

CONTRACT SPECIFICATION

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

Contract Reference	QC37502
Route Number(s)	158
Terminus Points	Chingford Mount, Prince Albert to Stratford Bus Station
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 2.5 metres wide
Advertising Rights	Operator
Sponsored Route	No
Minimum Performance Std	Average Excess Wait Time - No more than 1.10 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.95 minutes
Minimum Operated Mileage	No less than 98.00%

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

SERVICE SPECIFICATION

CONTENTS

- 1) NOTES
- 2) SCHEDULE REQUIREMENTS & PINCHPOINTS
- 3) QSI POINTS & MILEAGE
- 4) OPERATIONAL CONSIDERATIONS
- 5) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

1) 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. 158.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 158.

2) SCHEDULE REQUIREMENTS & PINCHPOINTS

2.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Chingford Mount, Prince Albert to Stratford Bus Station			Stratford Bus Station to Chingford Mount, Prince Albert		
First departure no later than 0355.			First departure no later than 0435.		
0350 - 0455	Every 20 minutes		0430 - 0535	Every 20 minutes	
0456 - 0555	Every 15 minutes		0536 - 0635	Every 15 minutes	
0556 - 0630	Every 12 minutes		0636 - 0700	Every 12 minutes	
0631 - 1930	Every 10 minutes		0701 - 1910	Every 10 minutes	
1931 - 2030	Every 12 minutes		1911 - 1945	Every 12 minutes	
2031 - 0050	Every 15 minutes		1946 - 0105	Every 15 minutes	
Last departure no earlier than 0045.			Last departure no earlier than 0100.		
Pinchpoints					
Leyton, Lea Bridge Road/Markhouse Road	0705 - 0905	10 minutes	Blackhorse Road Station	0725 - 0925	10 minutes
	1455 - 1645	10 minutes		1500 - 1640	10 minutes

2.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Chingford Mount, Prince Albert to Stratford Bus Station			Stratford Bus Station to Chingford Mount, Prince Albert		
First departure no later than 0355.			First departure no later than 0435.		
0350 - 0835	Every 20 minutes		0430 - 0835	Every 20 minutes	
0836 - 0905	Every 15 minutes		0836 - 0905	Every 15 minutes	
0906 - 0940	Every 12 minutes		0906 - 0935	Every 12 minutes	
0941 - 1800	Every 10 minutes		0936 - 1815	Every 10 minutes	
1801 - 1900	Every 12 minutes		1816 - 1915	Every 12 minutes	
1901 - 0050	Every 15 minutes		1916 - 0105	Every 15 minutes	
Last departure no earlier than 0045.			Last departure no earlier than 0100.		
Pinchpoints					
Leyton, Lea Bridge Road/Markhouse Road	0930 - 1005	12 minutes	Blackhorse Road Station	0930 - 1000	12 minutes
	1006 - 1105	10 minutes		1001 - 1100	10 minutes

2.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Chingford Mount, Prince Albert to Stratford Bus Station			Stratford Bus Station to Chingford Mount, Prince Albert		
First departure no later than 0500.			First departure no later than 0525.		
0455 - 0840	Every 20 minutes		0520 - 0825	Every 20 minutes	
0841 - 0925	Every 15 minutes		0826 - 0840	Every 15 minutes	
0926 - 1815	Every 12 minutes		0841 - 1815	Every 12 minutes	
1816 - 0050	Every 15 minutes		1816 - 0105	Every 15 minutes	
Last departure no earlier than 0045.			Last departure no earlier than 0100.		
Pinchpoints					
Leyton, Lea Bridge Road/Markhouse Road	0945 - 1130	12 minutes	Blackhorse Road Station	1005 - 1140	12 minutes

2.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Chingford Mount, Prince Albert to Stratford Bus Station			Stratford Bus Station to Chingford Mount, Prince Albert		
First departure no later than 0800.			First departure no later than 0825.		
0755 - 0840	Every 20 minutes		0820 - 0840	Every 15 minutes	
0841 - 0925	Every 15 minutes		0841 - 1815	Every 12 minutes	
0926 - 1815	Every 12 minutes		1816 - 0105	Every 15 minutes	
1816 - 0050	Every 15 minutes				
Last departure no earlier than 0045.			Last departure no earlier than 0100.		
Pinchpoints					
Leyton, Lea Bridge Road/Markhouse Road	0945 - 1130	12 minutes	Blackhorse Road Station	1005 - 1140	12 minutes

