

## 7. Service Specification

Route: 481

Contract Reference: QC51901

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>Route Number</b>	481
<b>Terminus Points</b>	Kingston, Cromwell Road Bus Station and Isleworth, West Middlesex Hospital
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	<b>7<sup>th</sup> May 2016</b>
<b>Vehicle Type</b>	60 capacity, dual door, single deck buses
<b>Current Maximum Approved Dimensions</b>	8.8 metres long and 2.4 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%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 29<sup>th</sup> June 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. 481.

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:

- Mondays to Saturdays day time frequencies are increased from every 60 minutes to every 30 minutes.
- A Sunday day time service is to be introduced with a frequency of every 60 minutes.
- 60 capacity, dual door, single deck buses of a minimum of 10.8 metres long buses will be specified, subject to a satisfactory route test.

**Tenderers should note that if they are supplying an alternative price based on using existing vehicles, these must be refurbished in line with the revised specification dated 1st March 2014. This applies to all contracts awarded from Tranche 471 onwards.**

**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.

**Cash Free Boarding was extended throughout London from 6th July 2014. Submitted tender prices should fully reflect the cost saving accrued from this change. Tenderers should also indicate the approximate additional cost if cash fares were still to be accepted.**

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

Kingston, Cromwell Road Bus Station to Isleworth, West Middlesex Hospital		Isleworth, West Middlesex Hospital to Kingston, Cromwell Road Bus Station			
First departure no later than 0655.		First departure no later than 0650.			
0700 - 1905	Every 30 minutes	0655 - 2005	Every 30 minutes		
Last departure no earlier than 1900.		Last departure no earlier than 2000.			
<b>Pinchpoints</b>					
Whitton, Nelson Road	0725 - 0925	30 minutes	Teddington, Hogarth, Broad Street	0735 - 0935	30 minutes
	1530 - 1730	30 minutes		1540 - 1740	30 minutes

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

Kingston, Cromwell Road Bus Station to Isleworth, West Middlesex Hospital		Isleworth, West Middlesex Hospital to Kingston, Cromwell Road Bus Station			
First departure no later than 0655.		First departure no later than 0655.			
0700 - 1905	Every 30 minutes	0700 - 2005	Every 30 minutes		
Last departure no earlier than 1900.		Last departure no earlier than 2000.			
<b>Pinchpoints</b>					
Whitton, Nelson Road	0925 - 1125	30 minutes	Teddington, Hogarth, Broad Street	0935 - 1135	30 minutes

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

Kingston, Cromwell Road Bus Station to Isleworth, West Middlesex Hospital		Isleworth, West Middlesex Hospital to Kingston, Cromwell Road Bus Station			
First departure no later than 1000.		First departure no later than 1000.			
0955 - 1905	Every 60 minutes	0955 - 2005	Every 60 minutes		
Last departure no earlier than 1900.		Last departure no earlier than 2000.			
<b>Pinchpoints</b>					
Whitton, Nelson Road	1025 - 1225	60 minutes	Teddington, Hogarth, Broad Street	1030 - 1230	60 minutes

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

**4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. 481 should interwork with other bus services where possible
- 4.2) Route No. 481 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.

**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 481: Kingston, Cromwell Road Bus Station - Isleworth, West Middlesex Hospital**

**Date of Structural Change:** 7 May 2016.

**Date of Service Change:** 7 May 2016.

**Reason for Issue:** New Tender.

#### **STREETS TRAVERSED**

**Towards Isleworth, West Middlesex Hospital:** Cromwell Road Bus Station, Cromwell Road, Contraflow Bus Lane, Wood Street, Clarence Street, Horse Fair, Kingston Bridge, Hampton Wick High Street, Hampton Court Road, Church Grove, Park Road, Sandy Lane, Park Road, Broad Street, Stanley Road, South Road, Sixth Cross Road, Fielding Avenue, Staines Road, Hospital Bridge Road, Hospital Bridge Roundabout, Hospital Bridge Road, Nelson Road, Kneller Road, Whitton Road, Rugby Road, Mogden Lane, Tesco Access Road, Tesco Access Road Roundabout, Tesco Access Road, Mogden Lane, Twickenham Road, Private Road In West Middlesex Hospital Grounds, Bus Lay-By In West Middlesex Hospital Grounds.

