

7. Service Specification

Route: 203

Contract Reference: QC52902

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.

Route Number	203
Terminus Points	Hounslow Bus Station and Staines Bus Station
Contract Basis	Incentivised
Commencement Date	3 rd September 2016
Vehicle Type	70 capacity, dual door, single deck
Current Maximum Approved Dimensions	12 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Departing on Time - No less than 82.00%
Extension Threshold	Departing on Time Threshold – 85.00%
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on 1st September 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. 203.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 203.

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

Hounslow Bus Station to Staines Bus Station		Staines Bus Station to Hounslow Bus Station			
First departure no later than 0445.		First departure no later than 0435.			
0440 - 1825	Every 20 minutes	0430 - 0600	Every 30 minutes		
1826 - 0030	Every 30 minutes	0601 - 1840	Every 20 minutes		
		1841 - 0010	Every 30 minutes		
Last departure no earlier than 0025.		Last departure no earlier than 0005.			
Pinchpoints					
Ashford Hospital	0735 - 0835	20 minutes	Hounslow West Station	0730 - 0830	20 minutes
	1515 - 1615	20 minutes		1530 - 1630	20 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hounslow Bus Station to Staines Bus Station		Staines Bus Station to Hounslow Bus Station			
First departure no later than 0445.		First departure no later than 0435.			
0440 - 0745	Every 30 minutes	0430 - 0805	Every 30 minutes		
0746 - 1855	Every 20 minutes	0806 - 1835	Every 20 minutes		
1856 - 0030	Every 30 minutes	1836 - 0010	Every 30 minutes		
Last departure no earlier than 0025.		Last departure no earlier than 0005.			
Pinchpoints					
Ashford Hospital	0945 - 1045	20 minutes	Hounslow West Station	0930 - 1030	20 minutes

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

Hounslow Bus Station to Staines Bus Station		Staines Bus Station to Hounslow Bus Station			
First departure no later than 0445.		First departure no later than 0435.			
0440 - 0030	Every 60 minutes	0430 - 0005	Every 30 minutes		
Last departure no earlier than 0025.		Last departure no earlier than 2400.			
Pinchpoints					
Ashford Hospital	0945 - 1145	30 minutes	Hounslow West Station	0930 - 1130	30 minutes

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

4) OPERATIONAL CONSIDERATIONS

4.1) Route No. 203 can suffer from unpredictable traffic delays in the Hounslow and Hatton Cross 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 203: Hounslow Bus Station - Staines Bus Station

Date of Structural Change: 3 September 2016.

Date of Service Change: 3 September 2016.

Reason for Issue: New tender.

STREETS TRAVERSED

Towards Staines Bus Station: Hounslow High Street, Hanworth Road, Grove Road, Bell Road, Bath Road, Great South-West Road, Dick Turpin Way, Fagg's Road, Hatton Road South, Hatton Cross Roundabout, Southern Perimeter Road, Hatton Cross Bus Station, Southern Perimeter Road, Hatton Cross Roundabout, Hatton Road South, Fagg's Road, Hatton Road, Stanwell Road, Bedfont Road, Clare Road, Town Lane, Private Road In Ashford Hospital Grounds, Town Lane, Stanwell Road, London Road, Crooked Billet Roundabout, London Road, Staines High Street, South Street, Staines Bus Station.

Towards Hounslow Bus Station: Staines Bus Station, South Street, Staines High Street, London Road, Crooked Billet Roundabout, London Road, Town Lane, Private Road In Ashford Hospital Grounds, Town Lane, Clare Road, Bedfont Road, Stanwell Road, Hatton Road, Fagg's Road, Hatton Road South, Hatton Cross Roundabout, Southern Perimeter Road, Hatton Cross Bus Station, Southern Perimeter Road, Hatton Cross Roundabout, Hatton Road South, Great South-West Road, Bath Road, Hounslow West Station Forecourt, Bath Road, Steve Biko Way, Staines Road, Grove Road, Hanworth Road, Hounslow High Street, London 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.

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 (33528 - Hounslow Bus Station, Last Stop on LOR: 33528 - Hounslow Bus Station) and pick up in Hounslow High Street, at Stop C (BP4837 - School Road, First Stop on LOR: BP4837 - School Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 203 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:	Hounslow, Bus Station.

HOUNSLOW, BELL CORNER (from STAINES BUS STATION)

Buses proceed from Staines Road via Grove Road, Bell Road and Hanworth Road departing to Grove Road. Set down in Staines Road, at Stop V (BP931 - The Bell, Last Stop on LOR: BP931 - The Bell) and pick up in Grove Road, at Stop LL (BP1364 - Treaty Centre, First Stop on LOR: BP1364 - Treaty Centre).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Hounslow, Bell Corner.

