## 07. Service Specification

Route: 52 & N52 QC40001

This Service Specification forms section 7 of the ITT and should be read in conjunction with the ITT document, Version 1 dated 29<sup>th</sup> 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.

Terminus Points	Victoria Station to Willesden, Church End
Contract Basis	Incentivised
Commencement Date	8 <sup>th</sup> December 2012
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved	10.1 metres long and 2.55 metres wide
Dimensions	
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Minimum Performance Standard -	Average Excess Wait Time - No more than 1.20
Route No. 52	minutes
Extension Threshold -	Average Excess Wait Time Threshold - 1.05
Route No. 52	minutes
Advertising Rights	Operator
Minimum Operated Mileage	No less than 98.00%
Standard - Route No. 52	
Departing on Time -	No less than 85.00%
Route No. N52	
Minimum Operated Mileage -	No less than 98.00%
Route No. N52	

The Date of Tender for this ITT is: No later than 12 Noon on 12<sup>th</sup> December 2011.

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) QSI POINTS & MILEAGE
- 5) OPERATIONAL CONSIDERATIONS
- 6) CURRENT PERFORMANCE ROUTE RECORD & IBUS MILEAGE

#### 2) NOTES

#### **Proposed Changes:**

At this time, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 52 & N52.

- On Route No. 52 one additional journey ex Willesden and two additional journeys ex Victoria Station will be withdrawn during the Mondays to Fridays AM peak. The remaining additional journey ex Willesden will be specified in the Mondays to Fridays AM peak.
- Route No. N52 will be restructured to follow the day routeing at existing frequencies. The section between Victoria Station and Hyde Park Corner via Whitehall is withdrawn. Route No. N52 will now operate directly along Grosvenor Place. Please see Section 5 for full list of streets traversed.
- Route No. N52 will interwork with Route No. 52 to become a seamless 24 hour service.

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:

- Route No. 52 & N52 are specified to terminate at Willesden, Church End instead of Willesden, Bus Garage.
- The designation Route No. N52 is used for contractual purposes only. This service will be marketed as Route No. 52. This includes all publicity, including destination blind displays.
- Tenderers must identify the cost of the Nightly element of this service separately.
- Tenderers should refer to the schedules dated 5<sup>th</sup> April 2011 rather than the current emergency schedules.

## 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

## 3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Victoria Station	n, Wilton Road	to	Willesden, Church End to Victoria Station,				
Willesden, Chu	ırch End		Terminus Place				
First departure	no later than C	505.	First departure no later than 0450.				
0500 - 0525	Every 20 minu	utes	0445 - 0550	Every 10 minutes			
0526 - 0645	Every 10 minu	utes	0551 - 0635	Every 8 min	utes		
0646 - 0700	Every 8 minu	utes	0636 - 0705	Every 6 min	utes		
0701 - 2030	Every 6 minu	utes	0706 - 0805	Every 5-6 minutes			
				(11 buses pe	r hour)		
2031 - 2400	Every 8 minu	utes	0806 - 1855	Every 6 minutes			
0001 - 0015	Every 10 minu	utes	1856 - 2305	Every 8 minutes			
			2306 - 2335	Every 15 min	utes		
			2336 - 0020	Every 20 min	utes		
Last departure	no earlier than	0010.	Last departure	no earlier than	n 0015.		
Ladbroke	0700 - 0715	8 minutes	Notting Hill	0705 - 0835	6 minutes		
Grove	0716 - 0845	6 minutes	Gate	1500 - 1630	6 minutes		
Station	1505 - 1635	6 minutes					

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

Victoria Station	n, Wilton Road	to	Willesden, Church End to Victoria Station,					
Willesden, Chu	urch End		Terminus Place					
First departure	no later than 0	505.	First departure	no later than 0	450.			
0500 - 0525	Every 20 minu	utes	0445 - 0550	Every 12 minutes				
0526 - 0700	Every 12 minu	utes	0551 - 0800	Every 10 min	utes			
0701 - 0900	Every 10 minu	utes	0801 - 0830	Every 7-8 m	inutes			
				(8 buses per hour)				
0901 - 0930	Every 7-8 m	inutes	0831 - 1800	Every 6 min	utes			
	(8 buses per h	nour)						
0931 - 2000	Every 6 minu	utes	1801 - 2305	Every 8 minutes				
2001 - 2400	Every 8 minu	utes	2306 - 2335	Every 15 min	utes			
0001 - 0015	Every 10 minu	utes	2336 - 0020	Every 20 min	utes			
Last departure	no earlier than	0010.	Last departure	no earlier than	0015.			
<b>Pinchpoints</b>								
Ladbroke	0935 - 1005	8 minutes	Notting Hill	0925 - 1100	6 minutes			
Grove Station	1006 - 1055	6 minutes	Gate					

