

## 7. Service Specification

Route: 327

Contract Reference: QC60702

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>	327
<b>Terminus Points</b>	Waltham Cross Bus Station and Waltham Cross Bus Station via Elsinge Estate (Circular)
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	9 <sup>th</sup> June 2018
<b>Vehicle Type</b>	55 capacity, dual door, single deck vehicles
<b>Current Maximum Approved Dimensions</b>	10.2 metres long and 2.5 metres wide
<b>New Vehicles Mandatory</b>	Yes
<b>Hybrid Price Required</b>	No
<b>Sponsored Route</b>	No
<b>Advertising Rights</b>	Operator
<b>Minimum Performance Standard</b>	Departing on Time - No less than 86%
<b>Extension Threshold</b>	Departing on Time Threshold - 88%
<b>Minimum Operated Mileage Standard</b>	No less than 98%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 24<sup>th</sup> July 2017.

*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. 327.

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:

- Mondays to Saturdays daytime frequencies are reduced from every 30 minutes to every 40 minutes.

### **Operators should provide the following prices:**

1. Annual diesel price - based on minimum 5 year contract.

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

1. Modifications to reduce emissions and fuel consumption (including energy storage, engine stop/start and/or energy efficient components).
2. Zero emission vehicles (e.g. electric or fuel cell).
3. Existing vehicles.

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

#### 3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Waltham Cross, Bus Station to Waltham Cross, Bus Station via Elsing Estate (circular)		
First departure no later than 0700.		
0655 - 1905	Every 40 minutes	
Last departure no earlier than 1900.		
<b>Pinchpoints</b>		
Elsing Estate, Masons Road	0710 - 0910	40 minutes
	1510 - 1630	40 minutes

**Tenderers should further ensure that buses are scheduled to hesitate for one minute at Elsing Estate, Masons Road.**

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

Waltham Cross, Bus Station to Waltham Cross, Bus Station via Elsing Estate (circular)		
First departure no later than 0700.		
0655 - 1905	Every 40 minutes	
Last departure no earlier than 1900.		
<b>Pinchpoints</b>		
Elsing Estate, Masons Road	0910 - 1110	40 minutes

**Tenderers should further ensure that buses are scheduled to hesitate for one minute at Elsing Estate, Masons Road.**

**4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. 327 can suffer unpredictable traffic delays in the Hertford Road and Waltham Cross Bus Station areas.

**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 327: Waltham Cross, Bus Station - Elsing Estate, Masons Road

**Date of Structural Change:** 9 June 2018.

**Date of Service Change:** 9 June 2018.

**Reason for Issue:** New Tender.

### STREETS TRAVERSED

**Towards Elsing Estate, Masons Road:** Waltham Cross Bus Station, Eleanor Cross Road, Eleanor Cross Road Roundabout, Monarch's Way, Hertford Road, Bullsmoor Lane, Lackmore Road, Elsing Road.

**Towards Waltham Cross, Bus Station:** Elsing Road, Turkey Street, Hertford Road, Monarch's Way, Eleanor Cross Road Roundabout, Eleanor Cross Road.

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

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

### WALTHAM CROSS BUS STATION

Private stand for 9 buses (including non-London Buses services) standing abreast in marked bays in Waltham Cross Bus Station on south side of Eleanor Cross Road with first 2 bays (nearest Eleanor Cross Road) restricted to single-deck buses.

Buses proceed from Eleanor Cross Road via Waltham Cross Bus Station to stand, departing to Waltham Cross Bus Station. Set down in Eleanor Cross Road, at Alighting Point (BP2406 - Waltham Cross Bus Station, Last Stop on LOR: BP2406 - Waltham Cross Bus Station) and pick up in Waltham Cross Bus Station, at Stop A (BP2816 - Waltham Cross Bus Station, First Stop on LOR: BP2816 - Waltham Cross Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 327 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:	Waltham Cross.
OTHER INFORMATION:	London Buses toilet facilities available 24 hours a day.

