## 7. Service Specification

Route: W5 Contract Reference: QC51102

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	Archway Station and Harringay, Sainsbury's
Contract Basis	Incentivised
<b>Commencement Date</b>	6 <sup>th</sup> February 2016
Vehicle Type	45 capacity, single door, single deck, minimum 8.9m
	long
<b>Current Maximum Approved</b>	8.9 metres long and 2.48 metres wide
Dimensions	
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Average Excess Wait Time - No more than 1.00
	minutes
Extension Threshold	Average Excess Wait Time Threshold – 0.85 minutes
Minimum Operated Mileage	No less than 98.00%
Standard	

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. W5.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. W5.

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.
- 4. Annual electric price based on a minimum 5 year contract. Tenderers should outline the strategy they would adopt for recharging these vehicles, together with any other operational and infrastructure assumptions, within the tender submission.

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

Archway Statio	n, Junction Roa	ad to	Harringay, Sain	sbury's to Arch	nway Station,			
Harringay, Sair	nsbury's		Macdonald Roa	nd	-			
First departure	no later than C	625.	First departure no later than 0635.					
0620 - 0640	Every 15 minu	ıtes	0630 - 0705	Every 15 minutes				
0641 - 1930	Every 12 minu	ıtes	0706 - 1940	Every 12 minu	utes			
1931 - 2355	Every 20 minu	ıtes	1941 - 2345 Every 20 minutes					
Last departure	no earlier than	2350.	Last departure no earlier than 2340.					
<b>Pinchpoints</b>								
Crouch End,	0710 - 0855	12 minutes	Crouch End	0730 - 0910	12 minutes			
Tottenham	1500 - 1625	12 minutes	es Broadway 1505 - 1630 12 minu					
Lane								

#### 3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

Archway Stat	on, Junction Road to	Harringay, Sair	nsbury's to Archway Station,
Harringay, Sa	insbury's	Macdonald Roa	ad
1520	One journey	0810	One journey

The journeys shown in Section 3.2 are specifically designed to meet the start and finish times of St Aloysius' College in the Archway area.

# 3.3) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Archway Statio	n, Junction Roa	ad to	Harringay, Sain	sbury's to Arch	nway Station,				
Harringay, Sair	nsbury's		Macdonald Road						
First departure	no later than C	625.	First departure no later than 0635.						
0620 - 0725	Every 20 minu	ıtes	0630 - 0755	Every 20 minu	ıtes				
0726 - 0825	Every 15 minu	ıtes	0756 - 0840	Every 15 minu	ıtes				
0826 - 1950	Every 12 minu	ıtes	0841 - 1940	Every 12 minutes					
1951 - 2355	Every 20 minu	ıtes	1941 - 2345 Every 20 minutes						
Last departure	no earlier than	2350.	Last departure	no earlier than	2340.				
<b>Pinchpoints</b>									
Crouch End,	0935 - 1100	12 minutes	Crouch End	0930 - 1105	12 minutes				
Tottenham			Broadway						
Lane									

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

Archway Statio	n, Junction Roa	ad to	Harringay, Sain	sbury's to Arch	nway Station,				
Harringay, Sair	nsbury's		Macdonald Road						
First departure	no later than 0	730.	First departure no later than 0730.						
0725 - 0830	Every 30 minu	ıtes	0725 - 0900	Every 30 minutes					
0831 - 2355	Every 20 minu	ıtes	0901 - 2345 Every 20 minutes						
Last departure	no earlier than	2350.	Last departure no earlier than 2340.						
Pinchpoints									
Crouch End,	1000 - 1200	20 minutes	Crouch End	1015 - 1155	20 minutes				
Tottenham			Broadway						
Lane									

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

## 4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. W5 can suffer from unpredictable traffic delays in the Archway Station and Harringay, Sainsbury's areas.
- 4.2) Buses cannot be larger than specified due to physical restrictions around Reservoir Road. The feasibility of enabling works to allow larger buses is being explored.
- 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 W5: Archway Station - Harringay, Sainsburys** 

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

Reason for Issue: New contract.

