

CONTRACT SPECIFICATION

Tenders are requested for the following contract to operate a bus service.

Contract Reference	QC37301
Route Number	101
Terminus Points	Wanstead Station, Cambridge Park to Gallions Reach Shopping Park
Contract Basis	Incentivised
Commencement Date	3 rd March 2012
Vehicle Type	87 capacity, dual door, double deck vehicles
Maximum Approved Dimensions	10.5 metres long and 2.55 metres wide
Advertising Rights	Operator
Sponsored Route	No
Minimum Performance Std	Average Excess Wait Time - No more than 0.90 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.80 minutes
Minimum Operated Mileage	No less than 98.00%

Tender Return Date: No later than 12 o'clock on 14th February 2011

SERVICE SPECIFICATION

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1) 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. 101.

- On 16th April 2011, a reliability schedule is expected to be introduced. A bus will be removed during the Mondays to Fridays interpeak and the Saturday morning shopping period to eliminate surplus stand time. During the Mondays to Fridays PM peak and the Saturday afternoon shopping period, more running time is required. Cycle time will be redistributed to increase running time which will in turn eliminate the surplus stand time.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 101.

2) SCHEDULE REQUIREMENTS & PINCHPOINTS

2.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Wanstead Station, Cambridge Park to Gallions Reach Shopping Park		Gallions Reach Shopping Park to Wanstead Station, Cambridge Park			
First departure no later than 0500.		First departure no later than 0440.			
0455 - 0520	Every 20 minutes	0435 - 0600	Every 20 minutes		
0521 - 0605	Every 15 minutes	0601 - 0630	Every 15 minutes		
0606 - 1955	Every 12 minutes	0631 - 2040	Every 12 minutes		
1956 - 0100	Every 15 minutes	2041 - 0055	Every 15 minutes		
Last departure no earlier than 0055.		Last departure no earlier than 0050.			
Pinchpoints					
East Ham, Newham Town Hall	0705 - 0905	12 minutes	Manor Park Station	0705 - 0905	12 minutes
	1500 - 1635	12 minutes		1510 - 1635	12 minutes

2.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Wanstead Station, Cambridge Park to Gallions Reach Shopping Park		Gallions Reach Shopping Park to Wanstead Station, Cambridge Park			
First departure no later than 0500.		First departure no later than 0440.			
0455 - 0600	Every 20 minutes	0435 - 0600	Every 20 minutes		
0601 - 0800	Every 15 minutes	0601 - 0800	Every 15 minutes		
0801 - 1910	Every 12 minutes	0801 - 1840	Every 12 minutes		
1911 - 0100	Every 15 minutes	1841 - 0055	Every 15 minutes		
Last departure no earlier than 0055.		Last departure no earlier than 0050.			
Pinchpoints					
East Ham, Newham Town Hall	0925 - 1100	12 minutes	Manor Park Station	0930 - 1120	12 minutes

2.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Wanstead Station, Cambridge Park to Gallions Reach Shopping Park		Gallions Reach Shopping Park to Wanstead Station, Cambridge Park			
First departure no later than 0500.		First departure no later than 0440.			
0455 - 0840	Every 20 minutes	0435 - 0900	Every 20 minutes		
0841 - 0100	Every 15 minutes	0901 - 0055	Every 15 minutes		
Last departure no earlier than 0055.		Last departure no earlier than 0050.			
Pinchpoints					
East Ham, Newham Town Hall	1000 - 1130	15 minutes	Manor Park Station	0940 - 1125	15 minutes

2.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Wanstead Station, Cambridge Park to Gallions Reach Shopping Park		Gallions Reach Shopping Park to Wanstead Station, Cambridge Park			
First departure no later than 0800.		First departure no later than 0820.			
0755 - 0840	Every 20 minutes	0815 - 0900	Every 20 minutes		
0841 - 0100	Every 15 minutes	0901 - 0055	Every 15 minutes		
Last departure no earlier than 0055.		Last departure no earlier than 0050.			
Pinchpoints					
East Ham, Newham Town Hall	1000 - 1130	15 minutes	Manor Park Station	0940 - 1125	15 minutes

3) QSI POINTS & MILEAGE

It is intended Route No. 101 will have 80 surveys per quarter at the following locations:

