

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 423

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This document should be read in conjunction with the Corporation's Guide for Tenderers (Part A: Explanatory Notes - Service Requirements). Where appropriate, reference is made to the relevant section.

1. TENDERS REQUIRED

This document describes the service for which the Corporation requires Tenders and Tenderers **must** submit a fully compliant bid. In addition, Tenderers **may** wish to draw upon their local knowledge to submit alternative bids which offer improved value for money in meeting passenger needs. These might incorporate, for example, different timings, frequencies, route structures and / or vehicles. The Corporation will welcome such bids and give them careful consideration.

For more information, please refer to Section 2.1 of Part A of the Guide for Tenderers.

2. 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. 423.

Option 1

Tenderers should note that there are no changes proposed under option 1 for Route No. 423.

Option 2

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:

- Single deck, dual door, 70 capacity vehicles are specified, subject to a satisfactory route test.

3. TERMINALS

Route No. 423 will operate between Hounslow Bus Station and Heathrow Airport, Terminal 5.

Full details of the route to be followed, the permitted terminal workings and the available stands are shown at Appendix A. Tenderers should particularly note the information relating to the shared usage of stands, the taking of meal reliefs and the use of ferry vehicles.

4. DAYS OF OPERATION

One timetable must be offered for Route No. 423 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Saturdays & Good Friday	Section 6.2
Sundays & Boxing Day	Section 6.3
Christmas Day	No service
Other Public Holidays	Sunday service

5. VEHICLE TYPE

Please refer to Section 2.5 of Part A of the Guide for Tenderers.

Route No. 423 is currently approved for vehicles which are a maximum of 10.7 metres long and 2.4 metres wide. A formal route test will be required for vehicles which exceed these dimensions. This will be arranged with the successful Tenderer.

Option 1

Under Option 1, the service requirement set out in Section 6 assumes that dual door, single deck buses with a minimum capacity of 60, of which approximately 33 should be seated, will be used on this route.

Option 2

Under Option 2, the service requirement set out in Section 6 assumes that dual door, single deck buses with a minimum capacity of 70, of which approximately 43 should be seated, will be used on this route.

Both Options

Under both options, Tenderers must submit proposals based on new vehicles. These must be of a low floor design and be accessible to wheelchairs by means of a powered ramp.

Bids for both conventional diesel powered vehicles and diesel-electric hybrid vehicles should be submitted and separate prices for both types are required.

Bids based on a mix of hybrid and conventional vehicles would be welcomed, subject to a minimum of 10 hybrid powered vehicles being offered for this route (full hybrid operation should be offered for routes with a vehicle requirement of less than 10).

Tenderers should refer to the vehicle design (including accessibility) features contained in Schedule II to Annex B of the Framework Agreement and Section 2 Part B of the Master ITT (Version 2 issued June 2005).

Tenderers may also submit bids based on using existing vehicles. Tenderers are asked to specify what refurbishment would be carried out on existing buses and the expected timescale of those works. See Master ITT (Version 2 issued June 2005).

6. FREQUENCIES

The level of service (e.g. every 15 minutes) required by the Corporation is described in terms of the interval between departures. Whilst a completely regular service at the specified frequency should be possible at most times, occasionally a bus may be timetabled to depart up to five minutes earlier or later than the regular time. In addition, journeys with specific start are required. These times must be adhered to.

Tenderers should note that when the specified frequency changes (e.g. between the peak and midday periods), the scheduled interval between buses should never be greater than that provided by the lower of the two frequencies **AT ANY POINT ON THE ROUTE.**

Tenderers should note that unless otherwise stated **all** journeys should operate between the terminal points defined in each direction.

6.1 Mondays to Fridays

1. Hounslow Bus Station to Heathrow Airport, Terminal 5

0315 - 0450	Every 30 minutes
0451 - 1930	Every 20 minutes
1931 - 0005	Every 30 minutes

First departure from Hounslow Bus Station no later than 0320.
Last departure from Hounslow Bus Station no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Hatton Cross Station between 0715 and 0915 and between 1535 and 1705.

