

## 7. Service Specification

Route: U10

QC47802

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>Terminus Points</b>	Uxbridge Station and Ruislip, Heathfield Rise.
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	2 <sup>nd</sup> May 2015
<b>Vehicle Type</b>	60 capacity, dual door, single deck buses, minimum 10.8m long, subject to a satisfactory route test
<b>Current Maximum Approved Dimensions</b>	10.2 metres long and 2.44 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 86.00%
<b>Extension Threshold</b>	Departing on Time Threshold - 90.00%
<b>Minimum Operated Mileage Standard</b>	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 30<sup>th</sup> June 2014

*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. U10.

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:

- Tenderers should assume that a suitable bus stand will be provided in the Uxbridge area within 5 minutes running time in each direction from Uxbridge Station. A Route test may be required.
- 60 capacity, dual door, single deck buses, minimum 10.8m long are 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.

***All tender prices should be based on the gross fuel cost exclusive of BSOG payments which will not be claimable from DfT after 1<sup>st</sup> October 2013.***

**Cash Free Boarding will be 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

Uxbridge Station to Ruislip, Heathfield Rise		Ruislip, Heathfield Rise to Uxbridge Station, Belmont Road			
First departure no later than 0650.		First departure no later than 0730.			
0645 - 1855	Every 60 minutes	0725 - 1935	Every 60 minutes		
Last departure no earlier than 1850.		Last departure no earlier than 1930.			
<b>Pinchpoints</b>					
<b>West Ruislip Station</b>	0715 - 0915	60 minutes	Ickenham, Coach & Horse	0750 - 0950	60 minutes
	1415 - 1615	60 minutes		1450 - 1650	60 minutes

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

Uxbridge Station to Ruislip, Heathfield Rise		Ruislip, Heathfield Rise to Uxbridge Station, Belmont Road			
First departure no later than 0650.		First departure no later than 0730.			
0645 - 1855	Every 60 minutes	0725 - 1935	Every 60 minutes		
Last departure no earlier than 1850.		Last departure no earlier than 1930.			
<b>Pinchpoints</b>					
<b>West Ruislip Station</b>	1015 - 1215	60 minutes	Ickenham, Coach & Horse	1050 - 1250	60 minutes

### 4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. U10 can suffer from unpredictable traffic delays in the Uxbridge High Street towards Ruislip area.
- 4.2) Tenderers should assume that a suitable bus stand will be provided in the Uxbridge area within 5 minutes running time in each direction from Uxbridge Station.

### 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 U10: Uxbridge Station - Ruislip, Heathfield Rise

**Date of Structural Change:** 2 May 2015.

**Date of Service Change:** 2 May 2015.

**Reason for Issue:** New Tender.

#### **STREETS TRAVERSED**

**Towards Ruislip, Heathfield Rise:** Uxbridge Bus Station, Bakers Road, Belmont Road, Uxbridge High Street, Harefield Road, Oxford Road Roundabout, Harefield Road, Park Road, Swakeleys Roundabout, Swakeleys Road, Woodstock Drive, Swakeleys Drive, Court Road, Long Lane, Glebe Avenue, Sussex Road, Burnham Avenue, Glebe Avenue, Long Lane, Ickenham High Road, Ickenham Road, Kingsend, Pembroke Road, Station Approach, Pembroke Road, Ruislip High Street, Bury Street, Sharps Lane, Hill Lane, Southcote Rise, Westcote Rise, Woodville Gardens, Heathfield Rise.

**Towards Uxbridge Station:** Heathfield Rise, Field Way, Hill Lane, Sharps Lane, Manor Road, The Oaks, Ruislip High Street, Pembroke Road, Station Approach, Pembroke Road, Kingsend, Ickenham Road, Ickenham High Road, Long Lane, Glebe Avenue, Sussex Road, Burnham Avenue, Glebe Avenue, Long Lane, Court Road, Swakeleys Drive, Woodstock Drive, Swakeleys Road, Swakeleys Roundabout, Park Road, Harefield Road, Uxbridge High Street, Belmont 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.

