

## CONTRACT SPECIFICATION

Tenders are requested for the following contract to operate a bus service.

<b>Contract Reference</b>	QC37902
<b>Route Number</b>	E11
<b>Terminus Points</b>	Greenford, Red Lion to Ealing Common, Warwick Dene
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	26 May 2012
<b>Vehicle Type</b>	45 capacity, single door, single deck vehicles
<b>Maximum Approved Dimensions</b>	8.9 metres long and 2.44 metres wide
<b>Advertising Rights</b>	Operator
<b>Sponsored Route</b>	No
<b>Minimum Performance Std</b>	Departing on Time - No less than 82.00%
<b>Extension Threshold</b>	Departing on Time Threshold - 86.00%
<b>Minimum Operated Mileage</b>	No less than 98.00%

Tender Return Date: No later than 12 o'clock on 18 April 2011.

## **SERVICE SPECIFICATION**

### **CONTENTS**

- 1) NOTES
- 2) SCHEDULE REQUIREMENTS & PINCHPOINTS
- 3) QSI POINTS & MILEAGE
- 4) OPERATIONAL CONSIDERATIONS
- 5) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

## 1) 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. E11.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. E11.

## 2) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

Greenford, Red Lion to Ealing Common, Warwick Dene		Ealing Common, Warwick Dene to Greenford, Red Lion			
First departure no later than 0600.		First departure no later than 0625.			
0555 - 2025	Every 20 minutes	0620 - 2030	Every 20 minutes		
2026 - 0030	Every 30 minutes	2031 - 0105	Every 30 minutes		
Last departure no earlier than 0025.		Last departure no earlier than 0100.			
<b>Pinchpoints</b>					
West Ealing Station	0735 - 0855	20 minutes	Castle Bar	0740 - 0900	20 minutes
	1510 - 1630	20 minutes	Park Station	1455 - 1635	20 minutes

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

Greenford, Red Lion to Ealing Common, Warwick Dene		Ealing Common, Warwick Dene to Greenford, Red Lion			
First departure no later than 0600.		First departure no later than 0625.			
0555 - 0900	Every 30 minutes	0620 - 0920	Every 30 minutes		
0901 - 1855	Every 20 minute	0921 - 1900	Every 20 minutes		
1856 - 0030	Every 30 minutes	1901 - 0105	Every 30 minutes		
Last departure no earlier than 0025.		Last departure no earlier than 0100.			
<b>Pinchpoints</b>					
West Ealing Station	0940 - 1100	20 minutes	Castle Bar Park Station	0940 - 1100	20 minutes

### 2.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Greenford, Red Lion to Ealing Common, Warwick Dene		Ealing Common, Warwick Dene to Greenford, Red Lion			
First departure no later than 0645.		First departure no later than 0720.			
0640 - 0030	Every 30 minutes	0715 - 0105	Every 30 minutes		
Last departure no earlier than 0025.		Last departure no earlier than 0100.			
<b>Pinchpoints</b>					
West Ealing Station	1025 - 1155	30 minutes	Castle Bar Park Station	1030 - 1200	30 minutes

### 2.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Greenford, Red Lion to Ealing Common, Warwick Dene		Ealing Common, Warwick Dene to Greenford, Red Lion			
First departure no later than 0815.		First departure no later than 0820.			
0810 - 0030	Every 30 minutes	0815 - 0105	Every 30 minutes		
Last departure no earlier than 0025		Last departure no earlier than 0100.			
<b>Pinchpoints</b>					
West Ealing Station	1025 - 1155	30 minutes	Castle Bar Park Station	1030 - 1200	30 minutes

### 3) QSI POINTS & MILEAGE

It is intended Route No. E11 will have 48 surveys per quarter at the following locations:

<b>QSI POINTS</b>	
<b>Towards Ealing Common, Warwick Dene</b>	<b>Towards Greenford, Red Lion</b>
Greenford	Ealing Broadway
Ealing Broadway	
<b>MILEAGE: See Attached iBus Sheets</b>	