2. Heathrow Airport, Terminal 5 to Hounslow Bus Station

0400 - 0605	Every 30 minutes
0606 - 1945	Every 20 minutes
1946 - 0050	Every 30 minutes

First departure from Heathrow Airport, Terminal 5 no later than 0405.
Last departure from Heathrow Airport, Terminal 5 no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Hounslow, Bell Corner between 0710 and 0840 and between 1530 and 1700.

3. Heathrow Airport, Terminal 5 to Hounslow Bus Station

2209	One journey
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This journey is specifically designed to meet the shift patterns at Heathrow Airport.

6.2 Saturdays & Good Friday

1. Hounslow Bus Station to Heathrow Airport, Terminal 5

0315 - 0820	Every 30 minutes
0821 - 1830	Every 20 minutes
1831 - 0005	Every 30 minutes

First departure from Hounslow Bus Station no later than 0320.
Last departure from Hounslow Bus Station no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Hatton Cross Station between 0915 and 1115.

2. Heathrow Airport, Terminal 5 to Hounslow Bus Station

0400 - 0830	Every 30 minutes
0831 - 1945	Every 20 minutes
1946 - 0050	Every 30 minutes

First departure from Heathrow Airport, Terminal 5 no later than 0405.
Last departure from Heathrow Airport, Terminal 5 no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Hounslow, Bell Corner between 0930 and 1130.

3. Heathrow Airport, Terminal 5 to Hounslow Bus Station

2209	One journey
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This journey is specifically designed to meet the shift patterns at Heathrow Airport.

6.3 Sundays & Boxing Day

1. Hounslow Bus Station to Heathrow Airport, Terminal 5

0315 - 0005 Every 30 minutes

First departure from Hounslow Bus Station no later than 0320.
Last departure from Hounslow Bus Station no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Hatton Cross Station between 1025 and 1225.

2. Heathrow Airport, Terminal 5 to Hounslow Bus Station

0400 - 0050 Every 30 minutes

First departure from Heathrow Airport, Terminal 5 no later than 0405.
Last departure from Heathrow Airport, Terminal 5 no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Hounslow, Bell Corner between 1015 and 1215

3. Heathrow Airport, Terminal 5 to Hounslow Bus Station

2209 One journey

This journey is specifically designed to meet the shift patterns at Heathrow Airport.

7. MINIMUM PERFORMANCE STANDARDS

Please refer to Section 2.7 of Part A of the Guide for Tenderers.

Tenderers should note that the objective of the Operator of Route No. 423 shall be to operate all scheduled mileage and adhere **fully** to the published timetable. The Operator must use its best endeavours to achieve this.

The **minimum** standards of acceptable performance for Route No. 423 shall be:

Departing on Time:	No less than 86.00%
Minimum Operated Mileage:	No less than 98.00%

or as notified by the Corporation from time to time. The Operator will be required to achieve or better the standards.

QSI Thresholds

The QSI threshold is the standard of performance to be achieved by the operator in order to qualify for an automatic contract extension (in accordance with Schedule IX of the Framework Agreement).

Departing On Time Threshold = 90.00%

Summary of proposed QSI coverage: Route No. 423

Note: While London Buses undertakes to carry out QSI surveys at the times and locations specified below, it may prove impossible to rearrange a survey cancelled or nullified at short notice.

Towards Hounslow Bus Station	Towards Heathrow Airport, Terminal 5
Heathrow Terminal 5	Hounslow
Hatton Cross \$	Hatton Cross \$

Total scheduled manual QSI surveys per quarter = 64.

\$ Observed simultaneously in both directions. Counted as two surveys.

8. RUNNING TIMES

The current timetable for Route No. 423 can be viewed by prospective Tenderers on Caesar. Attention is drawn to the variations in running times at different times of the day. Please refer to Section 2.8 of Part A of the Guide for Tenderers for further information.

Tenderers should carefully check the existing running times to ensure that they are appropriate in present traffic conditions.

When reviewing existing, and devising new, running times Tenderers should refer to:

- the minimum performance standards for Route No. 423 in Section 7 above;
- the historical performance data provided in Section 1 Part B of the introduction to this ITT;
- the paragraph in Section 12 referring to the proposed extension of the Cashless Boarding zone throughout the whole of the London area.