QSI POINTS	
<i>Towards Gallions Reach Shopping Park</i>	<i>Towards Wanstead Station, Cambridge Park</i>
Wanstead	Beckton DLR \$
East Ham	East Ham
Beckton DLR \$	
MILEAGE: See Attached iBus Sheets	

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 101 should interwork with Route No. 474 between Manor Park Station and Cyprus Station during all periods, where possible.
- 4.2) Route No. 101 should interwork with Route Nos. 104 & 238 between East Ham, Town Hall and East Ham Station during all evenings and Sundays and be best separated during all other periods, where possible.
- 4.3) Route No. 101 can suffer from unpredictable traffic delays in the East Ham area.
- 4.4) Football matches at West Ham United Football Club in Upton Park can cause severe traffic congestion in the area.
- 4.5) Route No. 101 operates via an area of major development with potentially thousands of new homes over the coming years (such as the Royal Quay, Royal Albert Basin and the Beckton Waterfront developments). The structure of the route will be reviewed as details of development come forward.
- 4.6) There are proposals for the reorganisation of acute health care provision in the boroughs of Newham and Redbridge. The locations of the new health care sites are not yet known. Changes in passenger demand will be assessed when details of the sites come forward.
- 4.7) Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. Major construction of the railway began this year, with services expected to commence in 2018. The construction impacts of Crossrail at Manor Park could affect Route No. 101 and it is anticipated that some passenger demand for Route No. 101 would shift to this line when it opens. Expected changes in demand as a result of Crossrail will be reviewed separately.
- 4.8) The 2012 Olympic Games open on Friday 27th July and close on Sunday 12th August. The 2012 Paralympic Games start on Wednesday 29th August and close on Sunday 9th September. The Games will result in additional passenger demand across the network, requiring additional capacity on some routes. There will also be a number of road closures in the event areas resulting in route diversions. Operators should be aware there will be implications to them during this time. Full details and any extra resource required will be negotiated with the operator at a later date.

5) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

5.1) CURRENT PERFORMANCE

As per current print out.

5.2) ROUTE RECORD

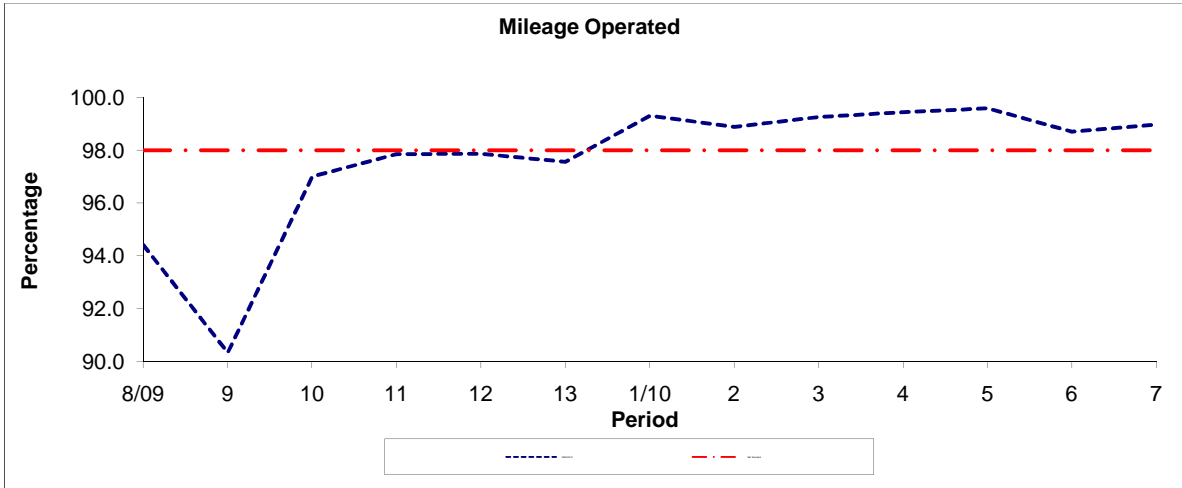
As per Busnet Printout.

