

1) SERVICE SPECIFICATION

Route: 111/N111

Contract Reference: **QC78701**

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	Heathrow Central & Kingston, Cromwell Road
Contract Basis	Incentivised
Commencement Date	Saturday 30/04/2022
End Date	Friday 27/04/2029
Early Termination Date <i>Subject to minimum 10 months notice</i>	Friday 24/04/2026
Vehicle Type	87 capacity, dual door, double deck vehicles
Current Maximum Approved Dimensions	10.6 metres long and 2.55 metres wide
New Vehicle Price Mandatory	Yes
Hybrid Price Required	Yes
Zero Emission Price Required	Yes
Advertising Rights	Operator
Minimum Performance Standard (111)	Average Excess Wait Time - No more than 1.20 minutes
Minimum Operated Mileage Standard (111)	No less than 98.00%
Minimum Performance Standard (N111)	Departing on Time - No less than 88.00%
Minimum Operated Mileage Standard (N111)	No less than 99.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Tuesday 15th June 2021.

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. 111 & N111.

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:

Three options are specified:

Option 1

- No changes are proposed.

Option 2

- Two Mondays to Fridays morning schooldays journeys, ex Kingston, Cromwell Road Bus Station, are specified at 0714 and 0717 to arrive at Hanworth Road, Duke of York between 0755 and 0805.
- Two Mondays to Fridays afternoon schooldays journeys, ex Heathrow Airport, Central Bus Station, are specified at 1430 and 1433 to arrive at Hanworth Road, Duke of York between 1520 and 1530.
- **No changes are proposed for Route No. N111**
- **No other changes are proposed.**

Both Options

- The Minimum Performance Standard for Route No. N111 is revised.
- The designation Route No. N111 is used for contractual purposes only. This service will be marketed as Route No. 111. This includes all publicity, including destination blind displays.
- **Tenderers must identify the cost of the Nightly element of this service separately.**

2) NOTES - continued

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

1. Annual diesel-electric hybrid
2. 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 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 driver 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

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Kingston, Cromwell Road Bus Station to Heathrow Airport, Central Bus Station		Heathrow Airport, Central Bus Station to Kingston, Cromwell Road Bus Station			
First departure no later than 0435.		First departure no later than 0440.			
0430 - 0515	Every 20 minutes	0435 - 0500	Every 20 minutes		
0516 - 0530	Every 15 minutes	0501 - 0515	Every 15 minutes		
0531 - 0600	Every 12 minutes	0516 - 0610	Every 12 minutes		
0601 - 0620	Every 10 minutes	0611 - 0630	Every 10 minutes		
0621 - 0930	Every 8-9 minutes (7 buses per hour)	0631 - 0930	Every 8-9 minutes (7 buses per hour)		
0931 - 1530	Every 10 minutes	0931 - 1530	Every 10 minutes		
1531 - 1835	Every 8-9 minutes (7 buses per hour)	1531 - 1910	Every 8-9 minutes (7 buses per hour)		
1836 - 1915	Every 10 minutes	1911 - 1930	Every 10 minutes		
1916 - 1950	Every 12 minutes	1931 - 2035	Every 12 minutes		
1951 - 0025	Every 15 minutes	2036 - 0025	Every 15 minutes		
Last departure no earlier than 0020.		Last departure no earlier than 0020.			
Pinchpoints					
Cranford, The Avenue	0740 - 0940	9 minutes	Hampton Station	0710 - 0730	10 minutes
	1645 - 1800	9 minutes		0731 - 0900	9 minutes
				1645 - 1800	9 minutes

3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

OPTIONS 1 & 2

Hampton Schools, Hanworth Road to Heathrow Airport, Central Bus Station	
1512	One journey

OPTION 2 ONLY

Kingston, Cromwell Road Bus Station to Heathrow Airport, Central Bus Station	
0714 & 0717	Two journeys

The above morning schooldays journeys should be timed to arrive at Hanworth Road, Duke of York between 0755 and 0805.

OPTION 2 ONLY

Heathrow Airport, Central Bus Station to Kingston, Cromwell Road Bus Station	
1430 & 1433	Two journeys

The above afternoon schooldays journeys, should be timed to arrive at Hanworth Road, Duke of York between 1520 and 1530.

The journey shown in Section 3.2 is specifically designed to meet the finish time of Hampton Schools in the Hampton area.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.3) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Kingston, Cromwell Road Bus Station to Heathrow Airport, Central Bus Station		Heathrow Airport, Central Bus Station to Kingston, Cromwell Road Bus Station			
First departure no later than 0435.		First departure no later than 0440.			
0430 - 0635	Every 20 minutes	0435 - 0620	Every 20 minutes		
0636 - 0720	Every 15 minutes	0621 - 0720	Every 15 minutes		
0721 - 0745	Every 12 minutes	0721 - 0755	Every 12 minutes		
0746 - 1850	Every 10 minutes	0756 - 1855	Every 10 minutes		
1851 - 1950	Every 12 minutes	1856 - 2020	Every 12 minutes		
1951 - 0025	Every 15 minutes	2021 - 0025	Every 15 minutes		
Last departure no earlier than 0020.		Last departure no earlier than 0020.			
Pinchpoints					
Cranford, The Avenue	0900 - 1100	10 minutes	Hampton Station	0900 - 1100	10 minutes

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

Kingston, Cromwell Road Bus Station to Heathrow Airport, Central Bus Station		Heathrow Airport, Central Bus Station to Kingston, Cromwell Road Bus Station			
First departure no later than 0435.		First departure no later than 0440.			
0430 - 0635	Every 20 minutes	0435 - 0640	Every 20 minutes		
0636 - 0735	Every 15 minutes	0641 - 0755	Every 15 minutes		
0736 - 2005	Every 12 minutes	0756 - 1835	Every 12 minutes		
2006 - 0025	Every 15 minutes	1836 - 0025	Every 15 minutes		
Last departure no earlier than 0020.		Last departure no earlier than 0020.			
Pinchpoints					
Cranford, The Avenue	0900 - 1100	12 minutes	Hampton Station	0900 - 1100	12 minutes

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

3.5) NIGHTLY

Kingston, Cromwell Road Bus Station to Heathrow Airport, Central Bus Station		Heathrow Airport, Central Bus Station to Kingston, Cromwell Road Bus Station	
First departure no later than 0045.		First departure no later than 0045.	
0040 - 0420	Every 30 minutes	0040 - 0420	Every 30 minutes
Last departure no earlier than 0415.		Last departure no earlier than 0415.	

Tenderers must identify the cost of the Nightly element of this service separately.

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 111 should interwork with Route No. N111 to form a seamless 24 hour service.
- 4.2) Route Nos. 111 & N111 can suffer from unpredictable traffic delays in the Kingston, Hounslow and Heathrow Airport 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 111: Heathrow Airport, Central Bus Station - Kingston, Cromwell Road Bus Station (24 hour service)

Date of Structural Change: 30 April 2022.

Date of Service Change: 30 April 2022.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Kingston, Cromwell Road Bus Station: Heathrow Airport Central Bus Station, Inner Ring West, Tunnel Road West, West Ramp, Newport Road Roundabout, Newport Road, Bath Road, The Avenue, Cranford High Street, High Street, Cranford Lane, Vicarage Farm Road, North Hyde Lane, New Heston Road, Heston Road, Spring Grove Road, Kingsley Road, Hounslow High Street, Hanworth Road, Grove Road, Hanworth Road Bus Lane, Hanworth Road, Hounslow Road, Bear Road, Swan Road, Hampton Lane, Hanworth Road, Nightingale Road, Acacia Road, Buckingham Road, The Avenue, Percy Road, Station Road, Hampton High Street, Thames Street, Hampton Court Road, Hampton Court Roundabout, Hampton Court Road, A308, Hampton Wick High Street, Hampton Court Road, Kingston Bridge, Horse Fair, Clarence Street, Wood Street, Kingsgate Road, Sopwith Way, Richmond Road, Cromwell Road.

Towards Heathrow Airport, Central Bus Station: Cromwell Road Bus Station, Cromwell Road, Contraflow Bus Lane, Wood Street, Clarence Street, Horse Fair, Kingston Bridge, Hampton Court Road, Hampton Court Roundabout, Hampton Court Road, Thames Street, Hampton High Street, Station Road, Percy Road, The Avenue, Buckingham Road, Acacia Road, Nightingale Road, Hanworth Road, Hampton Lane, Swan Road, Bear Road, Hounslow Road, Hanworth Road, Grove Road, Hanworth Road, Hounslow High Street, Kingsley Road, Spring Grove Road, Heston Road, New Heston Road, Vicarage Farm Road, Cranford Lane, Cranford High Street, The Avenue, Bath Road, Heathrow North Bus Lane, Nettleton Road, Nene Road, East Ramp, Tunnel Road East, Inner Ring East, Heathrow Airport Central 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.

HEATHROW AIRPORT, CENTRAL BUS STATION

Private stand for 10 buses in marked bays on north side of Heathrow Airport Central Bus Station.

Buses proceed from Heathrow Airport Central Bus Station via Bus Parking Area to stand, departing via Bus Parking Area to Heathrow Airport Central Bus Station. Set down in Heathrow Airport Central Bus Station, at Alighting Point (OC901 - Heathrow Central Bus Station, Last Stop on LOR: OC901 - Heathrow Central Bus Station) and pick up in Heathrow Airport Central Bus Station, at Stand 19 (BP5117 - Heathrow Central Bus Station, First Stop on LOR: BP5117 - Heathrow Central Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 111 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:	Heathrow Airport Central, Bus Station.
OTHER INFORMATION:	Stand restriction is three buses between routes 111 and 285. Toilet facilities available 24 hours a day. Buses must only stand within the layover area in the bus station. Buses must not be left unattended at any other location.

HEATHROW AIRPORT NORTH (from KINGSTON, CROMWELL ROAD BUS STATION)

Buses proceed from Nelson Road via Newbury Road, Northern Perimeter Road (West), Bath Road, Newport Road, Newport Road Roundabout and Newport Road departing to Bath Road. Set down in Bath Road, at Stop BM (18208 - Nene Road, Last Stop on LOR: OC901 - Heathrow Central Bus Station) and pick up in Bath Road, at Stop BJ (557 - Nene Road, First Stop on LOR: 557 - Nene Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Heathrow North, Sipson Road.

HARLINGTON CORNER, NOBEL DRIVE (from KINGSTON, CROMWELL ROAD BUS STATION)

Public stand for two buses in Nobel Drive (East arm), commencing 45 metres north of Bath Road and continuing 21 metres north.

Buses proceed from Bath Road via Nobel Drive (East Arm), Nobel Drive (East Roundabout) and Nobel Drive (East Arm) to stand, departing via Nobel Drive (East Arm) to Bath Road. Set down in Bath Road, at Stop H (13551 - Oxford Avenue, Last Stop on LOR: 13551 - Oxford Avenue) and pick up in Bath Road, at Stop F (16327 - Nobel Drive, First Stop on LOR: 16327 - Nobel Drive).

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: Harlington Corner, Bath Road.

CRANFORD, THE AVENUE (from KINGSTON, CROMWELL ROAD BUS STATION)

Buses proceed from The Avenue via Bath Road departing to Cranford High Street. Set down in The Avenue, at Stop CM (BP1584 - The Avenue, Last Stop on LOR: BP1584 - The Avenue) and pick up in Cranford High Street, at Stop CK (25608 - The Parkway, First Stop on LOR: 25608 - The Parkway).

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

NORWOOD GREEN ROAD (from KINGSTON, CROMWELL ROAD BUS STATION)

Public stand for one bus on south side of Norwood Green Road, commencing 72 metres west of the western kerbline of Tentelow Lane.

Buses proceed from Heston Road via Norwood Road, Tentelow Lane and Norwood Green Road to stand, departing via Norwood Green Road and Norwood Road to Heston Road. Set down in Heston Road, at Stop HD (16277 - St Leonard's Church, Last Stop on LOR: 16277 - St Leonard's Church) and pick up in Heston Road, at Stop HJ (16276 - St Leonard's Church, First Stop on LOR: 16276 - St Leonard's Church).

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: Heston.

HOUNSLOW BUS STATION

Private stand for 9 buses in marked bays in bus parking area in Hounslow Bus Station on north side of London Road.

From Heathrow Airport, Central Bus Station.

Buses proceed from Kingsley Road via London Road and Hounslow Bus Station to stand, departing via Hounslow Bus Station to Kingsley Road. Set down in Kingsley Road, at Stop E (BP5038 - Hounslow Bus Station, Last Stop on LOR: BP5038 - Hounslow Bus Station) and pick up in Kingsley Road, at Stop C (16217 - Hounslow East Station <>, First Stop on LOR: 16217 - Hounslow East Station <>).

From Kingston, Cromwell Road Bus Station.

Buses proceed from Hounslow High Street via London Road and Hounslow Bus Station to stand, departing via Hounslow Bus Station, Kingsley Road and Hounslow High Street to Hanworth Road. Set down in Hounslow High Street, at Stop D (BP4824 - Hounslow Bus Station, Last Stop on LOR: BP4824 - Hounslow Bus Station) and pick up in Hanworth Road, at Stop EE (BP2174 - Douglas Road, First Stop on LOR: BP2174 - Douglas 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:	Hounslow, Bus Station.

HANWORTH, THE SWAN

From Heathrow Airport, Central Bus Station.

Buses proceed from Bear Road via Main Street, Nallhead Road, Country Way, Sunbury Way, Country Way, Nallhead Road and Main Street departing to Bear Road. Set down in Bear Road, at Stop U (33209 - Green Lane, Last Stop on LOR: 33209 - Green Lane) and pick up in Bear Road, at stop D (33208 - Green Lane, First Stop on LOR: 33208 - Green Lane).

From Kingston, Cromwell Road Bus Station.

Buses proceed from Swan Road via Main Street, Nallhead Road, Country Way, Sunbury Way, Country Way, Nallhead Road and Main Street departing to Swan Road. Set down in Swan Road, at Stop D (BP939 - New Close, Last Stop on LOR: BP939 - New Close) and pick up in Swan Road, at Stop R (33206 - Swan Close, First Stop on LOR: 33206 - Swan Close).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Hanworth, Main Street.

HAMPTON STATION, STATION ROAD (from KINGSTON, CROMWELL ROAD BUS STATION)

Public stand for 1 bus on north side of Station Road on south side of Hampton Station outside Station House and extending 14.5 metres west.

Buses proceed from Station Road via Tudor Road, Station Approach, Ashley Road, Percy Road and Station Road to stand, departing to Station Road. Set down in Station Road, on stand (34248 - Hampton Station #, Last Stop on LOR: 16871 - Hampton & Richmond Borough F C) and pick up in Station Road, at Stop D (16874 - Hampton Station #, First Stop on LOR: 16874 - Hampton 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: Hampton Station.