Tenderers may consider if school summer holiday schedules, incorporating running time reductions, are desirable for this route. In this event, schedules and costs must be submitted separately.

9. LAYOVERS

Under normal circumstances, layover time on stands and at bus stations should be restricted to that required to provide a reliable service. Longer layovers for any other purpose may only be taken with the permission of the Corporation.

10. TIMING CONSTRAINTS

Route No. 423 should interwork with other bus services where possible.

11. CONTROL STRATEGY

Route No. 423 can suffer from the effects of traffic congestion, making some form of route control essential in order to achieve or better the minimum performance standards for this route.

Tenderers should submit proposals on the control strategy they intend to adopt and the type of control they would intend to use by completing the form provided in Section 3: Part 7 of this ITT. The cost of this control should be included within the main Tender price.

Tenderers should also indicate how they intend to facilitate driver changeovers and meal reliefs for this route.

Further information is provided in Section 2.11 of Part A of the Guide for Tenderers.

12. OPERATIONAL CONSIDERATIONS

Tenderers should note the following operating considerations affecting Route No. 423:

- Route No. 423 suffers from unpredictable traffic delays in the Hounslow area;
- Increased security checks at Heathrow Airport have resulted in frequent heavy delays upon access to the airport.

Tenderers should also note the following factors / events which may have an impact on Route No. 423 in the foreseeable future:

- It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract. **This is expected to lead to significant savings in running and recovery times to bus routes, and, therefore, potential resource (cycle time and PVR) savings are expected. Tenderers are required to identify and submit the level of savings per vehicle that could be achieved by reducing peak vehicle requirement, and / or how reliability targets could be revised when the Scheme is introduced.**

The above factors have been included to assist Tenderers and represents the information currently available to the Corporation. Tenderers should make their own enquiries about events which may impact upon the route and should form their own views about their likely effect upon it.

13. STOPPING ARRANGEMENTS

Buses operating on Route No. 423 must serve all stops on the line of route designated for the route.

14. TIMING POINTS & MILEAGES

Timing Points

The required timing points (and codes) are shown in Caesar.

Mileages for Route No. 423

Hounslow Bus Station to Heathrow Airport, Terminal 5	9.4 miles
Heathrow Airport, Terminal 5 to Hounslow Bus Station	10.0 miles

Tenderers should note that:

- these measurements are believed to be accurate to within 0.5 miles, but no warranty or representation as to accuracy is given;
- out of service stand workings have not been measured and are not included within the above measurements;
- if alternative or additional measurements are used by the Tenderer, these must be stated in the tender submission;
- point to point measurements pertaining to recognised curtailment points or alternative terminals will be agreed with the successful Tenderer once the contract has been awarded.

15. VEHICLE LIVERY

All vehicles to be used on Route No. 423 from the commencement of the new Route Agreement must be in a livery that is exclusively Corporation red. The paint should be matched accurately to the colour as defined by the following manufacturer's specifications:

ICI London Bus Red P498 FPF 3

Other manufacturers should also be able to produce this specification from the ICI colour chart.

This requirement does not include the lower panels which may be in a different colour but which shall not exceed 50cm in height, or the rooftop which should be painted white so as to reduce temperatures inside the vehicle during the summer months.

The positioning and size of Operators' logos are to be agreed between the Operator and the Corporation and, where possible, these should be above the front doors on the nearside of the vehicles and above the drivers' offside cab windows.

All livery proposals must be submitted to the Contracts Tendering Manager for approval.

16. STANDS AND BLINDS

Tenderers should note that under normal circumstances, the specific restrictions relating to each stand will apply to the whole stand at all times. Any variation to such standing arrangements must be agreed by the Corporation. In addition, Tenderers should note the following general requirements:

- 1) Drivers **MUST** switch off engines during layover periods at bus stations or on stands.
- 2) No meal reliefs may be taken on any stand (on or off line of route) without the permission of the Corporation.
- 3) No crew ferry vehicles may enter any stand (on or off line of route) without the permission of the Corporation.
- 4) Destination blind displays to be used are shown under each stand description. Tenderers may suggest, within their bids, alternative blind displays.
- 5) The intermediate (also known as via) blind display to be used on the nearside of the vehicle is shown in the box below:

423 via Hatton Cross

For further information, please refer to Annex C of the Framework Agreement: General Conditions relating to the use of London Buses' Bus Stations and Stands.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 423: Hounslow Bus Station - Heathrow Airport, Terminal 5

Date of Structural Change: 5 March 2011.