5.3) IBUS MILEAGE

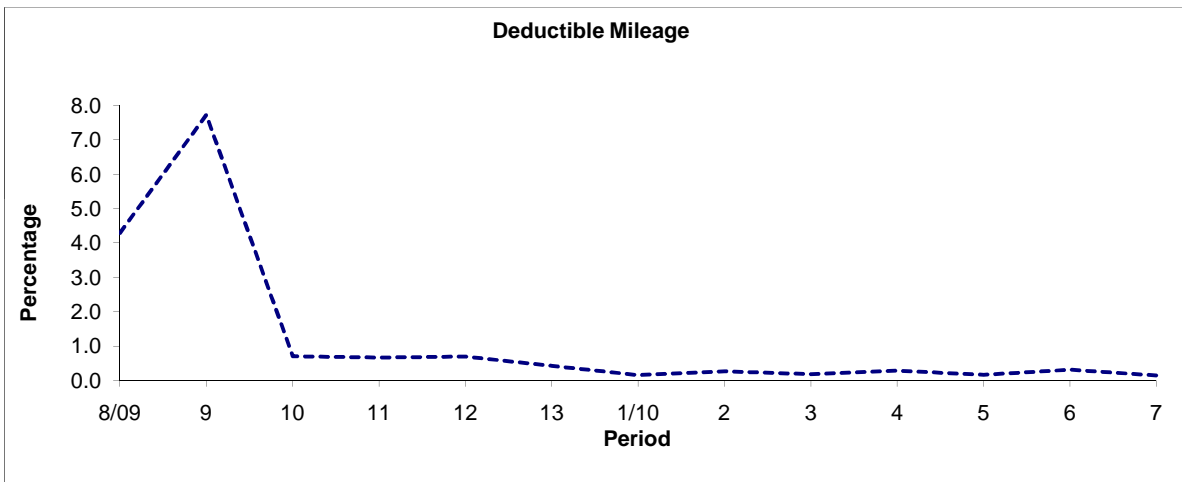
As per current print out.

PART B - PERFORMANCE STATISTICS

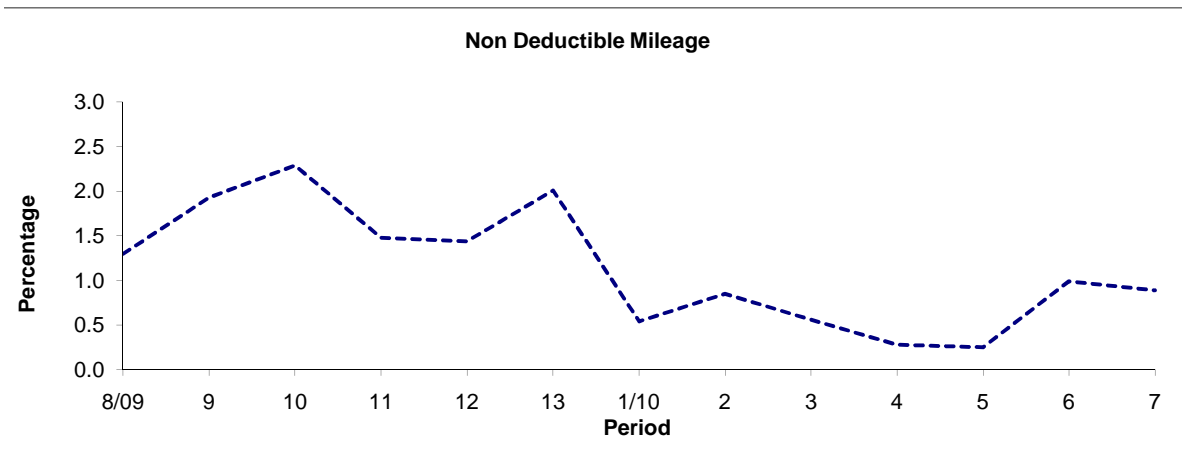
Route 101



Period	8/09	9	10	11	12	13	1/10	2	3	4	5	6	7
2009/2010	94.41	90.34	97.01	97.86	97.87	97.57	99.31	98.89	99.26	99.44	99.59	98.70	98.97
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	8/09	9	10	11	12	13	1/10	2	3	4	5	6	7
2009/2010	4.29	7.73	0.70	0.66	0.69	0.42	0.15	0.26	0.18	0.28	0.16	0.31	0.14

