

7. Service Specification

Route: 424

Contract Reference QC40904

This Service Specification forms section 7 of the ITT and should be read in conjunction with the ITT document, Version 1 dated 29 September 2011.

You are formally invited to tender for the provision of the bus service detailed below and in accordance with this Service Specification. Tenderers must ensure that a Compliant Tender is submitted and this will only be considered for evaluation if all parts of the Tender documents, as set out in section 11, have been received by the Corporation by the Date of Tender. The Tender must be fully completed in the required format, in accordance with the Instructions to Tenderers. A Compliant Tender must comply fully with the requirements of the Framework Agreement; adhere to the requirements of the Service Specification; and reflect the price of operating the Services with new vehicles.

Terminus Points	Putney Heath, Green Man to Fulham, Cannons Leisure Centre
Contract Basis	Incentivised
Commencement Date	6 th April 2013
Vehicle Type	45 capacity, single door, single deck, minimum 8.8m long
Current Maximum Approved Dimensions	8.8 metres long and 2.4 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	No
Sponsored Route	No
Minimum Performance Standard	Departing on Time - No less than 78.00%
Extension Threshold	Departing on Time Threshold - 82.00%
Advertising Rights	Operator
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:
No later than 12 Noon on 30th April 2012

Tenderers should refer to section 3 of Part A for the Service Specification Explanatory Notes and Appendix B of section 5 for the Example Service Specification of the ITT document.

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. 424.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 424.

Hail & ride operation

Hail and ride operation, with buses stopping wherever it is safe to set down and pick up passengers, applies on the following sections of Route No. 424:

Towards Fulham – (**Putney Heath**) Telegraph Road, Carslake Road, Westleigh Avenue, Genda Avenue, Chartfield Avenue, (**Sands End**) Peterborough Road, Carnwath Road, Byam Street, Broughton Road, Pearscroft Road, Bagley's Lane, (**Fulham**) Munster Road, Lysia Street, Woodlawn Road, Queensmill Road, Stevenage Road, Kenyon Street, Woodlawn Road, Inglethorpe Street

Towards Putney Heath – Stevenage Road, Queensmill Road, Woodlawn Road, Lysia Street, Munster Road, (**Sands End**) Bagley's Lane, Pearscroft Road, Broughton Road, Byam Street, Carnworth Road, Peterborough Road, (**Putney Heath**) Chartfield Avenue, Genda Avenue, Westleigh Avenue, Carslake Road, Wildcroft Road

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Putney Heath, Green Man to Fulham, Cannons Leisure Centre		Fulham, Cannons Leisure Centre to Putney Heath, Green Man			
First departure no later than 0630.		First departure no later than 0700.			
0625 - 1905	Every 30 minutes	0655 - 1935	Every 30 minutes		
Last departure no earlier than 1900.		Last departure no earlier than 1930.			
Pinchpoints					
Fulham Broadway Station	0755 - 0925	30 minutes	Putney Station	0745 - 0915	30 minutes
	1540 - 1710	30 minutes		1550 - 1720	30 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Putney Heath, Green Man to Fulham, Cannons Leisure Centre		Fulham, Cannons Leisure Centre to Putney Heath, Green Man			
First departure no later than 0630.		First departure no later than 0700.			
0625 - 1905	Every 30 minutes	0655 - 1935	Every 30 minutes		
Last departure no earlier than 1900.		Last departure no earlier than 1930.			
Pinchpoints					
Fulham Broadway Station	0940 - 1140	30 minutes	Putney Station	0940 - 1140	30 minutes

4) OPERATIONAL CONSIDERATIONS

- 4.1) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following locations:
Putney Bridge LUL Station and Fulham Broadway LUL Station
- 4.2) Route No. 424 can suffer unpredictable traffic delays in the Putney High Street and Fulham areas.
- 4.3) Home matches at Chelsea Football Club can cause traffic congestion in Lots Road, Fulham Broadway and the surrounding areas.
- 4.4) Home matches at Fulham Football Club can cause traffic congestion in Stevenage Road and the surrounding areas.
- 4.5) Smaller buses are used on the route due to highway constraints.

**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 424: Putney Heath, Wildcroft Road - Fulham, Cannons Leisure Centre

Date of Structural Change: 6 April 2013.

Date of Service Change: 6 April 2013.

Reason for Issue: New contract, not yet awarded.