Date of Service Change: 5 March 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Heathrow Airport, Terminal 5: Hounslow High Street, Douglas Road, Grove Road, Staines Road, Barrack Road, Corporation Avenue, Martindale Road, Beavers Lane, Salisbury Road, Green Lane, The Causeway, Great South-West Road, Dick Turpin Way, Fagg's Road, Hatton Road South, Hatton Cross, Southern Perimeter Road, Hatton Cross Bus Station, Southern Perimeter Road, Hatton Cross, Envoy Avenue, Envoy Roundabout, Envoy Avenue, Eastern Perimeter Road, Northern Perimeter Road, Hatton Road North, Bath Road, Colnbrook By-Pass, Bath Road, Bus Bridge, Western Perimeter Road, Western Perimeter Road Slip Road, Windsock Way, Wallis Road, Terminal 5 Bus & Coach Station.

Towards Hounslow Bus Station: Terminal 5 Bus & Coach Station, Whittle Road, Western Perimeter Road, Bus Bridge, Longford Roundabout, Bath Road, Colnbrook By-Pass, U-Turn Through Central Reservation, Colnbrook By-Pass, Bath Road, Hatton Road North, Northern Perimeter Road, Eastern Perimeter Road, Envoy Avenue, Envoy Roundabout, Envoy Avenue, Hatton Cross, Southern Perimeter Road, Hatton Cross Bus Station, Southern Perimeter Road, Hatton Cross, Hatton Road South, Great South-West Road, The Causeway, Green Lane, Salisbury Road, Beavers Lane, Martindale Road, Corporation Avenue, Barrack Road, Staines Road, Grove Road, Hanworth Road, Hounslow High Street, London Road.

STANDING AND TURNING POINTS

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 and pick up in Hounslow High Street, at Stop C.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route H23 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:	Hounslow Bus Station.
OTHER INFORMATION:	Toilets available 24 hours.

HOUNSLOW, BELL CORNER (from HEATHROW AIRPORT, TERMINAL 5)

Private stand for 3 buses in separate 12-metre marked bays in Bus Parking Area on north side of Bath Road adjacent to Bath Road Car Park and opposite Nos. 22-36.

Buses proceed from Staines Road via Grove Road, Bell Road, Bath Road and Bell Corner to stand, departing via Bell Corner, Bath Road and Steve Biko Way to Staines Road. Set down in Staines Road, at Stop V and pick up in Staines 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.
DISPLAY:	Hounslow, Bell Corner.

HOUNSLOW HEATH, HUSSAR (from HEATHROW AIRPORT, TERMINAL 5)

Public stand for 2 buses on east side of Barrack Road outside The Hussar public house commencing approximately 20 metres north of Staines Road and extending 20 metres north.

Buses proceed from Barrack Road direct to stand, departing via Barrack Road, Staines Road and Martindale Road to Beavers Lane. Set down in Barrack Road, at Stop Z1 and pick up in Beavers Lane.

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:	Hounslow Heath.

HATTON CROSS 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.

From Heathrow Airport, Terminal 5.

Buses proceed from Hatton Cross Bus Station direct to stand, departing to Hatton Cross Bus Station. Set down in Hatton Cross Bus Station, at Alighting Point and pick up in Hatton Cross Bus Station, at Stop A.

From Hounslow Bus Station.

Buses proceed from Hatton Cross Bus Station direct to stand, departing to Hatton Cross Bus Station. Set down in Hatton Cross Bus Station, at Alighting Point and pick up in Hatton Cross Bus Station, at Stop B.

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: Hatton Cross.

HARLINGTON CORNER, NOBEL DRIVE (from Hounslow Bus Station)

Public stand for two buses in Nobel Drive (East arm), commencing 45 metres north of Bath Road and continuing 21 metres north.