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

### 4) OPERATIONAL CONSIDERATIONS

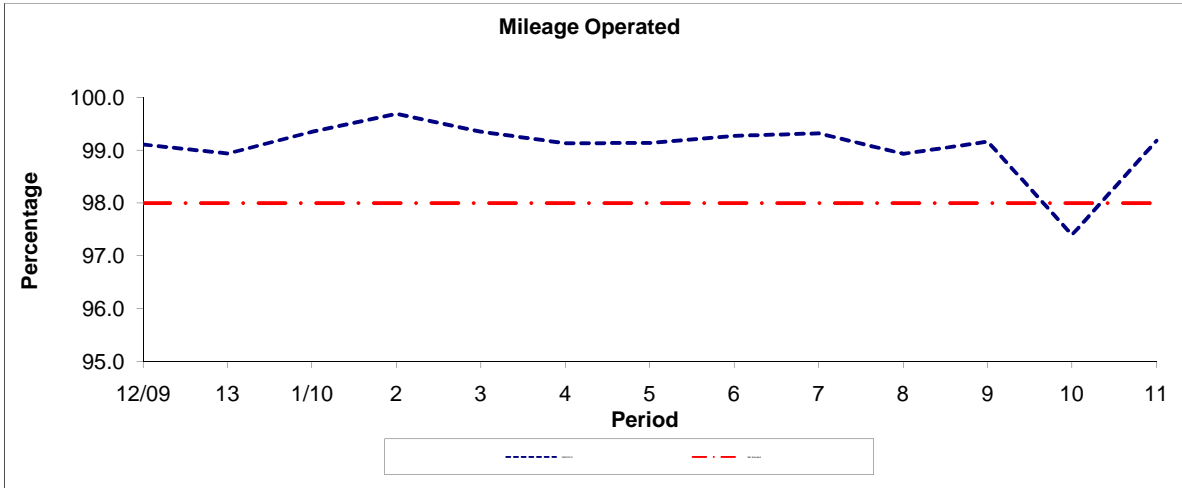
- 4.1) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following locations: Castle Bar Park Station, West Ealing Station and Ealing Broadway Station
- 4.2) Route No. E11 can suffer unpredictable traffic delays in the Ealing Broadway and Ruislip Road areas.
- 4.3) Smaller buses are used on Route No. E11 due to highway constraints between Bordars Road and Ruislip Road in the Greenford Avenue area
- 4.4) The 2012 Olympic Games open on Friday 27<sup>th</sup> July and close on Sunday 12<sup>th</sup> August. The 2012 Paralympic Games start on Wednesday 29<sup>th</sup> August and close on Sunday 9<sup>th</sup> September. The Games will result in additional passenger demand across the network, requiring additional capacity on some routes. There will also be a number of road closures in the event areas resulting in route diversions. Operators should be aware there will be implications to them during this time. Full details and any extra resource required will be negotiated with the operator at a later date.

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

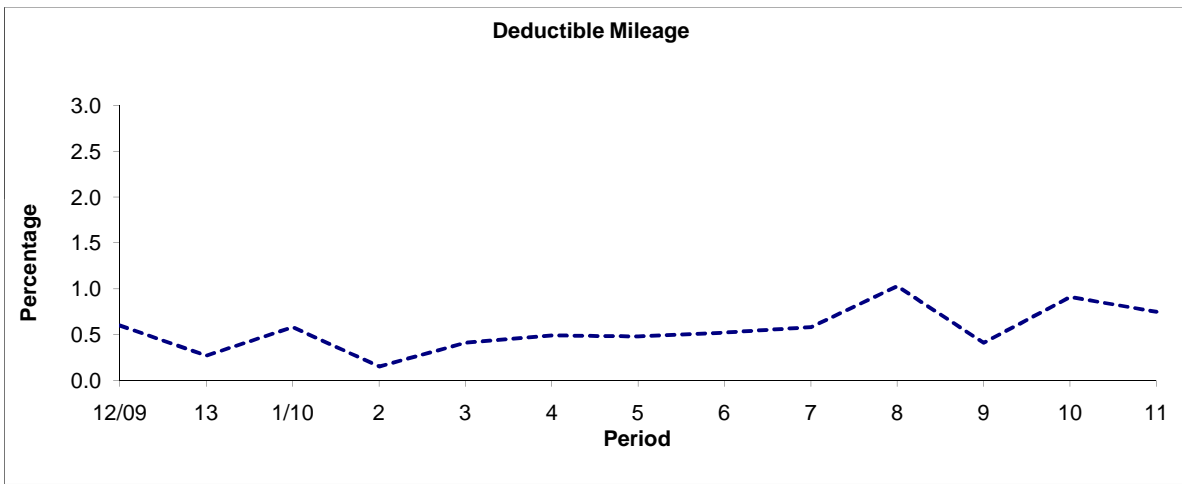
- 5.1) CURRENT PERFORMANCE  
As per current print out.
- 5.2) ROUTE RECORD  
As per Busnet Printout.
- 5.3) IBUS MILEAGE  
As per current print out.

