

7. Service Specification

Route: W12

Contract Reference: QC55502

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	Walthamstow, Coppermill Lane and Wanstead, Woodbine Place
Contract Basis	Incentivised
Commencement Date	4 th March 2017
Vehicle Type	40 capacity, single door, single deck, minimum 8.1m long
Current Maximum Approved Dimensions	8.1 metres long and 2.33 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Departing on Time - No less than 78.00%
Extension Threshold	Departing on Time Threshold - 81.00%
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 11th April 2016

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. W12.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. W12.

Hail & Ride Operation 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. W12:

Ex Walthamstow, Coppermill Lane

Salop Road and Morland Road

Grosvenor Road, Pembroke Road, Orford Road and Addison Road

Charnwood Drive, Colvin Gardens, Elmcroft Avenue, Nightingale Lane and Grosvenor Road

Ex Wanstead, Woodbine Place

Grosvenor Road, Nightingale Lane, Elmcroft Avenue, Colvin Gardens and Charnwood Drive

Church Lane, Vestry Road, Pembroke Road and Grosvenor Road

Morland Road and Salop Road

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.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Walthamstow, Coppermill Lane to Wanstead, Woodbine Place			Wanstead, Woodbine Place to Walthamstow, Coppermill Lane		
First departure no later than 0540.			First departure no later than 0610.		
0535 - 1930	Every 20 minutes		0605 - 1950	Every 20 minutes	
1931 - 0005	Every 30 minutes		1951 - 2355	Every 30 minutes	
Last departure no earlier than 2400.			Last departure no earlier than 2350.		
Pinchpoints					
Woodford High Road, The Eagle	0705 - 0905	20 minutes	Walthamstow Central Station	0720 - 0920	20 minutes
	1455 - 1635	20 minutes		1505 - 1645	20 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Walthamstow, Coppermill Lane to Wanstead, Woodbine Place			Wanstead, Woodbine Place to Walthamstow, Coppermill Lane		
First departure no later than 0540.			First departure no later than 0610.		
0535 - 0810	Every 30 minutes		0605 - 0840	Every 30 minutes	
0811 - 1830	Every 20 minutes		0841 - 1920	Every 20 minutes	
1831 - 0005	Every 30 minutes		1921 - 2355	Every 30 minutes	
Last departure no earlier than 2400.			Last departure no earlier than 2350.		
Pinchpoints					
Woodford High Road, The Eagle	0915 - 1115	20 minutes	Walthamstow Central Station	0910 - 1110	20 minutes

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

Walthamstow, Coppermill Lane to Wanstead, Woodbine Place			Wanstead, Woodbine Place to Walthamstow, Coppermill Lane		
First departure no later than 0730.			First departure no later than 0720.		
0725 - 0005	Every 30 minutes		0715 - 2355	Every 30 minutes	
Last departure no earlier than 2400.			Last departure no earlier than 2350.		
Pinchpoints					
Woodford High Road, The Eagle	1030 - 1200	30 minutes	Walthamstow Central Station	1020 - 1150	30 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. W12 can suffer from unpredictable traffic delays in the Walthamstow area.
- 4.2) Walthamstow Market may also cause delays in the vicinity of Hoe Street on Saturdays.
- 4.3) Smaller buses are used on the route due to highway constraints on Snaresbrook Road, Woodford Road and Shernhall Street. Route No. W12 operates through narrow, heavily parked residential streets, where car parking and delivery vans often cause delays for buses. Tenderers should bear this in mind.

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 W12: Walthamstow, Coppermill Lane - Wanstead Station

Date of Structural Change: 4 March 2017.

