

## 7. Service Specification

Route: 318

QC42701

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>	North Middlesex Hospital to Stamford Hill, Rookwood Road
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	9 <sup>th</sup> November 2013
<b>Vehicle Type</b>	45 capacity, single door, single deck, minimum 8.8m long
<b>Current Maximum Approved Dimensions</b>	8.8 metres long and 2.45 metres wide
<b>New Vehicles Mandatory</b>	Yes
<b>Hybrid Price Required</b>	No
<b>Sponsored Route</b>	No
<b>Minimum Performance Standard</b>	Departing on Time - No less than 82.00%
<b>Extension Threshold</b>	Departing on Time Threshold - 86.00%
<b>Advertising Rights</b>	Operator
<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 3<sup>rd</sup> December 2012

*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. 318

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:

- Route No. 318 is extended to operate in service from Stamford Hill, Egerton Road to stand on the east side of Stamford Hill, Rookwood Road. **Please see Route Record for full list of streets traversed.**
- The Boxing Day service should match the Sunday service.
- **Tenderers must identify the cost of the Boxing Day element of this service separately.**

### **Hail & ride operation and/or limited stop/express 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. 318:

- **Towards Stamford Hill** - Bull Lane, Queen Street, White Hart Lane
- **Towards North Middlesex Hospital** - Wargrave Road, Craven Park Road, Grovelands Road, Castlewood Road, Ravensdale Road

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

North Middlesex Hospital to Stamford Hill, Rookwood Road.		Stamford Hill, Rookwood Road to North Middlesex Hospital			
First departure no later than 0545.		First departure no later than 0620.			
0540 - 0630	Every 20 minutes	0615 - 0700	Every 20 minutes		
0631 - 1920	Every 15 minutes	0701 - 1920	Every 15 minutes		
1921 - 2020	Every 20 minutes	1921 - 2020	Every 20 minutes		
2021 - 0025	Every 30 minutes	2021 - 2355	Every 30 minutes		
Last departure no earlier than 0020.		Last departure no earlier than 2350.			
<b>Pinchpoints</b>					
Tottenham, Swan	0700 - 0900	15 minutes	Bruce Grove Station	0715 - 0900	15 minutes
	1510 - 1640	15 minutes		1445 - 1630	15 minutes

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

North Middlesex Hospital to Stamford Hill, Rookwood Road.		Stamford Hill, Rookwood Road to North Middlesex Hospital			
First departure no later than 0545.		First departure no later than 0620.			
0540 - 0815	Every 30 minutes	0615 - 0850	Every 30 minutes		
0816 - 0900	Every 20 minutes	0851 - 0915	Every 20 minutes		
0901 - 1820	Every 15 minutes	0916 - 1820	Every 15 minutes		
1821 - 2020	Every 20 minutes	1821 - 2020	Every 20 minutes		
2021 - 0025	Every 30 minutes	2021 - 2355	Every 30 minutes		
Last departure no earlier than 0020.		Last departure no earlier than 2350.			
<b>Pinchpoints</b>					
Tottenham, Swan	0900 - 0940	20 minutes	Bruce Grove Station	0905 - 0945	20 minutes
	0941 - 1110	15 minutes		0946 - 1100	15 minutes

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

North Middlesex Hospital to Stamford Hill, Rookwood Road.		Stamford Hill, Rookwood Road to North Middlesex Hospital			
First departure no later than 0645.		First departure no later than 0650.			
0640 - 0915	Every 30 minutes	0645 - 0920	Every 30 minutes		
0916 - 1755	Every 20 minutes	0921 - 1800	Every 20 minutes		
1756 - 0025	Every 30 minutes	1801 - 2355	Every 30 minutes		
Last departure no earlier than 0020.		Last departure no earlier than 2350.			
<b>Pinchpoints</b>					
Tottenham, Swan	1020 - 1140	20 minutes	Bruce Grove Station	1005 - 1125	20 minutes

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

**4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. 318 can suffer unpredictable traffic delays in the Tottenham area.
- 4.2) Route No. 318 suffers from major disruption in the Tottenham area during home matches of Tottenham Hotspur Football Club.
- 4.3) Smaller buses are used on the route due to highway constraints between Rookwood Road and Lordship Lane.