STREETS TRAVERSED

Towards Fulham, Cannons Leisure Centre: Wildcroft Road, Telegraph Road, Putney Heath, Carslake Road, Westleigh Avenue, Genoa Avenue, Chartfield Avenue, Putney Hill, Putney High Street, Putney Bridge, Putney Bridge Approach, New Kings Road, Parson's Green, Peterborough Road, Carnwath Road, Townmead Road, Byam Street, Stephendale Road, Broughton Road, Pearscroft Road, Bagley's Lane, New Kings Road, Harwood Road, Fulham Broadway, Fulham Road, Munster Road, Lillie Road, Fulham Palace Road, Lysia Street, Woodlawn Road, Queensmill Road, Stevenage Road, Kenyon Street, Woodlawn Road, Inglethorpe Street, Stevenage Road.

Towards Putney Heath, Wildcroft Road: Stevenage Road, Queensmill Road, Woodlawn Road, Lysia Street, Fulham Palace Road, Lillie Road, Munster Road, Fulham Road, Fulham Broadway, Harwood Road, New Kings Road, Bagley's Lane, Pearscroft Road, Broughton Road, Stephendale Road, Byam Street, Townmead Road, Carnwath Road, Peterborough Road, Parson's Green, New Kings Road, Putney Bridge Approach, Putney Bridge, Putney High Street, Putney Hill, Chartfield Avenue, Genoa Avenue, Westleigh Avenue, Carslake Road, Putney Heath, Telegraph Road, Wildcroft Road, Putney Heath, Bus Standing Area, Putney Heath, Wildcroft Road.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

PUTNEY HEATH, WILDCROFT ROAD

Public stand for one bus on south - east side of Wildcroft Road, commencing 20 metres south west of lamp standard 1 extending 18 metres north east.

Buses proceed from Wildcroft Road direct to stand, departing to Wildcroft Road. Set down in Wildcroft Road, at Stop B (BP5292 - Putney Heath / Green Man, Last Stop on LOR: BP5292 - Putney Heath / Green Man) and pick up in Wildcroft Road, at Stop B (BP5292 - Putney Heath / Green Man, First Stop on LOR: BP5292 - Putney Heath / Green Man).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 424 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: Putney Heath.

PUTNEY BRIDGE STATION (from FULHAM, CANNONS LEISURE CENTRE)

Buses proceed from Putney Bridge Approach via Gonville Street, Station Approach, Ranelagh Gardens, Fulham High Street, Gonville Street and Putney Bridge Approach departing to New Kings Road. Set down in Gonville Street, at Alighting Point (20797 - Putney Bridge Station <>, Last Stop on LOR: R0185 - Putney Bridge Stn<> / Fulham High Street) and pick up in New Kings Road, at Stop FW (1708 - Putney Bridge Stn <>/ Fulham High Street, First Stop on LOR: 1708 - Putney Bridge Stn <>/ Fulham High Street).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Putney Bridge.
OTHER INFORMATION: To be used between 0715-1845 only.

HURLINGHAM (from Putney Heath, Wildcroft Road)

Buses proceed from New Kings Road via Parson's Green, Peterborough Road, Sullivan Road, Broomhouse Lane, Daisy Lane, Peterborough Road and Parson's Green departing to New Kings Road. Set down in New Kings Road, at Stop Z (11271 - Munster Road, Last Stop on LOR: 11271 - Munster Road) and pick up in New Kings Road, at Stop Y (11272 - Munster Road, First Stop on LOR: 11272 - Munster Road).

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

FULHAM BROADWAY STATION

From Fulham, Cannons Leisure Centre.

Buses proceed from Fulham Broadway via Jerdan Place and Vanston Place departing to Fulham Broadway. Set down in Fulham Broadway, at Stop E (9327 - Fulham Broadway, Last Stop on LOR: 9327 - Fulham Broadway) and pick up in Fulham Broadway, at Stop F (9328 - Fulham Broadway, First Stop on LOR: 9328 - Fulham Broadway).

From Putney Heath, Wildcroft Road.

Buses proceed from Harwood Road via Fulham Broadway, Jerdan Place, Vanston Place and Fulham Broadway departing to Harwood Road. Set down in Harwood Road, at Stop H (3649 - Fulham Town Hall, Last Stop on LOR: 3649 - Fulham Town Hall) and pick up in Harwood Road, at Stop S (25627 - Fulham Town Hall, First Stop on LOR: 25627 - Fulham Town Hall).

