

1) SERVICE SPECIFICATION

Route: **303**

Contract Reference: **QC84205**

This Service Specification forms Section 7 of the ITT and should be read in conjunction with the ITT document, Version 2.0, dated 5th March 2021.

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 and adhere to the requirements of the Service Specification.

Terminus Points	Edgware, Bus Station and Kingsbury Circle
Contract Basis	Incentivised
Commencement Date	Saturday 02/09/2023
End Date	Friday 30/08/2030
Early Termination Date <i>Subject to minimum 10 months notice</i>	Friday 27/08/2027
Vehicle Type	60 capacity, dual door, single deck vehicles (min 10.8m long)
Current Maximum Approved Dimensions	10.9 metres long and 2.47 metres wide
New Vehicle Price Mandatory	Yes
Zero Emission Price Required	Yes
Advertising Rights	Operator
Minimum Performance Standard	Departing on Time - No less than 84.00%
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:
No later than 12 Noon on **Tuesday 5th July 2022.**

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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 303.

- On 25th December 2022, the emergency schedules introduced on 4th July 2020 to mitigate works in Capitol Way are removed. New schedules are introduced, and Route 303 will return to serving stops M38 and M46 in Capitol Way.
- **Please see Section 5 for a full list of streets traversed and standing arrangements.**
- Tenderers should refer to schedules dated 21/03/2020 rather than the current emergency schedules.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 303.

Tenderers should provide the following prices based on a 7 year fixed term contract:

1. Annual Zero Emission

For zero emission submissions, Tenderers should outline the strategy they would adopt for recharging battery electric and/or refuelling hydrogen buses, together with any other operational and infrastructure assumptions, within the tender submission.

Tenderers are encouraged to offer alternative vehicle options in accordance with Part 9 of their tender, including but not limited to:

1. Vehicles that offer genuine increased capacity and are certified as such.
2. Existing zero emission vehicles or vehicles to a minimum of Euro VI emissions standards which are no greater than eight years old at contract commencement for the full contract term, with an early termination date on or prior to the Friday closest to the fourth anniversary of the Route Agreement commencement date, subject to a minimum of 10 months notice. Please note that existing diesel vehicles will NOT be considered for routes which are already operated by hybrid or zero emission vehicles.
3. Existing zero emission vehicles or vehicles to a minimum of Euro VI emissions standards which are no greater than ten years old at contract commencement for a 5 year contract term, with an early termination date on or prior to the Friday closest to the third anniversary of the Route Agreement commencement date, subject to a minimum of 10 months notice. Please note that existing diesel vehicles will NOT be considered for routes which are already operated by hybrid or zero emission vehicles.

If submitting bids based on electric vehicles, Tenderers are reminded of the revised charging equipment specification requirement applicable from Tranche 726.

Tenderers are reminded that a price submitted for this Route Agreement will be subject to the revised CPA formula of 85% CPI (12 rolling months) and 15% fixed.

The welfare of bus drivers during their working day is essential and appropriate locations for sign-on/off as well as meal reliefs should be identified with the bid. These locations should have appropriate facilities available for drivers at the beginning and end of shifts to carry out their duties (including fitness for duty). For breaks and periods of rest between work there should be appropriate toilet provision (including the availability, condition and cleanliness) and suitable locations to take a break. Whilst the obligation to provide suitable facilities remains with the Tenderer, if there are any risks in not being able to supply these, the Tenderer must make LBSL aware in their bid or at any later stage when this becomes apparent.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Edgware Station, Bus Station to Kingsbury Circle		Kingsbury Circle to Edgware Station, Bus Station			
First departure no later than 0520.		First departure no later than 0505.			
0515 - 0620	Every 30 minutes	0500 - 0615	Every 30 minutes		
0621 - 0700	Every 20 minutes	0616 - 0655	Every 20 minutes		
0701 - 1930	Every 15 minutes	0656 - 1925	Every 15 minutes		
1931 - 2030	Every 20 minutes	1926 - 2025	Every 20 minutes		
2031 - 0005	Every 30 minutes	2026 - 2400	Every 30 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 2355.			
Pinchpoints					
Colindale, Asda	0725 - 0925	15 minutes	Mill Hill Broadway Bus Station, East side	0715 - 0915	15 minutes
	1515 - 1645	15 minutes		1505 - 1635	15 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Edgware Station, Bus Station to Kingsbury Circle		Kingsbury Circle to Edgware Station, Bus Station			
First departure no later than 0520.		First departure no later than 0505.			
0515 - 0750	Every 30 minutes	0500 - 0745	Every 30 minutes		
0751 - 0850	Every 20 minutes	0746 - 0825	Every 20 minutes		
0851 - 1800	Every 15 minutes	0826 - 1835	Every 15 minutes		
1801 - 1900	Every 20 minutes	1836 - 1855	Every 20 minutes		
1901 - 0005	Every 30 minutes	1856 - 2400	Every 30 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 2355.			
Pinchpoints					
Colindale, Asda	0920 - 1120	15 minutes	Mill Hill Broadway Bus Station, East side	0845 - 1115	15 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

Edgware Station, Bus Station to Kingsbury Circle		Kingsbury Circle to Edgware Station, Bus Station	
First departure no later than 0645.		First departure no later than 0630.	
0640 - 0845	Every 30 minutes	0625 - 0830	Every 30 minutes
0846 - 1800	Every 20 minutes	0831 - 1745	Every 20 minutes
1801 - 0005	Every 30 minutes	1746 - 2400	Every 30 minutes
Last departure no earlier than 2400.		Last departure no earlier than 2355.	
Pinchpoints			
Colindale, Asda	1010 - 1150	20 minutes	Mill Hill Broadway Bus Station, East side
			1000 - 1140
			20 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 303 can suffer from unpredictable traffic delays in the Edgware, Mill Hill Broadway, Burnt Oak and Kingsbury areas.
- 4.2) Route 303 currently operates a double run via Quakers Course within the Grahame Park Estate in the Colindale area. AS part of redevelopment plans, Quakers Course will be replaced by the new through toad that will connect Bristol Avenue with Corner Mead at the northern end of the estate. The new link road is not expected to be complete until late 2026 / early 2027 and any routing changes will be discussed with the successful tenderer.
- 4.3) The Grahame Park estate is being redeveloped with a substantial increase in housing and employment. New housing is also planned around Grahame Oak Way and Colindale Avenue. Saracens High School opened in 2019 and relocated to a new site on Corner Mead in 2021. It has nearly 500 pupils and this will increase to 1,130 over the next few years. These are served by the 303 and will lead to an increase in usage.
- 4.4) An investigation is underway for option for re-building Edgware Bus Station and surrounding stops. Stopping and standing arrangements around Edgware may be affected.

**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 303: Edgware Station - Kingsbury Circle

Date of Structural Change: 2 September 2023.

Date of Service Change: 2 September 2023.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Kingsbury Circle: Edgware Bus Station, Station Road, Edgware High Street, Burnt Oak Broadway, Deansbrook Road, Dean's Lane, Hale Lane, The Broadway, Mill Hill Broadway Bus Station, The Broadway, Bunn's Lane, Grahame Park Way, Field Mead, Corner Mead, Grahame Park Way, Bristol Avenue, Lanacre Avenue, Quakers Course, Lanacre Avenue, Bristol Avenue, Grahame Park Way, Colindale Avenue, Annesley Avenue, Edgware Road, Capitol Way, Stag Lane, Princes Avenue, Honeypot Lane.

