

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. H98

CONTENTS

	Page
1. Tenders Required	2
2. Proposed Changes	2
3. Terminals	2
4. Days of Operation	2
5. Vehicle Type	3
6. Frequencies	4
7. Minimum Performance Standards	9
8. Running Times	10
9. Layovers	10
10. Timing Constraints	10
11. Control Strategy	11
12. Operational Considerations	11
13. Stopping Arrangements	11
14. Timing Points and Mileages	12
15. Vehicle Livery	12
16. Stands and Blinds	13
 <u>Appendices</u>	
A. Route Record	14

This document should be read in conjunction with the Corporation's Guide for Tenderers (Part A: Explanatory Notes - Service Requirements). Where appropriate, reference is made to the relevant section.

1. TENDERS REQUIRED

This document describes the service for which the Corporation requires Tenders and Tenderers **must** submit a fully compliant bid. In addition, Tenderers **may** wish to draw upon their local knowledge to submit alternative bids which offer improved value for money in meeting passenger needs. These might incorporate, for example, different timings, frequencies, route structures and / or vehicles. The Corporation will welcome such bids and give them careful consideration.

For more information, please refer to Section 2.1 of Part A of the Guide for Tenderers.

2. 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. H98.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. H98.

3. TERMINALS

Route No. H98 will operate between Hounslow Bus Station and Hayes End, Kingsway.

Full details of the route to be followed, the permitted terminal workings and the available stands are shown at Appendix A. Tenderers should particularly note the information relating to the shared usage of stands, the taking of meal reliefs and the use of ferry vehicles.

4. DAYS OF OPERATION

One timetable must be offered for Route No. H98 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Saturdays & Good Friday	Section 6.2
Sundays	Section 6.3
Christmas Day	No service
Boxing Day	Section 6.4
Other Public Holidays	Sunday service

5. VEHICLE TYPE

Please refer to Section 2.5 of Part A of the Guide for Tenderers.

Route No. H98 is currently approved for vehicles which are a maximum of 10.7 metres long and 2.4 metres wide. A formal route test will be required for vehicles which exceed these dimensions. This will be arranged with the successful Tenderer.

The service requirement set out in Section 6 assumes that dual door, single deck buses with a minimum capacity of 60, of which approximately 33 should be seated, will be used on this route. Luggage space should also be provided.

Tenderers must submit proposals based on new vehicles. These must be of a low floor design and be accessible to wheelchairs by means of a powered ramp.

Bids for both conventional diesel powered vehicles and diesel-electric hybrid vehicles should be submitted and separate prices for both types are required.

Bids based on a mix of hybrid and conventional vehicles would be welcomed, subject to a minimum of 10 hybrid powered vehicles being offered for this route (full hybrid operation should be offered for routes with a vehicle requirement of less than 10).

Tenderers should refer to the vehicle design (including accessibility) features contained in Schedule II to Annex B of the Framework Agreement and Section 2 Part B of the Master ITT (Version 2 issued June 2005).

Tenderers may also submit bids based on using existing vehicles. Tenderers are asked to specify what refurbishment would be carried out on existing buses and the expected timescale of those works. See Master ITT (Version 2 issued June 2005).

6. FREQUENCIES

The level of service (e.g. every 15 minutes) required by the Corporation is described in terms of the interval between departures. Whilst a completely regular service at the specified frequency should be possible at most times, occasionally a bus may be timetabled to depart up to five minutes earlier or later than the regular time.

Tenderers should note that when the specified frequency changes (e.g. between the peak and midday periods), the scheduled interval between buses should never be greater than that provided by the lower of the two frequencies **AT ANY POINT ON THE ROUTE.**

Tenderers should note that unless otherwise stated **all** journeys should operate between the terminal points defined in each direction.

6.1 Mondays to Fridays

1. Hounslow Bus Station to Hayes End, Kingsway

0500 - 0545	Every 20 minutes
0546 - 0600	Every 15 minutes
0601 - 0650	Every 10 minutes
0651 - 1855	Every 8 minutes
1856 - 1955	Every 10 minutes
1956 - 2400	Every 15 minutes

First departure from Hounslow Bus Station no later than 0505.

Last departure from Hounslow Bus Station no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Hayes & Harlington Station between 0715 and 0915 and between 1515 and 1715.