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

FULHAM, CANNONS LEISURE CENTRE

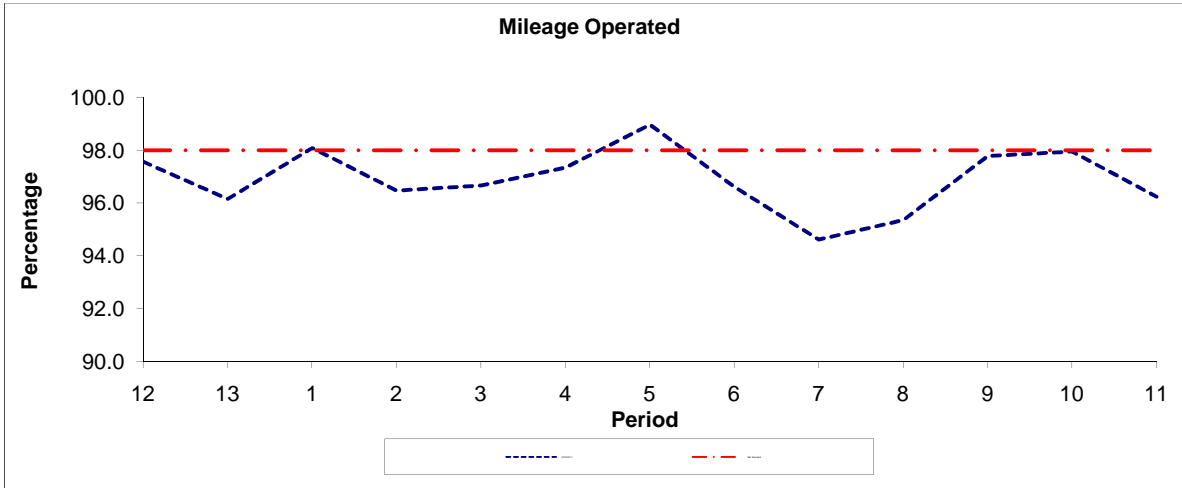
Public stand for one bus on west side of Stevenage Road, outside Cannons Leisure Centre.

Buses proceed from Stevenage Road direct to stand, departing to Stevenage Road. Set down in Stevenage Road, at Alighting Point (BP2898 - Stevenage Road / Fulham Football Club, Last Stop on LOR: BP2898 - Stevenage Road / Fulham Football Club) and pick up in Stevenage Road (BP2898 - Stevenage Road / Fulham Football Club, First Stop on LOR: BP2898 - Stevenage Road / Fulham Football Club).

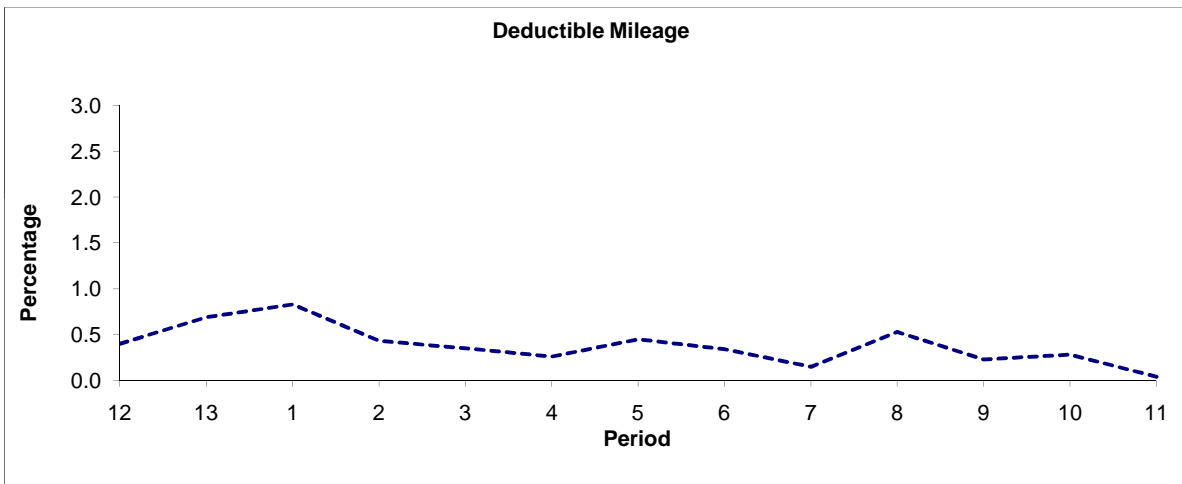
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 424 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Fulham, Craven Cottage.
OTHER INFORMATION: No toilet facilities available.

