

## 7. Service Specification

Route: W9

Contract Reference: QC55405

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>Route Number</b>	W9
<b>Terminus Points</b>	Chase Farm Hospital and Southgate Station
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	4 <sup>th</sup> February 2017
<b>Vehicle Type</b>	50 capacity, dual door, single deck, minimum 9.6m long
<b>Current Maximum Approved Dimensions</b>	9.6 metres long and 2.4 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>	Departing on Time - No less than 86.00%
<b>Extension Threshold</b>	Departing on Time Threshold - 88.00%
<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 16<sup>th</sup> May 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. W9.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. W9.

### **Hail & Ride Operation:**

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. W9:

**Towards Southgate Station:** Holtwhite's Hill - Old Park Avenue, Old Park Ridings, The Grangeway, Vera Avenue, Cadogan Gardens - Green Dragon Lane, Eversley Crescent and Wade's Hill.

**Towards Chase Farm Hospital:** The Bourne, Fox Lane, Cranley Gardens, Bourne Hill, Hoppers Road, The Green, Wade's Hill, Eversley Crescent, Green Dragon Lane. Cadogan Gardens, Vera Avenue, The Grangeway, Old Park Ridings, Old Park Avenue and Holtwhite's Hill.

### **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

Chase Farm Hospital to Southgate Station		Southgate Station to Chase Farm Hospital			
First departure no later than 0600.		First departure no later than 0615.			
0555 - 0640	Every 20 minutes	0610 - 0635	Every 20 minutes		
0641 - 1910	Every 15 minutes	0636 - 1940	Every 15 minutes		
1911 - 1950	Every 20 minutes	1941 - 2000	Every 20 minutes		
1951 - 2325	Every 30 minutes	2001 - 0005	Every 30 minutes		
Last departure no earlier than 2320.		Last departure no earlier than 2400.			
<b>Pinchpoints</b>					
Grange Park Station	0715 - 0915	15 minutes	Grange Park Station	0700 - 0900	15 minutes
	1500 - 1630	15 minutes		1500 - 1630	15 minutes

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

Chase Farm Hospital to Southgate Station		Southgate Station to Chase Farm Hospital			
First departure no later than 0600.		First departure no later than 0615.			
0555 - 0700	Every 30 minutes	0610 - 0715	Every 30 minutes		
0701 - 0800	Every 20 minutes	0716 - 0755	Every 20 minutes		
0801 - 1815	Every 15 minutes	0756 - 1840	Every 15 minutes		
1816 - 1855	Every 20 minutes	1841 - 1900	Every 20 minutes		
1856 - 2325	Every 30 minutes	1901 - 0005	Every 30 minutes		
Last departure no earlier than 2320.		Last departure no earlier than 2300.			
<b>Pinchpoints</b>					
Grange Park Station	0930 - 1100	15 minutes	Grange Park Station	0930 - 1100	15 minutes

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

Chase Farm Hospital to Southgate Station		Southgate Station to Chase Farm Hospital			
First departure no later than 0650.		First departure no later than 0700.			
0645 - 2325	Every 30 minutes	0655 - 0005	Every 30 minutes		
Last departure no earlier than 2320.		Last departure no earlier than 2400.			
<b>Pinchpoints</b>					
Grange Park Station	1000 - 1200	30 minutes	Grange Park Station	1000 - 1200	30 minutes

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

**4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. W9 suffers from unpredictable traffic delays in the Enfield Town, Highlands Village and Winchmore Hill areas.
- 4.2) Smaller buses are used on the route due to highway constraints at Highlands Village and Worlds End Lane.
- 4.3) Around 500 new homes are expected to be built next to Chase Farm Hospital by 2017.

**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 W9: Chase Farm Hospital - Southgate Station

**Date of Structural Change:** 4 February 2017.

**Date of Service Change:** 4 February 2017.

**Reason for Issue:** New Tender.

### **STREETS TRAVERSED**

**Towards Southgate Station:** Private Road In Chase Farm Hospital Grounds, The Ridgeway, Lavender Hill, Holtwhite's Hill, Parsonage Lane, Baker Street, Silver Street, Southbury Road, Genotin Road, Cecil Road, Church Street, Old Park Avenue, Old Park Ridings, The Grangeway, Vera Avenue, Cadogan Gardens, Green Dragon Lane, World's End Lane, Highlands Avenue, Newsholme Drive, Pennington Drive, Tresilian Avenue, World's End Lane, Green Dragon Lane, Eversley Crescent, Wade's Hill, The Green, Hoppers Road, Bourne Hill, Cranley Gardens, Fox Lane, The Bourne, Southgate Circus, Station Parade.

