# **SECTION 2: PART A**

# **SERVICE SPECIFICATION FOR ROUTE No. R70**

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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. R70.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. R70.

#### 3. TERMINALS

Route No. R70 will operate between Hampton, The Avenue and Richmond, Manor Road, Homebase

Full details of the route to be followed, the permitted terminal workings and the available stands are shown at Appendix B. 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. R70 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. R70 is currently approved for vehicles which are a maximum of 10.7 metres long and 2.55 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 55, of which approximately 28 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. Hampton, The Avenue to Richmond, Manor Road, Homebase

0535 - 0610	Every 15 minutes
0611 - 1915	Every 10 minutes
1916 - 2000	Every 15 minutes
2001 - 0045	Every 20 minutes

First departure from Hampton, The Avenue no later than 0540. Last departure from Hampton, The Avenue no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Richmond Station between 0730 and 0830 and between 1530 and 1630.

2. Richmond, Manor Road, Homebase to Hampton, The Avenue

0545 - 0650	Every 20 minutes
0651 - 0705	Every 15 minutes
0706 - 1950	Every 10 minutes
1951 - 2005	Every 15 minutes
2006 - 0105	Every 20 minutes

First departure from Richmond, Manor Road, Homebase no later than 0550. Last departure from Richmond, Manor Road, Homebase no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Hampton Hill High Street, Hampton Road between 0745 and 0845 and between 1500 and 1600.

#### 6.2 Saturdays & Good Friday

1. Hampton, The Avenue to Richmond, Manor Road, Homebase

0535 - 0740	Every 20 minutes
0741 - 0840	Every 15 minutes
0841 - 1825	Every 10 minutes
1826 - 1940	Every 15 minutes
1941 - 0045	Every 20 minutes

First departure from Hampton, The Avenue no later than 0540. Last departure from Hampton, The Avenue no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Richmond Station between 0930 and 1030.

2. Richmond, Manor Road, Homebase to Hampton, The Avenue

0545 - 0710	Every 20 minutes
0711 - 0855	Every 15 minutes
0856 - 1805	Every 10 minutes
1806 - 1905	Every 15 minutes
1906 - 0105	Every 20 minutes

First departure from Richmond, Manor Road, Homebase no later than 0550. Last departure from Richmond, Manor Road, Homebase no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Hampton Hill High Street, Hampton Road between 1000 and 1100.

#### 6.3 Sundays

#### 1. Hampton, The Avenue to Richmond, Manor Road, Homebase

0635 - 0045 Every 20 minutes

First departure from Hampton, The Avenue no later than 0640. Last departure from Hampton, The Avenue no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Richmond Station between 1130 and 1230.

#### 2. Richmond, Manor Road, Homebase to Hampton, The Avenue

0705 - 0105 Every 20 minutes

First departure from Richmond, Manor Road, Homebase no later than 0710. Last departure from Richmond, Manor Road, Homebase no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Hampton Hill High Street, Hampton Road between 1100 and 1200.

#### 6.4 Boxing Day

#### 1. Hampton, The Avenue to Richmond, Manor Road, Homebase

0755 - 0045 Every 20 minutes

First departure from Hampton, The Avenue no later than 0800. Last departure from Hampton, The Avenue no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Richmond Station between 1130 and 1230.

#### 2. Richmond, Manor Road, Homebase to Hampton, The Avenue

0805 - 0105 Every 20 minutes

First departure from Richmond, Manor Road, Homebase no later than 0810. Last departure from Richmond, Manor Road, Homebase no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Hampton Hill High Street, Hampton Road between 1100 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. R70 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. R70 shall be:

Average Excess Wait Time:	No more than 1.10 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 = 0.95 minutes

#### Summary of proposed QSI coverage: Route No. R70

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.

#### Survey locations

Towards Richmond, Manor Road, Homebase Hampton Hill \$ (not evenings or Sundays) Twickenham **Towards Hampton, The Avenue** Richmond Station Twickenham Hampton Hill \$ (not evenings or Sundays)

Total scheduled manual QSI surveys per quarter = 76.

\$ This point observed simultaneously in both directions. Counted as two surveys.