2. Hayes End, Kingsway to Hounslow Bus Station

0500 - 0545	Every 20 minutes
0546 - 0615	Every 15 minutes
0616 - 0645	Every 10 minutes
0646 - 1905	Every 8 minutes
1906 - 2005	Every 10 minutes
2006 - 0010	Every 15 minutes

First departure from Hayes End, Kingsway no later than 0505.

Last departure from Hayes End, Kingsway no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Hounslow West Station between 0710 and 0910 and between 1510 and 1710.

6.2 Saturdays & Good Friday

1. Hounslow Bus Station to Hayes End, Kingsway

0500 - 0640	Every 20 minutes
0641 - 0825	Every 15 minutes
0826 - 0850	Every 10 minutes
0851 - 1755	Every 8 minutes
1756 - 1910	Every 10 minutes
1911 - 2400	Every 15 minutes

First departure from Hounslow Bus Station no later than 0505.

Last departure from Hounslow Bus Station no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Hayes & Harlington Station between 0915 and 1115.

2. Hayes End, Kingsway to Hounslow Bus Station

0500 - 0705	Every 20 minutes
0706 - 0820	Every 15 minutes
0821 - 0850	Every 10 minutes
0851 - 1800	Every 8 minutes
1801 - 1920	Every 10 minutes
1921 - 0010	Every 15 minutes

First departure from Hayes End, Kingsway no later than 0505.

Last departure from Hayes End, Kingsway no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Hounslow West Station between 0915 and 1115.

6.3 Sundays

1. Hounslow Bus Station to Hayes End, Kingsway

0600 - 0845 Every 20 minutes
0846 - 2400 Every 15 minutes

First departure from Hounslow Bus Station no later than 0605.
Last departure from Hounslow Bus Station no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Hayes & Harlington Station between 0950 and 1150.

2. Hayes End, Kingsway to Hounslow Bus Station

0600 - 0905 Every 20 minutes
0906 - 0010 Every 15 minutes

First departure from Hayes End, Kingsway no later than 0605.
Last departure from Hayes End, Kingsway no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Hounslow West Station between 1000 and 1200.

6.4 Boxing Day

1. Hounslow Bus Station to Hayes End, Kingsway

0800 - 0845	Every 20 minutes
0846 - 2400	Every 15 minutes

First departure from Hounslow Bus Station no later than 0805.
Last departure from Hounslow Bus Station no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Hayes & Harlington Station between 0950 and 1150.

2. Hayes End, Kingsway to Hounslow Bus Station

0800 - 0905	Every 20 minutes
0906 - 0010	Every 15 minutes

First departure from Hayes End, Kingsway no later than 0805.
Last departure from Hayes End, Kingsway no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Hounslow West Station between 1000 and 1200.

7. MINIMUM PERFORMANCE STANDARDS

Please refer to Section 2.7 of Part A of the Guide for Tenderers.

Tenderers should note that the objective of the Operator of Route No. H98 shall be to operate all scheduled mileage and adhere **fully** to the published timetable. The Operator must use its best endeavours to achieve this.

The **minimum** standards of acceptable performance for Route No. H98 shall be:

Average Excess Wait Time:	No more than 1.00 minutes
Minimum Operated Mileage:	No less than 98.00%

or as notified by the Corporation from time to time. The Operator will be required to achieve or better the standards.

QSI Thresholds

The QSI threshold is the standard of performance to be achieved by the operator in order to qualify for an automatic contract extension (in accordance with Schedule IX of the Framework Agreement).

Average Excess Wait Time Threshold = 0.85 minutes

Summary of proposed QSI coverage: Route No. H98

Note: While London Buses undertakes to carry out QSI surveys at the times and locations specified below, it may prove impossible to rearrange a survey cancelled or nullified at short notice.

Towards Hayes End, Kingsway

Hounslow
Hounslow West
Hayes & Harlington

Towards Hounslow Bus Station

Hayes End (AM only)
Hayes & Harlington
Cranford

Total scheduled manual QSI surveys per quarter = 87.

8. RUNNING TIMES

The current timetable for Route No. H98 can be viewed by prospective Tenderers on Caesar. Attention is drawn to the variations in running times at different times of the day. Please refer to Section 2.8 of Part A of the Guide for Tenderers for further information.

