

7. Service Specification

Route: B15

QC43403

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	Bexleyheath Shopping Centre to Horn Park, Alnwick Road
Contract Basis	Incentivised
Commencement Date	25 th January 2014
Vehicle Type	60 capacity, dual door, single deck, minimum 10.8m long subject to a satisfactory route test.
Current Maximum Approved Dimensions	10.1 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Departing on Time - No less than 82.00%
Extension Threshold	Departing on Time Threshold - 86.00%
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 11th February 2013

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. B15:

- Due to the part-closure of Bexleyheath Broadway by London Borough of Bexley for regeneration works, Route No. B15 is expected to be diverted eastbound from 14th January 2013 until 31st July 2013:

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 will be specified, subject to a satisfactory route test.

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. B15:

Ex Bexleyheath Shopping Centre: Dorcis Avenue, Brampton Road, Holmesdale Road, Gipsy Road and Elsa Road.

Ex Horn Park, Alnwick Road: Elsa Road, Gipsy Road, Holmesdale Road, Brampton Road and Dorcis Avenue.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Bexleyheath Shopping Centre to Horn Park, Alnwick Road		Horn Park, Alnwick Road to Bexleyheath Shopping Centre			
First departure no later than 0625.		First departure no later than 0515.			
0620 - 0655	Every 30 minutes	0510 - 0615	Every 30 minutes		
0656 - 1955	Every 20 minutes	0616 - 1835	Every 20 minutes		
1956 - 0035	Every 30 minutes	1836 - 0010	Every 30 minutes		
Last departure no earlier than 0030.		Last departure no earlier than 0005.			
Pinchpoints					
Falconwood Station	0715 - 0855	20 minutes	Welling, Bellegrave Road	0715 - 0855	20 minutes
	1505 - 1625	20 minutes		1515 - 1635	20 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Bexleyheath Shopping Centre to Horn Park, Alnwick Road		Horn Park, Alnwick Road to Bexleyheath Shopping Centre			
First departure no later than 0625.		First departure no later than 0515.			
0620 - 0655	Every 30 minutes	0510 - 0615	Every 30 minutes		
0656 - 1925	Every 20 minutes	0616 - 1935	Every 20 minutes		
1926 - 0035	Every 30 minutes	1936 - 0010	Every 30 minutes		
Last departure no earlier than 0030.		Last departure no earlier than 0005.			
Pinchpoints					
Falconwood Station	0930- 1130	20 minutes	Welling, Bellegrave Road	0920 - 1120	20 minutes

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Bexleyheath Shopping Centre to Horn Park, Alnwick Road		Horn Park, Alnwick Road to Bexleyheath Shopping Centre			
First departure no later than 0725.		First departure no later than 0630.			
0720 - 0035	Every 30 minutes	0625 - 0010	Every 30 minutes		
Last departure no earlier than 0030.		Last departure no earlier than 0005.			
Pinchpoints					
Falconwood Station	1020 - 1150	30 minutes	Welling, Bellegrave Road	1025 - 1155	30 minutes

The Boxing Day service should match the Sunday service.

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

4) OPERATIONAL CONSIDERATIONS

4.1) Route No. B15 can suffer unpredictable traffic delays in the Bexleyheath and Eltham 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 B15: Bexleyheath - Horn Park, Alnwick Road

Date of Structural Change: 25 January 2014.

Date of Service Change: 25 January 2014.

Reason for Issue: New contract.

STREETS TRAVERSED

Towards Horn Park, Alnwick Road: Market Place, Friswell Place, Arnsberg Way, Bexleyheath Broadway, Crook Log, Avenue Road, Pickford Lane, Dorcis Avenue, Brampton Road, Holmesdale Road, Gipsy Road, Elsa Road, Upper Wickham Lane, Bellegrove Road, Welling Way, Rochester Way, Riefield Road, Bexley Road, Eltham High Street, Eltham Hill, Yorkshire Grey Roundabout, Westhorne Avenue, Alnwick Road.