**PART B - PERFORMANCE STATISTICS**

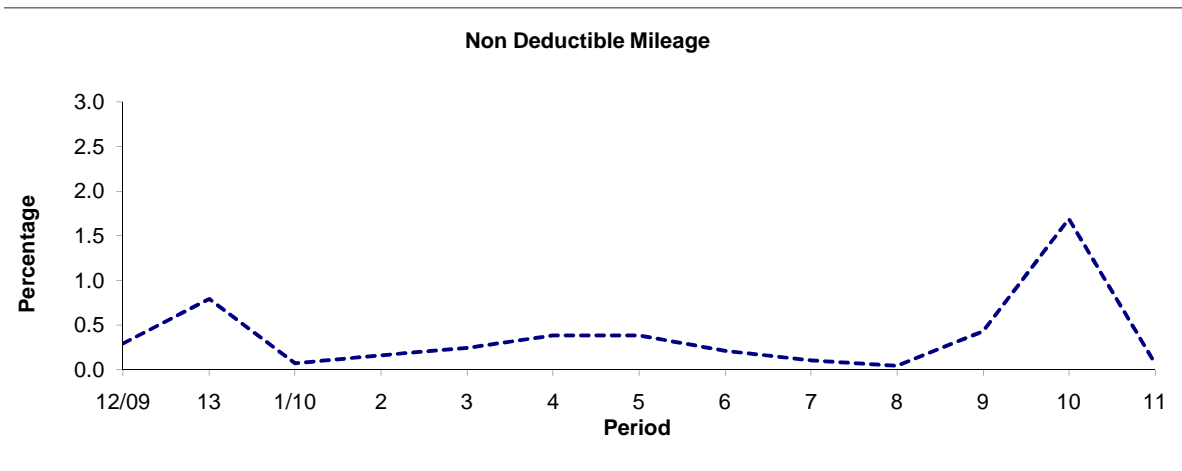
**Route E11**



Period	12/09	13	1/10	2	3	4	5	6	7	8	9	10	11
2009/2010	99.11	98.94	99.35	99.69	99.35	99.13	99.14	99.27	99.32	98.93	99.16	97.40	99.18
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	12/09	13	1/10	2	3	4	5	6	7	8	9	10	11
2009/2010	0.60	0.27	0.58	0.15	0.41	0.49	0.48	0.52	0.58	1.03	0.41	0.91	0.75

