

CONTRACT SPECIFICATION

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

Contract Reference	QC36803
Route Number(s)	224
Terminus Points	Wembley Stadium Station to St. Raphaels, Pitfield Way
Contract Basis	Incentivised
Commencement Date	15 th October 2011
Vehicle Type	Single deck, dual door, 60 capacity vehicles
Maximum Approved Dimensions	10.2 metres long and 2.4 metres wide
Advertising Rights	Operator
Sponsored Route	No
Minimum Performance Std	78.00% on time
Extension Threshold	82.00% on time
Minimum Operated Mileage	No less than 98.00%

Tender Return Date: No later than 12 o'clock on 15th November 2010

SERVICE SPECIFICATION

CONTENTS

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

1) NOTES

Proposed Changes:

At this time, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. 224.

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:

- Route No. 224 is rerouted between Abbey road and Central Middlesex Hospital in both directions, subject to consultation and safety issues. **Please see Section 5 Route Record for full list of streets traversed.**
- Route No. 224 will be rerouted at Harlesden Station to terminate in St. Raphaels, Pitfield Way. **Please see Section 5 Route Record for full list of streets traversed.**
- In conjunction with changes to Route No. 224, Route No. 206 will be withdrawn from St. Raphaels, Pitfield Way and extended to Wempley Park, The Paddocks and Route No. PR2 is withdrawn.
- Single deck, dual door, 60 capacity vehicles are specified, subject to a satisfactory route test.

2) SCHEDULE REQUIREMENTS & PINCHPOINTS

2.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Wembley Stadium Station to St. Raphaels, Pitfield Way			St. Raphaels, Pitfield Way to Wembley Stadium Station		
First departure no later than 0505.			First departure no later than 0500.		
0500 - 0620	Every 20 minutes		0455 - 0530	Every 20 minutes	
0621 - 1930	Every 15 minutes		0531 - 1845	Every 15 minutes	
1931 - 2015	Every 20 minutes		1846 - 1920	Every 20 minutes	
2016 - 0020	Every 30 minutes		1921 - 2345	Every 30 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 2340.		
Pinchpoints					
Park Royal, Central Middlesex Hospital	0705 - 0905	15 minutes	Alperton, Sainsburys	0730 - 0930	15 minutes
	1500 - 1635	15 minutes		1500 - 1630	15 minutes

2.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Wembley Stadium Station to St. Raphaels, Pitfield Way			St. Raphaels, Pitfield Way to Wembley Stadium Station		
First departure no later than 0505.			First departure no later than 0500.		
0500 - 0635	Every 30 minutes		0455 - 0650	Every 30 minutes	
0636 - 0755	Every 20 minutes		0651 - 0715	Every 20 minutes	
0756 - 1810	Every 15 minutes		0716 - 1820	Every 15 minutes	
1811 - 1915	Every 20 minutes		1821 - 1910	Every 20 minutes	
1916 - 0020	Every 30 minutes		1911 - 2345	Every 30 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 2340.		
Pinchpoints					
Park Royal, Central Middlesex Hospital	0930 - 1130	15 minutes	Alperton, Sainsburys	0935 - 1205	15 minutes

2.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Wembley Stadium Station to St. Raphaels, Pitfield Way			St. Raphaels, Pitfield Way to Wembley Stadium Station		
First departure no later than 0645.			First departure no later than 0610.		
0640 - 0020	Every 30 minutes		0605 - 2345	Every 30 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 2340.		
Pinchpoints					
Park Royal, Central Middlesex Hospital	1015 - 1215	30 minutes	Alperton, Sainsburys	1020 - 1210	30 minutes

2.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Wembley Stadium Station to St. Raphaels, Pitfield Way		St. Raphaels, Pitfield Way to Wembley Stadium Station			
First departure no later than 0845.		First departure no later than 0810.			
0840 - 0020	Every 30 minutes	0805 - 2345	Every 30 minutes		
Last departure no earlier than 0015.		Last departure no earlier than 2340.			
Pinchpoints					
Park Royal, Central Middlesex Hospital	1015 - 1215	30 minutes	Alperton, Sainsburys	1020 - 1210	30 minutes

