

## 7. Service Specification

Route: U7

Contract Reference: QC54303

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>	Uxbridge Station to Hayes, Sainsbury's
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	19 <sup>th</sup> November 2016
<b>Vehicle Type</b>	60 capacity, dual door, single deck, 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>	Yes
<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 - 85.00%
<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 14<sup>th</sup> December 2015

*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. U7.

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, minimum 10.8m long buses are specified.

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

1. Annual diesel price - based on minimum 5 year contract.
2. Annual hybrid price - based on minimum 5 year contract.
3. Annual hybrid price - with upfront payment of capital difference between diesel and hybrid for 5 year contract.

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

Uxbridge Station to Hayes, Sainsbury's		Hayes, Sainsbury's to Uxbridge Station, Belmont Road			
First departure no later than 0525.		First departure no later than 0515.			
0520 - 0055	Every 30 minutes	0510 - 0010	Every 30 minutes		
Last departure no earlier than 0050.		Last departure no earlier than 0005.			
<b>Pinchpoints</b>					
Charville Lane Estate, Charville School	0715 - 0915	30 minutes	Hayes End, Hewen road, Meadow Lane School	0725 - 0925	30 minutes
	1510 - 1640	30 minutes		1455 - 1625	30 minutes

#### 3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

Uxbridge Station to Hayes, Sainsbury's		Hayes, Sainsbury's to Uxbridge Station, Belmont Road	
1457	One journey	0802	One journey

The journeys shown in Section 3.2 are specifically designed to meet the start and finish times of Abbots Field Boys School in the Uxbridge area.

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

Uxbridge Station to Hayes, Sainsbury's		Hayes, Sainsbury's to Uxbridge Station, Belmont Road			
First departure no later than 0525.		First departure no later than 0515.			
0520 - 0055	Every 30 minutes	0510 - 0010	Every 30 minutes		
Last departure no earlier than 0050.		Last departure no earlier than 0005			
<b>Pinchpoints</b>					
Charville Lane Estate, Charville School	0915 - 1115	30 minutes	Hayes End, Hewen road, Meadow Lane School	0930 - 1130	30 minutes

#### 3.4) SUNDAY AND PUBLIC HOLIDAYS (EXCEPT GOOD FRIDAY AND CHRISTMAS DAY) SCHEDULE REQUIREMENTS & PINCHPOINTS

Uxbridge Station to Hayes, Sainsbury's		Hayes, Sainsbury's to Uxbridge Station, Belmont Road			
First departure no later than 0625.		First departure no later than 0545.			
0620 - 0055	Every 30 minutes	0540 - 0010	Every 30 minutes		
Last departure no earlier than 0050.		Last departure no earlier than 0005.			
<b>Pinchpoints</b>					
Charville Lane Estate, Charville School	1015 - 1115	30 minutes	Hayes End, Hewen road, Meadow Lane School	1030 - 1200	30 minutes

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

**4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. U7 can suffer unpredictable traffic delays in the Hayes End area.
- 4.2) A proposed development to increase the size of both Abbotsfield School and Swakeleys School, could impact demand on Route No. U7.

**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 U7: Uxbridge Station - Hayes, Sainsbury'S

**Date of Structural Change:** 19 November 2016.

**Date of Service Change:** 19 November 2016.

**Reason for Issue:** New Tender.

### **STREETS TRAVERSED**

**Towards Hayes, Sainsbury's:** Bakers Road, Belmont Road, Uxbridge High Street, Harefield Road, Oxford Road Roundabout, Oxford Road, Cross Street, Vine Street, Uxbridge High Street, Hillingdon Road, Kingston Lane, Pield Heath Road, Harlington Road, West Drayton Road, Hewens Road, Mellow Lane West, Pole Hill Road, Charville Lane, Bury Avenue, Goshawk Gardens, Weymouth Road, Adelphi Crescent, Adelphi Way, Kingshill Avenue, Lansbury Drive, Uxbridge Road, Coldharbour Lane, Sainsburys Access Road, Turning Circle, Sainsburys Access Road.

**Towards Uxbridge Station:** Sainsburys Access Road, Coldharbour Lane, Uxbridge Road, Turn At Slip Road Through Central Reservation, Uxbridge Road, Lansbury Drive, Kingshill Avenue, Adelphi Way, Adelphi Crescent, Goshawk Gardens (Eastern Arm), Bury Avenue, Charville Lane, Pole Hill Road, Mellow Lane West, Hewens Road, West Drayton Road, Harlington 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.