Date of Service Change: 4 March 2017.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Wanstead Station: Coppermill Lane, Rensburg Road, Salop Road, Morland Road, Coppermill Lane, Blackhorse Road, Mission Grove, Palmerston Road, Willow Walk, Selborne Road, Walthamstow Central Bus Station, Selborne Road, Hoe Street, Grosvenor Park Road, Pembroke Road, Orford Road, Beulah Road, Addison Road, Shernhall Street, Eastern Road, Lea Bridge Road, Whipps Cross, Whipps Cross Roundabout, Whipps Cross Road, Private Road In Whipps Cross Hospital Grounds, James Lane, Whipps Cross Road, Whipps Cross Roundabout, Lea Bridge Road, Snaresbrook Road, Hollybush Hill, Woodford Road, Woodford Green High Road, George Lane, The Shrubberies, The Viaduct, Mulberry Way, Daisy Road, Cowslip Road, George Lane, Hermon Hill, Charnwood Drive, Colvin Gardens, Elmcroft Avenue, Nightingale Lane, Eastway, Stanstead Road, Grosvenor Road, Nightingale Lane, Wanstead High Street, Woodbine Place.

Towards Walthamstow, Coppermill Lane: Woodbine Place, Wanstead High Street, Nightingale Lane, Grosvenor Road, Stanstead Road, Eastway, Nightingale Lane, Elmcroft Avenue, Colvin Gardens, Charnwood Drive, Hermon Hill, George Lane, Mulberry Way, The Viaduct, George Lane, Woodford Green High Road, Woodford Road, Hollybush Hill, Snaresbrook Road, Lea Bridge Road, Whipps Cross Roundabout, Whipps Cross Road, James Lane, Private Road In Whipps Cross Hospital Grounds, Whipps Cross Road, Whipps Cross Roundabout, Whipps Cross, Lea Bridge Road, Eastern Road, Shernhall Street, Church Lane, Church End, Vestry Road, East Avenue, Orford Road, Pembroke Road, Grosvenor Park Road, Hoe Street, Selborne Road, Walthamstow Central Bus Station, Selborne Road, Willow Walk, Palmerston Road, Mission Grove, Blackhorse Road, Coppermill Lane.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

WALTHAMSTOW, COPPERMILL LANE

Public stand for 2 buses on south side of Coppermill Lane commencing 2.5 metres east of Rensburg Road extending 24 metres east.

Buses proceed from Coppermill Lane direct to stand, departing to Coppermill Lane. Set down in Coppermill Lane (BP2539 - Rensburg Road, Last Stop on LOR: BP2539 - Rensburg Road) and pick up in Coppermill Lane (BP2539 - Rensburg Road, First Stop on LOR: BP2539 - Rensburg Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route W12 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: Walthamstow, Coppermill Lane.
OTHER INFORMATION: No toilet facilities available.

ST. JAMES STREET STATION, COURTENAY MEWS

From Wanstead Station.

Buses proceed from Blackhorse Road via St James's Street and South Grove departing to Selborne Road. Set down in Blackhorse Road, at stop C (10309 - Walthamstow Market, Last Stop on LOR: 10309 - Walthamstow Market) and pick up in Selborne Road, at stop N (R0035 - Selborne Walk / Vernon Road, First Stop on LOR: R0035 - Selborne Walk / Vernon Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: St James Street.

WHIPPS CROSS ROUNDABOUT

Public stand for four buses in layby on south west side of roundabout.

From Wanstead Station.

Buses proceed from Whipps Cross Road via Whipps Cross Roundabout to stand, departing via Whipps Cross Roundabout to Lea Bridge Road. Set down in Whipps Cross Roundabout, at Stop C (14274 - Whipps Cross Roundabout, Last Stop on LOR: 14276 - Hainault Court) and pick up in Lea Bridge Road (14275 - Hainault Court, First Stop on LOR: 14275 - Hainault Court).

From Walthamstow, Coppermill Lane.

Buses proceed from Whipps Cross Road via Whipps Cross Roundabout to stand, departing to Whipps Cross Roundabout. Set down in Whipps Cross Roundabout, at Stop A (14274 - Whipps Cross Roundabout, Last Stop on LOR: 14271 - Whipps Cross / Wood Street) and pick up in Whipps Cross Roundabout, at Stop C (14274 - Whipps Cross Roundabout, First Stop on LOR: 14274 - Whipps Cross Roundabout).