3) QSI POINTS & MILEAGE

It is intended Route No. 224 will have 96 surveys per quarter at the following locations:

QSI POINTS	
Towards St. Raphaels, Pitfield Way	Towards Wembley Stadium Station
Wembley Central	Brent Park
Alperton Sainsburys \$	Central Middlesex Hospital \$
Central Middlesex Hospital \$	Alperton Sainsburys \$
MILEAGE: See Attached iBus Sheets	

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 224 should be separated from Route No. 206 between Harlesden Station and Drury Way towards St. Raphaels, Pitfield Way and between Drury Way and Harlesden Station via Brent Park Tesco towards Wembley Stadium Station.
- 4.2) Route No. 224 can suffer unpredictable traffic delays in the Wembley Central Station and Middlesex General Hospital areas.
- 4.3) Events at the Wembley Complex can also cause traffic congestion in the Wembley area.
- 4.4) There is substantial redevelopment planned in the vicinity of Wembley Stadium. This lies between South Way, Empire Way, North End Road and First Way and includes 4,000 housing units. Brent Civic Centre is due to relocate to new offices on Engineers Way, just west of Olympic Way in 2013. A new road will link Fulton Road with Royal Way and it is intended that North End Road would no longer be a dead end, instead allowing access and egress to Bridge Road. A Masterplan for the area east of First Way, north of Great Central Way and south of the Bakerloo line has been adopted by LB Brent.
- 4.5) The 2012 Olympic Games open on Friday 27th July and close on Sunday 12th August. The 2012 Paralympic Games start on Wednesday 29th August and close on Sunday 9th September. The Games will result in additional passenger demand across the network, requiring additional capacity on some routes. There will also be a number of road closures in the event areas resulting in route diversions. Operators should be aware there will be implications to them during this time. Full details and any extra resource required will be negotiated with the operator at a later date.

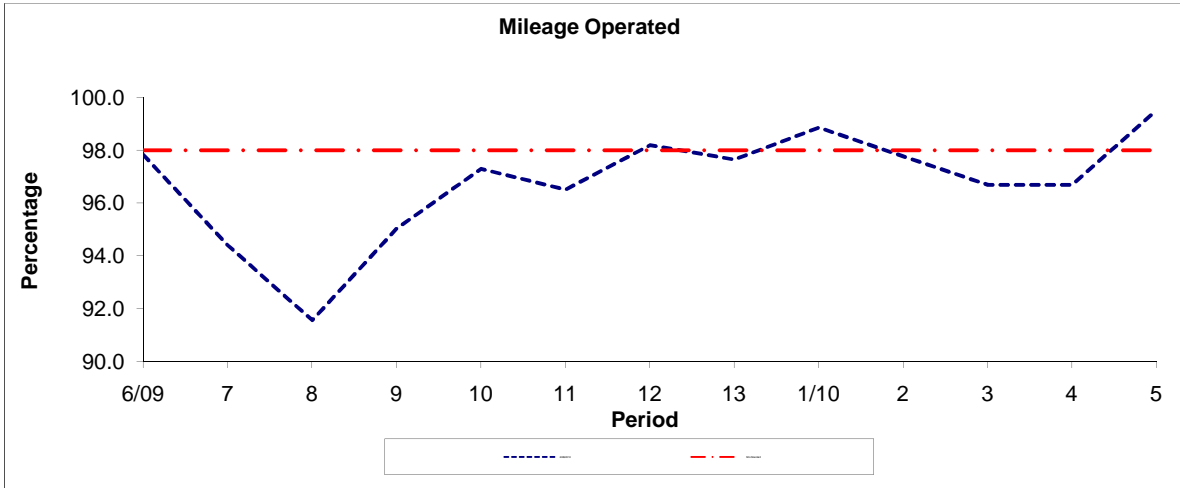
5) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

- 5.1) CURRENT PERFORMANCE
As per current print out.
- 5.2) ROUTE RECORD
As per Busnet Printout.
- 5.3) IBUS MILEAGE
As per current print out.