## **ELSINGE ESTATE, MASONS ROAD, HESITATION POINT**

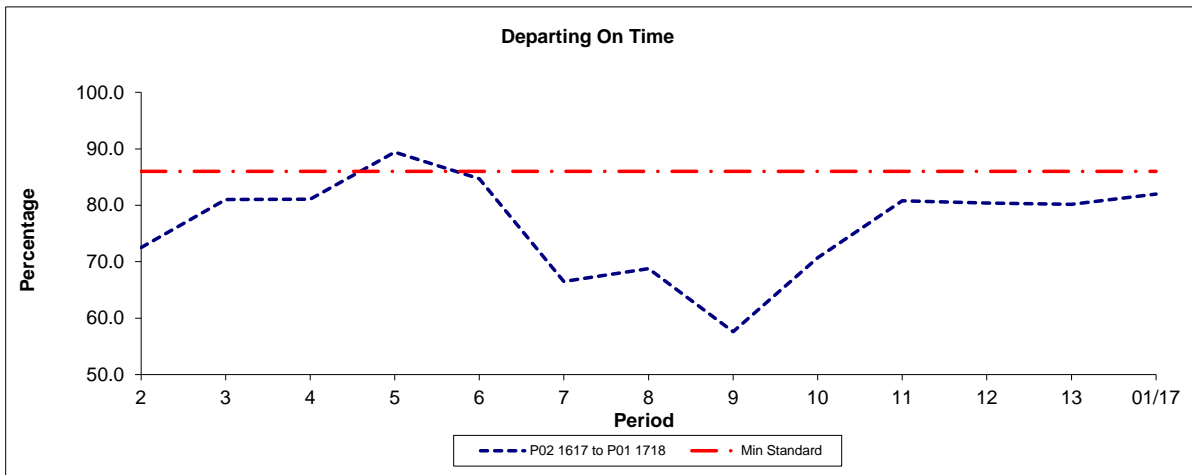
Hesitation point only; Buses must only hesitate as long as necessary to change ticket machine, radio and blind displays.

Buses proceed from Elsing Road direct to stand, departing to Elsing Road. Set down in Elsing Road (OC619 - Cocker Road, Last Stop on LOR: OC619 - Cocker Road) and pick up in Elsing Road (OC619 - Cocker Road, First Stop on LOR: OC619 - Cocker Road).

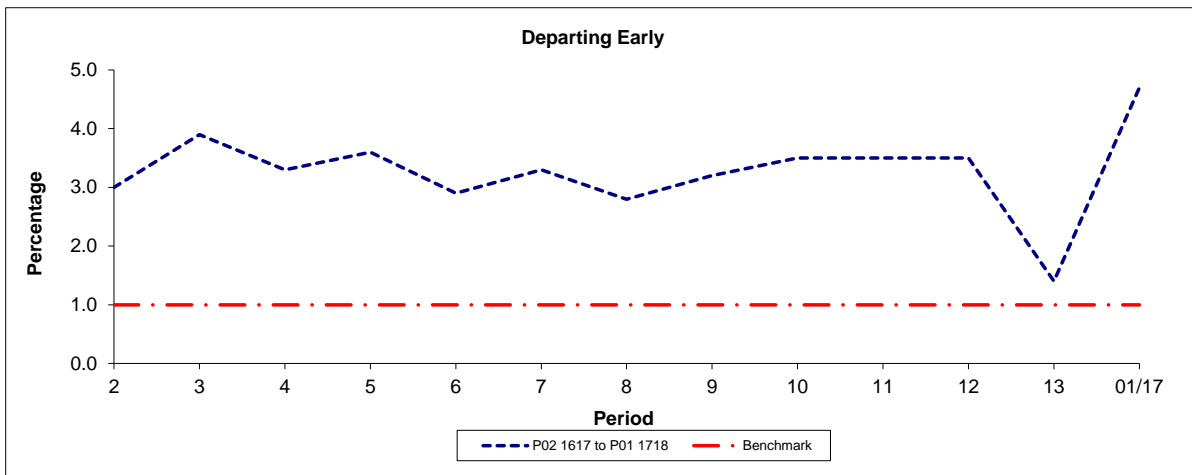
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	None.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Elsinge Estate.
OTHER INFORMATION:	Scheduled hesitation point only. Buses must not stand for longer than one 1 minute.

