

7. Service Specification

Route: 485 Contract Reference QC40905

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	Hammersmith Bus Station, Lower to Wandsworth, Ram Street
Contract Basis	Incentivised
Commencement Date	4 th May 2013
Vehicle Type	60 capacity, dual door, single deck, minimum 10.8m long
Current Maximum Approved Dimensions	10.1 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 82.00%
Extension Threshold	Departing on Time Threshold - 86.00%
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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 485:

- On 31st May 2012, the cessation of the temporary diversion introduced on 14 January 2012 involving the closure of Ram Street in Wandsworth for gas main works. Normal line of route and standing arrangements resumed at Wandsworth.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 485.

- Route No. 485 is on diversion in the Wandsworth area due to gas main works until 31st May 2012. Therefore Tenderers should refer to the Route No. 485 schedules dated 23/10/10 in addition to the current live schedule.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hammersmith Bus Station, Lower to Wandsworth, Ram Street		Wandsworth, Ram Street to Hammersmith Bus Station, Lower			
First departure no later than 0700.		First departure no later than 0645.			
0655 - 1935	Every 30 minutes	0640 - 1920	Every 30 minutes		
Last departure no earlier than 1930.		Last departure no earlier than 1915.			
Pinchpoints					
Putney Common, Spencer Arms, Lower Richmond Road	0715 - 0915	30 minutes	Lonsdale Road, Castelnau	0710 - 0910	30 minutes
	1515 - 1715	30 minutes		1510 - 1710	30 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hammersmith Bus Station, Lower to Wandsworth, Ram Street		Wandsworth, Ram Street to Hammersmith Bus Station, Lower			
First departure no later than 0700.		First departure no later than 0645.			
0655 - 1935	Every 30 minutes	0640 - 1920	Every 30 minutes		
Last departure no earlier than 1930.		Last departure no earlier than 1915.			
Pinchpoints					
Putney Common, Spencer Arms, Lower Richmond Road	0945 - 1115	30 minutes	Lonsdale Road, Castelnau	0940 - 1110	30 minutes

4) OPERATIONAL CONSIDERATIONS

- 4.1) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following location:
Hammersmith LUL Station.
- 4.2) Route No. 485 can suffer unpredictable traffic delays in the Hammersmith Bridge, Barnes and Wandsworth areas, particularly during peak periods.
- 4.3) Tenderers are reminded that there is a weight limit of 11 tons (metric) Gross Vehicle Weight for vehicles passing over Hammersmith Bridge.
- 4.4) There are bus only gates on both sides of Hammersmith Bridge which are activated by transponders. Transponders will have to be fitted to buses to pass through these.

**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 485: Hammersmith Bus Station - Wandsworth, Ram Street

Date of Structural Change: 4 May 2013.

Date of Service Change: 4 May 2013.

Reason for Issue: New contract, not yet awarded.

STREETS TRAVERSED

Towards Wandsworth, Ram Street: Hammersmith Bus Station Low Level, Butterwick, Talgarth Road, Queen Caroline Street, Hammersmith Bridge Road, Hammersmith Bridge, Castelnau, Church Road, Station Road, Mill Hill Road, Lower Richmond Road, Putney High Street, Putney Bridge Road, Armoury Way, Ram Street.

Towards Hammersmith Bus Station: Ram Street, Wandsworth High Street, Putney Bridge Road, Putney High Street, Lower Richmond Road, Mill Hill Road, Station Road, Church Road, Castelnau, Hammersmith Bridge, Hammersmith Bridge Road, Queen Caroline Street, Hammersmith Broadway, Hammersmith Bus Station Northern Entrance Ramp, Hammersmith Bus Station Low Level.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

HAMMERSMITH BUS STATION, LOWER LEVEL, STAND Z3

Private stand for 2 buses in Hammersmith Lower Level Bus Station at Stop Z3. Buses proceed from Hammersmith Bus Station Low Level direct to stand, departing to Hammersmith Bus Station Low Level. Set down in Hammersmith Bus Station Low Level, at Stop Z3 (BP5008 - Hammersmith Bus Station, Last Stop on LOR: BP5008 - Hammersmith Bus Station) and pick up in Hammersmith Bus Station Low Level, at Stop L (BP5006 - Hammersmith Bus Station, First Stop on LOR: BP5006 - Hammersmith Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 485 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:	Hammersmith.
OTHER INFORMATION:	24 hr toilet facilities available.