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:	Whipps Cross.

SOUTH WOODFORD, MULBERRY WAY (from Walthamstow, Coppermill Lane)

Public stand for two buses facing west in bus-only link road between Mulberry Way and Primrose Road.

Buses proceed from Cowslip Road via George Lane, Mulberry Way and Bus Standing Area to stand, departing via Bus Standing Area, Primrose Road, Mulberry Way, Daisy Road and Cowslip Road to George Lane. Set down in Cowslip Road, at Stop C (29463 - South Woodford Station <>, Last Stop on LOR: 29463 - South Woodford Station <>) and pick up in George Lane, at Stop D (35174 - South Woodford Station <>, First Stop on LOR: 35174 - South Woodford 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:	South Woodford.

WANSTEAD, WOODBINE PLACE

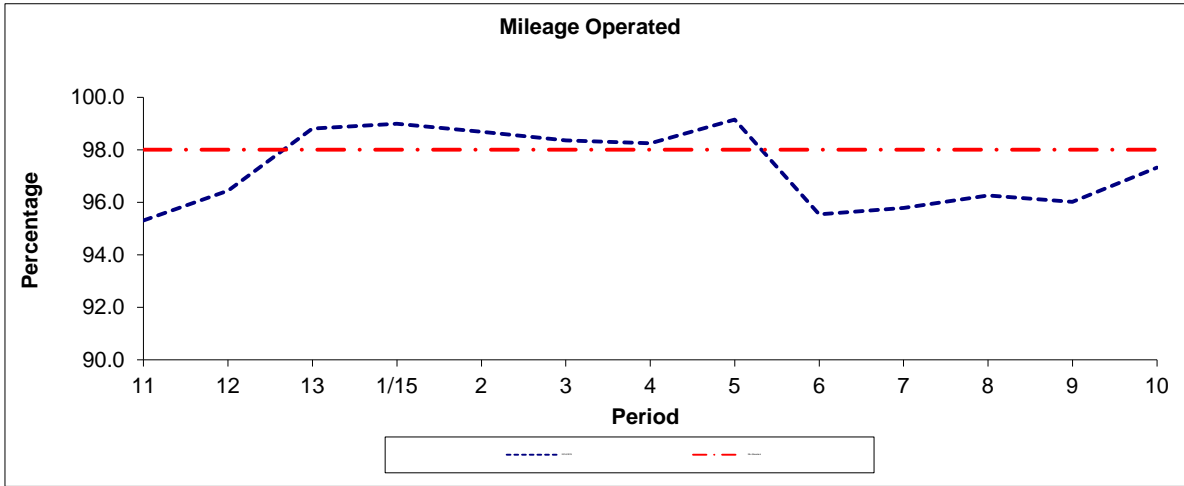
Public stand for five buses on north side of Woodbine Place, commencing 5 metres west of Wanstead High Street and extending 58 metres west.

Buses proceed from Woodbine Place direct to stand, departing to Woodbine Place. Set down in Woodbine Place, at Alighting Point AP (27814 - Woodbine Place, Last Stop on LOR: 27814 - Woodbine Place) and pick up in Woodbine Place, at Stop E (34050 - Woodbine Place, First Stop on LOR: 34050 - Woodbine Place).

