

CONTRACT SPECIFICATION

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

Contract Reference	QC38704
Route Number	490
Terminus Points	Richmond, Pools on the Park to Heathrow Airport, Terminal 5
Contract Basis	Incentivised
Commencement Date	25 th August 2012
Vehicle Type	60 capacity, dual door, single deck buses will be specified (alternative bids with existing 55 capacity, dual door, single deck buses may also be submitted).
Current Maximum Approved Dimensions	10.1 metres long and 2.4 metres wide
Advertising Rights	Operator
Sponsored Route	There is a Sponsored Route Agreement (SRA) in place for 5 years with BAA (British Airports Authority) until December 2014 for the following journeys: Ex Richmond, Pools on the Park: 0314, 0344, 0414 & 0444 (first 4 journeys) Ex Heathrow Airport, Terminal 5: 0415, 0445 & 0035 (first 2 journeys and last journey)
Minimum Performance Std	Average Excess Wait Time - No more than 1.10 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.95 minutes
Minimum Operated Mileage	No less than 98.00%

Tender Return Date: No later than 12 Noon on 1st August 2011

SERVICE SPECIFICATION

CONTENTS

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

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. 490.

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:

- 60 capacity, dual door, single deck buses will be specified (alternative bids with existing 55 capacity, dual door, single deck buses may also be submitted), subject to a satisfactory route test.
- The widening in the M-F AM peak in both directions and ex Heathrow Airport, Terminal 5 during the M-F PM peak should not be included.

2) SCHEDULE REQUIREMENTS & PINCHPOINTS

2.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Richmond, Pools on the Park to Heathrow Airport, Terminal 5			Heathrow Airport, Terminal 5 to Richmond, Pools on the Park		
First departure no later than 0315.			First departure no later than 0415.		
0310 - 0445	Every 30 minutes		0410 - 0445	Every 30 minutes	
0446 - 0630	Every 15 minutes		0446 - 0615	Every 15 minutes	
0631 - 1940	Every 12 minutes		0616 - 1940	Every 12 minutes	
1941 - 2010	Every 15 minutes		1941 - 1955	Every 15 minutes	
2011 - 0110	Every 20 minutes		1956 - 0040	Every 20 minutes	
Last departure no earlier than 0105.			Last departure no earlier than 0035.		
Pinchpoints					
Heathrow Airport, Terminal 4	0715 - 0915	12 minutes	Twickenham, King Street	0655 - 0855	12 minutes
	1455 - 1640	12 minutes		1500 - 1635	12 minutes

2.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Richmond, Pools on the Park to Heathrow Airport, Terminal 5			Heathrow Airport, Terminal 5 to Richmond, Pools on the Park		
First departure no later than 0315.			First departure no later than 0415.		
0310 - 0445	Every 30 minutes		0410 - 0445	Every 30 minutes	
0446 - 0815	Every 15 minutes		0446 - 0715	Every 15 minutes	
0816 - 1935	Every 12 minutes		0716 - 1855	Every 12 minutes	
1936 - 0110	Every 20 minutes		1856 - 0040	Every 20 minutes	
Last departure no earlier than 0105.			Last departure no earlier than 0035.		
Pinchpoints					
Heathrow Airport, Terminal 4	0900 - 1100	12 minutes	Twickenham, King Street	0935 - 1100	12 minutes

2.3) SUNDAY AND PUBLIC HOLIDAY AND BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Richmond, Pools on the Park to Heathrow Airport, Terminal 5			Heathrow Airport, Terminal 5 to Richmond, Pools on the Park		
First departure no later than 0315.			First departure no later than 0415.		
0310 - 0815	Every 30 minutes		0410 - 0815	Every 30 minutes	
0816 - 0110	Every 20 minutes		0816 - 0040	Every 20 minutes	
Last departure no earlier than 0105.			Last departure no earlier than 0035.		
Pinchpoints					
Heathrow Airport, Terminal 4	1020 - 1140	20 minutes	Twickenham, King Street	1020 - 1140	20 minutes

2) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

2.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Richmond, Pools on the Park to Heathrow Airport, Terminal 5		Heathrow Airport, Terminal 5 to Richmond, Pools on the Park			
First departure no later than 0315.		First departure no later than 0415.			
0310 - 0815	Every 30 minutes	0410 - 0815	Every 30 minutes		
0816 - 0110	Every 20 minutes	0816 - 0040	Every 20 minutes		
Last departure no earlier than 0105.		Last departure no earlier than 0035.			
Pinchpoints					
Heathrow Airport, Terminal 4	1020 - 1140	20 minutes	Twickenham, King Street	1020 - 1140	20 minutes