BARNES POND (from Hammersmith Bus Station)

Public stand for two buses on south side of Church Road, Barnes, commencing opposite party wall of 21/23 Church Road extending 20 metres east.

Buses proceed from Church Road direct to stand, departing via Church Road and Station Road to Church Road. Set down in Church Road, at Stop BD (FW31 - Barnes Pond, Last Stop on LOR: FW31 - Barnes Pond) and pick up in Church Road, at Stop BF (15247 - Barnes Pond, First Stop on LOR: 15247 - Barnes Pond).

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: Barnes Pond.

PUTNEY COMMON, SPENCER ARMS (from Hammersmith Bus Station)

Buses proceed from Lower Richmond Road via Putney Common, Putney Common Turning Circle, Putney Common, Lower Richmond Road and Mill Hill Road departing to Station Road. Set down in Putney Common, AP (R0429 - Putney Common / Spencer Arms, Last Stop on LOR: BP4923 - Beverley Road) and pick up in Station Road (BP4924 - Beverley Road, First Stop on LOR: BP4924 - Beverley Road).

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

WANDSWORTH, RAM STREET

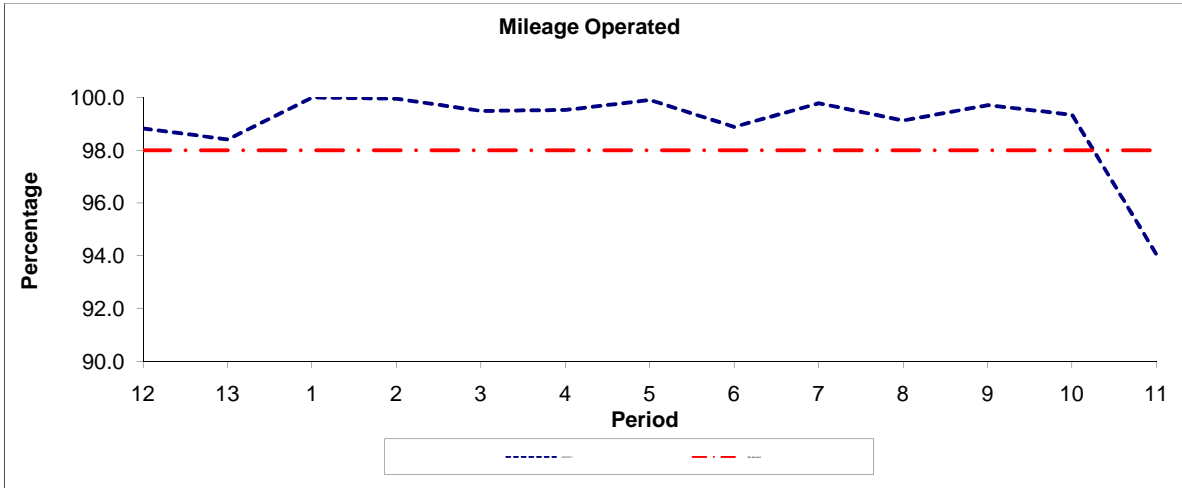
Public stand for two buses on east side of Ram Street, commencing at a point 36 metres south of Shoreham Close extending 20 metres north.

Buses proceed from Ram Street direct to stand, departing to Ram Street. Set down in Ram Street, at Stop Q (34904 - Ram Street, Last Stop on LOR: 34904 - Ram Street) and pick up in Ram Street, at Stop R (8927 - Ram Street, First Stop on LOR: 8927 - Ram Street).

