

## CONTRACT SPECIFICATION

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

<b>Contract Reference</b>	QC38702
<b>Route Number</b>	90
<b>Terminus Points</b>	Northolt Station to Feltham, Leisure West
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	1 <sup>st</sup> September 2012
<b>Vehicle Type</b>	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).
<b>Current Maximum Approved Dimensions</b>	10.2 metres long and 2.55 metres wide
<b>Advertising Rights</b>	Operator
<b>Sponsored Route</b>	No
<b>Minimum Performance Std</b>	Average Excess Wait Time - No more than 1.00 minutes
<b>Extension Threshold</b>	Average Excess Wait Time Threshold - 0.85 minutes
<b>Minimum Operated Mileage</b>	No less than 98.00%

Tender Return Date: No later than 12 Noon on 1<sup>st</sup> August 2011

## **SERVICE SPECIFICATION**

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## 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. 90.

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:

- 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), subject to a satisfactory route test.

## 2) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

Northolt Station to Feltham, Leisure West			Feltham, Leisure West to Northolt Station		
First departure no later than 0435.			First departure no later than 0440.		
0430 - 0615	Every 20 minutes		0435 - 0620	Every 20 minutes	
0616 - 0645	Every 15 minutes		0621 - 0650	Every 15 minutes	
0646 - 1845	Every 10 minutes		0651 - 1850	Every 10 minutes	
1846 - 2000	Every 15 minutes		1851 - 1950	Every 15 minutes	
2001 - 0030	Every 20 minutes		1951 - 0115	Every 20 minutes	
Last departure no earlier than 0025.			Last departure no earlier than 0110.		
<b>Pinchpoints</b>					
Hatton Cross Bus Station	0725 - 0905	10 minutes	Yeading, Brook House	0745 - 0905	10 minutes
	1500 - 1630	10 minutes		1500 - 1630	10 minutes

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

Northolt Station to Feltham, Leisure West			Feltham, Leisure West to Northolt Station		
First departure no later than 0435.			First departure no later than 0440.		
0430 - 0750	Every 20 minutes		0435 - 0800	Every 20 minutes	
0751 - 0835	Every 15 minutes		0801 - 0900	Every 15 minutes	
0836 - 1815	Every 10 minutes		0901 - 1820	Every 10 minutes	
1816 - 1900	Every 15 minutes		1821 - 1850	Every 15 minutes	
1901 - 0030	Every 20 minutes		1851 - 0115	Every 20 minutes	
Last departure no earlier than 0025.			Last departure no earlier than 0110.		
<b>Pinchpoints</b>					
Hatton Cross Bus Station	0910 - 1110	10 minutes	Yeading, Brook House	0910 - 0940	15 minutes
				0941 - 1110	10 minutes

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

Northolt Station to Feltham, Leisure West			Feltham, Leisure West to Northolt Station		
First departure no later than 0435.			First departure no later than 0440.		
0430 - 0535	Every 30 minutes		0435 - 0540	Every 30 minutes	
0536 - 0030	Every 20 minutes		0541 - 0110	Every 20 minutes	
Last departure no earlier than 0025.			Last departure no earlier than 0110.		
<b>Pinchpoints</b>					
Hatton Cross Bus Station	1030 - 1130	20 minutes	Yeading, Brook House	1015 - 1135	20 minutes

**2) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued**

**2.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS**

Northolt Station to Feltham, Leisure West		Feltham, Leisure West to Northolt Station			
First departure no later than 0435.		First departure no later than 0440.			
0430 - 0535	Every 30 minutes	0435 - 0540	Every 30 minutes		
0536 - 0030	Every 20 minutes	0541 - 0110	Every 20 minutes		
Last departure no earlier than 0025.		Last departure no earlier than 0110.			
<b>Pinchpoints</b>					
Hatton Cross Bus Station	1030 - 1130	20 minutes	Yeading, Brook House	1015 - 1135	20 minutes

**3) QSI POINTS & MILEAGE**

It is intended Route No. 90 will have 80 surveys per quarter at the following locations:

<b>QSI POINTS</b>	
<i>Towards Feltham, Leisure West</i>	<i>Towards Northolt Station</i>
<b>Northolt Station</b>	<b>Feltham</b>
<b>Hayes and Harlington Station</b>	<b>Hayes and Harlington Station</b>
<b>Hatton Cross</b>	
<b>MILEAGE: See Attached iBus Sheets</b>	