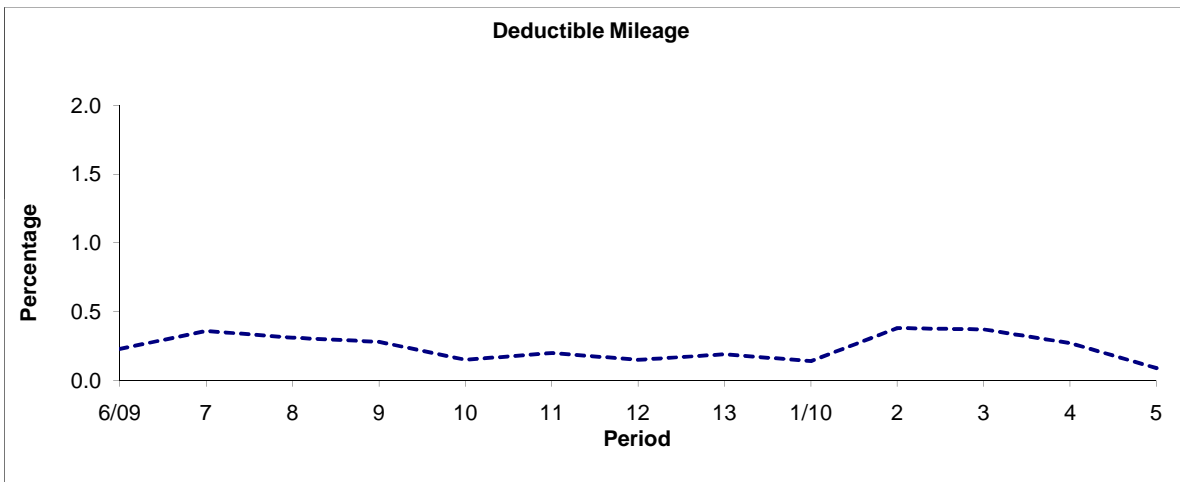
6) TUPE STAFF INFORMATION FORM

PART B - PERFORMANCE STATISTICS

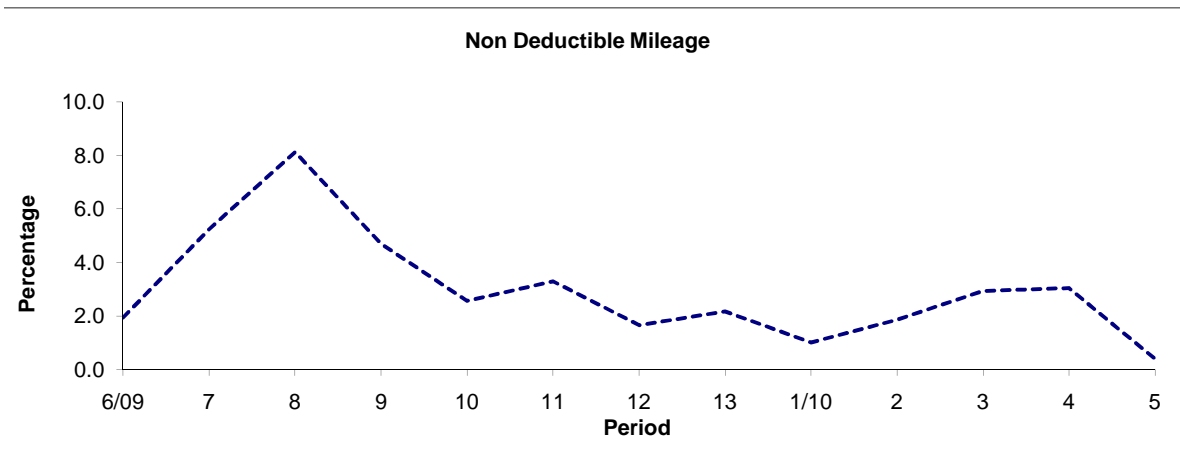
Route 79



Period	6/09	7	8	9	10	11	12	13	1/10	2	3	4	5
2009/2010	97.83	94.39	91.56	95.02	97.29	96.50	98.19	97.64	98.85	97.76	96.69	96.69	99.51
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	6/09	7	8	9	10	11	12	13	1/10	2	3	4	5
2009/2010	0.23	0.36	0.31	0.28	0.15	0.20	0.15	0.19	0.14	0.38	0.37	0.27	0.09



Period	6/09	7	8	9	10	11	12	13	1/10	2	3	4	5
2009/2010	1.94	5.25	8.13	4.70	2.56	3.30	1.66	2.17	1.01	1.86	2.94	3.04	0.40

Note : Mileage is based on 4 weeks data

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 224: Wembley Stadium Station - St Raphaels, Pitfield Way

Date of Structural Change: 15 October 2011.

Date of Service Change: 15 October 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards St Raphaels, Pitfield Way: Wembley Hill Road, Wembley High Road, Ealing Road, Glacier Way, Glacier Way (Circumnavigate Roundabout At Junction With Athlon Road), Glacier Way, Ealing Road, Mount Pleasant, Beresford Avenue, North Circular Road Slip Road, Abbey Road, Twyford Abbey Road, Bodiam Way, Lakeside Drive, Coronation Road, Private Road In Central Middlesex Hospital Grounds, Central Middlesex Hospital Bus Interchange, Private Road In Central Middlesex Hospital Grounds, Acton Lane, Mordaunt Road, Winchelsea Road, Knatchbull Road, Brentfield Road, Drury Way, Besant Way, Pitfield Way, U-Turn At Junction With Tillett Close, Pitfield Way.

