

## 7. Service Specification

**Route: 212**

**Contract Reference: QC46903**

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>	Chingford Station, Stop B and Walthamstow, St James Street Station
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	7 <sup>th</sup> March 2015
<b>Vehicle Type</b>	87 capacity, dual door, double deck buses
<b>Current Maximum Approved Dimensions</b>	10.7 metres long and 2.5 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>	Average Excess Wait Time - No more than 0.90 minutes
<b>Extension Threshold</b>	Average Excess Wait Time Threshold - 0.80 minutes
<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 7<sup>th</sup> April 2014

*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. 212.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 212.

### **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.

*All tender prices should be based on the gross fuel cost exclusive of BSOG payments which will not be claimable from DfT after 1<sup>st</sup> October 2013.*

**It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract. Tenderers are required to identify and submit the level of saving that could be achieved if the scheme is introduced.**

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

#### 3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Chingford Station, Stop B to Walthamstow, St James Street Station			Walthamstow, St James Street Station to Chingford Station, Stop B		
First departure no later than 0500.			First departure no later than 0530.		
0455 - 0700	Every 15 minutes		0525 - 0715	Every 15 minutes	
0701 - 1945	Every 10 minutes		0716 - 1950	Every 10 minutes	
1946 - 0050	Every 15 minutes		1951 - 0110	Every 15 minutes	
First departure no earlier than 0045.			First departure no earlier than 0105.		
<b>Pinchpoints</b>					
Walthamstow Central Station	0740 - 0910	10 minutes	Highams Park Station	0745 - 0915	10 minutes
	1510 - 1640	10 minutes		1505 - 1635	10 minutes

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

Chingford Station, Stop B to Walthamstow, St James Street Station			Walthamstow, St James Street Station to Chingford Station, Stop B		
First departure no later than 0500.			First departure no later than 0530.		
0455 - 0730	Every 30 minutes		0525 - 0730	Every 30 minutes	
0731 - 0900	Every 15 minutes		0731 - 0900	Every 15 minutes	
0901 - 1945	Every 10 minutes		0901 - 1950	Every 10 minutes	
1946 - 0050	Every 15 minutes		1951 - 0110	Every 15 minutes	
First departure no earlier than 0045.			First departure no earlier than 0105.		
<b>Pinchpoints</b>					
Walthamstow Central Station	0930 - 1050	10 minutes	Highams Park Station	0925 - 1045	10 minutes

#### 3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Chingford Station, Stop B to Walthamstow, St James Street Station			Walthamstow, St James Street Station to Chingford Station, Stop B		
First departure no later than 0725.			First departure no later than 0725.		
0720 - 0825	Every 30 minutes		0720 - 0855	Every 30 minutes	
0826 - 0925	Every 20 minutes		0856 - 0935	Every 20 minutes	
0926 - 0050	Every 15 minutes		0936 - 0110	Every 15 minutes	
First departure no earlier than 0045.			First departure no earlier than 0105.		
<b>Pinchpoints</b>					
Walthamstow Central Station	1020 - 1140	15 minutes	Highams Park Station	1020 - 1140	15 minutes

**4) OPERATIONAL CONSIDERATIONS**

- 4.1 ) Route No. 212 can suffer from unpredictable traffic delays in the Walthamstow area.

**5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS**

- 5.1) ROUTE RECORD  
As per Busnet print out.
- 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 212: Chingford Station - Walthamstow, St James Street Station

**Date of Structural Change:** 7 March 2015.

**Date of Service Change:** 7 March 2015.

**Reason for Issue:** New Tender.

### STREETS TRAVERSED

**Towards Walthamstow, St James Street Station:** Chingford Bus Station, Station Road, King's Road, Friday Hill, Friday Hill East, Friday Hill, Hatch Lane, Hatch Lane Link Road, New Road, Larkshall Road, The Broadway, Winchester Road, Fulbourne Road, Forest Road, Shernhall Street, Prospect Hill, Church Hill, Hoe Street, Selborne Road, Walthamstow Central Bus Station, Selborne Road, Cranbrook Mews, Courtenay Place.

**Towards Chingford Station:** Courtenay Place, Cranbrook Mews, Selborne Road, Walthamstow Central Bus Station, Selborne Road, Hoe Street, Church Hill, Prospect Hill, Shernhall Street, Forest Road, Fulbourne Road, Winchester Road, The Broadway, Larkshall Road, New Road, Hatch Lane, Friday Hill, Friday Hill West, Friday Hill, King's Road, Station Road, Chingford Bus Station.