#### **4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. 90 should be separated from Route No. 490 between Hatton Cross and Feltham Station during all periods, where possible.
- 4.2) Route No. 90 should interwork with Route No. 285 between Hatton Cross and Feltham Station during Mondays to Saturdays daytimes and all evenings, and be separated during Sunday daytimes, where possible.
- 4.3) Route No. 90 should be separated from Route No. H98 between Hayes and Harlington Station and Harlington Corner during all periods, where possible.
- 4.4) Route No. 90 should be separated from Route No. 140 between Hayes and Harlington Station and Harlington Corner during all periods, where possible.
- 4.5) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following locations: Hayes and Harlington Station and Feltham Station.
- 4.6) Route No. 90 can suffer unpredictable traffic delays in the Hayes and Feltham areas.
- 4.7) Route No. 90 suffers from delays at Feltham, Leisure West on Friday and Saturday evenings, due to the popularity of the leisure complex at this location.
- 4.8) Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. Major construction of the railway began in 2010, with services expected to commence in 2018. The construction impacts of Crossrail could affect Route No. 90 and it is anticipated that some passenger demand for Route No. 90 would shift to this line when it opens. Route No. 90 will be reviewed closer to the opening date.
- 4.9) 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.

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

5.1) CURRENT PERFORMANCE

As per current print out.

5.2) ROUTE RECORD

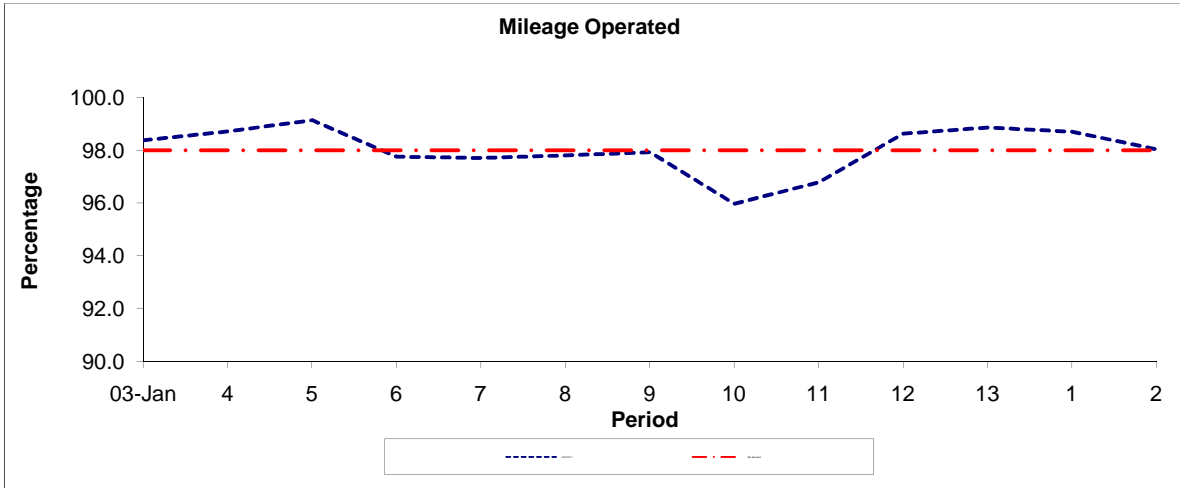
As per Busnet Printout.