HAMPTON STATION, ASHLEY ROAD (from Heathrow Airport, Central Bus Station)

Public stand on north side of Ashley Road on north side of Hampton Station commencing opposite No. 58 and extending 11 metres west.

Buses proceed from Percy Road via Ashley Road to stand, departing via Ashley Road, Station Approach and Tudor Road to Station Road. Set down in Ashley Road, at Alighting Point (BP2681 - Hampton Station #, Last Stop on LOR: 33191 - Priory Road) and pick up in Station Road, at Stop K (16873 - Hampton Station #, First Stop on LOR: 16873 - Hampton 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: Hampton Station.

HAMPTON COURT ROAD (from Heathrow Airport, Central Bus Station)

Public stand for one bus in layby on north side of Hampton Court Road, 46 metres west of Hampton Court roundabout.

Buses proceed from Hampton Court Road direct to stand, departing via Hampton Court Road and Hampton Court Roundabout to Hampton Court Road. Set down in Hampton Court Road, at Stop D (19580 - Hampton Court Green / Cardinal Wolsey, Last Stop on LOR: 19580 - Hampton Court Green / Cardinal Wolsey) and pick up in Hampton Court Road, at Stop E (19579 - Hampton Court Green / Cardinal Wolsey, First Stop on LOR: 19579 - Hampton Court Green / Cardinal Wolsey).

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: Hampton Court Roundabout.

HAMPTON WICK, WHITE HART (from Heathrow Airport, Central Bus Station)

Buses proceed from Hampton Court Road via A308, Hampton Wick High Street, A308 and Hampton Wick High Street departing to Hampton Court Road. Set down in Hampton Court Road, at Stop P (19569 - Church Grove / The King's Field, Last Stop on LOR: 19571 - Paddock Gates) and pick up in Hampton Court Road, at Stop J (19568 - Church Grove / The King's Field, First Stop on LOR: 19568 - Church Grove / The King's Field).

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

KINGSTON, CROMWELL ROAD BUS STATION

Private stand for 12 buses in marked bays in Cromwell Road Bus Station on north side of Cromwell Road. Buses to stand as follows:

Bays A5/A6 - Route 285,
Bays A7/A8 - Route 111,
Bay A9 - Route 216,
Bay A10 - Route 411,
Bay A11 - other operators,
Bay A12 - Route 481 and other operators,
Bay A13 - Route K1,
Bays A14/A15 - Route 71,
Bay A16 - Route 465.

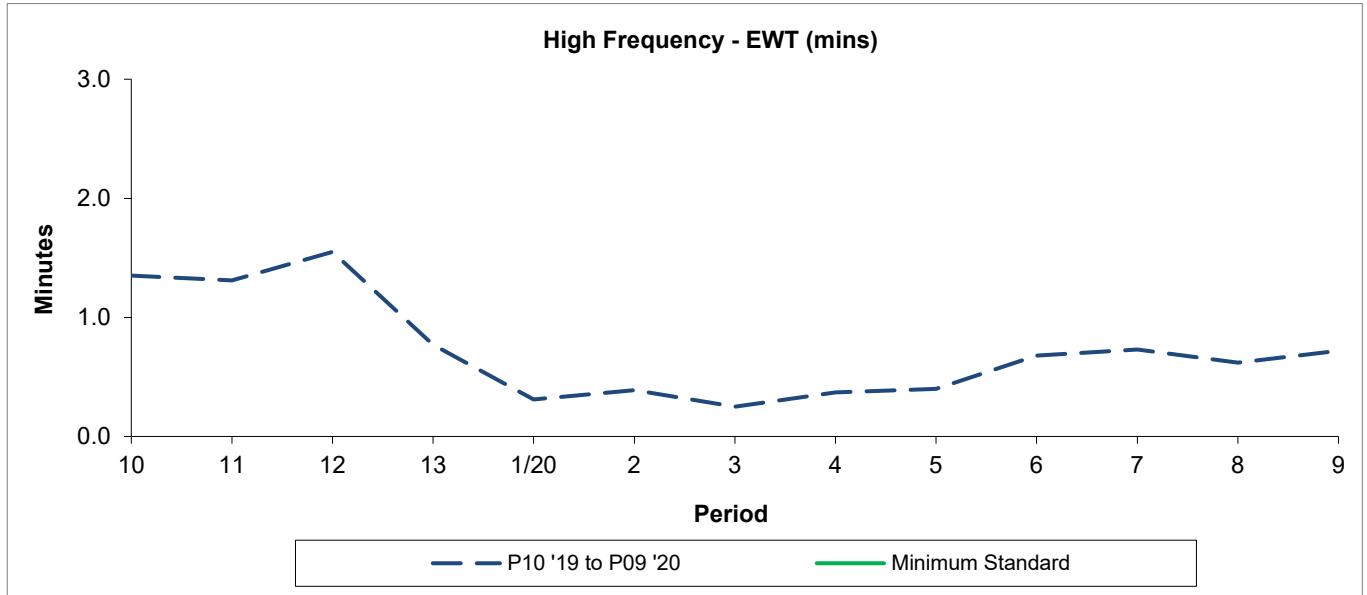
Buses proceed from Cromwell Road via Cromwell Road Bus Station to stand, departing to Cromwell Road Bus Station. Set down in Cromwell Road, at Stop A2 (BP1084 - Cromwell Road Bus Station, Last Stop on LOR: BP1084 - Cromwell Road Bus Station) and pick up in Cromwell Road Bus Station, at Stop A7/A8 (BP1122 - Cromwell Road Bus Station, First Stop on LOR: BP1122 - Cromwell Road Bus Station).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 111 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: Kingston.
OTHER INFORMATION: All buses must be fitted with an audible-warning device. London Buses toilet facilities available 24 hours a day.

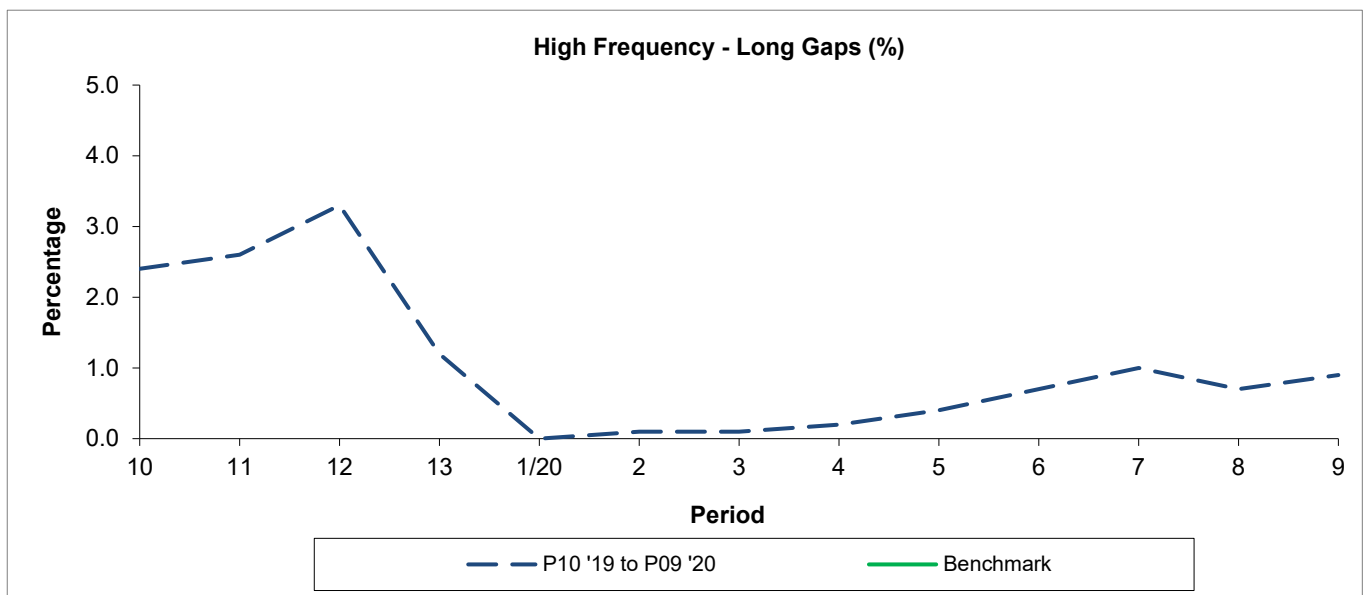
Period Trend Performance Graphs

Route 111

Reliability Performance



Period	10	11	12	13	1/20	2	3	4	5	6	7	8	9
P10 '19 to P09 '20	1.35	1.31	1.55	0.77	0.31	0.39	0.25	0.37	0.40	0.68	0.73	0.62	0.72
Minimum Standard													



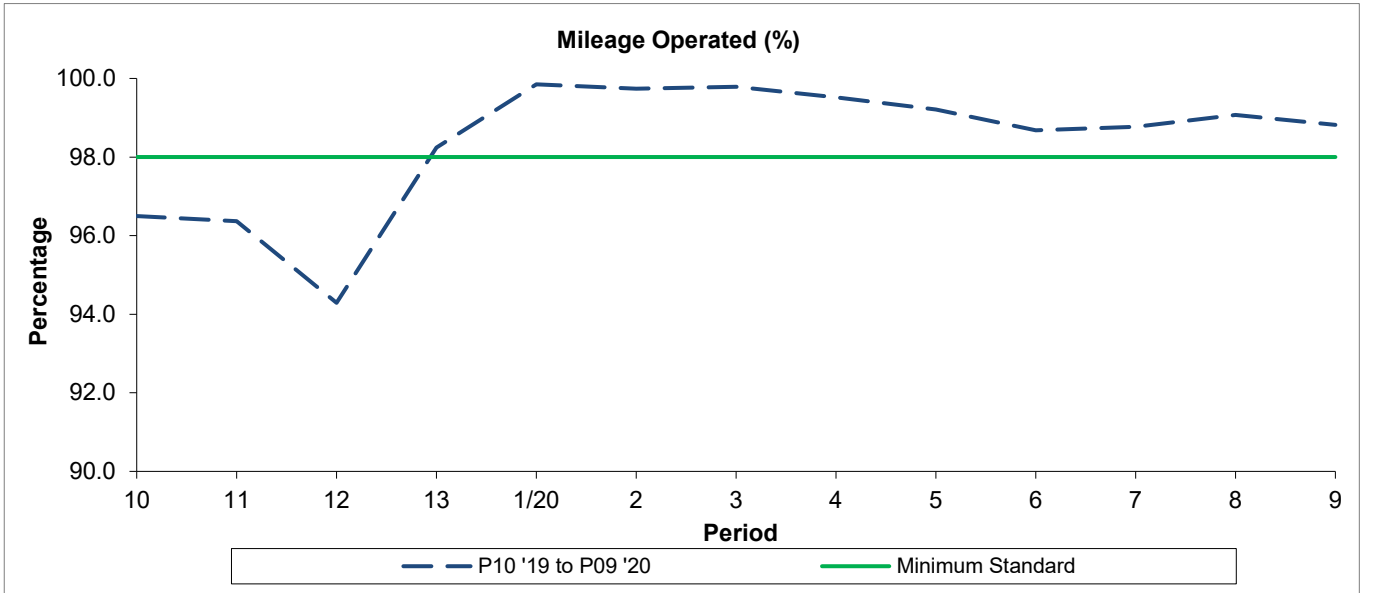
Period	10	11	12	13	1/20	2	3	4	5	6	7	8	9
P10 '19 to P09 '20	2.40	2.60	3.30	1.20	0.00	0.10	0.10	0.20	0.40	0.70	1.00	0.70	0.90
Benchmark													

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

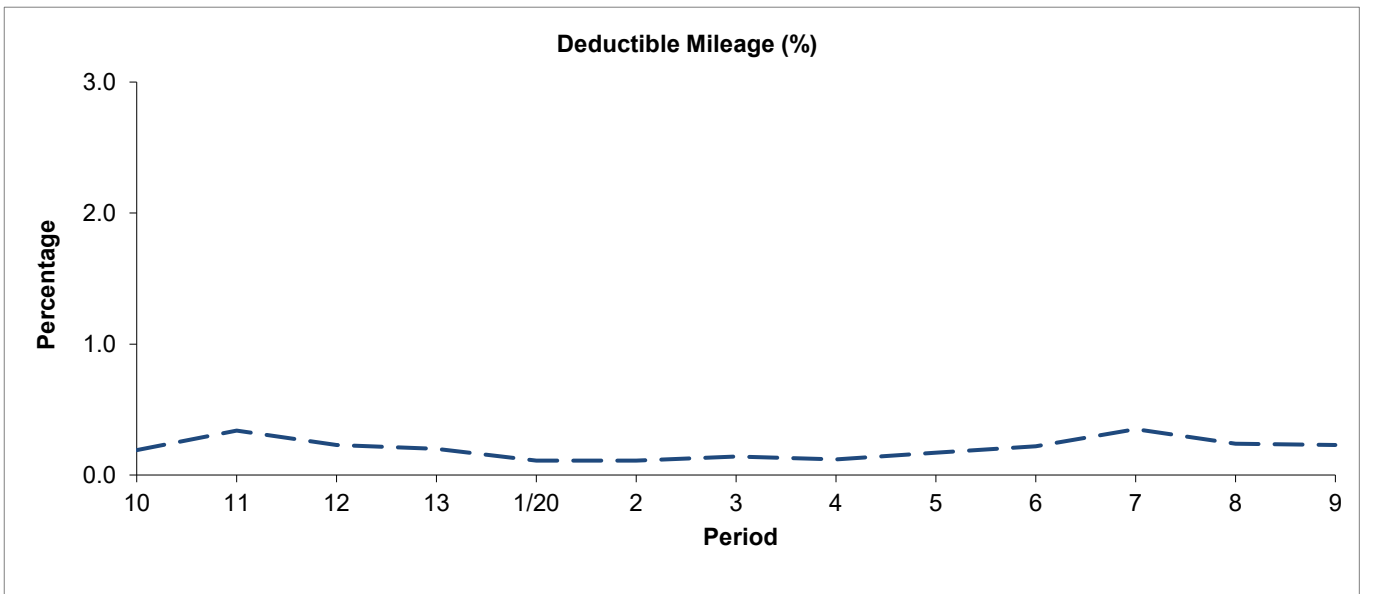
Period Trend Performance Graphs

Route 111

Mileage Performance



Period	10	11	12	13	1/20	2	3	4	5	6	7	8	9
P10 '19 to P09 '20	96.50	96.37	94.29	98.24	99.85	99.74	99.79	99.52	99.21	98.68	98.77	99.07	98.82
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