**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 318: North Middlesex Hospital - Stamford Hill

**Date of Structural Change:** 9 November 2013.

**Date of Service Change:** 9 November 2013.

**Reason for Issue:** New contract.

### **STREETS TRAVERSED**

**Towards Stamford Hill:** North Middlesex Hospital Grounds, Bull Lane, Queen Street, White Hart Lane, Great Cambridge Road, The Roundway, Lordship Lane, Lansdowne Road, Shelbourne Road, Rosebery Avenue, Havelock Road, Dowsett Road, Tottenham High Road, Wargrave Avenue, Grovelands Road, Craven Park Road, Castlewood Road, Ravensdale Road, Stamford Hill, Egerton Road, Rookwood Road.

**Towards North Middlesex Hospital:** Rookwood Road, Clapton Common, Stamford Hill, Ravensdale Road, Castlewood Road, Craven Park Road, Grovelands Road, Gladesmore Road, Tottenham High Road, Dowsett Road, Windsor Road, Thackeray Avenue, Havelock Road, Rosebery Avenue, Shelbourne Road, Lansdowne Road, Lordship Lane, The Roundway, Great Cambridge Road, White Hart Lane, Queen Street, Bull Lane, North Middlesex Hospital Grounds.

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

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

### **NORTH MIDDLESEX HOSPITAL, BAY T**

Private stand for one bus on route 318 in bay at Stop T on south side of private road in North Middlesex Hospital Grounds.

Buses proceed from North Middlesex Hospital Grounds direct to stand, departing to North Middlesex Hospital Grounds. Set down in North Middlesex Hospital Grounds, at Stop T (BP5148 - North Middlesex Hospital, Last Stop on LOR: BP5148 - North Middlesex Hospital) and pick up in North Middlesex Hospital Grounds, at Stop T (BP5148 - North Middlesex Hospital, First Stop on LOR: BP5148 - North Middlesex Hospital).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 318 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:	North Middlesex Hospital.
OTHER INFORMATION:	Public toilet facilities available: 0600-2100 (M-F) & 0900-2000 (Sat & Sun). After 1600, please use toilets in maternity ward.

## **NORTHUMBERLAND PARK STATION**

Public stand in two sections for 8 buses on Northumberland Park (southern arm). East side stand commences opposite walkway access to Anglia Close and extends 54 metres north. West side offside stand commences at walkway to Anglia Close and extends 52 metres north.

### From North Middlesex Hospital.

Buses proceed from Lansdowne Road via Shelbourne Road, Willoughby Lane and Northumberland Park to stand, departing via Northumberland Park, Park Lane and Shelbourne Road to Lansdowne Road. Set down in Lansdowne Road, at Stop NM (29725 - Chalgrove Road, Last Stop on LOR: 29725 - Chalgrove Road) and pick up in Lansdowne Road, at Stop NJ (29724 - Chalgrove Road, First Stop on LOR: 29724 - Chalgrove Road).

### From Stamford Hill.

Buses proceed from Shelbourne Road via Willoughby Lane and Northumberland Park to stand, departing via Northumberland Park and Park Lane to Shelbourne Road. Set down in Shelbourne Road (BP4348 - Halefield Road, Last Stop on LOR: BP4348 - Halefield Road) and pick up in Shelbourne Road (BP4343 - Halefield Road, First Stop on LOR: BP4343 - Halefield Road).

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:	Northumberland Park.



## **TOTTENHAM, TOWN HALL APPROACH ROAD**

Public stand for 2 buses on east side of Town Hall Approach Road commencing 26 metres north of lamp standard No. TA7A and extending 24 metres north.

### From North Middlesex Hospital.

Buses proceed from Tottenham High Road via Tottenham Green South Side, Tottenham Green East, Tottenham High Road, Philip Lane and Town Hall Approach Road to stand, departing via Town Hall Approach Road to Tottenham High Road. Set down in Tottenham High Road, at Stop N (10944 - Philip Lane, Last Stop on LOR: 10944 - Philip Lane) and pick up in Tottenham High Road, at Stop M (1043 - Philip Lane, First Stop on LOR: 1043 - Philip Lane).