### **DUMMY STAND WITHIN 5 MINUTES**

Dummy stand to be used for specifications where a stand definition is unknown but will be within 5 minutes of the set down and pick up points.

Buses proceed from Belmont Road direct to stand, departing to Uxbridge Bus Station. Set down in Belmont Road, at Stop D (BP3290 - Belmont Road, Last Stop on LOR: BP3290 - Belmont Road) and pick up in Uxbridge Bus Station, at Stop L (23060 - Uxbridge Station <>, First Stop on LOR: 23062 - Uxbridge Station <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	None.
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:	Uxbridge.
OTHER INFORMATION:	Toilet facilities available (24 Hours).

### **ICKENHAM HIGH ROAD**

From Ruislip, Heathfield Rise.

Buses proceed from Ickenham High Road via Aylsham Drive and Heacham Avenue departing to Ickenham High Road. Set down in Ickenham High Road, at Stop S (16290 - West Ruislip Station <> #, Last Stop on LOR: 16290 - West Ruislip Station <> #) and pick up in Ickenham High Road, at Stop L (16293 - Oak Avenue, First Stop on LOR: 16293 - Oak Avenue).

From Uxbridge Station.

Buses proceed from Ickenham High Road via Heacham Avenue and Aylsham Drive departing to Ickenham High Road. Set down in Ickenham High Road, at Stop A (14861 - Austins Lane, Last Stop on LOR: 14861 - Austins Lane) and pick up in Ickenham High Road, at Stop T (16292 - Oak Avenue, First Stop on LOR: 16292 - Oak Avenue).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
BLIND DISPLAY:	Ickenham High Road.

## **RUSLIP STATION (EAST SIDE)**

Private stand for two buses on east side of Ruislip Station Approach, commencing 35 metres south of Pembroke Road and extending 25 metres north.

### **From Ruislip, Heathfield Rise.**

Buses proceed from Station Approach direct to stand, departing to Station Approach. Set down in Station Approach, at Stop Z1 (27858 - Ruislip Station <>, Last Stop on LOR: 27862 - Ruislip Station <>) and pick up in Station Approach, at Stop B (27862 - Ruislip Station <>, First Stop on LOR: 27862 - Ruislip Station <>).

### **From Uxbridge Station.**

Buses proceed from Station Approach direct to stand, departing to Station Approach. Set down in Station Approach, at Stop Z1 (27858 - Ruislip Station <>, Last Stop on LOR: 27862 - Ruislip Station <>) and pick up in Station Approach, at Stop B (27862 - Ruislip Station <>, First Stop on LOR: 27862 - Ruislip 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:	Ruislip.

## **RUISLIP, HEATHFIELD RISE, HESITATION POINT**

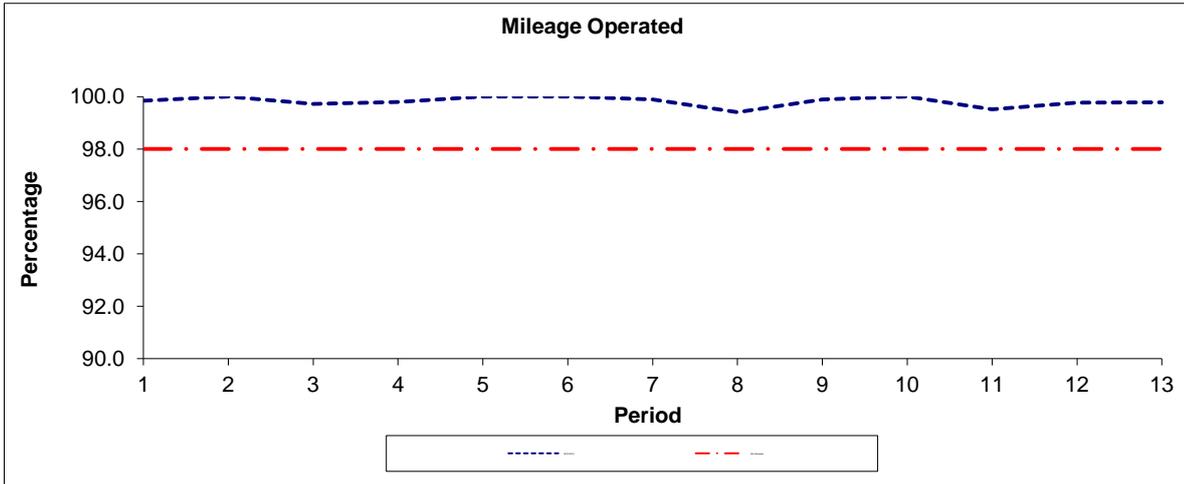
Hesitation point only; Buses must only hesitate as long as necessary to change ticket machine, radio and blind displays.