Towards Bexleyheath: Alnwick Road, Mottingham Lane, Sidcup Road, Westhorne Avenue, Yorkshire Grey Roundabout, Eltham Hill, Eltham High Street, Bexley Road, Riefield Road, Rochester Way, Welling Way, Bellegrove Road, Upper Wickham Lane, Elsa Road, Gipsy Road, Holmesdale Road, Brampton Road, Dorcis Avenue, Pickford Lane, Avenue Road, Crook Log, Bexleyheath Broadway, Arnsberg Way, Friswell Place Bus Stand.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

BEXLEYHEATH SHOPPING CENTRE, FRISWELL PLACE

Private stand for five buses in marked bays in parking area on south side of Arnsberg Way west of junction with Friswell Place.

Buses proceed from Friswell Place Bus Stand direct to stand, departing via Friswell Place Bus Stand, Friswell Place Lay-By Loop, Arnsberg Way and Geddes Place to Market Place.

Set down in Friswell Place Bus Stand (BP1776 - Friswell Place, Last Stop on LOR: BP1776 - Friswell Place) and pick up in Market Place, at stop M (27306 - Market Place / Bexleyheath Clock Tower, First Stop on LOR: 27306 - Market Place / Bexleyheath Clock Tower).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route B15 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:	Bexleyheath, Shopping Centre.

WELLING, NAGS HEAD LANE (from BEXLEYHEATH)

Public stand for two buses on east side of Nags Head Lane, commencing at the lamp standard 3 metres north of the Nag's Head public house car park and extending 20 metres north.

Buses proceed from Upper Wickham Lane via Nag's Head Lane to stand, departing via Nag's Head Lane and Welling High Street to Upper Wickham Lane. Set down in Nag's Head Lane, U (40034 - Springfield Road, Last Stop on LOR: 6309 - Upper Wickham Lane / Burnell Avenue) and pick up in Upper Wickham Lane, at Stop M (6308 - Upper Wickham Lane / Coton Road, First Stop on LOR: 6308 - Upper Wickham Lane / Coton 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:	Welling Corner.

WELLING CORNER (from Horn Park, Alnwick Road)

Buses proceed from Bellegrave Road via Hook Lane and Churchfield Road departing to Bellegrave Road. Set down in Bellegrave Road, at Stop H (29307 - Deepdene Road, Last Stop on LOR: 29307 - Deepdene Road) and pick up in Bellegrave Road, at Stop G (29308 - Ruskin Drive, First Stop on LOR: 29308 - Ruskin Drive).

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

ELTHAM CHURCH (from BEXLEYHEATH)

Buses proceed from Eltham High Street via Well Hall Road, Eltham Bus Station and Well Hall Road departing to Eltham High Street. Set down in Eltham High Street, at Stop M (3381 - Eltham High Street / Chequers Parade, Last Stop on LOR: 3381 - Eltham High Street / Chequers Parade) and pick up in Eltham High Street, at Stop O (14710 - Eltham High Street / Passey Place, First Stop on LOR: 14710 - Eltham High Street / Passey Place).