Towards Wembley Stadium Station: Pitfield Way, Besant Way, Drury Way, Great Central Way, Brent Park Tesco Access Road, Drury Way, Great Central Way, North Circular Road, Brentfield Road, Knatchbull Road, Winchelsea Road, Mordaunt Road, Acton Lane, Private Road In Central Middlesex Hospital Grounds, Central Middlesex Hospital Bus Interchange, Private Road In Central Middlesex Hospital Grounds, Coronation Road, Lakeside Drive, Bodiam Way, Twyford Abbey Road, Abbey Road, North Circular Road Slip Road, Beresford Avenue, Mount Pleasant, Ealing Road, Glacier Way, Glacier Way (Circumnavigate Roundabout At Junction With Athlon Road), Glacier Way, Ealing Road, Wembley High Road, Wembley Hill Road.

STANDING AND TURNING POINTS

WEMBLEY STADIUM STATION

Public stand for one bus in the bay, on east side of Wembley Hill Road outside the exit of Wembley Stadium Station and extending 12 metres north.

Buses proceed from Wembley Hill Road via Empire Way and Wembley Hill Road to stand, departing to Wembley Hill Road. Set down in Wembley Hill Road, at Stop SD and pick up in Wembley Hill Road, at Stop SB.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 224 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Wembley Stadium.
OTHER INFORMATION:	No toilet facilities available.

ALPERTON STATION (from ST RAPHAELS, PITFIELD WAY)

Private stand on LUL Station forecourt on the north side of Ealing Road.

Buses proceed from Ealing Road via Alperton Station Forecourt to stand, departing to Alperton Station Forecourt. Set down in Ealing Road, at Stop A and pick up in Ealing Road, at Stop B.

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:	Alperton.

ALPERTON, SAINSBURY'S

Public stand for two buses on the south side of Glacier Way, commencing 40 metres from lamp standard 10 extending 25 metres east.

From St Raphaels, Pitfield Way.

Buses proceed from Glacier Way direct to stand, departing to Glacier Way. Set down in Glacier Way, at Stop K and pick up in Glacier Way, at Stop H.