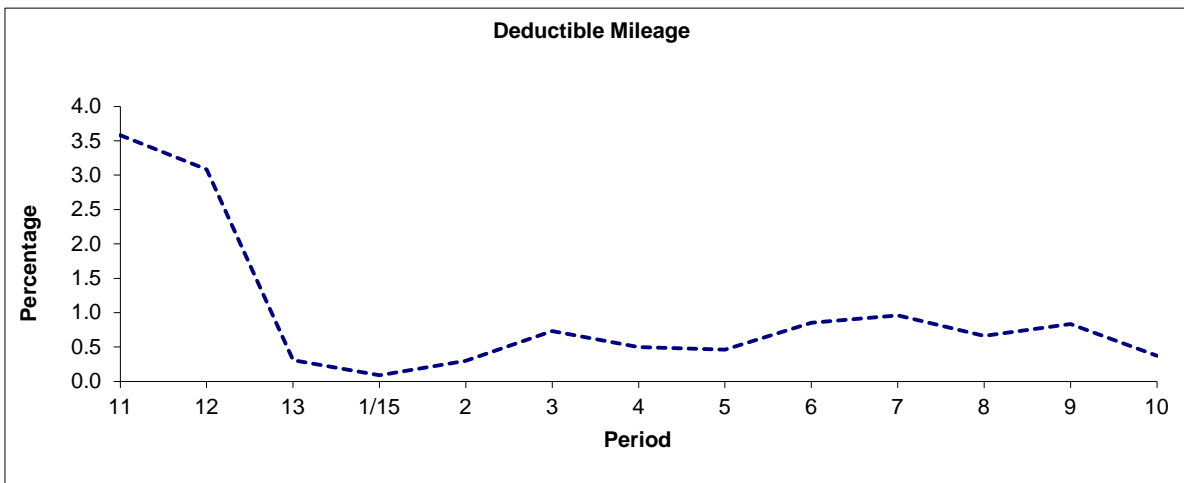
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route W12 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Wanstead.
OTHER INFORMATION:	Council toilet facilities available: 0700 to 1900 (Mon-Sat) & 07.00-17.00 (Sun).

PART B - PERFORMANCE STATISTICS

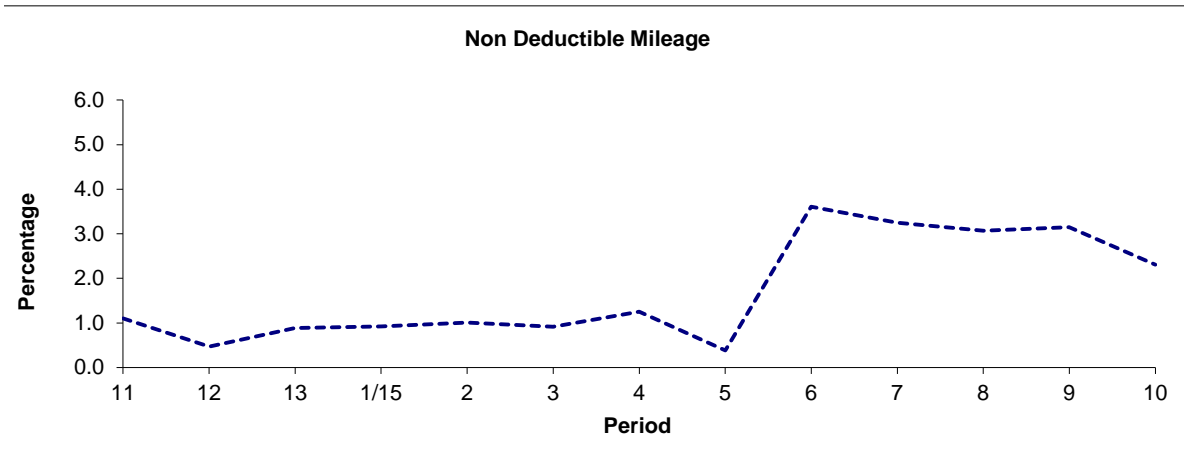
Route W12



Period	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014/2015	95.32	96.45	98.81	98.99	98.69	98.36	98.25	99.15	95.54	95.79	96.27	96.02	97.32
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	1/15	2	3	4	5	6	7	8	9	10
2014/2015	3.58	3.08	0.31	0.09	0.30	0.73	0.50	0.46	0.85	0.96	0.66	0.83	0.37