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

HORN PARK, ALNWICK ROAD, HESITATION POINT

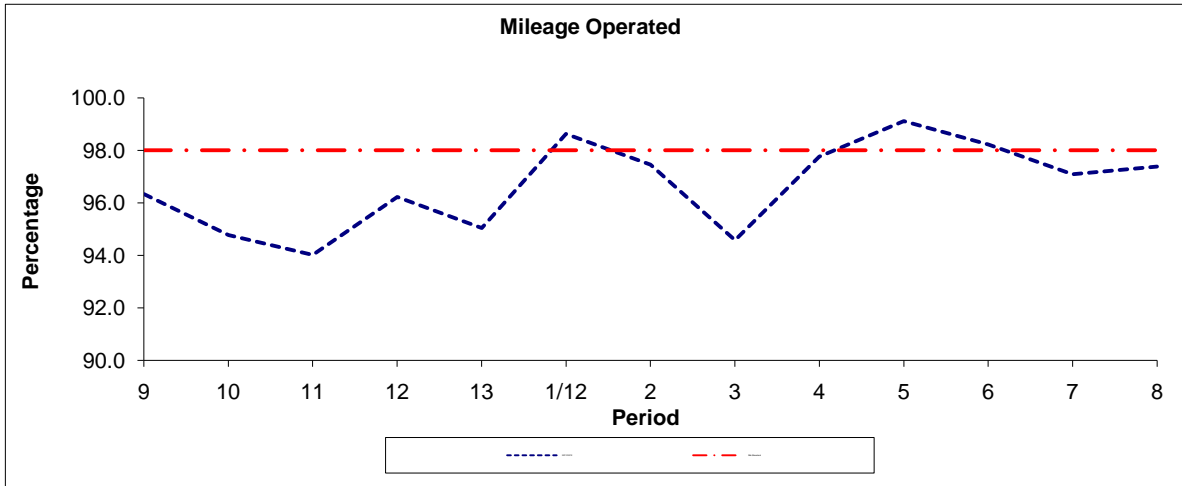
Hesitation point only; Buses must only hesitate as long as necessary to change ticket machine, radio and blind displays.

Buses proceed from Alnwick Road direct to stand, departing to Alnwick Road. Set down in Alnwick Road, at Stop M (BP5288 - Horncastle Road, Last Stop on LOR: BP5288 - Horncastle Road) and pick up in Alnwick Road, at Stop M (BP5288 - Horncastle Road, First Stop on LOR: BP5288 - Horncastle Road).

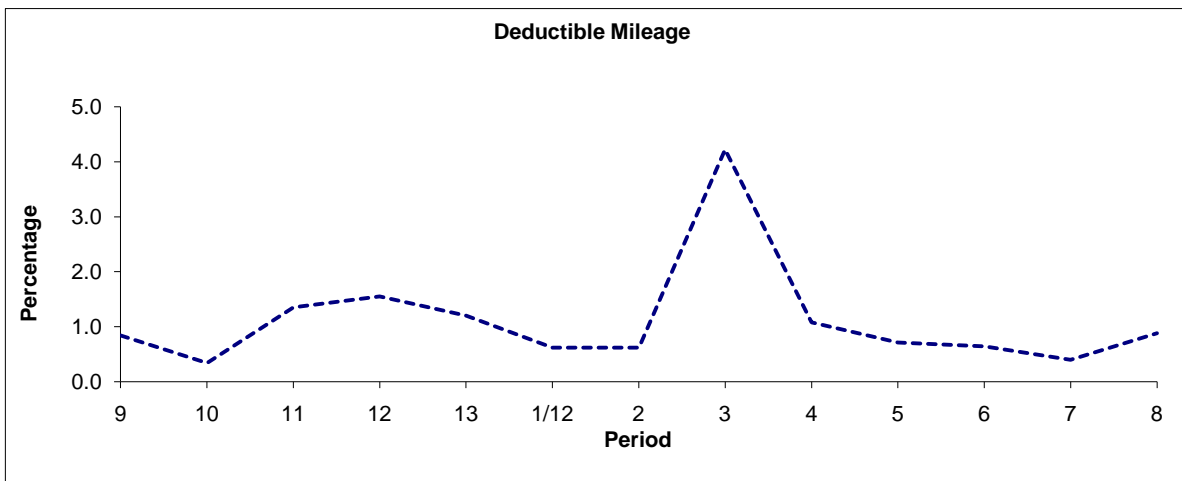
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: None.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Horn Park.

