

## SECTION 2: PART A

### SERVICE SPECIFICATION FOR ROUTE No. 117

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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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 117:

- Standing and stopping arrangements at West Middlesex Hospital may be subject to change.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 117.

## 3. TERMINALS

Route No. 117 will operate between West Middlesex Hospital and Staines 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 No. 117 which will operate as follows:

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

## 5. VEHICLE TYPE

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

Route No. 117 is currently approved for vehicles which are a maximum of 10.1 metres long and 2.4 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, single deck buses with a minimum capacity of 55, of which approximately 28 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.

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. West Middlesex Hospital to Staines Bus Station

0540 - 1950	Every 20 minutes
1951 - 2355	Every 30 minutes

First departure from West Middlesex Hospital no later than 0545.  
Last departure from West Middlesex Hospital no earlier than 2350.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Ashford, Royal Hart between 0730 and 0830 and between 1515 and 1615.

### 2. Staines Bus Station to West Middlesex Hospital

0525 - 2010	Every 20 minutes
2011 - 2345	Every 30 minutes

First departure from Staines Bus Station no later than 0530.  
Last departure from Staines Bus Station no earlier than 2340.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Hounslow Bus Station, London Road between 0730 and 0830 and between 1530 and 1630.

## 6.2 Saturdays & Good Friday

### 1. West Middlesex Hospital to Staines Bus Station

0540 - 0715	Every 30 minutes
0716 - 1920	Every 20 minutes
1921 - 2355	Every 30 minutes

First departure from West Middlesex Hospital no later than 0545.  
Last departure from West Middlesex Hospital no earlier than 2350.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Ashford, Royal Hart between 0930 and 1030.

### 2. Staines Bus Station to West Middlesex Hospital

0525 - 0730	Every 30 minutes
0731 - 1940	Every 20 minutes
1941 - 2345	Every 30 minutes

First departure from Staines Bus Station no later than 0530.  
Last departure from Staines Bus Station no earlier than 2340.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Hounslow Bus Station, London Road between 0930 and 1030.

### 6.3 Sundays

1. West Middlesex Hospital to Staines Bus Station

0610 - 2355            Every 30 minutes

First departure from West Middlesex Hospital no later than 0615.  
Last departure from West Middlesex Hospital no earlier than 2350.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Ashford, Royal Hart between 1030 and 1230.

2. Staines Bus Station to West Middlesex Hospital

0610 - 2345            Every 30 minutes

First departure from Staines Bus Station no later than 0615.  
Last departure from Staines Bus Station no earlier than 2340.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Hounslow Bus Station, London Road between 1030 and 1230.

## 6.4 Boxing Day

1. West Middlesex Hospital to Staines Bus Station

0815 - 2355            Every 30 minutes

First departure from West Middlesex Hospital no later than 0820.  
Last departure from West Middlesex Hospital no earlier than 2350.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Ashford, Royal Hart between 1030 and 1230.

2. Staines Bus Station to West Middlesex Hospital

0810 - 2345            Every 30 minutes

First departure from Staines Bus Station no later than 0815.  
Last departure from Staines Bus Station no earlier than 2340.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Hounslow Bus Station, London Road between 1030 and 1230.



## 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 No. 117 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. 117 shall be:

Departing on Time:	No less than 82.00%
Minimum Operated Mileage:	No less than 98.00%

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).

Departing On Time Threshold = 86.00%

The offer of an extension is additionally subject to proposed legislative changes to allow County Council funding of seven year bus contracts. Should legislation not, in the opinion of LBSL or the County Council, permit funding of the extension period then, notwithstanding the above, an extension will not be offered. However, all other incentive provisions will continue to apply.

### Summary of proposed QSI coverage: Route No. 117

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 Staines Bus Station

Hounslow \$  
Feltham \$

#### Towards West Middlesex Hospital

Staines  
Feltham \$  
Hounslow \$

Total scheduled manual QSI surveys per quarter = 80.

\$ This point observed simultaneously in both directions. Counted as two surveys.

## **8. RUNNING TIMES**

The current timetable for Route No. 117 can be viewed by prospective Tenderers on Caesar. 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.

It is expected that any changes to these running times can be accommodated within existing cycle times.

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

- the minimum performance standards for Route No. 117 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. 117 should interwork with other bus services where possible.