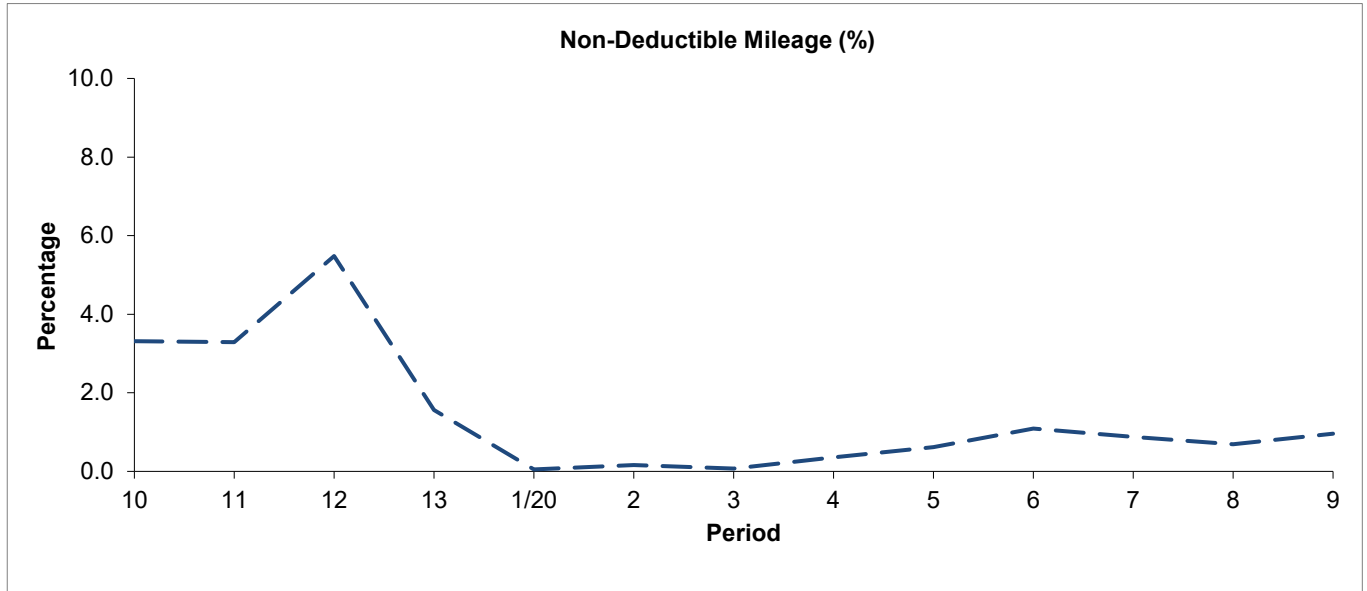


Period	10	11	12	13	1/20	2	3	4	5	6	7	8	9
P10 '19 to P09 '20	0.19	0.34	0.23	0.20	0.11	0.11	0.14	0.12	0.17	0.22	0.35	0.24	0.23

Period Trend Performance Graphs

Route 111

Mileage Performance



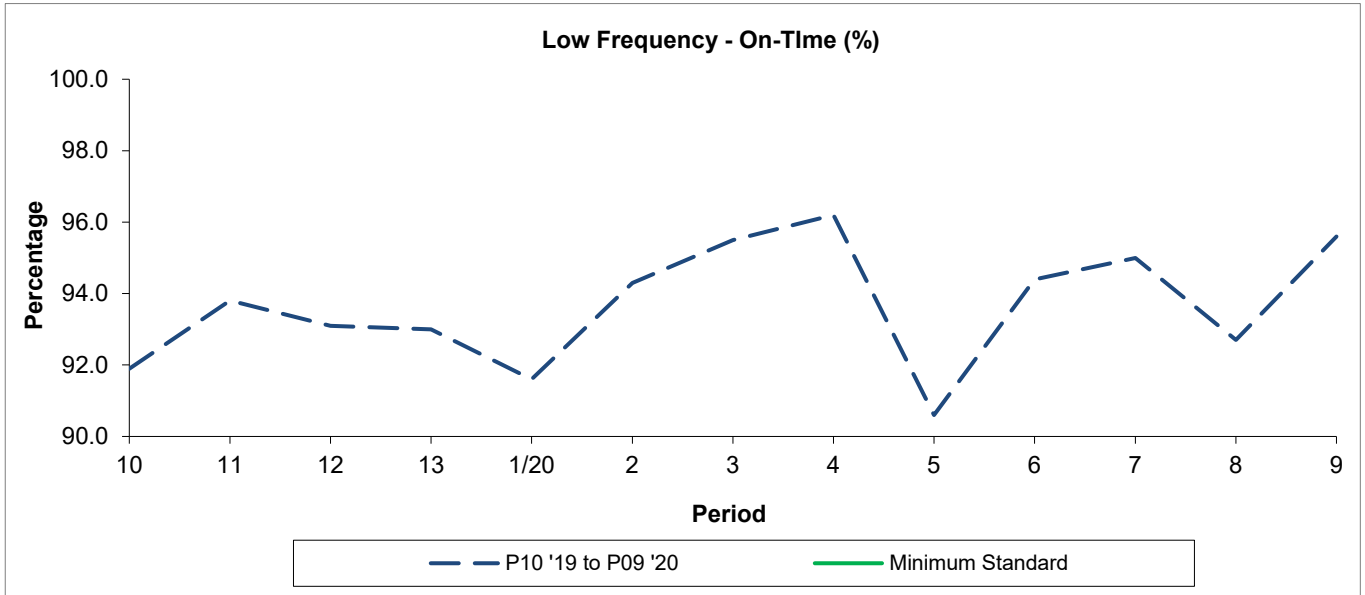
Period	10	11	12	13	1/20	2	3	4	5	6	7	8	9
P10 '19 to P09 '20	3.31	3.29	5.48	1.56	0.05	0.16	0.07	0.36	0.62	1.09	0.88	0.69	0.96

Mileage Performance figures are based on four weeks data

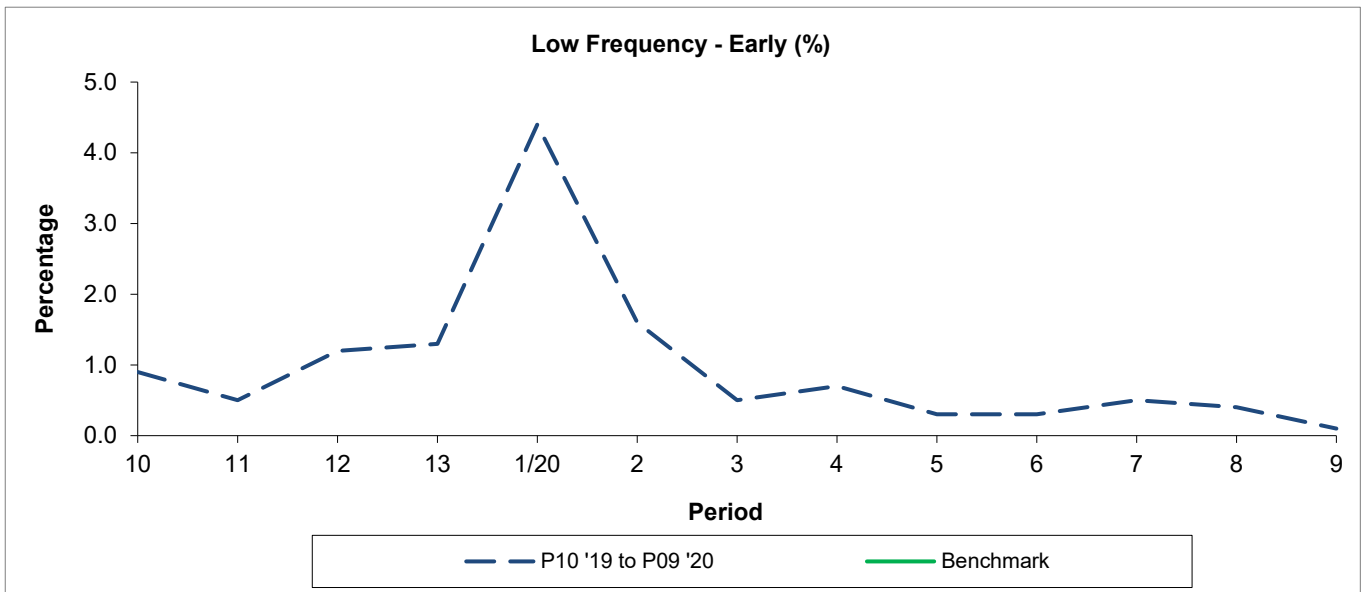
Period Trend Performance Graphs

Route N111

Reliability Performance



Period	10	11	12	13	1/20	2	3	4	5	6	7	8	9
P10 '19 to P09 '20	91.9	93.8	93.1	93.0	91.6	94.3	95.5	96.2	90.6	94.4	95.0	92.7	95.6
Minimum Standard													



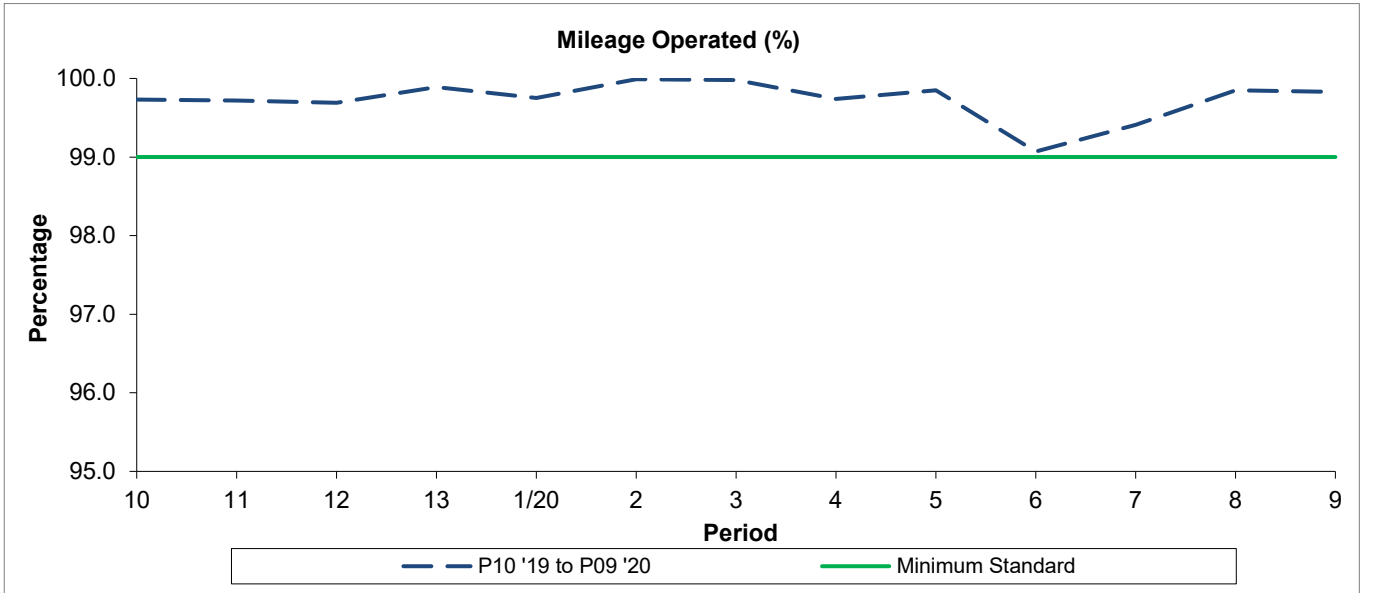
Period	10	11	12	13	1/20	2	3	4	5	6	7	8	9
P10 '19 to P09 '20	0.9	0.5	1.2	1.3	4.4	1.6	0.5	0.7	0.3	0.3	0.5	0.4	0.1
Benchmark													

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

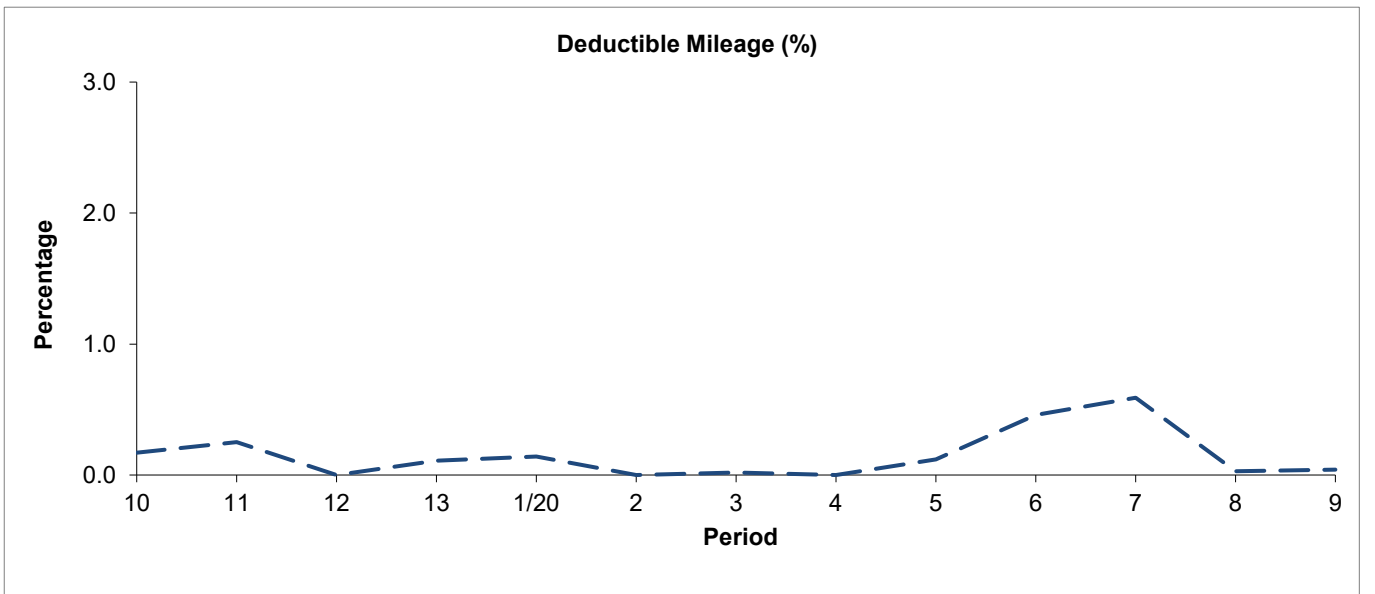
Period Trend Performance Graphs

Route N111

Mileage Performance



Period	10	11	12	13	1/20	2	3	4	5	6	7	8	9
P10 '19 to P09 '20	99.73	99.72	99.69	99.89	99.75	99.99	99.98	99.74	99.85	99.07	99.41	99.85	99.83
Minimum Standard	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00