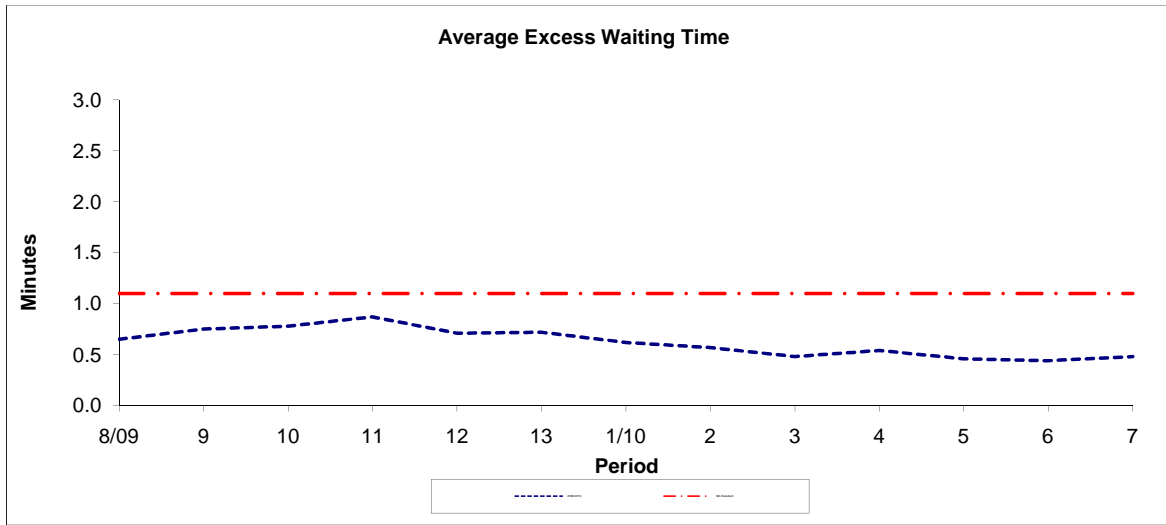


Period	8/09	9	10	11	12	13	1/10	2	3	4	5	6	7
2009/2010	1.30	1.93	2.29	1.48	1.44	2.01	0.54	0.85	0.56	0.28	0.25	0.99	0.89

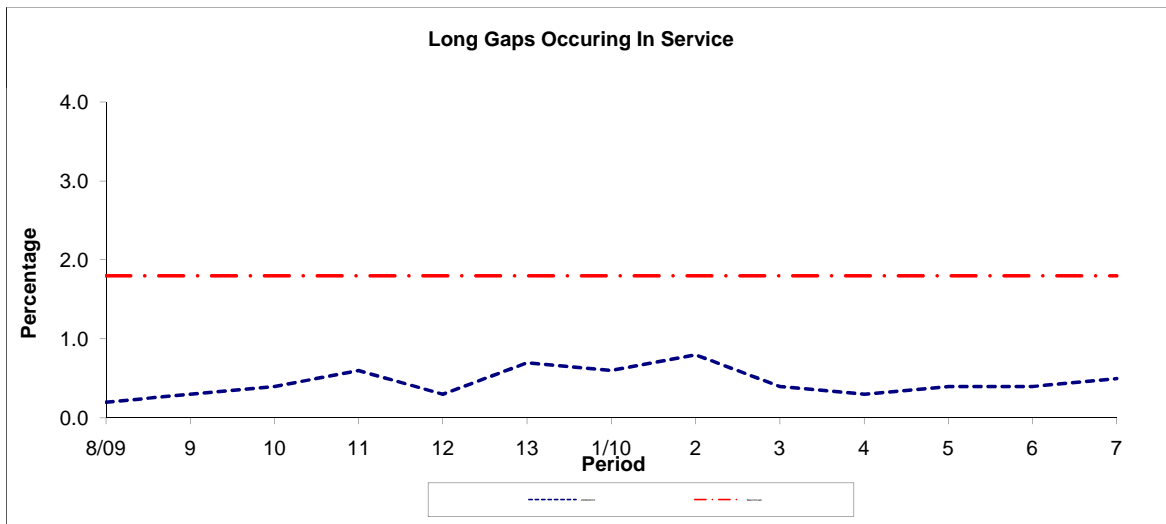
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 101



Period	8/09	9	10	11	12	13	1/10	2	3	4	5	6	7
2009/2010	0.65	0.75	0.78	0.87	0.71	0.72	0.62	0.57	0.48	0.54	0.46	0.44	0.48
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	8/09	9	10	11	12	13	1/10	2	3	4	5	6	7
2009/2010	0.20	0.30	0.40	0.60	0.30	0.70	0.60	0.80	0.40	0.30	0.40	0.40	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 101: Wanstead Station - Gallions Reach, Shopping Park

Date of Structural Change: 3 March 2012.