Buses proceed from Hatton Road North via Harlington High Street, Bath Road, Nobel Drive, Nobel Drive (East Arm), Nobel Drive (East Roundabout) and Nobel Drive (East Arm) to stand, departing via Nobel Drive (East Arm), Bath Road and Hatton Road North to Northern Perimeter Road. Set down in Hatton Road North, at Stop M and pick up in Northern Perimeter Road, at Stop K.

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: Bath Road, Nobel Drive.

HEATHROW AIRPORT NORTH (from Hounslow Bus Station)

Buses proceed from Bath Road via Newport Road, Newport Road Roundabout and Newport Road departing to Bath Road. Set down in Bath Road, at Stop BP and pick up in Bath Road, at Stop BC.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Bath Road, Sipson Road.

BATH ROAD, HATCH LANE (from Hounslow Bus Station)

Buses proceed from Bath Road via Colnbrook By-Pass, U-Turn Through Central Reservation and Colnbrook By-Pass departing to Bath Road. Set down in Bath Road, at Stop H and pick up in Bath Road, at Stop G.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Bath Road, Hatch Lane.

HEATHROW AIRPORT, TERMINAL 5

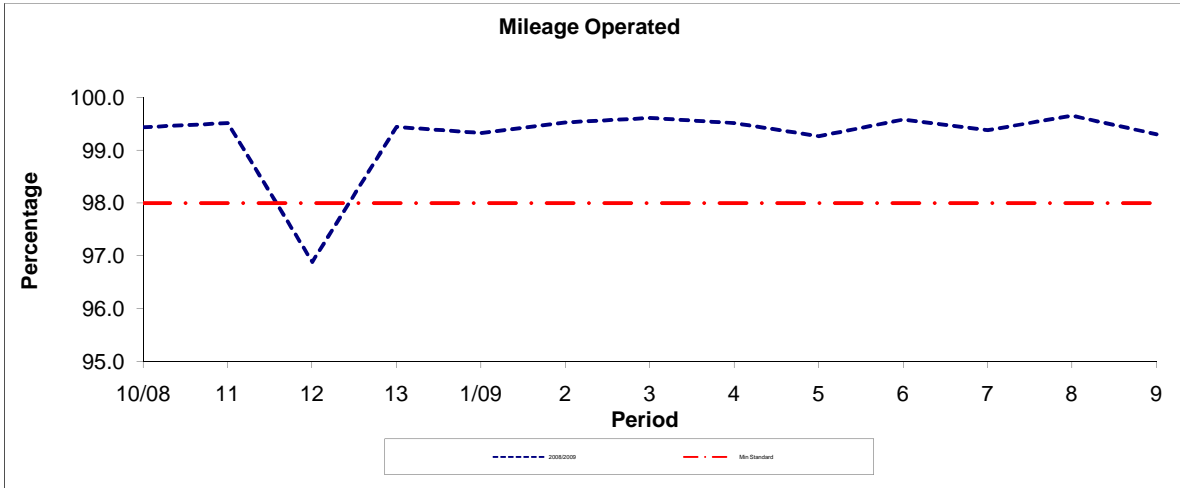
Private stand in BAA bus & coach station (Wallis Road) on easternmost bay extending from stop BP5135 to stop BP5139.

Buses proceed from Terminal 5 Bus & Coach Station direct to stand, departing to Terminal 5 Bus & Coach Station. Set down in Terminal 5 Bus & Coach Station, Stop 1 and pick up in Terminal 5 Bus & Coach Station, Stop 7.