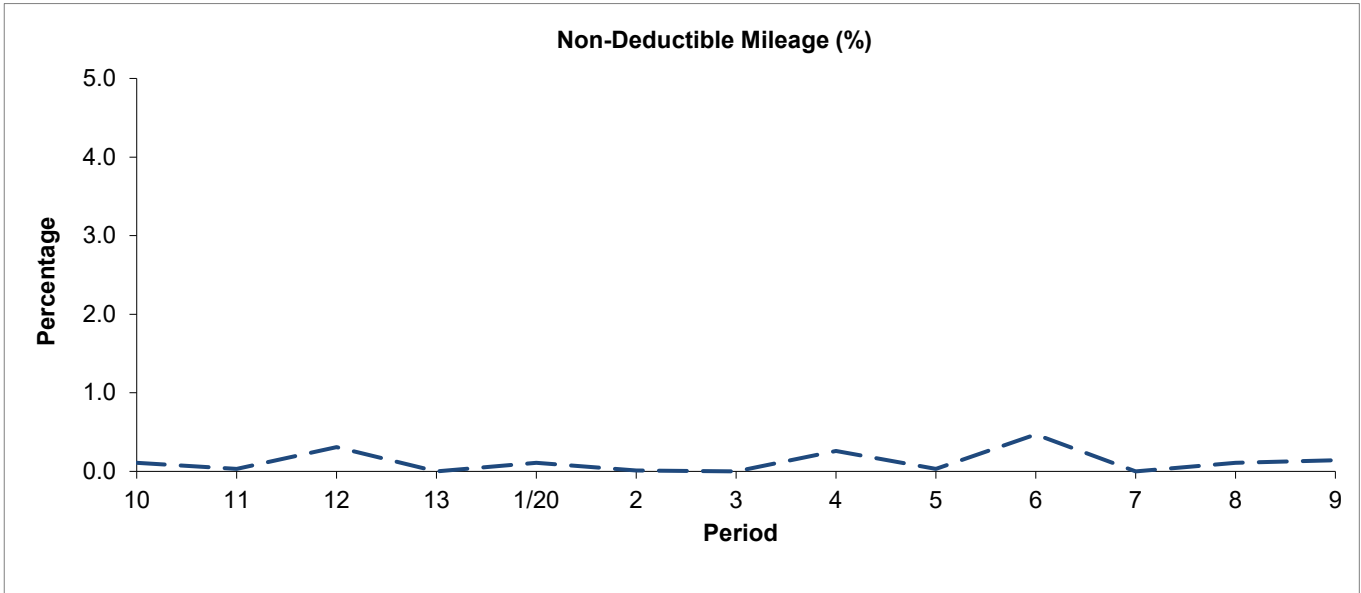


Period	10	11	12	13	1/20	2	3	4	5	6	7	8	9
P10 '19 to P09 '20	0.17	0.25	0.00	0.11	0.14	0.00	0.02	0.00	0.12	0.46	0.59	0.03	0.04

Period Trend Performance Graphs

Route N111

Mileage Performance



Period	10	11	12	13	1/20	2	3	4	5	6	7	8	9
P10 '19 to P09 '20	0.11	0.03	0.31	0.00	0.11	0.01	0.00	0.26	0.03	0.47	0.00	0.11	0.14

Mileage Performance figures are based on four weeks data

ROUTE 111 - FULL iBUS RESULTS BY TIME OF DAY
QUARTERS 03/19 to 02/20 (14/09/2019 to 18/09/2020)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	49,837	48,029	96.4	6.59	0.64	7.23	78.0	20.1	1.8	0.1	0.2	60.5
07:00 - 10:00	113,757	111,498	98.0	4.53	0.91	5.44	86.5	12.3	1.1	0.2	1.9	57.8
10:00 - 13:00	95,924	97,604	101.8	5.19	0.67	5.86	83.6	15.5	0.9	0.1	1.0	59.5
13:00 - 16:00	95,813	95,148	99.3	5.24	0.89	6.13	82.0	16.4	1.4	0.3	1.4	66.1
16:00 - 19:00	107,878	103,928	96.3	4.69	1.16	5.85	83.8	14.5	1.4	0.3	2.5	61.4
19:00 - 22:00	84,760	85,331	100.7	5.74	0.87	6.60	75.6	22.8	1.5	0.1	1.5	54.3
22:00 - 24:00	45,433	45,147	99.4	7.36	0.62	7.98	65.9	32.1	1.9	0.1	0.1	44.1
All Locations Summary	593,402	586,685	98.9	5.15	0.90	6.04	82.1	16.4	1.3	0.2	1.6	66.1

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	7,031	6,805	96.8	9.38	0.61	9.99	56.6	36.2	6.7	0.5	0.1	47.4
07:00 - 10:00	18,757	18,773	100.1	5.74	0.65	6.39	81.1	17.7	1.1	0.1	0.4	52.6
10:00 - 13:00	20,068	19,698	98.2	5.25	0.85	6.09	81.7	16.9	1.2	0.2	1.3	47.3
13:00 - 16:00	20,163	19,580	97.1	5.16	1.30	6.45	79.1	18.0	2.2	0.6	2.9	82.2
16:00 - 19:00	20,298	19,992	98.5	5.13	1.23	6.36	80.5	17.3	1.8	0.4	2.3	54.0
19:00 - 22:00	16,415	16,364	99.7	6.21	0.91	7.12	72.2	25.6	2.0	0.3	1.1	54.9
22:00 - 24:00	9,479	9,427	99.5	7.38	0.75	8.13	65.0	32.3	2.5	0.2	0.2	51.2
All Locations Summary	112,211	110,639	98.6	5.62	1.01	6.63	77.8	19.9	1.9	0.4	1.7	82.2

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	7,497	7,330	97.8	9.63	0.43	10.05	55.0	38.6	6.0	0.4	0.1	46.1
07:00 - 10:00	17,754	18,071	101.8	6.43	0.39	6.82	76.9	22.1	0.9	0.0	0.1	46.0
10:00 - 13:00	18,231	18,317	100.5	6.12	0.64	6.75	76.2	22.0	1.5	0.3	0.7	49.7
13:00 - 16:00	18,725	18,807	100.4	5.98	0.94	6.92	75.6	21.8	2.3	0.3	1.2	61.8
16:00 - 19:00	18,563	18,777	101.2	5.98	0.72	6.70	77.1	21.5	1.3	0.1	0.6	72.8
19:00 - 22:00	16,275	16,350	100.5	6.72	0.65	7.38	70.0	28.3	1.7	0.1	0.3	59.2
22:00 - 24:00	10,171	10,087	99.2	7.39	0.57	7.96	65.9	32.1	2.0	0.1	0.1	41.1
All Locations Summary	107,216	107,739	100.5	6.33	0.70	7.03	74.4	23.7	1.8	0.2	0.6	72.8

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	64,365	62,164	96.6	7.07	0.62	7.69	74.4	22.9	2.5	0.2	0.2	60.5
07:00 - 10:00	150,288	148,342	98.7	4.72	0.86	5.58	85.6	13.2	1.0	0.2	1.7	57.8
10:00 - 13:00	134,223	135,619	101.0	5.31	0.69	6.00	82.4	16.5	1.0	0.1	1.0	59.5
13:00 - 16:00	134,701	133,535	99.1	5.31	0.95	6.26	80.9	17.2	1.6	0.3	1.6	82.2
16:00 - 19:00	146,739	142,697	97.2	4.87	1.13	6.00	82.8	15.5	1.4	0.3	2.3	72.8
19:00 - 22:00	117,450	118,045	100.5	5.92	0.85	6.77	74.5	23.8	1.6	0.2	1.3	59.2
22:00 - 24:00	65,083	64,661	99.4	7.37	0.63	8.00	65.8	32.1	2.0	0.1	0.1	51.2
All Locations Summary	812,829	805,063	99.0	5.32	0.89	6.22	80.8	17.6	1.4	0.2	1.5	82.2

ROUTE N111 - FULL iBUS RESULTS BY TIME OF DAY
QUARTERS 03/19 to 02/20 (14/09/2019 to 18/09/2020)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	43,097	42,649	99.0	99.5	92.7	0.6	1.2	5.5
All Locations Summary	43,097	42,649	99.0	99.5	92.7	0.6	1.2	5.5

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	8,750	8,692	99.3	99.7	92.4	0.2	1.0	6.4
All Locations Summary	8,750	8,692	99.3	99.7	92.4	0.2	1.0	6.4

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	9,457	9,351	98.9	99.1	92.6	1.2	0.9	5.3
All Locations Summary	9,457	9,351	98.9	99.1	92.6	1.2	0.9	5.3

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
00:00 - 05:00	61,304	60,692	99.0	99.5	92.6	0.7	1.1	5.6
All Locations Summary	61,304	60,692	99.0	99.5	92.6	0.7	1.1	5.6

Transport for London - Live Mileage List

Route: 111 / N111

Service Change: 56117

Date: 29/08/2020

Heathrow Airport, Cromw
Reason for Issue

QSI points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HTWABS	BP5117	Heathrow Central Bus Station		
	29172	Newport Road	1656	1.03
	27307	Sipson Way / Blunts Avenue	375	0.23
HTWANT	557	Nene Road	472	0.29
	18207	Bolton's Lane	236	0.15
	17144	New Road	393	0.24
HARNCR	1795	Harlington Corner	424	0.26
	16327	Nobel Drive	458	0.28
	13550	Oxford Avenue	272	0.17
	16330	Craneswater	204	0.13
	16332	Waye Avenue	559	0.35
CRFDTA	29323	The Avenue	198	0.12
	25608	The Parkway	334	0.21
	27907	Cranford Lane / Redwood Estate	390	0.24
	27905	Harlech Gardens	526	0.33
	27903	Northfield Road	331	0.21
	27901	Somerset Way	433	0.27
HESTHC	27899	Heston Health Centre	313	0.19
	16207	New Heston Road	312	0.19
HESTCH	16276	St Leonard's Church	529	0.33
	16211	Hogarth Gardens	457	0.28
LAMPCR	16213	Great West Road	388	0.24
	16215	Kings Avenue	565	0.35
	16218	Hounslow East Station	442	0.27
HOUNBSK	BP5038	Hounslow Bus Station	282	0.18
	BP2174	Douglas Road	536	0.33
HOUNTC	15581	Grove Road	213	0.13
	16198	Hibernia Road	539	0.33
	16196	Cromwell Road	388	0.24
	16194	Nelson Road	280	0.17
	R0142	Simpson Road	608	0.38
HWRDDY	16190	Godfrey Way	389	0.24
	16221	Ellerman Avenue	492	0.31
	16222	Pevensey Road	353	0.22
	16224	Uxbridge Road	315	0.20
	16226	Park Road	566	0.35
	16228	Bear Road Flyover	306	0.19
	34929	St George's Road	264	0.16
HWTWSW	33209	Green Lane	172	0.11
	33206	Swan Close	469	0.29
	33205	Hampton Lane	245	0.15
	33202	Garden Court	426	0.26
HPTNSC	R0347	Hampton School	503	0.31
	33198	Nightingale Road	128	0.08
	36577	Acacia Road	246	0.15
	36561	Nurserylands Shopping Centre	305	0.19
	36562	Courtlands Avenue	414	0.26
	33193	Holly Bush Lane	234	0.15
	33191	Priory Road	319	0.20
HPTNSN	16874	Hampton Station	415	0.26
	16872	Hampton & Richmond Borough F C	356	0.22
	1357	Algar Court	230	0.14
	19587	Garrick Villa	413	0.26
	19586	St Albans Lodge	274	0.17
	19584	St Alban's Riverside	422	0.26
	1958	Hampton Lodge	286	0.18
HCRTGN	19580	Hampton Court Green / Cardinal Wolsey	323	0.20
	19578	Hampton Court Palace	266	0.17
	R0894	Hampton Court Gardens	288	0.18
	19574	Park House	427	0.27
	19571	Paddock Gates	429	0.27
HPTWHC	19569	Church Grove / The King's Field	1067	0.66
	R0872	Wood Street	526	0.33
KINGCB	BP1084	Cromwell Road Bus Station	734	0.46
Total Route Mileage - Out Direction			25715	15.98
			Metres	Miles

Central Bus Station - Kingston, Well Road Bus Station	Tranche 787
New Contract	

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
KINGCB	BP1122	Cromwell Road Bus Station		
QKINGWS	R0703	Kingston Station	260	0.16
	BP493	Wood Street	342	0.21
HPTWHC	19568	Church Grove / The King's Field	545	0.34
	19575	Park House	1300	0.81
	19577	Hampton Court Gardens	549	0.34
HCRTGN	19579	Hampton Court Green / Cardinal Wolsey	510	0.32
	19581	Hampton Lodge	220	0.14
	19583	St Alban's Riverside	594	0.37
	19585	Garrick Villa	381	0.24
	3565	Hampton / Thames Street	381	0.24
	16871	Hampton & Richmond Borough F C	376	0.23
HPTNSN	16873	Hampton Station	454	0.28
	33190	Priory Road	458	0.28
	33192	Holly Bush Lane	282	0.18
	36563	Courtlands Avenue	210	0.13
	35834	Nurserylands Shopping Centre	306	0.19
	35835	Acacia Road	416	0.26
HPTNSC	33199	Hampton School	410	0.25
	33201	Garden Close	227	0.14
	33203	Garden Court	240	0.15
	33204	Hampton Lane	433	0.27
	33207	Swan Close	231	0.14
	BP939	New Close	285	0.18
HWTWSW	33208	Green Lane	185	0.11
	33210	Bear Road Flyover	247	0.15
	16227	Park Road	366	0.23
	16225	Uxbridge Road	475	0.30
	29566	Little Park Drive	345	0.21
	16223	Pevensey Road	205	0.13
	16220	Ellerman Avenue	402	0.25
HWRDDY	14116	Godfrey Way	459	0.29
	16192	Simpson Road	433	0.27
	16193	Nelson Road	462	0.29
	16195	Cromwell Road	306	0.19
	16197	Hibernia Road	299	0.19
	16199	Bell Road	350	0.22
	BP1365	Grove Road	233	0.14
HOUNTC	15580	Treaty Centre	144	0.09
	BP2285	Hounslow High Street	397	0.25
HOUNHS	BP4824	Hounslow Bus Station	166	0.10
	16217	Hounslow East Station	344	0.21
	16216	Denbigh Road	416	0.26
	R0494	Great West Road	426	0.26
LAMPCR	26854	Sutton Road	220	0.14
	16212	Hogarth Gardens	335	0.21
HSTCH	16277	St Leonard's Church	380	0.24
	16208	New Heston Road	448	0.28
	16205	Cranford Lane	284	0.18
HSTHC	27900	Heston Health Centre	198	0.12
	27902	Somerset Way	336	0.21
	BP361	Northfield Road	361	0.22
	27906	Harlech Gardens	426	0.26
	BP1186	Cranford Lane / Redwood Estate	388	0.24
	27908	Quinton Close	189	0.12
	27939	The Parkway	232	0.14
CRFDTA	BP1584	The Avenue	412	0.26
	16331	Waye Avenue	365	0.23
	16329	Craneswater	471	0.29
	13551	Oxford Avenue	303	0.19
HARNCR	3419	Harlington Corner	736	0.46
	17145	Mondial Way	610	0.38
HTWANT	18208	Nene Road	223	0.14
HTWABS	OC901	Heathrow Central Bus Station	1423	0.88
Total Route Mileage - Back Direction			24410	15.17
			Metres	Miles

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE Nos. 111 & N111

CONTENTS

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This document should be read in conjunction with the Corporation's Guide for Tenderers (Part A: Explanatory Notes - Service Requirements). Where appropriate, reference is made to the relevant section.