#### 8. RUNNING TIMES

Extracts from the public timetable with sample running times for Route No. R70 are attached at Appendix A. This gives an indication of the time required to travel the route. 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. Tenderers should particularly check the existing running times for the Mondays to Fridays AM peak and the early evening periods.

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. R70 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. R70 should interwork with other bus services where possible.

## 11. CONTROL STRATEGY

Route No. R70 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. R70:

• Route No. R70 can suffer from unpredictable traffic delays in the Twickenham and Richmond areas.

Tenderers should also note the following factors which may have an impact on Route No. R70 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. R70 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. R70

Hampton, The Avenue to Richmond, Manor Road, Homebase 8.8 miles Richmond , Manor Road, Homebase to Hampton, The Avenue 6.0 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. R70 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:

R70 via Fulwell

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.

### APPENDIX A: SAMPLE RUNNING TIMES FOR ROUTE No. R70

(based on current schedule)

## **MONDAYS TO FRIDAYS**

#### 1. Hampton, The Avenue to Richmond, Manor Road, Homebase

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical late evening
Hampton The Avenue	0540	0743	1235	1710	2259
Hampton Schools	0543	0746	1238	1713	2302
Hampton Nurserylands	0549	0752	1244	1719	2308
Hampton Hill High Street Hampton Road	0556	0801	1254	1730	2315
Fulwell Bus Garage	0558	0804	1256	1733	2317
Twickenham King Street	0604	0813	1304	1742	2323
Richmond Station	0613	0828	1316	1755	2332
Richmond Manor Road Homebase	0617	0834	1322	1801	2336
	37 minutes	51 minutes	47 minutes	51 minutes	37 minutes

# 2. Richmond, Manor Road, Homebase to Hampton, The Avenue

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical late evening
Richmond Manor Road Homebase	0552	0743	1231	1709	2311
Richmond Station	0556	0747	1236	1715	2315
Twickenham King Street	0605	0801	1247	1732	2324
Fulwell Bus Garage Hampton Hill High Street <i>Hampton</i>	0611	0808	1254	1739	2330
Road	0613	0810	1256	1741	2332
Hampton The Avenue	0618	0817	1302	1748	2337
	26 minutes	34 minutes	31 minutes	39 minutes	26 minutes

# SATURDAYS

# 1. Hampton, The Avenue to Richmond, Manor Road, Homebase

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Hampton The Avenue	0540	1036	1506	2259
Hampton Schools	0543	1039	1509	2302
Hampton Nurserylands	0549	1045	1515	2308
Hampton Hill High Street Hampton Road	0556	1055	1525	2315
Fulwell Bus Garage	0558	1057	1527	2317
Twickenham King Street	0604	1104	1534	2323
Richmond Station	0613	1116	1546	2332
Richmond Manor Road Homebase	0617	1122	1552	2336
	37 minutes	46 minutes	46 minutes	37 minutes

## 2. Richmond, Manor Road, Homebase to Hampton, The Avenue

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Richmond Manor Road Homebase	0552	1032	1502	2311
Richmond Station	0556	1038	1508	2315
Twickenham King Street	0605	1049	1519	2324
Fulwell Bus Garage	0611	1056	1526	2330
Hampton Hill High Street Hampton Road	0613	1058	1528	2332
Hampton The Avenue	0618	1104	1534	2337
	26 minutes	32 minutes	32 minutes	26 minutes

## SUNDAYS

### 1. Hampton, The Avenue to Richmond, Manor Road, Homebase

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Hampton The Avenue	0640	1042	1502	2319
Hampton Schools	0643	1045	1505	2322
Hampton Nurserylands	0649	1051	1511	2328
Hampton Hill High Street Hampton Road	0656	1058	1518	2335
Fulwell Bus Garage	0658	1100	1520	2337
Twickenham King Street	0704	1106	1526	2343
Richmond Station	0713	1118	1538	2352
Richmond Manor Road Homebase	0717	1122	1542	2356
	37 minutes	40 minutes	40 minutes	37 minutes

## 2. Richmond, Manor Road, Homebase to Hampton, The Avenue

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Richmond Manor Road Homebase	0712	1032	1512	2311
Richmond Station	0716	1036	1516	2315
Twickenham King Street	0725	1047	1527	2324
Fulwell Bus Garage	0731	1053	1533	2330
Hampton Hill High Street Hampton Road	0733	1055	1535	2332
Hampton The Avenue	0738	1100	1540	2337
	26 minutes	28 minutes	28 minutes	26 minutes

The above tables have been included to assist Tenderers. They represent the information currently available to the Corporation. Tenderers should form their own views about what is appropriate in terms of running times. (See Section 8.)