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

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

### **UXBRIDGE, YORK ROAD**

Public stand for two buses on the west side of York Road, north of the junction with George Street.

Buses proceed from Belmont Road via York Road, Chippendale Way, Park Road, Chippendale Way and York Road to stand, departing via York Road, Belmont Road, Bakers Road and Uxbridge Bus Station to Bakers Road. Set down in Belmont Road, at Stop D (BP3290 - Belmont Road, Last Stop on LOR: BP3290 - Belmont Road) and pick up in Bakers Road, at Stop O (20487 - Uxbridge Station <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route U7 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:	Uxbridge.
OTHER INFORMATION:	Toilets available by arrangement with Uxbridge Garage. Overflow stand available on Chippendale Way.

### **HILLINGDON, KINGSTON LANE (from HAYES, SAINSBURY'S)**

Buses proceed from Kingston Lane departing to Kingston Lane. Set down in Kingston Lane, at stop HD (BP761 - Kingston Lane / Pentecostal Church, Last Stop on LOR: BP761 - Kingston Lane / Pentecostal Church) and pick up in Kingston Lane, at stop BH (16375 - Brunel University, First Stop on LOR: 16375 - Brunel University).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
BLIND DISPLAY:	Hillingdon, Kingston Lane.

### **HILLINGDON, PIELD HEATH ROAD (from HAYES, SAINSBURY'S)**

Buses proceed from Harlington Road departing to Harlington Road. Set down in Harlington Road, at stop CF (BP1377 - Lees Road, Last Stop on LOR: BP1377 - Lees Road) and pick up in Harlington Road, at stop CC (BP1331 - Lees Road, First Stop on LOR: BP1331 - Lees Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
BLIND DISPLAY:	Hillingdon, Pield Heath Road.

### **CHARVILLE LANE ESTATE (from Uxbridge Station)**

Buses proceed from Charville Lane direct to stand, departing via Charville Lane and Romney Road to Charville Lane. Set down in Charville Lane (BP5382 - Turner Close, Last Stop on LOR: BP5382 - Turner Close) and pick up in Charville Lane (BP5381 - Turner Close, First Stop on LOR: BP5381 - Turner Close).

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:	Charville Lane Estate.

### **HAYES, SAINSBURYS**

Private stand for one bus in lay-by on south side of Sainsbury's Access Road off Coldharbour Lane.

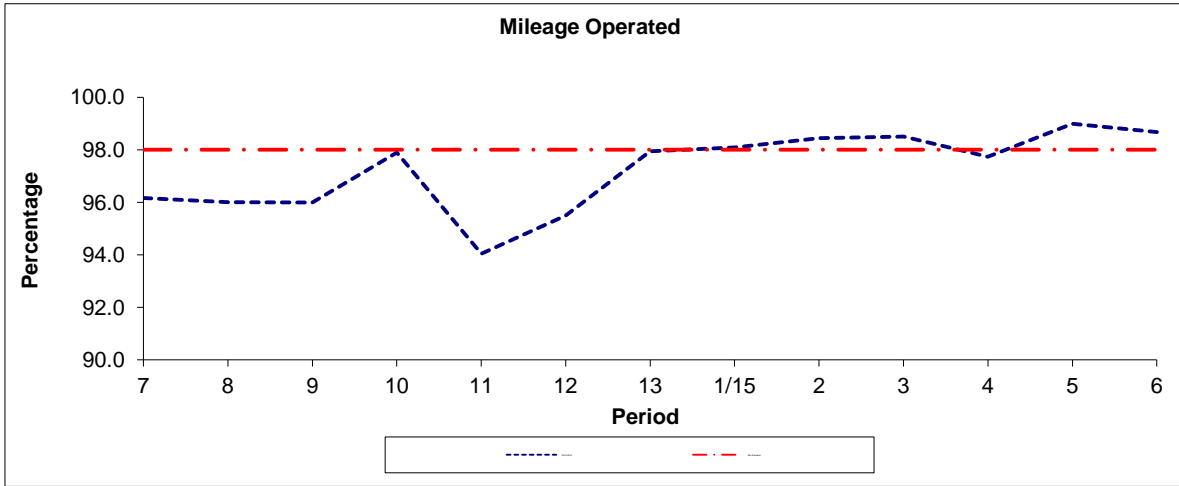
Buses proceed from Sainsburys Access Road direct to stand, departing to Sainsburys Access Road. Set down in Sainsburys Access Road, at stop V (BP2759 - Lombardy Retail Park, Last Stop on LOR: BP2759 - Lombardy Retail Park) and pick up in Sainsburys Access Road, at stop V (BP2759 - Lombardy Retail Park, First Stop on LOR: BP2759 - Lombardy Retail Park).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route U7 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:	Hayes, Sainsbury's.