**Towards Kingston, Cromwell Road Bus Station:** Bus Lay-By In West Middlesex Hospital Grounds, Private Road In West Middlesex Hospital Grounds, Twickenham Road, Mogden Lane, Tesco Access Road, Tesco Access Road Roundabout, Tesco Access Road, Mogden Lane, Rugby Road, Whitton Road, Kneller Road, Nelson Road, Hospital Bridge Road, Hospital Bridge Roundabout, Hospital Bridge Road, Sixth Cross Road, South Road, Stanley Road, Broad Street, Park Road, Sandy Lane, Park Road, Church Grove, Hampton Court Road, Hampton Wick High Street, A308, Hampton Wick High Street, Kingston Bridge, Horse Fair, Clarence Street, Wood Street, Kingsgate Road, Sopwith Way, Richmond Road, Cromwell 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.

### **KINGSTON, CROMWELL ROAD BUS STATION**

Private stand for 12 buses in marked bays in Cromwell Road Bus Station on north side of Cromwell Road. Buses to stand as follows:

Bays A5/A6 - Route 285,

Bays A7/A8 - Route 111,

Bay A9 - Route 216,

Bay A10 - Route 411,

Bay A11 - other operators,

Bay A12 - Route 481 and other operators,

Bay A13 - Route K1,

Bays A14/A15 - Route 71,

Bay A16 - Route 465.

Buses proceed from Cromwell Road via Cromwell Road Bus Station to stand, departing to Cromwell Road Bus Station. Set down in Cromwell Road, at Stop A2 (BP1084 - Cromwell Road Bus Station, Last Stop on LOR: BP1084 - Cromwell Road Bus Station) and pick up in Cromwell Road Bus Station, at Stop A12 (BP1127 - Cromwell Road Bus Station, First Stop on LOR: BP1127 - Cromwell Road Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 481 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:	Kingston.
OTHER INFORMATION:	Toilet facilities available.

### **TEDDINGTON, PARK ROAD, POLICE STATION (from Kingston, Cromwell Road Bus Station)**

Public stand for one bus on east side of Park Road, north of the junction with Adelaide Road and outside the Clarence Hotel.

Buses proceed from Park Road direct to stand, departing via Park Road, The Causeway and Broad Street to Park Road. Set down in Park Road, at Stop G (15907 - Teddington Police Station, Last Stop on LOR: 15907 - Teddington Police Station) and pick up in Park Road, at Stop H (R0274 - Teddington Police Station, First Stop on LOR: R0274 - Teddington Police 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:	Teddington.

## **FULWELL, OLD TRAM DEPOT**

Private stand for two buses in marked bays within grounds of Fulwell Old Tram Depot.

### **From Isleworth, West Middlesex Hospital.**

Buses proceed from South Road via Stanley Road and Fulwell Old Tram Depot to stand, departing via Fulwell Old Tram Depot and Stanley Road to South Road. Set down in South Road, at Stop G (34832 - South Road / Fulwell, Last Stop on LOR: 34832 - South Road / Fulwell) and pick up in South Road, at Stop F (FW21 - South Road / Fulwell, First Stop on LOR: FW21 - South Road / Fulwell).

### **From Kingston, Cromwell Road Bus Station.**

Buses proceed from Stanley Road via Fulwell Old Tram Depot to stand, departing via Fulwell Old Tram Depot to Stanley Road. Set down in Stanley Road, at Stop C (20683 - Fulwell Station #, Last Stop on LOR: 20683 - Fulwell Station #) and pick up in Stanley Road, at Stop D (20682 - Fulwell Station #, First Stop on LOR: 20682 - Fulwell 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:	Fulwell, Stanley Road.