### From Stamford Hill.

Buses proceed from Tottenham High Road via Philip Lane and Town Hall Approach Road to stand, departing via Town Hall Approach Road to Tottenham High Road. Set down in Tottenham High Road, at Stop M (1043 - Philip Lane, Last Stop on LOR: 1043 - Philip Lane) and pick up in Tottenham High Road, at Stop G (670 - Seven Sisters Station <> #, First Stop on LOR: 670 - Seven Sisters 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:	Tottenham, Town Hall.

## **STAMFORD HILL, ROOKWOOD ROAD, EAST SIDE**

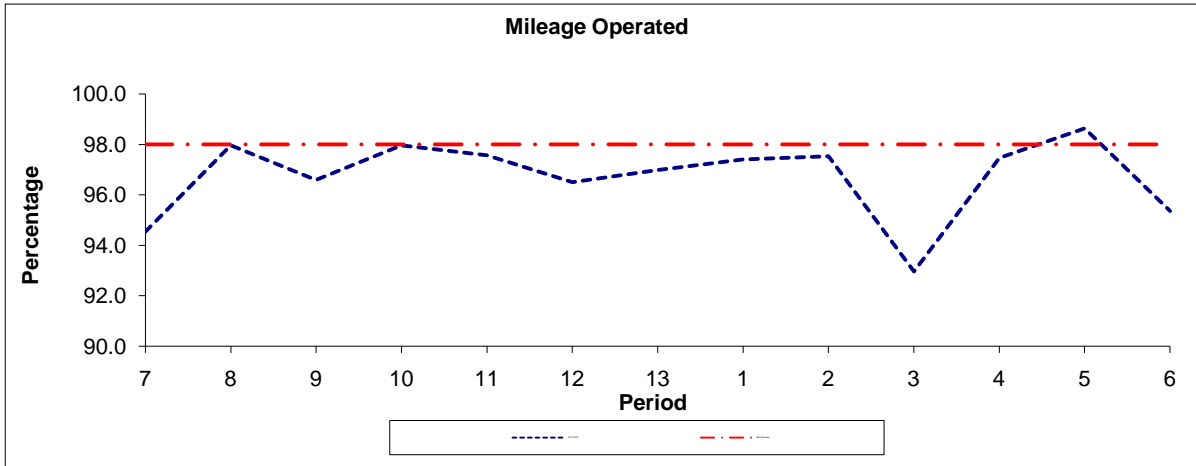
Public stand for 3 buses in two sections (16.5 and 24.5 metres) on east side of Rookwood Road outside Stamford Hill Bus Garage commencing level with lamp standard No. 3 and extending overall 77.5 metres north.

Buses proceed from Rookwood Road direct to stand, departing to Rookwood Road. Set down in Rookwood Road (16517 - Stamford Hill, Last Stop on LOR: 25904 - Egerton Road) and pick up in Rookwood Road (16517 - Stamford Hill, First Stop on LOR: 121 - Stamford Hill Broadway).

