

7. Service Specification

Route: 327

QC41102

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	Waltham Cross, Bus Station and Waltham Cross, Bus Station via Elsing Estate (circular)
Contract Basis	Incentivised
Commencement Date	8 th June 2013
Vehicle Type	60 capacity, dual door, single deck, minimum 10.8m long
Current Maximum Approved Dimensions	8.8 metres long and 2.4 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	No
Sponsored Route	No
Minimum Performance Standard	Departing on Time - No less than 90.00%
Extension Threshold	Departing on Time Threshold - 94.00%
Advertising Rights	Operator
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:
No later than 12 Noon on 14th May 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. 327

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:

- 60 capacity, dual door, single deck buses of a minimum of 10.8 metres long buses will be specified, subject to a satisfactory route test.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Waltham Cross, Bus Station to Waltham Cross, Bus Station via Elsinge Estate (circular)		
First departure no later than 0705.		
0700 - 2210	Every 30 minutes	
Last departure no earlier than 2205.		
Pinchpoints		
Elsinge Estate,	0715 - 0915	30 minutes
Masons Road	1515 - 1645	30 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Waltham Cross, Bus Station to Waltham Cross, Bus Station via Elsinge Estate (circular)		
First departure no later than 0705.		
0700 - 2210	Every 30 minutes	
Last departure no earlier than 2205.		
Pinchpoints		
Elsinge Estate, Masons Road	0945 - 1115	30 minutes

4) OPERATIONAL CONSIDERATIONS

- 4.1) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following location: Turkey Street Station.
- 4.2) Route No. 327 can suffer unpredictable traffic delays in the Hertford Road and Waltham Cross Bus Station areas.

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 327: Waltham Cross, Bus Station - Elsinge Estate, Masons Road

Date of Structural Change: 1 June 2013.

Date of Service Change: 1 June 2013.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Elsinge Estate, Masons Road: Waltham Cross Bus Station, Eleanor Cross Road, Eleanor Cross Road Roundabout, Monarch's Way, Hertford Road, Bullsmoor Lane, Lackmore Road, Elsinge Road.

Towards Waltham Cross, Bus Station: Elsinge Road, Turkey Street, Hertford Road, Monarch's Way, Eleanor Cross Road Roundabout, Eleanor Cross 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.

WALTHAM CROSS BUS STATION

Private stand for 9 buses (including non-London Buses services) standing abreast in marked bays in Waltham Cross Bus Station on south side of Eleanor Cross Road with first 2 bays (nearest Eleanor Cross Road) restricted to single-deck buses.

Buses proceed from Eleanor Cross Road via Waltham Cross Bus Station to stand, departing to Waltham Cross Bus Station. Set down in Eleanor Cross Road, at Alighting Point (BP2406 - Waltham Cross Bus Station, Last Stop on LOR: BP2406 - Waltham Cross Bus Station) and pick up in Waltham Cross Bus Station, at Stop A (BP2816 - Waltham Cross Bus Station, First Stop on LOR: BP2816 - Waltham Cross Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 327 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:	Waltham Cross.
OTHER INFORMATION:	London Buses toilet facilities available 24 hours a day.