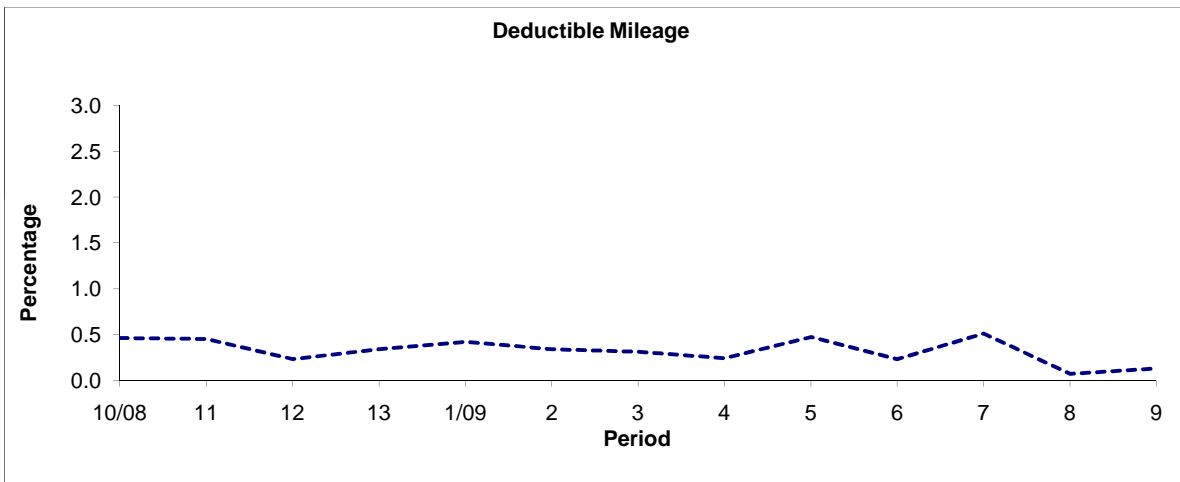
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 423 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Heathrow Terminal 5.
OTHER INFORMATION: Toilet facilities to be confirmed. Standing arrangements may also be subject to change.

PART B - PERFORMANCE STATISTICS

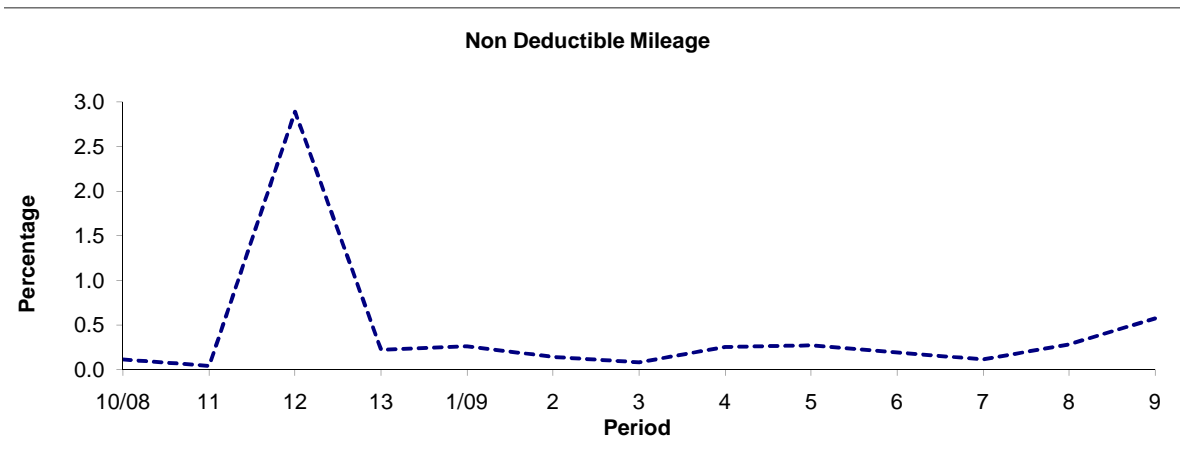
Route 423



Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	99.43	99.51	96.88	99.44	99.32	99.52	99.61	99.51	99.26	99.58	99.38	99.65	99.30
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	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	0.46	0.45	0.23	0.34	0.42	0.34	0.31	0.24	0.47	0.23	0.51	0.07	0.13