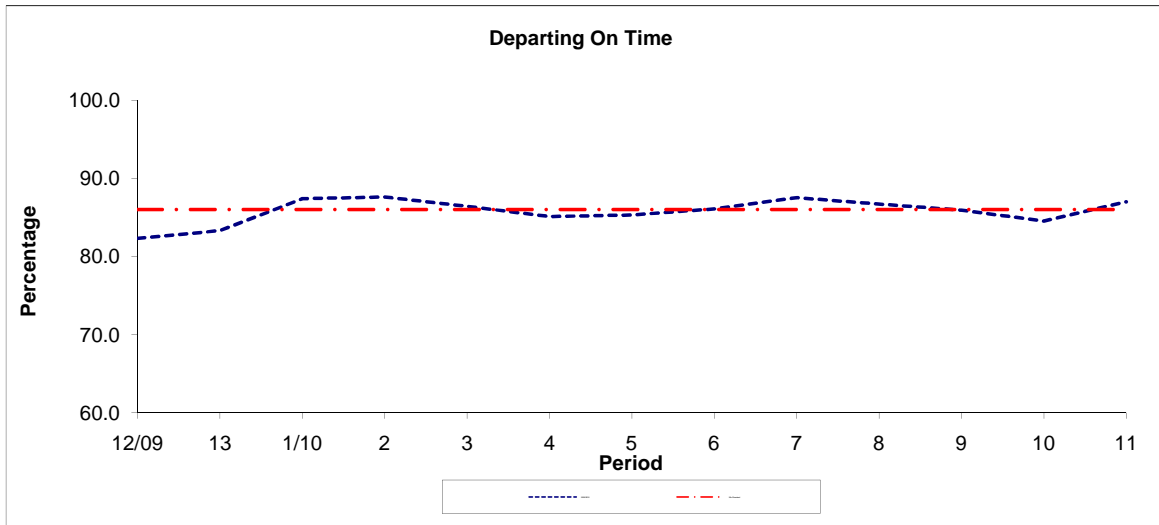


Period	12/09	13	1/10	2	3	4	5	6	7	8	9	10	11
2009/2010	0.29	0.79	0.07	0.16	0.24	0.38	0.38	0.21	0.10	0.04	0.43	1.69	0.07

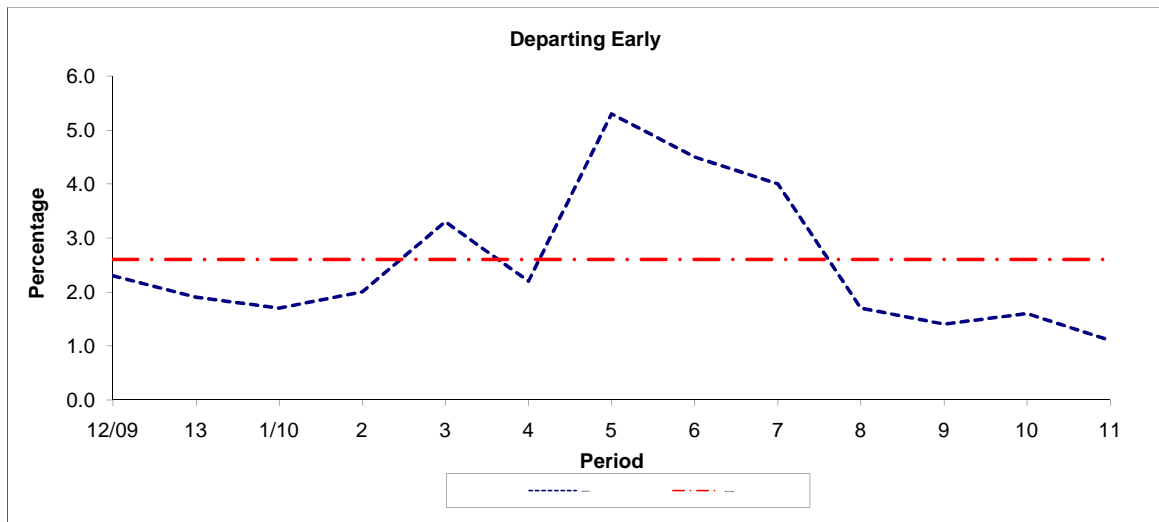
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route E11**



Period	12/09	13	1/10	2	3	4	5	6	7	8	9	10	11
2009/2010	82.30	83.30	87.40	87.60	86.40	85.10	85.30	86.10	87.50	86.70	85.90	84.50	87.00
Min Standard	86.00	86.00	86.00	86.00	86.00	86.00	86.00	86.00	86.00	86.00	86.00	86.00	86.00



Period	12/09	13	1/10	2	3	4	5	6	7	8	9	10	11
2009/2010	2.30	1.90	1.70	2.00	3.30	2.20	5.30	4.50	4.00	1.70	1.40	1.60	1.10
Benchmark	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60	2.60

**Note :** Reliability is based on 12 weeks rolling data

## **LONDON BUSES - ROUTE DESCRIPTION**

### **ROUTE E11: Greenford, Red Lion - Ealing Common, Warwick Dene**

**Date of Structural Change:** 5 May 2012.

**Date of Service Change:** 5 May 2012.

**Reason for Issue:** New Tender.

#### **STREETS TRAVERSED**

**Towards Ealing Common, Warwick Dene:** Ruislip Road East, Greenford Avenue, Gifford Gardens, Bridge Avenue, Mayfield Gardens, High Lane, Studland Road, Greenford Avenue, Bordars Road, Copley Close, Framfield Road, Browning Avenue, Drayton Bridge Road, Drayton Green, Sutherland Road, Argyle Road, Drayton Green Road, Uxbridge Road, New Broadway, The Broadway, The Mall, The Common, Warwick Dene.