Towards Edgware Station: Honeypot Lane, Princes Avenue, Stag Lane, Capitol Way, Edgware Road, Colindale Avenue, Grahame Park Way, Bristol Avenue, Lanacre Avenue, Quakers Course, Lanacre Avenue, Bristol Avenue, Grahame Park Way, Corner Mead, Field Mead, Grahame Park Way, Bunn's Lane, The Broadway, Mill Hill Broadway Bus Station, The Broadway, Hale Lane, Dean's Lane, Deansbrook Road, Edgware High Street, Station Road, Edgware Bus Station.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

EDGWARE STATION, BUS STATION

Private stand for 9 buses on south side of Edgware Bus Station adjacent to and forward of pedestrian entrance to The Broadwalk Shopping Centre.

Buses proceed from Edgware Bus Station direct to stand, departing to Edgware Bus Station. Set down in Edgware Bus Station, at Stop G (BP090 - Edgware Station <>, Last Stop on LOR: BP090 - Edgware Station <>) and pick up in Edgware Bus Station, at Stop D (R0790 - Edgware Bus Station, First Stop on LOR: R0790 - Edgware Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 303 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:	Edgware Station.

MILL HILL BROADWAY STATION, WEST SIDE (from KINGSBURY CIRCLE)

Private stand for 3 buses on west side of Mill Hill Broadway Station Forecourt commencing 4 metres south of Bus Stop 33771 and extending 39.3 metres north.

Buses proceed from Mill Hill Broadway Bus Station direct to stand, departing to Mill Hill Broadway Bus Station. Set down in Mill Hill Broadway Bus Station, at Stop B (33771 - Mill Hill Broadway Station #, Last Stop on LOR: 33648 - Woodcroft Avenue) and pick up in Mill Hill Broadway Bus Station, at Stop B (33771 - Mill Hill Broadway Station #, First Stop on LOR: 33771 - Mill Hill Broadway 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:	Mill Hill Broadway.

MILL HILL BROADWAY STATION, WEST SIDE (from Edgware Station)

Private stand for 3 buses on west side of Mill Hill Broadway Station Forecourt commencing 4 metres south of Bus Stop 33771 and extending 39.3 metres north.

Buses proceed from Mill Hill Broadway Bus Station direct to stand, departing to Mill Hill Broadway Bus Station. Set down in Mill Hill Broadway Bus Station, at Stop B (33771 - Mill Hill Broadway Station #, Last Stop on LOR: 33771 - Mill Hill Broadway Station #) and pick up in Mill Hill Broadway Bus Station, at Stop D (33772 - Mill Hill Broadway Station #, First Stop on LOR: 33772 - Mill Hill Broadway 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: Mill Hill Broadway.

GRAHAME PARK, QUAKERS COURSE (from Edgware Station)

Buses proceed from Quakers Course departing to Quakers Course. Set down in Quakers Course, QD (R0485 - Quakers Course, Last Stop on LOR: 34610 - Quakers Course) and pick up in Quakers Course, QE (34610 - Quakers Course, First Stop on LOR: R0485 - Quakers Course).

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

COLINDALE, ASDA (from Edgware Station)

Public stand for three buses on north side of Capitol Way opposite Asda Store car park, commencing at a point opposite lamp standard No 27 and extending 30 metres west. Buses proceed from Edgware Road via Capitol Way to stand, departing to Capitol Way. Set down in Edgware Road, At stop CN (6060 - The Greenway, Last Stop on LOR: 6060 - The Greenway) and pick up in Capitol Way, At Stop CP (M46 - Colindale Superstores, First Stop on LOR: M46 - Colindale Superstores).

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: Colindale, Superstores.
OTHER INFORMATION: Toilet facilities available 24 hours Mondays to Saturdays;
1100-1700 Sundays.

KINGSBURY CIRCLE

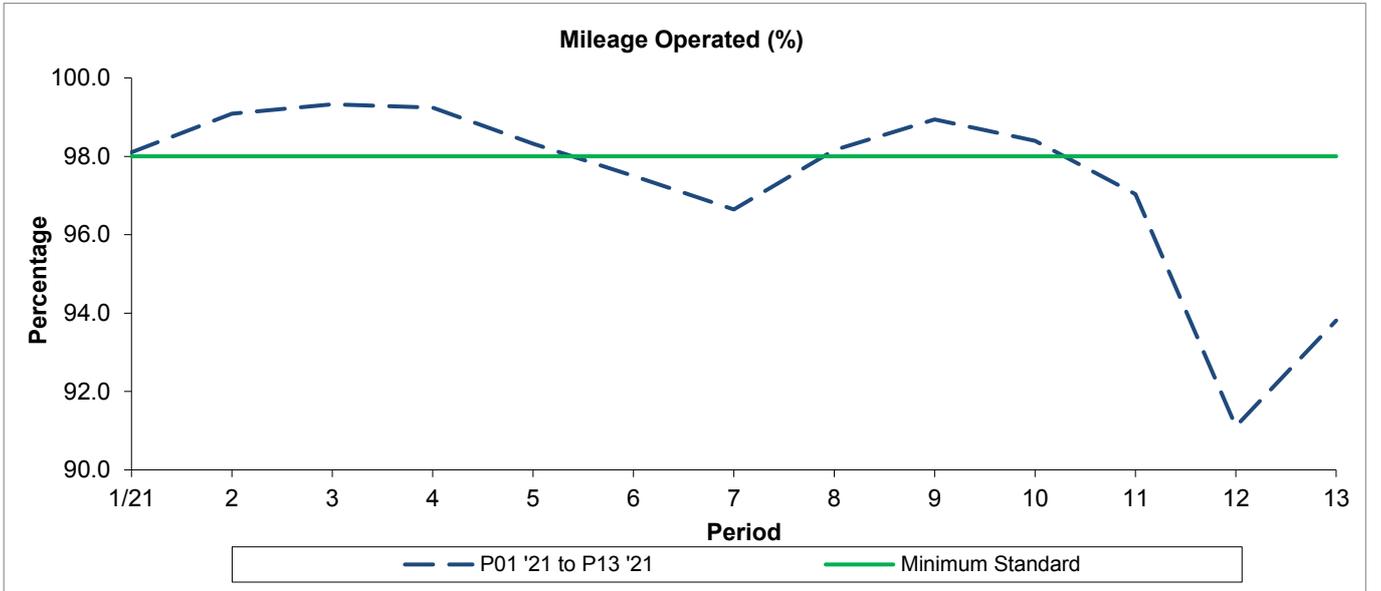
Buses proceed from Honeypot Lane direct to stand, departing via Honeypot Lane and Kingsbury Circle to Honeypot Lane. Set down in Honeypot Lane, at stop D (26525 - Kingsbury Circle, Last Stop on LOR: BP6357 - Princes Close) and pick up {Not Specified}, C (26524 - Kingsbury Circle, First Stop on LOR: 26524 - Kingsbury Circle).

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:	Kingsbury Circle.
OTHER INFORMATION:	HESITATION POINT ONLY - BUSES MUST NOT STAND. Buses pause on Honeypot Lane (northbound) to change blinds and reset ticket machines.

