

7. Service Specification

Route: 419

QC39502

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.

Terminus Points	Richmond, Bus Station to Hammersmith Bus Station
Contract Basis	Incentivised
Commencement Date	10 th November 2012
Vehicle Type	60 capacity, dual door, single deck buses will be specified (alternative bids with existing 55 capacity, dual door, single deck buses may also be submitted)
Current Maximum Approved Dimensions	10.2 metres long and 2.5 metres wide
New Vehicles Price Required	Yes
Hybrid Price Required	No
Sponsored Route	No
Minimum Performance Std	Departing on Time - No less than 82.00%
Extension Threshold	Departing on Time Threshold - 86.00%
Advertising Rights	Operator
Minimum Operated Mileage	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on 14th November 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

CONTENTS

- 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, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. 419.

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:

Option 1

- Mondays to Saturdays daytime frequencies are reduced from every 15 minutes to every 20 minutes.

Option 2

- No change to current frequencies.

Option 1 & 2

- 60 capacity, dual door, single deck buses will be specified, subject to a satisfactory route test (alternative bids with existing 55 capacity, dual door, single deck buses may also be submitted),.

Hail & ride operation:

Hail and ride operation, with buses stopping wherever it is safe to set down and pick up passengers, applies on the following sections of Route No. 419:

(Barnes) Lonsdale Road, Suffolk Road, Verdun Road, Howsman Road, Kilmington Road.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Richmond, Bus Station to Hammersmith Bus Station, Lower		Hammersmith Bus Station, Lower, Stop Z3 to Richmond, Bus Station			
First departure no later than 0600.		First departure no later than 0555.			
0555 - 2040	Every 20 minutes	0550 - 2040	Every 20 minutes		
2041 - 0015	Every 30 minutes	2041 - 0015	Every 30 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0010.			
Pinchpoints					
Lonsdale Road, Suffolk Road	0745 - 0905	20 minutes	Richmond Station	0730 - 0850	20 minutes
	1510 - 1630	20 minutes		1510 - 1630	20 minutes

OPTION 2

3.2) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Richmond, Bus Station to Hammersmith Bus Station, Lower		Hammersmith Bus Station, Lower, Stop Z3 to Richmond, Bus Station			
First departure no later than 0600.		First departure no later than 0555.			
0555 - 2000	Every 15 minutes	0550 - 2005	Every 15 minutes		
2001 - 2040	Every 20 minutes	2006 - 2040	Every 20 minutes		
2041 - 0015	Every 30 minutes	2041 - 0015	Every 30 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0010.			
Pinchpoints					
Lonsdale Road, Suffolk Road	0745 - 0845	15 minutes	Richmond Station	0730 - 0830	15 minutes
	1530 - 1630	15 minutes		1530 - 1630	15 minutes

OPTION 1

3.3) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Richmond, Bus Station to Hammersmith Bus Station, Lower			Hammersmith Bus Station, Lower to Richmond, Bus Station		
First departure no later than 0600.			First departure no later than 0555.		
0555 - 0755	Every 30 minutes		0550 - 0755	Every 30 minutes	
0756 - 1940	Every 20 minutes		0756 - 1940	Every 20 minutes	
1941 - 0015	Every 30 minutes		1941 - 0015	Every 30 minutes	
Last departure no earlier than 0010.			Last departure no earlier than 0010.		
Pinchpoints					
Lonsdale Road, Suffolk Road	1000 - 1100	20 minutes	Richmond Station	1015 - 1115	20 minutes

OPTION 2

3.4) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Richmond, Bus Station to Hammersmith Bus Station, Lower			Hammersmith Bus Station, Lower to Richmond, Bus Station		
First departure no later than 0600.			First departure no later than 0555.		
0555 - 0755	Every 30 minutes		0550 - 0755	Every 30 minutes	
0756 - 0855	Every 20 minutes		0756 - 0855	Every 20 minutes	
0856 - 1820	Every 15 minutes		0856 - 1805	Every 15 minutes	
1821 - 1940	Every 20 minutes		1806 - 1940	Every 20 minutes	
1941 - 0015	Every 30 minutes		1941 - 0015	Every 30 minutes	
Last departure no earlier than 0010.			Last departure no earlier than 0010.		
Pinchpoints					
Lonsdale Road, Suffolk Road	1000 - 1100	15 minutes	Richmond Station	1015 - 1115	15 minutes