Date of Service Change: 3 March 2012.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Gallions Reach, Shopping Park: Woodbine Place, Wanstead High Street, Cambridge Park, Blake Hall Road, Aldersbrook Road, Forest Drive, Station Road, High Street North, Ron Leighton Way, Barking Road, High Street South, Woolwich Manor Way, Beckton Bus Station, Woolwich Manor Way, East Ham Manor Way, Cyprus Place, Ferndale Street, Woolwich Manor Way, Gallions Roundabout, Atlantis Avenue, Armada Way, Gallions Reach Access Road.

Towards Wanstead Station: Gallions Reach Access Road, Armada Way, Atlantis Avenue, Gallions Roundabout, Woolwich Manor Way, Ferndale Street, Cyprus Place, East Ham Manor Way, Woolwich Manor Way, Beckton Bus Station, Woolwich Manor Way, High Street South, High Street North, Station Road, Forest Drive, Aldersbrook Road, Blake Hall Road, Cambridge Park, Wanstead High Street, Woodbine Place.

STANDING AND TURNING POINTS

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 and pick up in Woodbine Place, at Stop E.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 101 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.

DISPLAY: Wanstead.

OTHER INFORMATION: Council toilet facilities available between 0730 and 2100 throughout the week. Buses should not obstruct bus stop at front of stand.

ALDERSBROOK ROAD, QUEENSWOOD GARDENS (from GALLIONS REACH, SHOPPING PARK)

Buses proceed from Aldersbrook Road via Centre Road, Woodford Road, Dames Road, Bective Road, Woodford Road and Centre Road departing to Aldersbrook Road. Set down in Aldersbrook Road, at Stop R and pick up in Aldersbrook Road, at Stop B.

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

MANOR PARK STATION, GLADDING ROAD (from GALLIONS REACH, SHOPPING PARK)

Public stand for two buses on west side of Gladding Road, commencing 18 metres south of centre of Capel Road and extending 24 metres south.

Buses proceed from Station Road via Whitta Road and Gladding Road to stand, departing via Gladding Road, Capel Road and Forest Drive to Station Road. Set down in Station Road, at Stop A and pick up in Station Road, at Stop B.

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.
DISPLAY: Manor Park.

EAST HAM, WORDSWORTH AVENUE

Public stand for two buses on south side of Wordsworth Avenue, commencing 63 metres west of the kerbline of High Street North and extending 25 metres East.

From Gallions Reach, Shopping Park.

Buses proceed from High Street North via Wordsworth Avenue to stand, departing via Wordsworth Avenue, Woodhouse Grove and Plashet Grove to High Street North. Set down in High Street North, at Stop Y and pick up in High Street North, at Stop A.

From Wanstead Station.

Buses proceed from High Street North via Wordsworth Avenue to stand, departing via Wordsworth Avenue, Woodhouse Grove and Plashet Grove to High Street North. Set down in High Street North, at stop C and pick up in High Street North, at Stop Y.

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.
DISPLAY:	East Ham Station.

EAST HAM, RON LEIGHTON WAY

Buses proceed out of service from Ron Leighton Way. Set down in Ron Leighton Way, at stop M.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only
DISPLAY:	East Ham, Ron Leighton Way.

EAST HAM, NEWHAM TOWN HALL

Public stand for four buses on west side of Wellington Road, commencing at lamp standard No 3 and extending 47 metres south.

From Gallions Reach, Shopping Park.

Buses proceed from High Street South via Nelson Street and Wellington Road to stand, departing via Wellington Road and Barking Road to High Street South. Set down in High Street South, at stop F and pick up in High Street South, at Stop V.

From Wanstead Station.

Buses proceed from High Street South via Nelson Street and Wellington Road to stand, departing via Wellington Road and Barking Road to High Street North. Set down in High Street South, at Stop V and pick up in High Street North, at Stop L.

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.
DISPLAY:	East Ham, Newham Town Hall.