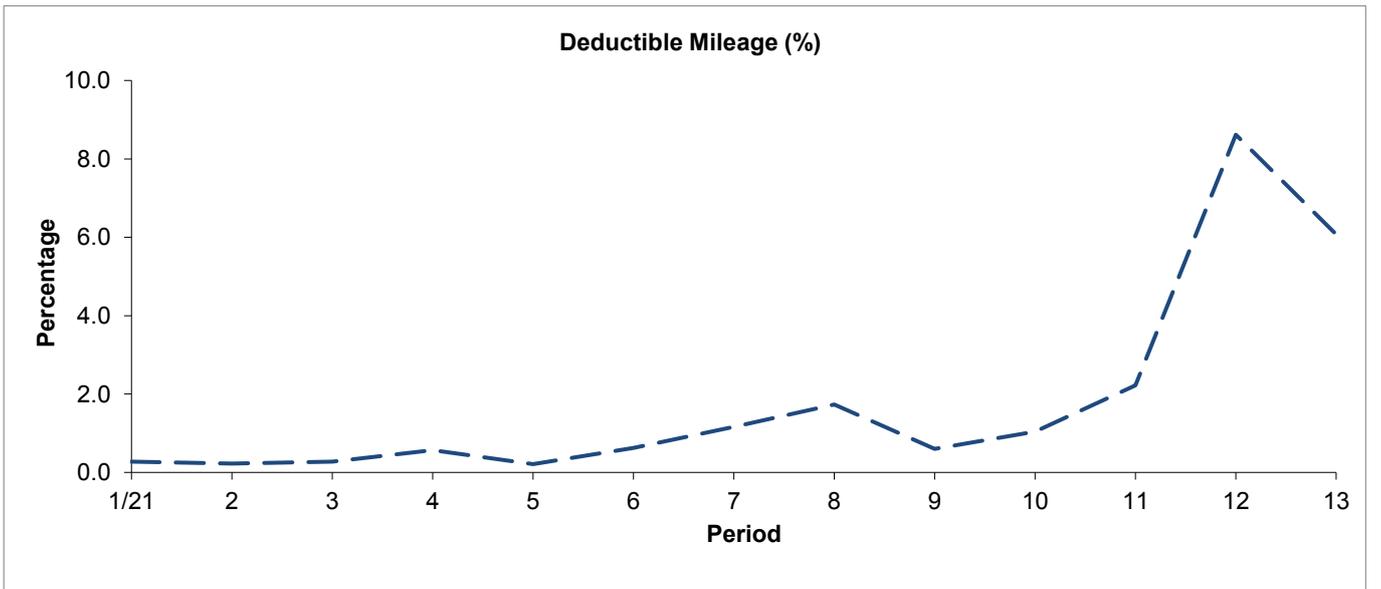
Period Trend Performance Graphs

Route 303

Mileage Performance



Period	1/21	2	3	4	5	6	7	8	9	10	11	12	13
P01 '21 to P13 '21	98.10	99.09	99.33	99.24	98.32	97.50	96.64	98.16	98.94	98.40	97.04	91.11	93.81
Minimum 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

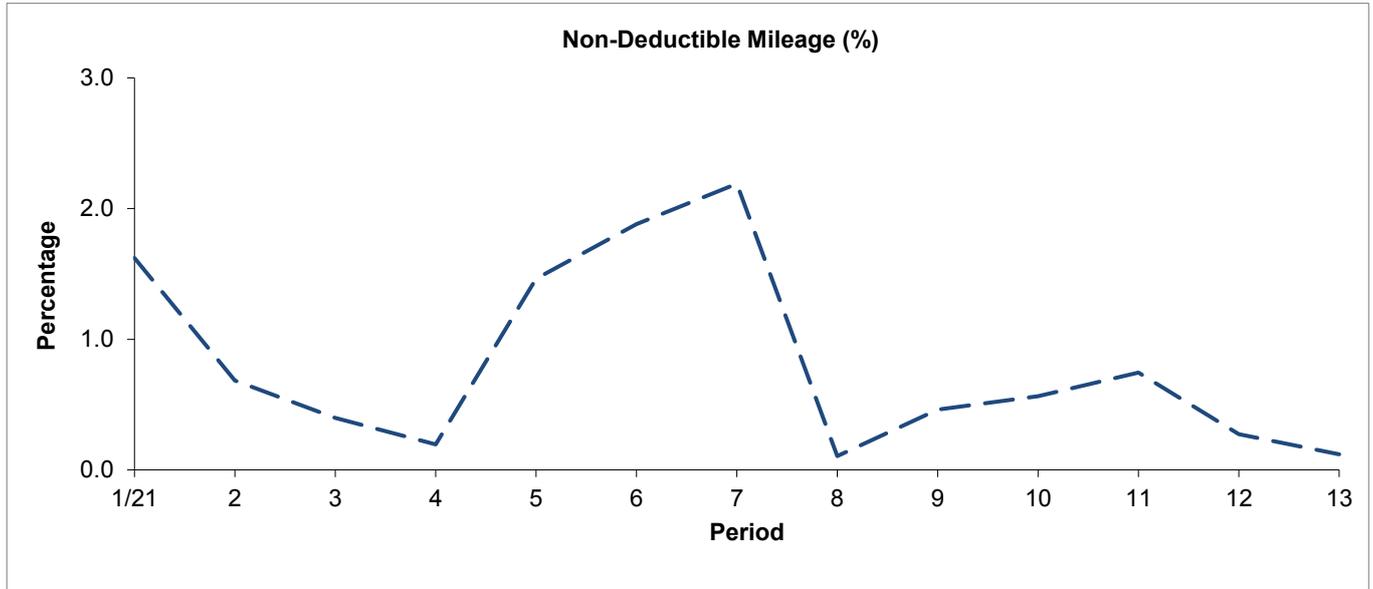


Period	1/21	2	3	4	5	6	7	8	9	10	11	12	13
P01 '21 to P13 '21	0.28	0.23	0.28	0.57	0.21	0.62	1.17	1.74	0.60	1.04	2.22	8.62	6.07

Period Trend Performance Graphs

Route 303

Mileage Performance



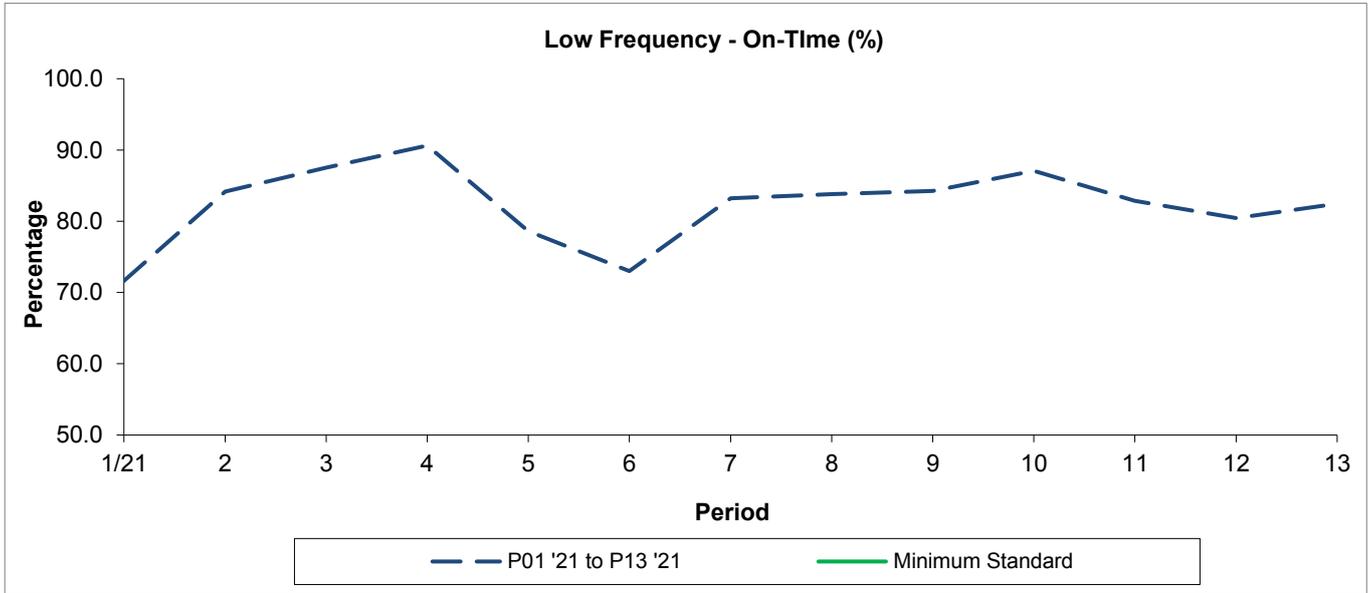
Period	1/21	2	3	4	5	6	7	8	9	10	11	12	13
P01 '21 to P13 '21	1.62	0.68	0.40	0.19	1.46	1.88	2.19	0.11	0.46	0.56	0.74	0.27	0.12