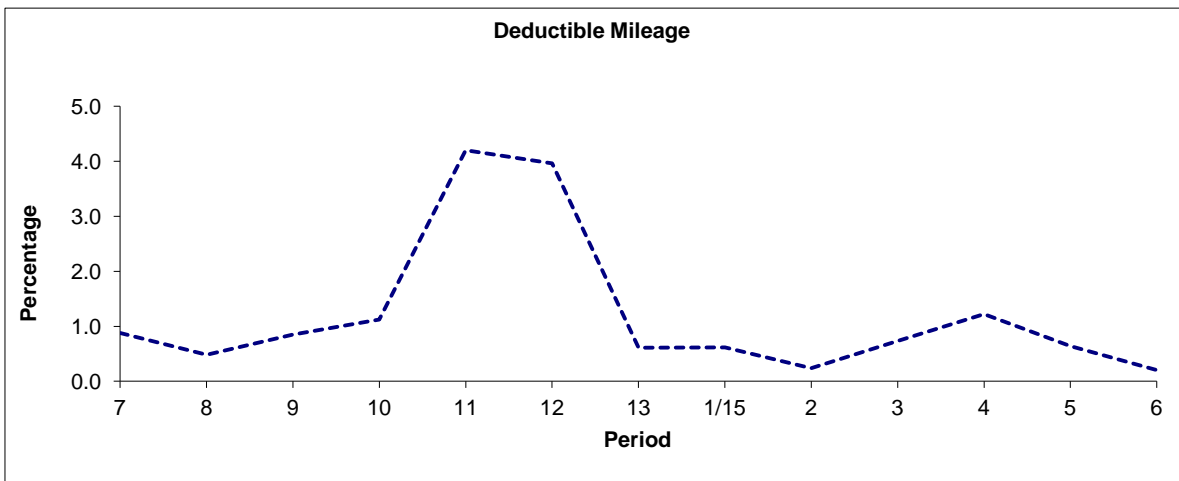


**PART B - PERFORMANCE STATISTICS**

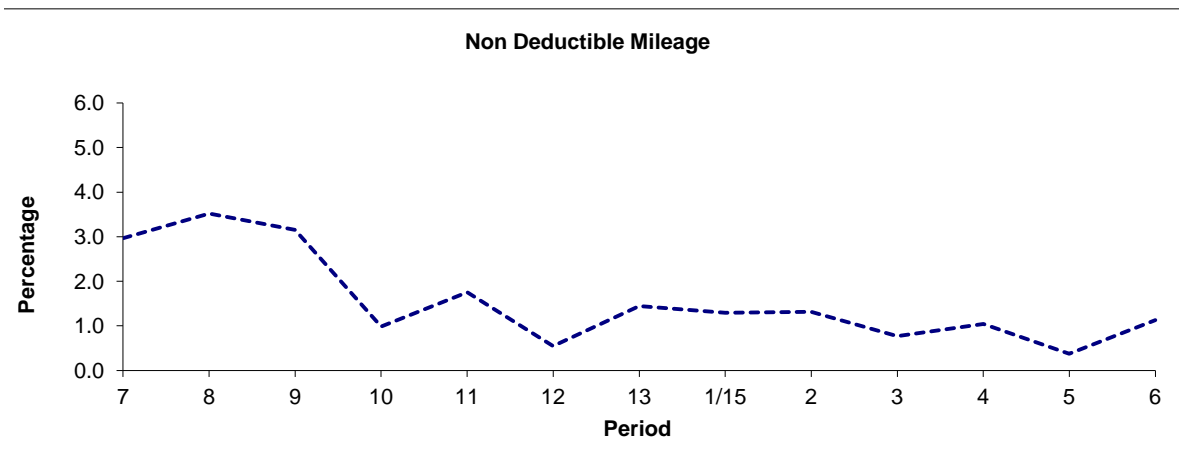
**Route U7**



Period	7	8	9	10	11	12	13	1/15	2	3	4	5	6
2014/2015	96.16	96.00	96.00	97.89	94.05	95.49	97.95	98.09	98.44	98.50	97.74	98.99	98.67
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