5.3) IBUS MILEAGE

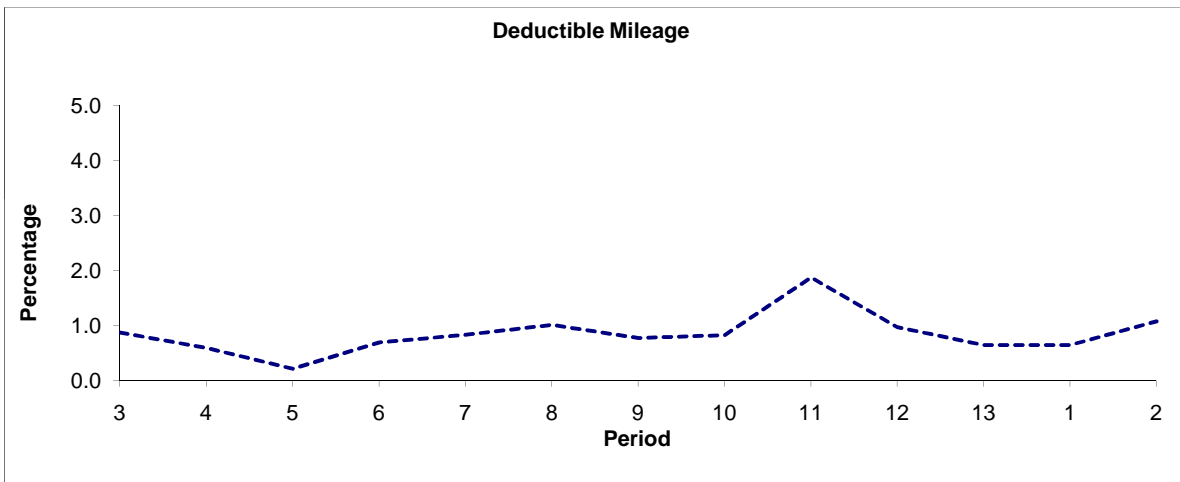
As per current print out.

**PART B - PERFORMANCE STATISTICS**

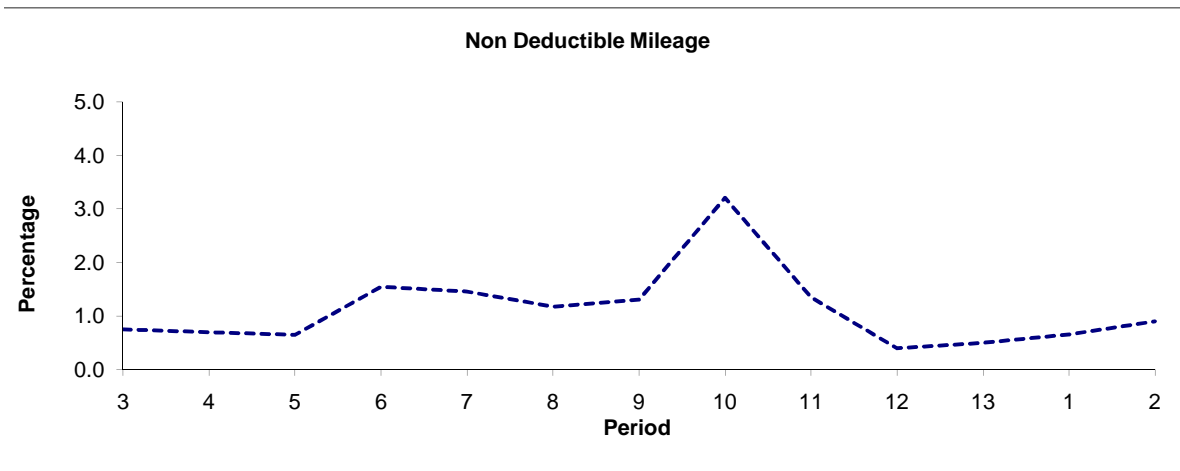
**Route 90**



Period	03-Jan	4	5	6	7	8	9	10	11	12	13	1	2
2010/2011	98.38	98.71	99.14	97.76	97.71	97.81	97.92	95.97	96.78	98.63	98.86	98.70	98.03
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	3	4	5	6	7	8	9	10	11	12	13	1	2
2010/2011	0.87	0.59	0.21	0.69	0.83	1.01	0.77	0.82	1.87	0.97	0.64	0.64	1.07



Period	3	4	5	6	7	8	9	10	11	12	13	1	2
2010/2011	0.75	0.70	0.65	1.55	1.46	1.18	1.31	3.21	1.35	0.40	0.50	0.66	0.90

