

## 7. Service Specification

Route: U1

Contract Reference: QC56503

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.

<b>Terminus Points</b>	Ruislip Station and West Drayton Station
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	29 <sup>th</sup> April 2017
<b>Vehicle Type</b>	60 capacity, dual door, single deck vehicles, minimum 10.8m long
<b>Current Maximum Approved Dimensions</b>	10.2 metres long and 2.44 metres wide
<b>New Vehicles Mandatory</b>	Yes
<b>Hybrid Price Required</b>	No
<b>Sponsored Route</b>	No
<b>Advertising Rights</b>	Operator
<b>Minimum Performance Standard</b>	Departing on Time - No less than 82.00%
<b>Extension Threshold</b>	Departing on Time Threshold - 88.00%
<b>Minimum Operated Mileage Standard</b>	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 4<sup>th</sup> July 2016.

*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, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. U1.

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 vehicles, minimum 10.8m long, subject to a satisfactory route test.

### **Operators should provide the following prices:**

1. Annual diesel price - based on minimum 5 year contract.

**Tenderers are encouraged to offer alternative vehicle options in accordance with Part 9 of their tender, including but not limited to:**

1. Modifications to reduce emissions and fuel consumption (including energy storage, engine stop/start and/or energy efficient components).
2. Zero emission vehicles (e.g. electric or fuel cell).
3. Existing vehicles.

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

Ruislip Station to West Drayton Station			West Drayton Station to Ruislip Station		
First departure no later than 0545.			First departure no later than 0505.		
0540 - 1940	Every 15 minutes		0500 - 1900	Every 15 minutes	
1941 - 2040	Every 20 minutes		1901 - 2000	Every 20 minutes	
2041 - 0115	Every 30 minutes		2001 - 0035	Every 30 minutes	
Last departure no earlier than 0110.			Last departure no earlier than 0030.		
<b>Pinchpoints</b>					
Hillingdon Road, The Greenway	0735 - 0905	15 minutes	Uxbridge Station	0730 - 0900	15 minutes
	1510 - 1640	15 minutes		1500 - 1630	15 minutes

#### 3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Ruislip Station to West Drayton Station			West Drayton Station to Ruislip Station		
First departure no later than 0545.			First departure no later than 0505.		
0540 - 0745	Every 20 minutes		0500 - 0745	Every 20 minutes	
0746 - 1900	Every 15 minutes		0746 - 1740	Every 15 minutes	
1901 - 1940	Every 20 minutes		1741 - 1900	Every 20 minutes	
1941 - 0115	Every 30 minutes		1901 - 0035	Every 30 minutes	
Last departure no earlier than 0110.			Last departure no earlier than 0030.		
<b>Pinchpoints</b>					
Hillingdon Road, The Greenway	0930 - 1100	15 minutes	Uxbridge Station	0930 - 1100	15 minutes

#### 3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Ruislip Station to West Drayton Station			West Drayton Station to Ruislip Station		
First departure no later than 0640.			First departure no later than 0555.		
0635 - 0115	Every 30 minutes		0550 - 0035	Every 30 minutes	
Last departure no earlier than 0110.			Last departure no earlier than 0030.		
<b>Pinchpoints</b>					
Hillingdon Road, The Greenway	1000 - 1200	30 minutes	Uxbridge Station	1000 - 1200	30 minutes

Tenderers must identify the cost of the Boxing Day element of this service separately.

**4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. U1 can suffer from unpredictable traffic delays in the Ruislip and Uxbridge areas

**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 U1: Ruislip Station - West Drayton Station

**Date of Structural Change:** 29 April 2017.

**Date of Service Change:** 29 April 2017.

**Reason for Issue:** New Tender.

### **STREETS TRAVERSED**

**Towards West Drayton Station:** Station Approach, Pembroke Road, Ruislip High Street, Ickenham Road, Ickenham High Road, Swakeleys Road, Swakeleys Roundabout, Park Road, Belmont Road, Bakers Road, Uxbridge Bus Station, Bakers Road, Belmont Road, Uxbridge High Street, Harefield Road, Oxford Road Roundabout, Oxford Road, Cross Street, Hillingdon Road, Vine Street, Uxbridge High Street, Hillingdon Road, Kingston Lane, Pield Heath Road, Colham Green Road, Violet Avenue, Apple Tree Avenue, Falling Lane, West Drayton High Street, Station Approach.