Mileage Performance figures are based on four weeks data

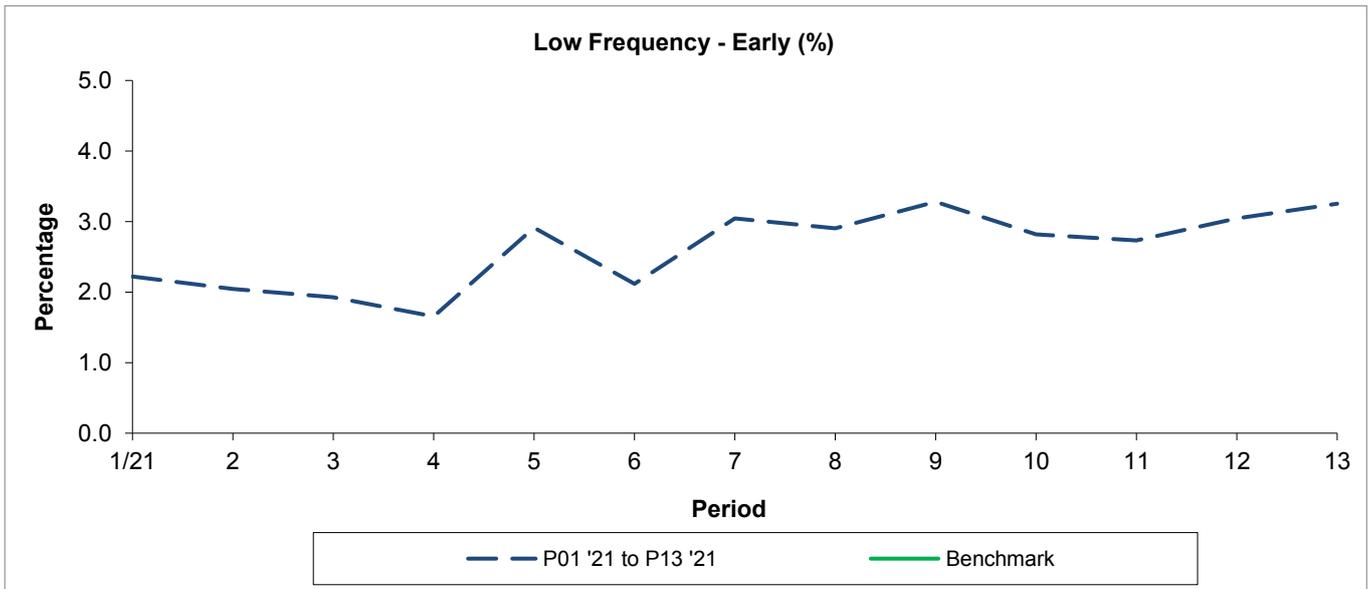
Period Trend Performance Graphs

Route 303

Reliability Performance



Period	1/21	2	3	4	5	6	7	8	9	10	11	12	13
P01 '21 to P13 '21	71.6	84.2	87.5	90.6	78.6	73.0	83.2	83.8	84.3	87.1	82.9	80.4	82.5
Minimum Standard													



Period	1/21	2	3	4	5	6	7	8	9	10	11	12	13
P01 '21 to P13 '21	2.2	2.0	1.9	1.7	2.9	2.1	3.0	2.9	3.3	2.8	2.7	3.0	3.3
Benchmark													

Minimum Standards and Benchmarks are those applicable under the new contract.

Detailed QSI Report

Route 303

Full iBus results by Time of Day

Quarter 1 / 2021 to Quarter 4 / 2021 (01/04/2021 to 31/03/2022)

All days

(Day Routes 05:00 - 24:00, Night Routes 00:00 - 05:00)

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	17,625	17,329	98.3	98.0	94.4	2.1	0.6	2.8
07:00 - 10:00	53,822	52,278	97.1	96.5	85.6	3.8	3.3	7.2
10:00 - 13:00	56,496	55,058	97.5	97.1	83.9	2.9	1.9	11.3
13:00 - 16:00	56,828	55,166	97.1	94.5	75.3	5.6	2.4	16.6
16:00 - 19:00	55,410	54,108	97.7	95.4	78.9	4.7	3.1	13.3
19:00 - 22:00	37,966	36,939	97.3	96.2	85.4	4.3	2.7	7.7
22:00 - 24:00	19,295	19,185	99.4	97.8	92.6	2.3	1.5	3.6
All Locations Summary	297,442	290,063	97.5	96.2	82.1	4.2	2.6	11.1

Mondays to Fridays

(Day Routes 05:00 - 24:00, Night Routes 00:00 - 05:00)

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	14,312	14,030	98.0	97.6	94.2	2.4	0.7	2.7
07:00 - 10:00	41,200	39,876	96.8	95.9	84.5	4.2	3.7	7.6
10:00 - 13:00	40,873	39,695	97.1	96.8	83.5	3.3	2.1	11.1
13:00 - 16:00	41,343	40,180	97.2	94.1	74.6	6.1	2.6	16.6
16:00 - 19:00	41,041	40,006	97.5	95.1	78.7	5.0	3.5	12.9
19:00 - 22:00	28,556	27,705	97.0	96.0	85.2	4.5	2.9	7.3
22:00 - 24:00	13,343	13,293	99.6	97.9	92.3	2.3	1.4	4.0
All Locations Summary	220,668	214,785	97.3	95.8	81.7	4.5	2.9	10.9

Saturdays

(Day Routes 05:00 - 24:00, Night Routes 00:00 - 05:00)

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	2,629	2,617	99.5	99.7	96.7	0.2	0.4	2.7
07:00 - 10:00	6,348	6,238	98.3	98.5	92.2	1.5	1.1	5.2
10:00 - 13:00	8,139	7,967	97.9	97.6	81.5	2.5	1.4	14.6
13:00 - 16:00	8,093	7,698	95.1	94.2	73.9	5.8	1.6	18.7
16:00 - 19:00	7,824	7,588	97.0	95.0	75.9	5.1	2.2	16.8
19:00 - 22:00	4,503	4,431	98.4	95.9	82.1	4.7	2.2	11.0
22:00 - 24:00	2,682	2,694	100.4	98.7	92.8	1.3	2.0	3.8
All Locations Summary	40,218	39,233	97.6	96.6	80.8	3.9	1.7	13.6