3) QSI POINTS & MILEAGE

It is intended Route No. 490 will have 128 surveys per quarter at the following locations:

QSI POINTS	
<i>Towards Heathrow Airport, Terminal 5</i>	<i>Towards Richmond, Pools on the Park</i>
Richmond	Heathrow Terminal 5
Twickenham	Hatton Cross \$
Feltham \$	Feltham \$
Hatton Cross \$	Twickenham
MILEAGE: See Attached iBus Sheets	

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

4) OPERATIONAL CONSIDERATIONS

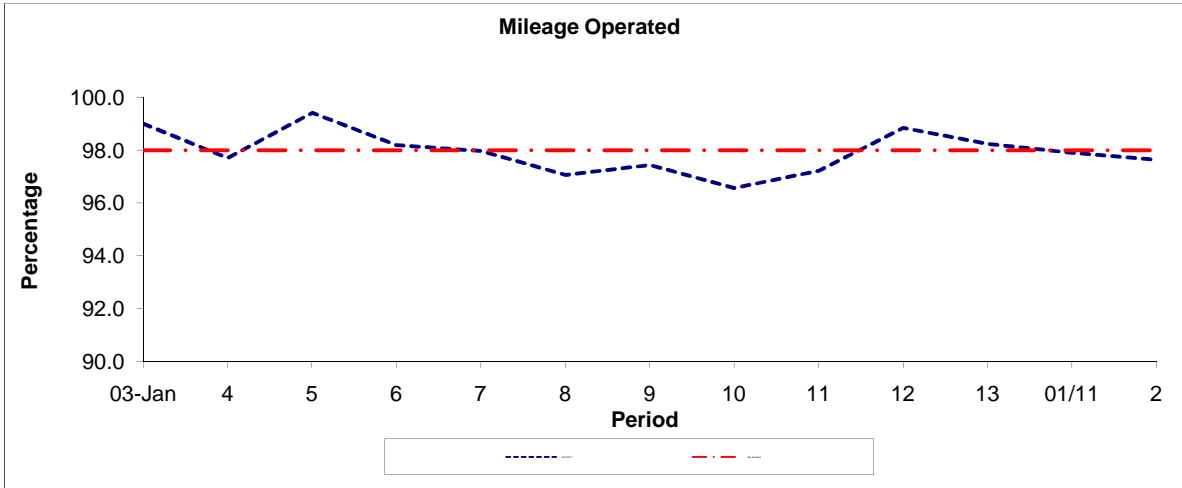
- 4.1) Route No. 490 should interwork with Route No. 90 between Feltham Station and Hatton Cross Station during the Sunday shopping period.
- 4.2) Route No. 490 should interwork with Route Nos. 90 and 285 between Feltham Station and Hatton Cross Station during all evenings
- 4.3) Route No. 490 should interwork with Route No. H22 between Richmond Lower Mortlake Road and Twickenham King Street during all periods, where possible.
- 4.4) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following locations: Richmond Station, Feltham Station, Hatton Cross Station and Heathrow Terminal 4 Station.
- 4.5) Route No. 490 can suffer unpredictable traffic delays in the Heathrow area particularly during peak periods.
- 4.6) Route No. 490 can suffer from major delays during England home matches and other events at the Rugby Football Union ground at Twickenham.
- 4.7) Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. Major construction of the railway began in 2010, with services expected to commence in 2018. The construction impacts of Crossrail could affect Route No. 490 and it is anticipated that some passenger demand for Route No. 490 would shift to this line when it opens. Route No. 490 will be reviewed closer to the opening date.
- 4.8) 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.

5) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

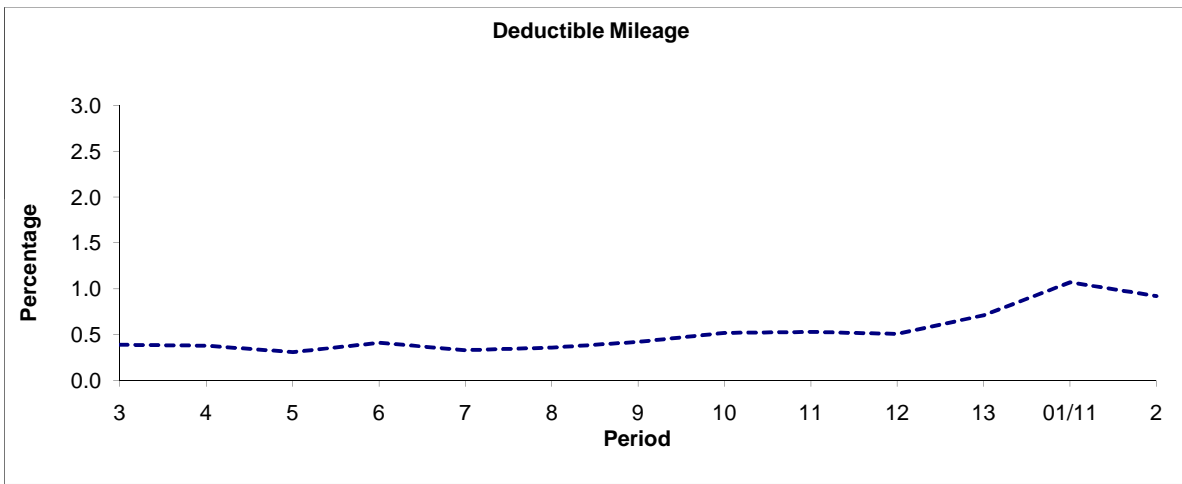
- 5.1) CURRENT PERFORMANCE
As per current print out.
- 5.2) ROUTE RECORD
As per Busnet Printout.
- 5.3) IBUS MILEAGE
As per current print out.

PART B - PERFORMANCE STATISTICS

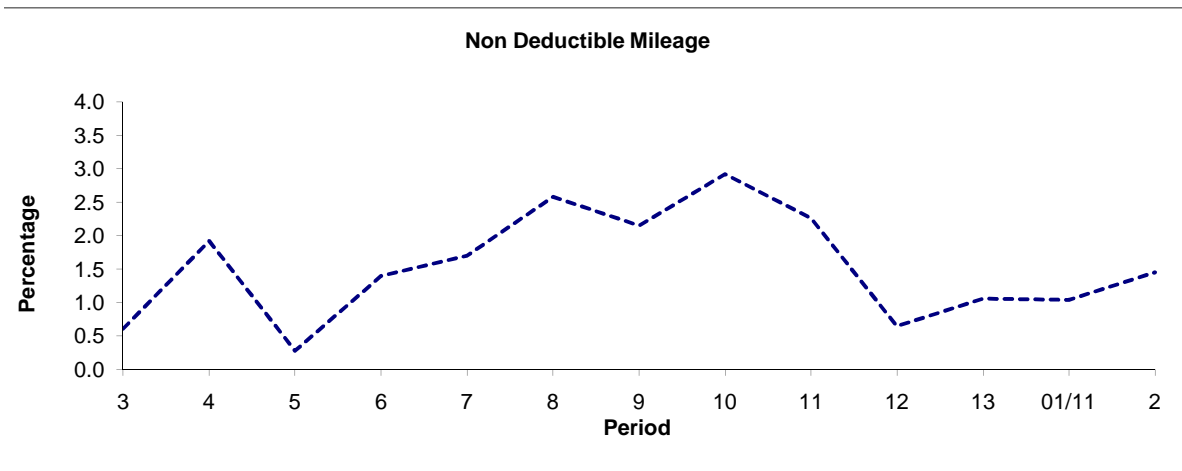
Route 490



Period	03-Jan	4	5	6	7	8	9	10	11	12	13	01/11	2
2010/2011	99.00	97.70	99.41	98.19	97.97	97.06	97.43	96.56	97.21	98.84	98.23	97.89	97.63
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	3	4	5	6	7	8	9	10	11	12	13	01/11	2
2010/2011	0.39	0.38	0.31	0.41	0.33	0.36	0.42	0.52	0.53	0.51	0.71	1.07	0.92



Period	3	4	5	6	7	8	9	10	11	12	13	01/11	2
2010/2011	0.61	1.92	0.28	1.40	1.70	2.58	2.15	2.92	2.26	0.65	1.06	1.04	1.45