### 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 BUS STATION, BAY B

Private stand for 3 buses at Stop B in Chingford Bus Station on south side of Station Road. Buses proceed from Chingford Bus Station direct to stand, departing to Chingford Bus Station. Set down in Chingford Bus Station, at Stop B (34017 - Chingford Station #, Last Stop on LOR: 34017 - Chingford Station #) and pick up in Chingford Bus Station, at Stop B (34017 - Chingford Station #, First Stop on LOR: 34017 - Chingford Station #).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 212 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 Station.
OTHER INFORMATION:	London Buses toilet facilities available 24 hours a day.

## **CHINGFORD HATCH, HATCH LANE (from WALTHAMSTOW, ST JAMES STREET STATION)**

Buses proceed from Hatch Lane via Chingford Lane, Friday Hill and Friday Hill West departing to Friday Hill East. Set down in Hatch Lane, at Stop HH (34322 - Hatch Lane, Last Stop on LOR: 34322 - Hatch Lane) and pick up in Friday Hill East, at Stop HM (29164 - Chingdale Road, First Stop on LOR: 29164 - Chingdale Road).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
BLIND DISPLAY: Chingford Hatch.

## **WALTHAMSTOW CENTRAL STATION (from Chingford 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: R0036 - Walthamstow Central Station <> #) and pick up in Walthamstow Central Bus Station, at Stop D (BP4273 - Walthamstow Bus Station, First Stop on LOR: BP4273 - Walthamstow Bus 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: Walthamstow Central.

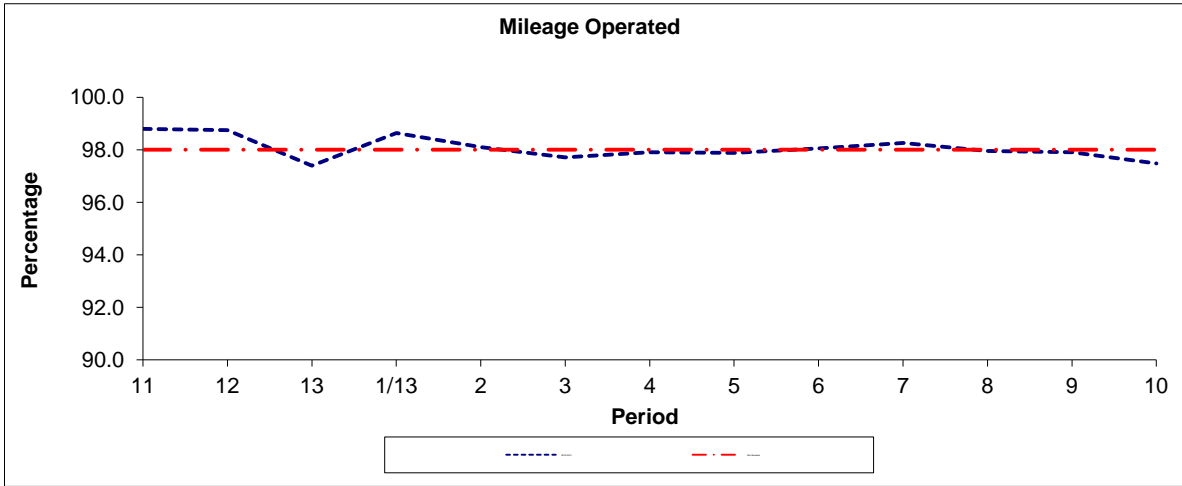
## **ST. JAMES STREET STATION, COURTENAY MEWS**

Private stand for 6 buses in Bus Parking Area on south side of Courtenay Mews. Buses proceed from Courtenay Place via Bus Parking Area to stand, departing via Bus Parking Area and Courtenay Mews to Courtenay Place. Set down in Courtenay Place, at Stop ZC (BP3209 - St James Street Station #, Last Stop on LOR: BP3209 - St James Street Station #) and pick up in Courtenay Place, at Stop ZD (BP3210 - St James Street Station #, First Stop on LOR: BP3210 - St James Street Station #).