## **11. CONTROL STRATEGY**

Route No. 117 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 No. 117:

- Route No. 117 can suffer from unpredictable delays in the Hounslow and Feltham areas;
- **The railway bridge in St. John's Road, near Isleworth Station, has a height restriction of 4.04 metres (13 feet 3 inches), which precludes the use of double deck buses under this bridge at any time. Double deck buses are therefore not suitable for operation on Route No. 117 under any circumstances.**

Tenderers should also note the following factors / events which may have an impact on Route No. 117 in the foreseeable future:

- The 2012 Olympic Games open on Friday the 27<sup>th</sup> July and close on Sunday the 12<sup>th</sup> August. The 2012 Paralympic Games start on Wednesday the 29<sup>th</sup> August and close on Sunday the 9<sup>th</sup> 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;
- 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 No. 117 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 No. 117

West Middlesex Hospital to Staines Bus Station	11.0 miles
Staines Bus Station to West Middlesex Hospital	10.8 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 No. 117 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.

## 16. STANDS AND 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:

117 via Hounslow
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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.

## 17. REQUIREMENTS FOR REGISTRATION

The section of Route No. 117 between Staines Bus Station and the Surrey County Boundary at Ashford Road, Challenge Road will need to be registered with the Traffic Commissioner for the South Eastern and Metropolitan Traffic Area 56 days before the operation commences. The registration should be sent to:

South Eastern and Metropolitan Traffic Area Office  
Hillcrest House  
386 Harehills Lane  
LEEDS  
LS9 6NF

Copies of the registration should be sent to:

Laurie James  
Principal Transport Office  
Passenger Transport  
Surrey County Council  
County Hall  
Penrhyn Road  
KINGSTON UPON THAMES  
KT1 2DY

and to:

Barry Skinner (Licensing Manager),  
TfL Surface Transport  
11<sup>th</sup> Floor  
Palestra  
197 Blackfriars Road  
LONDON  
SE1 8NJ

The cost of this should be met by the Operator.

# LONDON BUSES - ROUTE DESCRIPTION

## ROUTE 117: West Middlesex Hospital - Staines Bus Station

**Date of Structural Change:** 3 September 2011.

**Date of Service Change:** 3 September 2011.

**Reason for Issue:** New Tender.

### STREETS TRAVERSED

**Towards Staines Bus Station:** Bus Lay-By In West Middlesex Hospital Grounds, Private Road In West Middlesex Hospital Grounds, Twickenham Road, St John's Road, London Road, Hounslow High Street, Douglas Road, Grove Road, Staines Road, Hounslow Road, Feltham High Street, Ashford Road, Feltham Road, B377, Church Road, Station Road, Woodthorpe Road, Kingston Road, Staines High Street, South Street, Staines Bus Station.

**Towards West Middlesex Hospital:** Staines Bus Station, South Street, Staines High Street, Kingston Road, Woodthorpe Road, Station Road, Church Road, Feltham Road, Ashford Road, Feltham High Street, Hounslow Road, Staines Road, Grove Road, Hanworth Road, Hounslow High Street, London Road, St John's Road, Twickenham Road, Private Road In West Middlesex Hospital Grounds, Bus Lay-By In West Middlesex Hospital Grounds.

### STANDING AND TURNING POINTS

#### WEST MIDDLESEX HOSPITAL

Private stand for two buses in bus parking area at far end of hospital grounds behind the West London Mental Health Unit.

Buses proceed from Bus Lay-By In West Middlesex Hospital Grounds direct to stand, departing to Bus Lay-By In West Middlesex Hospital Grounds. Set down in Bus Lay-by In West Middlesex Hospital Grounds, at Stop HE and pick up in Bus Lay-by In West Middlesex Hospital Grounds, from Stop HE.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	None
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	West Middlesex Hospital.
OTHER INFORMATION:	Double deck buses must not operate on route 117 AT ANY TIME. CAUTION: Low bridge situated in St John's Road, Isleworth-No more than one bus on route 117 should use stand at any time.

### **ISLEWORTH, FIRE STATION (from STAINES BUS STATION)**

Public stand for 2 buses on east side of Spring Grove Road, commencing 60 metres south of the junction with Villiers Road and extending 22 metres north.

Buses proceed from London Road via Thornbury Road and Spring Grove Road to stand, departing via Spring Grove Road to London Road. Set down in London Road, at Stop J and pick up in London Road, from Stop H.

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:	Isleworth.