Sundays and Bank Holidays

(Day Routes 05:00 - 24:00, Night Routes 00:00 - 05:00)

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	684	682	99.7	99.4	94.6	0.6	0.0	4.8
07:00 - 10:00	6,274	6,164	98.2	98.6	94.9	1.4	1.3	2.5
10:00 - 13:00	7,484	7,396	98.8	98.7	88.3	1.4	1.5	8.8
13:00 - 16:00	7,392	7,288	98.6	97.5	81.0	2.5	1.8	14.7
16:00 - 19:00	6,545	6,514	99.5	98.2	83.9	1.8	1.8	12.5
19:00 - 22:00	4,907	4,803	97.9	97.5	90.0	2.5	1.7	5.8
22:00 - 24:00	3,270	3,198	97.8	96.8	93.8	3.2	1.5	1.5
All Locations Summary	36,556	36,045	98.6	98.0	86.7	2.0	1.7	9.6

Transport for London - Live Mileage List

v2.0 - Mileage directly imported from Caesar

Route: 303

Service Change: 51844

Date: 24/08/2019

Edgware Station - Kingsbury Circle	Tranche 842
Reason for Issue	New Contract

QSI points are highlighted.

OUT DIRECTION					BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles	Timing Point Code	Stop Number	Stop Name	Metres	Miles
EWSNBS	R0790	Edgware Bus Station			KNBYCL	26524	Kingsbury Circle		
	29833	Manor Park Crescent	311	0.19		BP629	Eton Grove	745	0.46
	6071	Whitchurch Lane	293	0.18	PRAVNW	BP628	Bacon Lane	402	0.25
	2990	Deansbrook Road	340	0.21		BP6338	Kingsbury Health and Wellbeing	461	0.29
EWHS DR	M27	Blood Transfusion Centre	219	0.14	CLDLAS	M46	Colindale Superstores		
	M28	Deansbrook Close	464	0.29		6059	Annesley Avenue		
	15095	Deansbrook Road	146	0.09		17040	Stonecrop Close	290	0.18
	15096	Deans Way	464	0.29		17038	Ajax Avenue	344	0.21
	15098	Greencroft	395	0.25	CLDLSN	17036	Colindale Station	180	0.11
	15640	Ashbourne Grove	468	0.29		34608	Cherry Close	571	0.35
	15638	Hale Grove Gardens	302	0.19	GMPKQC	R0485	Quakers Course	476	0.30
MLHLSNW	33771	Mill Hill Broadway Station	258	0.16		34609	Cherry Close	542	0.34
	M31	Woodcroft Avenue	516	0.32	GMPWMS	M40	Royal Air Force Museum	518	0.32
	M32	Wiggins Mead	808	0.50		M41	South Mead	681	0.42
	M33	Barnet College	192	0.12		M42	Barnet College	236	0.15
	M34	South Mead	189	0.12		M43	Wiggins Mead	205	0.13
GMPWMS	M35	Royal Air Force Museum	709	0.44		M44	Woodcroft Park	322	0.20
	M36	Beaufort Park	278	0.17		33648	Woodcroft Avenue	353	0.22
	34608	Cherry Close	300	0.19	MLHLSNE	33772	Mill Hill Broadway Station	558	0.35
GMPKQC	34610	Quakers Course	496	0.31		27455	Beech Walk	380	0.24
	34609	Cherry Close	522	0.32		15639	Downhurst Avenue	220	0.14
CLDLSN	17037	Colindale Station	361	0.22		15099	Sefton Avenue	520	0.32
	17039	Ajax Avenue	349	0.22		15097	Laneside	236	0.15
	29835	Cecil Road	198	0.12		BP600	Dryfield Road	332	0.21
	M37	Edgware Road	247	0.15		M29	Deansbrook Close	351	0.22
	6060	The Greenway	153	0.10	EWHS DR	M30	Blood Transfusion Centre	527	0.33
CLDLAS	M38	Colindale Superstores	227	0.14		6070	Deansbrook Road	155	0.10
	15087	Kingsbury Health and Wellbeing				14803	Spring Villa Road	351	0.22
PRAVNW	BP631	Bacon Lane	587	0.36		29834	Manor Park Crescent	358	0.22
	BP630	Eton Grove	324	0.20	EWSNBS	BP090	Edgware Station	207	0.13
	BP6357	Princes Close	264	0.16					
KNBYCL	26525	Kingsbury Circle	457	0.28					
Total Route Mileage - Out Direction			11353	7.05	Total Route Mileage - Back Direction			11340	7.05
			Metres	Miles				Metres	Miles

Mileage in bold red font is a planning estimate and not iBus mileage

7. Service Specification

Route: 303

QC42002

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	Edgware Station, Bus Station to Colindale, Asda
Contract Basis	Incentivised
Commencement Date	31 st August 2013
Vehicle Type	60 capacity, dual door, single deck, minimum 10.8m long buses will be specified subject to a satisfactory route test.
Current Maximum Approved Dimensions	10.2 metres long and 2.5 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	No
Sponsored Route	No
Minimum Performance Standard	Departing on Time - No less than 86.00%
Extension Threshold	Departing on Time Threshold - 90.00%
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 22nd October 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. 303.

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:

- The Boxing Day service should match the Sunday service.
- **Tenderers must identify the cost of the Boxing Day element of this service separately.**
- 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

Edgware Station, Bus Station to Colindale, Asda			Colindale, Asda to Edgware Station, Bus Station		
First departure no later than 0520.			First departure no later than 0520.		
0515 - 0620	Every 30 minutes		0515 - 0620	Every 30 minutes	
0621 - 0700	Every 20 minutes		0621 - 0700	Every 20 minutes	
0701 - 1930	Every 15 minutes		0701 - 1930	Every 15 minutes	
1931 - 2030	Every 20 minutes		1931 - 2030	Every 20 minutes	
2031 - 0005	Every 30 minutes		2031 - 0005	Every 30 minutes	
Last departure no earlier than 2400.			Last departure no earlier than 2400.		
Pinchpoints					
Colindale Station	0745 - 0845	15 minutes	Mill Hill Broadway Station	0745 - 0845	15 minutes
	1545 - 1645	15 minutes		1545 - 1645	15 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Edgware Station, Bus Station to Colindale, Asda			Colindale, Asda to Edgware Station, Bus Station		
First departure no later than 0520.			First departure no later than 0520.		
0515 - 0750	Every 30 minutes		0515 - 0750	Every 30 minutes	
0751 - 0850	Every 20 minutes		0751 - 0830	Every 20 minutes	
0851 - 1800	Every 15 minutes		0831 - 1840	Every 15 minutes	
1801 - 1900	Every 20 minutes		1841 - 1900	Every 20 minutes	
1901 - 0005	Every 30 minutes		1901 - 0005	Every 30 minutes	
Last departure no earlier than 2400.			Last departure no earlier than 2400.		
Pinchpoints					
Colindale Station	0930 - 1130	15 minutes	Mill Hill Broadway Station	0930 - 1130	15 minutes

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Edgware Station, Bus Station to Colindale, Asda			Colindale, Asda to Edgware Station, Bus Station		
First departure no later than 0645.			First departure no later than 0645.		
0640 - 0845	Every 30 minutes		0640 - 0845	Every 30 minutes	
0846 - 1800	Every 20 minutes		0846 - 1800	Every 20 minutes	
1801 - 0005	Every 30 minutes		1801 - 0005	Every 30 minutes	
Last departure no earlier than 2400.			Last departure no earlier than 2400.		
Pinchpoints					
Colindale Station	1000 - 1200	20 minutes	Mill Hill Broadway Station	1000 - 1200	20 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 303 can suffer unpredictable traffic delays in the Edgware and Mill Hill Broadway areas.
- 4.2) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following location: Colindale Station.