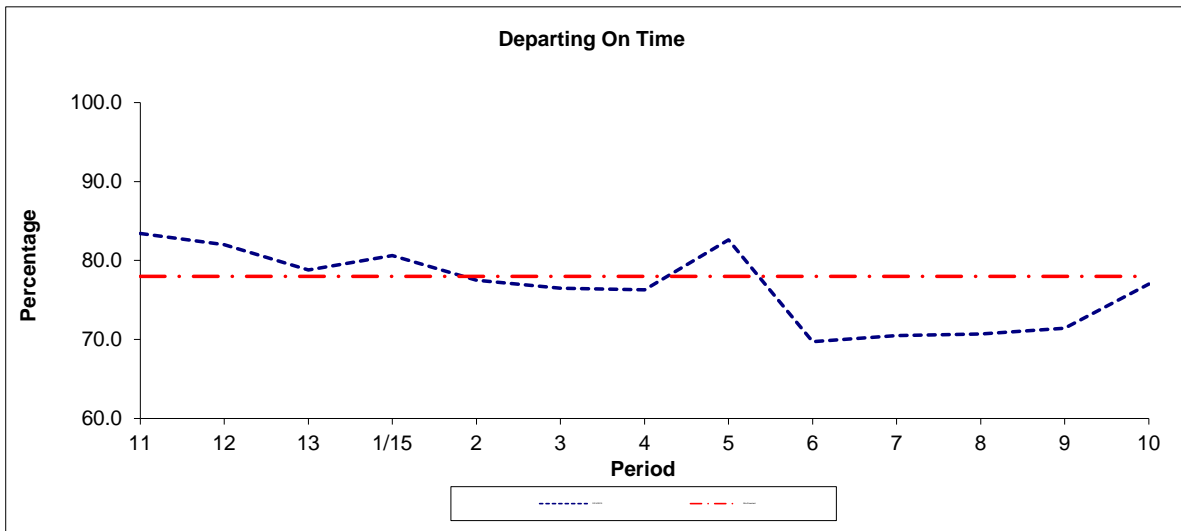


Period	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014/2015	1.10	0.47	0.88	0.92	1.01	0.91	1.25	0.39	3.61	3.25	3.07	3.15	2.31

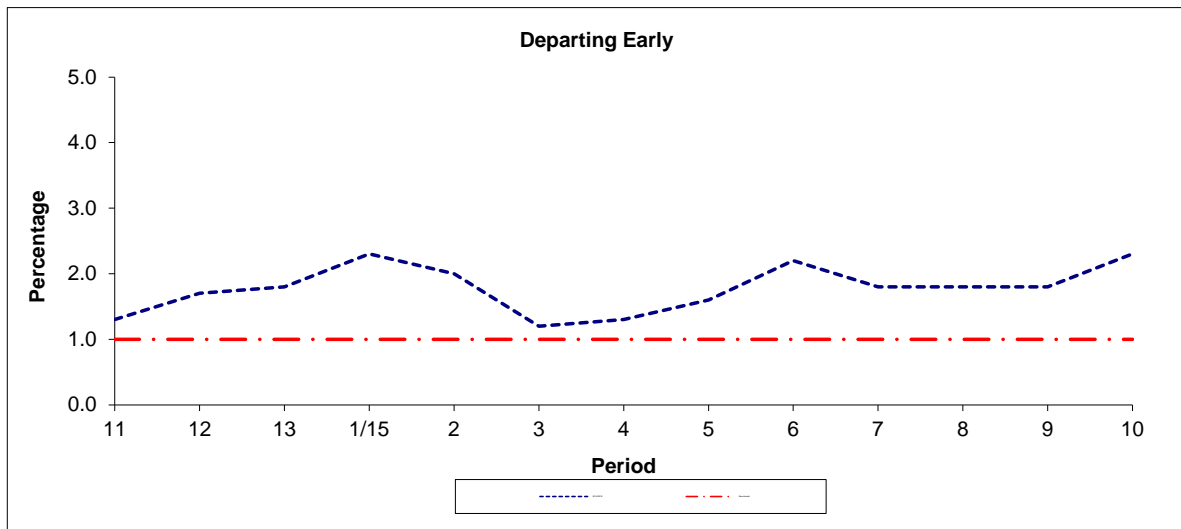
Note : Mileage is based on 4 weeks data
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