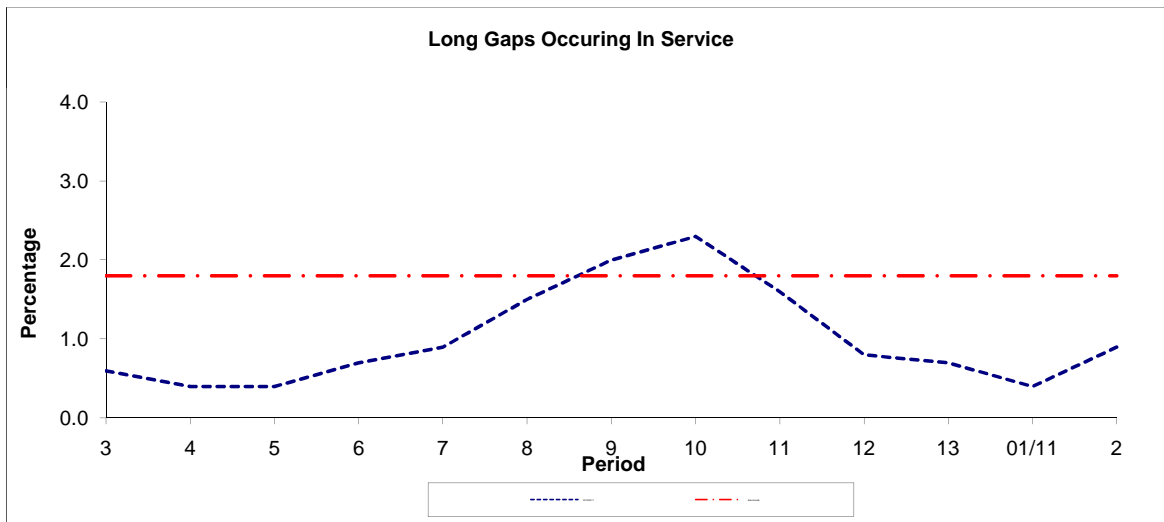
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 490



Period	3	4	5	6	7	8	9	10	11	12	13	01/11	2
2010/2011	0.83	0.81	0.67	0.78	0.84	1.15	1.36	1.53	1.32	0.99	0.99	0.88	1.07
Min Standard	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10



Period	3	4	5	6	7	8	9	10	11	12	13	01/11	2
2010/2011	0.60	0.40	0.40	0.70	0.90	1.50	2.00	2.30	1.60	0.80	0.70	0.40	0.90
Benchmark	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80

Note : Reliability is based on 12 weeks rolling data

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 490: Richmond, Pools On The Park - Heathrow Airport, Terminal 5

Date of Structural Change: 25 August 2012.

Date of Service Change: 25 August 2012.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Heathrow Airport, Terminal 5: Pools In The Park Access Road, Twickenham Road, Richmond Circus, Kew Road, The Quadrant, The Square, Eton Street, Paradise Road, Church Terrace, Wakefield Road, Lewis Road, Red Lion Street, Hill Street, Bridge Street, Richmond Bridge, Richmond Road, York Street, King Street, Heath Road, The Green, Staines Road, Twickenham Road, Apex Corner, Hampton Road West, Uxbridge Road, Hanworth Road, Hounslow Road, New Road, Feltham Station Forecourt, New Road, Hounslow Road, Harlington Road West, Fagg's Road, Hatton Road South, Hatton Cross Roundabout, Southern Perimeter Road, Hatton Cross Bus Station, Southern Perimeter Road, Snowdon Road, Terminal 4 Roundabout, Stratford Road, Salisbury Road, Terminal 4 Roundabout, Shrewsbury Road, Southern Perimeter Road, Sealand Road, Cargo Terminal Roundabout, Sealand Road, Southern Perimeter Road, Stirling Road, Stirling Road Roundabout, Stirling Road, Southern Perimeter Road, Western Perimeter Road Roundabout, Western Perimeter Road, Western Perimeter Road Slip Road, T5 Roundabout, Wallis Road, Terminal 5 Bus & Coach Station.

Towards Richmond, Pools On The Park: Terminal 5 Bus & Coach Station, Wallis Road, Whittle Road, Western Perimeter Road, Western Perimeter Road Roundabout, Southern Perimeter Road, Stirling Road, Stirling Road Roundabout, Stirling Road, Southern Perimeter Road, Sealand Road, Cargo Terminal Roundabout, Sealand Road, Southern Perimeter Road, Scarborough Road, Stratford Road, Salisbury Road, Terminal 4 Roundabout, Snowdon Road, Southern Perimeter Road, Hatton Cross Bus Station, Southern Perimeter Road, Hatton Cross Roundabout, Hatton Road South, Fagg's Road, Harlington Road West, Hounslow Road, New Road, Feltham Station Forecourt, New Road, Hounslow Road, Hanworth Road, Uxbridge Road, Hampton Road West, Apex Corner, Twickenham Road, Staines Road, The Green, Heath Road, King Street, York Street, Richmond Road, Richmond Bridge, Bridge Street, Hill Street, George Street, The Square, The Quadrant, Kew Road, Richmond Circus, Twickenham Road, Pools In The Park Access Road.