1. TENDERS REQUIRED

This document describes the service for which the Corporation requires Tenders and Tenderers **must** submit a fully compliant bid. In addition, Tenderers **may** wish to draw upon their local knowledge to submit alternative bids which offer improved value for money in meeting passenger needs. These might incorporate, for example, different timings, frequencies, route structures and / or vehicles. The Corporation will welcome such bids and give them careful consideration.

For more information, please refer to Section 2.1 of Part A of the Guide for Tenderers.

2. 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 Nos. 111 & N111.

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 Fridays AM & PM peak frequencies are increased from every 10 minutes to every 8 - 9 minutes (7 buses per hour);
- The existing short working journeys ex Hanworth, Swan, are withdrawn;
- The designation Route No. N111 is used for contractual purposes only. This service will be marketed as Route No. 111. This includes all publicity, including destination blind displays;
- Double deck, dual door, 87 capacity vehicles are specified subject to a satisfactory route test;
- **Tenderers must identify the cost of the Nightly element of this service separately.**

3. TERMINALS

Route Nos. 111 & N111 will operate between Kingston, Cromwell Road Bus Station and Heathrow Airport, Central Bus Station.

Full details of the route to be followed, the permitted terminal workings and the available stands are shown at Appendix A. Tenderers should particularly note the information relating to the shared usage of stands, the taking of meal reliefs and the use of ferry vehicles.

4. DAYS OF OPERATION

One timetable must be offered for Route Nos. 111 & N111 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Mondays to Fridays Schooldays	Section 6.2
Saturdays & Good Friday	Section 6.3
Sundays & Boxing Day	Section 6.4
Christmas Day	No service
Other Public Holidays	Sunday service
Nightly	Section 6.5

* The New Year's Eve service level should be regarded as a minimum and any frequency increases and / or diversions will be discussed with the successful Tenderer on an annual basis.

5. VEHICLE TYPE

Please refer to Section 2.5 of Part A of the Guide for Tenderers.

Route Nos. 111 & N111 are currently approved for vehicles which are a maximum of 10.0 metres long and 2.5 metres wide. A formal route test will be required for vehicles which exceed these dimensions. This will be arranged with the successful Tenderer.

The service requirement set out in Section 6 assumes that dual door double deck buses with a minimum capacity of 87 of which approximately 60 should be seated, will be used on this route. Luggage space should also be provided.

Tenderers must submit proposals based on new vehicles. These must be of a low floor design and be accessible to wheelchairs by means of a powered ramp.

Bids for both conventional diesel powered vehicles and diesel-electric hybrid vehicles should be submitted and separate prices for both types are required.

Bids based on a mix of hybrid and conventional vehicles would be welcomed, subject to a minimum of 10 hybrid powered vehicles being offered for this route (full hybrid operation should be offered for routes with a vehicle requirement of less than 10).

Tenderers should refer to the vehicle design (including accessibility) features contained in Schedule II to Annex B of the Framework Agreement and Section 2 Part B of the Master ITT (Version 2 issued June 2005).

Tenderers may also submit bids based on using existing vehicles. Tenderers are asked to specify what refurbishment would be carried out on existing buses and the expected timescale of those works. See Master ITT (Version 2 issued June 2005).

6. FREQUENCIES

The level of service (e.g. every 15 minutes) required by the Corporation is described in terms of the interval between departures. Whilst a completely regular service at the specified frequency should be possible at most times, occasionally a bus may be timetabled to depart up to five minutes earlier or later than the regular time. In addition, a journey with a specific start time is required. This time must be adhered to.

Tenderers should note that when the specified frequency changes (e.g. between the peak and midday periods), the scheduled interval between buses should never be greater than that provided by the lower of the two frequencies **AT ANY POINT ON THE ROUTE**.

Tenderers should note that unless otherwise stated **all** journeys should operate between the terminal points defined in each direction.

6.1 Mondays to Fridays

1. Kingston, Cromwell Road Bus Station to Heathrow Airport, Central Bus Station

0420 - 0505	Every 20 minutes
0506 - 0550	Every 15 minutes
0551 - 0600	Every 12 minutes
0601 - 0630	Every 10 minutes
0631 - 0930	Every 8 - 9 minutes (7 buses per hour)
0931 - 1530	Every 10 minutes
1531 - 1835	Every 8 - 9 minutes (7 buses per hour)
1836 - 1905	Every 10 minutes
1906 - 1935	Every 12 minutes
1936 - 0010	Every 15 minutes

First departure from Kingston, Cromwell Road Bus Station no later than 0425.
Last departure from Kingston, Cromwell Road Bus Station no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 9 minutes apart at Cranford, Jarvis International Hotel between 0740 and 0940 and between 1645 and 1800.

2. Heathrow Airport, Central Bus Station to Kingston, Cromwell Road Bus Station

0420 - 0505	Every 20 minutes
0506 - 0520	Every 15 minutes
0521 - 0545	Every 12 minutes
0546 - 0605	Every 10 minutes
0606 - 0930	Every 8 - 9 minutes (7 buses per hour)
0931 - 1530	Every 10 minutes
1531 - 1905	Every 8 - 9 minutes (7 buses per hour)
1906 - 1935	Every 10 minutes
1936 - 2035	Every 12 minutes
2036 - 0015	Every 15 minutes

First departure from Heathrow Airport, Central Bus Station no later than 0425.
Last departure from Heathrow Airport, Central Bus Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 9 minutes apart at Hampton Station between 0700 and 0900 and between 1645 and 1800.

6.2 Mondays to Fridays Schooldays

1. Hampton Schools, Hanworth Road to Heathrow Airport, Central Bus Station

1508 One journey

Tenderers should note that this journey is expected to be provided by a bus otherwise utilised in section 6.1.

The journey shown in section 6.2 is specifically designed to meet the finishing time of Hampton Schools. It is possible that this time may be altered during the life of the contract. Tenderers should indicate whether they are able to adjust the time of the specified journey up to 20 minutes (earlier or later) without alteration to the contract price. It may also be necessary for the afternoon journey to operate earlier than stated at the end of term on other occasions at short notice.

6.3 Saturdays & Good Friday

1. Kingston, Cromwell Road Bus Station to Heathrow Airport, Central Bus Station

0420 - 0620	Every 20 minutes
0621 - 0720	Every 15 minutes
0721 - 0740	Every 12 minutes
0741 - 1850	Every 10 minutes
1851 - 1950	Every 12 minutes
1951 - 0010	Every 15 minutes

First departure from Kingston, Cromwell Road Bus Station no later than 0425.
Last departure from Kingston, Cromwell Road Bus Station no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Cranford, Jarvis International Hotel between 0900 and 1100.

2. Heathrow Airport, Central Bus Station to Kingston, Cromwell Road Bus Station

0420 - 0615	Every 20 minutes
0616 - 0715	Every 15 minutes
0716 - 0740	Every 12 minutes
0741 - 1855	Every 10 minutes
1856 - 2020	Every 12 minutes
2021 - 0015	Every 15 minutes

First departure from Heathrow Airport, Central Bus Station no later than 0425.
Last departure from Heathrow Airport, Central Bus Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Hampton Station between 0900 and 1100.

6.4 Sundays & Boxing Day

1. Kingston, Cromwell Road Bus Station to Heathrow Airport, Central Bus Station

0420 - 0635	Every 20 minutes
0636 - 0735	Every 15 minutes
0736 - 1950	Every 12 minutes
1951 - 0010	Every 15 minutes

First departure from Kingston, Cromwell Road Bus Station no later than 0425.
Last departure from Kingston, Cromwell Road Bus Station no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Cranford, Jarvis International Hotel between 0900 and 1100.

2. Heathrow Airport, Central Bus Station to Kingston, Cromwell Road Bus Station

0420 - 0640	Every 20 minutes
0641 - 0755	Every 15 minutes
0756 - 1835	Every 12 minutes
1836 - 0015	Every 15 minutes

First departure from Heathrow Airport, Central Bus Station no later than 0425.
Last departure from Heathrow Airport, Central Bus Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Hampton Station between 0900 and 1100.

6.5 Nightly

1. Kingston, Cromwell Road Bus Station to Heathrow Airport, Central Bus Station

0030 - 0410 Every 30 minutes

First departure from Kingston, Cromwell Road Bus Station no later than 0035.
Last departure from Kingston, Cromwell Road Bus Station no earlier than 0405.

2. Heathrow Airport, Central Bus Station to Kingston, Cromwell Road Bus Station

0030 - 0410 Every 30 minutes

First departure from Heathrow Airport, Central Bus Station no later than 0035.
Last departure from Heathrow Airport, Central Bus Station no earlier than 0405.

Tenderers must identify the cost of the Nightly element of this service separately.

7. MINIMUM PERFORMANCE STANDARDS

Please refer to Section 2.7 of Part A of the Guide for Tenderers.

Tenderers should note that the objective of the Operator of Route Nos. 111 & N111 shall be to operate all scheduled mileage and adhere **fully** to the published timetable. The Operator must use its best endeavours to achieve this.

The **minimum** standards of acceptable performance for Route No. 111 shall be:

Average Excess Wait Time:	No more than 1.20 minutes
Minimum Operated Mileage:	No less than 98.00%

The **minimum** standards of acceptable performance for Route No. N111 shall be:

Departing on Time	No less than 85.00%
Minimum Operated Mileage	No less than 99.00%

or as notified by the Corporation from time to time. The Operator will be required to achieve or better the standards.

QSI Thresholds

The QSI threshold is the standard of performance to be achieved by the operator in order to qualify for an automatic contract extension (in accordance with Schedule IX of the Framework Agreement).

Average Excess Wait Time Threshold = 1.05 minutes

It is unlikely that the minimum number of QSI surveys for Threshold measurement will be conducted on Route No. N111 at present. However, this may change at a later date when a Threshold figure may be published.

Summary of proposed QSI coverage: Route No. 111

Note: While London Buses undertakes to carry out QSI surveys at the times and locations specified below, it may prove impossible to rearrange a survey cancelled or nullified at short notice.

Survey locations

Towards Heathrow

Kingston
Hampton Station \$ (not evenings or Sundays)
Hanworth Road, Duke of York (not evenings
or Sundays) \$
Hounslow

Cranford \$

Towards Kingston

Heathrow
Cranford \$
Hounslow

Hanworth Road, Duke of York (not
evenings or Sundays) \$
Hampton Station (not evenings or
Sundays) \$

Total scheduled manual QSI surveys per quarter = 152.

\$ Observed simultaneously in both directions. Counted as two surveys.

8. RUNNING TIMES

Extracts from the public timetable with sample running times for Route Nos. 111 & N111 are attached at Appendix B. This gives an indication of the time required to travel the route. Attention is drawn to the variations in running times at different times of the day. Please refer to Section 2.8 of Part A of the Guide for Tenderers for further information.

Tenderers should carefully check the existing running times to ensure that they are appropriate in present traffic conditions. Tenderers should particularly check the existing running times for Mondays to Fridays PM peak and Saturday shopping periods.

When reviewing existing, and devising new, running times Tenderers should refer to:

- the minimum performance standards for Route Nos. 111 & N111 in Section 7 above;
- the historical performance data provided in Section 1 Part B of the introduction to this ITT;
- the paragraph in Section 12 referring to the proposed extension of the Cashless Boarding zone throughout the whole of the London area.

Tenderers may consider if school summer holiday schedules, incorporating running time reductions, are desirable for this route. In this event, schedules and costs must be submitted separately.

9. LAYOVERS

Under normal circumstances, layover time on stands and at bus stations should be restricted to that required to provide a reliable service. Longer layovers for any other purpose may only be taken with the permission of the Corporation.

10. TIMING CONSTRAINTS

Route No. 111 should interwork with Route No. 105 between Heathrow Airport, Central Bus Station and Cranford, Jarvis International Hotel during the Mondays to Fridays interpeak, the Saturday PM shopping period and all evenings, and be best separated at all other times.

Route No 111 should be best separated from Route No. 216 between Hampton Station and Kingston, Cromwell Road Bus Station, where possible.

Route No. 111 should be best separated from Route No. 411 between Hampton Wick, Hampton Court Road and Kingston, Cromwell Road Bus Station, where possible.

Tenderers submitting bids should bear this requirement in mind when compiling schedules. This requirement will be negotiated with the successful Tenderer for this route to ensure that optimal interworking / separation is delivered within its schedules.

11. CONTROL STRATEGY

Route Nos. 111 & N111 can suffer from the effects of traffic congestion, making some form of route control essential in order to achieve or better the minimum performance standards for this route.

Tenderers should submit proposals on the control strategy they intend to adopt and the type of control they would intend to use by completing the form provided in Section 3: Part 7 of this ITT. The cost of this control should be included within the main Tender price.

Tenderers should also indicate how they intend to facilitate driver changeovers and meal reliefs for this route.

Further information is provided in Section 2.11 of Part A of the Guide for Tenderers.

12. OPERATIONAL CONSIDERATIONS

Tenderers should note the following operating considerations affecting Route Nos. 111 & N111:

- Route Nos. 111 & N111 can suffer from unpredictable traffic delays in the Kingston, Hounslow and Heathrow Airport areas.