#### STREETS TRAVERSED

<u>Towards Harringay, Sainsburys:</u> Junction Road, Highgate Hill, Hornsey Lane, Stanhope Road, Shepherd's Hill, Wolseley Road, Park Road, Tottenham Lane, Ferme Park Road, Weston Park, Denton Road, Oakfield Road, Mount View Road, Stapleton Hall Road, Oakfield Road, Endymion Road, Green Lanes, Williamson Road, Sainsburys Access Road, Sainsburys Car Park.

<u>Towards Archway Station:</u> Sainsburys Car Park, Sainsburys Access Road, Williamson Road, Green Lanes, Endymion Road, Oakfield Road, Mount View Road, Stapleton Hall Road, Oakfield Road, Ridge Road, Uplands Road, Weston Park, Bourne Road, Haringey Park, Crouch Hill, The Broadway, Park Road, Wolseley Road, Shepherd's Hill, Stanhope Road, Hornsey Lane, Highgate Hill, Macdonald Road.

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

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

#### ARCHWAY STATION, MACDONALD ROAD

Private stand for up to 16 buses in Bus Parking Area between east side of MacDonald Road and north side of Vorley Road.

Buses proceed from Macdonald Road via Bus Parking Area to stand, departing via Bus Parking Area and Vorley Road to Junction Road. Set down in Macdonald Road, at Alighting Point (26434 - Archway Station <> / Macdonald Road, Last Stop on LOR: 26434 - Archway Station <> / Macdonald Road) and pick up in Junction Road, at Stop U (526 - Archway Station <> / Junction Road, First Stop on LOR: 526 - Archway Station <> / Junction Road).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route W5 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: Archway.

OTHER INFORMATION: A maximum stand time of 10 minutes is permitted.

#### CROUCH END, TOTTENHAM LANE, Y M C A (from Archway Station)

Public stand for four buses outside YMCA building on north side of Tottenham Lane commencing 13 metres west of junction with Elmfield Avenue and extending 45 metres west.

Buses proceed from Tottenham Lane direct to stand, departing via Tottenham Lane, Ferme Park Road, Weston Park, Bourne Road, Haringey Park and Crouch Hill to The Broadway. Set down in Tottenham Lane, at Stop CA (14358 - Crouch End Broadway, Last Stop on LOR: 14358 - Crouch End Broadway) and pick up in The Broadway, at Stop CD (35909 - Crouch End Broadway, First Stop on LOR: 35909 - Crouch End Broadway).

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: Crouch End.

#### CROUCH END, TOTTENHAM LANE (from HARRINGAY, SAINSBURYS)

Buses proceed from Haringey Park via Crouch Hill and The Broadway departing to Tottenham Lane. Set down in Haringey Park (HC261 - Hail & Ride Section Ends Here, Last Stop on LOR: HC261 - Hail & Ride Section Ends Here) and pick up in Tottenham Lane, at stop CA (14358 - Crouch End Broadway, First Stop on LOR: 14358 - Crouch End Broadway).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: Turning Point Only - Buses must not stand

BLIND DISPLAY: Crouch End.

OTHER INFORMATION: Last stop on line of route is in the Hail & Ride section in

Haringey Park. Passengers may stay on board the bus

until stop CA in Tottenham Lane.

#### HARRINGAY STATION

#### From Archway Station.

Buses proceed from Stapleton Hall Road departing to Stapleton Hall Road. Set down in Stapleton Hall Road (OC687 - Harringay Station, Last Stop on LOR: OC687 - Harringay Station) and pick up in Stapleton Hall Road (OC687 - Harringay Station, First Stop on LOR: OC687 - Harringay Station).

#### From Harringay, Sainsburys.

Buses proceed from Stapleton Hall Road departing to Stapleton Hall Road. Set down in Stapleton Hall Road (OC687 - Harringay Station, Last Stop on LOR: OC687 - Harringay Station) and pick up in Stapleton Hall Road (OC687 - Harringay Station, First Stop on LOR: OC687 - Harringay Station).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: Turning Point Only - Buses must not stand

BLIND DISPLAY: Harringay Station.