OPTION 1 & 2

3.5) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Richmond, Bus Station to Hammersmith Bus Station, Lower		Hammersmith Bus Station, Lower to Richmond, Bus Station			
First departure no later than 0650.		First departure no later than 0650.			
0645 - 0015	Every 30 minutes	0645 - 0015	Every 30 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0010.			
Pinchpoints					
Lonsdale Road, Suffolk Road	1100 - 1200	30 minutes	Richmond Station	1045 - 1145	30 minutes

OPTION 1 & 2

3.6) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Richmond, Bus Station to Hammersmith Bus Station, Lower		Hammersmith Bus Station, Lower to Richmond, Bus Station			
First departure no later than 0820.		First departure no later than 0820.			
0815 - 0015	Every 30 minutes	0815 - 0015	Every 30 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0010.			
Pinchpoints					
Lonsdale Road, Suffolk Road	1100 - 1200	30 minutes	Richmond Station	1045 - 1145	30 minutes

4) QSI POINTS & MILEAGE

It is intended Route No. 419 will have 64 surveys per quarter at the following locations:

QSI POINTS	
Towards Hammersmith	Towards Richmond
Richmond	Hammersmith
Mortlake \$	Mortlake \$
MILEAGE: See Attached iBus Sheets	

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

5) OPERATIONAL CONSIDERATIONS

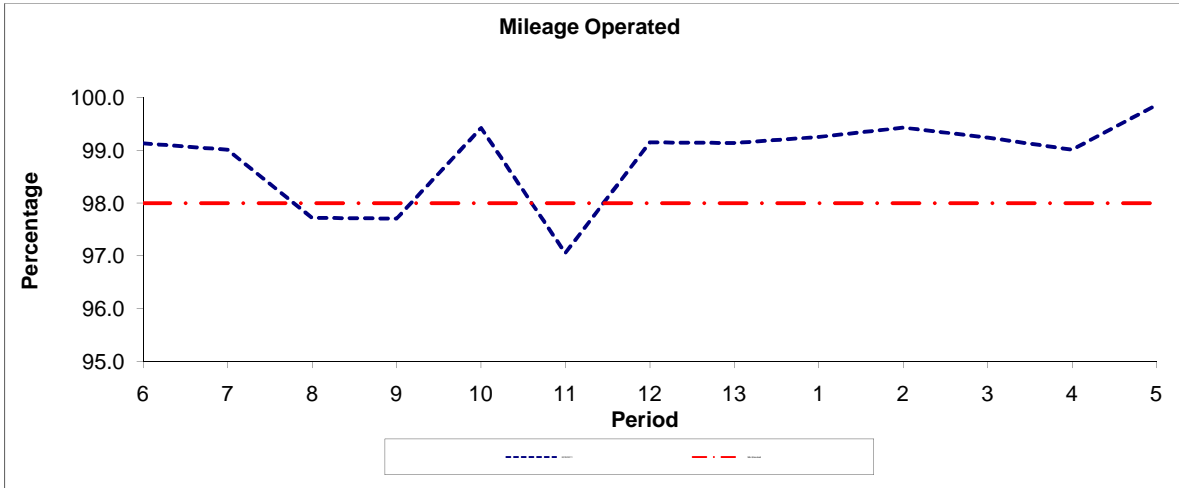
- 5.1) Route No. 419 can suffer unpredictable traffic delays in the Richmond and Hammersmith areas.
- 5.2) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following location:
Barnes Bridge Station.
- 5.3) The London Borough of Richmond upon Thames have released a planning brief for the Stag Brewery site in Mortlake. The implications for the bus network in the area are not known however the successful Tenderer will be advised as any proposals are progressed.

6 CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

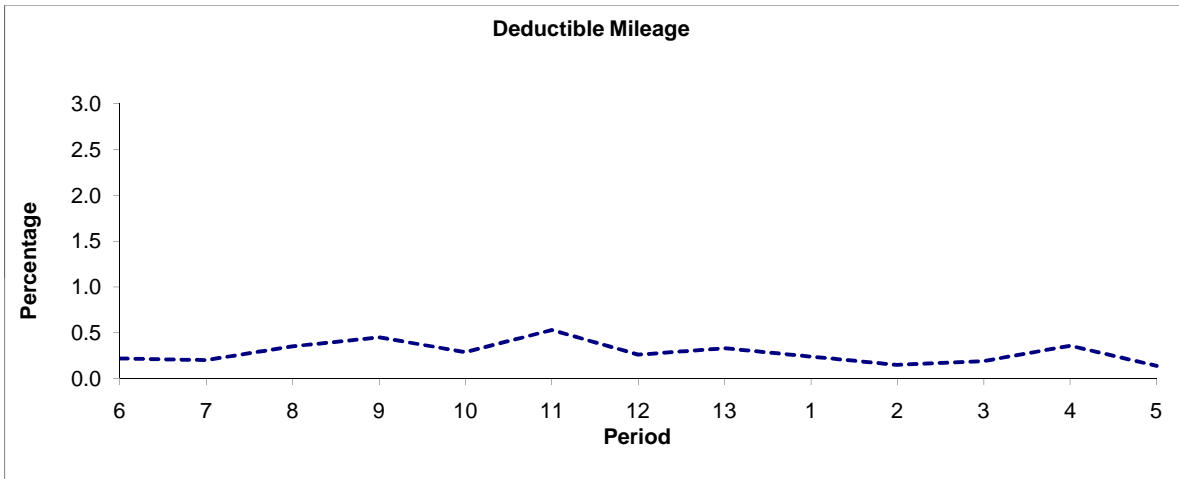
- 6.1) CURRENT PERFORMANCE
As per current print out.
- 6.2) ROUTE RECORD
As per Busnet Printout.
- 6.3) IBUS MILEAGE
As per current print out.