Buses proceed from Heathfield Rise direct to stand, departing to Heathfield Rise. Set down in Heathfield Rise (BP2668 - Glenhurst Avenue, Last Stop on LOR: BP2668 - Glenhurst Avenue) and pick up in Heathfield Rise (BP2668 - Glenhurst Avenue, First Stop on LOR: BP2668 - Glenhurst Avenue).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	None.
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:	Ruislip, Heathfield Rise.
OTHER INFORMATION:	HESITATION POINT ONLY - BUSES MUST NOT STAND. Buses pause on Heathfield Rise (southbound) to change blinds and reset ticket machines.

**PART B - PERFORMANCE STATISTICS**

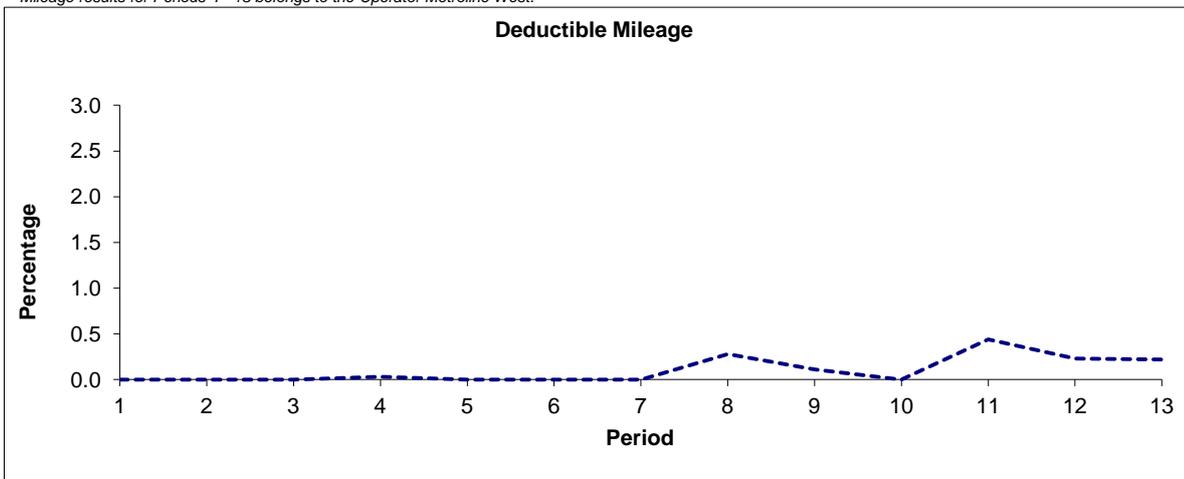
**Route U10**



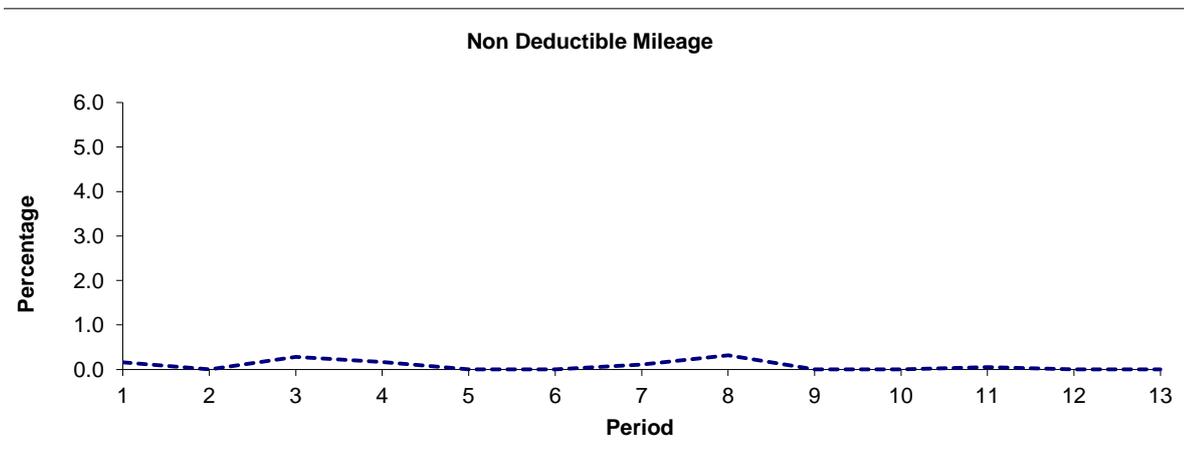