From Wembley Stadium Station.

Buses proceed from Glacier Way direct to stand, departing to Glacier Way. Set down in Glacier Way, at Stop H and pick up in Glacier Way, at Stop K.

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:	Alperton, Sainsbury's.

PARK ROYAL, ASDA (from ST RAPHAELS, PITFIELD WAY)

Private stand for one bus at rear of bus stop J on north side of the private road within the Asda Store.

Buses proceed from Asda Access Road direct to stand, departing to Asda Access Road. Set down in Asda Access Road, at Stop J and pick up in Asda Access Road, at Stop K.

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:	Park Royal, Asda.

PARK ROYAL, CENTRAL MIDDLESEX HOSPITAL (from Wembley Stadium Station)

Private stand for 2 buses on south side of Central Middlesex Hospital Bus Interchange within grounds of Central Middlesex Hospital.

Buses proceed from Private Road In Central Middlesex Hospital Grounds via Central Middlesex Hospital Bus Interchange to stand, departing to Central Middlesex Hospital Bus Interchange. Set down in Private Road In Central Middlesex Hospital Grounds, at Stop A and pick up in Central Middlesex Hospital Bus Interchange, at Stop B.

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:	Central Middlesex Hospital.

HARLESDEN, JUBILEE CLOCK (from Wembley Stadium Station)

Buses proceed from Acton Lane via Station Road, Harlesden High Street, Tavistock Road, Manor Park Road, Harlesden High Street and Station Road departing to Acton Lane. Set down in Acton Lane, at Stop T and pick up in Acton Lane, at Stop S.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Harlesden, Jubilee Clock.

ST. RAPHAELS ESTATE, PITFIELD WAY

Public stand for 3 buses on west side of Pitfield Way, commencing 12 metres south of Overton Close and extending 35 metres southward.
Buses proceed from Pitfield Way direct to stand, departing to Pitfield Way. Set down in Pitfield Way, at Alighting Point and pick up in Pitfield Way.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 224 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: St. Raphael's.

Transport for London - Live Mileage List

Route 224
 Service change 22906
 Date 25 September 2009

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WEMSSN S	WEMSSN S	WEMBLEY STADIUM STATION		
WEMSSN	BP4064	Wembley Stadium Station	0	0.00
	29492	Cecil Avenue	335	0.21
	1483	Wembley High Road	127	0.08
WEMBCS	R0268	Wembley Central Station	485	0.30
	1256	Chaplin Road	213	0.13
	36879	Lyon Park Avenue	180	0.11
	15947	Eagle Road	294	0.18
	33948	Stanley Avenue	346	0.21
	15950	Alperton Station	360	0.22
ALPNSY	CW60	Alperton Sainsbury's	723	0.45
ALPNSN	14833	Alperton Station	536	0.33
	37278	Mount Pleasant	326	0.20
	35789	Beresford Avenue	516	0.32
	35793	Kenmere Gardens	314	0.20
	35794	Heather Park Drive	298	0.19
	16563	Beresford Avenue	254	0.16
	BP208	Tudor Estate	583	0.36
	BP611	Commercial Way	278	0.17
	34185	Whitby Avenue	130	0.08
	35592	Rainsford Road	410	0.25
	35791	Twyford Abbey Road	368	0.23
PRYLIA	35798	Iveagh Avenue	133	0.08
	35786	Twyford Abbey Road	366	0.23
	BP611	Commercial Way	470	0.29
	34185	Whitby Avenue	130	0.08
	BP609	Cumberland Avenue	293	0.18
	BP604	Abbey Road	342	0.21
	37000	Park Royal Asda / Western Road	333	0.21
	37161	Park Royal Asda	206	0.13
PRYLHP	BP4971	Central Middlesex Hospital	123	0.08
	6138	Barrets Green Road	682	0.42
	R0266	Waxlow Road	332	0.21
	R0260	Harlesden Station	294	0.18
	6130	Fairlight Avenue	351	0.22
HARLMC	1386	Willesden County Court	382	0.24
	1382	Harlesden Jubilee Clock	127	0.08
	6021	Willesden Junction Station	272	0.17
WLJNSN	R0261	Willesden Junction Station	120	0.07
WLJNSN S	WLJNSN S	Willesden Junction Station	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			12032	7.48
			metres	miles