PART B - PERFORMANCE STATISTICS

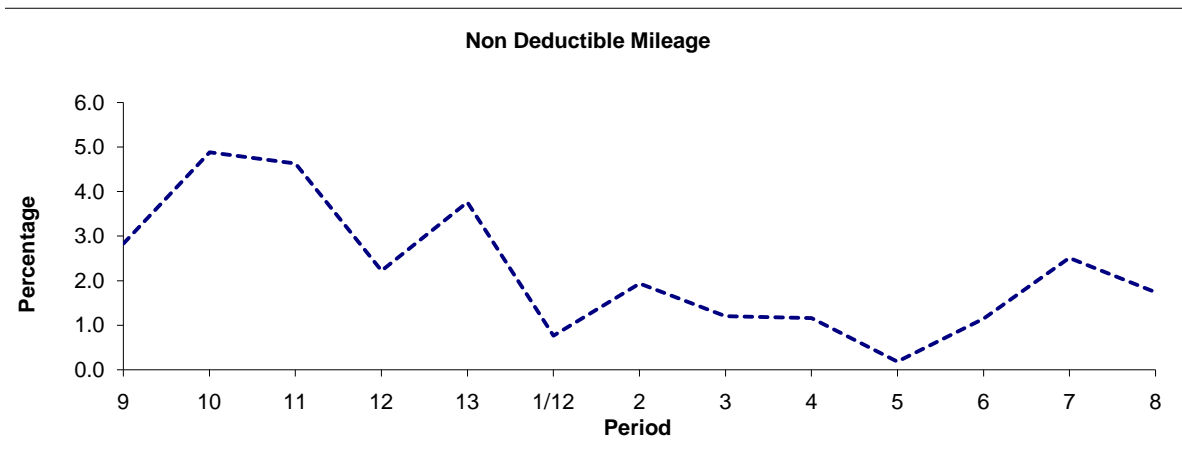
Route B15



Period	9	10	11	12	13	1/12	2	3	4	5	6	7	8
2011/2012	96.33	94.78	94.02	96.23	95.04	98.62	97.45	94.58	97.76	99.11	98.22	97.09	97.38
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	9	10	11	12	13	1/12	2	3	4	5	6	7	8
2011/2012	0.84	0.34	1.35	1.55	1.20	0.62	0.62	4.22	1.08	0.71	0.64	0.40	0.88

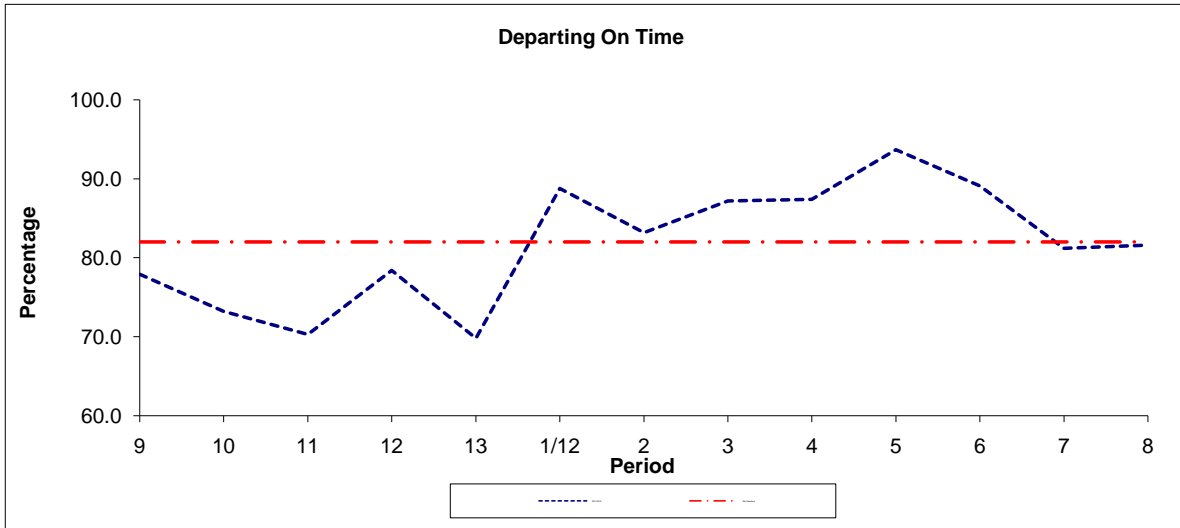


Period	9	10	11	12	13	1/12	2	3	4	5	6	7	8
2011/2012	2.83	4.88	4.63	2.22	3.76	0.76	1.93	1.20	1.16	0.18	1.14	2.51	1.74