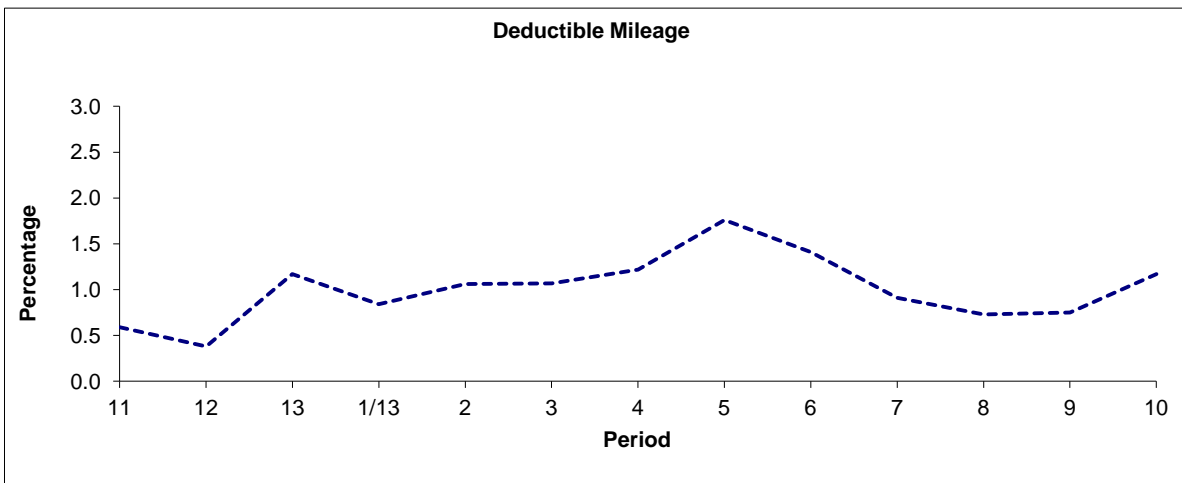
AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 2 buses on Route 212 should be scheduled to stand at any one time.  
MEAL RELIEFS: No meal relief vehicles to stand at any time.  
FERRY VEHICLES: No ferry vehicles to park on stand at any time.  
BLIND DISPLAY: St James Street.  
OTHER INFORMATION: London Buses toilet facilities available 24 hours a day.

**PART B - PERFORMANCE STATISTICS**

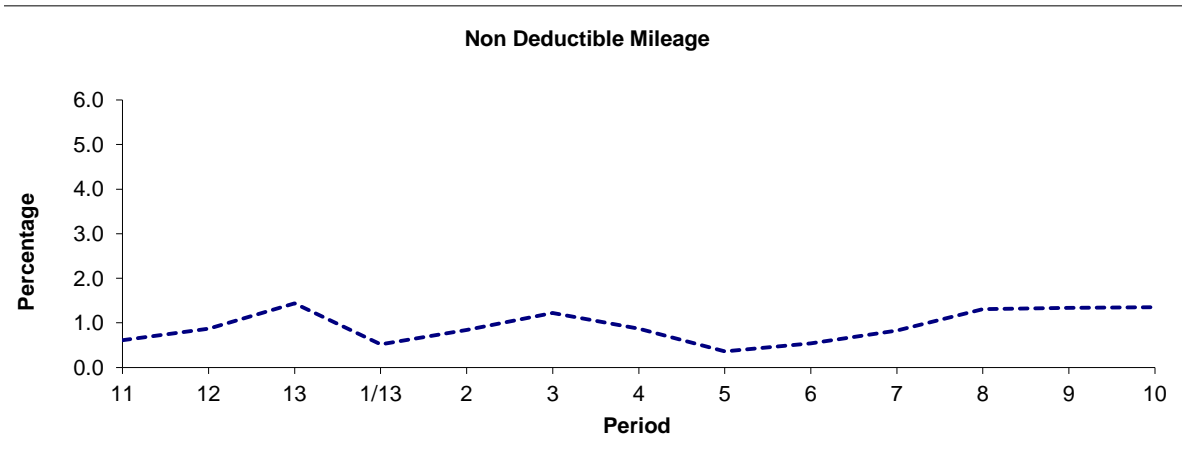
**Route 212**



Period	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2012/2013	98.80	98.75	97.39	98.64	98.10	97.71	97.91	97.88	98.05	98.26	97.96	97.91	97.48
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	1/13	2	3	4	5	6	7	8	9	10
2012/2013	0.59	0.38	1.17	0.84	1.06	1.07	1.22	1.76	1.41	0.91	0.73	0.75	1.17