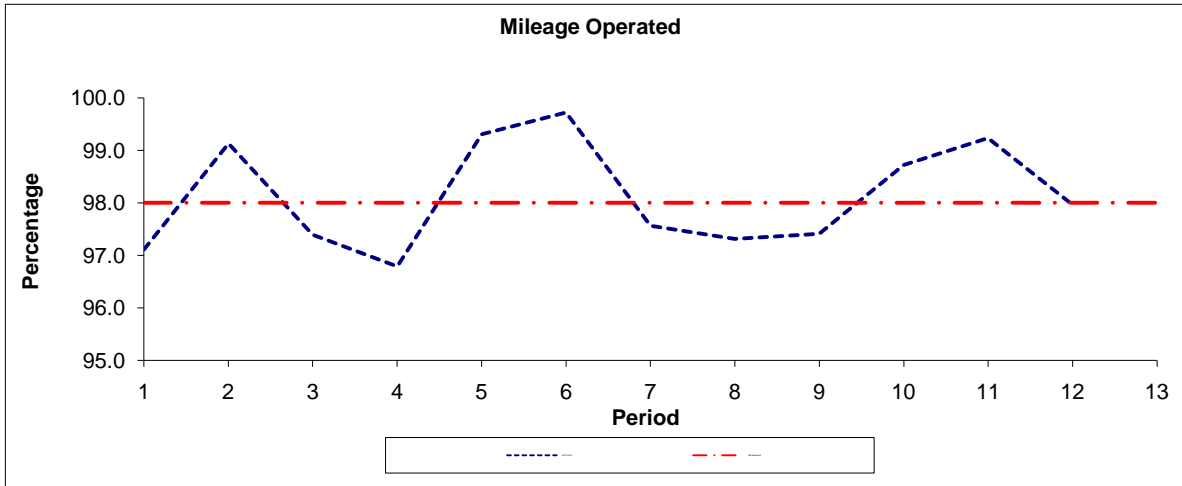
ELSINGE ESTATE

Buses proceed from Elsinge Road direct to stand, departing to Elsinge Road. Set down in Elsinge Road (OC619 - Cocker Road, Last Stop on LOR: OC619 - Cocker Road) and pick up in Elsinge Road (OC619 - Cocker Road, First Stop on LOR: OC619 - Cocker Road).

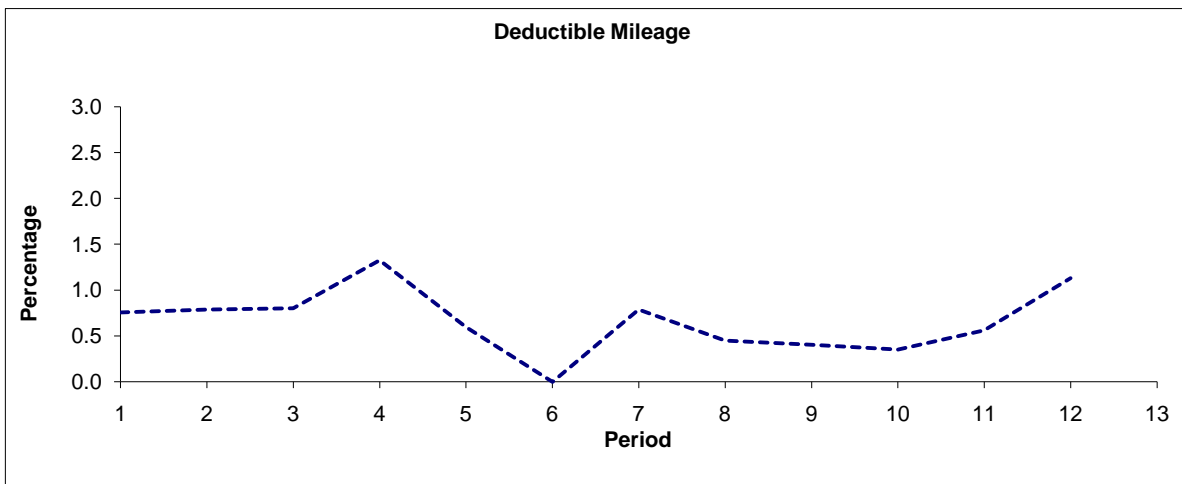
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	None.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Elsinge Estate.
OTHER INFORMATION:	Scheduled hesitation point only. Buses must not stand for longer than one 1 minute.

PART B - PERFORMANCE STATISTICS

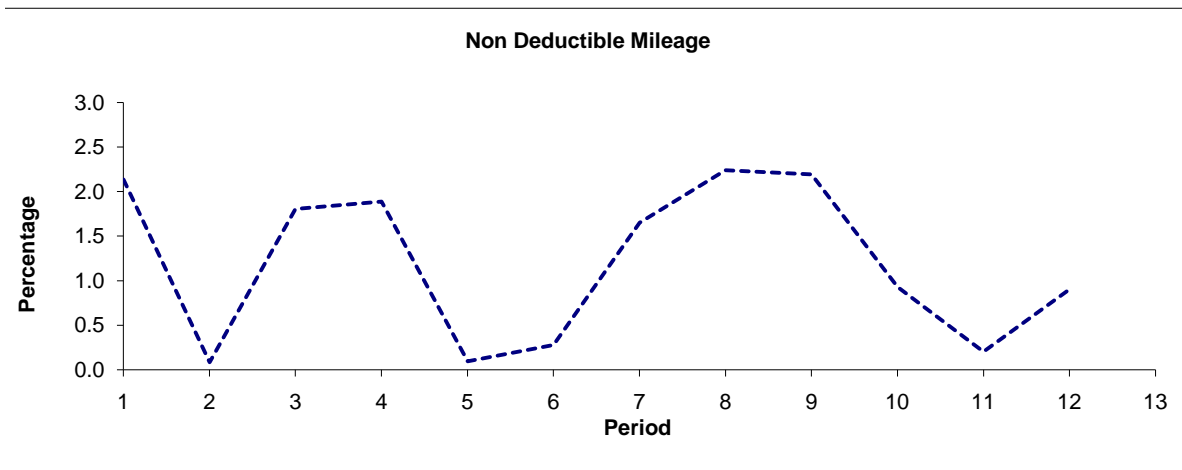
Route 327



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011/2012	97.1	99.1	97.4	96.8	99.3	99.7	97.6	97.3	97.4	98.7	99.2	98.0	98.0
Min Standard	98.0	98.0	98.0	98.0	98.0	98.0	98.0	98.0	98.0	98.0	98.0	98.0	98.0