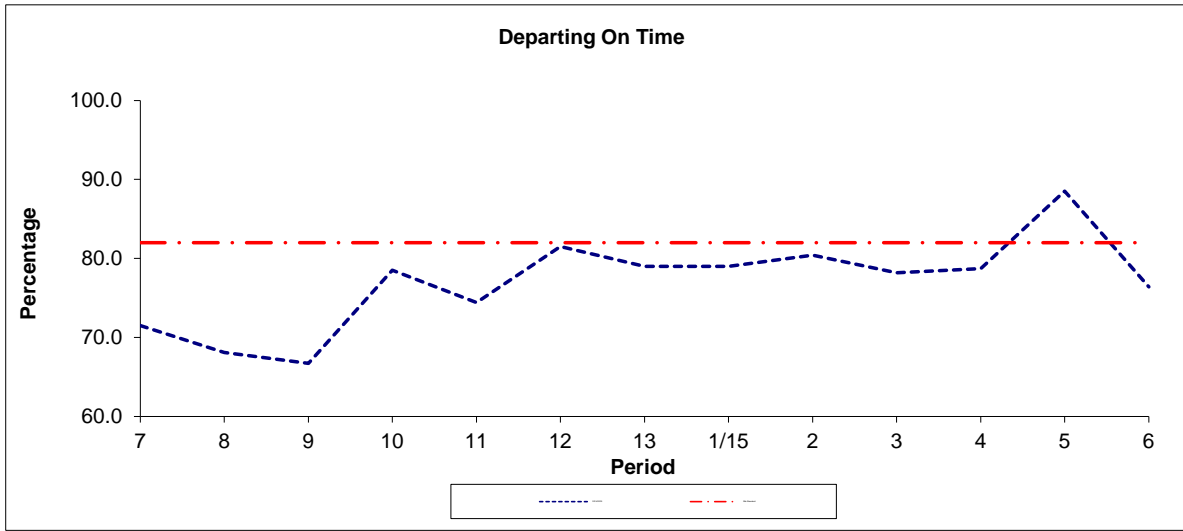
Period	7	8	9	10	11	12	13	1/15	2	3	4	5	6
2014/2015	0.88	0.48	0.85	1.12	4.20	3.96	0.61	0.62	0.24	0.73	1.22	0.64	0.20



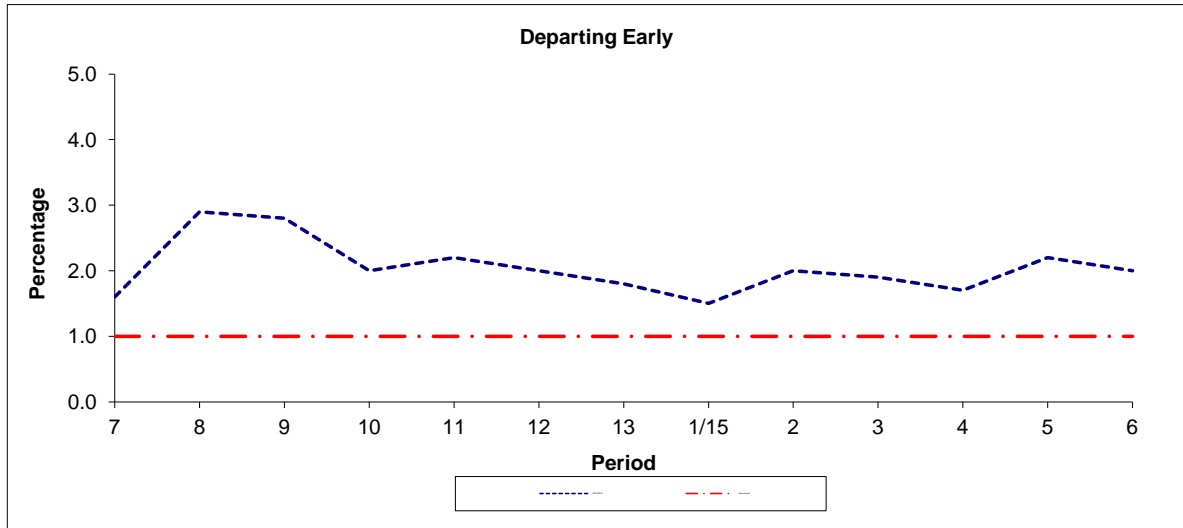
Period	7	8	9	10	11	12	13	1/15	2	3	4	5	6
2014/2015	2.96	3.52	3.15	0.99	1.75	0.55	1.44	1.30	1.32	0.77	1.04	0.37	1.13