3) QSI POINTS & MILEAGE

It is intended Route No. 158 will have 92 surveys per quarter at the following locations:

QSI POINTS	
<i>Towards Stratford Bus Station</i>	<i>Towards Chingford Mount, Prince Albert</i>
Chingford Mount	Stratford
Walthamstow Crooked Billet \$ (not evenings or Sundays)	Leyton Station \$
Leyton Station \$	Walthamstow Crooked Billet \$ (not evenings or Sundays)
MILEAGE: See Attached iBus Sheets	

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 158 should interwork with Route No. 58 between Leyton, Lea Bridge Road/Markhouse Road and Leyton Station during all periods, where possible.
- .2) Route No. 158 can suffer unpredictable traffic delays in the Walthamstow and Stratford areas, particularly during peak periods.
- 4.3) The Saturday market at Walthamstow can cause delays.
- 4.4) Traffic queues at the junction of Lea Bridge Road/Markhouse Road/Church Road cause delays during the morning and evening peaks.
- 4.5) A proposed residential development at Kimberley Industrial Estate on Billet Road is expected to increase demand to and from Walthamstow and the Victoria line at Blackhorse Road. As the development is still subject to a planning inquiry, no proposals on this route are being looked at for the moment.
- 4.6) 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 Stratford could affect Route No. 158 and it is anticipated that some passenger demand for Route No. 158 would shift to this line when it opens. Route No. 158 will be reviewed closer to the opening date. Expected changes in demand as a result of Crossrail will be reviewed separately.
- 4.7) The Stratford City Development (SCD) is located to the north west of Stratford Regional Station and includes a very large retail and leisure component. A new bus station will be built. Construction work has begun and the retail area and bus station is expected to open during 2011. SCD is expected to generate additional passenger demand on local routes. General vehicular access from the south will be via Warton Road from its junction with Stratford High Street. Alternative access will be from Alma Street (off Leyton Road).
- 4.8) To the north of the retail area is Stratford International Station. The Stratford International extension is expected to open in early 2011 and will encompass existing stations at Canning Town, West Ham and Stratford. Additionally four new stations will be built at Stratford International, Stratford High Street, Abbey Road and Star Lane. The DLR will replace the former North London line service that previously operated on the route, and offer a more regular service.
- 4.9) The Olympic Park is located within an area bounded by Stratford High Street, the River Lee Navigation, Ruckholt Road and Leyton Road. The site is adjacent to and part overlaps the Stratford City Development (SCD). Construction of facilities for the 2012 Games has commenced.

4) OPERATIONAL CONSIDERATIONS - continued

- 4.10) Immediately following 2012, a number of buildings will be converted for legacy uses. The Olympic Village will become housing, the Press Centre converted for other employment uses and some venues retained for public use.
- 4.11) Beyond this, further significant development is expected in the Olympic Park site after 2014. This will be more clearly defined through a Legacy Masterplan due to be worked up in detail in 2010.
- 4.12) 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.

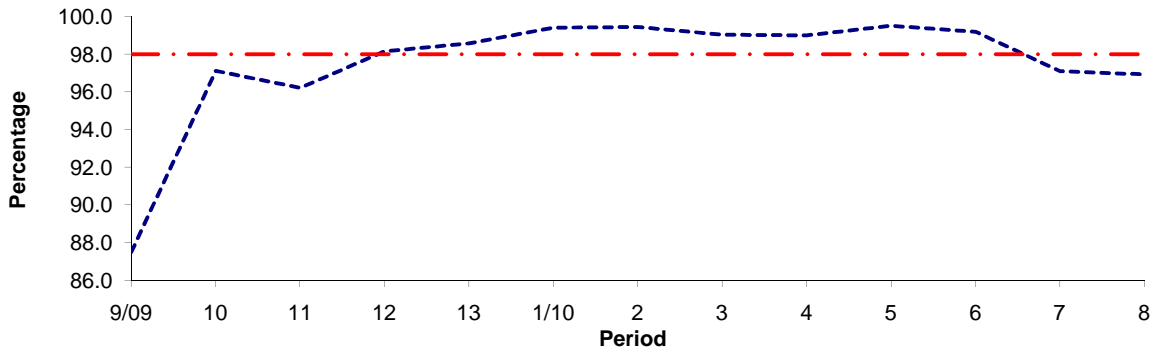
5) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