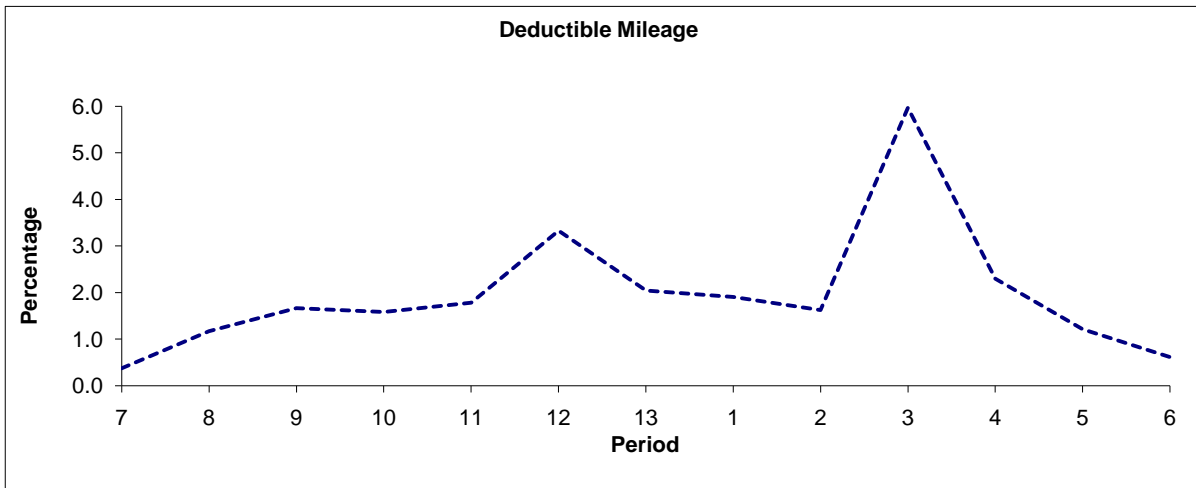
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 318 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Stamford Hill.
OTHER INFORMATION:	No toilet facilities available.

**PART B - PERFORMANCE STATISTICS**

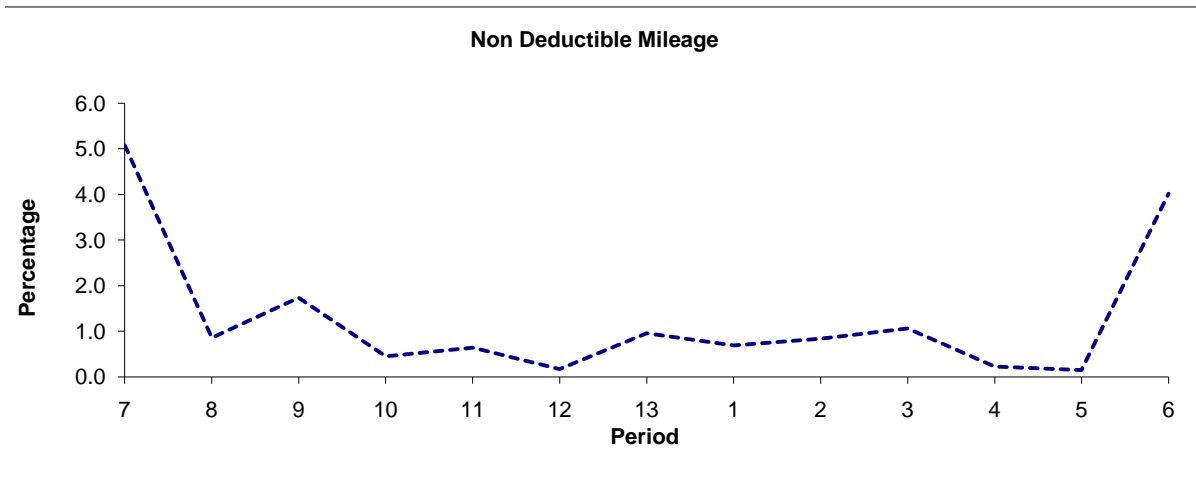
**Route 318**



Period	7	8	9	10	11	12	13	1	2	3	4	5	6
2011/2012	94.54	97.96	96.59	97.96	97.57	96.50	96.99	97.40	97.53	92.97	97.47	98.63	95.36
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	7	8	9	10	11	12	13	1	2	3	4	5	6
2011/2012	0.38	1.18	1.67	1.59	1.79	3.33	2.05	1.91	1.63	5.97	2.30	1.22	0.62