## 3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued.

# 3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Victoria Station	n, Wilton Road	to	Willesden, Church End to Victoria Station,				
Willesden, Chu	urch End		Terminus Place				
First departure	no later than C	505.	First departure	no later than 0	450.		
0500 - 0525	Every 20 mini	utes	0445 - 0550	Every 15 minu	utes		
0526 - 0625	Every 15 mini	utes	0551 - 0650	Every 12 mini	utes		
0626 - 0700	Every 12 mini	utes	0651 - 2320	Every 10 minutes			
0701 - 0015	Every 10 mini	utes	2321 - 2335	Every 15 minutes			
			2336 - 0020	Every 20 minutes			
Last departure	no earlier than	0010.	Last departure no earlier than 0015.				
Pinchpoints							
Ladbroke	1105 - 1205	10 minutes	Notting Hill	1105 - 1205	10 minutes		
Grove			Gate				
Station							

### 3.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

<u> </u>										
Victoria Station	n, Wilton Road	to	Willesden, Church End to Victoria Station,							
Willesden, Chu	ırch End		Terminus Place							
First departure	no later than 0	800.	First departure	no later than 0	750.					
0755 - 0015	Every 10 minu	utes	0745 - 2320	Every 10 mini	ery 10 minutes					
			2321 - 2335	Every 15 minutes						
			2336 - 0020	Every 20 minutes						
Last departure	no earlier than	0010.	Last departure no earlier than 0015.							
Pinchpoints										
Ladbroke	1105 - 1205	10 minutes	Notting Hill	1105 - 1205	10 minutes					
Grove			Gate							
Station										

## 3.5) NIGHTLY

3.3) INCHIE						
Victoria Station, Wilton Road to Willesden,	Willesden, Church End to Victoria Station,					
Church End	Terminus Place					
First departure no later than 0025.	First departure no later than 0035.					
0015 - 0455 Every 30 minutes	0030 - 0440					
Last departure no earlier than 0445.	Last departure no earlier than 0435.					

Tenderers must identify the cost of the Nightly element of this service separately.

### 4) QSI POINTS & MILEAGE

It is intended Route No. 52 will have 96 surveys per quarter at the following locations:

QSI POINTS	
Towards Willesden, Church End	Towards Victoria Station, Terminus Place
Victoria	Willesden
Notting Hill Gate	Ladbroke Grove Station
Ladbroke Grove Sainsbury's	Notting Hill Gate
MILEAGE: See Attached iBus Sheets	

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

It is unlikely that the minimum number of QSI surveys for performance measurement will be conducted on Route No. N52 at present. However, this may change at a later date.

### 5) OPERATIONAL CONSIDERATIONS

- 5.1) Route No. 52 should interwork with Route No. N52 to form a seamless 24 hour service.
- 5.2) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following locations: Victoria Station and Kensal Rise Station.
- 5.3) Route No. 52 can suffer unpredictable traffic delays in the Notting Hill Gate and Victoria Station areas.
- 5.4) The Notting Hill Carnival is an annual event held in the Notting Hill area over the late Summer Bank Holiday period and affects several LBSL contracted bus services. The arrangements for serving the area are flexible and depend on what advance information is provided by bodies such as the Metropolitan Police. Prior to the event, London Buses Officials will discuss service provision with those Operators who are involved.
- 5.5) A major rebuilding of the Victoria Line Station at Victoria is being undertaken. Works are likely to last until the end of 2015. During this period routeings and stopping and standing arrangements in the area may be subject to change. Any such changes will be discussed with the successful Tenderer as appropriate.

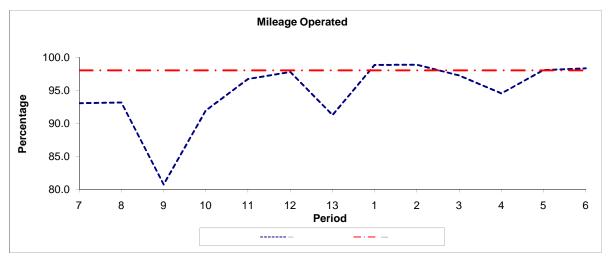
## 5) OPERATIONAL CONSIDERATIONS - continued.