PART B - PERFORMANCE STATISTICS

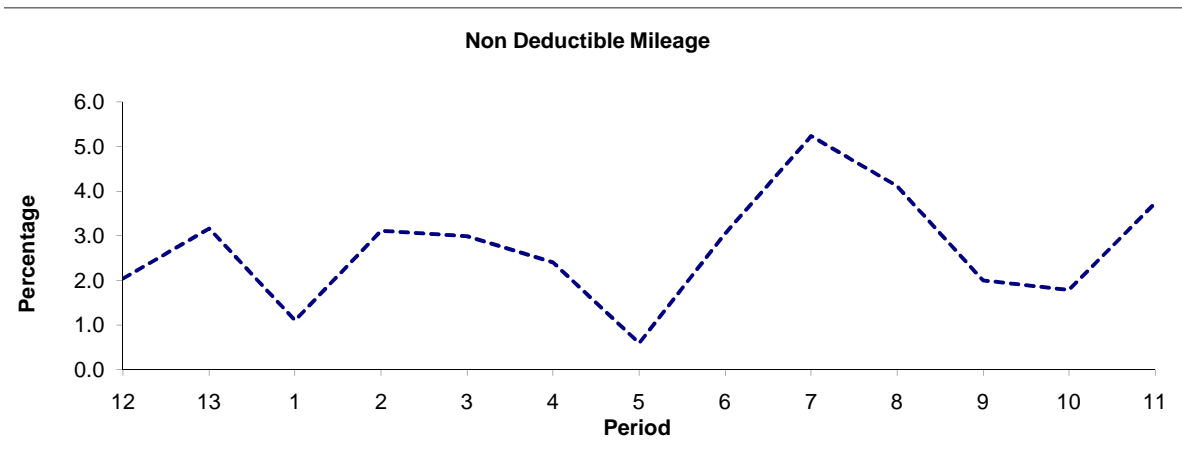
Route 424



Period	12	13	1	2	3	4	5	6	7	8	9	10	11
2010/2011	97.56	96.15	98.07	96.46	96.66	97.34	98.96	96.61	94.61	95.35	97.77	97.94	96.23
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	12	13	1	2	3	4	5	6	7	8	9	10	11
2010/2011	0.40	0.69	0.83	0.43	0.35	0.26	0.45	0.34	0.15	0.53	0.23	0.28	0.04

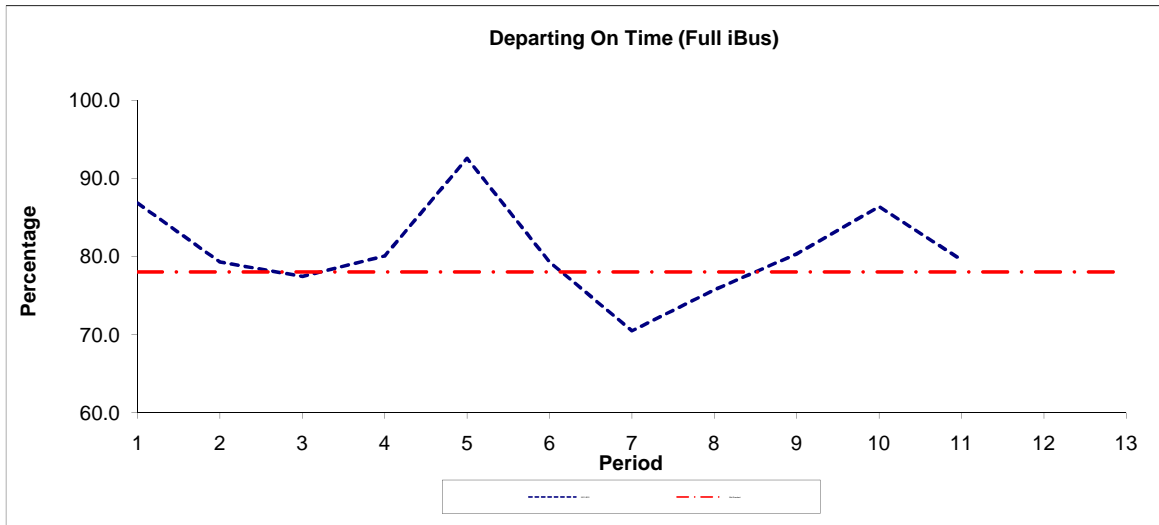


Period	12	13	1	2	3	4	5	6	7	8	9	10	11
2010/2011	2.04	3.16	1.10	3.11	2.99	2.40	0.59	3.05	5.24	4.12	2.00	1.78	3.73