#### HARRINGAY, SAINSBURY

Private stand for 2 buses in Bus Parking Area adjacent to west side of Sainsbury's Car Park.

Buses proceed from Sainsburys Car Park direct to stand, departing to Sainsburys Car Park. Set down in Sainsburys Car Park, at Stop HA (70356 - Harringay Sainsbury's, Last Stop on LOR: 70356 - Harringay Sainsbury's) and pick up in Sainsburys Car Park, at Stop HA (70356 - Harringay Sainsbury's, First Stop on LOR: 70356 - Harringay Sainsbury's).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 1 bus on Route W5 should be scheduled

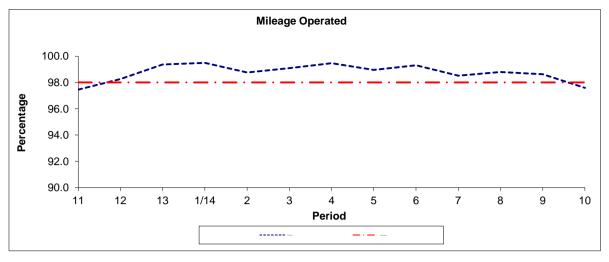
to stand at any one time.

MEAL RELIEFS: No meal relief vehicles to stand at any time. FERRY VEHICLES: No ferry vehicles to park on stand at any time.

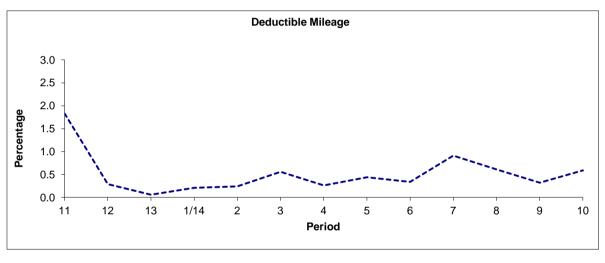
BLIND DISPLAY: Harringay, Superstores.

# PART B - PERFORMANCE STATISTICS

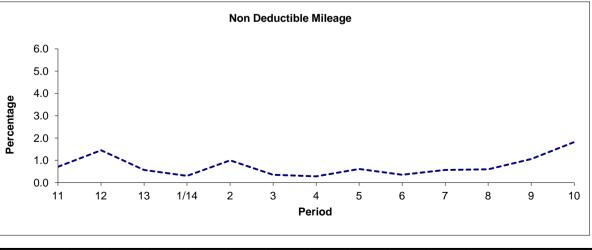
#### Route W5



Period	11	12	13	1/14	2	3	4	5	6	7	8	9	10
2013/2014	97.46	98.26	99.37	99.49	98.76	99.09	99.46	98.95	99.31	98.52	98.79	98.62	97.59
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	1.83	0.29	0.06	0.21	0.24	0.56	0.26	0.44	0.34	0.91	0.61	0.32	0.59

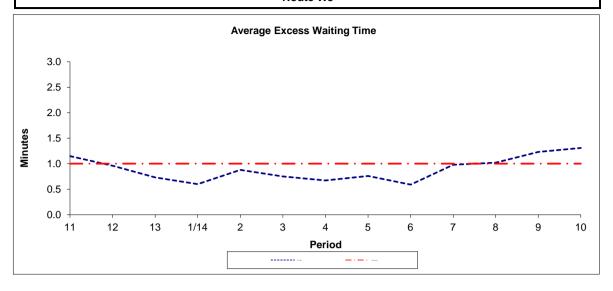


Period	11	12	13	1/14	2	3	4	5	6	7	8	9	10
2013/2014	0.71	1.45	0.57	0.30	1.00	0.35	0.28	0.61	0.35	0.57	0.60	1.06	1.82