HOUNSLOW WEST STATION (from STAINES BUS STATION)

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 (9115 - Hounslow West Station <>, Last Stop on LOR: 9115 - Hounslow West Station <>) and pick up in Bath Road, at Stop L (16333 - Great West Road, First Stop on LOR: 16333 - Great West Road).

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:	Hounslow West.

HATTON CROSS BUS STATION (from Hounslow Bus Station)

Private stand for 6 buses in marked bays on north side (4 buses) and in centre (2 buses) of Hatton Cross Bus Station on south side of Southern Perimeter Road.

Buses proceed from Hatton Cross Bus Station direct to stand, departing to Hatton Cross Bus Station. Set down in Hatton Cross Bus Station, at Stop D (BP2451 - Hatton Cross Station <>), Last Stop on LOR: BP2451 - Hatton Cross Station <>) and pick up in Hatton Cross Bus Station, at Stop B (35288 - Hatton Cross Station <>), First Stop on LOR: 35288 - Hatton Cross Station <>).

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: Hatton Cross.

HATTON CROSS BUS STATION (from STAINES BUS STATION)

Private stand for 6 buses in marked bays on north side (4 buses) and in centre (2 buses) of Hatton Cross Bus Station on south side of Southern Perimeter Road.

Buses proceed from Hatton Cross Bus Station direct to stand, departing to Hatton Cross Bus Station. Set down in Hatton Cross Bus Station, at stop B (35288 - Hatton Cross Station <>), Last Stop on LOR: 35288 - Hatton Cross Station <>) and pick up in Hatton Cross Bus Station, at Stop D (BP2451 - Hatton Cross Station <>), First Stop on LOR: BP2451 - Hatton Cross Station <>).

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: Hatton Cross.

BEDFONT GREEN (from Hounslow Bus Station)

Buses proceed from Stanwell Road via Bedfont Road, Unnamed Road and Bedfont Road departing to Stanwell Road. Set down in Stanwell Road, at Stop BA (34638 - Spinney Drive, Last Stop on LOR: 34638 - Spinney Drive) and pick up in Stanwell Road, at Stop BD (BP486 - Spinney Drive, First Stop on LOR: BP486 - Spinney Drive).

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

ASHFORD HOSPITAL (from Hounslow Bus Station)

Private stand for two buses in the grounds of Ashford Hospital on the north side of the access road, commencing 6 metres east of lamp standard 3 extending 24 metres west. Buses proceed from Private Road In Ashford Hospital Grounds direct to stand, departing to Private Road In Ashford Hospital Grounds. Set down in Private Road In Ashford Hospital Grounds, at Ashford Hospital Stop (BP1362 - Ashford Hospital, Last Stop on LOR: 19208 - Scots Close) and pick up in Private Road In Ashford Hospital Grounds, at Ashford Hospital Stop (BP1362 - Ashford Hospital, First Stop on LOR: BP1362 - Ashford Hospital).

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: Ashford Hospital.