### **HOUNSLOW HEATH, HUSSAR**

Public stand for 2 buses on east side of Barrack Road outside The Hussar public house commencing approximately 20 metres north of Staines Road and extending 20 metres north.

#### From Staines Bus Station.

Buses proceed from Staines Road via Martindale Road, Corporation Avenue and Barrack Road to stand, departing via Barrack Road to Staines Road. Set down in Staines Road, at Stop D and pick up in Staines Road, from Stop P.

#### From West Middlesex Hospital.

Buses proceed from Staines Road via Martindale Road, Corporation Avenue and Barrack Road to stand, departing via Barrack Road to Staines Road. Set down in Staines Road, at Stop N and pick up in Staines Road, from Stop C.

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:	Hounslow Heath.



### **LOWER FELTHAM, CHERTSEY ROAD (from West Middlesex Hospital)**

Public stand for one bus on east side of Walton Gardens, commencing 10 metres north of lamp standard No 5 extending 15 metres north.

Buses proceed from Feltham High Street via Ashford Road, Chertsey Road, Unnamed Road and Walton Gardens to stand, departing via Walton Gardens, Shelton Avenue, Unnamed Road and Chertsey Road to Ashford Road. Set down in Feltham High Street, at Stop R and pick up in Ashford 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.  
DISPLAY: Lower Feltham.

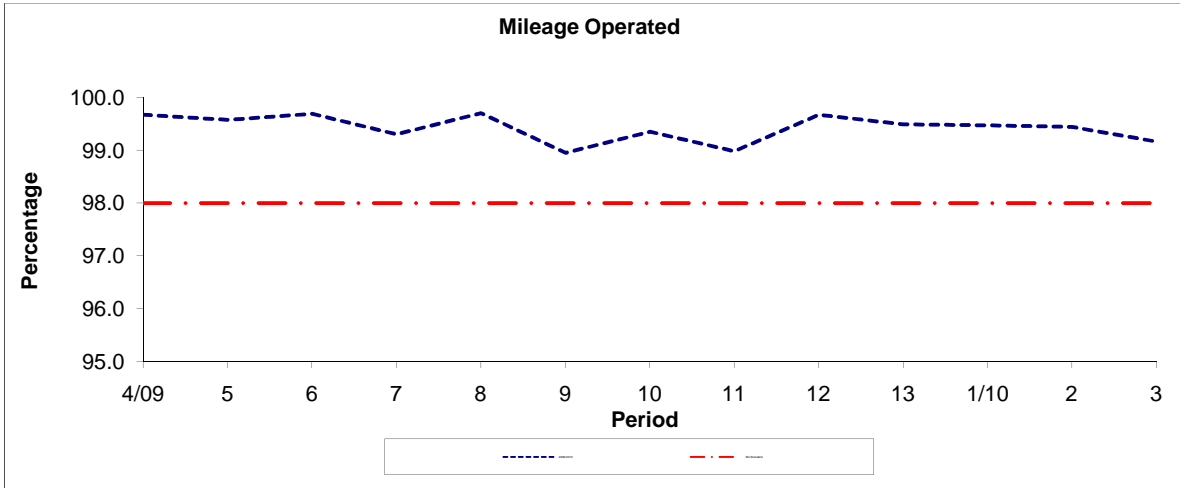
### **STAINES BUS STATION, STAND 9**

Private stand for 1 bus at Stop 9 in Staines Bus Station on west side of South Street. Buses proceed from Staines Bus Station direct to stand, departing to Staines Bus Station. Set down in Staines Bus Station, in Staines Bus Station at Bay 9 and pick up in Staines Bus Station, in Staines Bus Station from Bay 9.