PART B - PERFORMANCE STATISTICS

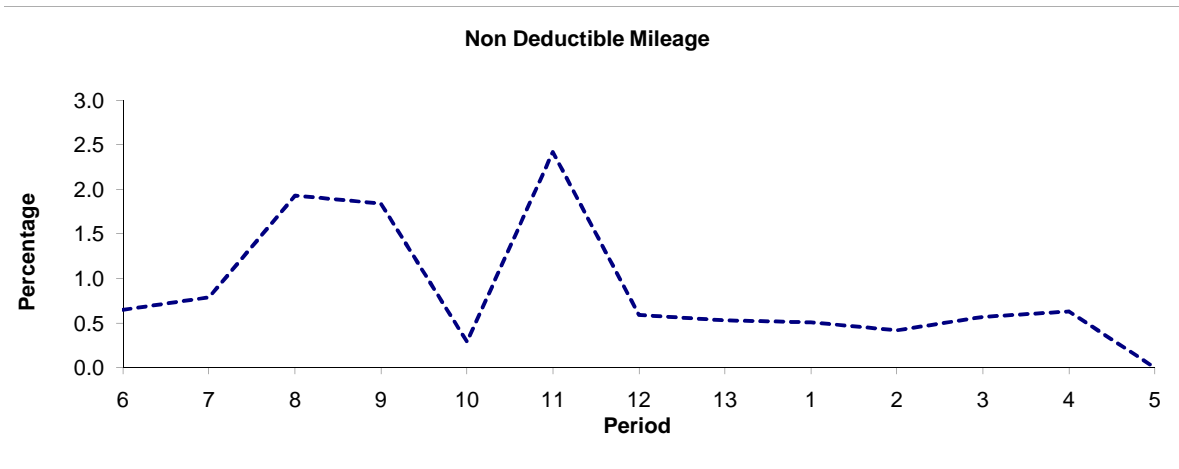
Route 419



Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2010/2011	99.13	99.01	97.72	97.71	99.42	97.05	99.15	99.14	99.25	99.43	99.24	99.01	99.86
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	6	7	8	9	10	11	12	13	1	2	3	4	5
2010/2011	0.22	0.20	0.35	0.45	0.29	0.53	0.26	0.33	0.24	0.15	0.19	0.36	0.14