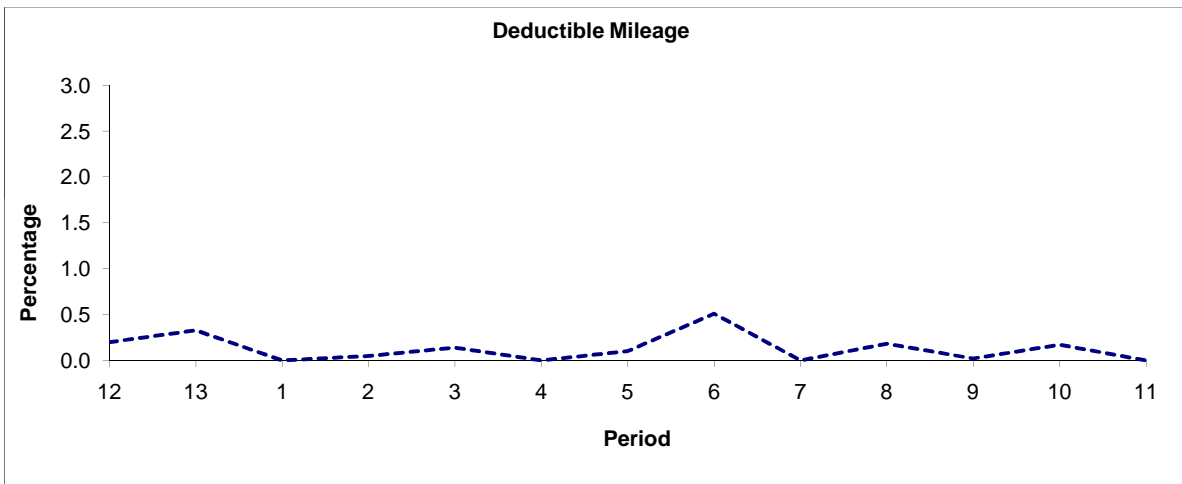
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 485 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Wandsworth, Ram Street.

PART B - PERFORMANCE STATISTICS

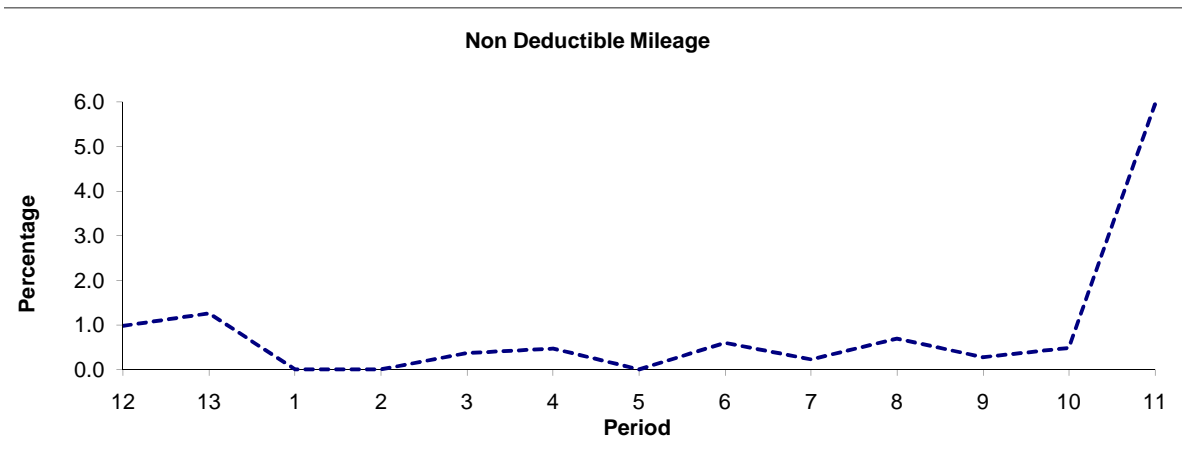
Route 485



Period	12	13	1	2	3	4	5	6	7	8	9	10	11
2010/2011	98.82	98.41	100.00	99.95	99.49	99.53	99.90	98.89	99.78	99.13	99.71	99.35	94.05
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	0.20	0.33	0.00	0.05	0.14	0.00	0.10	0.51	0.00	0.18	0.02	0.17	0.00