5.6) Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. Major construction of the railway began in 2010, with services expected to commence in 2018. The construction impacts of Crossrail could affect Route Nos. 52 & N52 and it is anticipated that some passenger demand for Route Nos. 52 & N52 would shift to this line when it opens. Route Nos. 52 & N52 will be reviewed closer to the opening date.

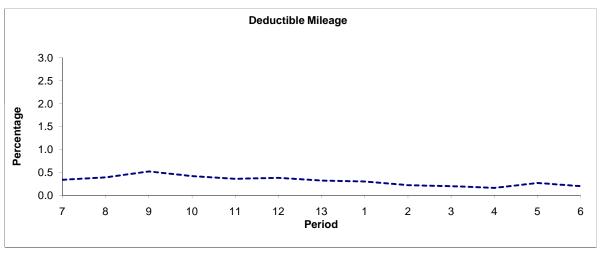
## 6) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

- 6.1) CURRENT PERFORMANCE As per current print out.
- 6.2) ROUTE RECORD
  As per Busnet Printout.
- 6.3) IBUS MILEAGE
  As per current print out.

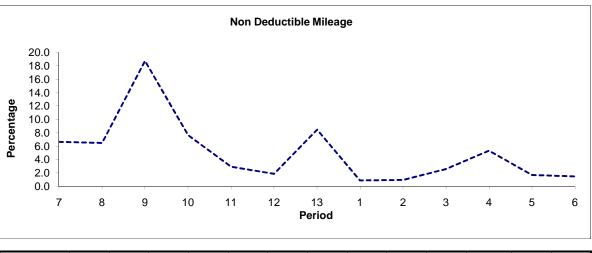
## PART B - PERFORMANCE STATISTICS Route 52



Period	7	8	9	10	11	12	13	1	2	3	4	5	6
2010/2011	93.03	93.13	80.72	91.93	96.70	97.76	91.23	98.83	98.85	97.23	94.52	98.05	98.32
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	2	3	4	5	6
2010/2011	0.34	0.39	0.52	0.42	0.36	0.38	0.32	0.30	0.22	0.20	0.16	0.27	0.20



Period	7	8	9	10	11	12	13	1	2	3	4	5	6
2010/2011	6.63	6.48	18.76	7.65	2.94	1.86	8.45	0.87	0.93	2.57	5.32	1.68	1.48

## **LONDON BUSES - ROUTE DESCRIPTION**

ROUTE 52: Victoria Station, Wilton Road - Willesden, Church End (24 hour service)

Date of Structural Change: 8 December 2012.

Date of Service Change: 8 December 2012.

Reason for Issue: New Tender.

## STREETS TRAVERSED

<u>Towards Willesden, Church End:</u> Wilton Road, Victoria Street, Grosvenor Gardens, Grosvenor Place, Knightsbridge, Kensington Road, Kensington Gore, Kensington Road, Kensington High Street, Kensington Church Street, Notting Hill Gate, Pembridge Road, Kensington Park Road, Elgin Crescent, Ladbroke Grove, Canal Way, Ladbroke Grove, Kilburn Lane, Chamberlayne Road, Station Terrace, Chamberlayne Road, Sidmouth Road, Staverton Road, Brondesbury Park, Willesden High Road.

Towards Victoria Station, Wilton Road: Willesden High Road, Brondesbury Park, Staverton Road, Sidmouth Road, Chamberlayne Road, Kilburn Lane, Ladbroke Grove, Canal Way, Ladbroke Grove, Elgin Crescent, Kensington Park Road, Pembridge Road, Notting Hill Gate, Palace Gardens Terrace, Kensington Mall, Kensington Church Street, Kensington High Street, Kensington Road, Kensington Gore, Kensington Road, Knightsbridge, Hyde Park Corner, Duke Of Wellington Place, Grosvenor Place, Lower Grosvenor Place, Buckingham Palace Road, Terminus Place.

## STANDING AND TURNING POINTS

## VICTORIA, VAUXHALL BRIDGE ROAD [WEST]

Public stand for five buses on west side of Vauxhall Bridge Road commencing at the steps to the rear entrance of Parnell House.

Buses proceed from Terminus Place via Wilton Road and Vauxhall Bridge Road to stand, departing via Neathouse Place to Wilton Road. Set down in Terminus Place, at Alighting Point and pick up in Wilton Road, at stop H.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 3 buses on Route 52 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: Victoria.