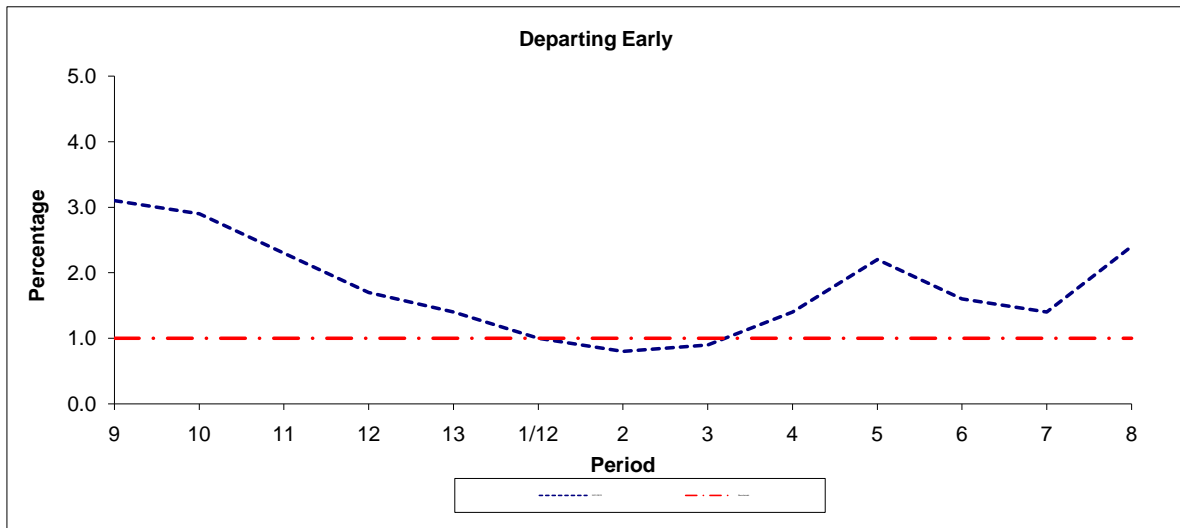
Note : Mileage is based on 4 weeks data
 Performance affected by industrial action in p3 2012/13.

PART B - PERFORMANCE STATISTICS

Route B15



Period	9	10	11	12	13	1/12	2	3	4	5	6	7	8
2011/2012	77.9	73.2	70.3	78.4	69.8	88.8	83.2	87.2	87.4	93.7	89.1	81.2	81.6
Min Standard	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0



Period	9	10	11	12	13	1/12	2	3	4	5	6	7	8
2011/2012	3.1	2.9	2.3	1.7	1.4	1.0	0.8	0.9	1.4	2.2	1.6	1.4	2.4
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 B15 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 3 2011/12 TO QUARTER 2 2012/13 (17/09/11 - 14/09/12)

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	7,171.	93.7	96.8	87.8	3.2	1.2	7.9
0700 - 1000	23,196.	95.8	93.5	72.3	7.1	2.4	18.2
1000 - 1300	23,967.	96.9	96.7	85.1	3.5	1.5	9.8
1300 - 1600	23,869.	94.5	95.8	76.7	4.7	1.7	17.0
1600 - 1900	23,583.	95.3	92.5	70.5	8.3	1.8	19.4
1900 - 2200	17,468.	98.9	97.5	84.6	2.8	1.1	11.5
2200 - 2400	10,723.	100.1	99.4	96.6	0.6	1.0	1.9
Summary	129,977.	96.3	95.6	77.7	5.4	1.7	15.1