Tenderers should also note the following factors / events which may have an impact on Route Nos. 111 & N111 in the foreseeable future:

- It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract. **This is expected to lead to significant savings in running and recovery times to bus routes, and, therefore, potential resource (cycle time and PVR) savings are expected. Tenderers are required to identify and submit the level of savings per vehicle that could be achieved by reducing peak vehicle requirement, and / or how reliability targets could be revised when the Scheme is introduced.**

The above factors have been included to assist Tenderers and represents the information currently available to the Corporation. Tenderers should make their own enquiries about events which may impact upon the route and should form their own views about their likely effect upon it.

13. STOPPING ARRANGEMENTS

Buses operating on Route Nos. 111 & N111 must serve all stops on the line of route designated for the route.

14. TIMING POINTS & MILEAGES

Timing Points

The required timing points (and codes) are shown in Caesar.

Mileages for Route Nos. 111 & N111

Kingston, Cromwell Road Bus Station to Heathrow Airport, Bus Station	15.1 miles
Hampton Schools to Heathrow Airport, Bus Station	10.2 miles
Heathrow Airport, Bus Station to Kingston, Cromwell Road Bus Station	15.9 miles

Tenderers should note that:

- these measurements are believed to be accurate to within 0.5 miles, but no warranty or representation as to accuracy is given;
- out of service stand workings have not been measured and are not included within the above measurements;
- if alternative or additional measurements are used by the Tenderer, these must be stated in the tender submission;
- point to point measurements pertaining to recognised curtailment points or alternative terminals will be agreed with the successful Tenderer once the contract has been awarded.

15. VEHICLE LIVERY

All vehicles to be used on Route Nos. 111 & N111 from the commencement of the new Route Agreement must be in a livery that is exclusively Corporation red. The paint should be matched accurately to the colour as defined by the following manufacturer's specifications:

ICI London Bus Red P498 FPF 3

Other manufacturers should also be able to produce this specification from the ICI colour chart.

This requirement does not include the lower panels which may be in a different colour but which shall not exceed 50cm in height, or the rooftop which should be painted white so as to reduce temperatures inside the vehicle during the summer months.

The positioning and size of Operators' logos are to be agreed between the Operator and the Corporation and, where possible, these should be above the front doors on the nearside of the vehicles and above the drivers' offside cab windows.

All livery proposals must be submitted to the Contracts Tendering Manager for approval.

APPENDIX A: ROUTE RECORD

ROUTE No. 111: KINGSTON, CROMWELL ROAD BUS STATION - HEATHROW AIRPORT, CENTRAL BUS STATION

STREETS TRAVERSED

Towards Heathrow Airport, Central Bus Station: Cromwell Road Bus Station, Cromwell Road, Contraflow bus lane, Wood Street, Clarence Street, Horse Fair, Kingston Bridge, Hampton Court Road, Hampton Court roundabout, Hampton Court Road, Thames Street, Hampton High Street, Station Road, Percy Road, The Avenue, Buckingham Road, Acacia Road, Nightingale Road, Hanworth Road, Hampton Lane, Swan Road, Bear Road, Hounslow Road, Hanworth Road, Grove Road, Hanworth Road, Hounslow High Street, Kingsley Road, Spring Grove Road, Heston Road, New Heston Road, Vicarage Farm Road, Cranford Lane, Cranford High Street, The Avenue, Bath Road, Heathrow North Bus Lane, Nettleton Road, Nene Road, East Ramp, Tunnel Road East, Inner Ring East, Heathrow Airport Central Bus Station.

Towards Kingston, Cromwell Road Bus Station: Heathrow Airport Central Bus Station, Inner Ring West, Tunnel Road West, West Ramp, Newport Road roundabout, Newport Road, Bath Road, The Avenue, Cranford High Street, High Street, Cranford Lane, Vicarage Farm Road, North Hyde Lane, New Heston Road, Heston Road, Spring Grove Road, Kingsley Road, Hounslow High Street, Hanworth Road, Hounslow Road, Bear Road, Swan Road, Hampton Lane, Hanworth Road, Nightingale Road, Acacia Road, Buckingham Road, The Avenue, Percy Road, Station Road, Hampton High Street, Thames Street, Hampton Court Road, Hampton Court roundabout, Hampton Court Road, Hampton Wick High Street, Hampton Court Road, Kingston Bridge, Horse Fair, Clarence Street, Wood Street, Kingsgate Road, Sopwith Way, Richmond Road, Cromwell Road.

STANDS, TURNING POINTS AND DESTINATION BLINDS

Tenderers should note that under normal circumstances, the specific restrictions relating to each stand will apply to the whole stand at all times. Any variation to such standing arrangements must be agreed by the Corporation. In addition, Tenderers should note the following general requirements:

- 1) Drivers MUST switch off engines during layover periods at bus stations or on stands.
- 2) No meal reliefs may be taken on any stand (on or off line of route) without the permission of the Corporation.
- 3) No crew ferry vehicles may enter any stand (on or off line of route) without the permission of the Corporation.
- 4) Destination blind displays to be used are shown under each stand description. Tenderers may suggest, within their bids, alternative blind displays.
- 5) The intermediate (also known as via) blind display to be used on the nearside of the vehicle is shown in the box below:

111 via Hounslow

For further information, please refer to Annex C of the Framework Agreement: General Conditions relating to the use of London Buses' Bus Stations and Stands.

KINGSTON, CROMWELL ROAD BUS STATION

Private stand for 12 buses in marked bays in Cromwell Road Bus Station on north side of Cromwell Road.

Buses proceed from Cromwell Road via Cromwell Road Bus Station to stand, departing to Cromwell Road Bus Station. Set down in Cromwell Road, at stop A2 and pick up in Cromwell Road Bus Station, at stop A7/A8.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 vehicles on Route No. 111 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.
OTHER INFORMATION:	All buses must be fitted with an audible-warning device. London Buses toilet facilities available 24 hours a day.
BLIND DISPLAY:	Kingston

HAMPTON WICK, WHITE HART (from Heathrow Airport, Central Bus Station)

Buses proceed from Hampton Court Road via Hampton Wick High Street departing to Hampton Court Road. Set down in Hampton Court Road, at stop P and pick up in Hampton Court Road, at stop J.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand.
BLIND DISPLAY:	Hampton Wick

HAMPTON COURT ROAD (from Heathrow Airport, Central Bus Station)

Public stand in layby on north side of Hampton Court Road, 46 metres west of Hampton Court roundabout.

Buses proceed from Hampton Court Road direct to stand, departing via Hampton Court Road and Hampton Court roundabout to Hampton Court Road. Set down in Hampton Court Road, at stop D and pick up in Hampton Court Road, at stop E.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	To be used for 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:	Hampton Court Roundabout

HAMPTON STATION, ASHLEY ROAD (from Heathrow Airport, Central Bus Station)

Public stand on north side of Ashley Road on north side of Hampton Station commencing opposite No. 58 and extending 11 metres west.

Buses proceed from Percy Road via Ashley Road to stand, departing via Ashley Road, Station Approach and Tudor Road to Station Road. Set down in Ashley Road, at alighting point and pick up in Station Road, at stop K.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: To be used for 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: Hampton Station

HAMPTON STATION, STATION ROAD (from Kingston, Cromwell Road Bus Station)

Public stand for 1 bus on north side of Station Road on south side of Hampton Station outside Station House and extending 14.5 metres west.

Buses proceed from Station Road via Tudor Road, Station Approach, Ashley Road, Percy Road and Station Road to stand, departing to Station Road. Set down in Station Road, on stand and pick up in Station Road, at stop D.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: To be used for 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: Hampton Station

HANWORTH, FIR ROAD

Public stand on north side of Fir Road, commencing 16 metres west of a point opposite the centre of Birch Road.

From Heathrow Airport, Central Bus Station

Buses proceed from Bear Road via Main Street, South Road and Fir Road to stand, departing via Fir Road, Forge Lane, Green Lane and Main Street to Bear Road. Set down in Bear Road, at stop D and pick up in Bear Road, at stop R.

From Kingston, Cromwell Road Bus Station

Buses proceed from Swan Road via Main Street, South Road and Fir Road to stand, departing via Fir Road, Forge Lane, Green Lane and Main Street to Swan Road. Set down in Swan Road, at stop U and pick up in Swan Road.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: To be used for 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: Hanworth, Main Street

HOUNSLOW BUS STATION

Private stand for 9 buses in marked bays in bus parking area in Hounslow Bus Station on north side of London Road.

From Heathrow Airport, Central Bus Station

Buses proceed from Kingsley Road via London Road and Hounslow Bus Station to stand, departing via Hounslow Bus Station to Kingsley Road. Set down in Kingsley Road, at stop D and pick up in Kingsley Road, at stop EE.

From Kingston, Cromwell Road Bus Station

Buses proceed from Hounslow High Street via London Road and Hounslow Bus Station to stand, departing via Hounslow Bus Station and Kingsley Road to Hounslow High Street. Set down in Hounslow High Street, at stop E and pick up in Hounslow High Street, at stop C.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	To be used for 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:	Hounslow Bus Station

NORWOOD GREEN ROAD (from Kingston, Cromwell Road Bus Station)

Public stand on south side of Norwood Green Road, commencing 72 metres west of the western kerblines of Tentelow Lane.

Buses proceed from Heston Road via Norwood Road, Tentelow Lane and Norwood Green Road to stand, departing via Norwood Green Road and Norwood Road to Heston Road. Set down in Heston Road, at stop HD and pick up in Heston Road, at stop HJ.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	To be used for 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:	Heston

CRANFORD, THE AVENUE (from Kingston, Cromwell Road Bus Station)

Buses proceed from The Avenue via Bath Road departing to Cranford High Street. Set down in The Avenue, at stop CM and pick up in Cranford High Street, at stop CK.

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

HARLINGTON CORNER, NOBEL DRIVE (from Kingston, Cromwell Road Bus Station)

Public stand in Nobel Drive (east arm), commencing 45 metres north of Bath Road and continuing 21 metres north.

Buses proceed from Bath Road via Nobel Drive (east arm), Nobel Drive (east roundabout) and Nobel Drive (east arm) to stand, departing via Nobel Drive (east arm) to Bath Road. Set down in Bath Road, at stop H and pick up in Bath Road, at stop F.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	To be used for 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:	Bath Road, Nobel Drive

HEATHROW AIRPORT NORTH (from Kingston, Cromwell Road Bus Station)

Buses proceed from Bath Road via Newport Road, Newport Road roundabout, Newbury Road, Nelson Road, Northern Perimeter Road (west), Newport Road roundabout and Newport Road departing to Bath Road. Set down in Bath Road, at stop BM and pick up in Bath Road, at stop BJ.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand.
BLIND DISPLAY:	Bath Road, Sipson Road

HEATHROW AIRPORT, CENTRAL BUS STATION

Private stand for 10 buses in marked bays on north side of Heathrow Airport Central Bus Station.

Buses proceed from Heathrow Airport Central Bus Station via Bus Parking Area to stand, departing via Bus Parking Area to Heathrow Airport Central Bus Station. Set down in Heathrow Airport Central Bus Station, at stand 16 and pick up in Heathrow Airport Central Bus Station, at stand 20.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 vehicles on Route No. 111 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.
OTHER INFORMATION:	Stand restriction is three buses between routes 111 and 285. Toilet facilities available 24 hours a day. Buses must only stand within the layover area in the bus station. Buses must not be left unattended at any other location.
BLIND DISPLAY:	Heathrow Central

APPENDIX B: SAMPLE RUNNING TIMES FOR ROUTE No. 111
(based on current schedule)

MONDAYS TO FRIDAYS

1. Kingston, Cromwell Road Bus Station to Heathrow Airport Central Bus Station

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical late evening
Kingston Cromwell Road Bus Station	0429	0758	1154	1659	2300
Hampton Wick Hampton Court Road	0433	0804	1200	1705	2304
Hampton Court Green	0436	0808	1203	1713	2307
Hampton Station	0440	0814	1207	1719	2311
Hampton Schools	0444	0823	1214	1727	2316
Hanworth Swan	0447	0828	1218	1731	2319
Hanworth Road Duke of York	0452	0838	1226	1741	2324
Hounslow Treaty Centre	0457	0849	1234	1749	2329
Hounslow High Street Kingsley Road	0459	0853	1238	1753	2331
Lampton Corner	0502	0859	1243	1801	2334
Heston Church	0504	0902	1246	1804	2336
Heston Health Centre	0506	0905	1249	1807	2338
Cranford Jarvis International Hotel	0513	0915	1258	1818	2345
Harlington Corner	0516	0918	1301	1821	2348
Heathrow Airport North	0518	0921	1304	1824	2350
Heathrow Airport Central Bus Station	0521	0925	1308	1828	2353
	52 minutes	87 minutes	74 minutes	89 minutes	53 minutes

Service Specification for Route No. 111 & N111 - 08/05/2009

2. Heathrow Airport, Central Bus Station to Kingston, Cromwell Road Bus Station

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical late evening
Heathrow Airport Central Bus Station	0426	0756	1203	1701	2252
Heathrow Airport North	0431	0803	1209	1708	2257
Harlington Corner	0433	0806	1211	1711	2259
Cranford <i>Jarvis International Hotel</i>	0436	0810	1214	1715	2302
Heston <i>Health Centre</i>	0442	0821	1223	1725	2308
Heston <i>Church</i>	0444	0826	1226	1728	2310
Lampton Corner	0445	0829	1228	1730	2311
Hounslow Bus Station <i>Kingsley Road</i>	0449	0837	1234	1737	2315
Hounslow <i>Treaty Centre</i>	0452	0841	1238	1741	2318
Hanworth Road <i>Duke of York</i>	0456	0849	1246	1749	2322
Hanworth <i>Swan</i>	0501	0858	1253	1757	2327
Hampton <i>Schools</i>	0504	0903	1257	1801	2330
Hampton Station	0508	0912	1304	1818	2334
Hampton Court Green	0512	0919	1309	1814	2338
Hampton Wick <i>Hampton Court Road</i>	0516	0924	1313	1819	2342
Kingston Cromwell Road Bus Station	0520	0930	1319	1825	2346
	54 minutes	94 minutes	76 minutes	84 minutes	54 minutes

SATURDAYS

1. Kingston, Cromwell Road Bus Station to Heathrow Airport Central Bus Station

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Kingston Cromwell Road Bus Station	0429	1105	1305	2300
Hampton Wick <i>Hampton Court Road</i>	0433	1111	1311	2304
Hampton Court Green	0436	1115	1315	2307
Hampton Station	0440	1120	1320	2311
Hampton Schools	0444	1127	1327	2316
Hanworth <i>Swan</i>	0447	1131	1331	2319
Hanworth Road <i>Duke of York</i>	0452	1139	1339	2324
Hounslow <i>Treaty Centre</i>	0457	1147	1347	2329
Hounslow High Street <i>Kingsley Road</i>	0459	1151	1351	2331
Lampton Corner	0502	1157	1357	2334
Heston <i>Church</i>	0504	1200	1400	2336
Heston <i>Health Centre</i>	0506	1203	1403	2338
Cranford <i>Jarvis International Hotel</i>	0513	1212	1412	2345
Harlington Corner	0516	1215	1415	2348
Heathrow Airport North	0518	1218	1418	2350
Heathrow Airport Central Bus Station	0521	1222	1422	2353
	52 minutes	77 minutes	77 minutes	53 minutes