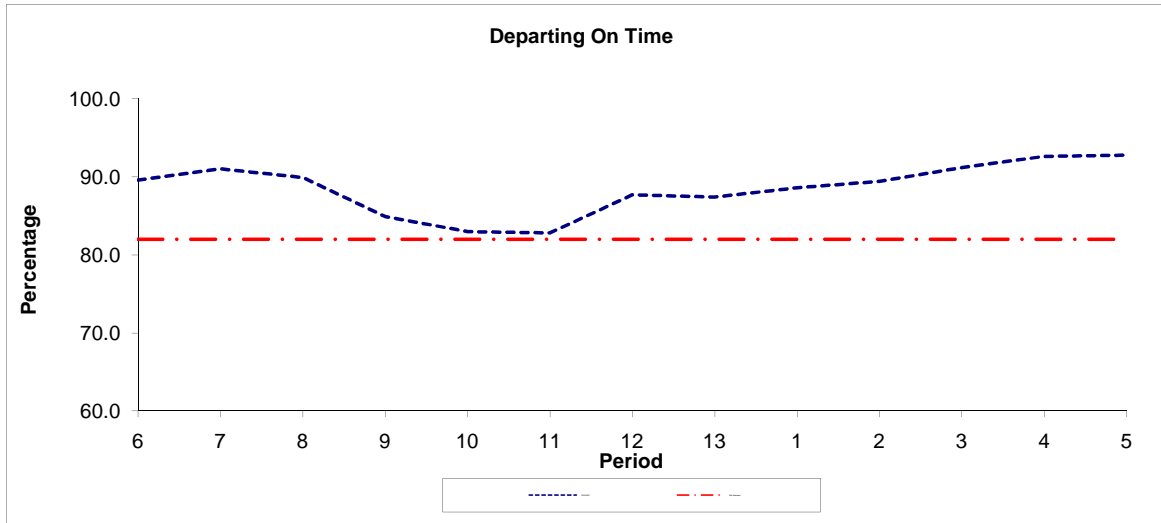


Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2010/2011	0.65	0.79	1.93	1.84	0.29	2.42	0.59	0.53	0.51	0.42	0.57	0.63	0.00

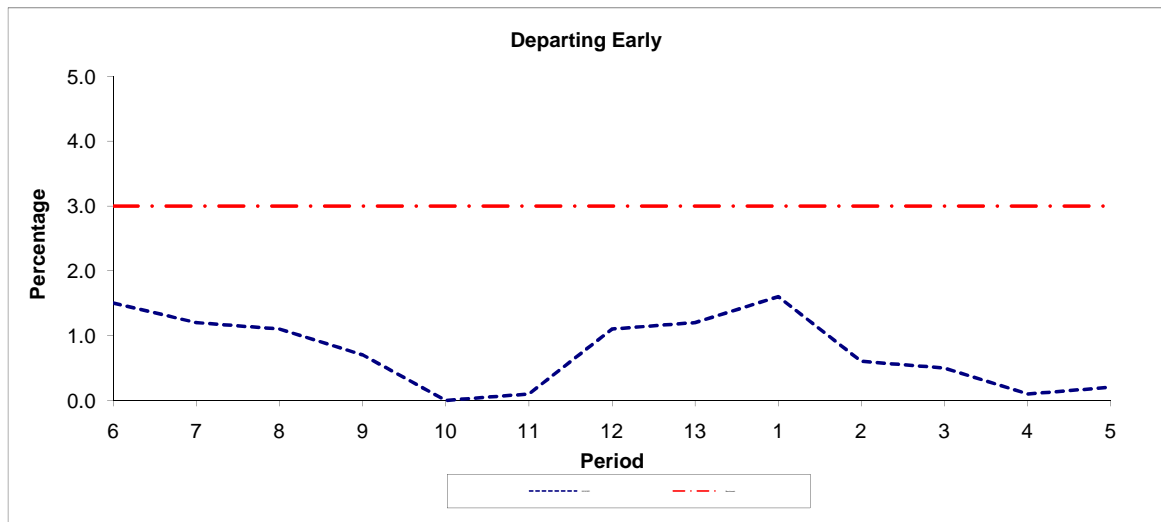
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 419



Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2010/2011	89.60	91.00	89.90	84.90	83.00	82.80	87.70	87.40	88.60	89.40	91.20	92.60	92.80
Min Standard	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00



Period	6	7	8	9	10	11	12	13	1	2	3	4	5
2010/2011	1.50	1.20	1.10	0.70	0.00	0.10	1.10	1.20	1.60	0.60	0.50	0.10	0.20
Benchmark	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00

Note : Reliability is based on 12 weeks rolling data

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 419: Richmond Bus Station - Hammersmith Bus Station

Date of Structural Change: 10 November 2012.

Date of Service Change: 10 November 2012.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Hammersmith Bus Station: Richmond Bus Station, Wakefield Road, Lewis Road, Red Lion Street, George Street, The Square, The Quadrant, Kew Road, Richmond Circus, Lower Mortlake Road, Manor Circus, Lower Richmond Road, Mortlake High Street, The Terrace, Lonsdale Road, Suffolk Road, Ferry Road, Verdun Road, Howsman Road, Kilmington Road, Lonsdale Road, Castelnau, Hammersmith Bridge, Hammersmith Bridge Road, Queen Caroline Street, Hammersmith Broadway, Hammersmith Bus Station Northern Entrance Ramp, Hammersmith Bus Station Low Level.

Towards Richmond Bus Station: Hammersmith Bus Station Low Level, Butterwick, Talgarth Road, Queen Caroline Street, Hammersmith Bridge Road, Hammersmith Bridge, Castelnau, Lonsdale Road, Kilmington Road, Howsman Road, Verdun Road, Ferry Road, Suffolk Road, Lonsdale Road, The Terrace, Mortlake High Street, Lower Richmond Road, Lower Mortlake Road, Richmond Circus, Kew Road, The Quadrant, The Square, Eton Street, Paradise Road, Church Terrace, Richmond Bus Station.