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2013/2014	99.84	100.00	99.72	99.80	100.00	100.00	99.89	99.40	99.89	100.00	99.51	99.77	99.78
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

\* Mileage results for Periods 1 - 3 belongs to the Operator First London West.

\* Mileage results for Periods 4 - 13 belongs to the Operator Metroline West.



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2013/2014	0.00	0.00	0.00	0.03	0.00	0.00	0.00	0.28	0.11	0.00	0.44	0.23	0.22

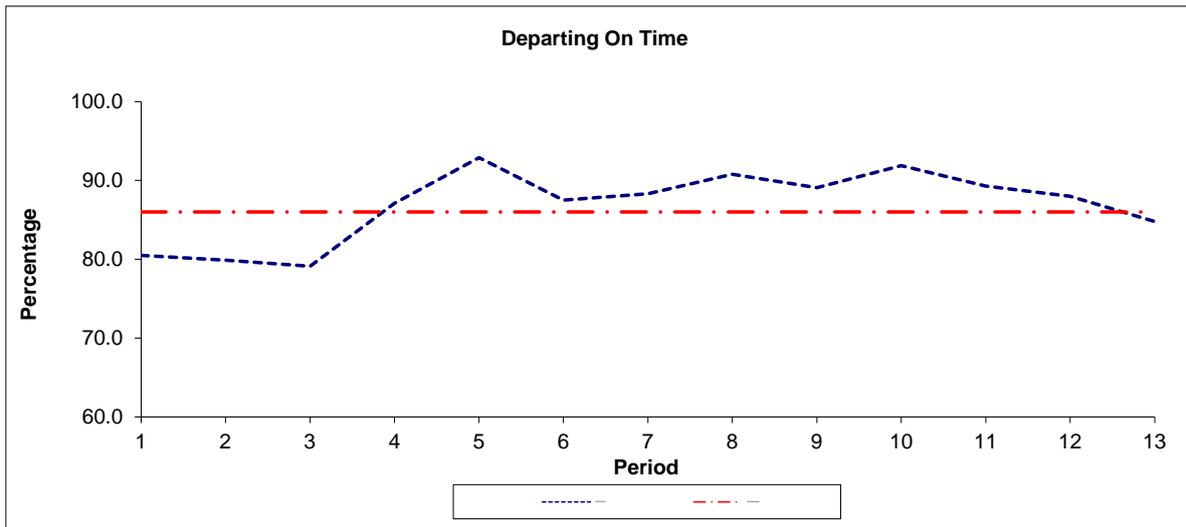


Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2013/2014	0.16	0.00	0.28	0.17	0.00	0.00	0.11	0.32	0.00	0.00	0.05	0.00	0.00