**Towards Chase Farm Hospital:** Station Parade, Southgate Circus, The Bourne, Fox Lane, Cranley Gardens, Bourne Hill, Hoppers Road, The Green, Wade's Hill, Eversley Crescent, Green Dragon Lane, World's End Lane, Highlands Avenue, Newsholme Drive, Pennington Drive, Tresilian Avenue, World's End Lane, Green Dragon Lane, Cadogan Gardens, Vera Avenue, The Grangeway, Old Park Ridings, Old Park Avenue, Church Street, The Town, Silver Street, Baker Street, Parsonage Lane, Holtwhite's Hill, Lavender Hill, Hunters Way.

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

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

### **CHASE FARM HOSPITAL**

Private stand for three buses on west side of link road inside hospital grounds opposite to the entrance of the Acute Hearing Unit. Stand commences at bus stop 70337 and extends 30 metres south.

Buses proceed from Hunters Way via Private Road In Chase Farm Hospital Grounds to stand, departing to Private Road In Chase Farm Hospital Grounds. Set down in Hunters Way, at Stop C (70336 - Harefield Close, Last Stop on LOR: 70336 - Harefield Close) and pick up in Private Road In Chase Farm Hospital Grounds, at Stop A (70337 - Chase Farm Hospital, First Stop on LOR: 70337 - Chase Farm Hospital).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route W9 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:	Chase Farm Hospital.
OTHER INFORMATION:	-No more than one vehicle on Route No. W9 should be scheduled to stand at any one time.

### **ENFIELD, LITTLE PARK GARDENS (from SOUTHGATE STATION)**

Private stand for up to 6 buses in Bus Parking Area on south side of Little Park Gardens. Buses proceed from Church Street via Little Park Gardens and Bus Parking Area to stand, departing via Bus Parking Area, Little Park Gardens, Church Street, The Town, Southbury Road and Genotin Road to Cecil Road. Set down in Little Park Gardens, at Alighting Point (BP750 - Little Park Gardens, Last Stop on LOR: HC21 - Hail & Ride Section) and pick up in Cecil Road, at Stop X (BP4976 - Enfield Town / Cecil Road, First Stop on LOR: BP4976 - Enfield Town / Cecil 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:	Enfield.

## **HIGHLANDS VILLAGE (from CHASE FARM HOSPITAL)**

Buses proceed from Highlands Avenue departing to Highlands Avenue. Set down in Highlands Avenue, at Alighting Point (BP4496 - Highlands Avenue Sainsbury's, Last Stop on LOR: BP4496 - Highlands Avenue Sainsbury's) and pick up in Highlands Avenue (BP4496 - Highlands Avenue Sainsbury's, First Stop on LOR: BP4496 - Highlands Avenue Sainsbury's).

