

7. Service Specification

Route: 305

QC42003

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 Kingsbury Circle
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	10.3 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. 305.

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 Kingsbury Circle		Kingsbury Circle to Edgware Station, Bus Station			
First departure no later than 0535.		First departure no later than 0555.			
0530 - 0615	Every 20 minutes	0550 - 0635	Every 20 minutes		
0616 - 1920	Every 15 minutes	0636 - 1920	Every 15 minutes		
1921 - 1940	Every 20 minutes	1921 - 2000	Every 20 minutes		
1941 - 2345	Every 30 minutes	2001 - 0005	Every 30 minutes		
Last departure no earlier than 2340.		Last departure no earlier than 2400.			
Pinchpoints					
Kingsbury Circle	0730 - 0900	15 minutes	Edgware Station	0755 - 0855	15 minutes
	1500 - 1630	15 minutes		1600 - 1700	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 0535.		First departure no later than 0555.			
0530 - 0805	Every 30 minutes	0550 - 0825	Every 30 minutes		
0806 - 0845	Every 20 minutes	0826 - 0905	Every 20 minutes		
0846 - 1820	Every 15 minutes	0906 - 1820	Every 15 minutes		
1821 - 1840	Every 20 minutes	1821 - 1900	Every 20 minutes		
1841 - 2345	Every 30 minutes	1901 - 0005	Every 30 minutes		
Last departure no earlier than 2340.		Last departure no earlier than 2400.			
Pinchpoints					
Kingsbury Circle	0915 - 1100	15 minutes	Edgware Station	0940 - 1055	15 minutes

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Edgware Station, Bus Station to Kingsbury Circle		Kingsbury Circle to Edgware Station, Bus Station			
First departure no later than 0640.		First departure no later than 0700.			
0635 - 2345	Every 30 minutes	0655 - 0005	Every 30 minutes		
Last departure no earlier than 2340.		Last departure no earlier than 2400.			
Pinchpoints					
Kingsbury Circle	1030 - 1130	30 minutes	Edgware 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. 305 can suffer unpredictable traffic delays in the Burnt Oak Station, Edgware and Kingsbury areas.
- 4.2) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following locations: Edgware Station and Burnt Oak 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 305: Edgware Station - Kingsbury Circle

Date of Structural Change: 31 August 2013.

Date of Service Change: 31 August 2013.

Reason for Issue: New tender.

STREETS TRAVERSED

Towards Kingsbury Circle: Edgware Bus Station, Station Road, Hale Lane, Dean's Lane, Deansbrook Road, Orange Hill Road, Watling Avenue, Burnt Oak Broadway, Stag Lane, Princes Avenue, Honeypot Lane.

Towards Edgware Station: Honeypot Lane, Princes Avenue, Stag Lane, Burnt Oak Broadway, Watling Avenue, Orange Hill Road, Deansbrook Road, Dean's Lane, Hale Lane, 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 305 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.

BURNT OAK, ORANGE HILL ROAD (from KINGSBURY CIRCLE)

Public stand for one bus on west side of Orange Hill Road, commencing at a point opposite the southern kerb line of Abbots Road and extending southwards to a point 25 metres north of lamp standard No. 16.

Buses proceed from Orange Hill Road direct to stand, departing via Orange Hill Road and Deansbrook Road (Circling Roundabout Junction Of) to Orange Hill Road. Set down in Orange Hill Road, at Alighting Point (BP392 - Abbots Road, Last Stop on LOR: 15092 - Boston Road) and pick up in Orange Hill Road, at Stop M (15094 - Ruddock Close, First Stop on LOR: 15094 - Ruddock Close).

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: Burnt Oak.

BURNT OAK, DEANSBROOK ROAD (from KINGSBURY CIRCLE)

Public stand for 2 buses on south side of Deansbrook Road, outside Blood Transfusion buildings, approximately 80 metres east of and opposite Heming Road.

Buses proceed from Orange Hill Road via Deansbrook Road to stand, departing via Deansbrook Road and Burnt Oak Broadway to Stag Lane. Set down in Orange Hill Road, at Stop N (BP1800 - Ruddock Close, Last Stop on LOR: BP1800 - Ruddock Close) and pick up in Stag Lane, at Stop F (15091 - Oak Gardens, First Stop on LOR: 15091 - Oak Gardens).