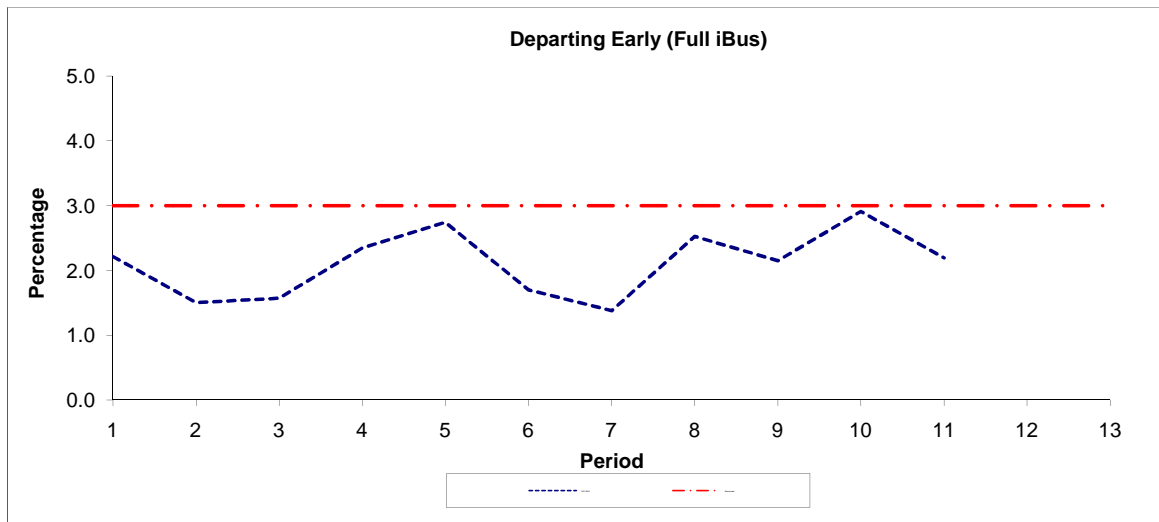
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 424



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011-2012	86.8	79.3	77.4	80.1	92.5	79.3	70.5	75.7	80.3	86.4	79.6		
Min Standard	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011-2012	2.2	1.5	1.6	2.3	2.7	1.7	1.4	2.5	2.1	2.9	2.2		
Benchmark	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0

Note : Reliability is actual performance under full iBus (4 weeks data).
 Minimum Standards and Benchmarks are those applicable under the new contract.

ROUTE 424 - FULL iBUS RESULTS BY TIME OF DAY QUARTERS 1 to 3 2011/12 (01/04/11 - 09/12/11)

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	1,212.	98.2	97.9	95.2	2.1	1.4	1.2
0700 - 1000	15,708.	98.8	96.7	80.3	3.5	3.0	13.2
1000 - 1300	15,880.	98.4	96.8	81.5	3.3	0.6	14.6
1300 - 1600	15,283.	97.2	95.2	78.4	5.1	0.9	15.6
1600 - 1900	15,518.	95.8	94.1	78.1	6.4	1.9	13.6
1900 - 2200	4,570.	99.0	94.0	82.6	5.0	4.4	8.0
Summary	68,171.	97.7	95.6	80.1	4.7	1.9	13.3

SATURDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	179.	103.4	99.4	96.7	0.6	1.7	1.1
0700 - 1000	3,128.	99.5	98.8	95.9	1.1	2.6	0.4
1000 - 1300	3,184.	96.7	96.5	81.8	4.0	1.1	13.1
1300 - 1600	3,086.	95.0	90.6	74.0	10.2	2.1	13.8
1600 - 1900	3,235.	96.7	96.0	86.0	4.0	2.8	7.2
1900 - 2200	964.	97.4	95.4	86.2	6.1	5.2	2.5
Summary	13,776.	97.1	95.6	83.2	5.5	2.4	9.0

SUNDAY AND BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	10.	80.0	80.0	80.0	20.0	0.0	0.0
0700 - 1000	174.	95.4	95.4	90.8	4.7	4.5	0.0
1000 - 1300	156.	92.3	91.0	83.4	8.8	0.7	7.0
1300 - 1600	134.	97.8	98.5	95.6	1.7	2.7	0.0
1600 - 1900	158.	91.1	88.6	87.6	11.2	1.2	0.0
1900 - 2200	48.	87.5	87.5	85.9	8.7	5.4	0.0
Summary	680.	93.4	92.6	88.9	7.0	2.4	1.7