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 303: Edgware Station - Colindale, Asda

Date of Structural Change: 31 August 2013.

Date of Service Change: 31 August 2013.

Reason for Issue: New tender.

STREETS TRAVERSED

Towards Colindale, Asda: Edgware Bus Station, Station Road, Edgware High Street, Burnt Oak Broadway, Deansbrook Road, Lyndhurst Avenue, Bunn's Lane, The Broadway, Mill Hill Broadway Bus Station, The Broadway, Bunn's Lane, Grahame Park Way, Field Mead, Corner Mead, Grahame Park Way, Lanacre Avenue, Quakers Course, Lanacre Avenue, Grahame Park Way, Colindale Avenue, Annesley Avenue, Edgware Road, Capitol Way.

Towards Edgware Station: Capitol Way, Edgware Road, Colindale Avenue, Grahame Park Way, Lanacre Avenue, Quakers Course, Lanacre Avenue, Grahame Park Way, Corner Mead, Field Mead, Grahame Park Way, Bunn's Lane, The Broadway, Mill Hill Broadway Bus Station, The Broadway, Bunn's Lane, Lyndhurst Avenue, Deansbrook Road, Edgware High Street, Station Road, Edgware Bus Station.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

EDGWARE STATION, BUS STATION

Private stand for 9 buses on south side of Edgware Bus Station adjacent to and forward of pedestrian entrance to The Broadwalk Shopping Centre.
Buses proceed from Edgware Bus Station direct to stand, departing to Edgware Bus Station. Set down in Edgware Bus Station, at Stop G (BP090 - Edgware Station <>), Last Stop on LOR: BP090 - Edgware Station <>) and pick up in Edgware Bus Station, at Stop D (R0790 - Edgware Bus Station, First Stop on LOR: R0790 - Edgware Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 303 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:	Edgware.

MILL HILL BROADWAY STATION, WEST SIDE (from COLINDALE, ASDA)

Private stand for 3 buses on west side of Mill Hill Broadway Station Forecourt commencing 4 metres south of Bus Stop 33771 and extending 39.3 metres north.

Buses proceed from Mill Hill Broadway Bus Station direct to stand, departing to Mill Hill Broadway Bus Station. Set down in Mill Hill Broadway Bus Station, at Stop B (33771 - Mill Hill Broadway Station #, Last Stop on LOR: 33648 - Woodcroft Avenue) and pick up in Mill Hill Broadway Bus Station, at Stop B (33771 - Mill Hill Broadway Station #, First Stop on LOR: 33771 - Mill Hill Broadway 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: Mill Hill Broadway.

MILL HILL BROADWAY STATION, WEST SIDE (from Edgware Station)

Private stand for 3 buses on west side of Mill Hill Broadway Station Forecourt commencing 4 metres south of Bus Stop 33771 and extending 39.3 metres north.

Buses proceed from Mill Hill Broadway Bus Station direct to stand, departing to Mill Hill Broadway Bus Station. Set down in Mill Hill Broadway Bus Station, at Stop B (33771 - Mill Hill Broadway Station #, Last Stop on LOR: 33771 - Mill Hill Broadway Station #) and pick up in Mill Hill Broadway Bus Station, at Stop D (33772 - Mill Hill Broadway Station #, First Stop on LOR: 33772 - Mill Hill Broadway 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: Mill Hill Broadway.

GRAHAME PARK, QUAKERS COURSE (from Edgware Station)

Buses proceed from Quakers Course departing to Quakers Course. Set down in Quakers Course, QD (R0485 - Quakers Course, Last Stop on LOR: 34610 - Quakers Course) and pick up in Quakers Course, QE (34610 - Quakers Course, First Stop on LOR: R0485 - Quakers Course).

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

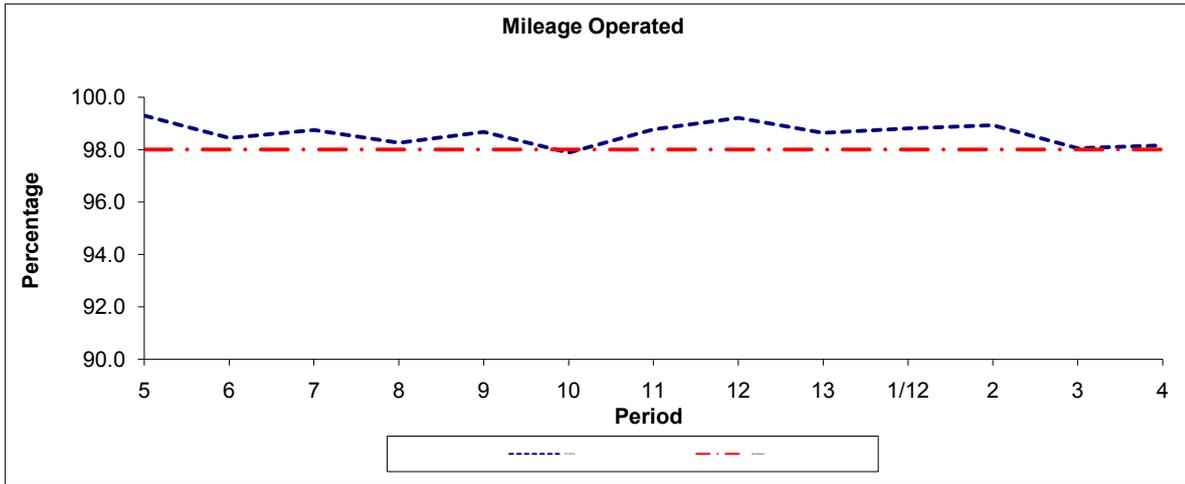
COLINDALE, ASDA

Public stand for three buses on north side of Capitol Way opposite Asda Store car park, commencing at a point opposite lamp standard No 27 and extending 30 metres west. Buses proceed from Capitol Way (clockwise around block) direct to stand, departing to Capitol Way. Set down in Capitol Way, at Alighting Point CO (M38 - Colindale Asda, Last Stop on LOR: M38 - Colindale Asda) and pick up in Capitol Way, at Stop CP (M46 - Colindale Asda, First Stop on LOR: M46 - Colindale Asda).