- 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

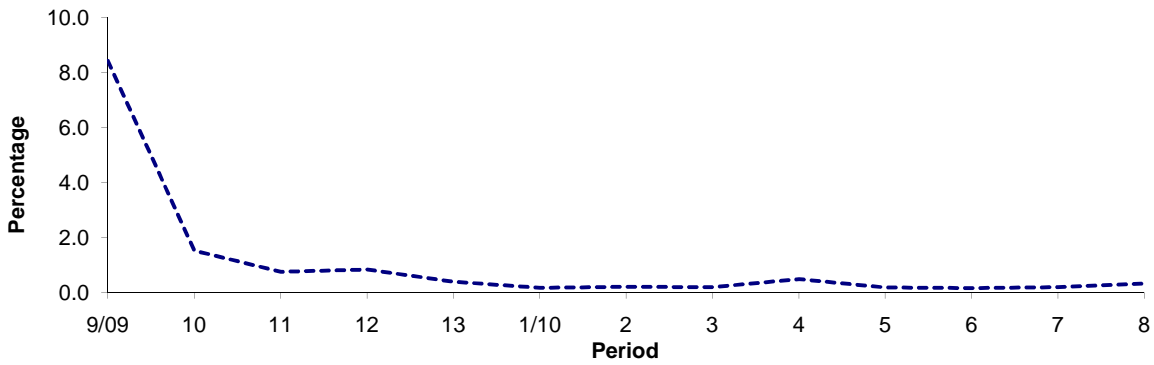
Route 158

Mileage Operated



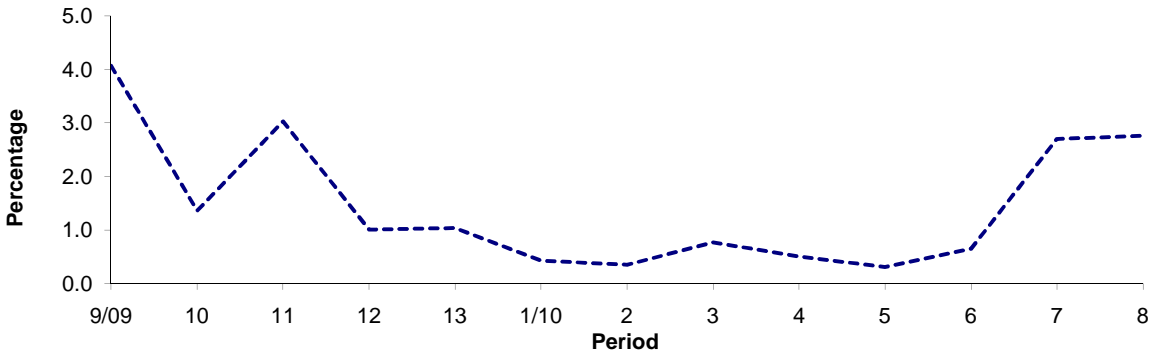
Period	9/09	10	11	12	13	1/10	2	3	4	5	6	7	8
2009/2010	87.50	97.12	96.22	98.15	98.57	99.40	99.44	99.04	99.00	99.51	99.19	97.10	96.92
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	9/09	10	11	12	13	1/10	2	3	4	5	6	7	8
2009/2010	8.43	1.52	0.75	0.84	0.39	0.17	0.21	0.19	0.49	0.18	0.16	0.20	0.32