**Towards Greenford, Red Lion:** Warwick Dene, Elm Avenue Roundabout, Warwick Dene, The Common, The Mall, The Broadway, New Broadway, Uxbridge Road, Drayton Green Road, Argyle Road, Sutherland Road, Drayton Green, Drayton Bridge Road, Browning Avenue, Framfield Road, Copley Close, Bordars Road, Greenford Avenue, Studland Road, High Lane, Mayfield Gardens, Bridge Avenue, Gifford Gardens, Greenford Avenue, Ruislip Road East.



## **STANDING AND TURNING POINTS**

### **GREENFORD, RED LION**

Public stand for 5 buses in two sections (11 metres and 49 metres) on east side of Windmill Lane commencing 4 metres south of lamp standard No. D.C 678 and extending overall 66 metres south. Overflow stand for 3 buses in three sections (13 metres, 14 metres and 9 metres) on south side of Otter Road. First two sections commencing 1 metre west of No Entry signpost S4 and extending overall 34.5 metres east; third section commencing level with No Entry signpost S3 and extending 9 metres east.

Buses proceed from Ruislip Road East via Greenford Road, Otter Road and Windmill Lane to stand, departing via Windmill Lane and The Broadway to Ruislip Road East. Set down in Ruislip Road East, at Stop M and pick up in Ruislip Road East, at Stop K.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route E11 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:	Greenford Broadway.
OTHER INFORMATION:	Stand 2 is for use only if stand 1 is full. Council toilets available 0800-2000 daily.

### **EALING, COURTFIELD GARDENS**

Public stand for one bus on south side of Courtfield Gardens, commencing at a point opposite Nos 12/14.

#### From Ealing Common, Warwick Dene.

Buses proceed from Argyle Road via Courtfield Gardens to stand, departing via Courtfield Gardens, Drayton Green and Sutherland Road to Argyle Road. Set down in Argyle Road, at Stop A and pick up in Argyle Road, at Stop DK.

#### From Greenford, Red Lion.

Buses proceed from Drayton Bridge Road via Drayton Green, Sutherland Road, Argyle Road and Courtfield Gardens to stand, departing via Courtfield Gardens to Drayton Bridge Road. Set down in Drayton Bridge Road, at Stop DH and pick up in Drayton Bridge Road, at Stop DM.

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:	Drayton Green.

### **WEST EALING, MATTOCK LANE (from Greenford, Red Lion)**

Public stand on south side of Mattock Lane, commencing at a point opposite Chapel Road, 6 metres east of lamp standard No 46 and extending 11 metres east.

Buses proceed from Uxbridge Road via Culmington Road and Mattock Lane to stand, departing via Mattock Lane and Northfield Avenue to Drayton Green Road. Set down in Uxbridge Road, at Stop M and pick up in Drayton Green Road, at Stop E.

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:	West Ealing.

### **EALING BROADWAY, HAVEN GREEN, STAND Z3/Z4 (from Greenford, Red Lion)**

Public stand for 5 buses at Stops Z3 and Z4 on south side of Haven Green (diagonal) commencing 11 metres west of lamp standard No. 37S8 and extending 49 metres east.

Buses proceed from New Broadway via Spring Bridge Road, Haven Green (West Side), Haven Green (North Side), Haven Green (East Side) and Haven Green (Diagonal) to stand, departing via Haven Green (Diagonal), Haven Green (North Side), Haven Green (East Side) and The Broadway to New Broadway. Set down in New Broadway, at Stop X and pick up in New Broadway, at Stop R.

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:	Ealing Broadway.