## **WEST MIDDLESEX HOSPITAL**

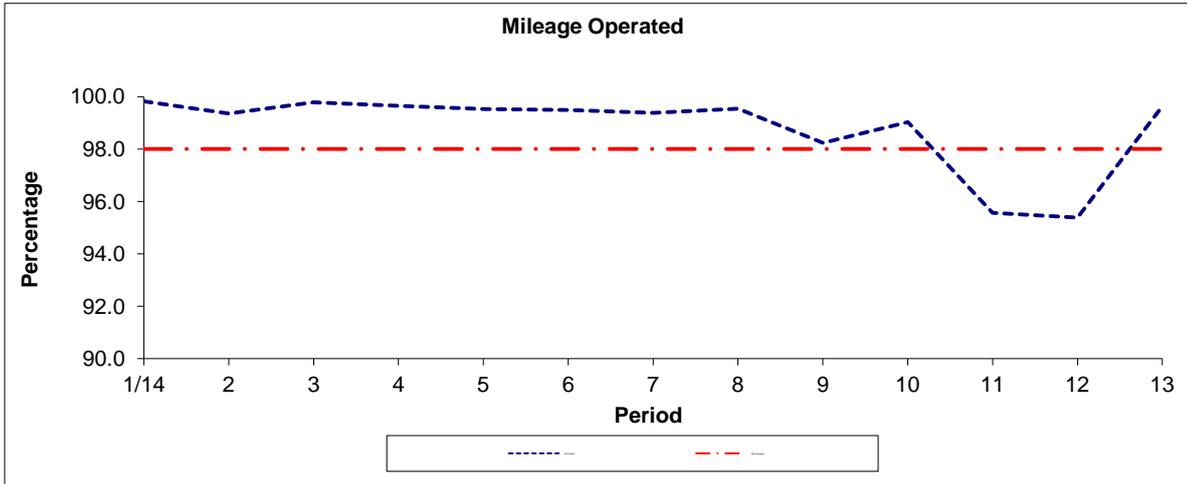
Private stand for two buses in bus parking area at far end of hospital grounds behind the West London Mental Health Unit.

Buses proceed from Bus Lay-By In West Middlesex Hospital Grounds direct to stand, departing to Bus Lay-By In West Middlesex Hospital Grounds. Set down in Bus Lay-by In West Middlesex Hospital Grounds, at Stop HE (BP4200 - West London Mental Health Trust, Last Stop on LOR: BP4200 - West London Mental Health Trust) and pick up in Bus Lay-by In West Middlesex Hospital Grounds, at Stop HE (BP4200 - West London Mental Health Trust, First Stop on LOR: BP4200 - West London Mental Health Trust).

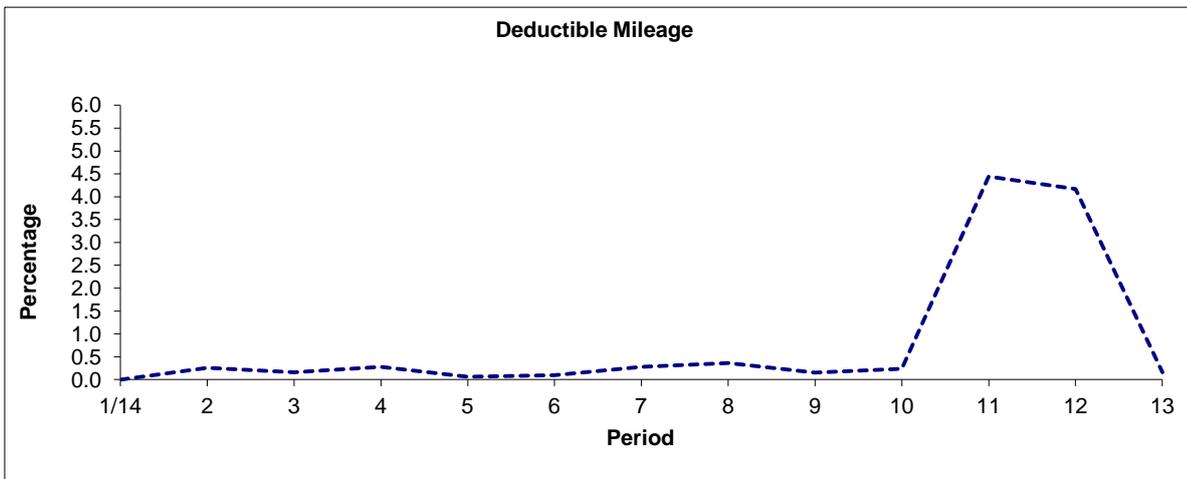
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 481 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	West Middlesex Hospital.
OTHER INFORMATION:	Toilet facilities available within hospital.