# LONDON BUSES - ROUTE DESCRIPTION

## ROUTE R70: Hampton, The Avenue - Richmond, Manor Road, Homebase

Date of Structural Change: 26 June 2010.Date of Service Change: 26 June 2010.Reason for Issue: New Tender.

# STREETS TRAVERSED

Towards Richmond, Manor Road, Homebase: The Avenue, Buckingham Road, Acacia Road, Hanworth Road, Hampton Lane, Swan Road, Main Street, Green Lane, Oak Avenue, Fearnley Crescent, Oak Avenue, Broad Lane, Uxbridge Road, Hampton Hill High Street, Wellington Road, Hampton 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, Lower Mortlake Road, Manor Circus, Manor Road, Homebase Store Grounds.

**Towards Hampton, The Avenue:** Manor Road, Manor Circus, Lower Mortlake 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, Hampton Road, Wellington Road, Hampton Hill High Street, Uxbridge Road, Broad Lane, The Avenue.

# STANDING AND TURNING POINTS

#### HAMPTON, THE AVENUE

Buses proceed from The Avenue departing to The Avenue. Set down in The Avenue and pick up in The Avenue.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
DISPLAY:	Hampton, The Avenue.

## FULWELL, COCK & BULL (from Hampton, The Avenue)

Buses proceed from Hampton Road via Walpole Road, Spencer Road and Wellesley Road departing to Hampton Road. Set down in Hampton Road, at Stop SD and pick up in Hampton Road, at Stop H.

AVAILABILITY: OPERATING RESTRICTIONS: DISPLAY:

At any time. **Turning Point Only - Buses must not stand** Fulwell, Cock & Bull.

### TWICKENHAM, ALBANY (from Hampton, The Avenue)

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: OPERATING RESTRICTIONS: MEAL RELIEFS: FERRY VEHICLES: DISPLAY:

At any time. Unscheduled curtailments only. No meal relief vehicles to stand at any time. No ferry vehicles to park on stand at any time. Twickenham.

#### **RICHMOND STATION (from Hampton, The Avenue)**

Public stand on west side of Kew Road, commencing 27 metres south of a point opposite centre of Church Road.

Buses proceed from Kew Road direct to stand, departing via Kew Road and Richmond Circus 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:	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:	Richmond.

## RICHMOND, LOWER MORTLAKE ROAD (from Hampton, The Avenue)

Public stand for three buses in layby on south side of Lower Mortlake Road, commencing 55 metres west of the junction with Manor Road.

Buses proceed from Lower Mortlake Road via Sheendale Road and Dee Road to stand, departing via Dee Road and Victoria Villas to Lower Mortlake Road. Set down in Lower Mortlake Road, at Stop ST and pick up in Lower Mortlake Road, at Stop SK.

AVAILABILITY: MEAL RELIEFS: FERRY VEHICLES: DISPLAY:

At any time. OPERATING RESTRICTIONS: Unscheduled curtailments only. No meal relief vehicles to stand at any time. No ferry vehicles to park on stand at any time. Richmond, Manor Circus.

## RICHMOND, MANOR ROAD (HOMEBASE)

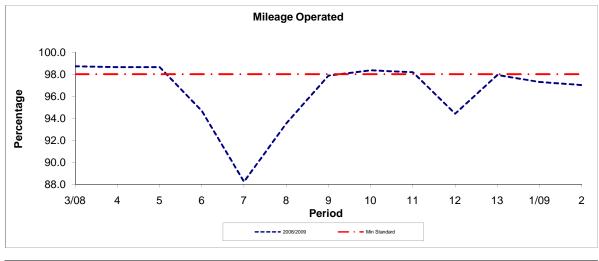
Private stand for five buses in marked bays in bus parking area on west side of Manor Road adjacent to railway line.