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

## **SOUTHGATE STATION [EAST SIDE]**

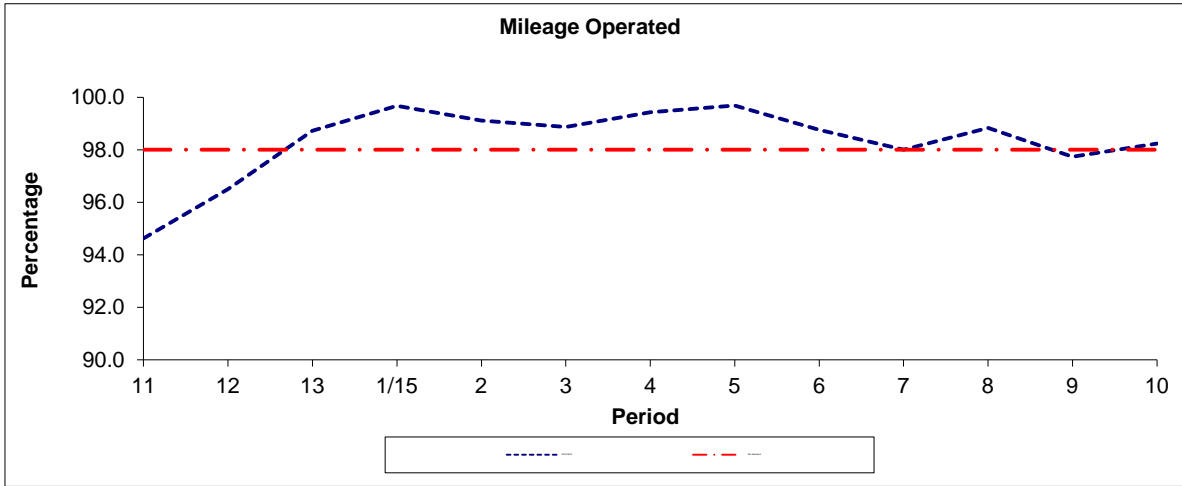
Private stand for two buses on routes W6 and W9 on east side of Station Parade, commencing at a point 26 metres south of Chase Side.  
Buses proceed from Station Parade direct to stand, departing to Station Parade. Set down in Station Parade, at Stop H (70355 - Southgate Station <>, Last Stop on LOR: 70355 - Southgate Station <>) and pick up in Station Parade, Stop B (70361 - Southgate Station <>, First Stop on LOR: 70361 - Southgate Station <>).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 1 bus on Route W9 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: Southgate.  
OTHER INFORMATION: -Very limited space. No more than one vehicle on Route No. W9 should be scheduled to stand at any one time.