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011/2012	0.8	0.8	0.8	1.3	0.6	0.0	0.8	0.5	0.4	0.4	0.6	1.1	0.0

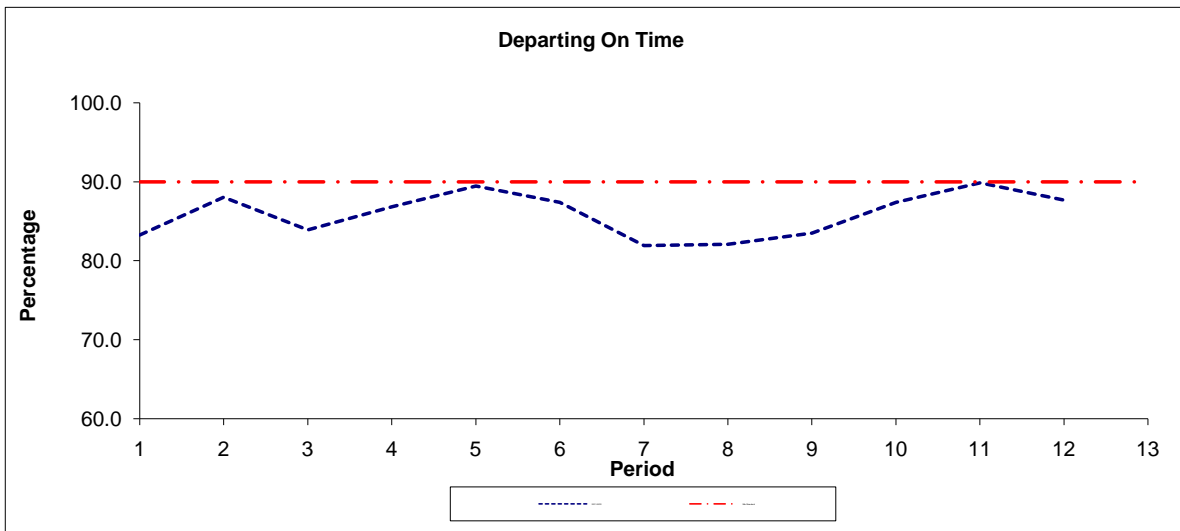


Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011/2012	2.1	0.1	1.8	1.9	0.1	0.3	1.6	2.2	2.2	0.9	0.2	0.9	0.0

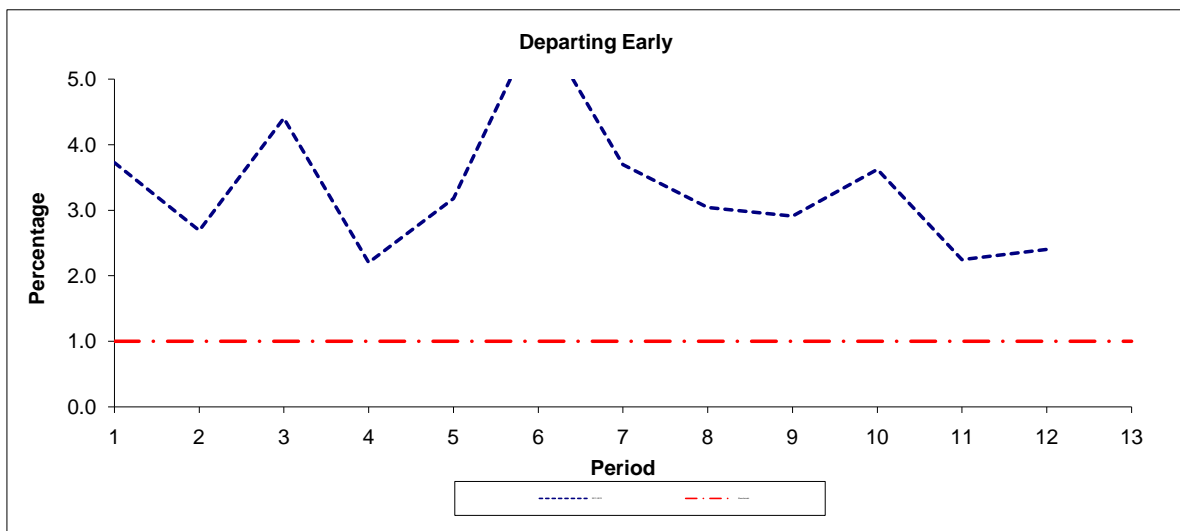
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 327