STANDING AND TURNING POINTS

RICHMOND, POOLS ON THE PARK

Public stand for one bus within the car park of Pools on the Park leisure centre, adjacent to the eastern wall of the leisure centre building, starting at a point 25 metres south of the north wall and extending south for 12 metres.

Buses proceed from Pools In The Park Access Road direct to stand, departing to Pools In The Park Access Road. Set down in Pools In The Park Access Road and pick up in Pools In The Park Access Road.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 490 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:	Richmond, Pools on the Park.

RICHMOND STATION (from HEATHROW AIRPORT, TERMINAL 5)

Buses proceed from Kew Road via Richmond Circus departing to Kew Road. Set down in Kew Road, at Stop M and pick up in Kew Road, at Stop D.

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

TWICKENHAM, ALBANY (from HEATHROW AIRPORT, TERMINAL 5)

Private stand for three buses in layby on north side of Station Yard.

Buses proceed from King Street via London Road, Railway Approach and Station Yard to stand, departing via Station Yard, Railway Approach and London Road to King Street. Set down in King Street, at Stop N and pick up in King Street, at Stop L.

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:	Twickenham.

HANWORTH, CHERTSEY ROAD ROUNDABOUT (from Richmond, Pools On The Park)

Buses proceed from Twickenham Road via Apex Corner departing to Twickenham Road. Set down in Twickenham Road, at Stop H and pick up in Twickenham Road, at Stop L.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Hanworth, Apex Corner.

HANWORTH, CHERTSEY ROAD ROUNDABOUT (from HEATHROW AIRPORT, TERMINAL 5)

Buses proceed from Hampton Road West via Apex Corner departing to Hampton Road West. Set down in Hampton Road West, at Stop D and pick up in Hampton Road West, at Stop U.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Hanworth, Apex Corner.

HATTON CROSS BUS STATION (from Richmond, Pools On The Park)

Private stand for 6 buses in marked bays on north side (4 buses) and in centre (2 buses) of Hatton Cross Bus Station on south side of Southern Perimeter Road.
Buses proceed from Hatton Cross Bus Station direct to stand, departing to Hatton Cross Bus Station. Set down in Hatton Cross Bus Station, at Alighting Point and pick up in Hatton Cross Bus Station, at 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: Hatton Cross.
OTHER INFORMATION: LUL toilet facilities available 24 hours.

HEATHROW AIRPORT, CARGO AREA (from Richmond, Pools On The Park)

Buses proceed from Stirling Road departing to Stirling Road. Set down in Stirling Road and pick up in Stirling Road.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Heathrow Cargo Area.

HEATHROW AIRPORT, TERMINAL 5

Private stand in BAA bus & coach station (Wallis Road) on easternmost bay extending from stop BP5135 to stop BP5139.

Buses proceed from Terminal 5 Bus & Coach Station direct to stand, departing to Terminal 5 Bus & Coach Station. Set down in Terminal 5 Bus & Coach Station, at Stop 1 and pick up in Terminal 5 Bus & Coach Station, at Stop 8.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 490 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:	Heathrow Terminal 5.
OTHER INFORMATION:	Toilet facilities to be confirmed. Standing arrangements may also be subject to change.