**Towards Ruislip Station:** Station Approach, West Drayton High Street, Falling Lane, Apple Tree Avenue, Violet Avenue, Colham Green Road, Pield Heath Road, Kingston Lane, Hillingdon Road, Uxbridge High Street, Vine Street, Hillingdon Road, Cowley Road, Trumper Way, Oxford Road, Oxford Road Roundabout, Harefield Road, Uxbridge High Street, Belmont Road, Bakers Road, Uxbridge Bus Station, Bakers Road, Belmont Road, Park Road, Swakeleys Roundabout, Swakeleys Road, Ickenham High Road, Ickenham Road, Ruislip High Street, Pembroke Road, Station Approach.

## **AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS**

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

### **RUISLIP STATION APPROACH, WEST SIDE**

Private stand for three buses on west side of Ruislip Station Approach, commencing 25 metres south of Pembroke Road and extending 30 metres south.

Buses proceed from Station Approach (Ruislip) direct to stand, departing to Station Approach (Ruislip). Set down in Station Approach, at Stop Z1 (27858 - Ruislip Station <>), Last Stop on LOR: 27858 - Ruislip Station <>) and pick up in Station Approach, at Stop B (27862 - Ruislip Station <>, First Stop on LOR: 27862 - Ruislip Station <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 buses on Route U1 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:	Ruislip.
OTHER INFORMATION:	LUL toilet facilities available 24 hours.

### **HILLINGDON HILL, UXBRIDGE ROAD (from Ruislip Station)**

Public stand for one bus on south side of Uxbridge Road, commencing 43 metres west of Harlington Road and extending 12 metres east.

Buses proceed from Pield Heath Road via Harlington Road and Uxbridge Road to stand, departing via Uxbridge Road, Royal Lane and Pield Heath Road to Kingston Lane. Set down in Pield Heath Road, at Stop A (16381 - Colham Road, Last Stop on LOR: 16381 - Colham Road) and pick up in Kingston Lane, at Stop HD (BP761 - Kingston Lane / Pentecostal Church, First Stop on LOR: BP761 - Kingston Lane / Pentecostal Church).

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:	Hillingdon Hospital.

## **WEST DRAYTON STATION, NORTH SIDE**

Private stand for one bus on north side of West Drayton Station Approach, commencing 70 metres east of the eastern kerbline of High Street Yiewsley.

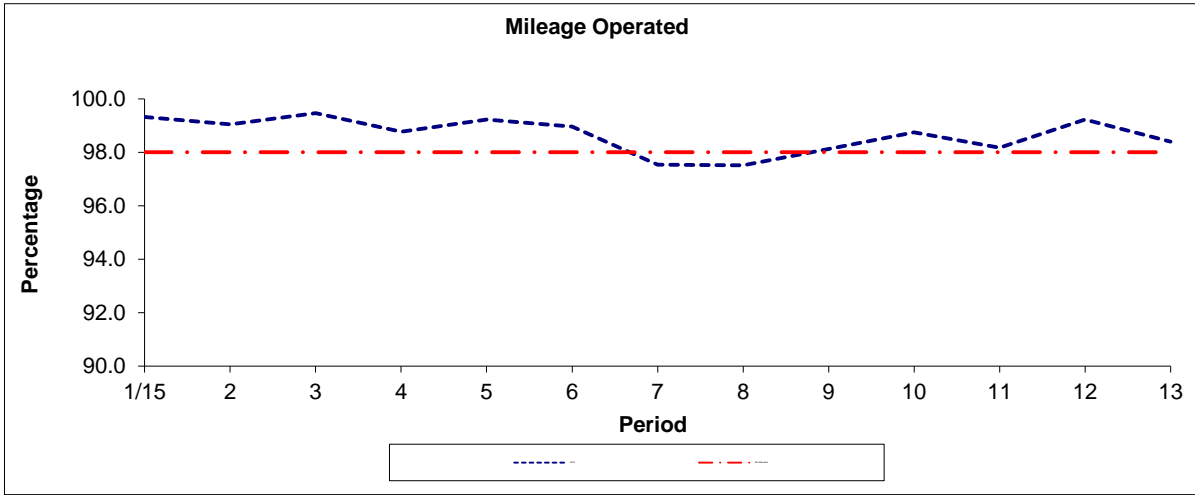
Buses proceed from Station Approach direct to stand, departing via Station Approach and Turning Circle to Station Approach. Set down in Station Approach, at stop Z1 (BP3566 - West Drayton Station #, Last Stop on LOR: BP3566 - West Drayton Station #) and pick up in Station Approach, at Stop E (16394 - West Drayton Station #, First Stop on LOR: 16394 - West Drayton Station #).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route U1 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:	West Drayton.
OTHER INFORMATION:	Toilet facilities available (gentlemen only) 0630-2000 Mondays to Saturdays; 0810-1540 Sundays.