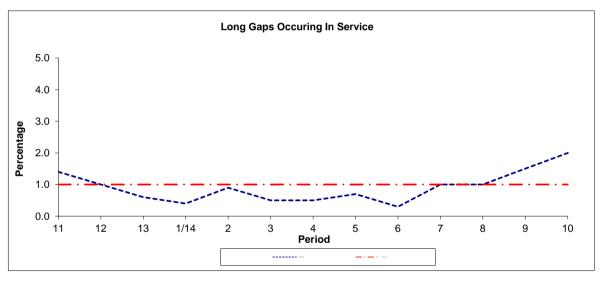
Note: Mileage is based on 4 weeks data



#### Route W5



Period	11	12	13	1/14	2	3	4	5	6	7	8	9	10
2013-2014	1.15	0.96	0.73	0.60	0.88	0.75	0.67	0.76	0.59	0.98	1.02	1.23	1.31
Min Standard	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00



Period	11	12	13	1/14	2	3	4	5	6	7	8	9	10
2013-2014	1.4	1.0	0.6	0.4	0.9	0.5	0.5	0.7	0.3	1.0	1.0	1.5	2.0
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 W5 - 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 (%)		Excess Waiting Time (EWT) (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	3,754.	97.5	7.23	0.21	7.44	85.7	13.8	0.5	0.0	1.2	30
0700 - 1000	30,411.	98.3	5.73	0.75	6.48	79.4	19.5	0.9	0.1	0.6	42
1000 - 1300	28,475.	98.7	6.00	0.62	6.63	77.8	21.3	0.8	0.1	0.4	52
1300 - 1600	30,022.	97.1	5.82	0.92	6.74	76.0	21.9	1.8	0.2	1.1	54
1600 - 1900	28,806.	98.8	5.95	1.49	7.44	73.5	23.1	2.9	0.5	1.7	57
1900 - 2200	20,593.	98.3	8.13	0.62	8.76	59.2	35.2	4.9	0.7	0.5	76
2200 - 2400	11,235.	100.6	10.00	0.36	10.36	54.1	41.5	4.0	0.4	0.0	81
Summary	153,296.	98.4	6.34	0.90	7.24	73.7	23.8	2.2	0.3	0.9	81

#### SATURDAY

Time Period	Expected Buses	On AVL (%)		Excess Waiting Time (EWT) (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	601.	108.7	10.00	-0.30	9.70	75.1	21.5	3.0	0.4	5.7	29
0700 - 1000	5,106.	95.8	7.29	0.60	7.88	69.6	28.8	1.5	0.1	0.1	46
1000 - 1300	6,030.	99.0	5.96	1.09	7.05	74.8	23.0	2.0	0.2	0.9	47
1300 - 1600	6,040.	97.7	6.01	1.45	7.46	71.4	25.4	2.8	0.4	1.3	49
1600 - 1900	6,158.	98.5	5.96	1.40	7.36	73.2	23.7	2.8	0.3	1.3	46
1900 - 2200	4,507.	99.4	8.06	0.53	8.59	60.9	34.3	4.5	0.3	0.3	42
2200 - 2400	2,436.	101.0	10.00	0.15	10.15	54.3	42.0	3.7	0.0	0.0	46
Summary	30,878.	98.5	6.64	1.05	7.69	70.4	26.7	2.7	0.3	0.9	49

#### **SUNDAY AND BANK HOLIDAYS**

Time Period	Expected Buses	On AVL (%)		Excess Waiting Time (EWT) (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	12.	108.3	10.00	1.03	11.03	74.4	22.4	3.3	0.0	5.0	24
0700 - 1000	2,832.	99.3	12.29	0.27	12.56	51.3	34.2	12.9	1.6	7.3	64
1000 - 1300	4,100.	100.0	9.83	0.33	10.16	51.0	42.4	6.2	0.4	0.0	45
1300 - 1600	4,146.	98.4	9.86	0.65	10.52	50.0	41.3	7.8	0.9	0.1	47
1600 - 1900	4,211.	99.3	9.71	0.68	10.39	51.0	41.8	6.2	1.0	0.2	60
1900 - 2200	4,107.	98.7	9.76	0.57	10.33	50.0	42.6	6.3	1.1	0.2	60
2200 - 2400	2,664.	99.9	10.00	0.29	10.29	54.0	41.5	3.9	0.6	0.2	62
Summary	22,072.	99.2	9.99	0.53	10.52	50.9	41.2	7.1	0.9	0.8	64