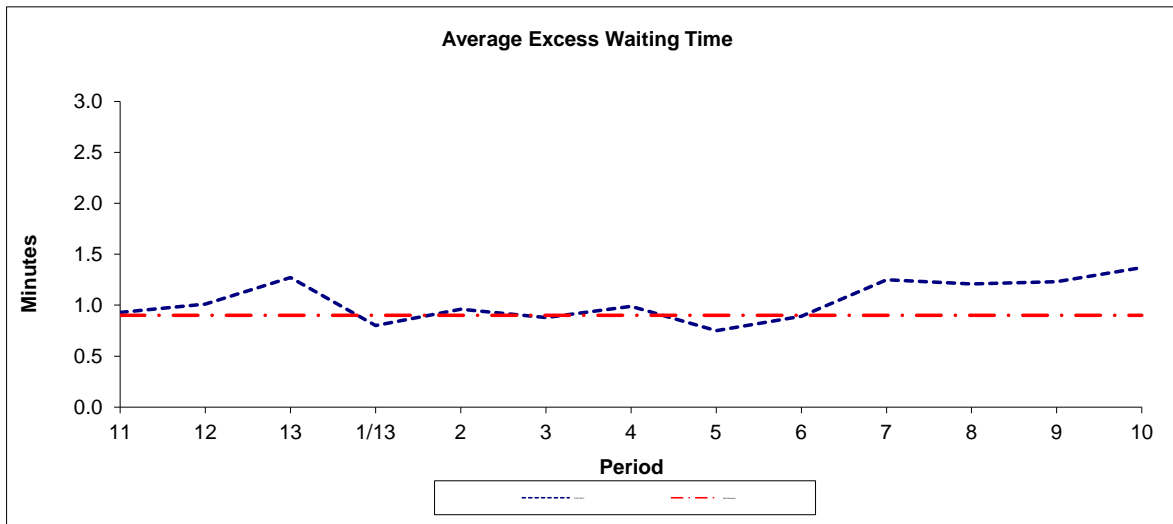
Period	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2012/2013	0.61	0.87	1.44	0.52	0.84	1.22	0.87	0.36	0.54	0.83	1.31	1.34	1.35

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

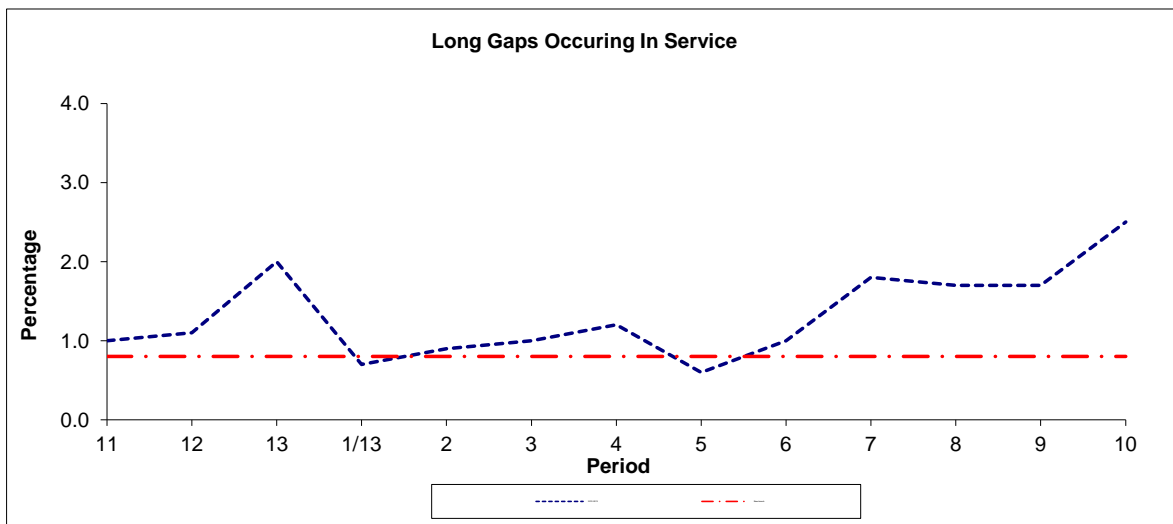


**PART B - PERFORMANCE STATISTICS**

**Route 212**



Period	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2012-2013	0.93	1.01	1.27	0.80	0.96	0.88	0.99	0.75	0.89	1.25	1.21	1.23	1.37
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	1/13	2	3	4	5	6	7	8	9	10
2012-2013	1.0	1.1	2.0	0.7	0.9	1.0	1.2	0.6	1.0	1.8	1.7	1.7	2.5
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 212 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 4 12/13 TO QUARTER 3 13/14 (05/01/13 - 03/01/14)**