PART B - PERFORMANCE STATISTICS

Route W12



Period	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014/2015	83.4	82.0	78.8	80.6	77.5	76.5	76.3	82.6	69.7	70.5	70.7	71.4	77.0
Min Standard	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0



Period	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014/2015	1.3	1.7	1.8	2.3	2.0	1.2	1.3	1.6	2.2	1.8	1.8	1.8	2.3
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 W12 - FULL iBUS RESULTS BY TIME OF DAY
 QUARTER 4 14/15 TO QUARTER 3 15/16 (03/01/15 - 08/01/16)**

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	10,642.	10,309.	96.9	99.3	93.8	0.6	0.0	5.6
07:00 - 10:00	29,752.	29,668.	99.7	98.6	85.7	1.4	0.9	12.0
10:00 - 13:00	28,942.	28,765.	99.4	98.7	83.2	1.4	0.7	14.7
13:00 - 16:00	29,317.	28,254.	96.4	96.9	76.6	3.5	1.2	18.7
16:00 - 19:00	26,744.	25,224.	94.3	90.2	54.8	11.0	3.2	30.9
19:00 - 22:00	23,284.	23,326.	100.2	96.3	75.9	4.1	1.8	18.3
22:00 - 24:00	12,780.	12,793.	100.1	98.4	88.6	1.8	2.6	7.0
All Locations	161,461.	158,339.	98.1	96.6	75.5	4.4	1.6	18.5

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	1,612.	1,593.	98.8	99.9	97.2	0.1	0.8	2.0
07:00 - 10:00	5,129.	5,076.	99.0	99.6	90.6	0.5	0.6	8.4
10:00 - 13:00	6,066.	5,984.	98.6	99.0	77.5	1.2	2.0	19.3
13:00 - 16:00	5,887.	5,661.	96.2	94.0	63.4	6.6	2.1	28.0
16:00 - 19:00	6,152.	6,000.	97.5	96.1	73.1	4.3	3.7	18.9
19:00 - 22:00	4,171.	4,209.	100.9	91.4	52.8	9.3	0.9	37.1
22:00 - 24:00	2,704.	2,747.	101.6	98.9	86.2	1.0	3.1	9.7
All Locations	31,721.	31,270.	98.6	96.6	72.4	4.1	2.1	21.4

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	31.	31.	100.0	100.0	100.0	0.0	0.0	0.0
07:00 - 10:00	4,212.	4,151.	98.6	99.6	95.4	0.4	0.2	4.0
10:00 - 13:00	4,641.	4,664.	100.5	99.7	91.9	0.3	2.3	5.5
13:00 - 16:00	4,601.	4,586.	99.7	99.3	87.2	0.7	2.1	10.0
16:00 - 19:00	4,699.	4,662.	99.2	99.4	88.2	0.6	3.5	7.7
19:00 - 22:00	4,605.	4,623.	100.4	99.4	84.9	0.6	1.6	12.9
22:00 - 24:00	3,068.	3,097.	100.9	99.8	91.6	0.2	5.5	2.7
All Locations	25,857.	25,814.	99.8	99.5	89.2	0.5	2.4	7.9

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	12,285.	11,933.	97.1	99.4	94.1	0.6	0.1	5.2
07:00 - 10:00	39,093.	38,895.	99.5	98.9	86.6	1.3	0.8	11.3
10:00 - 13:00	39,649.	39,413.	99.4	98.9	83.4	1.2	1.1	14.2
13:00 - 16:00	39,805.	38,501.	96.7	96.7	76.0	3.6	1.4	19.0
16:00 - 19:00	37,595.	35,886.	95.5	92.4	60.3	9.2	3.3	27.2
19:00 - 22:00	32,060.	32,158.	100.3	96.1	73.7	4.4	1.6	20.3
22:00 - 24:00	18,552.	18,637.	100.5	98.7	88.6	1.5	3.1	6.8
All Locations	219,039.	215,423.	98.3	97.0	76.5	3.9	1.8	17.8