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

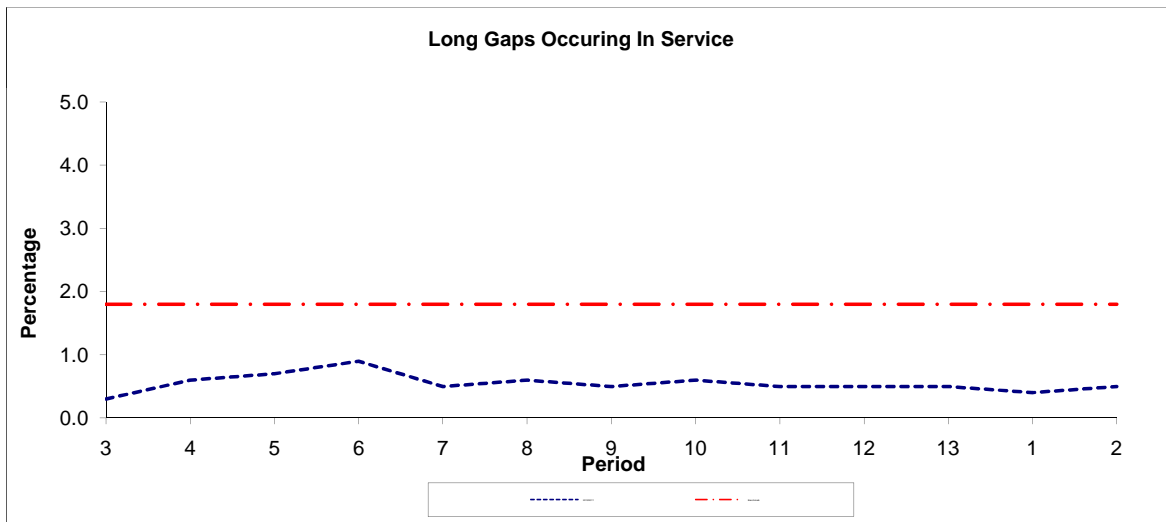


**PART B - PERFORMANCE STATISTICS**

**Route 90**



Period	3	4	5	6	7	8	9	10	11	12	13	1	2
2010/2011	0.59	0.69	0.70	0.81	0.77	0.92	0.84	0.92	0.88	0.84	0.81	0.73	0.77
Min Standard	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10



Period	3	4	5	6	7	8	9	10	11	12	13	1	2
2010/2011	0.30	0.60	0.70	0.90	0.50	0.60	0.50	0.60	0.50	0.50	0.50	0.40	0.50
Benchmark	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80

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

# LONDON BUSES - ROUTE DESCRIPTION

## ROUTE 90: Northolt Station - Feltham, Leisure West

**Date of Structural Change:** 1 September 2012.

**Date of Service Change:** 1 September 2012.

**Reason for Issue:** New Tender.

### STREETS TRAVERSED

**Towards Feltham, Leisure West:** Mandeville Road, Church Road, Target Roundabout, Church Road, White Hart Roundabout, Yeading Lane, Kingshill Avenue, Lansbury Drive, Uxbridge Road, Coldharbour Lane, Pump Lane, Crown Close, Station Road, Harlington High Street, Hatton Road North, North Hatton Road, Northern Perimeter Road, Eastern Perimeter Road, Envoy Avenue, Envoy Roundabout, Envoy Avenue, Hatton Cross Roundabout, Southern Perimeter Road, Hatton Cross Bus Station, Southern Perimeter Road, Hatton Cross Roundabout, Hatton Road South, Fagg's Road, Harlington Road West, Hounslow Road, Feltham High Street, Browell's Lane, Air Park Way.

**Towards Northolt Station:** Air Park Way, Browell's Lane Roundabout, Browell's Lane Roundabout (Circumnavigate Roundabout At Junction), Browell's Lane Roundabout, Air Park Way, Browell's Lane, Feltham High Street, Hounslow Road, Harlington Road West, Fagg's Road, Hatton Road South, Hatton Cross Roundabout, Southern Perimeter Road, Hatton Cross Bus Station, Southern Perimeter Road, Hatton Cross Roundabout, Envoy Avenue, Envoy Roundabout, Envoy Avenue, Eastern Perimeter Road, Northern Perimeter Road, Hatton Road North, Harlington High Street, Station Road, Crown Close, Pump Lane, Coldharbour Lane, Uxbridge Road, Turn At Slip Road Through Central Reservation, Uxbridge Road, Lansbury Drive, Kingshill Avenue, Yeading Lane, White Hart Roundabout, Church Road, Target Roundabout, Church Road, Mandeville Road.

## **STANDING AND TURNING POINTS**

### **NORTHOLT STATION**

Public stand for six buses in bus parking area on west side of Mandeville Road between Carr Road and Castle Road.