#### HYDE PARK CORNER, ACHILLES WAY (from WILLESDEN, CHURCH END)

Public stand for two buses on the south side (offside) of Achilles Way, commencing 18 metres west of the southbound carriageway of Park Lane and extending 20 metres west. Buses proceed from Knightsbridge via Hyde Park Corner, Park Lane (Northbound) and Achilles Way to stand, departing via Achilles Way, Park Lane (Southbound), Hyde Park Corner, Duke Of Wellington Place and Grosvenor Place to Knightsbridge. Set down in Knightsbridge, at Stop S and pick up in Knightsbridge, at Stop M.

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: Hyde Park Corner.

## **HYDE PARK CORNER (from WILLESDEN, CHURCH END)**

Buses proceed from Knightsbridge via Hyde Park Corner, Duke Of Wellington Place and Grosvenor Place departing to Knightsbridge. Set down in Knightsbridge, at Stop S and pick up in Knightsbridge, at Stop M.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: Turning Point Only - Buses must not stand

DISPLAY: Hyde Park Corner.

## KENSINGTON, PRINCE CONSORT ROAD (from WILLESDEN, CHURCH END)

Public stand on north side of Prince Consort Road, commencing 38 metres east of Queens Gate and extending 23 metres east.

Buses proceed from Kensington Road via Queen's Gate and Prince Consort Road to stand, departing via Prince Consort Road and Exhibition Road to Kensington Gore. Set down in Kensington Road, at Stop RK and pick up in Kensington Gore, at Stop RC.

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: Royal Albert Hall.

## **NOTTING HILL GATE (from Victoria Station, Wilton Road)**

Buses proceed from Kensington Church Street via Notting Hill Gate departing to Palace Gardens Terrace. Set down in Kensington Church Street, at Stop G and pick up in Palace Gardens Terrace, at Stop K.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: Turning Point Only - Buses must not stand

DISPLAY: Notting Hill Gate.

## **NOTTING HILL GATE (from WILLESDEN, CHURCH END)**

Buses proceed from Palace Gardens Terrace via Kensington Mall departing to Kensington Church Street. Set down in Palace Gardens Terrace, at Stop K and pick up in Kensington Church Street, at Stop G.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: Turning Point Only - Buses must not stand

DISPLAY: Notting Hill Gate.

### NOTTING HILL GATE, KENSINGTON CHURCH STREET, EAST SIDE

Public stand for three buses on east side of Kensington Church Street outside the Post Office (No 190), commencing 56 metres south of the southern kerbline of Notting Hill Gate and extending 33 metres south.

### From Victoria Station, Wilton Road.

Buses proceed from Kensington Church Street direct to stand, departing via Kensington Church Street and Notting Hill Gate to Palace Gardens Terrace. Set down in Kensington Church Street, at Stop G and pick up in Palace Gardens Terrace, at Stop K.

#### From Willesden, Church End.

Buses proceed from Palace Gardens Terrace via Kensington Mall and Kensington Church Street to stand, departing to Kensington Church Street. Set down in Palace Gardens Terrace, at Stop K and pick up in Kensington Church Street, at Stop G.

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: Notting Hill Gate.

### LADBROKE GROVE, SAINSBURYS (from Victoria Station, Wilton Road)

Private stand for three buses in layby on east side of Canal Way, commencing commencing at a point opposite the covered walkway entrance to Sainsbury's supermarket.

Buses proceed from Ladbroke Grove via Canal Way (South Side) to stand, departing to Canal Way (South Side). Set down in Ladbroke Grove, at Stop R and pick up in Canal Way, at Stop U.

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: Ladbroke Grove, Sainsbury's.

## **KENSAL RISE STATION (from Victoria Station, Wilton Road)**

Public stand in Station Terrace in two parts:

- 1. On east side, for 4 buses, commencing opposite No. 20 and extending 45 metres north to a point 10 metres south of northern steps leading to Chamberlayne Road.
- 2. On north side, for 2 buses, commencing opposite No. 11 and extending 20 metres westwards.

Buses proceed from Station Terrace via Dagmar Gardens, Linden Avenue and Station Terrace to stand, departing via Station Terrace to Chamberlayne Road. Set down in Station Terrace, at Stop KR and pick up in Chamberlayne Road, at Stop KJ.

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: Kensal Rise.

#### **WILLESDEN HIGH ROAD, CHURCH END**

Public stand for two buses on west side of Willesden High Road, south of Neasden Lane. Buses proceed from Willesden High Road via Church Road and Willesden High Road to stand, departing via Willesden High Road and Church End Roundabout to Willesden High Road. Set down in Willesden High Road, at Willesden Magistrates Court Stop and pick up in Willesden High Road, at Willesden Magistrates Court Stop.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 52 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: Willesden, Church End.

