

7. Service Specification

Route: 329

QC40106

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	Enfield Town, Little Park Gardens to Turnpike Lane Station
Contract Basis	Incentivised
Commencement Date	12 th January 2013
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	10.2 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	No
Sponsored Route	No
Minimum Performance Standard	Average Excess Wait Time - No more than 0.90 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.80 minutes
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 4th January 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) QSI POINTS & MILEAGE
- 5) OPERATIONAL CONSIDERATIONS
- 6) CURRENT PERFORMANCE ROUTE RECORD & IBUS MILEAGE

2) NOTES

Proposed Changes:

At this time, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 329.

- As part of the works for the North Circular Road additional lane improvements, Green Lanes is restricted to one lane in each direction at all times between Palmerston Crescent and Tottenham Road until 25th November 2011. As a result, there are two additional buses in the schedule (from Route No. 141 cutback) to maintain reliability for the duration of the works.
- From 26th November, ex Turnpike Lane Station, the first departure is re-timed from 0555 to 0610 and the last departure is re-timed from 0040 to 0110 on all days of the week to improve interworking with Route No. N29.

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:

- Tenderers should refer to the schedules dated 8th May 2010 rather than the current temporary schedules.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Enfield Town, Little Park Gardens to Turnpike Lane Station			Turnpike Lane Station to Enfield Town, Little Park Gardens		
First departure no later than 0525.			First departure no later than 0610.		
0520 - 0600	Every 12 minutes		0605 - 0630	Every 12 minutes	
0601 - 0620	Every 10 minutes		0631 - 0700	Every 10 minutes	
0621 - 0635	Every 7-8 minutes (8 buses per hour)		0701 - 0730	Every 7-8 minutes (8 buses per hour)	
0636 - 0900	Every 6 minutes		0731 - 0945	Every 6 minutes	
0901 - 1900	Every 6-7 minutes (9 buses per hour)		0946 - 1930	Every 6-7 minutes (9 buses per hour)	
1901 - 2000	Every 7-8 minutes (8 buses per hour)		1931 - 2030	Every 7-8 minutes (8 buses per hour)	
2001 - 0015	Every 10 minutes		2031 - 0115	Every 10 minutes	
Last departure no earlier than 0010.			Last departure no earlier than 0110.		
Pinchpoints					
Palmers Green Bus Garage	0655 - 0925	6 minutes	Palmers Green, Hedge Lane	0750 - 0900	6 minutes
	1500 - 1635	7 minutes		1500 - 1635	7 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Enfield Town, Little Park Gardens to Turnpike Lane Station			Turnpike Lane Station to Enfield Town, Little Park Gardens		
First departure no later than 0525.			First departure no later than 0610.		
0520 - 0700	Every 12 minutes		0605 - 0655	Every 12 minutes	
0701 - 0800	Every 10 minutes		0656 - 0755	Every 10 minutes	
0801 - 0900	Every 7-8 minutes (8 buses per hour)		0756 - 0845	Every 7-8 minutes (8 buses per hour)	
0901 - 1835	Every 6-7 minutes (9 buses per hour)		0846 - 1835	Every 6-7 minutes (9 buses per hour)	
1836 - 1930	Every 7-8 minutes (8 buses per hour)		1836 - 1945	Every 7-8 minutes (8 buses per hour)	
1931 - 0015	Every 10 minutes		1946 - 0115	Every 10 minutes	
Last departure no earlier than 0010.			Last departure no earlier than 0110.		
Pinchpoints					
Palmers Green Bus Garage	0920 - 1100	7 minutes	Palmers Green, Hedge Lane	0900 - 1100	7 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Enfield Town, Little Park Gardens to Turnpike Lane Station		Turnpike Lane Station to Enfield Town, Little Park Gardens			
First departure no later than 0525.		First departure no later than 0610.			
0520 - 0800	Every 12 minutes	0605 - 0755	Every 12 minutes		
0801 - 0910	Every 10 minutes	0756 - 0855	Every 10 minutes		
0911 - 1820	Every 8 minutes	0856 - 1825	Every 8 minutes		
1821 - 0015	Every 10 minutes	1826 - 0115	Every 10 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0110.			
Pinchpoints					
Palmers Green Bus Garage	1025 - 1125	8 minutes	Palmers Green, Hedge Lane	1030 - 1130	8 minutes