EAST HAM, WHITE HORSE

Private stand for four buses standing abreast facing north in bus parking area on north side of Rancliffe Road at the junction with High Street South.

From Gallions Reach, Shopping Park.

Buses proceed from High Street South via Rancliffe Road to stand, departing to Rancliffe Road. Set down in High Street South, at stop H and pick up in High Street South, at stop L.

From Wanstead Station.

Buses proceed from High Street South via Rancliffe Road to stand, departing to Rancliffe Road. Set down in High Street South, at Alighting Point and pick up in High Street South, at stop G.

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.
DISPLAY:	East Ham, Central Park.

EAST HAM, LONSDALE AVENUE (from Wanstead Station)

Public stand for one bus on north side of Lonsdale Avenue, extending 13 metres west. Buses proceed from High Street South via Greatfield Avenue and Lonsdale Avenue to stand, departing via Lonsdale Avenue to High Street South. Set down in High Street South, at Stop BL and pick up in High Street South, at Stop BH.

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.
DISPLAY: Beckton Alps.

BECKTON BUS STATION, SOUTH SIDE (from GALLIONS REACH, SHOPPING PARK)

Private stand for four buses in 2 portions on south side of bus station on west side of Woolwich Manor Way.

- 1 - for two buses commencing at a point opposite stop B and extending 32 metres east.
- 2 - for two buses commencing at a point opposite stop A as an overflow stand and extending 28 metres east.

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Buses proceed from Beckton Bus Station direct to stand, departing to Beckton Bus Station. Set down in Beckton Bus Station, at stop A and pick up in Beckton Bus Station, at stop B.

BECKTON BUS STATION, SOUTH SIDE (from Wanstead Station)

Private stand for four buses in 2 portions on south side of bus station on west side of Woolwich Manor Way.

- 1 - for two buses commencing at a point opposite stop B and extending 32 metres east.
- 2 - for two buses commencing at a point opposite stop A as an overflow stand and extending 28 metres east.

.
Buses proceed from Beckton Bus Station direct to stand, departing to Beckton Bus Station. Set down in Beckton Bus Station, at stop A and pick up in Beckton Bus Station, at stop D.

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.
DISPLAY: Beckton Station.

CYPRUS, EAST HAM MANOR WAY (from Wanstead Station)

Public stand for three buses on west side of East Ham Manor Way, located opposite party wall of 42/46 and extending 30 metres south.

Buses proceed from East Ham Manor Way via Circumnavigating Roundabout At Junction Of Cyprus Place and East Ham Manor Way to stand, departing to East Ham Manor Way. Set down in East Ham Manor Way, at Stop N and pick up in East Ham Manor Way, at Stop L.

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.
DISPLAY: Cyprus.

GALLIONS REACH STATION

From Gallions Reach, Shopping Park.

Buses proceed from Armada Way via Gallions Roundabout departing to Armada Way. Set down in Atlantis Avenue, at stop D and pick up in Atlantis Avenue, at stop C.

From Wanstead Station.

Buses proceed from Armada Way departing to Armada Way. Set down in Atlantis Avenue, at stop C and pick up in Atlantis Avenue, at stop D.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Gallions Reach Station.

GALLIONS REACH, SHOPPING PARK

Public stand for three buses on west side of Gallions Reach Access Road to Shopping Park commencing one metre from turning circle extending 38 metres south.

Buses proceed from Gallions Reach Access Road direct to stand, departing via Gallions Reach Access Road and Bus Turning Circle to Gallions Reach Access Road. Set down in Gallions Reach Access Road, at Alighting Point AP and pick up in Gallions Reach Access Road, at Stop R.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 101 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.
DISPLAY: Gallions Reach Shopping Park.