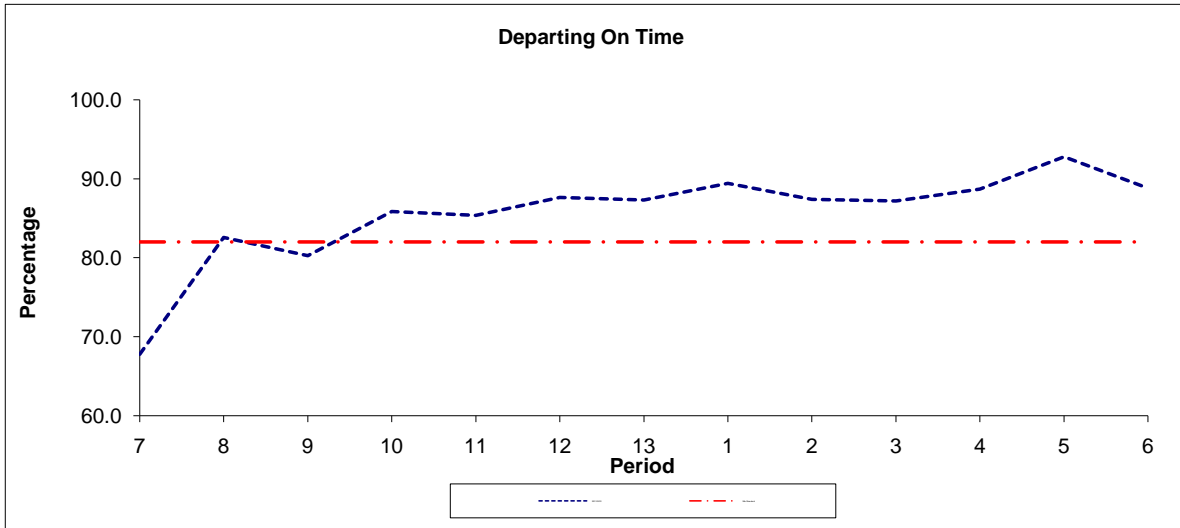


Period	7	8	9	10	11	12	13	1	2	3	4	5	6
2011/2012	5.08	0.86	1.74	0.45	0.64	0.17	0.96	0.69	0.84	1.06	0.23	0.15	4.02

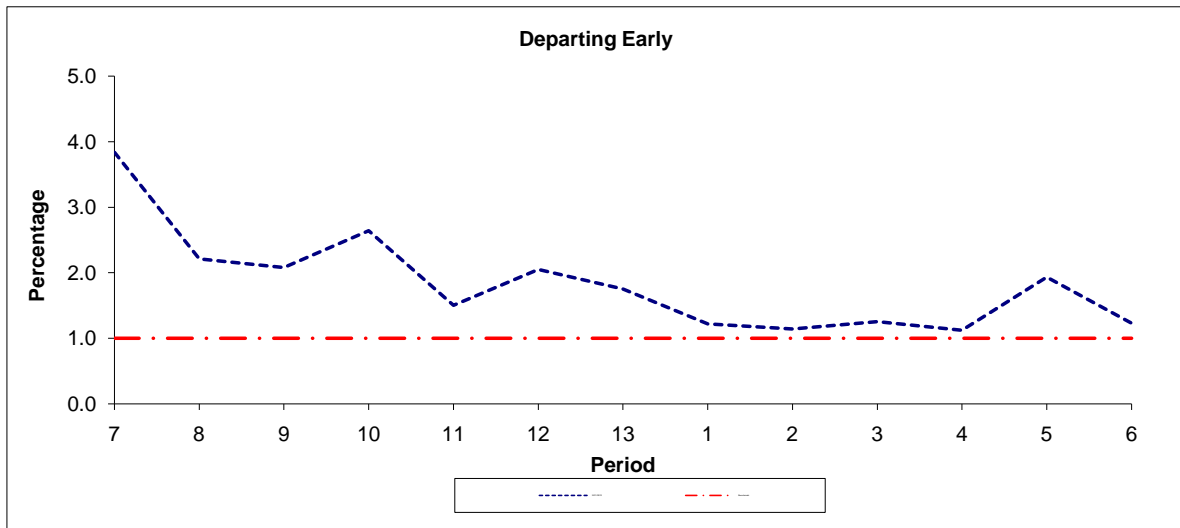
**Note :** Mileage is based on 4 weeks data  
 Performance affected by industrial action in p3 2012/13.

