

## CONTRACT SPECIFICATION

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

<b>Contract Reference</b>	QC36905
<b>Route Number</b>	H25
<b>Terminus Points</b>	Hanworth, Butts Farm to Hatton Cross Station
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	19 <sup>th</sup> November 2011
<b>Vehicle Type</b>	60 capacity, dual door, single deck vehicles (55 capacity, dual door, single deck vehicles are acceptable).
<b>Maximum Approved Dimensions</b>	10.5 metres long and 2.4 metres wide
<b>Advertising Rights</b>	Operator
<b>Sponsored Route</b>	No
<b>Minimum Performance Std</b>	82.00% On Time
<b>Extension Threshold</b>	86.00% On Time
<b>Minimum Operated Mileage</b>	98.00%

Tender Return Date: no later than 12 o'clock on 22<sup>nd</sup> November 2010.

## **SERVICE SPECIFICATION**

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## 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. H25.

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:

- It is proposed to reroute Route No. H25 ex Hatton Cross Station from Bedfont Road to operate via New Road and Hounslow Road to serve the bus stop in Feltham Station forecourt, before rejoining the current line of routeing at Feltham High Street. The route will no longer operate via the level crossing on Bedfont Lane. This is subject to a satisfactory route test.
- 60 capacity, dual door, single deck vehicles are specified (55 capacity, dual door, single deck vehicles are acceptable), subject to a satisfactory route test.

## 2) SCHEDULE REQUIREMENTS & PINCHPOINTS

### 2.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hanworth, Butts Farm to Hatton Cross Station		Hatton Cross Station to Hanworth, Butts Farm			
First departure no later than 0420.		First departure no later than 0450.			
0415 - 0550	Every 30 minutes	0445 - 0550	Every 30 minutes		
0551 - 0630	Every 20 minutes	0551 - 0705	Every 20 minutes		
0631 - 1900	Every 15 minutes	0706 - 1925	Every 15 minutes		
1901 - 2000	Every 20 minutes	1926 - 2025	Every 20 minutes		
2001 - 0035	Every 30 minutes	2026 - 0100	Every 30 minutes		
Last departure no earlier than 0030.		Last departure no earlier than 0055.			
<b>Pinchpoints</b>					
Feltham Station	0730 - 0900	15 minutes	Hanworth Park, Elmwood Avenue	0725 - 0855	15 minutes
	1450 - 1650	15 minutes		1520 - 1650	15 minutes

**2.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS**

Hanworth, Butts Farm to Hatton Cross Station		Hatton Cross Station to Hanworth, Butts Farm			
First departure no later than 0420.		First departure no later than 0450.			
0415 - 0740	Every 30 minutes	0445 - 0740	Every 30 minutes		
0741 - 0840	Every 20 minutes	0741 - 0840	Every 20 minutes		
0841 - 1810	Every 15 minutes	0841 - 1825	Every 15 minutes		
1811 - 1930	Every 20 minutes	1826 - 1925	Every 20 minutes		
1931 - 0035	Every 30 minutes	1926 - 0100	Every 30 minutes		
Last departure no earlier than 0030.		Last departure no earlier than 0055.			
<b>Pinchpoints</b>					
Feltham Station	0930 - 1100	15 minutes	Hanworth Park, Elmwood Avenue	0930 - 1100	15 minutes

**2.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS**

Hanworth, Butts Farm to Hatton Cross Station		Hatton Cross Station to Hanworth, Butts Farm			
First departure no later than 0420.		First departure no later than 0450.			
0415 - 0820	Every 30 minutes	0445 - 0845	Every 30 minutes		
0821 - 1800	Every 20 minutes	0846 - 1825	Every 20 minutes		
1801 - 0035	Every 30 minutes	1826 - 0100	Every 30 minutes		
Last departure no earlier than 0030.		Last departure no earlier than 0055.			
<b>Pinchpoints</b>					
Feltham Station	1020 - 1140	20 minutes	Hanworth Park, Elmwood Avenue	1030 - 1150	20 minutes

**2.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS**

Hanworth, Butts Farm to Hatton Cross Station		Hatton Cross Station to Hanworth, Butts Farm			
First departure no later than 0420.		First departure no later than 0450.			
0415 - 0820	Every 30 minutes	0445 - 0845	Every 30 minutes		
0821 - 1800	Every 20 minutes	0846 - 1825	Every 20 minutes		
1801 - 0035	Every 30 minutes	1826 - 0100	Every 30 minutes		
Last departure no earlier than 0030.		Last departure no earlier than 0055.			
<b>Pinchpoints</b>					
Feltham Station	1020 - 1140	20 minutes	Hanworth Park, Elmwood Avenue	1030 - 1150	20 minutes

### 3) QSI POINTS & MILEAGE

It is intended Route No. H25 will have 76 surveys per quarter at the following locations:

<b>QSI POINTS</b>	
<i>Towards Hatton Cross Station</i>	<i>Towards Hanworth, Butts Farm</i>
Feltham \$	Hatton Cross
Bedfont Green \$ (not evenings or Sundays)	Bedfont Green \$ (not evenings or Sundays)
	Feltham \$
<b>MILEAGE: See Attached iBus Sheets</b>	

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

### 4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. H25 can suffer from unpredictable delays in the Feltham and Hatton Cross areas.
- 4.2) The 2012 Olympic Games open on Friday 27<sup>th</sup> July and close on Sunday 12<sup>th</sup> August. The 2012 Paralympic Games start on Wednesday 29<sup>th</sup> August and close on Sunday 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.

### 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.