STANDING AND TURNING POINTS

RICHMOND BUS STATION, WAKEFIELD ROAD

Private stand for five buses in bus station on north side of Wakefield Road.
Buses proceed from Richmond Bus Station direct to stand, departing to Richmond Bus Station. Set down in Richmond Bus Station, at Alighting Point and pick up in Richmond Bus Station, at Stop H.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 419 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:	Richmond.
OTHER INFORMATION:	Toilet facilities available.

MORTLAKE, HIGH STREET (from HAMMERSMITH BUS STATION)

Public stand for two buses on north side of Mortlake High Street, commencing 5 metres east of lamp standard 009 extending 22 metres west.

Buses proceed from Mortlake High Street direct to stand, departing to Mortlake High Street. Set down in Mortlake High Street, at Stop B and pick up in Mortlake High Street, at Stop A.

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: Mortlake, High Street.

HAMMERSMITH BUS STATION, LOWER LEVEL, STAND Z3

Private stand for 2 buses in Hammersmith Lower Level Bus Station at Stop Z3.

Buses proceed from Hammersmith Bus Station Low Level direct to stand, departing to Hammersmith Bus Station Low Level. Set down in Hammersmith Bus Station Low Level, at Stop Z3 and pick up in Hammersmith Bus Station Low Level, at Stop L.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 419 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: Hammersmith.
OTHER INFORMATION: Toilet facilities available (24 hrs).

Transport for London - Live Mileage List

Route 419

Service change

Date 16 November 2009

OUT DIRECTION				
Timing Point				
Code	Stop Number	Stop Name	Metres	Miles
RICHBS S	RICHBS S	RICHMOND BUS STATION, WAKEFIELD ROAD		
RICHBS	36790	Richmond Bus Station	0	0.00
	29982	George Street	348	0.22
	16350	The Quadrant	284	0.18
RICHSN	14726	Richmond Station	121	0.08
	16239	Richmond Circus	410	0.25
	16242	Sheendale Road	212	0.13
RICHLM	9347	Manor Circus	317	0.20
	25974	Sandycombe Road	252	0.16
	16243	Marksbury Avenue	306	0.19
	16245	Mortlake Road	257	0.16
	FW36	Clifford Avenue	366	0.23
	R0651	Ship Lane / Stag Brewery	377	0.23
	FW35	Sheen Lane / Mortlake Station	389	0.24
MORTHA	15255	Avondale Road	330	0.21
	15253	White Hart Lane	205	0.13
	15252	Barnes Bridge Station	367	0.23
	OC515	0	443	0.28
LNDRSR	OC517	0	469	0.29
	HC96	Hail & Ride Section	1882	1.17
	29576	Hammersmith Bridge Road	980	0.61
HAMMBL3	BP5008	Hammersmith Bus Station	327	0.20
	HAMMBL3S	Hammersmith Bus Station, Lower Level, Stand Z3	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			8642	5.37
			metres	miles

BACK DIRECTION

Timing Point				
Code	Stop Number	Stop Name	Metres	Miles
HAMMBL3S	HAMMBL3S	Hammersmith Bus Station, Lower Level, Stand Z3		
HAMMBL	BP5006	Hammersmith Bus Station	0	0.00
	29954	Hammersmith Bridge Road	365	0.23
	BP3191	Hammersmith Bridge	209	0.13
LNDRSR	OC518	0	2506	1.56
LNDRBH	OC516	0	509	0.32
	HC97	Hail & Ride Section	112	0.07
	15251	Barnes Bridge Station	287	0.18
	15254	White Hart Lane	374	0.23
MORTHA	35719	Avondale Road	350	0.22
	FW44	Sheen Lane / Mortlake Station	279	0.17
	37222	Ship Lane / Stag Brewery	181	0.11
	FW45	Rosemary Lane	232	0.14
	FW46	Clifford Avenue	299	0.19
	16246	Mortlake Road	290	0.18
	BP396	Manor Grove	386	0.24
RICHLM	R0293	Manor Circus	480	0.30
	16241	Sheendale Road	206	0.13
	16240	Richmond Circus	362	0.22
RICHSN	20703	Richmond Station	365	0.23
	16351	The Quadrant	176	0.11
RICHBS	BP2634	Richmond Bus Station	429	0.27
	RICHBS S	RICHMOND BUS STATION, WAKEFIELD ROAD	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			8397	5.22
			metres	miles