**PART B - PERFORMANCE STATISTICS**

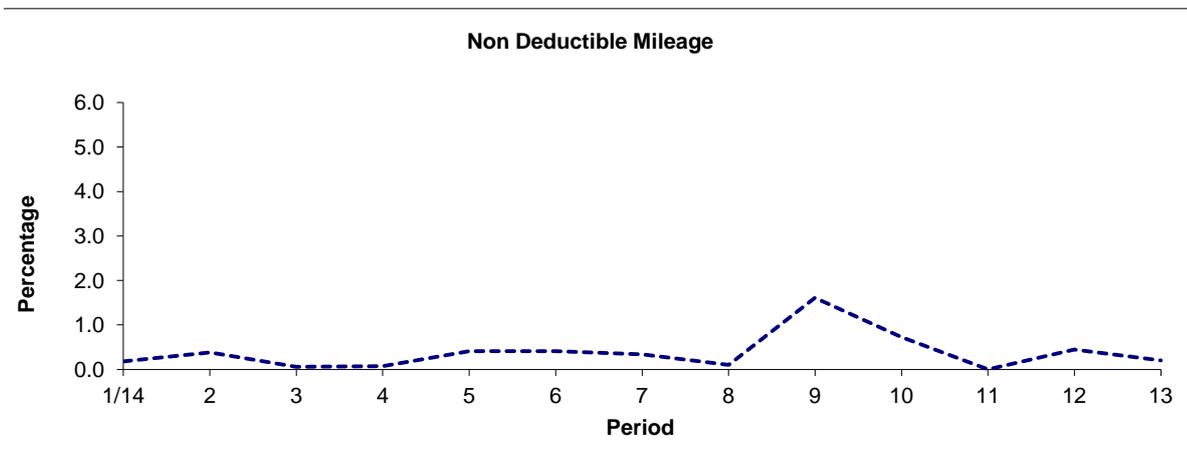
**Route 481**



Period	1/14	2	3	4	5	6	7	8	9	10	11	12	13
2014/2015	99.82	99.36	99.78	99.65	99.53	99.49	99.38	99.54	98.24	99.03	95.56	95.38	99.64
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	1/14	2	3	4	5	6	7	8	9	10	11	12	13
2014/2015	0.00	0.26	0.16	0.28	0.06	0.10	0.28	0.36	0.15	0.24	4.44	4.17	0.16