ALL DAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	1,401.	98.7	97.9	95.3	2.1	1.4	1.2
0700 - 1000	19,010.	98.8	97.0	81.7	3.3	3.0	12.0
1000 - 1300	19,220.	98.1	96.7	81.6	3.5	0.7	14.2
1300 - 1600	18,503.	96.9	94.5	77.8	5.9	1.1	15.2
1600 - 1900	18,911.	95.9	94.4	79.1	6.2	2.0	12.7
1900 - 2200	5,582.	98.7	94.2	83.1	5.1	4.6	7.2
Summary	82,627.	97.5	95.6	80.6	4.8	2.0	12.6

Transport for London - QSI Points and Mileage

Route 424
 Service change 14738
 Date 12 November 2009

Reason for issue

Mileage correction at Putney Heath

Locations shaded in blue denote QSI points under Full iBus

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
PHTHWR S	PHTHWR S	Putney Heath, Wildcroft Road		
PHTHGM	BP5292	Putney Heath / Green Man	0	0.00
PHHTI	BP2926	Telegraph Road	613	0.38
	2369	Exeter House	716	0.44
H1238		Hail & ride post	267	0.17
H1236		Hail & ride post	289	0.18
H1234		Hail & ride post	144	0.09
H1232		Hail & ride post	102	0.06
H1230		Hail & ride post	197	0.12
	17602	South Thames College	299	0.19
	BP4412	St John's Avenue	311	0.19
PTNYSN	30596	Putney Station	147	0.09
	11143	Putney Bridge Road	375	0.23
	29619	Putney / St Mary's Church	289	0.18
PUTBGS	1215	Putney Bridge Station	180	0.11
	1708	Fulham High Street	231	0.14
	11271	Munster Road	467	0.29
HURLSC	OC781	Hail & ride	696	0.43
	BP2561	Wandsworth Bridge Road	928	0.58
SENDSY	BP170	William Morris Way / Sainsburys	227	0.14
	1461	Tyrawley Road	1498	0.93
FULHBY	3649	Fulham Town Hall	298	0.19
	9328	Fulham Broadway	251	0.16
	1105	Parsons Green Lane / Fulham Library	475	0.30
FULRMR	11231	Radipole Road	254	0.16
LLRDMR	11242	Fulham Cross	1362	0.85
	399	Lillie Road	424	0.26
	DS03	Hail & ride	427	0.27
FULHCL	BP2898	Stevenage Road / Fulham Football Club	777	0.48
FULHCL S	FULHCL S	FULHAM, CANNONS LEISURE CENTRE	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			12244 metres	7.61 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
FULHCL S	FULHCL S	FULHAM, CANNONS LEISURE CENTRE		
FULHCL	BP2898	Stevenage Road / Fulham Football Club	0	0.00
	H1226	Hail & ride post	420	0.26
	1914	Lillie Road	455	0.28
LLRDMR	4655	Bothwell Street	203	0.13
	11249	Munster Road/Fulham Cross	347	0.22
FULRMR	11230	Radipole Road	1284	0.80
	1104	Parsons Green Lane / Fulham Library	268	0.17
	9327	Fulham Broadway	376	0.23
FULHBY	25627	Fulham Town Hall	317	0.20
	1462	Tyrawley Road	221	0.14
SENDSY	BP215	Sands End Sainsburys	1523	0.95
	BP2562	Wandsworth Bridge	213	0.13
HURLSC	OC782	Hail & ride	963	0.60
	11272	Munster Road	692	0.43
	R0185	Fulham High Street	420	0.26
PUTBGS	20798	Putney Bridge Station / Gonville Street	295	0.18
	29620	Putney / St Mary's Church	331	0.21
	11144	Putney Exchange	300	0.19
PTNYSN	34752	Putney Station	208	0.13
	H1229	Hail & ride post	553	0.34
	H1231	Hail & ride post	169	0.11
	H1233	Hail & ride post	152	0.09
	H1235	Hail & ride post	183	0.11
	H1237	Hail & ride post	108	0.07
	19562	Exeter House	531	0.33
PHHTI	BP5293	Telegraph Road	833	0.52
PHTHGM	BP5292	Putney Heath / Green Man	650	0.53
PHTHWR S	PHTHWR S	Putney Heath, Wildcroft Road	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			12215 metres	7.60 miles