**MONDAY - FRIDAY**

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	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	17,695.	98.6	7.59	<b>0.32</b>	7.92	67.9	31.2	0.9	0.1	0.2	38
0700 - 1000	49,400.	96.5	5.17	<b>1.03</b>	6.20	81.9	16.8	1.2	0.1	1.3	73
1000 - 1300	50,023.	97.5	4.99	<b>0.91</b>	5.89	84.4	14.8	0.7	0.1	0.8	71
1300 - 1600	50,202.	96.6	4.98	<b>1.19</b>	6.17	81.3	16.9	1.6	0.2	1.9	59
1600 - 1900	50,217.	97.8	4.98	<b>1.53</b>	6.51	80.1	17.6	2.0	0.3	2.3	56
1900 - 2200	39,078.	98.9	6.20	<b>0.90</b>	7.10	72.2	25.9	1.5	0.3	0.8	70
2200 - 2400	21,812.	99.5	7.47	<b>0.49</b>	7.96	65.6	33.0	1.3	0.1	0.1	48
<b>Summary</b>	<b>278,427.</b>	<b>97.7</b>	<b>5.34</b>	<b>1.10</b>	<b>6.45</b>	<b>79.5</b>	<b>18.8</b>	<b>1.4</b>	<b>0.2</b>	<b>1.5</b>	<b>73</b>

**SATURDAY**

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	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	1,914.	99.2	15.00	<b>0.48</b>	15.48	39.1	28.8	28.4	3.7	3.3	63
0700 - 1000	7,133.	98.8	8.20	<b>0.50</b>	8.70	70.3	24.5	4.3	0.9	0.0	61
1000 - 1300	10,619.	97.1	4.96	<b>0.79</b>	5.75	85.0	14.2	0.7	0.1	0.8	44
1300 - 1600	10,458.	97.1	4.99	<b>1.35</b>	6.34	80.6	17.7	1.6	0.1	1.7	42
1600 - 1900	10,586.	98.3	4.94	<b>1.01</b>	5.95	83.9	15.2	0.8	0.1	1.0	61
1900 - 2200	8,138.	100.1	6.16	<b>0.90</b>	7.06	72.5	25.6	1.9	0.1	0.6	39
2200 - 2400	4,408.	98.3	7.46	<b>0.69</b>	8.15	64.8	33.0	1.8	0.4	0.4	52
<b>Summary</b>	<b>53,256.</b>	<b>98.2</b>	<b>5.88</b>	<b>0.94</b>	<b>6.82</b>	<b>78.2</b>	<b>19.1</b>	<b>2.3</b>	<b>0.3</b>	<b>1.0</b>	<b>63</b>

**SUNDAY AND BANK HOLIDAYS**

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	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	42.	100.0	15.00	<b>0.12</b>	15.12	38.3	29.1	29.5	3.0	3.5	35
0700 - 1000	4,568.	98.5	12.45	<b>0.34</b>	12.79	53.7	32.3	12.2	1.8	4.3	64
1000 - 1300	8,162.	98.3	7.34	<b>0.65</b>	7.99	65.4	32.4	2.0	0.3	0.3	58
1300 - 1600	8,100.	99.5	7.43	<b>0.90</b>	8.33	64.4	32.1	3.3	0.3	0.3	46
1600 - 1900	8,039.	99.3	7.65	<b>0.66</b>	8.31	63.2	34.5	2.0	0.3	0.2	64
1900 - 2200	8,004.	100.4	7.47	<b>0.49</b>	7.96	65.7	32.6	1.7	0.1	0.1	52
2200 - 2400	5,512.	98.7	7.50	<b>0.49</b>	7.99	65.2	33.3	1.4	0.1	0.1	34
<b>Summary</b>	<b>42,427.</b>	<b>99.2</b>	<b>7.96</b>	<b>0.65</b>	<b>8.61</b>	<b>63.5</b>	<b>32.9</b>	<b>3.2</b>	<b>0.4</b>	<b>0.6</b>	<b>64</b>