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 555

Route W12
 Service change 26907
 Date 22/01/2011

Reason for Issue	Mileage Update
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QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WSTWCL	BP2539	Rensburg Road		
MSNRBR	BP1816	Carisbrooke Road	1240	0.77
	BP1817	Walthamstow Market / High Street	281	0.17
	R0035	Selborne Walk / Vernon Road	349	0.22
WSTCSV	BP4871	Selborne Walk	167	0.10
	BP3899	Walthamstow Central Station	132	0.08
WSTCSN	BP4271	Walthamstow Bus Station	274	0.17
	11481	Grosvenor Park Road	628	0.39
WSTWSS	17901	Oliver Road	1414	0.88
	14271	Whipps Cross / Wood Street	437	0.27
WHPCHP	LE239	Whipps Cross Hospital / Main Entrance	574	0.36
	LE238	Whipps Cross Hospital / Outpatients	377	0.23
	27515	James Lane	641	0.40
	14576	Whipps Cross Hospital	309	0.19
	14275	Hainault Court	515	0.32
	FC89	The Forest	483	0.30
	FC87	Eagle Pond	439	0.27
WDFHEG	20985	Snaresbrook Road	379	0.24
	15546	Beechwood Park	316	0.20
	15545	Clarendon Road	340	0.21
	27854	Bedford Road	224	0.14
	BP1267	George Lane	210	0.13
	35966	George Lane Shopping Centre	283	0.18
SWFSCR	29463	South Woodford Station	691	0.43
	15501	Chigwell Road	188	0.12
	15503	Charnwood Drive	321	0.20
ELAVNL	OC651	Elmcroft Avenue	1043	0.65
	15553	Wanstead Place	678	0.42
WANSWP	27814	Woodbine Place	152	0.09
TOTAL ROUTE MILEAGE - OUT DIRECTION			13087	8.13
			metres	miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WANSWP	34050	Woodbine Place		
	15552	Wanstead Place	192	0.12
ELAVNL	OC450	Elmcroft Avenue	629	0.39
	15502	Charnwood Drive	1095	0.68
	15500	George Lane / Hermon Hill	293	0.18
SWFSGL	35174	South Woodford Station	210	0.13
	35965	George Lane Shopping Centre	531	0.33
	15544	George Lane	249	0.15
	27855	Bedford Road	341	0.21
	555	Clarendon Road	237	0.15
	15547	Beechwood Park	301	0.19
WDFHEG	4557	Snaresbrook Road	297	0.18
	FC86	Eagle Pond	376	0.23
	FC88	The Forest	461	0.29
	14276	Hainault Court	386	0.24
	14579	Whipps Cross Hospital	465	0.29
	27514	James Lane	391	0.24
	LE237	Whipps Cross Hosp / Outpatients	526	0.33
WHPCHP	LE240	Whipps Cross Hospital / Main Entrance	507	0.32
	14274	Whipps Cross Roundabout	291	0.18
	14272	Whipps Cross / Wood Street	203	0.13
WSTWSS	17902	St Helens School	512	0.32
	17904	Addison Road	183	0.11
	7960	Queen's Road	1642	1.02
	R0036	Walthamstow Central Station	361	0.22
WSTCSN	BP4274	Walthamstow Bus Station	120	0.07
WSTCSV	R0034	Selborne Walk	413	0.26
	BP1814	Walthamstow Market / High Street	525	0.33
MSNRBR	BP1815	Carisbrooke Road	206	0.13
	10309	Walthamstow Market	185	0.11
WSTWCL	BP2539	Rensburg Road	621	0.39
TOTAL ROUTE MILEAGE - BACK DIRECTION			12749	7.92
			metres	miles