**Note :** Mileage is based on 4 weeks data  
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

**PART B - PERFORMANCE STATISTICS**  
**Route U7**



Period	7	8	9	10	11	12	13	1/15	2	3	4	5	6
2014/2015	71.5	68.1	66.7	78.5	74.4	81.5	79.0	79.0	80.4	78.2	78.7	88.5	76.4
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	7	8	9	10	11	12	13	1/15	2	3	4	5	6
2014/2015	1.6	2.9	2.8	2.0	2.2	2.0	1.8	1.5	2.0	1.9	1.7	2.2	2.0
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 U7 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 3 14/15 TO QUARTER 2 15/16 (13/09/14 - 18/0915)**

**MONDAY - FRIDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	12,234.	11,990.	98.0	99.1	93.5	0.8	2.2	3.5
07:00 - 10:00	21,930.	20,984.	95.7	90.4	70.5	10.0	2.3	17.2
10:00 - 13:00	20,760.	20,405.	98.3	96.8	81.7	3.1	1.1	14.1
13:00 - 16:00	22,025.	21,163.	96.1	95.5	76.2	4.6	1.6	17.6
16:00 - 19:00	20,085.	19,155.	95.4	86.5	56.8	14.1	2.1	27.0
19:00 - 22:00	20,786.	20,439.	98.3	96.4	83.4	4.2	2.1	10.3
22:00 - 24:00	13,766.	13,833.	100.5	99.2	91.1	0.8	4.3	3.8
<b>All Locations</b>	<b>131,586.</b>	<b>127,969.</b>	<b>97.3</b>	<b>94.3</b>	<b>73.3</b>	<b>7.4</b>	<b>2.0</b>	<b>17.3</b>

**SATURDAY**

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	2,507.	2,459.	98.1	98.3	92.8	1.6	3.2	2.5
07:00 - 10:00	4,524.	4,482.	99.1	98.9	93.9	1.2	1.9	3.0
10:00 - 13:00	4,496.	4,410.	98.1	98.6	89.0	1.5	1.3	8.2
13:00 - 16:00	4,488.	4,424.	98.6	97.5	86.1	2.4	1.1	10.3
16:00 - 19:00	4,688.	4,607.	98.3	96.8	87.7	3.3	1.9	7.0
19:00 - 22:00	4,519.	4,491.	99.4	98.3	91.0	1.7	1.7	5.6
22:00 - 24:00	2,999.	2,956.	98.6	98.1	90.2	1.8	4.3	3.7
<b>All Locations</b>	<b>28,221.</b>	<b>27,829.</b>	<b>98.6</b>	<b>98.0</b>	<b>89.0</b>	<b>2.1</b>	<b>1.7</b>	<b>7.2</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	1,476.	1,459.	98.8	98.6	92.8	1.3	2.2	3.8
07:00 - 10:00	4,894.	4,899.	100.1	99.7	94.1	0.3	2.9	2.7
10:00 - 13:00	4,818.	4,746.	98.5	98.7	92.1	1.4	2.6	3.9
13:00 - 16:00	4,781.	4,700.	98.3	97.7	91.9	2.2	1.9	4.0
16:00 - 19:00	4,992.	4,918.	98.5	98.6	92.5	1.4	3.2	3.0
19:00 - 22:00	4,846.	4,796.	99.0	98.2	93.5	1.7	2.7	2.2
22:00 - 24:00	3,232.	3,240.	100.2	99.5	91.1	0.5	5.8	2.6
<b>All Locations</b>	<b>29,039.</b>	<b>28,758.</b>	<b>99.0</b>	<b>98.7</b>	<b>92.5</b>	<b>1.5</b>	<b>2.8</b>	<b>3.3</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	16,217.	15,908.	98.1	98.9	93.4	0.9	2.3	3.4
07:00 - 10:00	31,348.	30,365.	96.9	93.1	73.6	8.8	2.3	15.4
10:00 - 13:00	30,074.	29,561.	98.3	97.4	84.1	2.6	1.4	11.9
13:00 - 16:00	31,294.	30,287.	96.8	96.1	79.3	4.0	1.6	15.1
16:00 - 19:00	29,765.	28,680.	96.4	90.1	63.8	11.6	2.2	22.4
19:00 - 22:00	30,151.	29,726.	98.6	97.0	85.5	3.6	2.1	8.8
22:00 - 24:00	19,997.	20,029.	100.2	99.1	91.0	0.9	4.5	3.6
<b>All Locations</b>	<b>188,846.</b>	<b>184,556.</b>	<b>97.7</b>	<b>95.6</b>	<b>77.2</b>	<b>6.1</b>	<b>2.0</b>	<b>14.7</b>