Buses proceed from Mandeville Road via Bus Lay-By to stand, departing via Bus Lay-By to Mandeville Road. Set down in Mandeville Road, at Stop A and pick up in Mandeville Road, at Stop B.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 90 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:	Northolt.
OTHER INFORMATION:	Engines must be switched off on stand. Keypad operated toilet facilities available 24 hours.

### **YEADING, WHITE HART (from FELTHAM, LEISURE WEST)**

Public stand for one bus on south west side of Old Ruislip Road, alongside the green, commencing at a point 9 metres west of the centre of Hawtry Avenue and extending 13 metres eastwards.

Buses proceed from Yeading Lane via White Hart Roundabout, Ruislip Road and Old Ruislip Road to stand, departing via Old Ruislip Road, Ruislip Road and White Hart Roundabout to Yeading Lane. Set down in Yeading Lane, at Stop N and pick up in Yeading Lane, at Stop L.

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:	Yeading, White Hart.

### **HAYES NORTH, BROOK HOUSE, RAYNTON DRIVE (from FELTHAM, LEISURE WEST)**

Public stand for one bus on north side of Raynton Drive, commencing 34 metres east of the eastern kerbline of Lansbury Drive and extending 12 metres west.

Buses proceed from Lansbury Drive via Raynton Drive to stand, departing via Raynton Drive and Kingshill Avenue to Lansbury Drive. Set down in Lansbury Drive, at Stop Q and pick up in Lansbury Drive, 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:	Hayes End, Lansbury Drive.

## **HAYES END, CROWN (from FELTHAM, LEISURE WEST)**

Buses proceed from Uxbridge Road (Westbound) via Lansbury Drive (Gap in central reservation) departing to Uxbridge Road. Set down in Uxbridge Road, at Stop FF and pick up in Uxbridge Road, at Stop E.

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
DISPLAY: Hayes End.

## **HAYES, CLARENDON ROAD**

Public stand for one bus on west side of Clarendon Road, commencing 50 metres south of Clayton Road and extending 12 metres south.

### From Feltham, Leisure West.

Buses proceed from Station Road via Clayton Road and Clarendon Road to stand, departing via Clarendon Road, Blyth Road and Clayton Road to Station Road. Set down in Station Road, at Stop L and pick up in Station Road, at Stop E.

### From Northolt Station.

Buses proceed from Station Road via Clayton Road, Blyth Road and Clarendon Road to stand, departing via Clarendon Road, Blyth Road and Clayton Road to Station Road. Set down in Station Road, at Stop D and pick up in Station Road, at Stop M.

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: Hayes & Harlington Station.

## **HARLINGTON CORNER, NOBEL DRIVE**

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

### From Feltham, Leisure West.

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.

### From Northolt Station.

Buses proceed from Harlington High Street via 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) and Bath Road to Harlington High Street. Set down in Harlington High Street, at Stop C and pick up in Harlington High Street, at Stop N.

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:	Harlington Corner.

## **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 Feltham, Leisure West.

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 C.

### From Northolt 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 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:	Hatton Cross.

## **FELTHAM, LEISURE WEST**

Public stand for 2 buses on north side of Air Park Way adjacent to the Leisure West main car park commencing 13 metres east of lamp standard No. S7 and extending 19 metres west.

Buses proceed from Air Park Way direct to stand, departing to Air Park Way. Set down in Air Park Way, at Stop Z and pick up in Air Park Way, at Stop Z.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 90 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:	Feltham.
OTHER INFORMATION:	Toilet facilities available- opening hours to be confirmed.