**ALL DAYS**

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	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	19,651.	98.7	8.46	<b>0.33</b>	8.80	64.5	30.9	4.2	0.5	0.6	63
0700 - 1000	61,101.	97.0	5.77	<b>0.95</b>	6.72	79.6	18.1	2.0	0.3	1.3	73
1000 - 1300	68,804.	97.5	5.24	<b>0.86</b>	6.10	82.4	16.7	0.9	0.1	0.8	71
1300 - 1600	68,760.	97.0	5.23	<b>1.18</b>	6.42	79.4	18.6	1.8	0.2	1.7	59
1600 - 1900	68,842.	98.0	5.22	<b>1.39</b>	6.62	79.0	18.9	1.9	0.3	2.0	64
1900 - 2200	55,220.	99.3	6.33	<b>0.85</b>	7.19	71.5	26.6	1.6	0.3	0.7	70
2200 - 2400	31,732.	99.2	7.47	<b>0.51</b>	7.99	65.4	33.1	1.4	0.2	0.2	52
<b>Summary</b>	<b>374,110.</b>	<b>97.9</b>	<b>5.65</b>	<b>1.04</b>	<b>6.69</b>	<b>77.9</b>	<b>20.2</b>	<b>1.7</b>	<b>0.2</b>	<b>1.3</b>	<b>73</b>

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

Route 212  
 Service change 21679  
 Date 25 September 2009  
 QSI Points are highlighted.

TRANCHE 469

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CHFDSNBS	CHFDSNBS	Chingford Bus Station, Stand B		
CHFDSNB	34017	Chingford Station	0	0.00
	1135	Station Road / Chingford Station	148	0.09
	15985	Stanley Road	276	0.17
	4208	Station Road / The Green	255	0.16
	R0021	Larkshall Road	354	0.22
	33338	Whitehall Road	365	0.23
	33336	Simmons Lane	366	0.23
	29164	Chingdale Road	414	0.26
CHTCPW	17940	Hatch Lane	495	0.31
	17937	St. Anne's Parish Church	486	0.30
	17935	Larkshall Crescent	237	0.15
	17933	East View	313	0.19
	17932	Hickman Avenue	439	0.27
HMPKSN	17929	Highams Park Station	248	0.15
	17927	Haldan Road	325	0.20
	17925	Swanage Road	228	0.14
	17923	Wadham Road	252	0.16
FBNRNC	17921	Garner Road (North Arm)	326	0.20
	17919	Queenswood Avenue	352	0.22
	17917	Victoria Road	250	0.16
FSTRWS	17915	Forest Road / Wood Street	250	0.16
	6681	Thorpe Coombe Hospital	260	0.16
	R0028	The Drive	264	0.16
	33824	Sherhall Street	210	0.13
	33826	Church Hill Road	272	0.17
	33829	Hoe Street	472	0.29
	R0036	Walthamstow Central Station	441	0.27
WSTCSN	BP4270	Walthamstow Bus Station	264	0.16
WSTCSV	R0034	Selborne Walk	270	0.17
WSTWSJ	BP3209	St James Street Station	593	0.37
	SJSTCM S	S STREET STATION, COURTENAY MEWS	0	0.00
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>			9425 metres	5.86 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
SJSTCM S	SJSTCM S	S STREET STATION, COURTENAY MEWS		
WSTWSJ	BP3210	St James Street Station	0	0.00
	R0035	Selborne Walk/Vernon Road	487	0.30
WSTCSV	BP4871	Selborne Walk	167	0.10
WSTCSN	BP4273	Walthamstow Bus Station	311	0.19
	33828	Hoe Street	582	0.36
	33827	Church Hill Road	425	0.26
	33825	Sherhall Street	219	0.14
	33823	The Drive	324	0.20
	R0045	Wood Street Library	287	0.18
FSTRWS	17916	Clifford Road	264	0.16
	17918	Victoria Road	263	0.16
	17920	Queenswood Avenue	207	0.13
FBNRNC	17922	Garner Road (North Arm)	315	0.20
	17924	Wadham Road	303	0.19
	17926	Swanage Road	202	0.13
	17928	Haldan Road	209	0.13
HMPKSN	17930	Highams Park Station	391	0.24
	17931	Hickman Avenue	396	0.25
	17934	East View	239	0.15
	17936	Larkshall Crescent	334	0.21
	17938	St. Anne's Parish Church	349	0.22
CHTCPW	34322	Hatch Lane	612	0.38
	25179	Chingdale Road	256	0.16
	33335	Simmons Lane	451	0.28
	R0478	Friday Hill	427	0.27
	15986	Larkshall Road	317	0.20
	4289	Station Road / The Green	411	0.26
	15984	Buxton Road	205	0.13
CHFDSNB	34017	Chingford Station	458	0.28
	CHFDSNBS	Chingford Bus Station, Stand B	0	0.00
<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>			9411 metres	5.85 miles