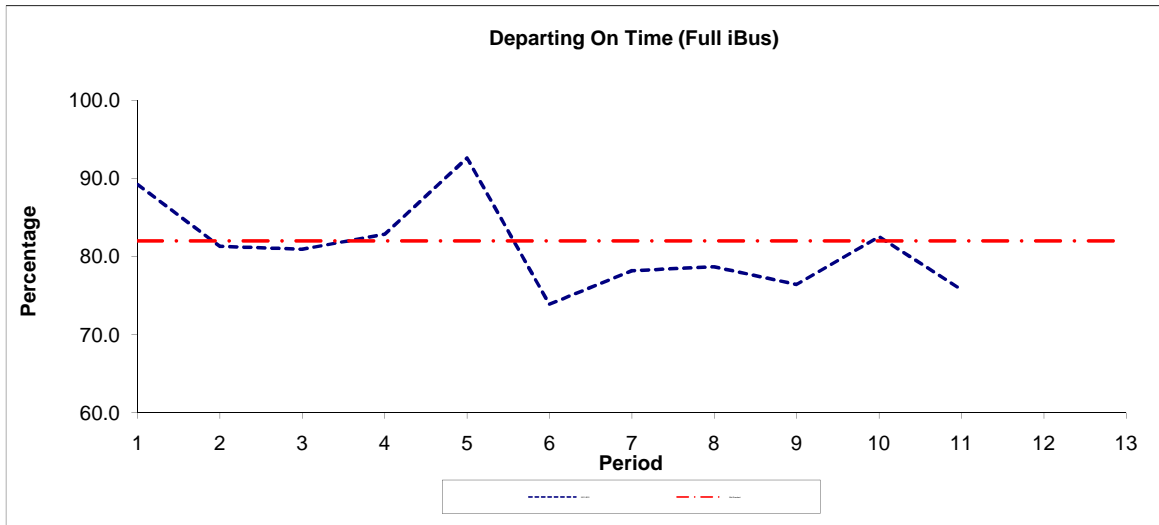


Period	12	13	1	2	3	4	5	6	7	8	9	10	11
2010/2011	0.98	1.26	0.00	0.00	0.37	0.47	0.00	0.60	0.22	0.69	0.27	0.48	5.95

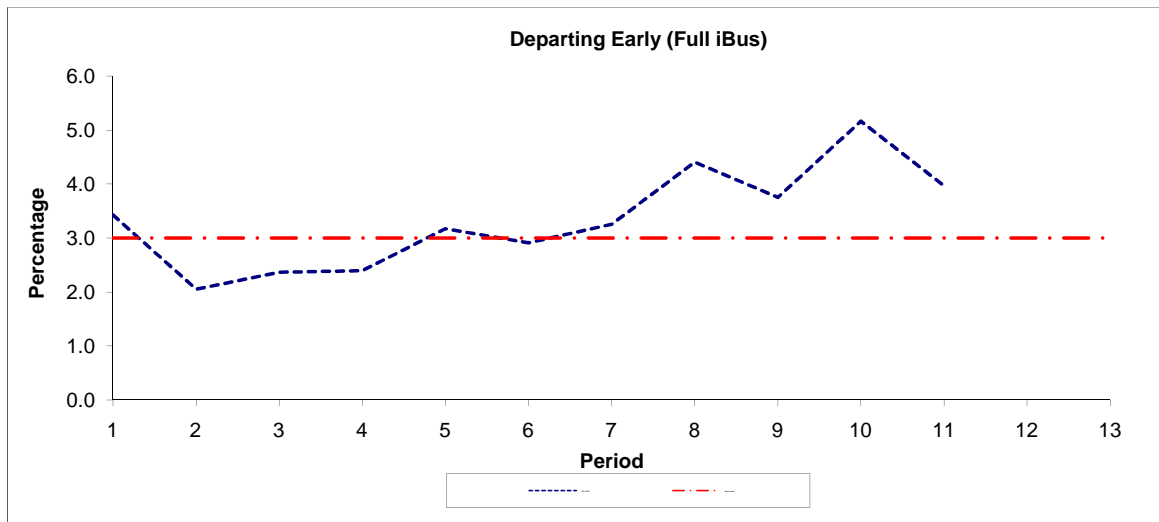
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 485



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011-2012	89.2	81.3	80.9	82.9	92.6	73.9	78.2	78.7	76.5	82.5	75.8		
Min Standard	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2011-2012	3.4	2.0	2.4	2.4	3.2	2.9	3.3	4.4	3.7	5.2	4.0		
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 485 - 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	332.	152.7	100.0	76.0	0.0	22.8	1.2
0700 - 1000	12,344.	99.4	98.9	81.4	1.2	2.9	14.4
1000 - 1300	12,476.	99.0	99.5	92.1	0.5	2.2	5.2
1300 - 1600	12,428.	100.1	99.5	86.8	0.5	3.2	9.5
1600 - 1900	12,576.	98.6	97.7	71.2	2.4	2.9	23.6
1900 - 2200	3,617.	99.6	98.2	82.2	1.9	2.5	13.5
Summary	53,773.	99.6	98.9	81.7	1.3	3.3	13.7

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	173.	91.3	97.1	90.9	2.9	2.9	3.4
0700 - 1000	2,379.	100.8	99.1	91.5	1.0	5.2	2.4
1000 - 1300	2,485.	98.1	97.9	76.1	2.3	3.3	18.3
1300 - 1600	2,483.	100.4	98.3	74.8	2.2	5.9	17.1
1600 - 1900	2,542.	99.2	98.9	78.3	1.0	4.4	16.3
1900 - 2200	724.	96.8	99.3	87.5	0.7	5.5	6.3
Summary	10,786.	99.3	98.6	79.4	1.7	4.7	14.2