Service Specification for Route No. 111 & N111 - 08/05/2009

2. Heathrow Airport Central Bus Station to Kingston, Cromwell Road Bus Station

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Heathrow Airport Central Bus Station	0426	1104	1304	2252
Heathrow Airport North	0431	1110	1310	2257
Harlington Corner	0433	1112	1312	2259
<i>Cranford Jarvis International Hotel</i>	0436	1115	1315	2302
<i>Heston Health Centre</i>	0442	1124	1324	2308
<i>Heston Church</i>	0444	1127	1327	2310
Lampton Corner	0445	1129	1329	2311
Hounslow Bus Station <i>Kingsley Road</i>	0449	1136	1336	2315
<i>Hounslow Treaty Centre</i>	0452	1140	1340	2318
<i>Hanworth Road Duke of York</i>	0456	1148	1348	2322
<i>Hanworth Swan</i>	0501	1156	1356	2327
<i>Hampton Schools</i>	0504	1200	1400	2330
Hampton Station	0508	1207	1407	2334
Hampton Court Green	0512	1213	1413	2338
<i>Hampton Wick Hampton Court Road</i>	0516	1221	1421	2342
Kingston Cromwell Road Bus Station	0520	1227	1427	2346
	54 minutes	83 minutes	83 minutes	54 minutes

SUNDAYS1. Kingston, Cromwell Road Bus Station to Heathrow Airport Central Bus Station

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Kingston Cromwell Road Bus Station	0429	1056	1250	2300
Hampton Wick <i>Hampton Court Road</i>	0433	1100	1256	2304
Hampton Court Green	0436	1103	1259	2307
Hampton Station	0440	1108	1304	2311
Hampton Schools	0444	1114	1311	2316
Hanworth <i>Swan</i>	0447	1117	1315	2319
Hanworth Road <i>Duke of York</i>	0452	1124	1323	2324
Hounslow <i>Treaty Centre</i>	0457	1131	1331	2329
Hounslow High Street <i>Kingsley Road</i>	0459	1135	1335	2331
Lampton Corner	0502	1140	1340	2334
Heston <i>Church</i>	0504	1143	1343	2336
Heston <i>Health Centre</i>	0506	1146	1346	2338
Cranford <i>Jarvis International Hotel</i>	0513	1156	1356	2345
Harlington Corner	0516	1159	1359	2348
Heathrow Airport North	0518	1201	1401	2350
Heathrow Airport Central Bus Station	0521	1205	1405	2353
	52 minutes	69 minutes	75 minutes	53 minutes

Service Specification for Route No. 111 & N111 - 08/05/2009

2. Heathrow Airport Central Bus Station to Kingston, Cromwell Road Bus Station

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Heathrow Airport Central Bus Station	0426	1100	1256	2252
Heathrow Airport North	0431	1106	1302	2257
Harlington Corner	0433	1108	1304	2259
<i>Cranford Jarvis International Hotel</i>	0436	1111	1307	2302
<i>Heston Health Centre</i>	0442	1119	1316	2308
<i>Heston Church</i>	0444	1122	1319	2310
Lampton Corner	0445	1124	1321	2311
<i>Hounslow Bus Station Kingsley Road</i>	0449	1129	1327	2315
<i>Hounslow Treaty Centre</i>	0452	1133	1331	2318
<i>Hanworth Road Duke of York</i>	0456	1139	1338	2322
<i>Hanworth Swan</i>	0501	1146	1345	2327
<i>Hampton Schools</i>	0504	1149	1349	2330
Hampton Station	0508	1156	1356	2334
Hampton Court Green	0512	1202	1402	2338
<i>Hampton Wick Hampton Court Road</i>	0516	1206	1406	2342
Kingston Cromwell Road Bus Station	0520	1212	1412	2346
	54 minutes	72 minutes	76 minutes	54 minutes

APPENDIX B: SAMPLE RUNNING TIMES

(based on current schedule)

SUNDAY – THURSDAY NIGHTS

1. Kingston, Cromwell Road Bus Station to Heathrow Airport Central Bus Station

	<u>Typical nightly</u>
Kingston Cromwell Road Bus Station	0030
Hampton Wick <i>Hampton Court Road</i>	0034
Hampton Court Green	0037
Hampton Station	0041
Hampton Schools	0045
Hanworth <i>Swan</i>	0048
Hanworth Road <i>Duke of York</i>	0053
Hounslow <i>Treaty Centre</i>	0058
Hounslow High Street <i>Kingsley Road</i>	0100
Lampton Corner	0103
Heston <i>Church</i>	0104
Heston <i>Health Centre</i>	0106
Cranford <i>Jarvis International Hotel</i>	0111
Harlington Corner	0114
Heathrow Airport North	0116
Heathrow Airport Central Bus Station	<u>0119</u>
	49 minutes

2. Heathrow Airport Central Bus Station to Kingston, Cromwell Road Bus Station

	Typical nightly
Heathrow Airport Central Bus Station	0030
Heathrow Airport North	0035
Harlington Corner	0037
Cranford <i>Jarvis International Hotel</i>	0040
Heston <i>Health Centre</i>	0046
Heston <i>Church</i>	0048
Lampton Corner	0049
Hounslow Bus Station <i>Kingsley Road</i>	0053
Hounslow <i>Treaty Centre</i>	0056
Hanworth Road <i>Duke of York</i>	0100
Hanworth <i>Swan</i>	0105
Hampton <i>Schools</i>	0108
Hampton Station	0112
Hampton Court Green	0116
Hampton Wick <i>Hampton Court Road</i>	0120
Kingston Cromwell Road Bus Station	0123
	53
	minutes

FRIDAY & SATURDAY NIGHTS

1. Kingston, Cromwell Road Bus Station to Heathrow Airport, Central Bus Station

	<u>Typical nightly</u>
Kingston Cromwell Road Bus Station	0030
Hampton Wick <i>Hampton Court Road</i>	0034
Hampton Court Green	0037
Hampton Station	0041
Hampton Schools	0045
Hanworth <i>Swan</i>	0048
Hanworth Road <i>Duke of York</i>	0053
Hounslow <i>Treaty Centre</i>	0058
Hounslow High Street <i>Kingsley Road</i>	0100
Lampton Corner	0103
Heston <i>Church</i>	0105
Heston <i>Health Centre</i>	0107
Cranford <i>Jarvis International Hotel</i>	0114
Harlington Corner	0117
Heathrow Airport North	0119
Heathrow Airport Central Bus Station	<u>0122</u>
	52
	minutes

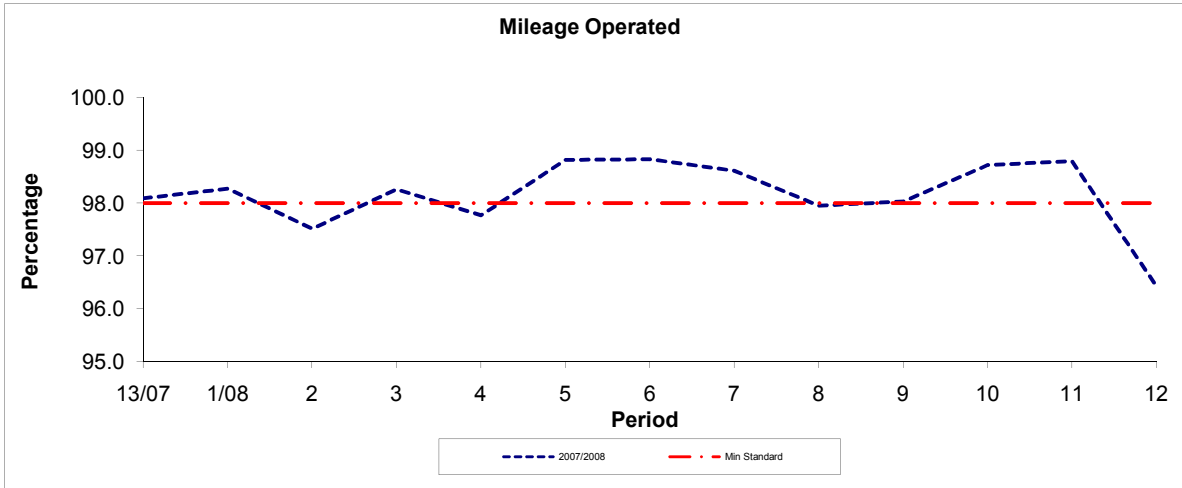
2. Heathrow Airport Central Bus Station to Kingston, Cromwell Road Bus Station

	Typical nightly
Heathrow Airport Central Bus Station	0030
Heathrow Airport North	0035
Harlington Corner	0037
Cranford <i>Jarvis International Hotel</i>	0040
Heston <i>Health Centre</i>	0046
Heston <i>Church</i>	0048
Lampton Corner	0049
Hounslow Bus Station <i>Kingsley Road</i>	0053
Hounslow <i>Treaty Centre</i>	0056
Hanworth Road <i>Duke of York</i>	0100
Hanworth <i>Swan</i>	0105
Hampton <i>Schools</i>	0108
Hampton Station	0112
Hampton Court Green	0116
Hampton Wick <i>Hampton Court Road</i>	0120
Kingston Cromwell Road Bus Station	0123
	53
	minutes

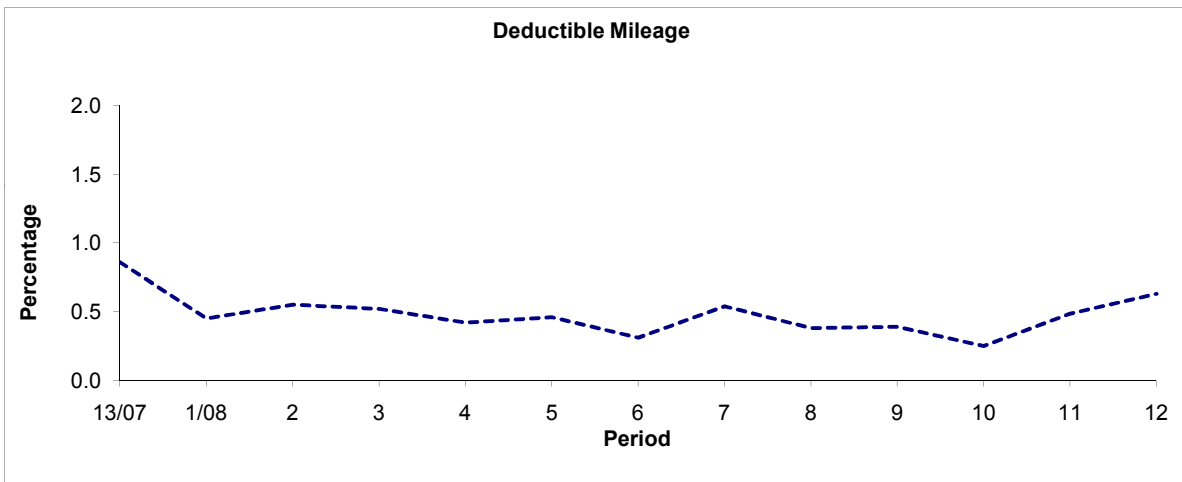
The above tables have been included to assist Tenderers. They represent the information currently available to the Corporation. Tenderers should form their own views about what is appropriate in terms of running times. (See Section 8.)

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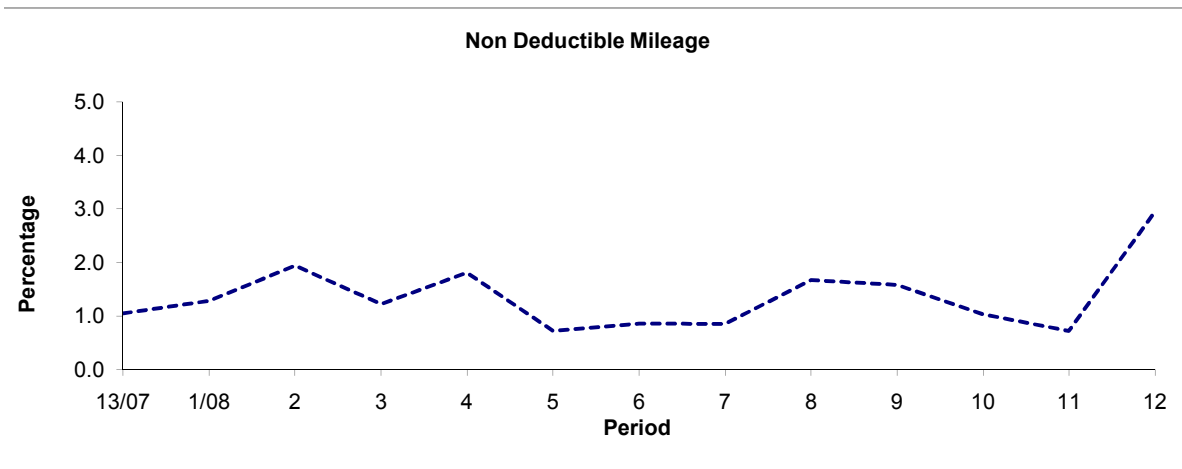
Route 111



Period	13/07	1/08	2	3	4	5	6	7	8	9	10	11	12
2007/2008	98.09	98.27	97.51	98.26	97.77	98.82	98.83	98.61	97.95	98.03	98.72	98.79	96.42
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	13/07	1/08	2	3	4	5	6	7	8	9	10	11	12
2007/2008	0.86	0.45	0.55	0.52	0.42	0.46	0.31	0.54	0.38	0.39	0.25	0.49	0.63