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011-2012	83.3	88.1	83.9	86.9	89.5	87.4	81.9	82.1	83.5	87.4	89.9	87.7	
Min Standard	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011-2012	3.7	2.7	4.4	2.2	3.2	5.9	3.7	3.0	2.9	3.6	2.2	2.4	
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 327 - FULL iBUS RESULTS BY TIME OF DAY QUARTERS 1 to 3 2011/12 (01/04/11 - 09/12/11)

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 (%)
0700 - 1000	3,855.	98.3	97.7	86.3	2.5	4.7	6.4
1000 - 1300	3,748.	100.3	98.5	90.6	2.0	0.4	7.0
1300 - 1600	3,699.	98.8	96.4	83.8	4.4	2.9	8.9
1600 - 1900	3,658.	96.4	93.3	73.2	7.6	5.3	13.8
1900 - 2200	3,686.	99.2	98.4	90.7	1.9	5.5	1.9
2200 - 2400	634.	96.4	96.4	87.3	4.2	6.4	2.1
Summary	19,280.	98.5	96.9	83.8	4.1	3.9	8.3

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 (%)
0700 - 1000	777.	99.5	99.4	96.5	0.7	1.7	1.1
1000 - 1300	799.	100.9	98.4	93.5	1.5	0.2	4.9
1300 - 1600	801.	100.1	98.5	95.2	1.4	0.8	2.6
1600 - 1900	798.	99.9	97.9	90.0	2.2	2.5	5.4
1900 - 2200	808.	99.9	99.9	97.3	0.2	1.3	1.2
2200 - 2400	135.	100.0	100.0	91.9	0.0	7.4	0.7
Summary	4,118.	100.0	98.8	94.0	1.3	1.3	3.3

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 (%)
0700 - 1000	48.	100.0	100.0	98.6	0.0	0.0	1.4
1000 - 1300	48.	100.0	100.0	100.0	0.0	0.0	0.0
1300 - 1600	47.	104.3	100.0	100.0	0.0	0.0	0.0
1600 - 1900	48.	100.0	100.0	100.0	0.0	0.0	0.0
1900 - 2200	48.	100.0	100.0	95.1	0.0	4.9	0.0
2200 - 2400	8.	100.0	100.0	100.0	0.0	0.0	0.0
Summary	247.	100.8	100.0	99.2	0.0	0.6	0.2

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 (%)
0700 - 1000	4,680.	98.5	98.0	87.3	2.3	4.4	6.0
1000 - 1300	4,595.	100.4	98.5	91.2	1.9	0.4	6.6
1300 - 1600	4,547.	99.1	96.8	85.8	3.9	2.5	7.8
1600 - 1900	4,504.	97.0	94.2	75.4	6.9	5.0	12.8
1900 - 2200	4,542.	99.3	98.7	91.6	1.6	4.9	1.8
2200 - 2400	777.	97.0	97.0	88.0	3.6	6.5	1.9
Summary	23,645.	98.8	97.2	85.3	3.7	3.5	7.5

Transport for London - QSI Points and Mileage

Route 327
 Service change 22818
 Date 26 October 2009

Locations shaded in blue denote QSI points under Full iBus

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WALXBS S	WALXBS S	WALTHAM CROSS BUS STATION		
WALXBS	BP2816	Waltham Cross Bus Station	0	0.00
	12243	Arlington Crescent	826	0.51
HRTRBL	5546	Hertford Road	326	0.20
	5544	Langdale Gardens	299	0.19
	BP1190	Lea Valley High School	209	0.13
ELESMR	OC619	Cocker Road	1079	0.67
	ELESMR H	Lea Estate, Masons Road Hesitation	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			2739 metres	1.70 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ELESMR H	ELESMR H	Lea Estate, Masons Road Hesitation Point		
ELESMR	OC619	Cocker Road	0	0.00
TRKSSN	OC707	Turkey Street Station	608	0.38
HRTRTR	3510	Totteridge Road	738	0.46
	12250	Oakhurst Road	316	0.20
	3512	Mandeville Road	353	0.22
HRTRBL	12244	Bullsmoor Lane	397	0.25
WALXBS	BP2406	Waltham Cross Bus Station	867	0.54
	WALXBS S	WALTHAM CROSS BUS STATION	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			3279 metres	2.04 miles