Tenderers should carefully check the existing running times to ensure that they are appropriate in present traffic conditions.

It is expected that any changes to these running times can be accommodated within existing cycle times.

When reviewing existing, and devising new, running times Tenderers should refer to:

- the minimum performance standards for Route No. H98 in Section 7 above;
- the historical performance data provided in Section 1 Part B of the introduction to this ITT;
- the paragraph in Section 12 referring to the proposed extension of the Cashless Boarding zone throughout the whole of the London area.

Tenderers may consider if school summer holiday schedules, incorporating running time reductions, are desirable for this route. In this event, schedules and costs must be submitted separately.

9. LAYOVERS

Under normal circumstances, layover time on stands and at bus stations should be restricted to that required to provide a reliable service. Longer layovers for any other purpose may only be taken with the permission of the Corporation.

10. TIMING CONSTRAINTS

Route No. H98 should be separated from Route Nos. 81 & 222 between Hounslow Bus Station and Harlington Corner at all times.

Tenderers submitting bids should bear this requirement in mind when compiling schedules. This requirement will be negotiated with the successful Tenderer for this route to ensure that optimal interworking / separation is delivered within its schedules.

11. CONTROL STRATEGY

Route No. H98 can suffer from the effects of traffic congestion, making some form of route control essential in order to achieve or better the minimum performance standards for this route.

Tenderers should submit proposals on the control strategy they intend to adopt and the type of control they would intend to use by completing the form provided in Section 3: Part 7 of this ITT. The cost of this control should be included within the main Tender price.

Tenderers should also indicate how they intend to facilitate driver changeovers and meal reliefs for this route.

Further information is provided in Section 2.11 of Part A of the Guide for Tenderers.

12. OPERATIONAL CONSIDERATIONS

Tenderers should note the following operating considerations affecting Route No. H98:

- Route No. H98 suffers from unpredictable traffic delays in the Hounslow area.

Tenderers should also note the following factors / events which may have an impact on Route No. H98 in the foreseeable future:

- It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract. **This is expected to lead to significant savings in running and recovery times to bus routes, and, therefore, potential resource (cycle time and PVR) savings are expected. Tenderers are required to identify and submit the level of savings per vehicle that could be achieved by reducing peak vehicle requirement, and / or how reliability targets could be revised when the Scheme is introduced.**

The above factors have been included to assist Tenderers and represents the information currently available to the Corporation. Tenderers should make their own enquiries about events which may impact upon the route and should form their own views about their likely effect upon it.

13. STOPPING ARRANGEMENTS

Buses operating on Route No. H98 must serve all stops on the line of route designated for the route.

14. TIMING POINTS & MILEAGES

Timing Points

The required timing points (and codes) are shown in Caesar.

Mileages for Route No. H98

Hounslow Bus Station to Hayes End, Kingsway	8.6 miles
Hayes End, Kingsway to Hounslow Bus Station	8.9 miles

Tenderers should note that:

- these measurements are believed to be accurate to within 0.5 miles, but no warranty or representation as to accuracy is given;
- out of service stand workings have not been measured and are not included within the above measurements;
- if alternative or additional measurements are used by the Tenderer, these must be stated in the tender submission;
- point to point measurements pertaining to recognised curtailment points or alternative terminals will be agreed with the successful Tenderer once the contract has been awarded.

15. VEHICLE LIVERY

All vehicles to be used on Route No. H98 from the commencement of the new Route Agreement must be in a livery that is exclusively Corporation red. The paint should be matched accurately to the colour as defined by the following manufacturer's specifications:

ICI London Bus Red P498 FPF 3

Other manufacturers should also be able to produce this specification from the ICI colour chart.

This requirement does not include the lower panels which may be in a different colour but which shall not exceed 50cm in height, or the rooftop which should be painted white so as to reduce temperatures inside the vehicle during the summer months.

The positioning and size of Operators' logos are to be agreed between the Operator and the Corporation and, where possible, these should be above the front doors on the nearside of the vehicles and above the drivers' offside cab windows.

All livery proposals must be submitted to the Contracts Tendering Manager for approval.