Buses proceed from Homebase Store Grounds direct to stand, departing via Homebase Store Grounds to Manor Road. Set down in Homebase Store Grounds and pick up in Manor Road, at Stop SC.

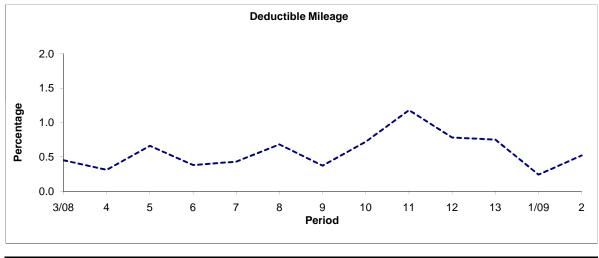
At any time.
No more than 2 buses on Route R70 should be
scheduled to stand at any one time.
No meal relief vehicles to stand at any time.
No ferry vehicles to park on stand at any time.
Richmond, Manor Circus.
Toilet facilities available (portable).

#### **PART B - PERFORMANCE STATISTICS**

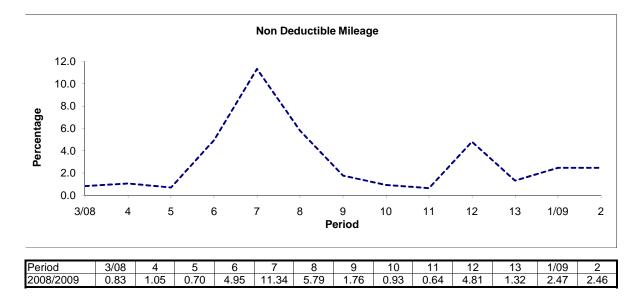
Route R70

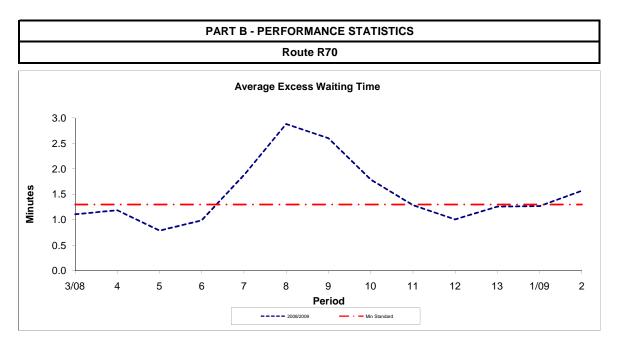


Period	3/08	4	5	6	7	8	9	10	11	12	13	1/09	2
2008/2009	98.72	98.64	98.64	94.67	88.23	93.53	97.87	98.35	98.18	94.41	97.93	97.29	97.02
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

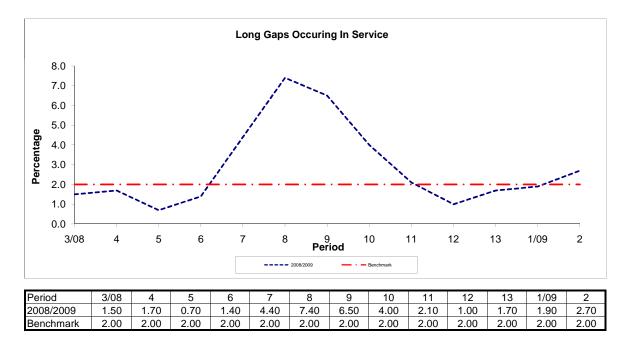


Period	3/08	4	5	6	7	8	9	10	11	12	13	1/09	2
2008/2009	0.45	0.31	0.66	0.38	0.43	0.68	0.37	0.72	1.18	0.78	0.75	0.24	0.52





Period	3/08	4	5	6	7	8	9	10	11	12	13	1/09	2
2008/2009	1.11	1.19	0.79	0.99	1.88	2.88	2.60	1.79	1.29	1.01	1.26	1.27	1.57
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



Note : Reliability is based on 12 weeks rolling data