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: Burnt Oak.

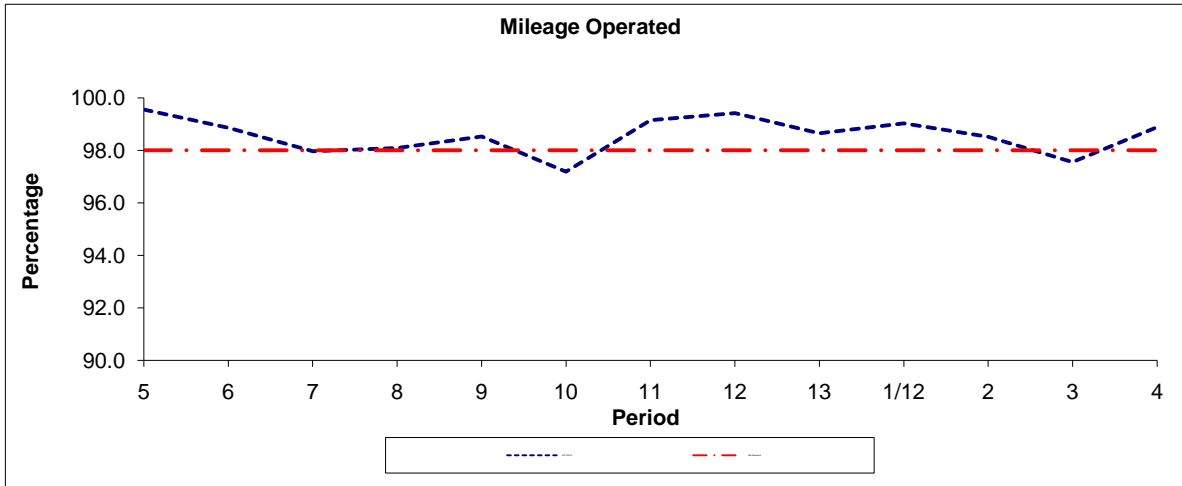
KINGSBURY CIRCLE

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: 26525 - Kingsbury Circle) and pick up in Honeypot Lane, at Stop C (26524 - Kingsbury Circle, First Stop on LOR: 26524 - Kingsbury Circle).

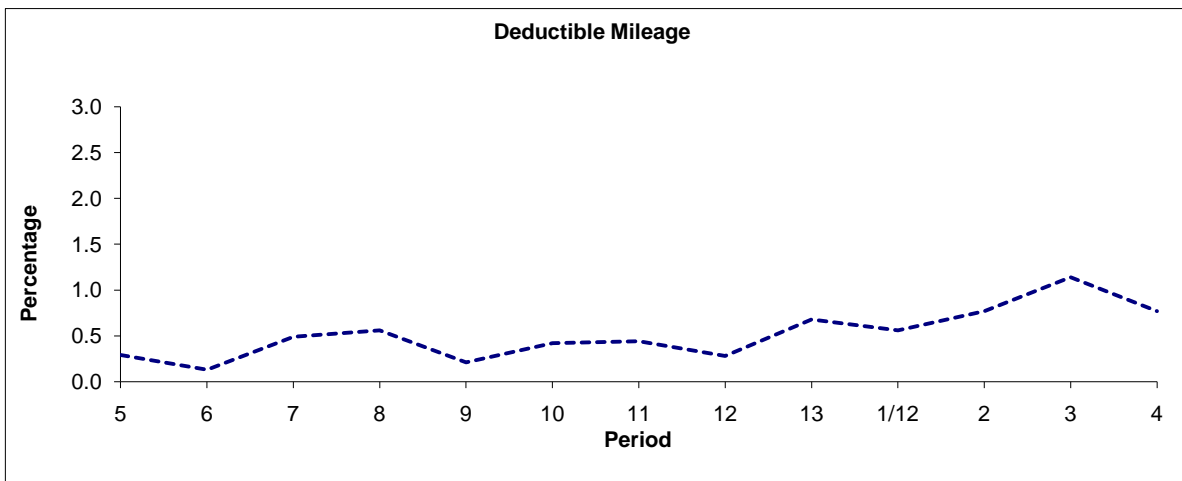
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: None.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Kingsbury Circle.
OTHER INFORMATION: HESITATION POINT ONLY - BUSES MUST NOT STAND. Buses pause on Honeypot Lane (northbound) to change blinds and reset ticket machines.