3.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Enfield Town, Little Park Gardens to Turnpike Lane Station		Turnpike Lane Station to Enfield Town, Little Park Gardens			
First departure no later than 0805.		First departure no later than 0800.			
0800 - 0910	Every 10 minutes	0755 - 0855	Every 10 minutes		
0911 - 1820	Every 8 minutes	0856 - 1825	Every 8 minutes		
1821 - 0015	Every 10 minutes	1826 - 0115	Every 10 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0110.			
Pinchpoints					
Palmers Green Bus Garage	1025 - 1125	8 minutes	Palmers Green, Hedge Lane	1030 - 1130	8 minutes

4) QSI POINTS & MILEAGE

It is intended Route No. 329 will have 96 surveys per quarter at the following locations:

QSI POINTS	
Towards Turnpike Lane Station	Towards Enfield Town, Little Park Gardens
Enfield Town	Turnpike Lane
Palmers Green, Hedge Lane \$	Palmers Green, North Circular \$
Palmers Green, North Circular \$	Palmers Green, Hedge Lane \$
MILEAGE: See Attached iBus Sheets	

\$ This location is recorded simultaneously in both directions - counted as two surveys.

5) OPERATIONAL CONSIDERATIONS

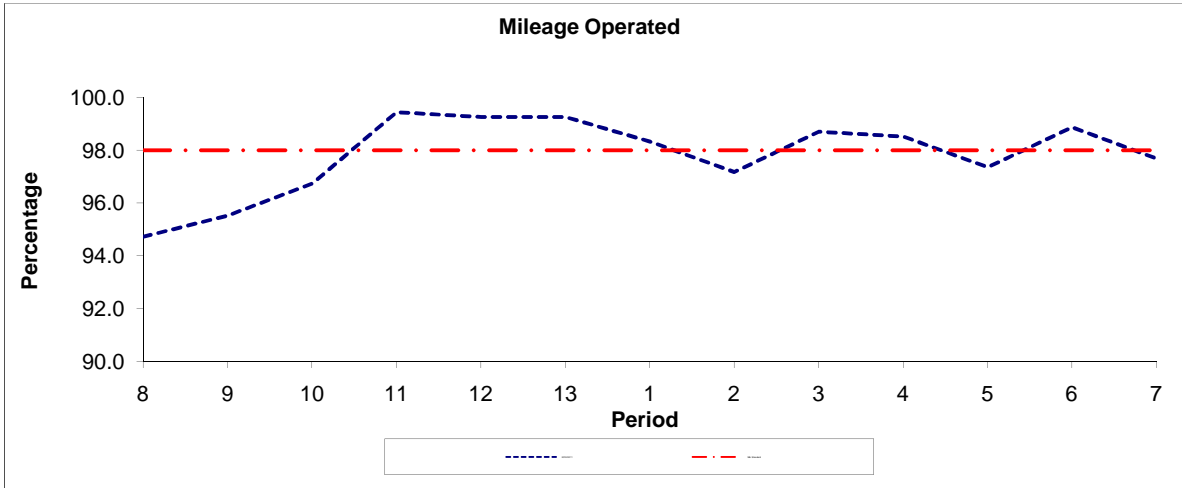
- 5.1) Route No. 329 should interwork with Route No. N29 to form a seamless 24 hour service between Enfield Town, Little Park Gardens and Wood Green Station.
- 5.2) Route No. 329 should be separated from Route Nos. 121 & 232 between Palmers Green, North Circular Road/Green Lanes and Turnpike Lane Station during all periods, where possible.
- 5.3) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following locations: Enfield Town rail station, Wood Green LUL station and Turnpike Lane LUL station.
- 5.4) Route No. 329 can suffer unpredictable traffic delays in the Enfield and Wood Green areas.

6) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

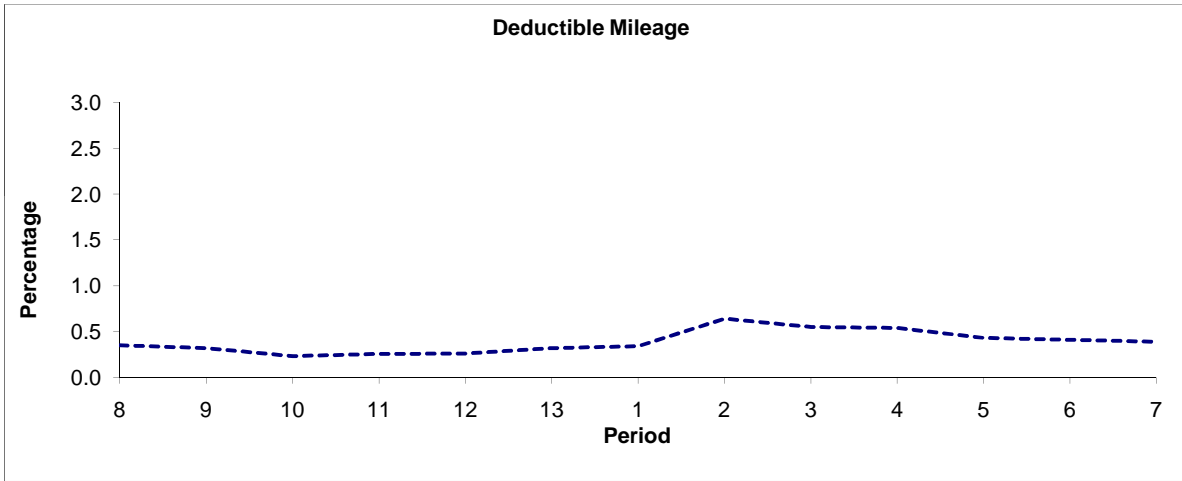
- 6.1) CURRENT PERFORMANCE
As per current print out.
- 6.2) ROUTE RECORD
As per Busnet Printout.
- 6.3) IBUS MILEAGE
As per current print out.

PART B - PERFORMANCE STATISTICS

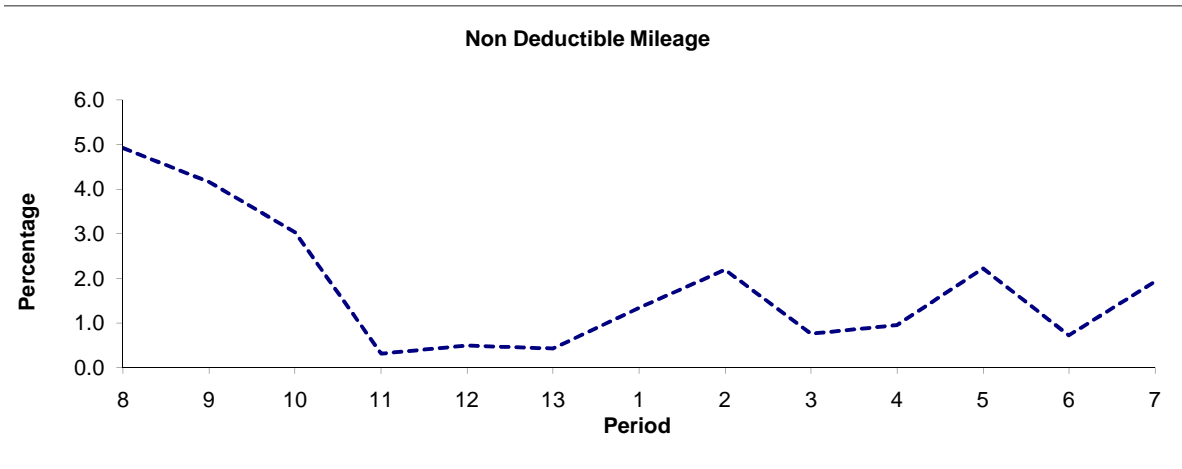
Route 329



Period	8	9	10	11	12	13	1	2	3	4	5	6	7
2010/2011	94.73	95.52	96.73	99.43	99.25	99.25	98.32	97.17	98.69	98.51	97.35	98.87	97.68
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	8	9	10	11	12	13	1	2	3	4	5	6	7
2010/2011	0.35	0.32	0.23	0.26	0.26	0.32	0.34	0.64	0.55	0.54	0.43	0.41	0.39