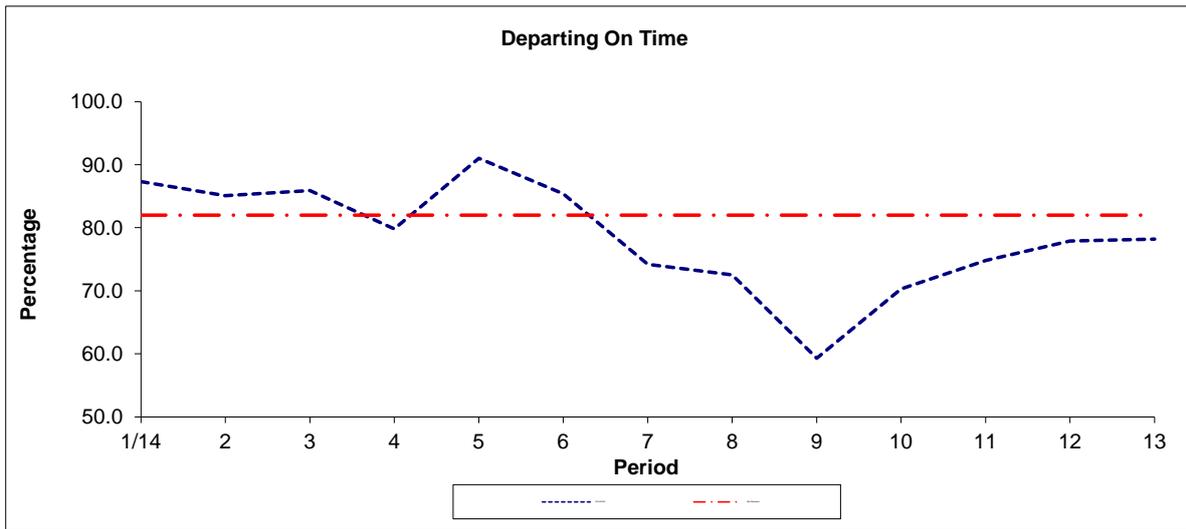


Period	1/14	2	3	4	5	6	7	8	9	10	11	12	13
2014/2015	0.18	0.38	0.06	0.07	0.41	0.41	0.34	0.10	1.61	0.73	0.00	0.45	0.20

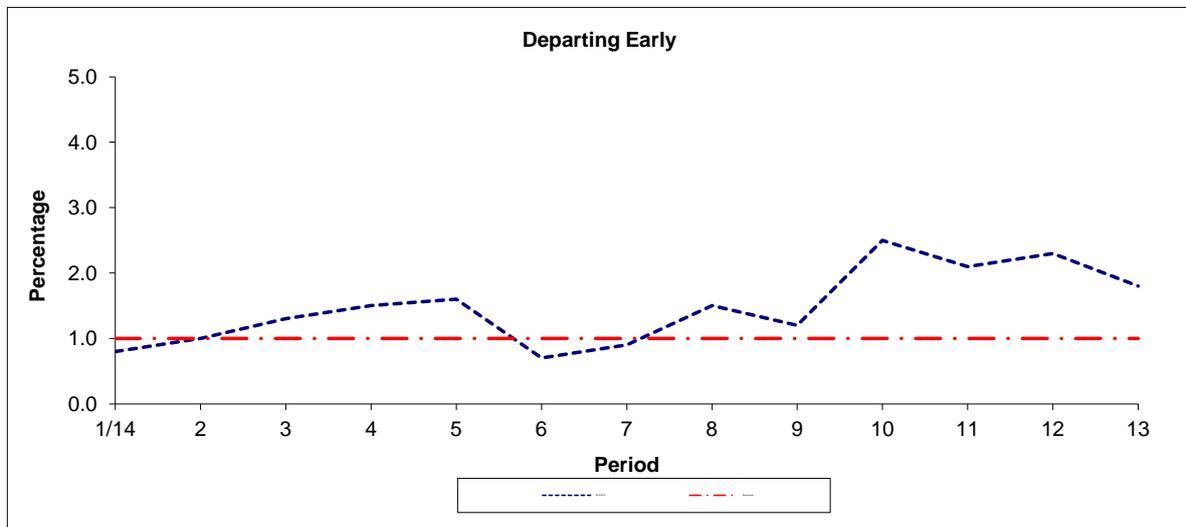
**Note :** Mileage is based on 4 weeks data  
 Deductible mileage performance adversely affected by industrial action by drivers in periods 11 and 12.