PART B - PERFORMANCE STATISTICS

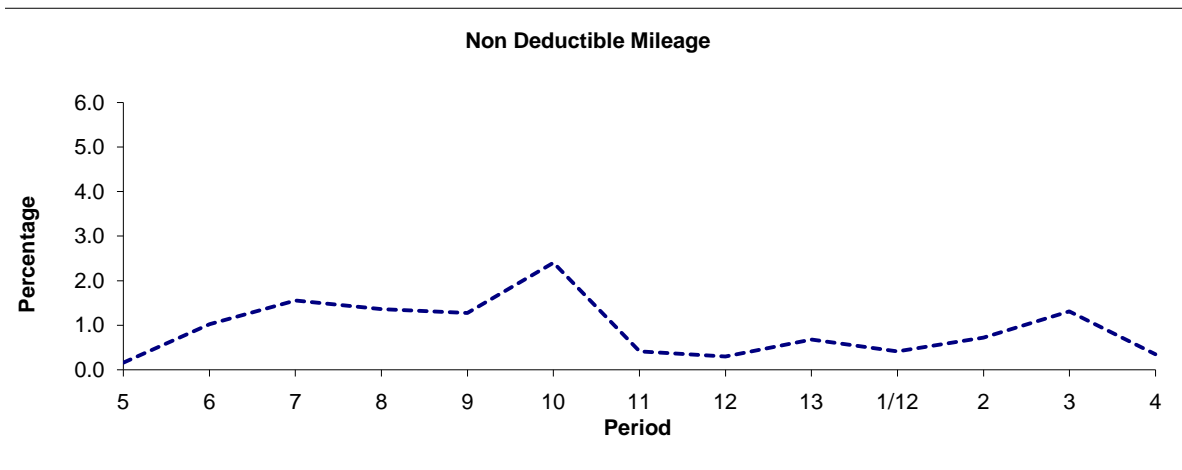
Route 305



Period	5	6	7	8	9	10	11	12	13	1/12	2	3	4
2011/2012	99.55	98.85	97.96	98.08	98.52	97.18	99.15	99.42	98.64	99.03	98.51	97.55	98.88
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	0.29	0.13	0.49	0.56	0.21	0.42	0.44	0.28	0.68	0.56	0.77	1.14	0.77