**PART B - PERFORMANCE STATISTICS**

**Route 327**



Period	2	3	4	5	6	7	8	9	10	11	12	13	01/17
P02 1617 to P01 1718	72.5	81.0	81.1	89.4	84.7	66.5	68.8	57.6	70.7	80.8	80.4	80.2	82.0
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



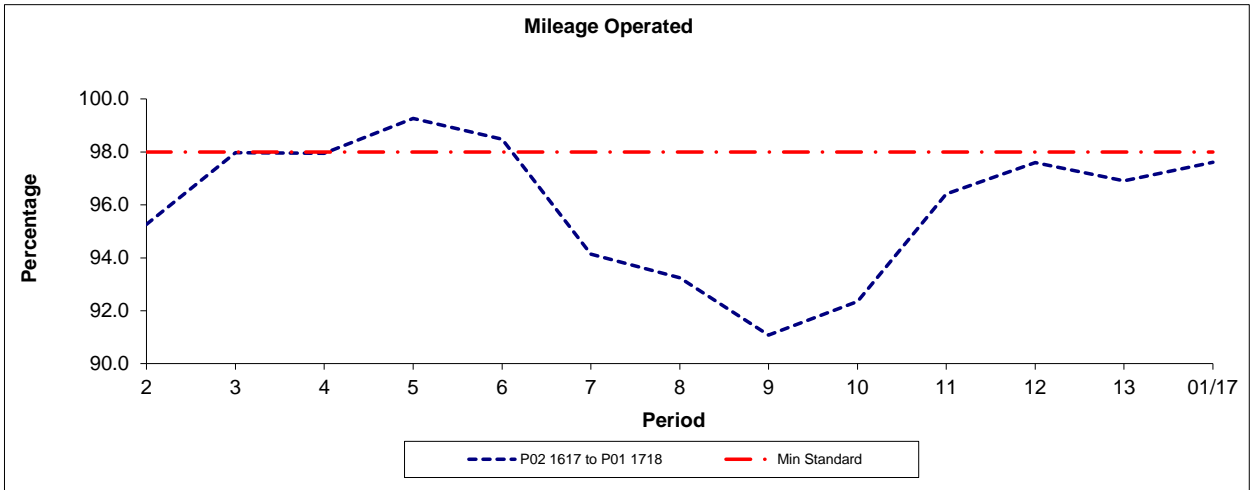
Period	2	3	4	5	6	7	8	9	10	11	12	13	01/17
P02 1617 to P01 1718	3.0	3.9	3.3	3.6	2.9	3.3	2.8	3.2	3.5	3.5	3.5	1.4	4.7
Benchmark	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

Note : Reliability is actual performance under full iBus (4 weeks data).  
Minimum Standards and Benchmarks are those applicable under the new contract.