16. STANDS AND BLINDS

Tenderers should note that under normal circumstances, the specific restrictions relating to each stand will apply to the whole stand at all times. Any variation to such standing arrangements must be agreed by the Corporation. In addition, Tenderers should note the following general requirements:

- 1) Drivers MUST switch off engines during layover periods at bus stations or on stands.
- 2) No meal reliefs may be taken on any stand (on or off line of route) without the permission of the Corporation.
- 3) No crew ferry vehicles may enter any stand (on or off line of route) without the permission of the Corporation.
- 4) Destination blind displays to be used are shown under each stand description. Tenderers may suggest, within their bids, alternative blind displays.
- 5) The intermediate (also known as via) blind display to be used on the nearside of the vehicle is shown in the box below:

H98 via Harlington Corner

For further information, please refer to Annex C of the Framework Agreement: General Conditions relating to the use of London Buses' Bus Stations and Stands.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE H98: Hounslow Bus Station - Hayes End, Kingsway

Date of Structural Change: 5 March 2011.

Date of Service Change: 5 March 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Hayes End, Kingsway: Hounslow High Street, Hanworth Road, Grove Road, Bell Road, Bath Road, Harlington High Street, Station Road, Crown Close, Pump Lane, Botwell Lane, Church Road, Uxbridge Road, West Drayton Road, Kingsway.

Towards Hounslow Bus Station: Kingsway, Roundabout At Junction With Morgan's Lane, Kingsway, West Drayton Road, Uxbridge Road, Church Road, Botwell Lane, Pump Lane, Crown Close, Station Road, Harlington High Street, Bath Road, Hounslow West Station Forecourt, Bath Road, Steve Biko Way, Staines Road, Grove Road, Hanworth Road, Hounslow High Street, London Road.

STANDING AND TURNING POINTS

HOUNSLOW BUS STATION

Private stand for 9 buses in marked bays in bus parking area in Hounslow Bus Station on north side of London Road.

Buses proceed from London Road via Hounslow Bus Station to stand, departing via Hounslow Bus Station and Kingsley Road to Hounslow High Street. Set down in London Road, at Stop Z1 and pick up in Hounslow High Street, at Stop C.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route H98 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:	Hounslow Bus Station.

HOUNSLOW, BELL CORNER (from HAYES END, KINGSWAY)

Private stand for 3 buses in separate 12-metre marked bays in Bus Parking Area on north side of Bath Road adjacent to Bath Road Car Park and opposite Nos. 22-36.

Buses proceed from Staines Road via Grove Road, Bell Road, Bath Road and Bell Corner to stand, departing via Bell Corner to Bath Road. Set down in Staines Road, at Stop V and pick up in Bath Road, at Stop H.

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: Hounslow, Bell Corner.

HOUNSLOW WEST STATION (from HAYES END, KINGSWAY)

Private stand for one bus in station forecourt commencing at lamp standard N801 extending 16 metres northwest.

Buses proceed from Hounslow West Station Forecourt direct to stand, departing via Hounslow West Station Forecourt to Bath Road. Set down in Hounslow West Station Forecourt, at Stop A and pick up in Bath Road, 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: Hounslow West.

CRANFORD, THE AVENUE (from Hounslow Bus Station)

Buses proceed from Bath Road via The Avenue and Cranford High Street departing to Bath Road. Set down in Bath Road, at Stop CS and pick up in Bath Road, at Stop CC.

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

HARLINGTON CORNER, NOBEL DRIVE (from Hounslow Bus Station)

Public stand for two buses in Nobel Drive (East arm), commencing 45 metres north of Bath Road and continuing 21 metres north.

Buses proceed from Bath Road via Nobel Drive (East Arm), Nobel Drive (East Roundabout) and Nobel Drive (East Arm) to stand, departing via Nobel Drive (East Arm) to Bath Road. Set down in Bath Road, at Stop H and pick up in Bath Road, at Stop F.

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: Bath Road, Nobel Drive.

HARLINGTON CORNER, NOBEL DRIVE (from HAYES END, KINGSWAY)

Public stand for two buses in Nobel Drive (East arm), commencing 45 metres north of Bath Road and continuing 21 metres north.