**PART B - PERFORMANCE STATISTICS**

**Route 318**



Period	7	8	9	10	11	12	13	1	2	3	4	5	6
2011/2012	67.8	82.6	80.3	85.9	85.4	87.7	87.3	89.5	87.4	87.2	88.7	92.8	88.8
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	7	8	9	10	11	12	13	1	2	3	4	5	6
2011/2012	3.8	2.2	2.1	2.6	1.5	2.1	1.8	1.2	1.1	1.3	1.1	1.9	1.2
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 318 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 3 11/12 TO QUARTER 2 2012/13 (17/09/11 - 14/09/12)**

**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	7,940.	96.1	97.2	92.6	2.7	1.0	3.8
0700 - 1000	33,826.	96.2	95.2	80.2	5.0	1.8	12.9
1000 - 1300	34,300.	98.4	97.5	90.4	2.6	1.8	5.2
1300 - 1600	34,515.	96.7	96.9	85.0	3.4	1.3	10.3
1600 - 1900	34,184.	97.9	95.4	79.7	5.0	1.6	13.7
1900 - 2200	26,312.	98.3	97.4	86.5	2.7	1.0	9.8
2200 - 2400	12,593.	99.6	99.0	91.9	1.0	2.8	4.3
<b>Summary</b>	<b>183,670.</b>	<b>97.5</b>	<b>96.6</b>	<b>84.3</b>	<b>3.8</b>	<b>1.6</b>	<b>10.3</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	1,220.	97.5	97.9	92.3	2.5	1.3	3.9
0700 - 1000	4,828.	97.8	97.5	89.1	2.8	5.4	2.7
1000 - 1300	7,273.	96.3	95.8	90.8	4.1	2.8	2.4
1300 - 1600	7,242.	97.7	96.6	90.5	3.3	2.2	3.9
1600 - 1900	7,239.	97.4	97.2	89.4	3.0	2.9	4.8
1900 - 2200	5,095.	99.1	98.0	84.5	2.2	2.1	11.2
2200 - 2400	2,636.	100.1	98.0	87.6	2.1	1.2	9.1
<b>Summary</b>	<b>35,533.</b>	<b>97.8</b>	<b>97.0</b>	<b>89.4</b>	<b>3.2</b>	<b>2.8</b>	<b>4.7</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	330.	92.7	95.2	94.2	4.4	0.0	1.4
0700 - 1000	4,693.	98.7	97.7	91.5	2.3	3.6	2.6
1000 - 1300	6,009.	98.5	98.3	92.2	1.8	3.2	2.8
1300 - 1600	6,049.	99.8	98.5	89.2	2.0	1.1	7.7
1600 - 1900	5,668.	98.0	97.8	86.6	3.0	3.2	7.2
1900 - 2200	4,477.	99.8	97.9	85.8	2.2	0.8	11.2
2200 - 2400	2,933.	101.5	99.5	93.1	0.5	3.0	3.4
<b>Summary</b>	<b>30,159.</b>	<b>99.1</b>	<b>98.2</b>	<b>89.2</b>	<b>2.2</b>	<b>2.3</b>	<b>6.2</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	9,490.	96.1	97.2	92.6	2.7	1.0	3.7
0700 - 1000	43,347.	96.6	95.7	81.6	4.7	2.2	11.5
1000 - 1300	47,582.	98.1	97.3	90.7	2.8	2.1	4.5
1300 - 1600	47,806.	97.2	97.1	86.3	3.2	1.4	9.1
1600 - 1900	47,091.	97.8	96.0	81.4	4.6	1.9	12.1
1900 - 2200	35,884.	98.6	97.5	86.1	2.6	1.1	10.1
2200 - 2400	18,162.	100.0	98.9	91.5	1.1	2.6	4.8
<b>Summary</b>	<b>249,362.</b>	<b>97.8</b>	<b>96.9</b>	<b>85.4</b>	<b>3.6</b>	<b>1.8</b>	<b>9.2</b>

Transport for London - QSI Points and Mileage

v2.0 - Mileage directly imported from Caesar

Tranche 427

Route 318  
 Service change 29370  
 Date 28/01/2012

Includes proposed in service extension to current Rookwood Rd stand prior to start of new contr