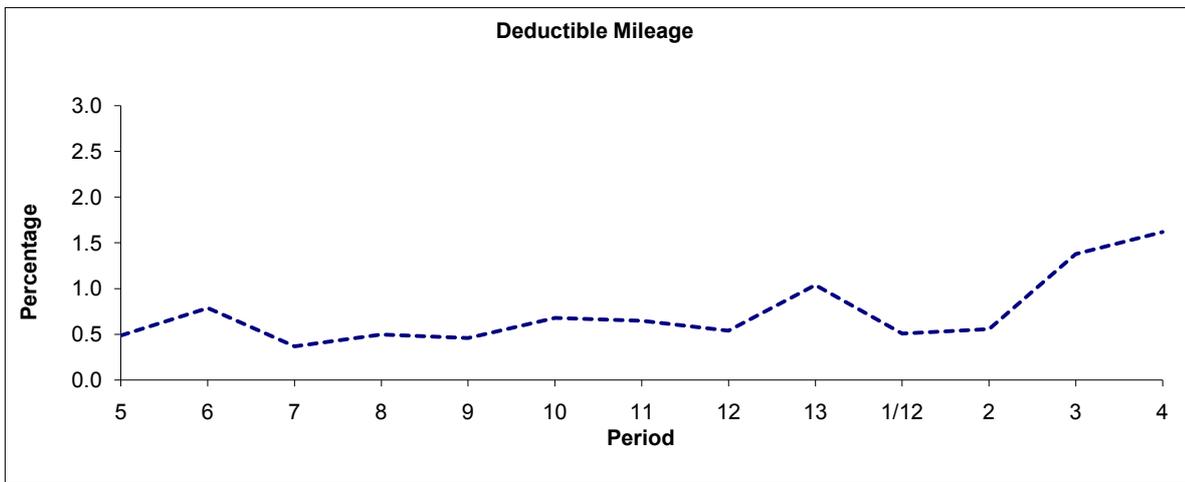
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 303 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Colindale, Superstores.

PART B - PERFORMANCE STATISTICS

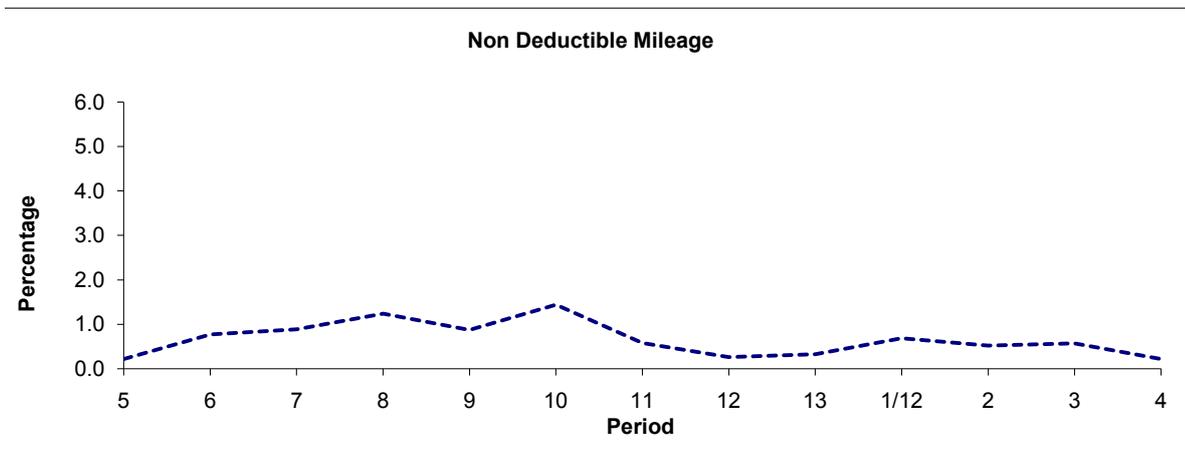
Route 303



Period	5	6	7	8	9	10	11	12	13	1/12	2	3	4
2011/2012	99.29	98.44	98.74	98.26	98.67	97.88	98.77	99.20	98.63	98.80	98.92	98.05	98.16
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	5	6	7	8	9	10	11	12	13	1/12	2	3	4
2011/2012	0.49	0.79	0.37	0.50	0.46	0.68	0.65	0.54	1.04	0.51	0.56	1.38	1.62

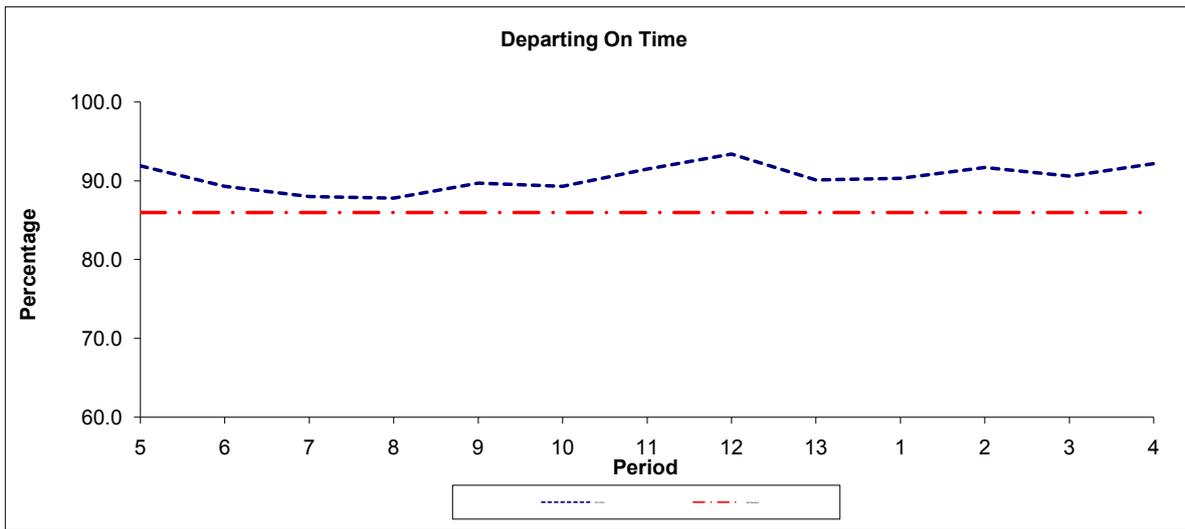


Period	5	6	7	8	9	10	11	12	13	1/12	2	3	4
2011/2012	0.22	0.77	0.89	1.24	0.87	1.44	0.58	0.26	0.33	0.69	0.52	0.57	0.22

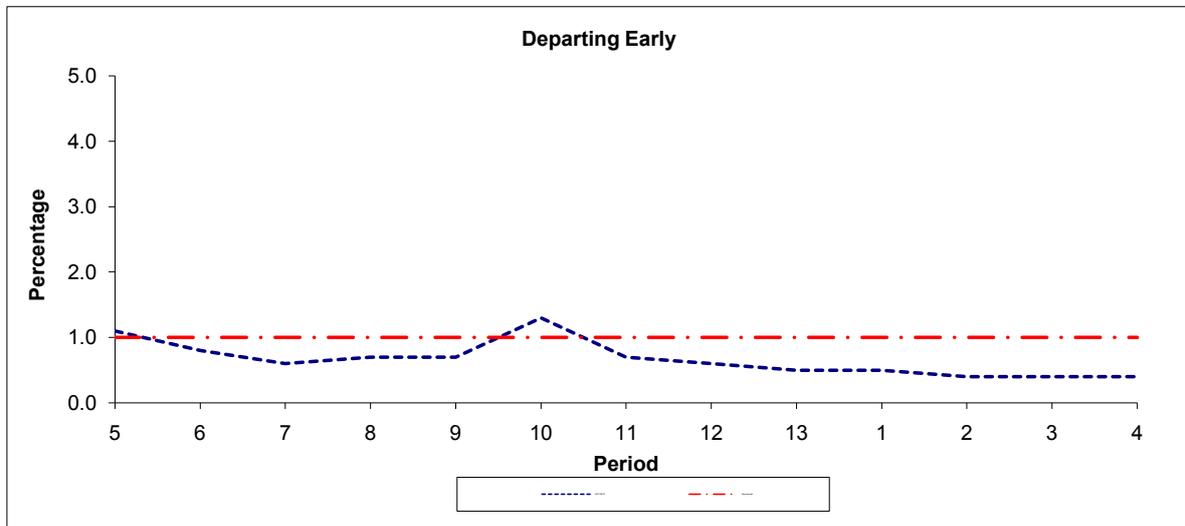
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 303