Buses proceed from Bath Road via Nobel Drive, Nobel Drive (East Arm), Nobel Drive (East Roundabout) and Nobel Drive (East Arm) to stand, departing via Nobel Drive (East Arm) and Bath Road to Harlington High Street. Set down in Bath Road, at Stop E and pick up in Harlington High Street, at Stop N.

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: Harlington Corner.

HAYES, CLARENDON ROAD

Public stand for one bus on west side of Clarendon Road, commencing 50 metres south of Clayton Road and extending 12 metres south.

From Hayes End, Kingsway.

Buses proceed from Station Road via Clayton Road, Blyth Road and Clarendon Road to stand, departing via Clarendon Road and Clayton Road to Station Road. Set down in Station Road, at Stop D and pick up in Station Road, at Stop M.

From Hounslow Bus Station.

Buses proceed from Station Road via Clayton Road, Blyth Road and Clarendon Road to stand, departing via Clarendon Road and Clayton Road to Station Road. Set down in Station Road, at Stop L and pick up in Station Road, at Stop E.

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: Hayes and Harlington Station.

UXBRIDGE ROAD, LANSBURY DRIVE (from Hounslow Bus Station)

Buses proceed from Uxbridge Road via Turn At Slip Road Through Central Reservation (turning through gap in central reservation) departing to Uxbridge Road. Set down in Uxbridge Road, at Stop F and pick up in Uxbridge Road, at Stop E.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Uxbridge Road, Lansbury Drive.

HAYES, CHURCH ROAD (from Hounslow Bus Station)

Buses proceed from Church Road via Townfield Road departing to Church Road. Set down in Church Road, M and pick up in Church Road, SN.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Hayes, Church End.

HAYES END, KINGSWAY

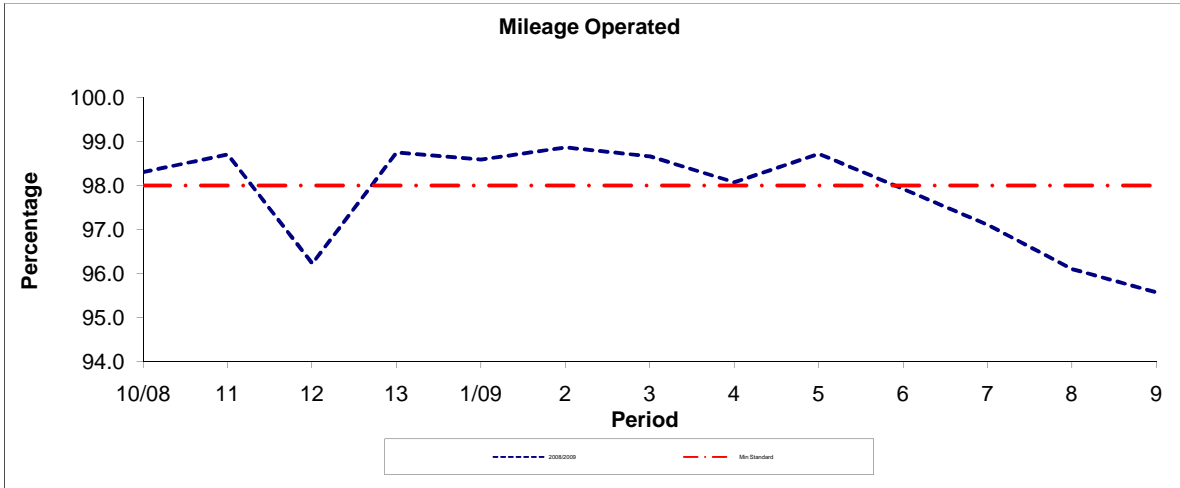
Public stand for one bus on north side of Kingsway, commencing 39 metres south-west of Wood End Green Road, and extending 12 metres south-west.

Buses proceed from Kingsway direct to stand, departing to Kingsway (Circling Roundabout Junction Of). Set down in Kingsway, at Stop XP and pick up in Kingsway, at Stop XP.