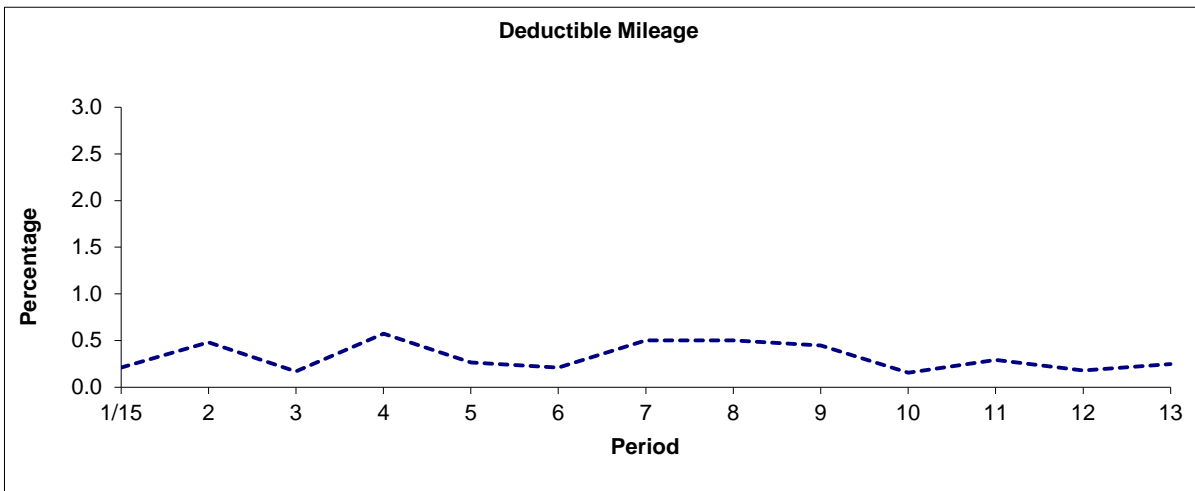


**PART B - PERFORMANCE STATISTICS**

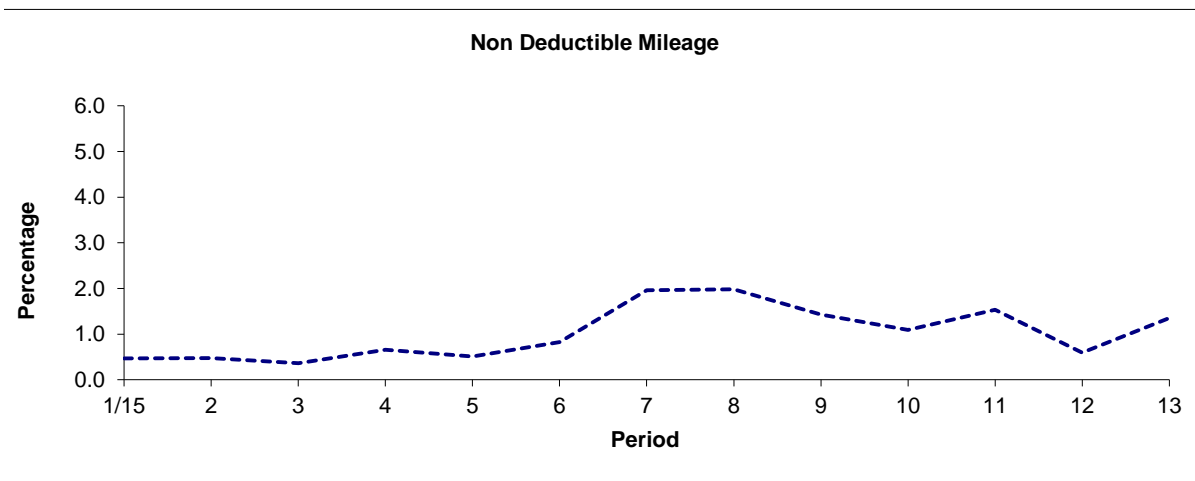
**Route U1**



Period	1/15	2	3	4	5	6	7	8	9	10	11	12	13
2015	99.32	99.05	99.47	98.77	99.22	98.96	97.53	97.52	98.12	98.75	98.17	99.23	98.40
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	1/15	2	3	4	5	6	7	8	9	10	11	12	13
2015	0.21	0.48	0.17	0.57	0.26	0.21	0.50	0.50	0.45	0.16	0.29	0.18	0.25