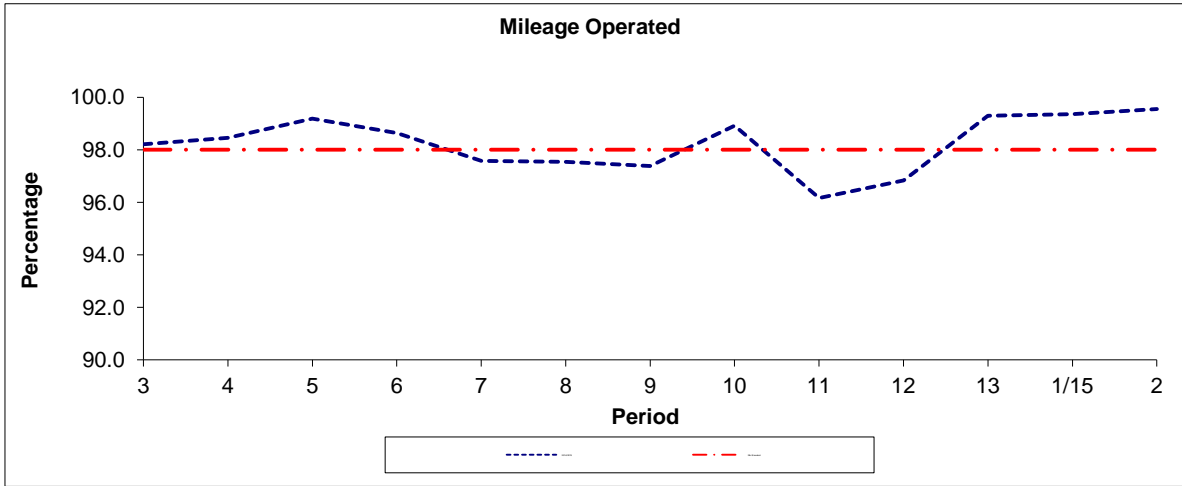
STAINES BUS STATION, STAND 8

Private stand for 1 bus at Stop 8 in Staines Bus Station on west side of South Street. Buses proceed from Staines Bus Station direct to stand, departing to Staines Bus Station. Set down in Staines Bus Station, at Bay 8 (OC710 - Staines Bus Station, Last Stop on LOR: OC710 - Staines Bus Station) and pick up in Staines Bus Station, at Bay 8 (OC710 - Staines Bus Station, First Stop on LOR: OC710 - Staines Bus Station).

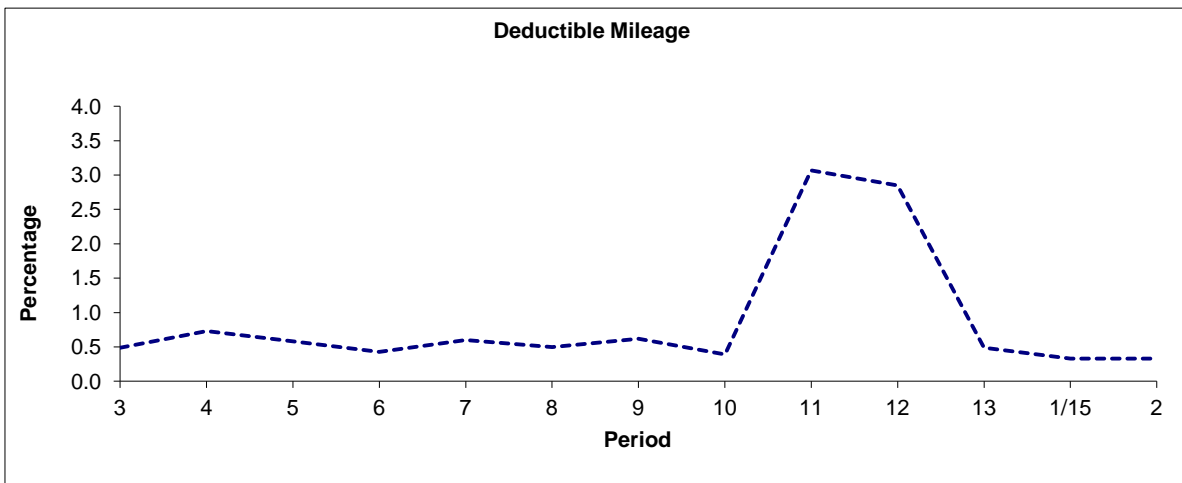
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 203 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Staines.