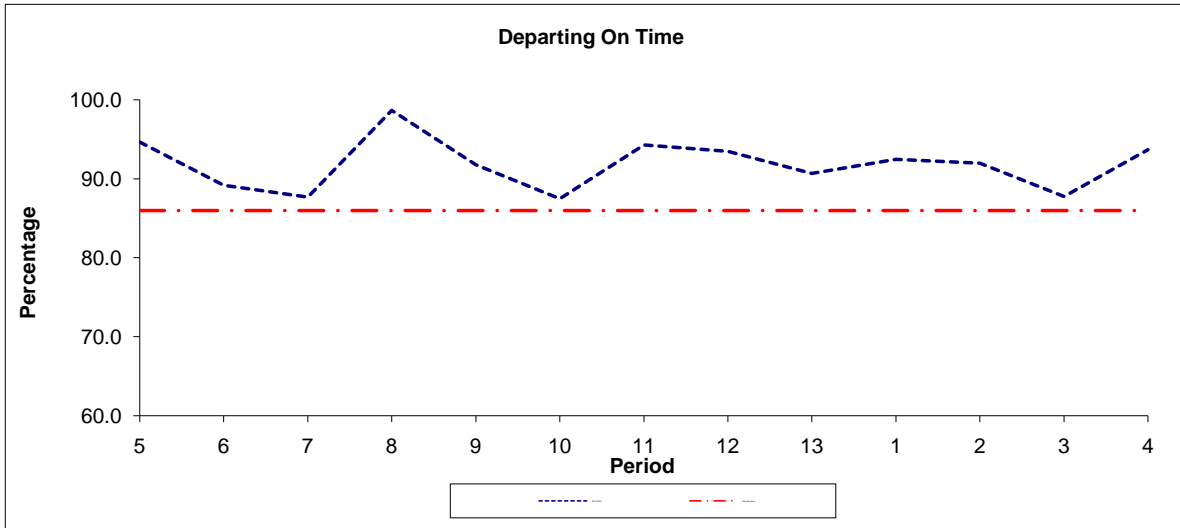


Period	5	6	7	8	9	10	11	12	13	1/12	2	3	4
2011/2012	0.16	1.02	1.55	1.36	1.27	2.40	0.41	0.30	0.68	0.41	0.72	1.31	0.35

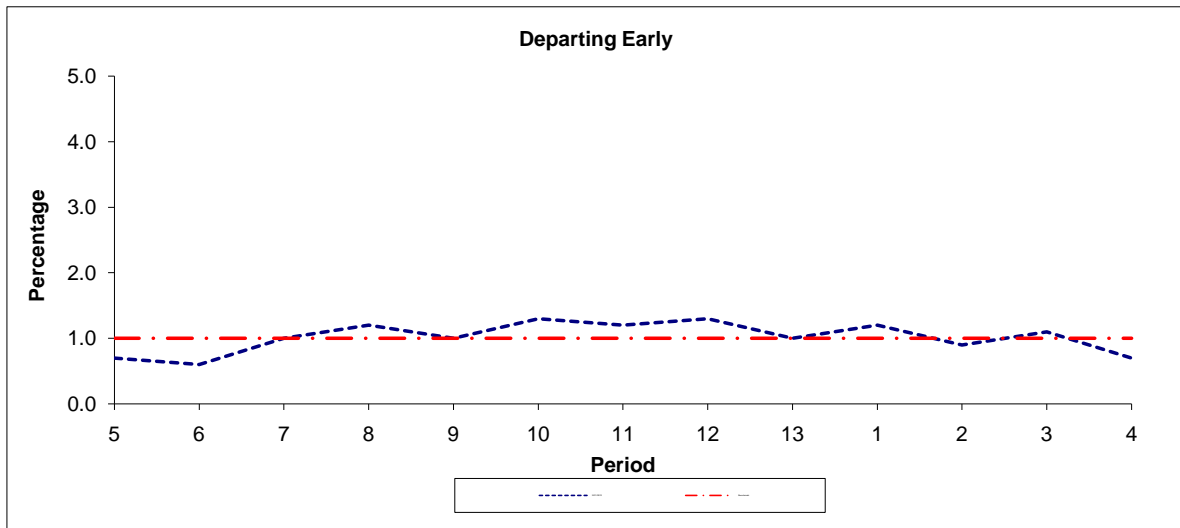
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 305



Period	5	6	7	8	9	10	11	12	13	1	2	3	4
2011/2012	94.7	89.2	87.7	98.7	91.8	87.5	94.3	93.5	90.7	92.5	92.0	87.8	93.7
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	0.7	0.6	1.0	1.2	1.0	1.3	1.2	1.3	1.0	1.2	0.9	1.1	0.7
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 305 - 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	8,687.	96.6	99.0	96.7	1.0	0.4	1.9
0700 - 1000	23,415.	99.9	98.0	90.3	2.1	1.1	6.6
1000 - 1300	23,321.	99.3	98.8	94.2	1.2	0.8	3.7
1300 - 1600	23,380.	98.3	98.3	90.0	1.9	1.1	7.1
1600 - 1900	23,327.	98.2	97.6	88.1	2.6	1.0	8.3
1900 - 2200	15,576.	100.0	99.0	92.6	1.1	0.6	5.8
2200 - 2400	7,760.	100.4	99.4	96.1	0.7	2.2	0.9
Summary	125,466.	99.0	98.4	91.0	1.8	1.0	6.1