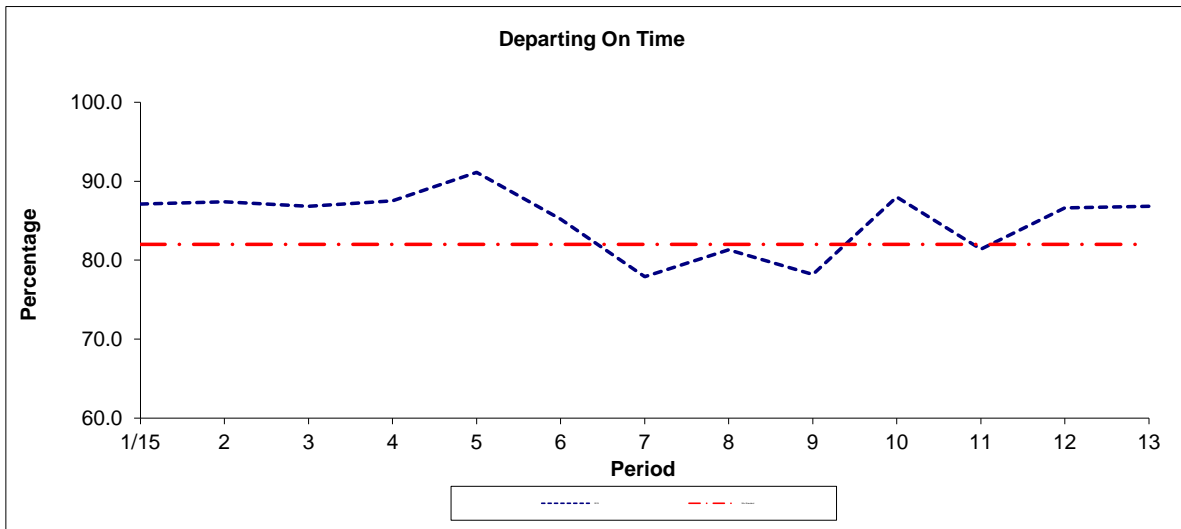


Period	1/15	2	3	4	5	6	7	8	9	10	11	12	13
2015	0.47	0.47	0.36	0.66	0.51	0.83	1.96	1.98	1.43	1.09	1.53	0.59	1.35

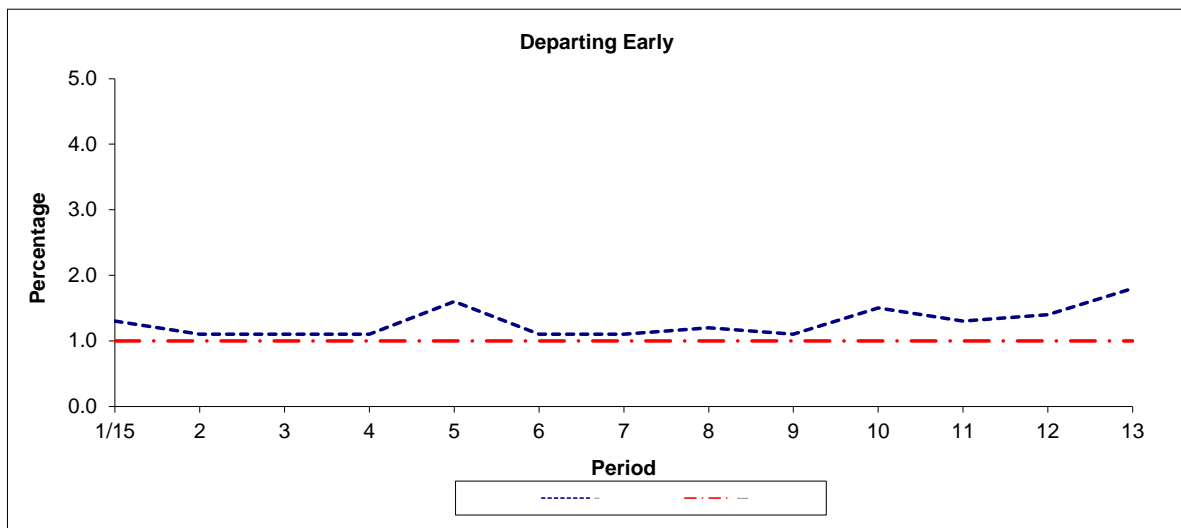
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route U1**