PART B - PERFORMANCE STATISTICS

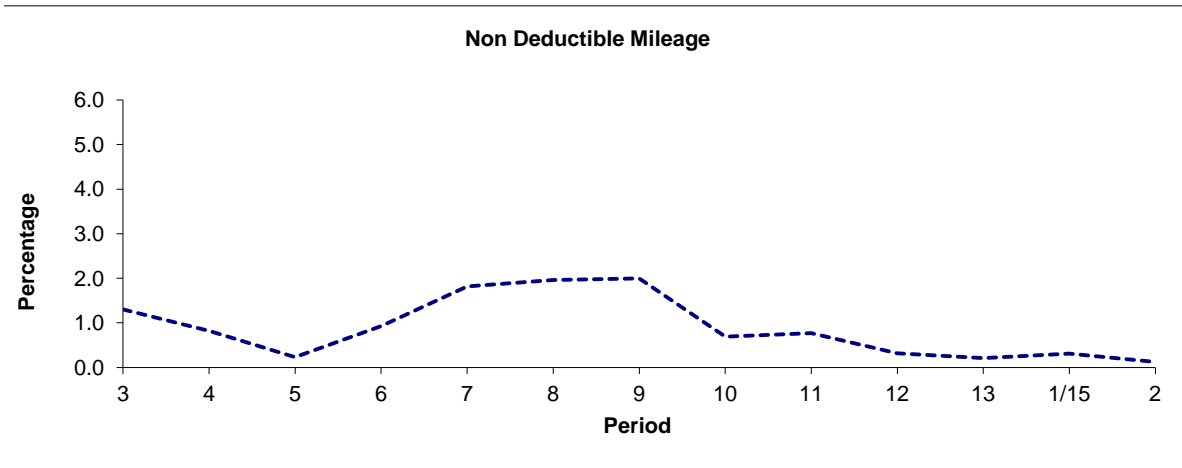
Route 203



Period	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014/2015	98.21	98.45	99.19	98.64	97.58	97.54	97.38	98.92	96.16	96.83	99.30	99.36	99.55
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	4	5	6	7	8	9	10	11	12	13	1/15	2
2014/2015	0.49	0.73	0.58	0.43	0.60	0.50	0.62	0.39	3.07	2.85	0.49	0.33	0.33

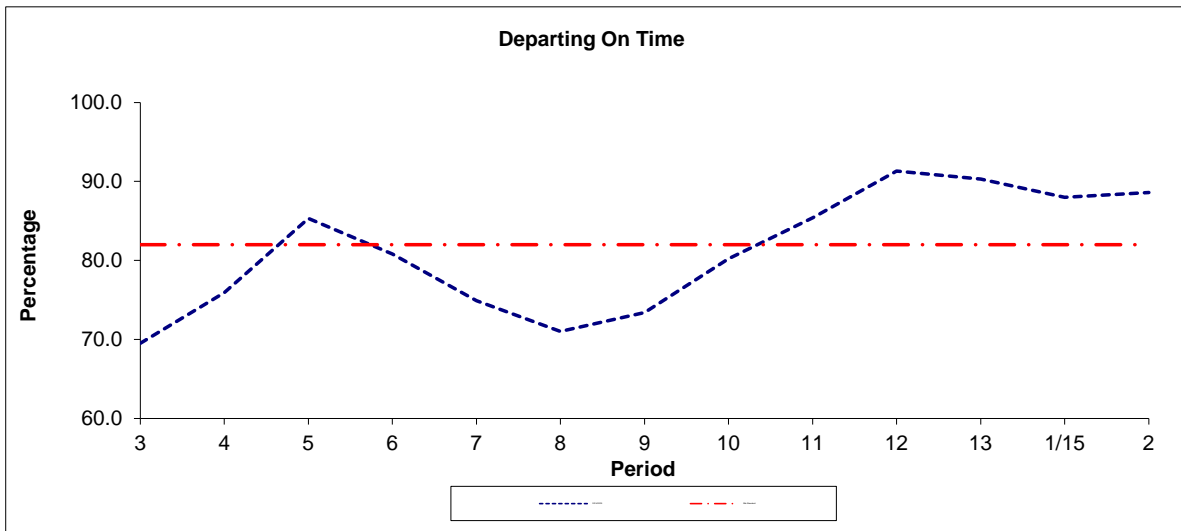


Period	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014/2015	1.30	0.82	0.23	0.93	1.82	1.96	2.00	0.69	0.77	0.32	0.21	0.31	0.12

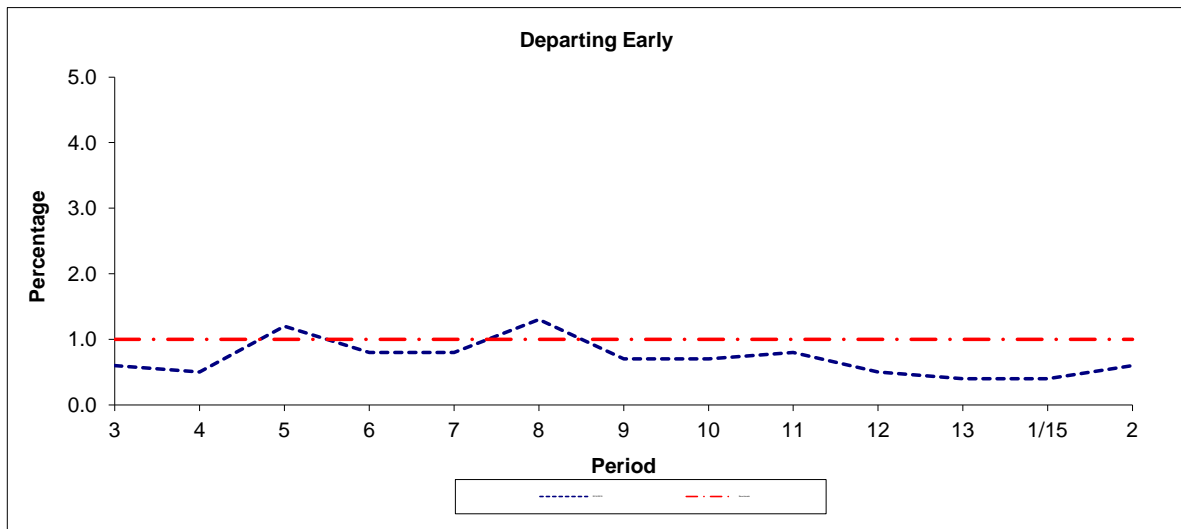
Note : Mileage is based on 4 weeks data
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