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	1,024.	97.2	97.3	93.9	2.7	3.1	0.3
0700 - 1000	3,412.	98.7	98.7	96.2	1.3	0.7	1.8
1000 - 1300	4,539.	97.0	97.0	86.6	4.0	0.5	9.0
1300 - 1600	4,704.	95.9	94.6	82.2	6.1	0.4	11.3
1600 - 1900	4,744.	98.5	97.9	91.4	2.3	0.5	5.8
1900 - 2200	2,387.	97.5	96.8	82.6	5.1	0.8	11.5
2200 - 2400	1,612.	100.2	99.7	94.3	0.3	2.8	2.5
Summary	22,422.	97.6	97.1	87.7	3.8	0.7	7.8

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	284.	107.4	97.5	92.1	2.8	3.5	1.6
0700 - 1000	2,790.	98.0	98.9	96.6	1.1	0.8	1.5
1000 - 1300	2,892.	99.5	99.1	93.9	0.9	1.9	3.3
1300 - 1600	2,885.	99.3	99.1	93.5	0.9	1.7	4.0
1600 - 1900	2,892.	99.6	99.6	97.0	0.3	1.3	1.4
1900 - 2200	2,702.	101.4	99.9	94.9	0.2	0.2	4.7
2200 - 2400	1,799.	100.4	99.6	97.2	0.5	1.9	0.4
Summary	16,244.	99.8	99.3	95.1	0.7	1.4	2.8

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	9,995.	97.0	98.8	96.2	1.3	0.8	1.7
0700 - 1000	29,617.	99.6	98.1	91.1	2.0	1.1	5.9
1000 - 1300	30,752.	99.0	98.6	93.0	1.6	0.9	4.5
1300 - 1600	30,969.	98.1	97.8	89.2	2.4	1.1	7.4
1600 - 1900	30,963.	98.4	97.8	89.3	2.4	1.0	7.3
1900 - 2200	20,665.	99.9	98.8	91.6	1.5	0.5	6.4
2200 - 2400	11,171.	100.3	99.4	96.1	0.6	2.3	1.0
Summary	164,132.	98.9	98.3	91.0	1.9	1.0	6.0

164,132.

Transport for London - QSI Points and Mileage

Route 305
 Service change 21412
 Date 24 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
	3193	Edgware Station	272	0.17
	11772	Broadfields Avenue	505	0.31
	15643	Highview Gardens	379	0.24
EDGWHD	15641	Greencroft	398	0.25
	15099	Sefton Avenue	257	0.16
	15097	Laneside	236	0.15
	BP600	Dryfield Road	332	0.21
	15094	Ruddock Close	303	0.19
	15093	Norwich Walk	304	0.19
	BP5114	Park Croft	327	0.20
BTOKSN	9421	Burnt Oak Station	233	0.14
BTOKBY	15091	Oak Gardens	353	0.22
	15089	Holyrood Gardens	301	0.19
	15087	Carlisle Road	459	0.29
PRAVNW	BP631	Bacon Lane	723	0.45
	BP630	Eton Grove	324	0.20
KNBYCL	26525	Kingsbury Circle	720	0.45
	KNBYCL H	KINGSBURY CIRCLE HESITATION POINT	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			6426 metres	3.99 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
KNBYCL H	KNBYCL H	KINGSBURY CIRCLE HESITATION POINT		
KNBYCL	26524	Kingsbury Circle	0	0.00
	BP629	Eton Grove	745	0.46
PRAVNW	BP628	Bacon Lane	402	0.25
	15088	Carlisle Road	715	0.44
	15090	Holyrood Gardens	360	0.22
BTOKBY	9011	Watling Avenue	525	0.33
BTOKSN	25027	Burnt Oak Station	215	0.13
	15092	Boston Road	515	0.32
	BP1800	Ruddock Close	231	0.14
	15095	Deansbrook Road	142	0.09
	15096	Deans Way	440	0.27
	15098	Greencroft	418	0.26
EDGWHD	15642	Greencroft	159	0.10
	15644	Farm Road	395	0.25
	11773	Broadfields Avenue	517	0.32
	BP1616	The Drive	197	0.12
EWSNBS	BP090	Edgware Station	379	0.24
	EWSNBS S	Edgware Station, Bus Station	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			6355 metres	3.95 miles