Period	5	6	7	8	9	10	11	12	13	1	2	3	4
2011/2012	91.9	89.3	88.0	87.8	89.7	89.3	91.5	93.4	90.1	90.3	91.7	90.6	92.2
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	5	6	7	8	9	10	11	12	13	1	2	3	4
2011/2012	1.1	0.8	0.6	0.7	0.7	1.3	0.7	0.6	0.5	0.5	0.4	0.4	0.4
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 303 - FULL iBUS RESULTS BY TIME OF DAY
QUARTERS 2 (11/12) to 1 (12/13) 25/06/2011 - 22/06/2012

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 (%)
0500 - 0700	15,370.	97.5	99.1	96.3	0.8	0.7	2.2
0700 - 1000	48,843.	99.1	98.1	91.5	2.0	1.0	5.5
1000 - 1300	46,613.	99.4	98.5	91.8	1.6	0.2	6.4
1300 - 1600	47,976.	96.6	96.8	82.9	3.4	0.4	13.2
1600 - 1900	48,413.	99.2	97.1	88.1	3.0	1.1	7.7
1900 - 2200	33,061.	100.0	98.8	92.5	1.2	0.4	5.9
2200 - 2400	15,516.	99.6	98.8	95.1	1.2	1.1	2.5
Summary	255,792.	98.7	97.9	89.4	2.3	0.7	7.6

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 (%)
0500 - 0700	2,644.	98.5	98.5	96.0	2.0	0.8	1.2
0700 - 1000	7,069.	98.8	98.9	96.8	1.2	0.2	1.8
1000 - 1300	9,370.	98.4	98.6	91.9	2.2	0.4	5.5
1300 - 1600	9,475.	99.1	98.5	91.0	1.6	0.4	7.1
1600 - 1900	9,132.	98.9	98.6	92.1	1.4	0.6	6.0
1900 - 2200	4,819.	99.9	98.9	82.9	1.4	0.3	15.4
2200 - 2400	3,099.	99.8	99.7	96.5	0.3	1.2	2.0
Summary	45,608.	99.0	98.7	91.6	1.6	0.4	6.5

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 (%)
0500 - 0700	763.	93.8	97.6	94.0	2.5	0.6	2.9
0700 - 1000	6,173.	99.2	98.6	96.3	1.5	0.3	1.9
1000 - 1300	8,067.	99.5	99.4	95.4	0.6	0.6	3.4
1300 - 1600	8,106.	98.8	98.8	92.2	1.3	1.1	5.4
1600 - 1900	7,332.	101.0	99.6	95.3	0.6	1.0	3.0
1900 - 2200	5,142.	100.1	99.5	94.6	1.3	0.8	3.3
2200 - 2400	3,430.	100.6	99.5	96.1	0.5	2.2	1.1
Summary	39,013.	99.6	99.2	94.6	1.0	0.9	3.5

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 (%)
0500 - 0700	18,777.	97.5	99.0	96.1	1.0	0.7	2.2
0700 - 1000	62,085.	99.1	98.2	92.2	1.9	0.9	5.0
1000 - 1300	64,050.	99.2	98.7	92.2	1.6	0.3	5.9
1300 - 1600	65,557.	97.2	97.3	85.0	3.0	0.5	11.5
1600 - 1900	64,877.	99.3	97.6	89.2	2.6	1.0	7.1
1900 - 2200	43,022.	100.0	98.9	91.6	1.2	0.4	6.8
2200 - 2400	22,045.	99.8	99.1	95.4	1.0	1.3	2.3
Summary	340,413.	98.9	98.2	90.1	2.1	0.7	7.1

340,413.

Transport for London - QSI Points and Mileage

Route 303
 Service change 21411
 Date 22 September 2009

Tranche 420

Locations shaded in blue denote QSI points under Full iBus

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
EWSNBS S	EWSNBS S	Edgware Station, Bus Station		
EWSNBS	R0790	Edgware Station	0	0.00
	29833	Premier House	315	0.20
	6071	Whitchurch Lane	301	0.19
	2990	Deansbrook Road	337	0.21
EWHS DR	M27	Blood Transfusion Centre	219	0.14
	M28	Deansbrook Close	464	0.29
DEANWC	33499	Deans Lane	189	0.12
	33500	Edwin Road	313	0.19
	33502	Goldbeaters Grove	414	0.26
	33152	Lyndhurst Avenue	401	0.25
MLHLSN	33771	Mill Hill Broadway Station	477	0.30
	M31	Woodcroft Avenue	516	0.32
	BP3880	Field Mead	574	0.36
	M32	Wiggins Mead	234	0.15
	M33	Barnet College	192	0.12
GMPKCM	M34	South Mead	189	0.12
GMPWMS	M35	Royal Air Force Museum	709	0.44
	M36	Middlesex University	278	0.17
	34608	Cherry Close	233	0.14
GMPKQC	34610	Quakers Course	588	0.37
	34609	Cherry Close	462	0.29
CLDLSN	17037	Colindale Station	391	0.24
	17039	Ajax Avenue	349	0.22
	29835	Cecil Road	198	0.12
	M37	Edgware Road	247	0.15
	6060	The Greenway	153	0.10
CLDLAS	M38	Colindale Asda	227	0.14
	CLDLAS S	COLINDALE, ASDA	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			8970 metres	5.57 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CLDLAS S	CLDLAS S	COLINDALE, ASDA		
CLDLAS	M46	Colindale Asda	0	0.00
	6059	Annesley Avenue	275	0.17
	17040	Stonecrop Close	290	0.18
	17038	Ajax Avenue	344	0.21
CLDLSN	17036	Colindale Station	180	0.11
	34608	Cherry Close	446	0.28
GMPKQC	R0485	Quakers Course	569	0.35
	34609	Cherry Close	481	0.30
GMPWMS	M40	Royal Air Force Museum	600	0.37
GMPKCM	M41	South Mead	681	0.42
	M42	Barnet College	236	0.15
	M43	Wiggins Mead	205	0.13
	M44	Woodcroft Park	322	0.20
	33648	Woodcroft Avenue	353	0.22
MLHLSN	33772	Mill Hill Broadway Station	566	0.35
	33504	Lyndhurst Avenue	484	0.30
	33503	Grange Road	406	0.25
	33501	Edwin Road	331	0.21
DEANWC	BP172	Deans Lane	366	0.23
	M29	Deansbrook Close	141	0.09
EWHS DR	M30	Blood Transfusion Centre	527	0.33
	6070	Deansbrook Road	155	0.10
	14803	Spring Villa Road	324	0.20
	29834	Station Road / Edgware	393	0.24
EWSNBS	BP090	Edgware Station	210	0.13
	EWSNBS S	Edgware Station, Bus Station	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			8885 metres	5.52 miles