PART B - PERFORMANCE STATISTICS

Route 203



Period	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014/2015	69.5	75.9	85.3	80.8	74.9	71.0	73.4	80.2	85.4	91.3	90.3	88.0	88.6
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	3	4	5	6	7	8	9	10	11	12	13	1/15	2
2014/2015	0.6	0.5	1.2	0.8	0.8	1.3	0.7	0.7	0.8	0.5	0.4	0.4	0.6
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 203 - FULL iBUS RESULTS BY TIME OF DAY
QUARTERS 1 TO 4 14/15 (01/04/14 - 31/03/15)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	21,671.	21,343.0	98.5	98.3	84.9	1.8	0.2	13.1
07:00 - 10:00	33,642.	33,404.0	99.3	98.1	81.0	2.1	0.6	16.3
10:00 - 13:00	34,196.	34,027.0	99.5	98.8	90.8	1.2	0.4	7.6
13:00 - 16:00	34,059.	33,174.0	97.4	97.3	79.7	2.9	0.4	17.0
16:00 - 19:00	32,515.	31,076.0	95.6	92.1	65.9	8.2	1.2	24.7
19:00 - 22:00	24,498.	24,668.0	100.7	97.0	78.6	3.3	1.2	16.8
22:00 - 24:00	15,452.	15,258.0	98.7	97.3	80.2	2.8	0.7	16.4
All Locations Summary	196,033.	192,950.0	98.4	96.9	78.5	3.8	0.7	17.0

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	3,245.	3,217.0	99.1	98.2	89.9	1.6	0.4	8.2
07:00 - 10:00	6,584.	6,427.0	97.6	98.1	84.3	1.8	0.2	13.7
10:00 - 13:00	7,352.	7,209.0	98.1	97.5	81.9	2.4	0.6	15.1
13:00 - 16:00	7,271.	7,268.0	100.0	98.6	80.5	1.4	0.7	17.3
16:00 - 19:00	7,067.	6,955.0	98.4	97.4	84.7	2.7	1.2	11.4
19:00 - 22:00	5,140.	5,093.0	99.1	96.8	79.0	3.7	1.8	15.5
22:00 - 24:00	3,261.	3,216.0	98.6	98.0	84.0	2.0	0.7	13.3
All Locations Summary	39,920.	39,385.0	98.7	97.8	82.4	2.3	0.8	14.5

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	3,562.	3,537.0	99.3	99.6	95.6	0.5	0.3	3.7
07:00 - 10:00	5,501.	5,501.0	100.0	99.6	94.0	0.4	0.5	5.1
10:00 - 13:00	5,482.	5,438.0	99.2	98.7	85.5	1.4	0.2	12.9
13:00 - 16:00	5,417.	5,328.0	98.4	95.4	69.6	4.7	0.6	25.1
16:00 - 19:00	5,546.	5,489.0	99.0	97.8	82.4	2.2	0.8	14.5
19:00 - 22:00	5,445.	5,421.0	99.6	98.7	84.9	1.4	0.8	13.0
22:00 - 24:00	3,661.	3,634.0	99.3	99.0	87.9	1.1	0.8	10.2
All Locations Summary	34,614.	34,348.0	99.2	98.3	82.0	2.3	0.6	15.1

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	28,478.	28,097.0	98.7	98.5	86.1	1.7	0.2	12.0
07:00 - 10:00	45,727.	45,332.0	99.1	98.2	81.9	2.0	0.6	15.5
10:00 - 13:00	47,030.	46,674.0	99.2	98.6	88.7	1.5	0.4	9.4
13:00 - 16:00	46,747.	45,770.0	97.9	97.3	78.7	2.9	0.5	17.9
16:00 - 19:00	45,128.	43,520.0	96.4	93.6	69.6	7.0	1.1	22.3
19:00 - 22:00	35,083.	35,182.0	100.3	97.2	79.4	3.2	1.3	16.2
22:00 - 24:00	22,374.	22,108.0	98.8	97.7	81.8	2.4	0.7	15.1
All Locations Summary	270,567.	266,683.0	98.6	97.2	79.3	3.4	0.7	16.5