Period	1/15	2	3	4	5	6	7	8	9	10	11	12	13
2015	87.1	87.4	86.8	87.5	91.1	85.2	77.9	81.3	78.2	88.0	81.4	86.6	86.8
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	1/15	2	3	4	5	6	7	8	9	10	11	12	13
2015	1.3	1.1	1.1	1.1	1.6	1.1	1.1	1.2	1.1	1.5	1.3	1.4	1.8
Benchmark	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

**Note :** Reliability is actual performance under full iBus (4 weeks data).  
 Minimum Standards and Benchmarks are those applicable under the new contract.

**ROUTE U1 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTERS 1 TO 4 15/16 (01/04/15 - 31/03/16)**

**MONDAY - FRIDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	19,795.	19,385.	97.9	99.2	96.8	0.8	0.6	1.9
07:00 - 10:00	40,034.	39,630.	99.0	95.5	80.0	4.8	1.7	13.5
10:00 - 13:00	41,434.	40,997.	98.9	98.7	90.7	1.3	0.9	7.1
13:00 - 16:00	41,950.	40,715.	97.1	97.9	85.1	2.3	0.8	11.8
16:00 - 19:00	40,633.	39,239.	96.6	93.0	73.2	7.2	2.0	17.6
19:00 - 22:00	27,939.	28,512.	102.1	97.8	84.4	2.4	1.1	12.1
22:00 - 24:00	13,483.	13,656.	101.3	99.6	96.2	0.4	0.7	2.6
<b>All Locations</b>	<b>225,268.</b>	<b>222,134.</b>	<b>98.6</b>	<b>96.9</b>	<b>83.0</b>	<b>3.7</b>	<b>1.3</b>	<b>12.1</b>

**SATURDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	3,154.	3,157.	100.1	99.1	97.4	0.8	1.5	0.2
07:00 - 10:00	7,794.	7,797.	100.0	99.8	97.0	0.2	1.0	1.7
10:00 - 13:00	8,484.	8,388.	98.9	99.1	90.2	0.9	1.2	7.7
13:00 - 16:00	8,509.	8,507.	100.0	98.6	88.9	1.4	1.3	8.4
16:00 - 19:00	8,179.	8,178.	100.0	99.5	94.5	0.5	1.3	3.7
19:00 - 22:00	4,865.	4,805.	98.8	99.2	92.4	0.8	0.5	6.3
22:00 - 24:00	2,842.	2,871.	101.0	99.6	96.7	0.4	0.6	2.4
<b>All Locations</b>	<b>43,827.</b>	<b>43,703.</b>	<b>99.7</b>	<b>99.3</b>	<b>92.5</b>	<b>0.8</b>	<b>1.1</b>	<b>5.6</b>

**SUNDAY AND BANK HOLIDAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	1,209.	1,248.	103.2	98.5	95.7	2.2	1.1	1.0
07:00 - 10:00	5,151.	5,126.	99.5	99.4	96.8	0.5	1.5	1.3
10:00 - 13:00	5,122.	5,001.	97.6	98.4	87.7	1.9	2.6	7.8
13:00 - 16:00	5,101.	5,129.	100.5	96.5	80.5	3.7	1.3	14.4
16:00 - 19:00	5,047.	5,091.	100.9	98.9	91.8	1.2	1.3	5.7
19:00 - 22:00	4,941.	4,928.	99.7	99.7	95.9	0.3	0.5	3.2
22:00 - 24:00	3,311.	3,315.	100.1	99.9	95.7	0.1	1.2	3.0
<b>All Locations</b>	<b>29,882.</b>	<b>29,838.</b>	<b>99.9</b>	<b>98.7</b>	<b>89.5</b>	<b>1.8</b>	<b>1.5</b>	<b>7.3</b>