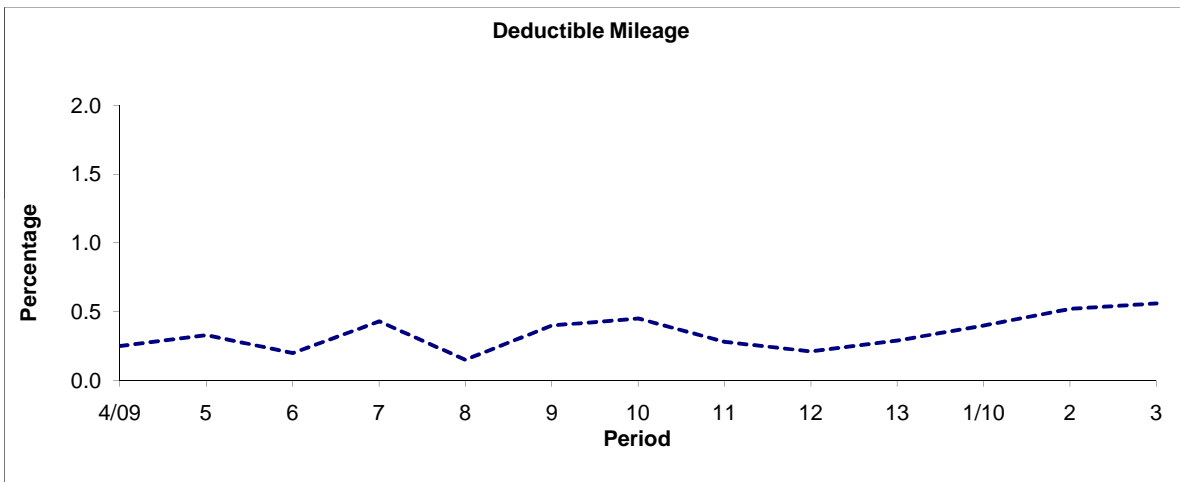
AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: None  
MEAL RELIEFS: No meal relief vehicles to stand at any time.  
FERRY VEHICLES: By arrangement.  
DISPLAY: Staines.  
OTHER INFORMATION: Toilet facilities are available between 09.00 and 19.00 hours in the Elmsleigh Shopping Centre.

**PART B - PERFORMANCE STATISTICS**

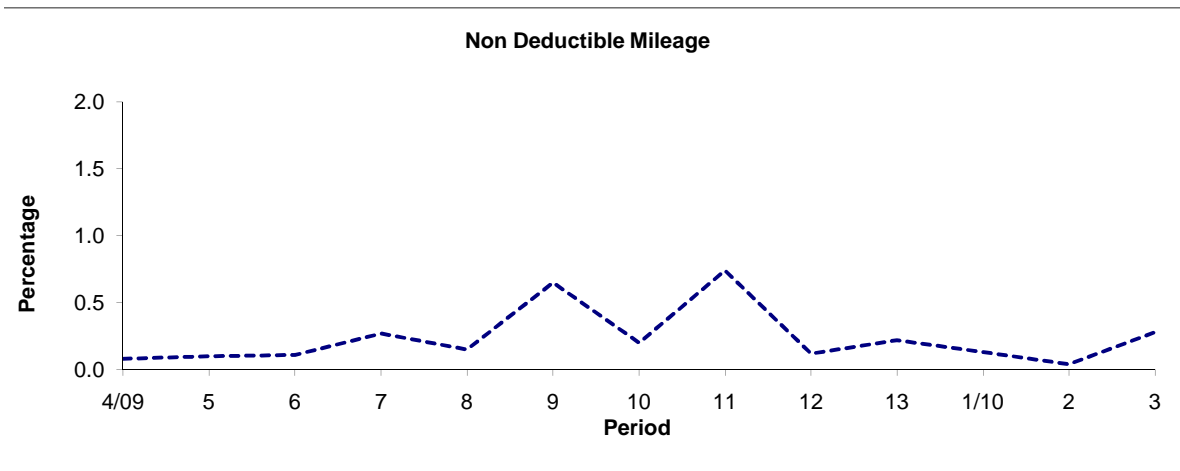
**Route 117**



Period	4/09	5	6	7	8	9	10	11	12	13	1/10	2	3
2009/2010	99.67	99.57	99.69	99.30	99.70	98.95	99.35	98.98	99.67	99.49	99.47	99.44	99.16
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	4/09	5	6	7	8	9	10	11	12	13	1/10	2	3
2009/2010	0.25	0.33	0.20	0.43	0.15	0.40	0.45	0.28	0.21	0.29	0.40	0.52	0.56