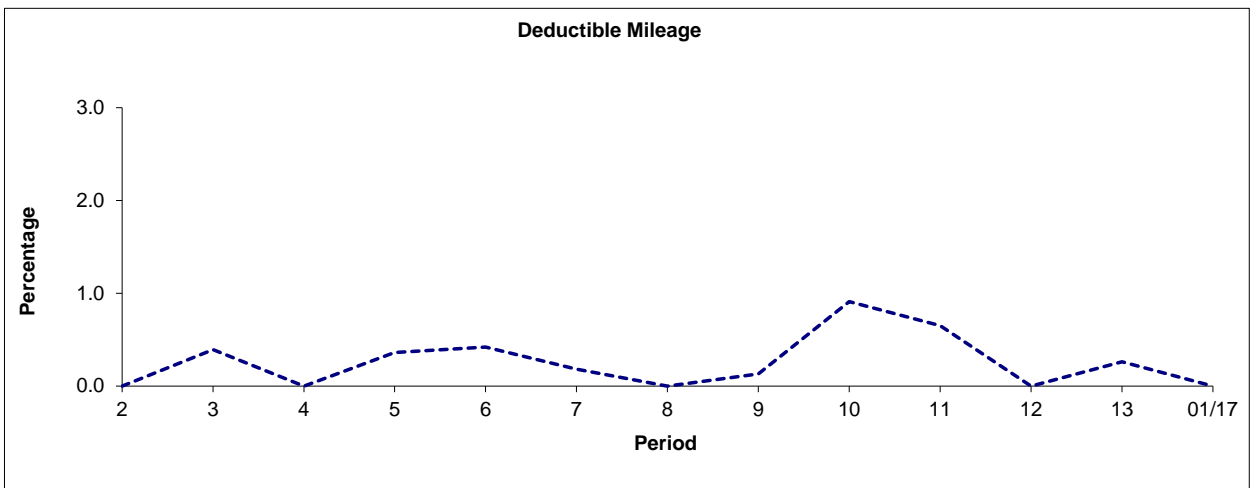


**PART B - PERFORMANCE STATISTICS**

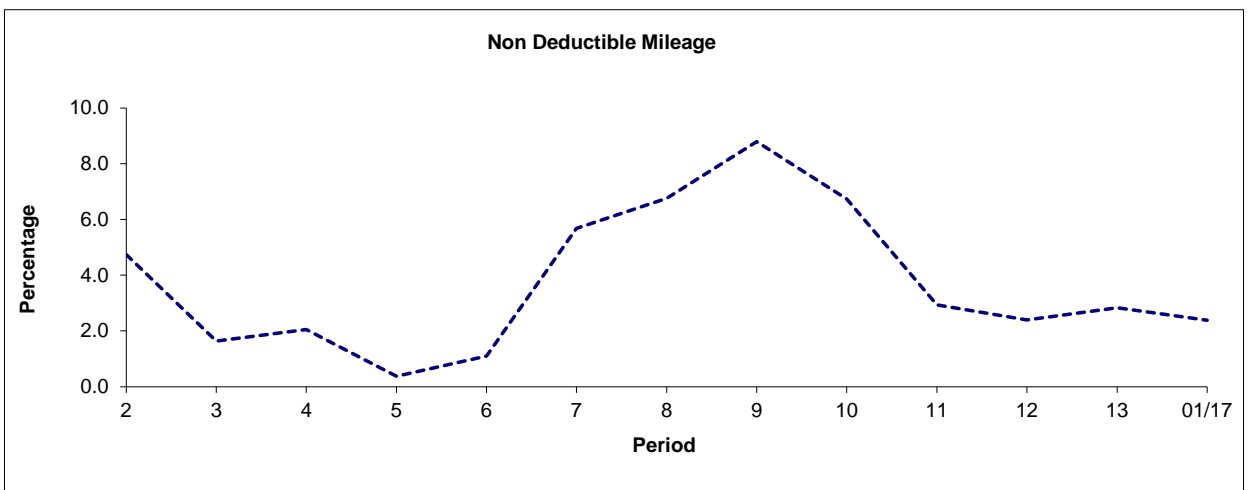
**Route 327**



Period	2	3	4	5	6	7	8	9	10	11	12	13	01/17
P02 1617 to P01 1718	95.26	97.97	97.95	99.26	98.48	94.14	93.24	91.08	92.35	96.41	97.60	96.91	97.61
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	2	3	4	5	6	7	8	9	10	11	12	13	01/17
P02 1617 to P01 1718	0.00	0.39	0.00	0.36	0.42	0.18	0.00	0.13	0.91	0.65	0.00	0.26	0.00



Period	2	3	4	5	6	7	8	9	10	11	12	13	01/17
P02 1617 to P01 1718	4.74	1.64	2.05	0.38	1.10	5.68	6.76	8.79	6.74	2.93	2.40	2.83	2.39