Transport for London - Live Mileage List

Route 101
 Service change 22376
 Date 8 October 2009

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WANSWP S	WANSWP S	WANSTEAD, WOODBINE PLACE		
WANSSN	34050	Woodbine Place	0	0.00
	15555	Wanstead High Street / Wanstead Station	48	0.03
	2998	Wanstead Station	259	0.16
	9319	Felstead Road	428	0.27
	9317	Bush Road	223	0.14
	9313	Blake Hall Crescent	519	0.32
	3305	Queenswood Gardens	245	0.15
ALDBPR	9311	Park Road	487	0.30
	9309	Herongate Road	281	0.17
	9307	Empress Avenue	156	0.10
	9305	Merlin Road	171	0.11
	2918	City Of London Cemetery	287	0.18
	2915	Capel Road	499	0.31
MNPKSN	641	Manor Park Station	288	0.18
	1410	Romford Road	117	0.07
	2913	Cranbourne Road	176	0.11
	2909	Berkeley Road	381	0.24
	2907	Ruskin Avenue	132	0.08
	2905	Shelley Avenue	216	0.13
	2901	Gladstone Avenue	225	0.14
EHAMSN	2899	East Ham Station	207	0.13
	BP132	Bendish Road	237	0.15
	BP759	Pilgrims Way	330	0.21
	697	High Street North	342	0.21
EHAMTH	2891	Newham Town Hall	205	0.13
	2889	Market Street	192	0.12
	1180	East Ham / White Horse	358	0.22
	2886	Vicarage Lane	253	0.16
	2884	East Ham Fire Station	171	0.11
	2882	Lonsdale Avenue	287	0.18
	2880	Albatross Close	279	0.17
	2878	Tollgate Road	296	0.18
BCKTBS	BP5195	Beckton Bus Station	359	0.22
	37125	Beckton Station	276	0.17
	2876	Savage Gardens	334	0.21
	20831	Strait Road	247	0.15
CYPSSN	LE124	Cyprus Station	190	0.12
	BP235	Woolwich Manor Way	329	0.20
	BP770	Gallions Reach	269	0.17
	BP5108	Gallions Reach Station	351	0.22
	BP5354	Armada Point	220	0.14
	BP5372	Beckton Dlr Depot	605	0.38
GALRSP	BP4624	Gallions Reach Shopping Park	545	0.34
GALRSP S	GALRSP S	GALLIONS REACH SHOPPING PARK	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			12020	7.47
			metres	miles

BACK DIRECTION					
Timing Point	Code	Stop Number	Stop Name	Metres	Miles
	GALRSP S	GALRSP S	GALLIONS REACH SHOPPING PARK		
	GALRSP	BP4623	Gallions Reach Shopping Park	0	0.00
		BP5371	Beckton Dlr Depot	692	0.43
		BP5355	Armada Point	568	0.35
		BP3557	Gallions Reach Station	279	0.17
		BP771	Ferndale Street	564	0.35
		LE123	The Ferndale	385	0.24
	CYPSSN	BP092	Cyprus Station	135	0.08
		20830	Learoyd Gardens	161	0.10
		R0171	Savage Gardens	231	0.14
	BCKTBS	BP5197	Beckton Bus Station	592	0.37
		36835	Tollgate Road	347	0.22
		BP186	Albatross Close	195	0.12
		2883	Lonsdale Avenue	367	0.23
		2885	Mortimer Road	363	0.23
		2887	Marlow Road	186	0.12
		2888	East Ham / White Horse	277	0.17
		16395	Tilbury Road	132	0.08
	EHAMTH	20769	Newham Town Hall	249	0.15
		2892	Thorpe Road	232	0.14
		BP840	Skeffington Road	162	0.10
		2896	Caulfield Road	117	0.07
		LE213	Bendish Road	192	0.12
	EHAMSN	27642	East Ham Station	158	0.10
		2906	Gladstone Avenue	165	0.10
		25051	Shelley Avenue	243	0.15
		2908	Ruskin Avenue	235	0.15
		2910	Berkeley Road	227	0.14
		1409	Romford Road	348	0.22
	MNPKSN	640	Manor Park Station	244	0.15
		2914	Capel Road	237	0.15
		2917	City Of London Cemetery	323	0.20
		2919	Wanstead Park Avenue	322	0.20
		9306	Merlin Road	168	0.10
		9308	Empress Avenue	141	0.09
		14676	Dover Road	276	0.17
	ALDBPR	9312	Park Road	215	0.13
		3299	Blake Hall Road	527	0.33
		9316	Blake Hall Crescent	320	0.20
		9318	Bush Road	458	0.28
		9322	Cambridge Park	243	0.15
		9326	Wanstead Station	431	0.27
	WANSSN	27814	Woodbine Place	266	0.17
	WANSWP S	WANSWP S	WANSTEAD, WOODBINE PLACE	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION				11973	7.44
				metres	miles