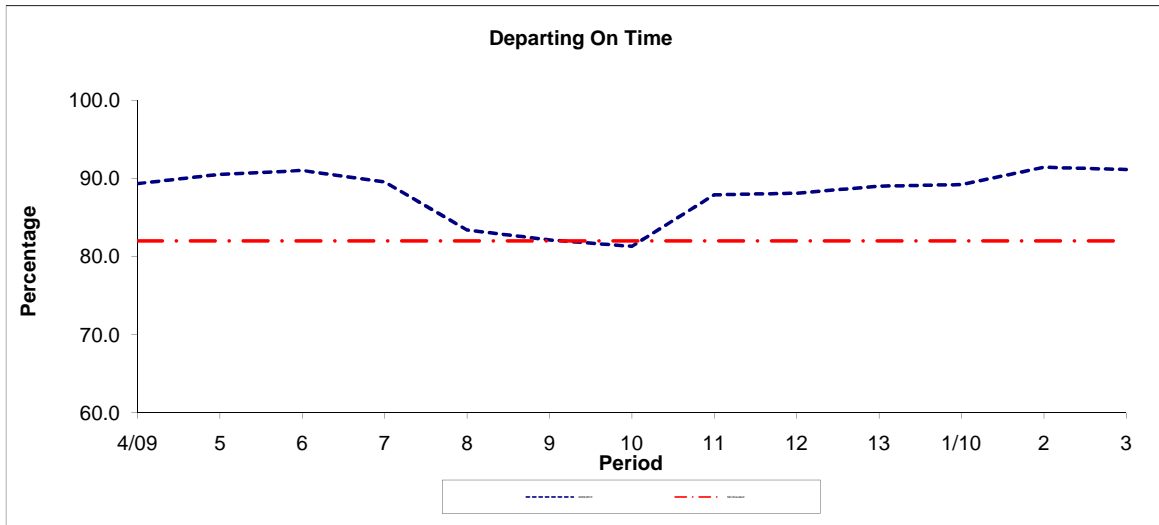


Period	4/09	5	6	7	8	9	10	11	12	13	1/10	2	3
2009/2010	0.08	0.10	0.11	0.27	0.15	0.65	0.20	0.74	0.12	0.22	0.13	0.04	0.28

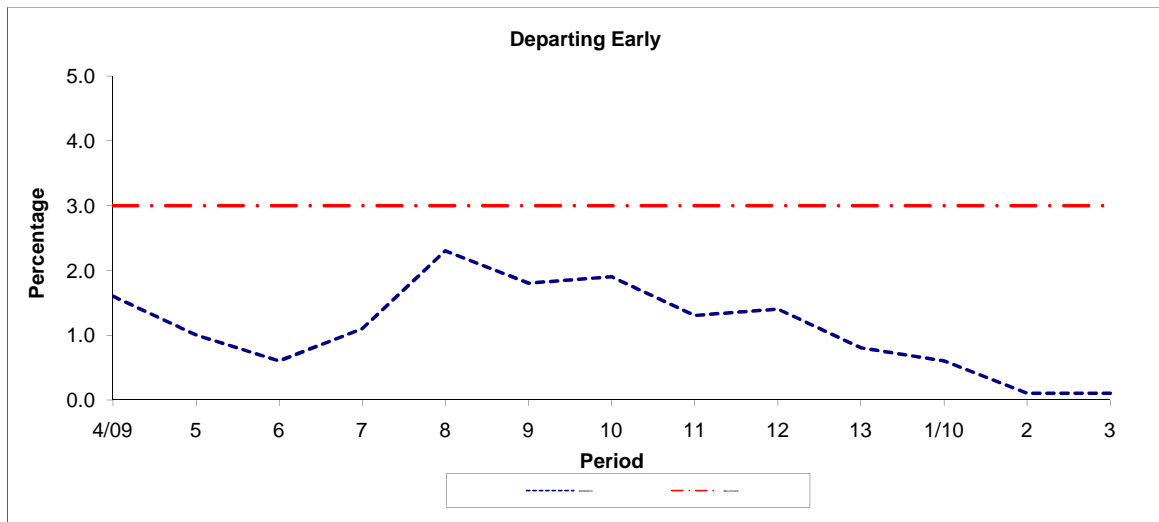
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 117**



Period	4/09	5	6	7	8	9	10	11	12	13	1/10	2	3
2009/2010	89.30	90.50	91.00	89.50	83.40	82.10	81.30	87.90	88.10	89.00	89.20	91.40	91.10
Min Standard	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00



Period	4/09	5	6	7	8	9	10	11	12	13	1/10	2	3
2009/2010	1.60	1.00	0.60	1.10	2.30	1.80	1.90	1.30	1.40	0.80	0.60	0.10	0.10
Benchmark	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00

**Note :** Reliability is based on 12 weeks rolling data