**PART B - PERFORMANCE STATISTICS**

**Route 481**



Period	1/14	2	3	4	5	6	7	8	9	10	11	12	13
2014/2015	87.3	85.1	85.9	79.8	91.0	85.4	74.2	72.5	59.3	70.3	74.8	77.9	78.2
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	1/14	2	3	4	5	6	7	8	9	10	11	12	13
2014/2015	0.8	1.0	1.3	1.5	1.6	0.7	0.9	1.5	1.2	2.5	2.1	2.3	1.8
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 481 - FULL iBUS RESULTS BY TIME OF DAY  
 QUARTERS 1 TO 4 14/15 (01/04/14 - 31/03/15)**

**MONDAY - FRIDAY**

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	467.	41.5	96.1	78.7	3.7	0.0	17.6
0700 - 1000	9,442.	101.3	90.0	69.0	10.9	2.0	18.1
1000 - 1300	9,938.	99.6	96.8	85.9	3.1	0.5	10.5
1300 - 1600	9,900.	99.5	97.7	86.9	2.3	1.4	9.4
1600 - 1900	9,973.	98.6	93.6	69.3	6.2	1.5	23.0
1900 - 2200	5,010.	99.6	94.9	82.8	4.7	1.6	10.9
<b>Summary</b>	<b>44,730.</b>	<b>99.1</b>	<b>94.6</b>	<b>77.6</b>	<b>5.6</b>	<b>1.4</b>	<b>15.4</b>

**SATURDAY**

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0700 - 1000	2,067.	99.4	99.3	95.7	0.6	2.8	0.8
1000 - 1300	2,071.	99.4	97.7	87.5	2.3	0.9	9.4
1300 - 1600	2,063.	99.4	96.1	79.0	3.8	1.4	15.8
1600 - 1900	2,069.	97.5	92.5	81.3	7.2	2.7	8.8
1900 - 2200	1,043.	101.0	89.5	82.4	9.8	3.7	4.1
<b>Summary</b>	<b>9,313.</b>	<b>99.2</b>	<b>95.6</b>	<b>84.3</b>	<b>4.3</b>	<b>2.0</b>	<b>9.3</b>

**GOOD FRIDAY (NO SUNDAY SERVICE)**

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0700 - 1000	42.	100.0	100.0	100.0	0.0	0.0	0.0
1000 - 1300	42.	100.0	100.0	100.0	0.0	0.0	0.0
1300 - 1600	42.	100.0	100.0	100.0	0.0	0.0	0.0
1600 - 1900	42.	100.0	100.0	100.0	0.0	0.0	0.0
1900 - 2200	21.	100.0	100.0	100.0	0.0	0.0	0.0
<b>Summary</b>	<b>189.</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>

**ALL DAYS**

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	467.	42.2	96.1	78.7	3.7	0.0	17.6
0700 - 1000	11,551.	101.0	91.7	71.5	9.9	2.1	16.5
1000 - 1300	12,051.	99.5	97.0	86.2	2.9	0.6	10.3
1300 - 1600	12,005.	99.5	97.5	85.6	2.5	1.4	10.4
1600 - 1900	12,084.	98.4	93.4	70.8	6.3	1.6	21.3
1900 - 2200	6,074.	99.8	94.0	82.8	5.4	1.9	9.9
<b>Summary</b>	<b>54,232.</b>	<b>99.1</b>	<b>94.8</b>	<b>78.6</b>	<b>5.4</b>	<b>1.5</b>	<b>14.6</b>