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	1,287.	95.6	95.6	89.0	6.3	3.5	1.2
0700 - 1000	5,000.	97.6	97.7	91.8	2.7	2.4	3.1
1000 - 1300	4,893.	94.5	95.9	79.1	4.3	3.0	13.6
1300 - 1600	4,938.	95.7	93.0	71.0	8.3	3.1	17.7
1600 - 1900	4,967.	98.9	97.7	85.7	2.4	2.4	9.6
1900 - 2200	3,768.	97.5	97.2	87.8	2.9	1.6	7.7
2200 - 2400	2,146.	99.0	98.0	94.4	2.0	1.7	1.9
Summary	26,999.	96.9	96.4	81.9	4.5	2.6	11.0

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.	104.6	95.4	89.4	4.2	6.2	0.2
0700 - 1000	3,512.	98.3	98.9	94.6	1.1	3.0	1.3
1000 - 1300	3,763.	96.7	97.7	85.6	2.5	1.7	10.2
1300 - 1600	3,882.	98.6	96.3	80.4	4.0	2.1	13.5
1600 - 1900	3,704.	99.0	98.6	92.1	2.1	1.6	4.2
1900 - 2200	3,697.	99.8	98.8	94.2	1.1	1.5	3.2
2200 - 2400	2,457.	99.6	98.5	94.0	1.5	2.9	1.7
Summary	21,299.	98.7	98.1	88.5	2.4	2.0	7.1

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	8,742.	94.3	96.6	88.0	3.6	1.6	6.8
0700 - 1000	31,708.	96.4	94.8	75.0	6.4	2.4	16.1
1000 - 1300	32,623.	96.5	96.7	84.2	3.5	1.8	10.5
1300 - 1600	32,689.	95.2	95.5	76.2	5.2	1.9	16.7
1600 - 1900	32,254.	96.3	94.0	74.2	7.1	1.8	16.9
1900 - 2200	24,933.	98.9	97.6	86.1	2.6	1.2	10.1
2200 - 2400	15,326.	99.9	99.1	96.0	0.9	1.3	1.9
Summary	178,275.	96.7	96.0	79.3	5.0	1.9	13.9