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

**PART B - PERFORMANCE STATISTICS**

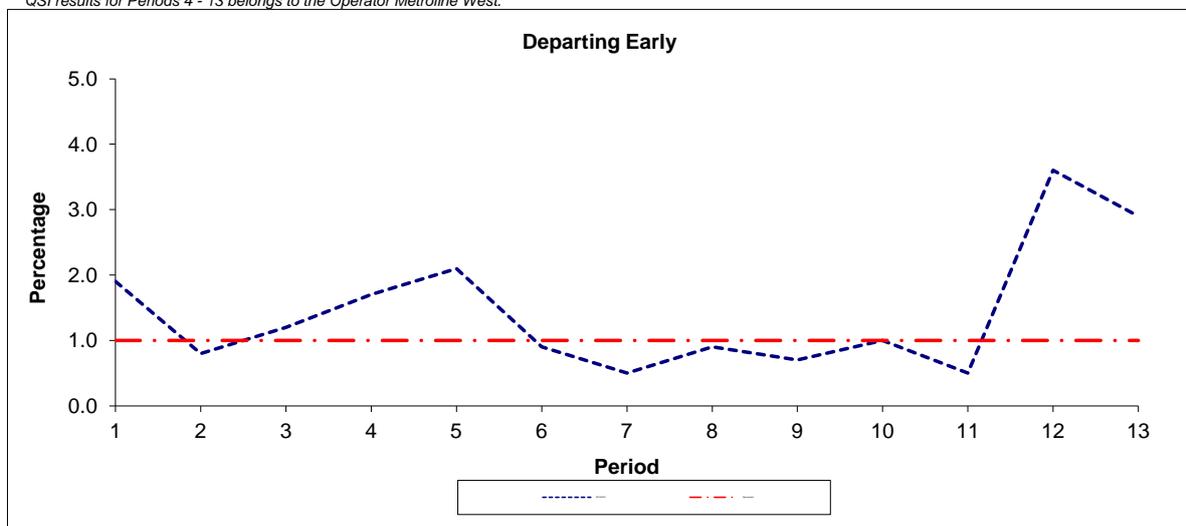
**Route U10**



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2013/2014	80.5	79.9	79.1	87.1	92.9	87.5	88.3	90.8	89.1	91.9	89.3	88.0	84.8
Min Standard	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0

\* QSI results for Periods 1 - 3 belongs to the Operator First London West.

\* QSI results for Periods 4 - 13 belongs to the Operator Metroline West.



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2013/2014	1.9	0.8	1.2	1.7	2.1	0.9	0.5	0.9	0.7	1.0	0.5	3.6	2.9
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 U10 - FULL iBUS RESULTS BY TIME OF DAY  
 QUARTER 1 13/14 TO QUARTER 4 2013/14 (01/04/13 - 31/03/14)**

**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	434.	94.0	99.3	94.4	0.7	0.2	4.7
0700 - 1000	5,652.	95.6	95.6	85.2	4.8	1.5	8.5
1000 - 1300	5,737.	95.3	95.6	88.1	4.5	1.1	6.3
1300 - 1600	5,607.	94.6	95.7	87.2	4.4	1.4	7.0
1600 - 1900	5,575.	98.0	95.7	86.5	4.5	1.3	7.7
1900 - 2200	1,375.	96.3	94.9	87.1	6.0	4.9	2.0
<b>Summary</b>	<b>24,380.</b>	<b>95.9</b>	<b>95.7</b>	<b>86.9</b>	<b>4.5</b>	<b>1.5</b>	<b>7.1</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 (%)
0500 - 0700	49.	85.7	100.0	98.0	0.0	0.0	2.0
0700 - 1000	1,315.	98.6	97.0	94.5	3.0	0.7	1.9
1000 - 1300	1,318.	93.4	96.5	82.2	5.2	0.3	12.3
1300 - 1600	1,259.	96.3	94.8	83.5	6.8	1.4	8.3
1600 - 1900	1,285.	97.6	95.7	90.3	5.9	1.2	2.5
1900 - 2200	325.	96.3	96.0	87.7	5.7	4.1	2.5
<b>Summary</b>	<b>5,551.</b>	<b>96.4</b>	<b>96.1</b>	<b>86.8</b>	<b>5.4</b>	<b>1.1</b>	<b>6.6</b>