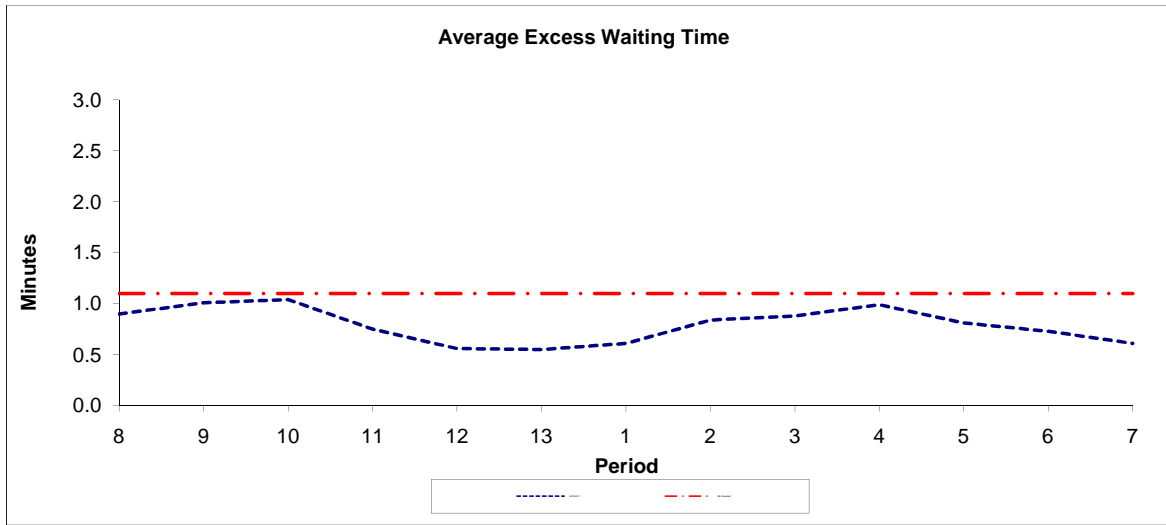


Period	8	9	10	11	12	13	1	2	3	4	5	6	7
2010/2011	4.92	4.16	3.04	0.31	0.49	0.43	1.34	2.19	0.76	0.95	2.22	0.72	1.93

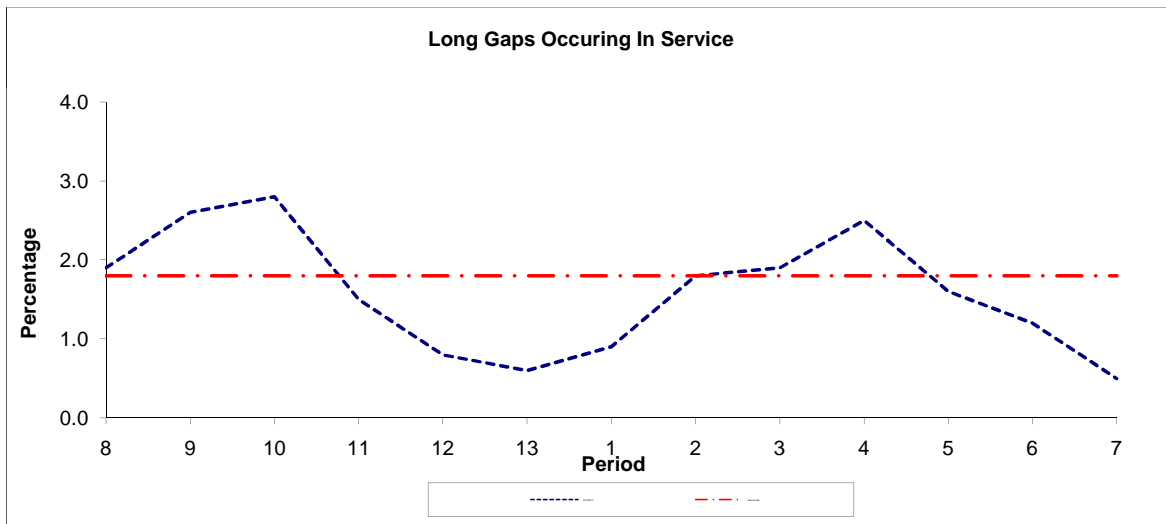
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 329



Period	8	9	10	11	12	13	1	2	3	4	5	6	7
2010/2011	0.90	1.01	1.04	0.75	0.56	0.55	0.61	0.84	0.88	0.99	0.81	0.73	0.61
Min Standard	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10



Period	8	9	10	11	12	13	1	2	3	4	5	6	7
2010/2011	1.90	2.60	2.80	1.50	0.80	0.60	0.90	1.80	1.90	2.50	1.60	1.20	0.50
Benchmark	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80

Note : Reliability is based on 12 weeks rolling data

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 329: Enfield, Little Park Gardens - Turnpike Lane Station

Date of Structural Change: 12 January 2013.