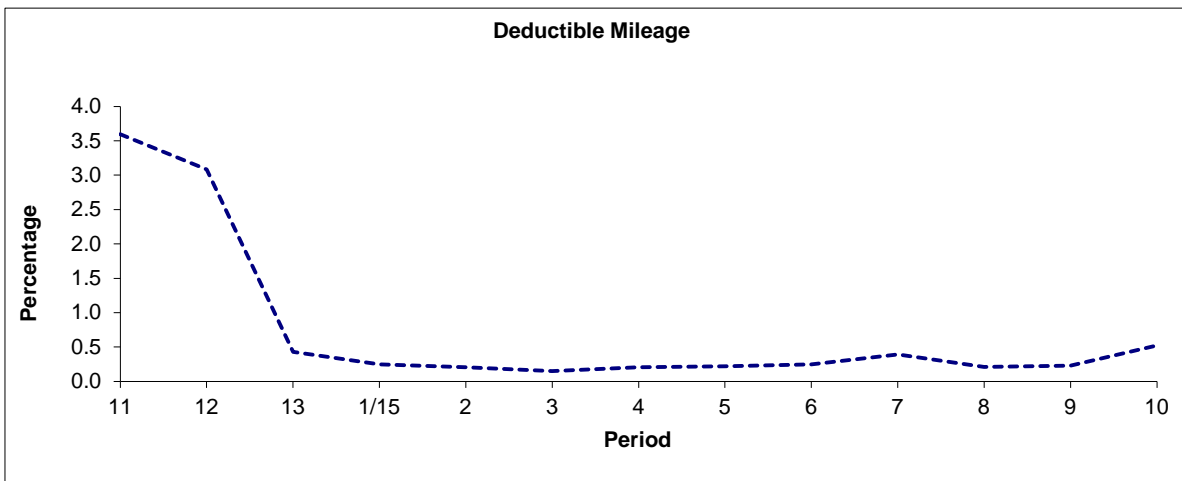


**PART B - PERFORMANCE STATISTICS**

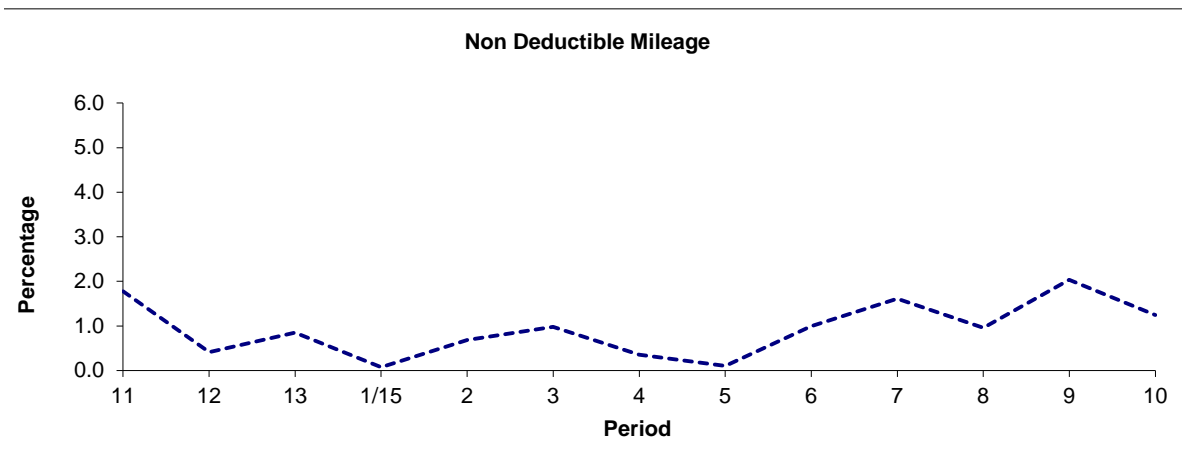
**Route W9**



Period	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014/2015	94.63	96.51	98.72	99.68	99.11	98.87	99.44	99.68	98.76	98.00	98.83	97.74	98.23
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	3.60	3.08	0.43	0.25	0.20	0.15	0.21	0.22	0.25	0.39	0.21	0.23	0.52

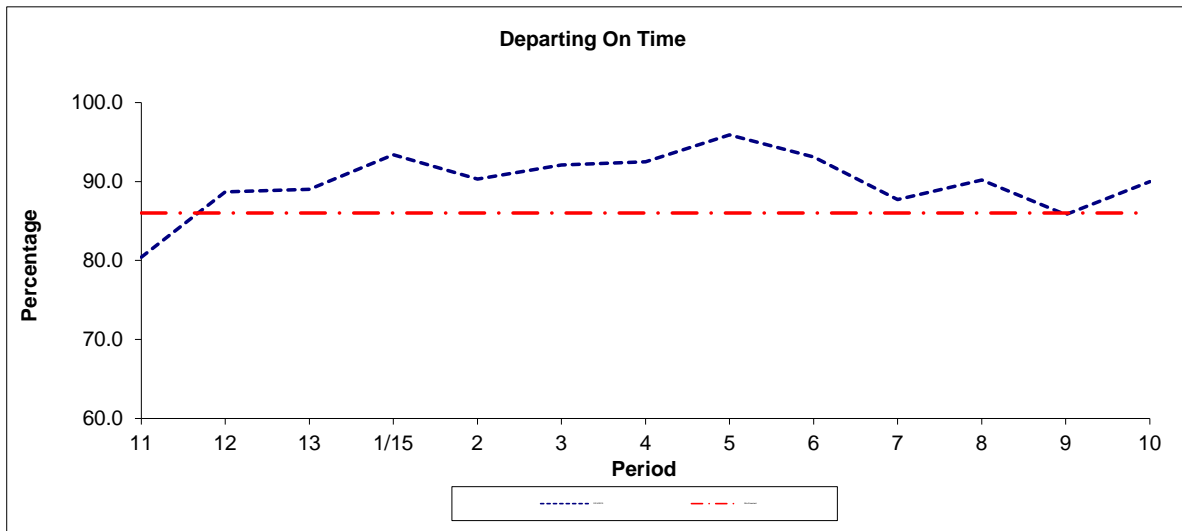


Period	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014/2015	1.78	0.41	0.85	0.07	0.68	0.98	0.36	0.10	0.99	1.61	0.96	2.03	1.25