Non Deductible Mileage

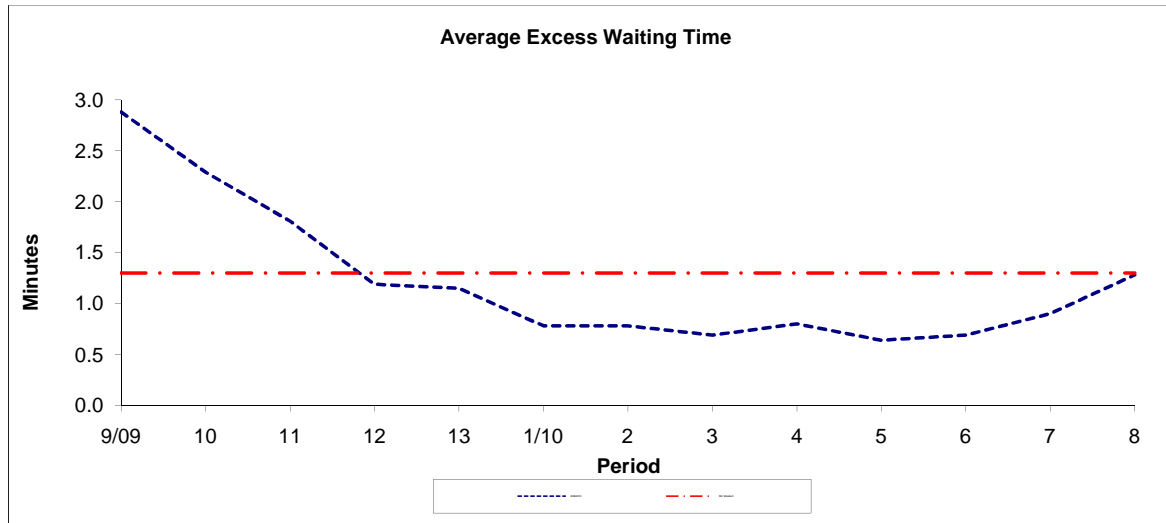


Period	9/09	10	11	12	13	1/10	2	3	4	5	6	7	8
2009/2010	4.07	1.36	3.03	1.01	1.04	0.43	0.35	0.77	0.51	0.31	0.65	2.70	2.76

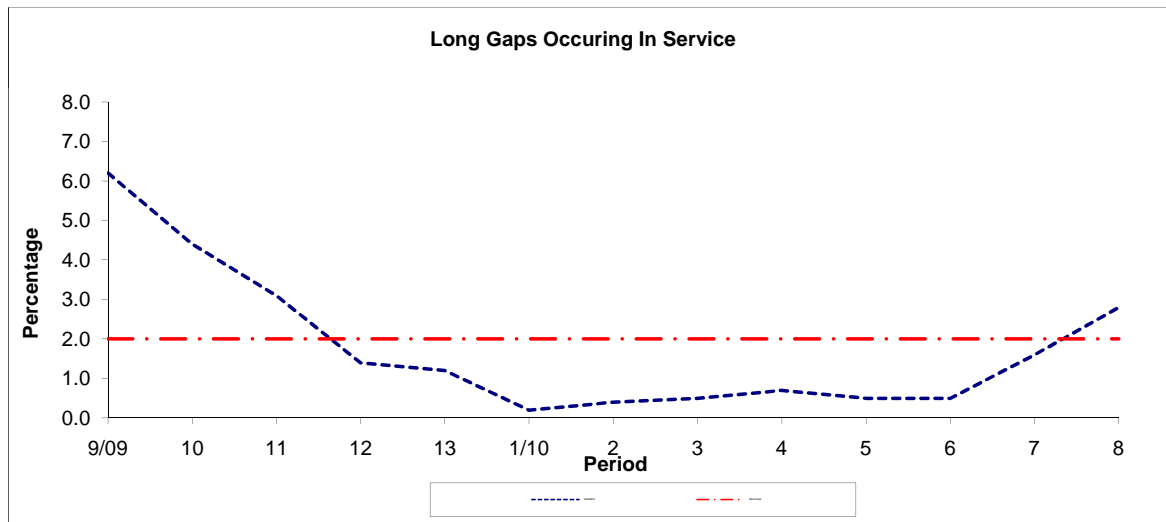
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 158



Period	9/09	10	11	12	13	1/10	2	3	4	5	6	7	8
2009/2010	2.88	2.29	1.81	1.19	1.15	0.78	0.78	0.69	0.80	0.64	0.69	0.90	1.28
Min Standard	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30



Period	9/09	10	11	12	13	1/10	2	3	4	5	6	7	8
2009/2010	6.20	4.40	3.10	1.40	1.20	0.20	0.40	0.50	0.70	0.50	0.50	1.60	2.80
Benchmark	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00

Note : Reliability is based on 12 weeks rolling data

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 158: Chingford Mount, Prince Albert - Stratford Bus Station

Date of Structural Change: 3 March 2012.

Date of Service Change: 3 March 2012.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Stratford Bus Station: Albert Crescent, Hall Lane, Chingford Mount Road, Chingford Road, Crooked Billet Roundabout, Billet Road, Blackhorse Lane, Blackhorse Road, St James's Street, Markhouse Road, Church Road, High Road Leyton, Temple Mills Lane, Leyton Road, Angel Lane, Great Eastern Road, The Grove, Stratford Broadway, Great Eastern Road, Station Street, Stratford Bus Station.

Towards Chingford Mount, Prince Albert: Great Eastern Road, Angel Lane, Leyton Road, Chobham Road, Major Road, High Road Leyton, Grange Park Road, Church Road, Markhouse Road, St James's Street, Blackhorse Road, Blackhorse Lane, Billet Road, Crooked Billet Roundabout, Chingford Road, Chingford Mount Road, Old Church Road, Albert Crescent.