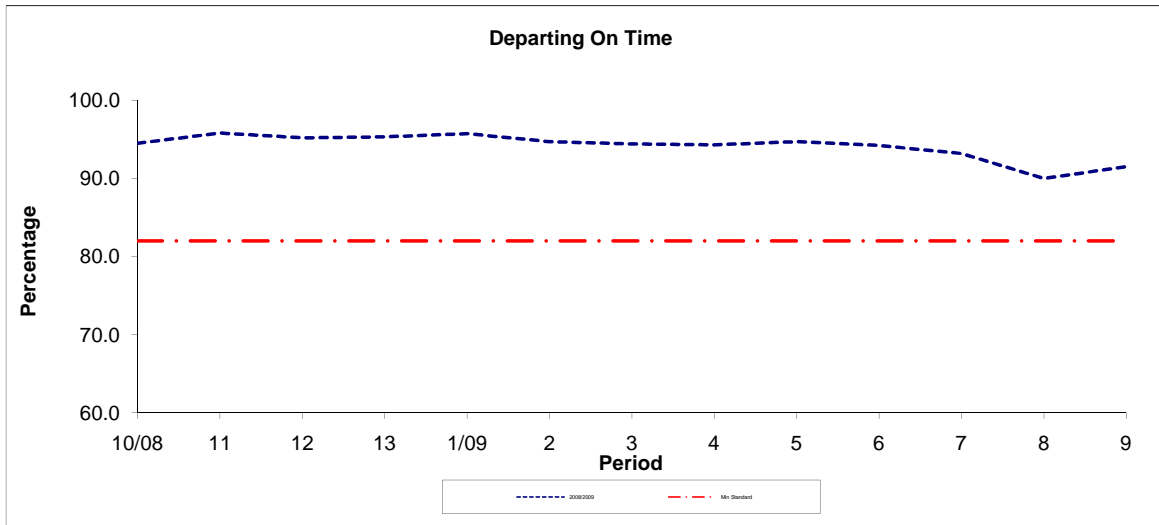


Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	0.11	0.04	2.89	0.22	0.26	0.14	0.08	0.25	0.27	0.19	0.11	0.28	0.57

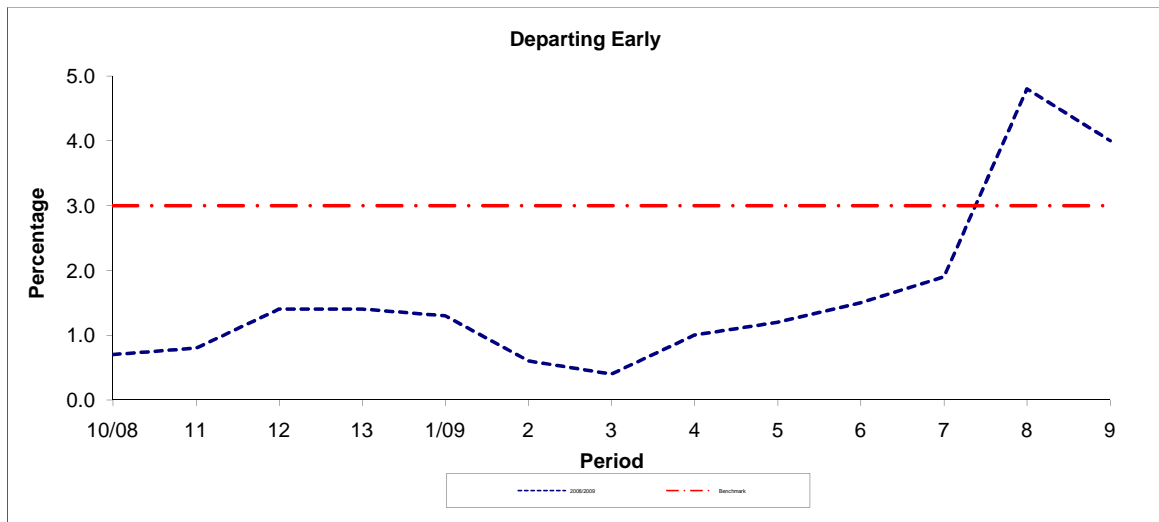
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 423



Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	94.50	95.80	95.20	95.30	95.70	94.70	94.40	94.30	94.70	94.20	93.20	90.00	91.50
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	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	0.70	0.80	1.40	1.40	1.30	0.60	0.40	1.00	1.20	1.50	1.90	4.80	4.00
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