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 529

Route 203
 Service change 25283
 Date 30/12/2011

Reason for Issue

Mileage Update

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HOUNHS	BP4837	School Road		
	BP2173	Fairfields Road	248	0.15
	BP1364	Treaty Centre	415	0.26
HOUNBL	BP1993	Bell Road / Bell Corner	317	0.20
	16336	St Michael & St Martin Church	435	0.27
	16337	Wellington Road North	338	0.21
	16388	St Paul's Church	340	0.21
HWSTSN	9114	Hounslow West Station	275	0.17
	16333	Great West Road	530	0.33
	25979	Henlys Roundabout	370	0.23
	25982	Grantley Road	254	0.16
GTSWTC	25984	The Parkway	282	0.18
	25985	Girling Way	770	0.48
	17130	Great South West Road	768	0.48
HATXBS	BP2451	Hatton Cross Station	484	0.30
	34629	Myrtle Avenue	933	0.58
	34631	Cains Lane	344	0.21
	34633	Hazelmere Close	327	0.20
	34635	West Road	452	0.28
	BP443	Bedfont Close	223	0.14
BEDFSR	34638	Spinney Drive	224	0.14
	27974	Great South West Road	289	0.18
	BP1718	Animal Reception Centre	615	0.38
	27976	Beacon Road	206	0.13
	R0228	Long Lane	543	0.34
	29473	Bedfont Road	564	0.35
	29475	Everest Road	396	0.25
	29477	Cordelia Road	186	0.12
SNWLHL	29479	The Happy Landing	384	0.24
	29481	St Anne's Avenue	217	0.13
	19208	Scots Close	345	0.21
ASHFHP	BP1363	Ashford Hospital	459	0.29
	1354	Town Lane	337	0.21
	16823	Kenilworth Road	489	0.30
	3606	Shortwood Avenue	660	0.41
	16826	Crooked Billet Roundabout	445	0.28
	3294	Kingston Road	586	0.36
	BP2426	South Street	321	0.20
STNSBS8	OC710	Staines Bus Station	374	0.23
TOTAL ROUTE MILEAGE - OUT DIRECTION			15745 metres	9.78 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
STNSBS8	OC710	Staines Bus Station		
	9427	High Street	376	0.23
	45	Birch Green	371	0.23
	16825	Crooked Billet Roundabout	397	0.25
	3605	Shortwood Avenue	551	0.34
	16824	Kenilworth Road	649	0.40
	1353	Town Lane	554	0.34
ASHFHP	BP1362	Ashford Hospital	264	0.16
	33088	Ashford Hospital	201	0.12
	19209	Scots Close	372	0.23
	29480	St Anne's Avenue	280	0.17
SNWLHL	29478	The Happy Landing	273	0.17
	29476	Cordelia Road	325	0.20
	29474	Everest Road	191	0.12
	29472	Bedfont Road	322	0.20
	27977	Long Lane	691	0.43
	R0227	Beacon Road	511	0.32
	BP1719	Animal Reception Centre	272	0.17
	34639	Great South West Road	527	0.33
BEDFSR	BP486	Spinney Drive	313	0.19
	34637	Bedfont Close	222	0.14
	34636	West Road	317	0.20
	34634	Hazelmere Close	397	0.25
	34632	Cains Lane	361	0.22
	34630	Myrtle Avenue	350	0.22
HATXBS	35288	Hatton Cross Station	936	0.58
	25980	Girling Way	1050	0.65
GTSWTC	25983	The Parkway	685	0.43
	25981	Grantley Road	261	0.16
	25978	Henlys Roundabout	215	0.13
	16334	Great West Road	566	0.35
HWSTSN	9115	Hounslow West Station	422	0.26
	R0233	St Paul's Church	426	0.26
	R0232	Wellington Road North	315	0.20
	16335	St Michael & St Martin Church	253	0.16
HOUNBL	BP931	The Bell	612	0.38
	BP1226	Treaty Centre	266	0.17
	BP2285	Hounslow High Street	503	0.31
HOUNBSL	33528	Hounslow Bus Station	264	0.16
TOTAL ROUTE MILEAGE - BACK DIRECTION			15861 metres	9.86 miles