STANDING AND TURNING POINTS

CHINGFORD MOUNT, PRINCE ALBERT

Public stand for 4 buses in marked bays on south side of Albert Crescent commencing opposite No. 3 and extending 28 metres east.

Buses proceed from Albert Crescent direct to stand, departing to Albert Crescent. Set down in Albert Crescent, at Alighting Point and pick up in Albert Crescent, at Stop C.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 158 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: Chingford Mount.

WALTHAMSTOW, CROOKED BILLET (from STRATFORD BUS STATION)

Buses proceed from Billet Road via Crooked Billet Roundabout departing to Billet Road. Set down in Billet Road, at Stop CN and pick up in Billet Road, at Stop CJ.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Walthamstow, Crooked Billet.

WALTHAMSTOW, ST JAMES STREET STATION (from Chingford Mount, Prince Albert)

Buses proceed from St James's Street via St James's Street (Circumnavigate Roundabout At Junction), St James's Street, South Grove, A1006 and Markhouse Road departing to St James's Street. Set down in St James's Street, at Stop P and pick up in St James's Street, at Stop Q.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: St James's Street.

LEYTON, GLOUCESTER ROAD

Public stand for three buses on west side of Gloucester Road, commencing 16 metres south of the southern kerbline of Lea Bridge Road and extending 32 metres south.

From Chingford Mount, Prince Albert.

Buses proceed from Markhouse Road via Church Road and Gloucester Road to stand, departing via Gloucester Road and Lea Bridge Road to Markhouse Road. Set down in Markhouse Road, at Stop MT and pick up in Markhouse Road, at Stop MD.

From Stratford Bus Station.

Buses proceed from Church Road via Gloucester Road to stand, departing via Gloucester Road and Lea Bridge Road to Church Road. Set down in Church Road, at Stop CC and pick up in Church Road, at Stop CU.

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: Markhouse Corner.

LEYTON HIGH ROAD, GRANGE PARK ROAD

Public stand for two buses on east side of Leyton High Road, commencing outside the party wall of nos. 430/432 and extending 20 metres north.

From Chingford Mount, Prince Albert.

Buses proceed from High Road Leyton direct to stand, departing via High Road Leyton and Grange Park Road to Church Road. Set down in High Road Leyton, at Stop P and pick up in Church Road, at Stop T.

From Stratford Bus Station.

Buses proceed from High Road Leyton via Grange Park Road, Church Road and High Road Leyton to stand, departing to High Road Leyton. Set down in High Road Leyton, at Stop N and pick up in High Road Leyton, at Stop P.

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:	Leyton, Grange Park Road.

LEYTON, TOWN HALL

Buses proceed out of service from High Road Leyton. Set down in High Road Leyton, at stop J.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only
DISPLAY:	Leyton, Town Hall.

LEYTON, DOWNSSELL ROAD

Private stand for three buses on LT property on west side of Leyton High Road, extending 38 metres south.

From Chingford Mount, Prince Albert.

Buses proceed from High Road Leyton via Private Road In Lt Property Grounds to stand, departing via Private Road In Lt Property Grounds to High Road Leyton. Set down in High Road Leyton, at Stop F and pick up in High Road Leyton, at Stop P.

From Stratford Bus Station.

Buses proceed from High Road Leyton via Private Road In Lt Property Grounds to stand, departing via Private Road In Lt Property Grounds to High Road Leyton. Set down in High Road Leyton, at Stop N and pick up in High Road Leyton, 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:	Leyton, Downsell Road.

STRATFORD BUS STATION

Private stand for up to 14 buses facing north in Stratford Bus Station on west side of Great Eastern Road.

Buses proceed from Stratford Bus Station via Stratford Bus Station to stand, departing via Stratford Bus Station and Stratford Bus Station to Great Eastern Road. Set down in Stratford Bus Station, at Alighting Point AP2 and pick up in Great Eastern Road, at Stop A.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 158 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:	Stratford.
OTHER INFORMATION:	Toilet facilities available 24 hours.