## Transport for London - Live Mileage List

Route 90  
 Service change 19185  
 Date 29 September 2009

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
NTHTSN S	NTHTSN S	NORTHOLT STATION		
NTHTSN	18221	Northolt Station	0	0.00
	16142	Moat Farm Road	298	0.19
	16144	Kingston Close	399	0.25
	16146	Sycamore Close	701	0.44
	16148	Bengarth Road / Northolt Library	192	0.12
	37263	Yeading / White Hart	478	0.30
YEADWH	14724	Dilston Close	505	0.31
	17219	Hughenden Gardens	320	0.20
	17220	Gurney Road	421	0.26
	17222	Townson Avenue	320	0.20
	BP4474	Kingshill Close	342	0.21
YEADBH	17224	Grosvenor Avenue	264	0.16
	17226	The Brook House	282	0.18
	17228	Fairholme Crescent	183	0.11
	17229	Fredora Avenue	196	0.12
	17231	Balmoral Drive	333	0.21
HYSECN	3114	Uxbridge County Court	495	0.31
	6819	Church Road	329	0.20
	6816	Belmore Parade	223	0.14
	3548	Craven Close	311	0.19
HYSHGP	BP994	Hesa Road	466	0.29
	16156	Precinct Road	246	0.15
	BP1075	Avondale Drive	279	0.17
	16157	East Way	185	0.11
	BP108	Fairdale Gardens	253	0.16
	BP109	Mount Road	127	0.08
	BP110	Clayton Road	461	0.29
HYSHSN	15979	Hayes And Harlington Station	227	0.14
	16165	Fairey Corner	346	0.21
	16167	Redmead Road	373	0.23
	33383	Croyde Avenue	161	0.10
	16320	Brickfield Lane	1069	0.66
	16323	Manse Close	322	0.20
HARNCR	16325	West End Lane	340	0.21
	29038	Hatton Road North	596	0.37
	BP5149	Eastchurch Road	600	0.37
	BP4823	Envoy Avenue	1606	1.00
HATXBS	35287	Hatton Cross Station	644	0.40
	17131	Great South West Road	530	0.33
	17129	Hatton Green	480	0.30
	17127	Central Way	665	0.41
	16827	Lansbury Avenue	316	0.20
	BP3535	Feltham Assembly Hall	655	0.41
	20817	Fern Grove	141	0.09
FELTSN	16831	Feltham Station / Victoria Road	460	0.29
	BP2405	Browells Lane	353	0.22
FELTLW	BP1986	Feltham Leisure West	343	0.21
	FELTLW S	FELTHAM, LEISURE WEST	0	0.00
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>			18836	11.70
			metres	miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
FELTLW S	FELTLW S	FELTHAM, LEISURE WEST		
FELTLW	BP1986	Feltham Leisure West	0	0.00
	2485	Feltham War Memorial	881	0.55
FELTSN	14929	Feltham Station / Victoria Road	210	0.13
	20816	Feltham Assembly Hall	526	0.33
	16830	Harlington Road East	228	0.14
	16828	Lansbury Avenue	470	0.29
	17126	Central Way	459	0.29
	17128	Hatton Green	497	0.31
	17130	Great South West Road	501	0.31
HATXBS	R0237	Hatton Cross Station	480	0.30
	BP4822	Envoy Avenue	377	0.23
	BP757	Northrop Road	2027	1.26
	29039	Hatton Road North	571	0.35
HARNCR	16326	Harlington Corner	156	0.10
	16321	West End Lane	439	0.27
	16322	Manor Lane	280	0.17
	R0238	Brickfield Lane	232	0.14
	33384	Croyde Avenue	1040	0.65
	16166	Redmead Road	323	0.20
HYSHSN	15978	Fairey Corner	357	0.22
	29994	Hayes And Harlington Station	248	0.15
	16163	Clayton Road	143	0.09
	BP111	Mount Road	522	0.32
	16158	East Way	423	0.26
	BP1074	Avondale Drive	164	0.10
	16155	Precinct Road	321	0.20
HYSHGP	10460	Hesa Road	232	0.14
	6817	Central Avenue	464	0.29
	29270	Belmore Parade	253	0.16
	27578	Church Road	204	0.13
HYSECN	BP3285	Uxbridge County Court	353	0.22
	17233	Whittington Avenue	379	0.24
	17232	Balmoral Drive	422	0.26
	17230	Fredora Avenue	144	0.09
	17227	Fairholme Crescent	274	0.17
YEADBH	17225	The Brook House	313	0.19
	BP4475	Kingshill Close	385	0.24
	17223	Townson Avenue	338	0.21
	17221	Gurney Road	408	0.25
	16151	Kingshill Avenue	499	0.31
YEADWH	14723	Tangmere Gardens	365	0.23
	33016	Yeading / White Hart	290	0.18
	16149	Bengarth Road / Northolt Library	306	0.19
	37429	Sycamore Close	335	0.21
	16147	Target Roundabout	279	0.17
	37195	Kingston Close	327	0.20
	16145	Alderney Gardens	210	0.13
	37262	Moat Farm Road	240	0.15
NHTSN	14908	Northolt Station	256	0.16
	NHTSN S	NORTHOLT STATION	0	0.00
<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>			19151	11.90
			metres	miles