Note: Mileage is based on 4 weeks data

**ROUTE 327 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTERS 01/16 to 04/16 (01/04/16 - 31/03/17)**

**MONDAY - FRIDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
07:00 - 10:00	5,676	5,369	94.6	93.8	<b>69.6</b>	7.9	2.4	20.2
10:00 - 13:00	5,928	5,863	98.9	97.8	<b>88.1</b>	2.4	1.6	7.9
13:00 - 16:00	5,608	5,270	94.0	94.0	<b>74.6</b>	7.9	2.7	14.8
16:00 - 19:00	4,987	4,675	93.7	86.7	<b>57.3</b>	17.0	5.3	20.4
19:00 - 22:00	6,624	6,559	99.0	98.2	<b>90.9</b>	2.1	3.8	3.2
22:00 - 24:00	983	971	98.8	98.8	<b>90.0</b>	1.2	8.1	0.8
<b>All Locations Summary</b>	<b>29,806</b>	<b>28,707</b>	<b>96.3</b>	<b>94.6</b>	<b>73.8</b>	<b>8.4</b>	<b>3.4</b>	<b>14.5</b>

**SATURDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
07:00 - 10:00	1,238	1,237	99.9	99.8	<b>98.2</b>	0.4	0.9	0.5
10:00 - 13:00	1,241	1,230	99.1	99.0	<b>93.3</b>	1.2	0.2	5.3
13:00 - 16:00	1,218	1,211	99.4	98.3	<b>88.1</b>	2.0	0.8	9.0
16:00 - 19:00	1,228	1,232	100.3	99.5	<b>94.7</b>	0.5	1.4	3.4
19:00 - 22:00	1,234	1,236	100.2	99.9	<b>98.0</b>	0.1	0.8	1.1
22:00 - 24:00	207	205	99.0	98.1	<b>90.9</b>	1.9	6.7	0.5
<b>All Locations Summary</b>	<b>6,366</b>	<b>6,351</b>	<b>99.8</b>	<b>99.3</b>	<b>93.5</b>	<b>1.0</b>	<b>1.0</b>	<b>4.5</b>

**ALL DAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
07:00 - 10:00	6,914	6,606	95.5	94.9	<b>71.9</b>	7.3	2.3	18.6
10:00 - 13:00	7,169	7,093	98.9	98.0	<b>89.0</b>	2.2	1.4	7.4
13:00 - 16:00	6,826	6,481	94.9	94.8	<b>76.7</b>	7.0	2.4	13.9
16:00 - 19:00	6,215	5,907	95.0	89.2	<b>62.2</b>	14.8	4.8	18.2
19:00 - 22:00	7,858	7,795	99.2	98.5	<b>92.0</b>	1.8	3.3	2.9
22:00 - 24:00	1,190	1,176	98.8	98.7	<b>90.1</b>	1.3	7.8	0.7
<b>All Locations Summary</b>	<b>36,172</b>	<b>35,058</b>	<b>96.9</b>	<b>95.4</b>	<b>76.5</b>	<b>7.3</b>	<b>3.0</b>	<b>13.1</b>

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

**TRANCHE 607**

Route 327  
 Service change 29782  
 Date 01/06/2013

Reason for Issue New Contract

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WALXBS	BP2816	Waltham Cross Bus Station		
	12243	Arlington Crescent	826	0.51
HRTRBL	5546	Bullsmoor Lane / Hertford Road	326	0.20
	5544	Langdale Gardens	299	0.19
	BP1190	Lea Valley High School	209	0.13
ELESMR	OC619	Cocker Road	1079	0.67
Total Route Mileage - Out Direction			2739	1.70
			Metres	Miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ELESMR	OC619	Cocker Road		
TRKSSN	OC707	Turkey Street Station	608	0.38
HRTRTR	3510	Totteridge Road	738	0.46
	12250	Oakhurst Road	316	0.20
	3512	Mandeville Road	353	0.22
	12244	Bullsmoor Lane / Mollison Avenue	397	0.25
WALXBS	BP2406	Waltham Cross Bus Station	867	0.54
Total Route Mileage - Back Direction			3279	2.04
			Metres	Miles