Transport for London - Live Mileage List

Route 158
Service change 22725
Date 4 September 2010

OUT DIRECTION				
Timing Point				
Code	Stop Number	Stop Name	Metres	Miles
CHMTPA S	CHMTPA S	CHINGFORD MOUNT, PRINCE ALBERT		
CHMTPA	FC85	Chingford Mount	0	0.00
	7911	Hall Lane	111	0.07
	7915	Larkwood Road	305	0.19
	BP2958	Ainslie Wood Road	199	0.12
	7919	Leonard Road	294	0.18
	7923	Higham Station Avenue	256	0.16
	7927	Rowden Park Gardens	238	0.15
	24339	Walthamstow Stadium	191	0.12
WSTWCB	29548	Waltham Park Way	528	0.33
	10347	Cecil Road	175	0.11
	10345	Walthamstow Academy	157	0.10
	10343	North Countess Road	249	0.15
	10341	Guildsway	199	0.12
	10337	Higham Hill Road	488	0.30
	10333	Lawrence Avenue	152	0.09
	10331	Worcester Road	395	0.25
	R0016	Clarence Road	220	0.14
	10327	Waltham Forest College	124	0.08
	10325	Priestley Way	235	0.15
	10321	Blenheim Road	255	0.16
	10319	Forest Road	200	0.12
BHRDSN	10317	Blackhorse Road Station	113	0.07
	10313	Longfield Avenue	344	0.21
	10309	Walthamstow Market	377	0.23
WSTWSJ	R0031	St James's Street Station	211	0.13
	10303	Markhouse Avenue	335	0.21
	26242	Queens Road	326	0.20
	10297	St Saviour's Church	293	0.18
LEYTLM	10289	Lea Bridge Road	336	0.21
	9029	Gloucester Road	169	0.11
	9032	Capworth Street	338	0.21
	9034	Park Road	195	0.12
	9036	Villiers Close	250	0.16
	9038	Oliver Road	245	0.15
LEYTGP	R0472	Grange Park Road	468	0.29
	7986	Buckingham Road	306	0.19
	7988	Leyton Library	233	0.14
LEYTSN	7991	Leyton Station	377	0.23
	7995	Millais Road	223	0.14
	7997	Temple Mills Lane	241	0.15
	R0362	Thornham Grove	462	0.29
	34732	Alma Street	316	0.20
	34730	Windmill Lane	112	0.07
	35810	Theatre Royal, Stratford	266	0.17
	36927	Stratford / Romford Road	251	0.16
	8019	Stratford Centre	245	0.15
STFDBS	BP943	Stratford Bus Station	569	0.35
STFDBS S	STFDBS S	STRATFORD BUS STATION	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			12572 metres	7.81 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
STFDBS S	STFDBS S	STRATFORD BUS STATION		
STFDBS	BP973	Stratford Bus Station	0	0.00
	34729	Angel Lane	241	0.15
	34731	Thornham Grove	629	0.39
	34733	Chobham Road	258	0.16
	7998	Temple Mills Lane	249	0.15
	7996	Millais Road	315	0.20
LEYTSN	7992	Leyton Station	320	0.20
	7989	Leyton Library	248	0.15
	7985	Buckingham Road	242	0.15
LEYTGP	7983	Grange Park Road	190	0.12
	9041	Grange Park Road	306	0.19
	9039	Oliver Road	152	0.09
	9037	Villiers Close	338	0.21
	9035	Park Road	144	0.09
	9033	Capworth Street	237	0.15
	35931	Gloucester Road	262	0.16
LEYTLM	10290	Lea Bridge Road	231	0.14
	11482	St Saviour's Church	325	0.20
	10300	Queens Road	361	0.22
	10302	Markhouse Avenue	263	0.16
WSTWSJ	R0033	St James's Street Station	384	0.24
	10308	Hazelwood Road	176	0.11
	25484	Longfield Avenue	324	0.20
BHRDSN	10316	Blackhorse Road Station	313	0.19
	10320	Forest Road	185	0.11
	10318	Blenheim Road	253	0.16
	10324	Waltham Forest College	375	0.23
	10328	Clarence Road	200	0.12
	BP1141	Worcester Road	187	0.12
	10330	Lawrence Avenue	317	0.20
	10334	Higham Hill Road	189	0.12
	27461	Folly Lane	283	0.18
	10338	Guildsway	244	0.15
	10340	North Countess Road	208	0.13
	10342	Walthamstow Academy	199	0.12
WSTWCB	29849	Waltham Park Way	315	0.20
	7931	Walthamstow Stadium	299	0.19
	7926	Rowden Road	357	0.22
	7922	Higham Station Avenue	164	0.10
	7920	Leonard Road	302	0.19
	7916	Hampton Road	348	0.22
	7912	Hall Lane	369	0.23
CHMTPA	29011	Chingford Mount	193	0.12
CHMTPA S	CHMTPA S	CHINGFORD MOUNT, PRINCE ALBERT	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			11495 metres	7.14 miles