#### **ALL DAYS**

Time Period	Expected Buses	On AVL (%)		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	4,367.	99.1	7.54	0.15	7.70	84.5	14.6	0.8	0.1	1.7	30
0700 - 1000	38,349.	98.0	6.11	0.72	6.83	77.2	21.1	1.6	0.2	0.8	64
1000 - 1300	38,605.	98.9	6.42	0.67	7.09	74.3	24.0	1.6	0.1	0.4	52
1300 - 1600	40,208.	97.3	6.27	0.97	7.23	72.7	24.4	2.6	0.3	1.0	54
1600 - 1900	39,175.	98.8	6.30	1.40	7.71	71.3	25.0	3.2	0.5	1.5	60
1900 - 2200	29,207.	98.5	8.31	0.60	8.91	58.4	35.9	5.0	0.7	0.5	76
2200 - 2400	16,335.	100.5	10.00	0.32	10.32	54.1	41.6	3.9	0.4	0.0	81
Summary	206,246.	98.5	6.71	0.89	7.59	71.2	25.8	2.7	0.3	0.9	81

206,246.

20/09/2011

TOTAL ROUTE MILEAGE - OUT DIRECTION

metres

Route W5 Service change 27066

Mileage Update Reason for Issue

miles

QSI Points are highlighted

Date

OUT DIRECTION							
Timing Point Code	Stop Number	Stop Name	Metres	Miles			
ARCHJR	526	Archway Station / Junction Road					
	33981	Archway Station / Highgate Hill	138	0.09			
	14613	Waterlow Road / Whittington Hospital	213	0.13			
	BP3250	Cromwell Avenue	467	0.29			
	BP1011	Archway Bridge	204	0.13			
	BP3248	Fitzwarren Gardens	201	0.12			
HSYLSR	BP3245	Hornsey Lane	283	0.18			
	HC252	Hail & Ride Section Starts Here	313	0.19			
	HC253	Hail & Ride Section	1027	0.64			
	HC254	Hail & Ride Section Ends Here	105	0.07			
CROUTL	14358	Crouch End Broadway	441	0.27			
	25478	Tottenham Lane Ymca	324	0.20			
	HC255	Hail & Ride Section Starts Here	172	0.11			
	HC256	Hail & Ride Section	1075	0.67			
HGAYSN	OC687	Harringay Station	200	0.12			
	HC257	Hail & Ride Section	1003	0.62			
	HC258	Hail & Ride Section Ends Here	297	0.18			
HGAYSS	70356	Harringay Sainsbury's	445	0.28			
TOT	AL POLITE	MILEAGE - OUT DIRECTION	6908	4.29			

BACK DIRECTION							
Timing Point Code	Stop Number	Stop Name	Metres	Miles			
HGAYSS	70356	Harringay Sainsbury's					
	HC259	Hail & Ride Section Starts Here	676	0.42			
	HC256	Hail & Ride Section	1135	0.71			
HGAYSN	OC687	Harringay Station	200	0.12			
	HC260	Hail & Ride Section	160	0.10			
	HC261	Hail & Ride Section Ends Here	1757	1.09			
CROUBY	35909	Crouch End Broadway	341	0.21			
	HC262	Hail & Ride Section Starts Here	464	0.29			
	HC263	Hail & Ride Section	1011	0.63			
	HC264	Hail & Ride Section Ends Here	317	0.20			
HSYLSR	BP3246	Hornsey Lane	208	0.13			
	BP3247	Fitzwarren Gardens	143	0.09			
	BP1012	Archway Bridge	174	0.11			
	BP3249	Cromwell Avenue	232	0.14			
	14616	Highgate Hill / Hornsey Lane	193	0.12			
	14612	Whittington Hospital / Magdala Avenue	279	0.17			
	34429	Archway Station	136	0.08			
ARCHMR	26434	Archway Station / Macdonald Road	91	0.06			
TOTA	7517	4.67					

TRANCHE 511