52 Route Service change 29148 17/11/2011 Date

Closure of Terminus Place Reason for Issue

Version Detail

		OUT DIRECTION					BACK DIRECTION		
<b>Timing Point</b>					Timing Point				
Code	Stop Number	Stop Name	Metres	Miles	Code	Stop Number	Stop Name	Metres	Miles
VCSNWR	7869	Victoria Station			WILLPL	34186	Pound Lane / Willesden Bus Garage		
VCSNGG	33447	Grosvenor Gardens	313	0.19	WILLHR	3213	Willesden Bus Garage	311	0.19
	7982	Wilton Street	327	0.20		2854	Villiers Road	401	0.25
	4900	Hyde Park Corner	296	0.18		11634	Willesden Green Library	353	0.22
HPCRKB	107	Hyde Park Corner Station	259	0.16		11630	Hanover Road	540	0.34
	BP3406	Knightsbridge Station / Harrods	615	0.38		11622	All Souls Avenue	311	0.19
	11221	Knightsbridge Barracks	288	0.18		11618	Okehampton Road	381	0.24
	11223	Prince Of Wales Gate	236	0.15		11616	Whitmore Gardens	134	0.08
	115	Exhibition Road	271	0.17	KSLRSN	7733	Kensal Rise Station	266	0.17
	3352	Royal Albert Hall	380	0.24		11615	Station Terrace	143	0.09
KENSPG	118	Palace Gate	293	0.18		442	Banister Road	358	0.22
KENSCH	120	Kensington Palace	354	0.22		1658	Harrow Road / Kilburn Lane	208	0.13
	83	Kensington Church Street / Holland St	381	0.24	LADBSY	37615	Ladbroke Grove Sainsbury's	496	0.31
	11145	Sheffield Terrace	415	0.26		11548	Kensal House	134	0.08
NTHGKC	25053	Notting Hill Gate Station	306	0.19		11546	Barlby Road	232	0.14
	1272	Ladbroke Road	339	0.21		11544	St Charles Square	253	0.16
	11531	Stanley Gardens	345	0.21		11542	Chesterton Road	200	0.12
	11533	Elgin Crescent	344	0.21	LADBSN	9481	Ladbroke Grove Station	310	0.19
	11535	Blenheim Crescent	302	0.19		9451	Elgin Crescent / Ladbroke Grove	387	0.24
LADBSN	9482	Ladbroke Grove Station	368	0.23		11534	Arundel Gardens	272	0.17
	11541	Chesterton Road	237	0.15		11532	Chepstow Villas	341	0.21
	11543	St Charles Square	186	0.12		1271	Notting Hill Gate Station	410	0.25
	11545	Barlby Road	246	0.15	NTHGPG	1266	Palace Garden Terr / Notting Hill Gate	291	0.18
	11547	Kensal House	252	0.16		11146	Sheffield Terrace	294	0.18
LADBSY	37616	Ladbroke Grove Sainsbury's	243	0.15		84	York House Place / Kensington High St	439	0.27
	1659	Harrow Road	318	0.20	KENSCH	16034	Kensington Palace	391	0.24
	3821	Banister Road	257	0.16	KENSPG	87	Palace Gate	234	0.15
KSLRSN	34114	Kensal Rise Station	396	0.25		11224	Queens Gate	269	0.17
	7732	Wrentham Avenue	233	0.14		34101	Royal Albert Hall	355	0.22
	11617	Okehampton Road	290	0.18		11222	Prince Of Wales Gate	363	0.23
	11621	All Souls Avenue	450	0.28		11220	Rutland Gardens	272	0.17
	11623	Hanover Road	204	0.13		34102	Knightsbridge Station	273	0.17
	11633	Willesden Green Library	581	0.36	HPCRKB	29652	Hyde Park Corner Station	672	0.42
	2853	Villiers Road	406	0.25		36857	Hyde Park Corner	442	0.27
	14948	Strode Road	178	0.11		27945	Wilton Street	434	0.27
WILLCN	2960	Pound Lane	299	0.19		33477	Bressenden Place	435	0.27
					VCSNBSA	31	Victoria Bus Station	241	0.15
			11208	6.96				11846	7.36
	TOTAL ROUTE N	MILEAGE - OUT DIRECTION	metres	miles		TOTAL ROUTE M	ILEAGE - BACK DIRECTION	metres	miles