**SUNDAY AND BANK HOLIDAYS - No Service**

**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	483.	93.2	99.4	94.8	0.6	0.2	4.4
0700 - 1000	6,967.	96.1	95.8	86.1	4.6	1.4	7.9
1000 - 1300	7,055.	94.9	95.7	86.9	4.6	1.0	7.5
1300 - 1600	6,866.	95.0	95.5	86.5	4.8	1.4	7.2
1600 - 1900	6,860.	97.9	95.7	86.9	4.7	1.3	7.1
1900 - 2200	1,700.	96.3	95.1	87.2	6.0	4.7	2.1
<b>Summary</b>	<b>29,931.</b>	<b>96.0</b>	<b>95.7</b>	<b>86.8</b>	<b>4.7</b>	<b>1.5</b>	<b>7.0</b>

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

Route U10  
 Service change 21155  
 Date 03/09/2009

TRANCHE 478

Reason for Issue

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
UX GR S	UX GR S	UXBRIDGE BUS GARAGE		
<b>UXBRSN</b>	<b>23062</b>	<b>Uxbridge Station</b>	<b>0</b>	<b>0.00</b>
	30312	Uxbridge High Street	327	0.20
	BP1066	Colnedale Road	1235	0.77
	BP1081	Clare House Nursing Home	293	0.18
<b>SWKRSR</b>	<b>16366</b>	<b>Warren Road</b>	<b>645</b>	<b>0.40</b>
	16363	Roker Park	237	0.15
SWDRTR	OC649	Swakeleys Drive, Thornhill Road	730	0.45
	16294	Douay Martyrs School	1206	0.75
<b>ICKMCH</b>	<b>BP2675</b>	<b>Ickenham Station</b>	<b>224</b>	<b>0.14</b>
ICKMSR	OC650	Sussex Road	805	0.50
	14861	Austins Lane	1426	0.89
	16293	Oak Avenue	257	0.16
WRUISN	16291	West Ruislip Station	420	0.26
	36861	Sharps Lane	377	0.23
<b>RUISSN</b>	<b>27862</b>	<b>Ruislip Station</b>	<b>1051</b>	<b>0.65</b>
	15771	Brickwall Lane	130	0.08
	19214	Midcroft	225	0.14
	15768	The Oaks	277	0.17
	BP2664	Neats Acre	414	0.26
	BP2665	Southcote Rise	227	0.14
	BP2666	Orchard Close	268	0.17
	BP3767	Woodville Gardens	144	0.09
RUISHR	BP2668	Glenhurst Avenue	239	0.15
	RUISHR H IP, HEATHFIELD RISE HESITATION		0	0.00
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>			<b>11157 metres</b>	<b>6.93 miles</b>

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
RUISHR H	RUISHR H IP, HEATHFIELD RISE HESITATION			
<b>RUISHR</b>	<b>BP2668</b>	<b>Glenhurst Avenue</b>	<b>0</b>	<b>0.00</b>
HLNEFW	BP2669	Field Way	178	0.11
	BP2670	Sharps Lane	272	0.17
	BP2671	Ruislip Police Station	351	0.22
	15767	The Oaks	171	0.11
	15769	Midcroft	245	0.15
	15770	Brickwall Lane	136	0.08
<b>RUISSN</b>	<b>27862</b>	<b>Ruislip Station</b>	<b>384</b>	<b>0.24</b>
	16289	Sharps Lane	766	0.48
WRUISN	16290	West Ruislip Station	497	0.31
	16292	Oak Avenue	409	0.25
<b>ICKMCH</b>	<b>14858</b>	<b>Ickenham Station</b>	<b>356</b>	<b>0.22</b>
ICKMSR	OC650	Sussex Road	833	0.52
SWDRTR	OC677	Swakeleys Drive, Thornhill Road	2695	1.67
<b>SWKRSR</b>	<b>16365</b>	<b>Warren Road</b>	<b>920</b>	<b>0.57</b>
	BP1067	Clare House Nursing Home	556	0.35
	BP1068	Colnedale Road	354	0.22
UXBRBR	BP3290	Belmont Road	952	0.59
	UX GR S	UXBRIDGE BUS GARAGE	0	0.00
<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>			<b>10075 metres</b>	<b>6.26 miles</b>