**ALL DAYS**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	24,158.	23,790.	98.5	99.2	96.7	0.9	0.7	1.7
07:00 - 10:00	52,979.	52,553.	99.2	96.5	82.2	4.2	1.7	11.9
10:00 - 13:00	55,040.	54,386.	98.8	98.7	90.2	1.3	1.1	7.3
13:00 - 16:00	55,560.	54,351.	97.8	97.9	85.0	2.3	0.9	11.7
16:00 - 19:00	53,859.	52,508.	97.5	94.5	77.7	5.8	1.8	14.7
19:00 - 22:00	37,745.	38,245.	101.3	98.2	86.9	1.9	0.9	10.2
22:00 - 24:00	19,636.	19,842.	101.0	99.6	96.2	0.4	0.8	2.6
<b>All Locations</b>	<b>298,977.</b>	<b>295,675.</b>	<b>98.9</b>	<b>97.5</b>	<b>84.8</b>	<b>3.1</b>	<b>1.3</b>	<b>10.8</b>

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

**TRANCHE 565**

Route U1  
 Service change 30087  
 Date 17/03/2012  
 QSI Points are highlighted

Mileage Update

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
RUISN	27862	Ruislip Station		
	15771	Brickwall Lane	130	0.08
	19214	Midcroft	225	0.14
	BP160	Church Avenue	561	0.35
	16289	Sharps Lane	107	0.07
	16290	West Ruislip Station	497	0.31
	16292	Oak Avenue	409	0.25
ICKMCH	16356	Ickenham Pump	344	0.21
	29103	Ivy House Road	227	0.14
	16357	Wallasey Crescent	262	0.16
	16359	Thornhill Road	341	0.21
	16361	Breakspear Road South	405	0.25
	16364	Roker Park Avenue	446	0.28
SWKRSR	16365	Warren Road	389	0.24
	16367	Harefield Road	334	0.21
	16370	North Common Road	242	0.15
	16372	The Hermitage	583	0.36
UXBRSN	23061	Uxbridge Station	764	0.47
	34836	Uxbridge High Street	282	0.18
	34774	Crown Walk	478	0.30
	35013	Vine Street	383	0.24
	3153	St Andrews Church	434	0.27
	3151	Manor Way	264	0.16
HILRTG	3147	The Greenway	434	0.27
	16374	Ivybridge Close	267	0.17
	16375	Brunel University	390	0.24
	BP760	Brunel University Sports Park	438	0.27
HILLHPR	16380	Hillingdon Hospital	257	0.16
	16381	Colham Road	208	0.13
	BP1934	Violet Avenue	534	0.33
FLNLAT	16386	Apple Tree Avenue	1009	0.63
	20477	Otterfield Road	471	0.29
	16389	Yiewsley Library	441	0.27
	16391	Yiewsley High Street	319	0.20
WDRASN	BP3566	West Drayton Station	322	0.20
Total Route Mileage - Out Direction			13197	8.20
			Metres	Miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WDRASN	16394	West Drayton Station		
	16390	Yiewsley High Street	363	0.23
	R0459	Yiewsley Library	367	0.23
	20478	Milburn Drive	394	0.24
FLNLAT	16387	Apple Tree Avenue	435	0.27
	BP1947	Violet Avenue	1053	0.65
	14113	Colham Road	355	0.22
HILLHPR	16379	Hillingdon Hospital	320	0.20
	BP761	Kingston Lane Pentecostal Church	438	0.27
	16376	Brunel University	462	0.29
HILRTG	3148	The Greenway	380	0.24
	3152	Manor Way	444	0.28
	3228	St Andrew's Church	321	0.20
	BP1609	Civic Centre	285	0.18
	34773	Crown Walk	661	0.41
	BP3290	Belmont Road	677	0.42
UXBRSN	23062	Uxbridge Station	170	0.11
	16371	The Hermitage	759	0.47
	16369	North Common Road	523	0.32
	16368	Harefield Road	226	0.14
SWKRSR	16366	Warren Road	437	0.27
	16363	Roker Park Avenue	237	0.15
	16362	Breakspear Road South	573	0.36
	16360	Thornhill Road	444	0.28
	16358	Wallasey Crescent	243	0.15
	29102	Rectory Way	266	0.17
ICKMCH	14861	Austins Lane	369	0.23
	16293	Oak Avenue	257	0.16
	16291	West Ruislip Station	420	0.26
	36861	Sharps Lane	377	0.23
	16355	Church Avenue	198	0.12
	15769	Midcroft	575	0.36
	15770	Brickwall Lane	136	0.08
RUISN	27858	Ruislip Station	196	0.12
Total Route Mileage - Back Direction			13361	8.30
			Metres	Miles