Date of Service Change: 12 January 2013.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Turnpike Lane Station: Bus Parking Area, Little Park Gardens, Church Street, The Town, Southbury Road, Genotin Road, London Road, Park Avenue, Village Road, Ridge Avenue, Green Lanes, Wood Green High Road, Green Lanes.

Towards Enfield, Little Park Gardens: Turnpike Lane Bus Station, Green Lanes, Wood Green High Road, Green Lanes, Ridge Avenue, Village Road, Park Avenue, London Road, Cecil Road, Little Park Gardens.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

ENFIELD, LITTLE PARK GARDENS

Private stand for up to 6 buses (or 3 articulated buses) in Bus Parking Area on south side of Little Park Gardens.

Buses proceed from Little Park Gardens via Bus Parking Area to stand, departing to Bus Parking Area. Set down in Little Park Gardens, at Alighting Point (BP750 - Little Park Gardens, Last Stop on LOR: BP750 - Little Park Gardens) and pick up in Bus Parking Area, at Stop A (35731 - Little Park Gardens, First Stop on LOR: 35731 - Little Park Gardens).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 329 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: Enfield.

OTHER INFORMATION: Council toilet facilities available 24 hours a day.

WINCHMORE HILL, CHURCH STREET (from TURNPIKE LANE STATION)

Public stand for one bus in layby on west side of Great Cambridge Road.
Buses proceed from Ridge Avenue via Church Street and Great Cambridge Road to stand, departing via Great Cambridge Road, Bury Street West and Church Street to Ridge Avenue. Set down in Ridge Avenue, at stop V (2790 - Church Street, Last Stop on LOR: 2790 - Church Street) and pick up in Ridge Avenue, at stop E (10910 - Solna Road, First Stop on LOR: 10910 - Solna 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: Winchmore Hill.

WINCHMORE HILL, CHURCH STREET (from TURNPIKE LANE STATION)

Buses proceed from Ridge Avenue via Church Street, Little Bury Street, Bury Street West and Church Street departing to Ridge Avenue. Set down in Ridge Avenue, at Stop V (2790 - Church Street, Last Stop on LOR: 10911 - Solna Road) and pick up in Ridge Avenue, at Stop E (10910 - Solna Road, First Stop on LOR: 10910 - Solna Road).

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

PALMERS GREEN, HEDGE LANE

Public stand for one bus on east side of slip road at north east corner of junction of Green Lanes with Hedge Lane, commencing 3 metres north of lamp standard 26P and extending 10 metres north.

From Enfield, Little Park Gardens.

Buses proceed from Green Lanes via Slip Road to stand, departing via Slip Road and Hedge Lane to Green Lanes. Set down in Green Lanes (10893 - Meadowcroft Road, Last Stop on LOR: 27566 - Woodberry Avenue) and pick up in Green Lanes (10890 - Meadowcroft Road, First Stop on LOR: 10890 - Meadowcroft Road).

From Turnpike Lane Station.

Buses proceed from Green Lanes via Slip Road to stand, departing via Slip Road and Hedge Lane to Green Lanes. Set down in Green Lanes (10888 - St Monica's Church, Last Stop on LOR: 23415 - Bourne Hill) and pick up in Green Lanes (10889 - Bourne Hill, First Stop on LOR: 10889 - Bourne Hill).

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: Palmers Green, Hedge Lane.

WOOD GREEN, BULLER ROAD (from Enfield, Little Park Gardens)

Public stand for 5 buses (or 3 articulated buses) on north side of Buller Road commencing 10 metres west of junction with Redvers Road and extending 54 metres west. Buses proceed from Wood Green High Road via Buller Road to stand, departing via Buller Road, Redvers Road, Moselle Avenue and Gladstone Avenue to Wood Green High Road. Set down in Wood Green High Road, at Stop D (1488 - Wood Green Station <>, Last Stop on LOR: 1488 - Wood Green Station <>) and pick up in Wood Green High Road, at Stop H (BP1794 - Wood Green Station <>, First Stop on LOR: BP1794 - Wood Green 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: Wood Green.

TURNPIKE LANE STATION

Private stand for 10 buses in marked bays in Turnpike Lane Bus Station on east side of Green Lanes. Buses proceed from Green Lanes via Carlingford Road and Turnpike Lane Bus Station to stand, departing to Turnpike Lane Bus Station. Set down in Green Lanes, at Stop Y (3617 - Turnpike Lane Station <>, Last Stop on LOR: 3617 - Turnpike Lane Station <>) and pick up in Turnpike Lane Bus Station, at Stop S (33694 - Turnpike Lane Bus Station, First Stop on LOR: 33694 - Turnpike Lane Bus Station).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 329 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: Turnpike Lane Station.
OTHER INFORMATION: LBSL toilet facilities available 24 hours a day.