Transport for London - QSI Points and Live Mileage List

Route U7  
 Service change 22032  
 Date 5 November 2009

**TRANCHE 543**

QSI points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
UXBRYR S	UXBRYR S	UXBRIDGE, YORK ROAD		
UXBRSN	20487	Uxbridge Station	0	0.00
	1813	Uxbridge High Street	152	0.09
	34774	Crown Walk	525	0.33
	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	258	0.16
	16375	Brunel University	620	0.39
	BP760	Brunel University Sports Park	208	0.13
HILLHPR	16380	Hillingdon Hospital	257	0.16
	16381	Colham Road	208	0.13
	CW9	Micawber Avenue	304	0.19
	CW10	Pield Heath Avenue	239	0.15
	BP1331	Lees Road	153	0.10
	BP5119	Lady Craig Court	315	0.20
	BP1464	Green Lane	593	0.37
	BP1462	New Road	253	0.16
HYSESC	BP5384	Mellow Lane School	230	0.14
	BP5389	Heath Road	341	0.21
	BP5386	Mellow Lane West	245	0.15
	BP5382	Turner Close	440	0.27
	33642	Romney Road	543	0.34
CHVLCS	33640	Charville School	373	0.23
	33643	Kingshill Library	293	0.18
	29434	Weymouth Road	235	0.15
	29433	Adelphi Crescent	334	0.21
	R0490	Adelphi Way	275	0.17
YEADBH	17226	The Brook House	344	0.21
	17228	Fairholme Crescent	183	0.11
	17229	Fredora Avenue	196	0.12
	17231	Balmoral Drive	333	0.21
HYSECN	3114	Uxbridge County Court	495	0.31
	6819	Church Road	329	0.20
	6816	Belmore Parade	223	0.14
HYSHSY	BP2759	Lombardy Retail Park	811	0.50
HYSHSY S	HYSHSY S	Hayes, Sainsburys	0	0.00
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>			11823 metres	7.35 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HYSHSY S	HYSHSY S	Hayes, Sainsburys		
HYSHSY	BP2759	Lombardy Retail Park	0	0.00
	6817	Central Avenue	445	0.28
	29270	Belmore Parade	253	0.16
	27578	Church Road	204	0.13
HYSECN	BP3285	Uxbridge County Court	353	0.22
	17233	Whittington Avenue	379	0.24
	17232	Balmoral Drive	422	0.26
	17227	Fairholme Crescent	418	0.26
YEADBH	29430	The Brook House	314	0.20
	29432	Adelphi Crescent	297	0.18
	BP1069	Weymouth Road	243	0.15
	33638	Kingshill Library	173	0.11
CHVLCS	33639	Charville School	265	0.16
	BP5388	Romney Road	347	0.22
	BP5381	Turner Close	514	0.32
	BP5387	Mellow Lane West	434	0.27
	BP5383	Heath Road	196	0.12
HYSESC	BP5385	Mellow Lane School	378	0.23
	BP1461	New Road	247	0.15
	BP1463	Green Lane	273	0.17
	BP1330	Barwick Drive	652	0.41
	BP1377	Lees Road	280	0.17
	CW8	Pield Heath Avenue	147	0.09
	CW7	Micawber Avenue	301	0.19
HILLHPR	16379	Hillingdon Hospital	458	0.28
	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
UXBRBR	BP3290	Belmont Road	677	0.42
UXBRYR S	UXBRYR S	UXBRIDGE, YORK ROAD	0	0.00
<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>			11661 metres	7.25 miles