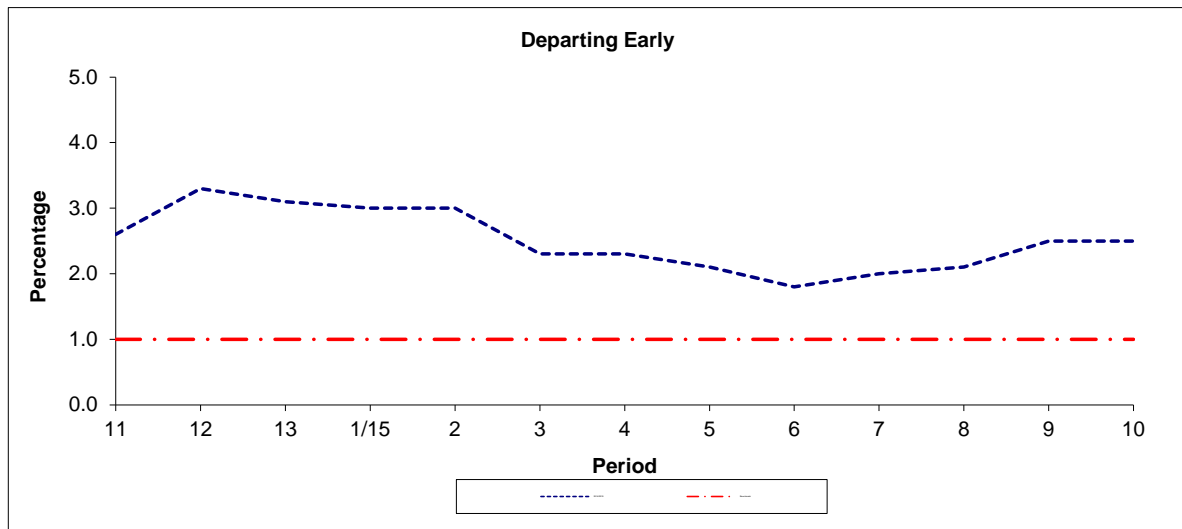
**Note :** Mileage is based on 4 weeks data  
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

**PART B - PERFORMANCE STATISTICS**

**Route W9**



Period	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014/2015	80.4	88.7	89.0	93.4	90.3	92.1	92.5	95.9	93.1	87.7	90.2	85.8	90.0
Min Standard	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0



Period	11	12	13	1/15	2	3	4	5	6	7	8	9	10
2014/2015	2.6	3.3	3.1	3.0	3.0	2.3	2.3	2.1	1.8	2.0	2.1	2.5	2.5
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 W9 - 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	6,000.	5,939.	99.0	99.3	97.6	0.7	0.7	1.0
07:00 - 10:00	29,380.	29,131.	99.2	98.3	89.1	1.7	2.6	6.7
10:00 - 13:00	29,726.	29,618.	99.6	99.0	94.4	1.0	1.6	3.0
13:00 - 16:00	28,823.	28,568.	99.1	98.3	89.3	1.8	3.3	5.6
16:00 - 19:00	28,976.	28,899.	99.7	95.7	81.5	4.5	3.4	10.6
19:00 - 22:00	19,526.	19,193.	98.3	98.5	92.4	1.6	2.2	3.9
22:00 - 24:00	9,199.	9,266.	100.7	99.7	96.1	0.4	2.2	1.3
<b>All Locations</b>	<b>151,630.</b>	<b>150,614.</b>	<b>99.3</b>	<b>98.1</b>	<b>89.1</b>	<b>2.2</b>	<b>2.7</b>	<b>6.1</b>

**SATURDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	867.	888.	102.4	100.0	97.5	0.0	2.3	0.2
07:00 - 10:00	5,359.	5,282.	98.6	99.0	96.0	1.0	1.9	1.1
10:00 - 13:00	6,096.	6,006.	98.5	98.5	91.3	1.5	1.9	5.2
13:00 - 16:00	6,073.	6,064.	99.9	97.3	87.7	2.7	2.5	7.1
16:00 - 19:00	5,960.	5,952.	99.9	98.7	92.2	1.2	2.9	3.7
19:00 - 22:00	3,221.	3,221.	100.0	99.0	92.3	0.9	0.4	6.4
22:00 - 24:00	1,929.	1,942.	100.7	99.8	96.6	0.2	2.0	1.1
<b>All Locations</b>	<b>29,505.</b>	<b>29,355.</b>	<b>99.5</b>	<b>98.6</b>	<b>91.7</b>	<b>1.5</b>	<b>2.1</b>	<b>4.7</b>

**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	127.	130.	102.4	98.4	97.0	1.0	0.0	1.9
07:00 - 10:00	3,487.	3,449.	98.9	99.5	97.5	0.5	1.7	0.2
10:00 - 13:00	3,510.	3,458.	98.5	99.3	95.4	0.8	1.8	2.0
13:00 - 16:00	3,532.	3,571.	101.1	99.6	94.5	0.4	1.8	3.2
16:00 - 19:00	3,501.	3,553.	101.5	99.3	95.2	0.7	1.4	2.6
19:00 - 22:00	3,456.	3,486.	100.9	99.7	96.1	0.3	1.7	1.8
22:00 - 24:00	2,185.	2,192.	100.3	99.8	95.6	0.2	3.3	0.9
<b>All Locations</b>	<b>19,798.</b>	<b>19,839.</b>	<b>100.2</b>	<b>99.5</b>	<b>95.5</b>	<b>0.5</b>	<b>1.8</b>	<b>2.2</b>