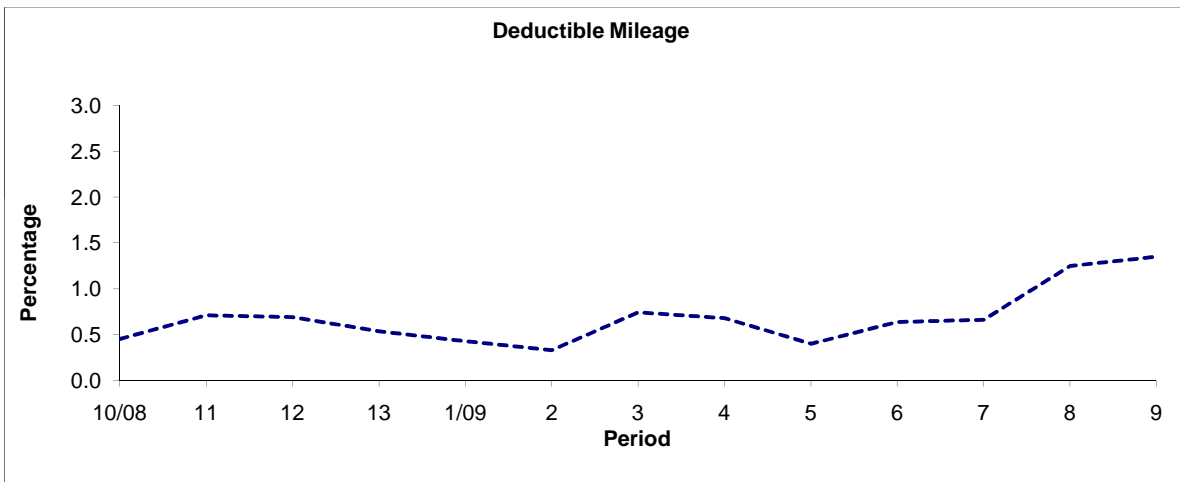
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route H98 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Hayes End.

PART B - PERFORMANCE STATISTICS

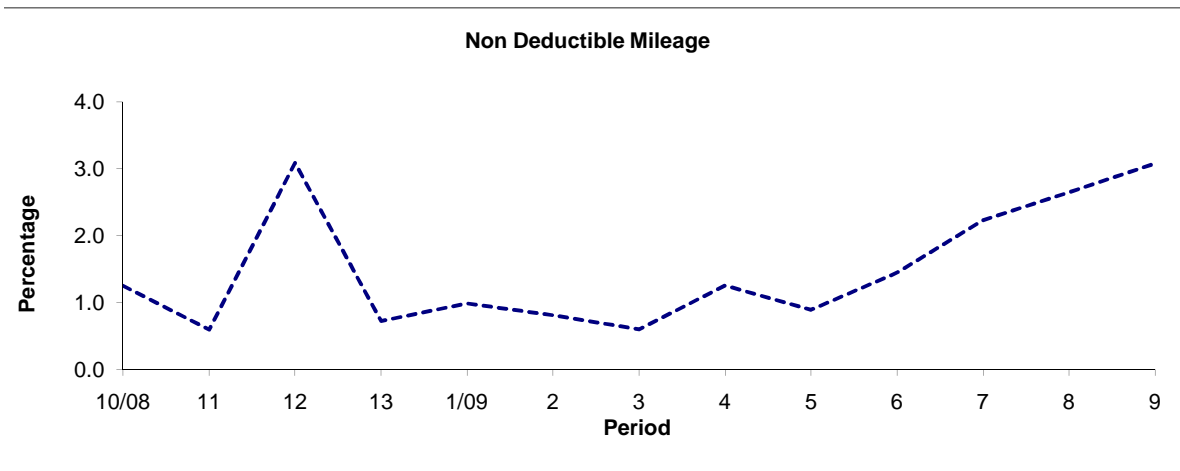
Route H98



Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	98.30	98.70	96.22	98.74	98.58	98.86	98.66	98.07	98.71	97.92	97.10	96.10	95.57
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	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	0.45	0.71	0.69	0.53	0.43	0.33	0.74	0.68	0.40	0.64	0.66	1.25	1.35

