hail and Ride Sherwood Park Avenue	619	0.38
	HC86	Hail & Ride Section	250	0.16
	16683	Blackfen School For Girls	434	0.27
BLENPR	35529	Blackfen Road / Penhill Road	259	0.16
	34392	Danson Underpass	349	0.22
	H0024	Hail and Ride Sandhurst Road	310	0.19
	H0026	Hail and Ride Brook Lane	403	0.25
MTRDRO	H0027	Hail and Ride Mount Road	378	0.23
	H0028	Hail and Ride Upton Road	400	0.25
	HC87	Hail & Ride Section	124	0.08
BEXHTR	26581	Townley Grammar School	225	0.14
	26583	Latham Road	333	0.21
	R0537	Bexleyheath Library	333	0.21
	6286	Bexleyheath Asda	1022	0.64
BEXHSC	BP1776	Friswell Place	321	0.20
Total Route Mileage - Back Direction			9134	5.68
			metres	miles