**ALL DAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	6,994.	6,957.	99.5	99.4	97.5	0.7	0.8	1.0
07:00 - 10:00	38,226.	37,862.	99.0	98.5	90.0	1.6	2.5	5.9
10:00 - 13:00	39,332.	39,082.	99.4	98.9	94.0	1.1	1.7	3.2
13:00 - 16:00	38,428.	38,203.	99.4	98.3	89.7	1.8	3.0	5.6
16:00 - 19:00	38,437.	38,404.	99.9	96.5	84.1	3.8	3.2	9.0
19:00 - 22:00	26,203.	25,900.	98.8	98.7	92.8	1.3	1.9	4.0
22:00 - 24:00	13,313.	13,400.	100.7	99.7	96.1	0.3	2.3	1.2
<b>All Locations</b>	<b>200,933.</b>	<b>199,808.</b>	<b>99.4</b>	<b>98.3</b>	<b>90.0</b>	<b>1.9</b>	<b>2.5</b>	<b>5.5</b>

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

**TRANCHE 554**

Route W9  
 Service change 32969  
 Date 13/05/2013

Reason for Issue	Mileage Update
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QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CSFMHP	70337	Chase Farm Hospital		
	18883	Chase Farm Hospital / The Ridgeway	137	0.09
	19617	Hardy Way	312	0.19
	H0501	Hail and Ride Holtwhites Hill	566	0.35
	HC15	Hail & Ride Section	543	0.34
	70360	Chase Side Avenue	131	0.08
PARSLN	BP920	Enfield Police Station	505	0.31
	18876	Enfield Civic Centre	322	0.20
ENTNCR	BP4976	Enfield Town / Cecil Road	400	0.25
	HC16	Hail & Ride Section	2180	1.35
GRPKSN	BP3211	Grange Park Station	216	0.13
	HC17	Hail & Ride Section	687	0.43
	27647	Eversley Park Road	82	0.05
	BP2715	Highlands Avenue	192	0.12
	BP4496	Highlands Avenue Sainsbury's	125	0.08
	BP4304	Rutherford Court	232	0.14
HLDSVL	BP4305	Blackwell Close	208	0.13
	R0321	Highlands Village / Elizabeth Lodge	191	0.12
	BP4303	Tresilian Avenue	223	0.14
	BP2719	Highlands Avenue	556	0.35
	20272	Eversley Park Road	180	0.11
WNCHGN	OC599	Winchmore Hill, the Green	1230	0.76
	HC18	Hail & Ride Section	3312	2.06
SGATSN	70355	Southgate Station	223	0.14
Total Route Mileage - Out Direction			12753	7.92
			Metres	Miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
SGATSN	70361	Southgate Station		
WNCHGN	OC625	Winchmore Hill, the Green	3580	2.22
	HC19	Hail & Ride Section	1004	0.62
	27647	Eversley Park Road	150	0.09
	BP2715	Highlands Avenue	192	0.12
	BP4496	Highlands Avenue Sainsbury's	125	0.08
	BP4304	Rutherford Court	232	0.14
HLDSVL	BP4305	Blackwell Close	208	0.13
	R0321	Highlands Village / Elizabeth Lodge	191	0.12
	BP4303	Tresilian Avenue	223	0.14
	BP2719	Highlands Avenue	556	0.35
	20272	Eversley Park Road	180	0.11
	HC20	Hail & Ride Section	701	0.44
GRPKSN	BP3212	Grange Park Station	147	0.09
	HC21	Hail & Ride Section	1624	1.01
ENTNMP	35678	Enfield Town / Church Street	408	0.25
	18877	Enfield Civic Centre	464	0.29
PARSLN	70358	Enfield Police Station	186	0.12
	70359	Chase Side Avenue	367	0.23
	H0502	Hail and Ride Holtwhites Hill	753	0.47
	HC22	Hail & Ride Section	410	0.25
	19618	Hardy Way	169	0.11
CSFMHW	70336	Harefield Close	263	0.16
Total Route Mileage - Back Direction			12133	7.54
			Metres	Miles