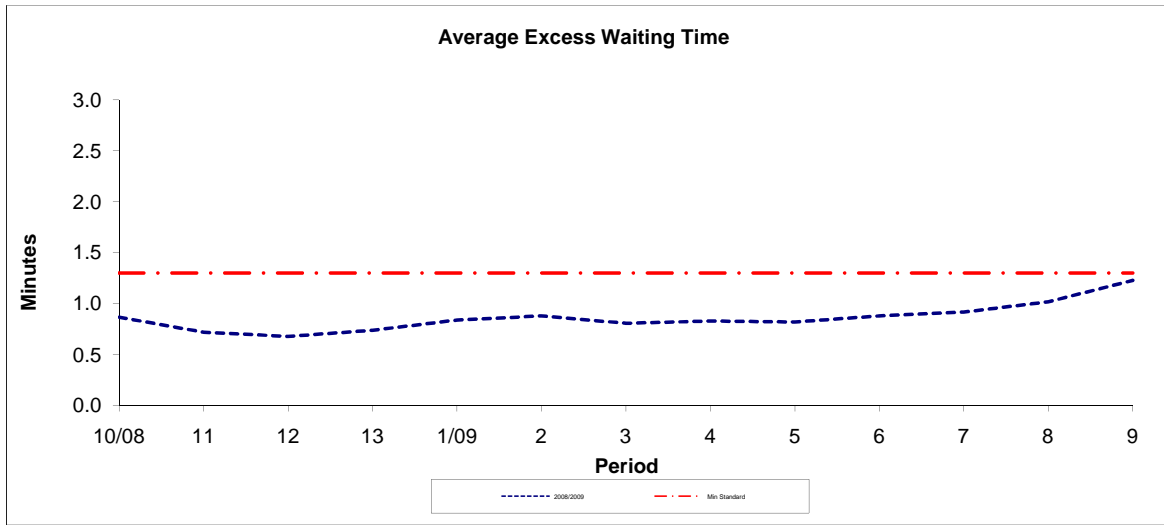


Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	1.25	0.59	3.09	0.72	0.99	0.81	0.60	1.25	0.89	1.44	2.23	2.65	3.08

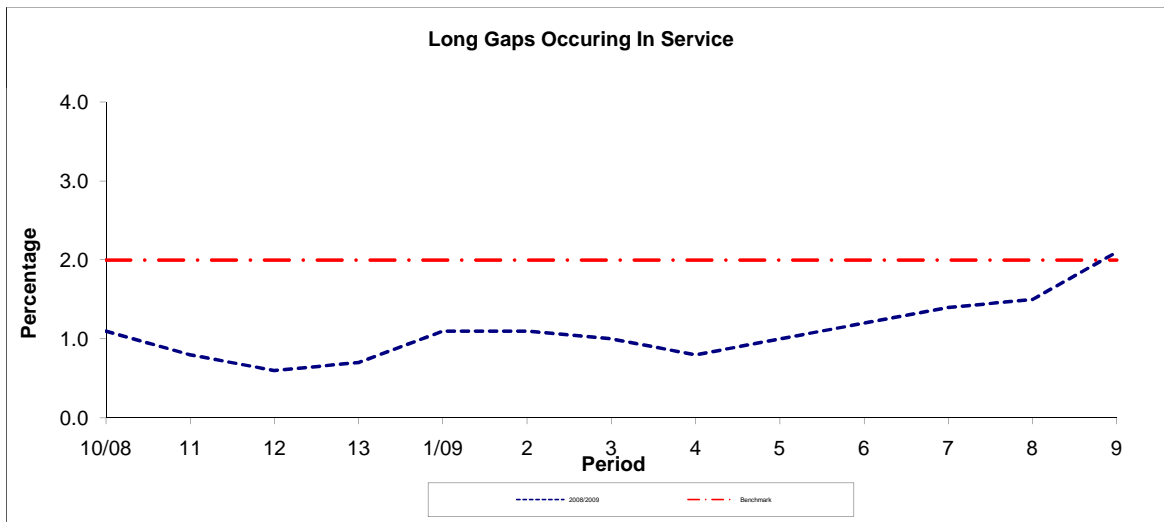
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route H98



Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	0.87	0.72	0.68	0.74	0.84	0.88	0.81	0.83	0.82	0.88	0.92	1.02	1.23
Min Standard	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30



Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	1.10	0.80	0.60	0.70	1.10	1.10	1.00	0.80	1.00	1.20	1.40	1.50	2.10
Benchmark	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00

Note : Reliability is based on 12 weeks rolling data