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.	90.0	100.0	100.0	0.0	0.0	0.0
0700 - 1000	138.	102.2	100.0	97.0	0.0	3.0	0.0
1000 - 1300	142.	100.0	100.0	91.0	0.0	6.2	2.8
1300 - 1600	144.	100.0	100.0	88.2	0.0	10.6	1.3
1600 - 1900	146.	100.0	100.0	98.7	0.0	1.3	0.0
1900 - 2200	42.	95.2	100.0	97.6	0.0	2.4	0.0
Summary	622.	100.0	100.0	93.4	0.0	5.6	1.1

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	515.	130.9	99.0	77.7	0.3	20.6	1.4
0700 - 1000	14,861.	99.6	98.9	82.4	1.2	3.1	13.3
1000 - 1300	15,103.	98.8	99.2	89.2	0.8	2.4	7.5
1300 - 1600	15,055.	100.1	99.3	84.9	0.8	3.7	10.6
1600 - 1900	15,264.	98.7	97.9	72.2	2.2	3.0	22.6
1900 - 2200	4,383.	99.1	98.4	83.0	1.7	2.9	12.4
Summary	65,181.	99.6	98.8	81.5	1.3	3.5	13.7

Transport for London - QSI Points and Mileage

v2.0 - Mileage directly imported from Caesar

Route 485
 Service change 26214
 Date 05/10/2011

Reason for Issue	Mileage Update
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Version Detail

Locations shaded in blue denote QSI points under Full iBus

OUT DIRECTION					
Timing Point	Code	Stop Number	Stop Name	Metres	Miles
HAMMBL	BP5006		Hammersmith Bus Station		
	29954		Hammersmith Bridge Road	539	0.33
	BP3191		Hammersmith Bridge	209	0.13
LNDRCN	4609		Lonsdale Road	616	0.38
	15236		The Spinney	217	0.13
	986		Washington Road	415	0.26
	15239		Newport Road	324	0.20
BRNSRL	1468		Barnes / Red Lion	333	0.21
	15249		Glebe Road	284	0.18
BRNSPD	FW31		Barnes Pond	209	0.13
	BP4923		Beverley Road	413	0.26
PCOMSA	11141		Commondale	1237	0.77
	11139		Festing Road	307	0.19
	11137		Ruvigny Gardens	312	0.19
	220		The Embankment	331	0.21
	29620		Putney / St Mary's Church	131	0.08
PTNYCH	8871		Brewhouse Lane	187	0.12
	8867		Deodar Road	435	0.27
	8865		Skelgill Road / Wandsworth Park	179	0.11
	8863		Fawe Park Road / Wandsworth Park	291	0.18
	8861		Frogmore	319	0.20
	29584		Armoury Way	241	0.15
WANDRS	34904		Ram Street	430	0.27
TOTAL ROUTE MILEAGE - OUT DIRECTION				7959 metres	4.95 miles

BACK DIRECTION					
Timing Point	Code	Stop Number	Stop Name	Metres	Miles
WANDRS	8927		Ram Street		
	20651		Wandsworth Police Station	282	0.18
	20433		Frogmore	308	0.19
	8862		Fawe Park Road / Wandsworth Park	462	0.29
	8864		Skelgill Road / Wandsworth Park	236	0.15
	8866		Deodar Road	186	0.12
PTNYCH	8870		Brewhouse Lane	411	0.26
	219		The Embankment	308	0.19
	11138		Ruvigny Gardens	257	0.16
	11140		Festing Road	294	0.18
PCOMSA	11142		Commondale	320	0.20
	BP4924		Beverley Road	1301	0.81
BRNSPD	15247		Barnes Pond	402	0.25
	15248		Glebe Road	301	0.19
BRNSRL	4606		Barnes / Red Lion	313	0.19
	15238		Newport Road	310	0.19
	987		Washington Road	320	0.20
	15237		The Spinney	300	0.19
LNDRCN	4608		Lonsdale Road	213	0.13
	BP5497		Hammersmith Bridge / North Side	587	0.36
	29576		Hammersmith Bridge Road	395	0.25
HAMMBL3	BP5008		Hammersmith Bus Station	327	0.20
TOTAL ROUTE MILEAGE - BACK DIRECTION				7833 metres	4.87 miles