BACK DIRECTION

Timing Point				
Code	Stop Number	Stop Name	Metres	Miles
WLJNSN S	WLJNSN S	Willesden Junction Station		
WLJNSN	35803	Willesden Junction Station	0	0.00
	1385	Acton Lane	322	0.20
HARLMC	1387	Willesden County Court	193	0.12
	6129	Fairlight Avenue	337	0.21
	6127	Harlesden Station	413	0.26
	6125	Waxlow Road	148	0.09
	6137	Barrett's Green Road	422	0.26
PRYLHP	BP4970	Central Middlesex Hospital	593	0.37
	BP604	Abbey Road	270	0.17
	BP3869	Park Royal Asda / Western Road	297	0.18
	37161	Park Royal Asda	242	0.15
	BP608	Cumberland Avenue	385	0.24
	34184	Whitby Avenue	225	0.14
	35592	Rainsford Road	390	0.24
	35791	Twyford Abbey Road	368	0.23
PRYLIA	35798	Iveagh Avenue	133	0.08
	35786	Twyford Abbey Road	366	0.23
	BP209	Tudor Estate	508	0.32
	16564	Beresford Avenue	625	0.39
	35790	Heather Park Drive	269	0.17
	35792	Kenmere Gardens	241	0.15
	35795	Beresford Avenue	311	0.19
	37277	Mount Pleasant	515	0.32
	15950	Alperton Station	331	0.21
ALPNSY	CW61	Alperton Sainsbury's	706	0.44
ALPNSN	14833	Alperton Station	576	0.36
	R0657	Clayton Avenue	460	0.29
	15946	Eagle Road	268	0.17
	36880	Lyon Park Avenue	183	0.11
	4590	High Road Wembley	340	0.21
WEMBCS	1934	Wembley Central Station	284	0.18
	R0264	Copland School	293	0.18
	20794	Wembley Triangle	251	0.16
WEMSSN	595	Wembley Stadium Station	314	0.20
	WEMSSN S	WEMBLEY STADIUM STATION	0	0.00

TOTAL ROUTE MILEAGE - BACK DIRECTION

11579

7.19

metres

miles



ROUTE NUMBER & CONTRACT NUMBER

224 / QC36803

IS THIS ROUTE OPERATED WITH A DEDICATED ROTA OF DRIVERS ?

No

HOW MANY DRIVERS DO YOU EMPLOY TO OPERATE THIS ROUTE ?

PLEASE PROVIDE THE NUMBER OF DRIVERS EMPLOYED ON THIS ROUTE IN EACH PAY GRADE, TO WHOM TUPE MAY APPLY, IN THE TABLE BELOW

PAY DETAILS			STAFF ON GRADE
Pay Grade	Standard Hourly Rate	Average Weekly Earnings	

FROM WHAT DATE DO THESE PAY RATES APPLY ?

WHAT IS THE NEXT EXPECTED PAY REVIEW DATE ?

DO ANY SPECIAL CONDITIONS OR GUARANTEES APPLY TO THE DRIVERS EMPLOYED ON THIS ROUTE ?

IF YES, PLEASE GIVE DETAILS:

DO YOU EMPLOY ANY OTHER STAFF SPECIFICALLY FOR THE OPERATION OF THIS ROUTE ?

IF YES, PLEASE GIVE DETAILS:

JOB TITLE	PAY DETAILS	NUMBER OF STAFF

Please continue on a separate sheet if required.

I hereby certify that the above information is correct on the date of signing and that the company does not intend to make material changes to any of the conditions certified prior to the commencement of any new contract

Signature Date

Print name

Position in Company

Name of Company