Reason for Issue

Re-allocation to Lee Valley & Mileage Update

Version Detail

QSI Points are highlighted in Blue

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
NMIDHP	BP5148	North Middlesex Hospital		
	HC172	Hail & Ride Section Starts Here	43	0.03
	HC173	Hail & Ride Section	882	0.55
	HC174	Hail & Ride Section Ends Here	107	0.07
	25220	Tottenham Cemetery	135	0.08
	25218	Great Cambridge Road	395	0.25
GCRDWH	3505	White Hart Lane	104	0.06
	BP2745	Great Cambridge Road	300	0.19
	BP2746	Awlfield Avenue	278	0.17
	BP2747	All Hallows Road	500	0.31
	BP4342	Enfield and Haringey Magistrates Court	449	0.28
	BP4353	Pembury Road	186	0.12
	29721	Tottenham High Road	198	0.12
	29723	Spencer Road	324	0.20
	29725	Chalgrove Road	227	0.14
SHELLR	BP4343	Halefield Road	445	0.28
	BP4345	Ladysmith Road	946	0.59
BRGRSNT	1234	Tottenham High Road / Bruce Grove Stn	373	0.23
	R0307	Tottenham Police Station	204	0.13
TOTTSW	10944	Philip Lane	379	0.24
	10946	Tottenham Town Hall	127	0.08
SSISSN	670	Seven Sisters Station	228	0.14
	959	Seven Sisters Road	294	0.18
	2075	South Tottenham Station	181	0.11
	9647	St Ann's Road	321	0.20
	HC175	Hail & Ride Section Starts Here	69	0.04
GRVLRD	OC639	Egerton Road	705	0.44
	HC176	Hail & Ride Section	714	0.44
	HC177	Hail & Ride Section Ends Here	98	0.06
STAMER	25904	Egerton Road	77	0.05
STAMRRES		Rookwood Road, East Side	434	0.27
<b>Total Route Mileage - Out Direction</b>			<b>9723</b>	<b>6.04</b>
			<b>Metres</b>	<b>Miles</b>

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
STAMRRES		Rookwood Road, East Side		
STAMCC	121	Stamford Hill Broadway	450	0.28
	789	Egerton Road	183	0.11
	HC178	Hail & Ride Section Starts Here	82	0.05
GRVLRD	OC661	Lealand Road	782	0.49
	HC179	Hail & Ride Section	710	0.44
	HC180	Hail & Ride Section Ends Here	101	0.06
	BP3383	Lealand Road	97	0.06
	2076	South Tottenham Station	256	0.16
	958	Seven Sisters Road	179	0.11
SSISSN	BP2074	Seven Sisters Station	154	0.10
	671	Tottenham Town Hall	108	0.07
TOTTSW	1043	Philip Lane	369	0.23
	10942	Tottenham Police Station	275	0.17
BRGRSNT	BP4947	Bruce Grove Station	308	0.19
	BP4347	Thackeray Avenue	660	0.41
SHELLR	BP4348	Halefield Road	653	0.41
	29724	Chalgrove Road	474	0.29
	29722	Spencer Road	271	0.17
	29720	Tottenham High Road	285	0.18
	BP4351	Pembury Road	168	0.10
	BP4352	Enfield and Haringey Magistrates Court	248	0.15
	10972	The Roundway / East Arm	221	0.14
	BP2749	All Hallows Road	137	0.09
	BP3088	Awlfield Avenue	493	0.31
	BP2748	Waltheof Gardens	278	0.17
GCRDWH	25217	Great Cambridge Road	508	0.32
	25219	Tottenham Cemetery	388	0.24
	HC181	Hail & Ride Section Starts Here	105	0.07
	HC182	Hail & Ride Section	854	0.53
	HC183	Hail & Ride Section Ends Here	101	0.06
NMIDHP	BP5148	North Middlesex Hospital	241	0.15
<b>Total Route Mileage - Back Direction</b>			<b>10139</b>	<b>6.30</b>