Transport for London - QSI Points and Mileage

Route B15
 Service change 22936
 Date 25 November 2009

TRANCHE 434

QSI Points are highlighted in blue.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
BEXHFP S	BEXHFP S	HEATH SHOPPING CENTRE, FRISWELL PLACE		
BEXHSC	27306	arket Place / Bexleyheath Clock Tow	0	0.00
	6287	Bexleyheath Asda	495	0.31
	6290	Lion Road	423	0.26
	6294	Upton Road	236	0.15
	20404	Glynde Road	337	0.21
BEXHSN	12070	Bexleyheath Station	455	0.28
	H0016	Dorcis Avenue	357	0.22
	H0018	Brampton Road	324	0.20
	H0014	Gipsy Road	457	0.28
ELSARD	H0020	Hazeldene Road	296	0.18
	H0021	Welling School	388	0.24
	HC81	Hail & Ride Section	100	0.06
	6313	Somerhill Road	198	0.12
	6309	pper Wickham Lane / Burnell Aveni	226	0.14
	6307	Upper Wickham Lane / Coton Road	183	0.11
WELLBR	18938	Bellegrove Road / Churchfield Road	199	0.12
	29308	Ruskin Drive	254	0.16
	3905	Ruskin Avenue / Welling Station	177	0.11
	BP4180	Wellin Way / Bellegrove Road	462	0.29
	BP4179	Welling Way / Sherwood Road	492	0.31
	BP4178	Montrose Avenue	313	0.19
	BP4173	Welling Way / Rochester Way	512	0.32
FCWDSN	BP4362	Rochester Way Falconwood Stn	465	0.29
	25766	Eltham Cemetery	261	0.16
	25764	riefield Road / Crown Woods Schoc	441	0.27
BXRDRR	33520	Riefield Road	440	0.27
	16671	niversity Of Greenwich/Avery Hill Si	290	0.18
	16669	Bexley Road / Glensesk Road	520	0.32
	16667	Eltham High Street / Foots Cray Roa	367	0.23
	20548	Eltham High Street / Roper Street	282	0.18
ELTMHB	3381	Eltham High Street / Chequers Parad	275	0.17
	26668	Eltham Church / High Street	137	0.09
	19660	Kingsground	332	0.21
	19658	Greenway	490	0.30
	2791	Eltham Hill / Park Avenue	140	0.09
	R0550	Westthorne Avenue / Eltham Road	254	0.16
	17492	Sidcup Road	302	0.19
	17489	Alwold Crescent	474	0.29
HRPKAR	BP5288	Horncastle Road	255	0.16
HRPKAR H	HRPKAR H	rn Park, Alnwick Road Hesitation Pc	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			12609 metres	7.83 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HRPKAR H	HRPKAR H	Horn Park, Alnwick Road Hesitation Point		
HRPKAR	BP5288	Horncastle Road **	0	0.00
QHRPKPS	BP5289	Horn Park Primary School **	301	0.19
	BP5290	Alnwick Road / Mottingham Lane	332	0.21
	BP5291	The Dutch House	225	0.14
	17491	Sidcup Road	789	0.49
	17493	Westthorne Avenue / Eltham Road	332	0.21
	19636	Eltham Hill / Westthorne Avenue	279	0.17
	19657	Vandyke Cross	287	0.18
	19659	Kingsground	258	0.16
	26667	Eltham Pools	185	0.11
ELTMHB	14710	Eltham High Street / Passey Place	421	0.26
	R0554	Eltham High Street / Blunts Road	364	0.23
	16666	Eltham High Street / Westmount Road	189	0.12
	16668	Bexley Road / Glensesk Road	409	0.25
	16670	University Of Greenwich/Avery Hill Site	592	0.37
BXRDRR	25762	Avery Hill / Riefield Road	339	0.21
	25763	Riefield Road / Crown Woods School	351	0.22
	25765	Eltham Cemetery	241	0.15
FCWDSN	BP4363	Rochester Way / Falconwood Station	326	0.20
	BP4174	Welling Way / Rochester Way	463	0.29
	BP4177	Montrose Avenue	545	0.34
	BP4176	Welling Way / Sherwood Road	333	0.21
	BP4175	Welling Way / Bellegrove Road	408	0.25
	3906	Central Avenue / Welling Station	397	0.25
WELLBR	29307	Deepdene Road	406	0.25
	6308	Upper Wickham Lane / Coton Road	297	0.18
	6310	Upper Wickham Lane / Burnell Avenue	254	0.16
	6314	East Road	242	0.15
	H0022	Welling School	223	0.14
ELSARD	H021A	Hazeldene Road	381	0.24
	H0013	Gipsy Road	366	0.23
	H0019	Winchester Road	261	0.16
	H0017	Brampton Road	199	0.12
	H0015	Dorcis Avenue	256	0.16
	HC82	Hail & Ride Section	149	0.09
BEXHSN	12069	Bexleyheath Station	263	0.16
	BP5033	Pickford Road	344	0.21
	19633	Avenue Road / Crook Log	280	0.17
	6295	Upton Road	187	0.12
	3725	Lion Road	339	0.21
	6286	Bexleyheath Asda	317	0.20
BEXHSC	BP1776	Friswell Place	321	0.20
BEXHFP S	BEXHFP S	EXLEYHEATH SHOPPING CENTRE, FRISWELL PLAC	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			13451 metres	8.36 miles

** The QSI point at QHRPKPS may be replaced by one at HRPKAR at a future date.