Transport for London - Live Mileage List

Route 490
 Service change 19846
 Date 30 October 2009

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
RICHPP S	RICHPP S	Richmond, Pools On The Park		
RICHPP	BP5269	Pools On The Park	0	0.00
RICHSN	20703	Richmond Station	786	0.49
	16351	The Quadrant	176	0.11
	36782	Richmond Bus Station	479	0.30
	15210	Cresswell Road	655	0.41
	14886	Cambridge Park	266	0.17
	15557	St Stephen's Church	222	0.14
	15558	Crown Road	312	0.19
	BP5096	Orleans Park School	280	0.17
	9391	Lebanon Court	308	0.19
TWICKS	14752	Twickenham / King Street	499	0.31
	R0278	Heath Road / Copthall Gardens	273	0.17
	2841	Heath Road / Grove Avenue	267	0.17
	16174	Twickenham Green	411	0.26
	16176	First Cross Road	275	0.17
	16178	Meadway	256	0.16
	16179	Mill Road	386	0.24
TWICFN	16181	Sixth Cross Road	474	0.29
	BP481	Warwick Lodge	273	0.17
	16237	Court Close Avenue	312	0.19
	27812	Twickenham Golf Centre	270	0.17
HWTHCR	16236	Twickenham Road	353	0.22
	19503	Apex Corner / Hampton Road West	330	0.21
	19505	Popham Close	219	0.14
	19507	Hounslow Road, Hanworth	356	0.22
	29499	Feltham Airparcs Leisure Centre	451	0.28
	19509	Wigley Road	213	0.13
	19511	Browells Lane	273	0.17
	BP1319	Feltham Police Station	430	0.27
	15827	High Street / Feltham	329	0.20
FELTBS	BP2260	Feltham Station	543	0.34
	20816	Feltham Assembly Hall	506	0.31
	16830	Harlington Road East	228	0.14
	16828	Lansbury Avenue	470	0.29
	17126	Central Way	459	0.29
	17128	Hatton Green	497	0.31
	17130	Great South West Road	501	0.31
HATXBS	35289	Hatton Cross Station	541	0.34
	34153	Sheffield Way	1262	0.78
HTWAT4	BP5131	Heathrow Terminal 4	1022	0.64
	34154	Scylla Road	679	0.42
	BP4168	Cargo Centre	1072	0.67
	BP2557	Sealand Road	382	0.24
HTWACG	BP4254	Stirling Road	675	0.42
HTWAT5	BP5134	Heathrow Terminal 5	4021	2.50
HTWAT5 S	HTWAT5 S	Heathrow Airport, Terminal 5	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			22992	14.29
			metres	miles

BACK DIRECTION

Timing Point Code	Stop Number	Stop Name	Metres	Miles
HTWATS S	HTWATS S	Heathrow Airport, Terminal 5		
HTWAT5	BP5141	Heathrow Terminal 5	0	0.00
HTWACG	BP4254	Stirling Road	3156	1.96
	BP4169	Cargo Centre	875	0.54
	34151	Scylla Road	935	0.58
HTWAT4	OC996	Heathrow / Terminal 4	823	0.51
	34152	Sheffield Way	591	0.37
HATXBS	35287	Hatton Cross Station	1613	1.00
	17131	Great South West Road	530	0.33
	17129	Hatton Green	480	0.30
	17127	Central Way	641	0.40
	16827	Lansbury Avenue	316	0.20
	BP3535	Feltham Assembly Hall	655	0.41
FELTBS	20817	Fern Grove	141	0.09
	BP2263	Feltham Station	380	0.24
	15826	High Street / Feltham	684	0.43
	BP1320	Feltham Police Station	291	0.18
	19512	Browells Lane	408	0.25
	19510	Wigley Road	318	0.20
	29500	Feltham Airparcs Leisure Centre	293	0.18
	19508	Hounslow Road, Hanworth	390	0.24
	19506	Popham Close	319	0.20
	19504	Apex Corner / Hampton Road West	265	0.16
HWTHCR	16235	Twickenham Road	238	0.15
	27813	Twickenham Golf Centre	419	0.26
	16238	Court Close Avenue	250	0.16
	BP480	Warwick Lodge	290	0.18
TWICFN	16180	Sixth Cross Road	316	0.20
	14115	Mill Road	424	0.26
	16177	Meadway	507	0.32
	16175	First Cross Road	192	0.12
	16173	Twickenham Green	249	0.15
	6422	Heath Road / Grove Avenue	384	0.24
	25898	Heath Road / Copthall Gardens	239	0.15
TWICKS	R0271	Twickenham / King Street	237	0.15
	29987	York Street / Twickenham	247	0.15
	9390	Lebanon Court	306	0.19
	15559	Orleans Park School	206	0.13
	BP5097	Crown Road	397	0.25
	15556	St Stephen's Church	312	0.19
	15211	Cresswell Road	394	0.24
	29982	George Street	737	0.46
	16350	The Quadrant	284	0.18
	RICHSN	14726	Richmond Station	121
RICHPP	BP5269	Pools On The Park	545	0.34
RICHPP S	RICHPP S	Richmond, Pools On The Park	0	0.00

TOTAL ROUTE MILEAGE - BACK DIRECTION

21398
metres

13.30
miles