Transport for London - Live Mileage List

Route 329
 Service change 20565
 Date 26 October 2009

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ENTNLP S	ENTNLP S	ENFIELD, LITTLE PARK GARDENS		
ENTNLP	35731	Little Park Gardens	0	0.00
	35678	Enfield Town / Church Street	205	0.13
	10927	Enfield Town / Genotin Road	393	0.24
	10926	Cecil Road / St Annes School	323	0.20
	10922	Park Crescent	324	0.20
	10920	Bush Hill	294	0.18
	3487	Saint Stephens Church	319	0.20
	10914	Conifer Gardens	327	0.20
	3805	Church Street	165	0.10
	10910	Solna Road	454	0.28
WNCHGD	10906	Green Dragon Lane	422	0.26
	24851	Shrubbery Gardens	282	0.18
	R0723	Station Road	185	0.11
	70362	Winchmore Hill Police Station	444	0.28
	27566	Woodberry Avenue	209	0.13
	10893	Meadowcroft Road	275	0.17
PALMHL	10889	Bourne Hill	357	0.22
	10885	Fox Lane	241	0.15
	25693	Lodge Drive	281	0.17
	761	Palmer's Green / The Triangle	262	0.16
	10879	Broomfield Lane	197	0.12
	4946	North Circular Road	218	0.14
PALMNC	10875	Tottenham Road	215	0.13
	10871	Berkshire Gardens	321	0.20
	R0722	Arcadian Gardens	171	0.11
	760	Wood Green Police Station	405	0.25
	10868	Canning Crescent	185	0.11
	10866	Haringey Civic Centre	210	0.13
	1488	Wood Green Station	268	0.17
WDGNHR	BP960	Wood Green Shopping City	255	0.16
	9985	Brampton Park Road	359	0.22
	70351	Coleraine Road	227	0.14
TLSNBS	3617	Turnpike Lane Station	229	0.14
	TLSNBS S	TURNPIKE LANE STATION STAND	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			9022	5.61
			metres	miles

BACK DIRECTION

BACK DIRECTION				
Timing Point				
Code	Stop Number	Stop Name	Metres	Miles
TLSNBS S	TLSNBS S	TURNPIKE LANE STATION STAND		
TLSNBS	33694	Turnpike Lane Bus Station	0	0.00
	23341	Coleraine Road	318	0.20
	9982	Wood Green Shopping City	378	0.23
WDGNHR	BP1794	Wood Green Station	328	0.20
	10864	Haringey Civic Centre	372	0.23
	759	Wood Green Police Station	331	0.21
	2009	Arcadian Gardens	323	0.20
	10872	Berkshire Gardens	395	0.25
PALMNC	4945	Tottenham Road	249	0.15
	3534	North Circular Road	216	0.13
	10878	Broomfield Lane	188	0.12
	10880	Palmers Green / The Triangle	230	0.14
	10881	Lodge Drive	252	0.16
	10883	Fox Lane	158	0.10
	23415	Bourne Hill	319	0.20
PALMHL	10888	Saint Monica's Church	187	0.12
	10890	Meadowcroft Road	175	0.11
	3484	Woodberry Avenue	362	0.22
	33896	Winchmore Hill Police Station	165	0.10
	10900	Station Road	228	0.14
	3525	Shrubbery Gardens	492	0.31
WNCHGD	10905	Green Dragon Lane	260	0.16
	10911	Solna Road	378	0.23
	2790	Church Street	258	0.16
	BP2680	Church Street	175	0.11
	10913	Conifer Gardens	235	0.15
	3488	Saint Stephens Church	303	0.19
	10919	Bush Hill	283	0.18
	10921	Park Crescent	312	0.19
	10925	Cecil Road / Saint Annes School	361	0.22
	33968	Enfield Town / Cecil Road	267	0.17
ENTNLP	BP750	Little Park Gardens	495	0.31
	ENTNLP S	ENFIELD, LITTLE PARK GARDENS	0	0.00
	0	0	0	0.00

TOTAL ROUTE MILEAGE - BACK DIRECTION

8993
metres

5.59
miles