### **EALING COMMON, WARWICK DENE**

Public stand for one bus on east side of Warwick Dene, commencing 22 metres north of the northern kerbline of Elm Avenue and extending 17 metres north.

Buses proceed from Warwick Dene direct to stand, departing to Warwick Dene (Northbound). Set down in Warwick Dene, EW and pick up in Warwick Dene, EW.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route E11 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:	Ealing, Warwick Dene.

# Transport for London - Live Mileage List

Route Number: E11

Service Change Number 19575

Date 4th September 2009

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
GNFDR L S	GNFDR L S	GREENFORD, RED LION		
GNFDR L	2030	Clifton Road	0	0.00
GFAVRR	15346	Brentside High School	687	0.43
	14091	Kennedy Road	196	0.12
	H0989	Greenford Avenue	264	0.16
	H0988	Bridge Avenue	140	0.09
	H0987	Beechmount Avenue	260	0.16
	H0986	High Lane986	166	0.10
HILNSC	H0985	Studland Road	183	0.11
	H0984	High Lane	102	0.06
	H0983	High Lane	206	0.13
	H0974	Greenford Avenue	237	0.15
GFAVBR	BP3172	Bordars Walk	398	0.25
	BP3183	Cuckoo Avenue	275	0.17
	BP3173	Copley Close	238	0.15
CBPKSN	BP3174	Castle Bar Park	118	0.07
	BP3175	Cheyne Path	235	0.15
	BP3176	Framfield Road	225	0.14
	BP3171	Browning Avenue	195	0.12
DRGNSN	BP3170	Drayton Bridge Road	152	0.09
	15795	Drayton Green	425	0.26
	33858	Sutherland Avenue	456	0.28
WEALSN	33857	West Ealing Station	235	0.15
UXRDNA	33854	Drayton Green Road	329	0.20
	3064	Broughton Road	253	0.16
	3062	St Leonard's Road	292	0.18
	3058	Longfield Avenue	270	0.17
EALBCH	737	Christchurch	236	0.15
	734	Ealing Broadway Station	227	0.14
	20519	North Common Road	399	0.25
EALCWD	BP1635	The Common / Warwick Dene	660	0.41
	EALCWD S	EALING COMMON, WARWICK DENE	0	0.00

<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>	8059 metres	5.01 miles
--	-------------	------------

**BACK DIRECTION**

<b>Timing Point Code</b>	<b>Stop Number</b>	<b>Stop Name</b>	<b>Metres</b>	<b>Miles</b>
EALCWD S	EALCWD S	LING COMMON, WARWICK DENE		
EALCWD	BP1635	The Common / Warwick Dene	0	0.00
	733	Ealing Broadway	949	0.59
EALBCH	18849	Ealing Town Hall	547	0.34
	BP1361	St Leonards Road	334	0.21
	33864	Dane Road	289	0.18
UXRDNA	33855	Drayton Green Road	357	0.22
WEALSN	33856	West Ealing Station	314	0.20
	15797	Argyle Road	279	0.17
	15796	Drayton Green	443	0.28
DRGNSN	BP3228	Drayton Bridge Road	368	0.23
	BP3182	Framfield Road	174	0.11
	BP3181	Stafford Court	189	0.12
	BP3180	Radnor Court	181	0.11
CBPKSN	BP3179	Castle Bar Park Station	259	0.16
	BP3178	Cuckoo Avenue	330	0.21
GFAVBR	BP3177	Bordars Walk	247	0.15
	H0982	Greenford Avenue	418	0.26
	H0976	High Lane	349	0.22
HILNSC	H0977	Hobbayne Road	275	0.17
	H0978	Mayfield Gardens	184	0.11
	H0979	Beechmount Avenue	168	0.10
	H0980	Bridge Avenue	168	0.10
	H0981	Greenford Avenue	141	0.09
	14090	Kennedy Road	270	0.17
GFAVRR	15345	Brentside High School	203	0.13
GNFDRL	BP095	Clifton Road	677	0.42
	GNFDRL S	GREENFORD, RED LION	0	0.00

**TOTAL ROUTE MILEAGE - BACK DIRECTION**

8113  
metres

5.04  
miles