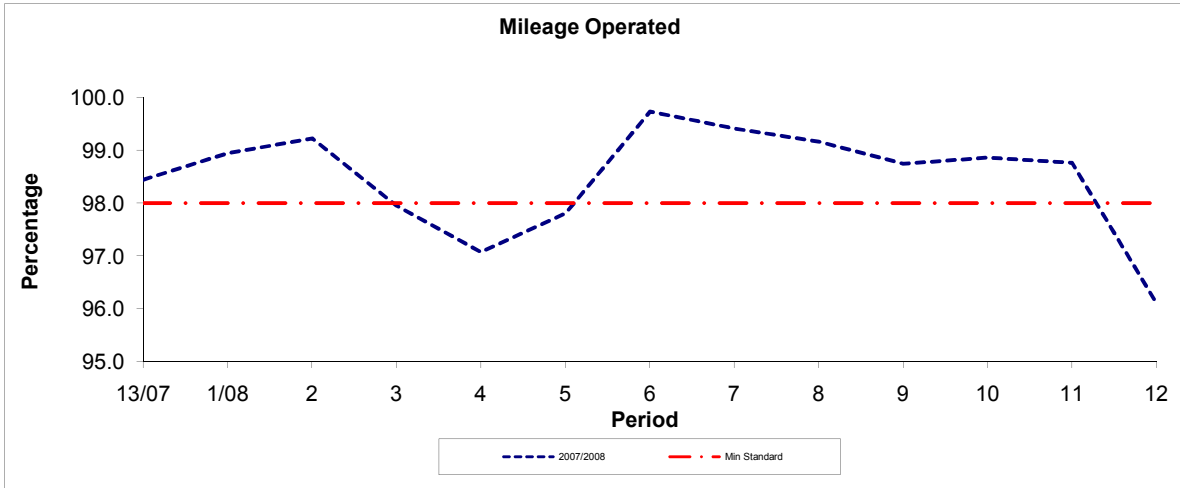


Period	13/07	1/08	2	3	4	5	6	7	8	9	10	11	12
2007/2008	1.05	1.28	1.94	1.22	1.81	0.72	0.86	0.85	1.67	1.58	1.03	0.72	2.95

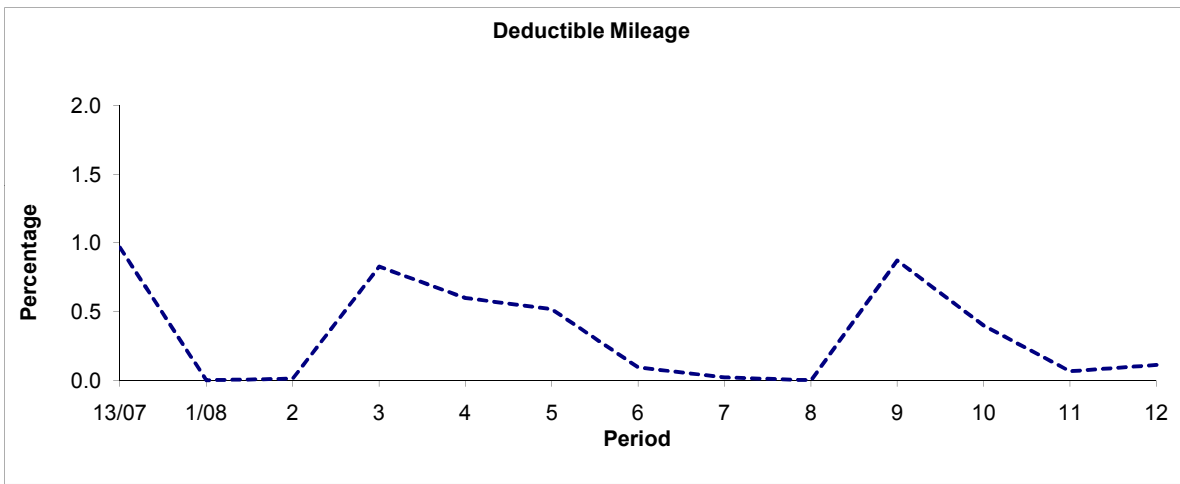
Note : Mileage is based on 4 weeks data

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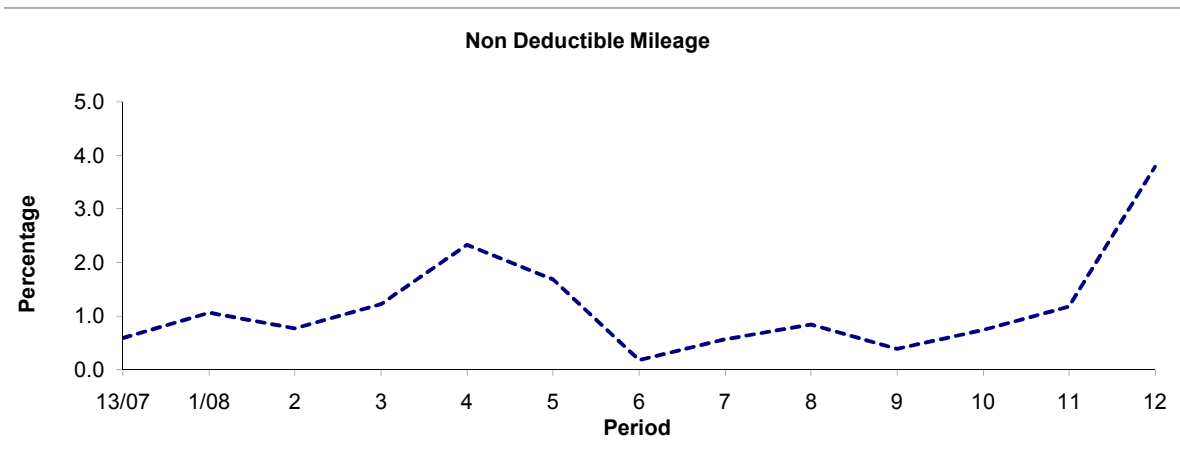
Route N111



Period	13/07	1/08	2	3	4	5	6	7	8	9	10	11	12
2007/2008	98.44	98.94	99.22	97.95	97.07	97.80	99.73	99.41	99.16	98.74	98.86	98.76	96.10
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	13/07	1/08	2	3	4	5	6	7	8	9	10	11	12
2007/2008	0.97	0.00	0.01	0.83	0.60	0.52	0.09	0.02	0.00	0.87	0.40	0.06	0.11

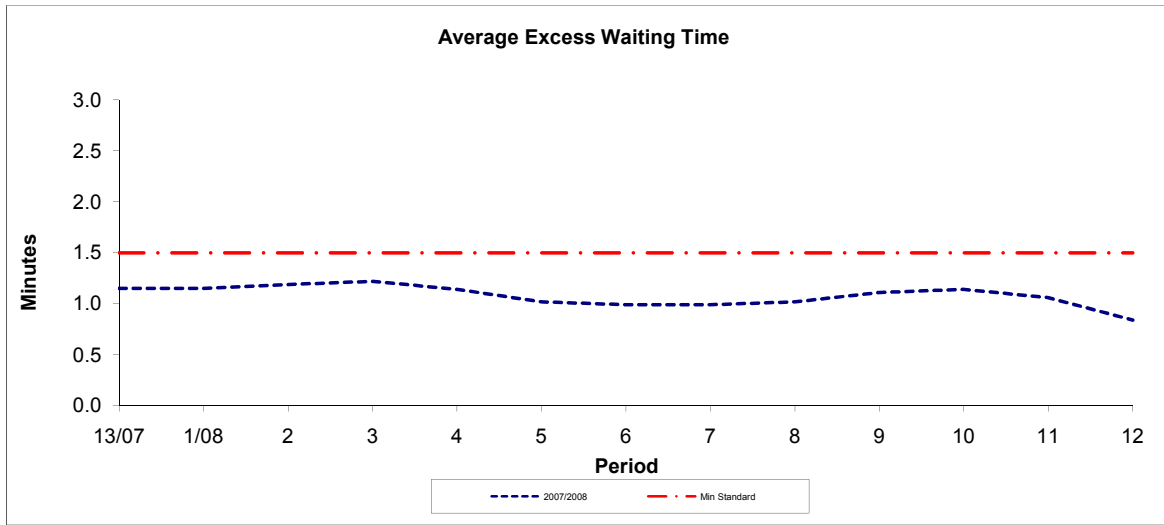


Period	13/07	1/08	2	3	4	5	6	7	8	9	10	11	12
2007/2008	0.59	1.06	0.77	1.22	2.33	1.68	0.18	0.57	0.84	0.39	0.74	1.18	3.79

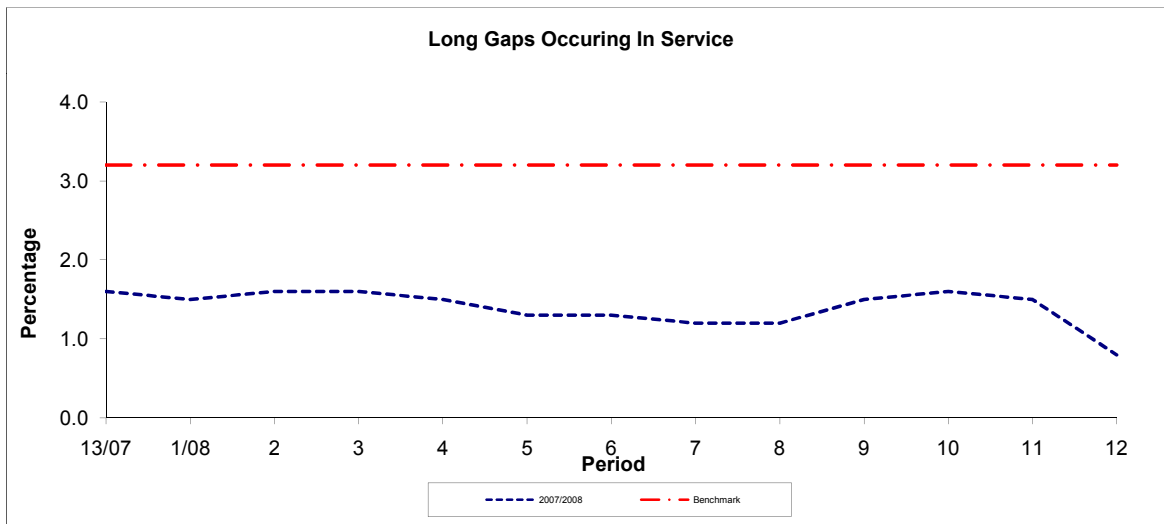
Note : Mileage is based on 4 weeks data

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Route 111



Period	13/07	1/08	2	3	4	5	6	7	8	9	10	11	12
2007/2008	1.15	1.15	1.19	1.22	1.14	1.02	0.99	0.99	1.02	1.11	1.14	1.06	0.84
Min Standard	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50

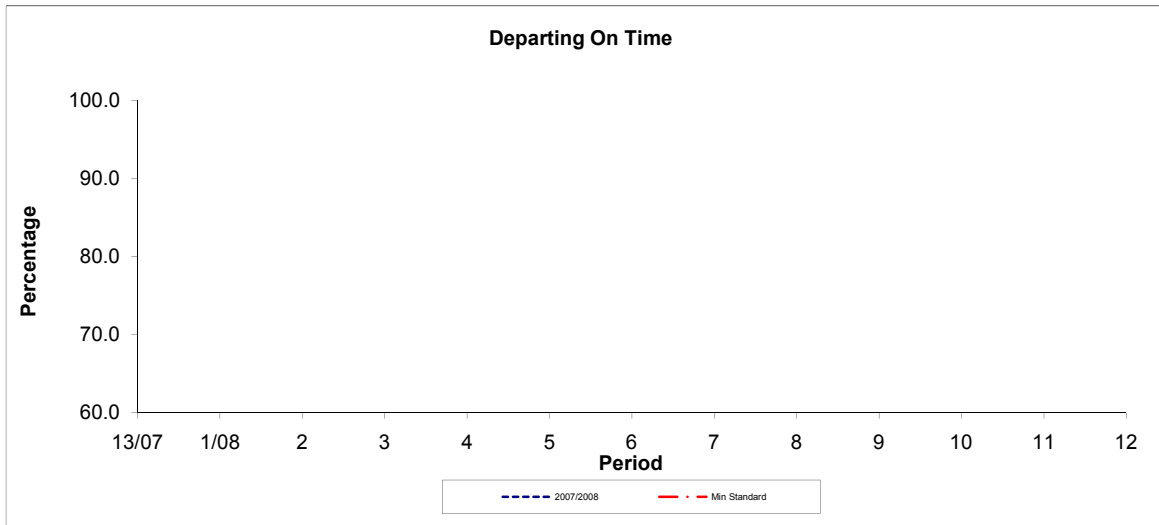


Period	13/07	1/08	2	3	4	5	6	7	8	9	10	11	12
2007/2008	1.60	1.50	1.60	1.60	1.50	1.30	1.30	1.20	1.20	1.50	1.60	1.50	0.80
Benchmark	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20

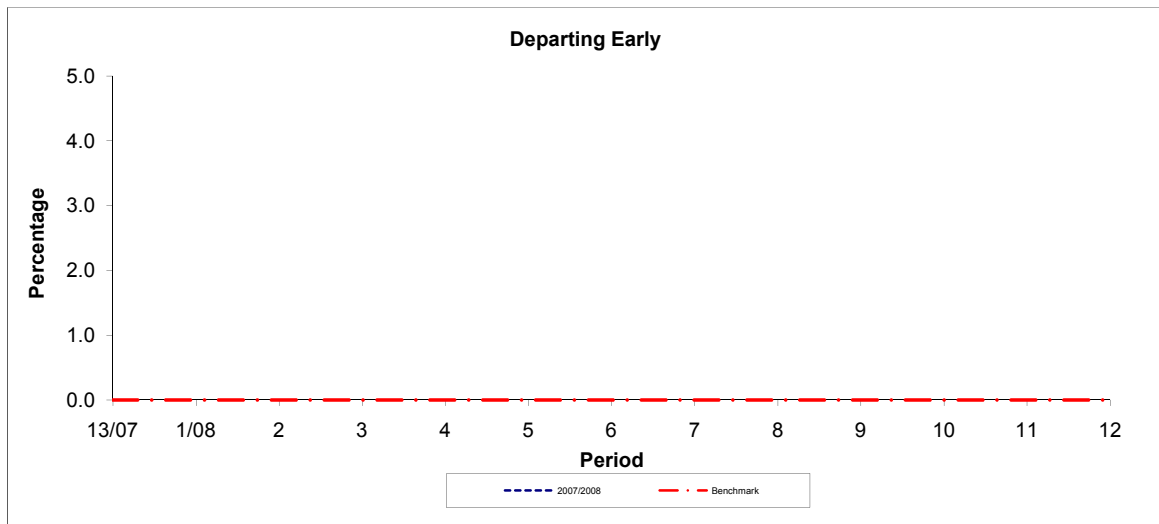
Note : Reliability is based on 12 weeks rolling data

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Route N111



Period	13/07	1/08	2	3	4	5	6	7	8	9	10	11	12
2007/2008													
Min Standard	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00



Period	13/07	1/08	2	3	4	5	6	7	8	9	10	11	12
2007/2008													
Benchmark	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Note : Reliability is based on 12 weeks rolling data