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

Route 481  
 Service change 24206  
 Date 18/11/2011

**TRANCHE 519**

Reason for Issue

Mileage Update

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
KINGCB	BP1127	Cromwell Road Bus Station		
	R0691	Kingston Station	329	0.20
	BP497	Wood Street	280	0.17
	BP5452	Church Grove / the King's Field	539	0.33
	BP5453	Park Road	247	0.15
	BP1643	Vicarage Road	357	0.22
	FW15	Bushy Park Road	354	0.22
SANLHG	FW17	Shaef Way	466	0.29
	BP5454	Avenue Road	405	0.25
	FW19	Maddison Close	320	0.20
	15907	Teddington Police Station	277	0.17
TEDDHG	19484	Broad Street	322	0.20
	27534	Teddington Memorial Hospital	321	0.20
	27364	Gloucester Road	323	0.20
	27363	Princes Road	322	0.20
FWELSN	20683	Fulwell Station	358	0.22
	FW21	South Road / Fulwell	230	0.14
	34064	Fielding Avenue	359	0.22
	34065	Staines Road	527	0.33
HPBRCR	16183	Willow Way	399	0.25
	26244	Heathfield Library	271	0.17
	BP5361	Longford Road	236	0.15
	BP5359	Ashley Drive	243	0.15
	BP5357	Vincam Close	467	0.29
	BP2297	Constance Road	307	0.19
WHITNR	FW25	Whitton Library	351	0.22
	15572	Whitton / Admiral Nelson	147	0.09
	25809	Kneller Station	353	0.22
KNLRAG	15568	Kneller Hall	518	0.32
	15566	Tayben Avenue	414	0.26
	FW28	Rugby Road	221	0.14
	BP5023	Twickenham Trading Est	278	0.17
	FW29	Varsity Drive	204	0.13
TWICTS	BP1009	Twickenham Tesco	188	0.12
	10001	Trevor Close	665	0.41
	6411	Woodstock Avenue	257	0.16
	6410	Lynton Close	299	0.19
	6372	Isleworth Library	323	0.20
	20514	Worton Road	207	0.13
	3724	Isleworth War Memorial	223	0.14
	6368	Mandeville Road	298	0.19
	BP4199	West Middlesex Hospital	388	0.24
WMDXHP	BP4200	West London Mental Health Trust	199	0.12

<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>	13792	8.57
	metres	miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WMDXHP	BP4200	West London Mental Health Trust		
	BP1557	West Middlesex Hospital	945	0.59
	6461	West Middlesex Hospital	159	0.10
	6405	Mandeville Road	418	0.26
	15225	Isleworth War Memorial	201	0.12
	20513	Isleworth Library	371	0.23
	27558	Brantwood Avenue	225	0.14
	6373	Lynton Close	274	0.17
	R0871	Briar Close	350	0.22
TWICTS	BP1009	Twickenham Tesco	576	0.36
	FW30	Varsity Drive	266	0.17
	BP5022	Twickenham Trading Estate	265	0.16
	15565	Twickenham Stadium	280	0.17
	15567	Tayben Avenue	238	0.15
KNLRAG	15569	Kneller Hall	291	0.18
	25810	Kneller Road	638	0.40
	25823	Whitton / Admiral Nelson	233	0.14
WHITNR	FW26	Whitton Library	222	0.14
	BP2298	Constance Road	455	0.28
	BP5356	Montrose Avenue	452	0.28
	BP5358	Ashley Drive	186	0.12
	BP5360	Longford Road	221	0.14
	26226	Heathfield Library	259	0.16
HPBRCR	16182	Willow Way	460	0.29
	34066	Staines Road	263	0.16
	34063	Fielding Avenue	524	0.33
	34832	South Road / Fulwell	317	0.20
FWELSN	20682	Fulwell Station	340	0.21
	27349	Princes Road	334	0.21
	27365	Gloucester Road	308	0.19
	6919	Teddington Memorial Hospital	269	0.17
TEDDHG	R0653	Broad Street	296	0.18
	R0274	Teddington Police Station	314	0.20
	BP1642	Maddison Close	304	0.19
	BP5450	Avenue Road	327	0.20
SANLHG	FW18	Shaef Way	312	0.19
	FW16	Bushy Park Road	490	0.30
	BP1644	Vicarage Road	371	0.23
	BP5451	Park Road	414	0.26
	19569	Church Grove / the King's Field	285	0.18
	R0872	Wood Street	518	0.32
KINGCB	BP1084	Cromwell Road Bus Station	734	0.46

<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>	14705	9.14
	metres	miles