

CONTRACT SPECIFICATION

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

Contract Reference	QC38302
Route Number	120
Terminus Points	Hounslow Bus Station to Northolt Station
Contract Basis	Incentivised
Commencement Date	23 June 2012
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	10.0 metres long and 2.55 metres wide
Advertising Rights	Operator
Sponsored Route	No
Minimum Performance Std	Average Excess Wait Time - No more than 1.10 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.95 minutes
Minimum Operated Mileage	No less than 98.00%

Tender Return Date: No later than 12 o'clock on 27th June 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. 120.

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:

- 87 capacity, dual door, double deck buses are specified, subject to a satisfactory route test.

2) SCHEDULE REQUIREMENTS & PINCHPOINTS

2.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hounslow Bus Station, Stop B to Northolt Station		Northolt Station to Hounslow Bus Station, London Road			
First departure no later than 0430.		First departure no later than 0445.			
0425 - 0500	Every 30 minutes	0440 - 0545	Every 30 minutes		
0501 - 0520	Every 20 minutes	0546 - 0630	Every 15 minutes		
0521 - 0550	Every 15 minutes	0631 - 0700	Every 10 minutes		
0551 - 0700	Every 10 minutes	0701 - 0945	Every 8-9 minutes (7 buses per hour)		
0701 - 0900	Every 8-9 minutes (7 buses per hour)	0946 - 1455	Every 10 minutes		
0901 - 1410	Every 10 minutes	1456 - 1905	Every 9 minutes (6 ½ buses per hour)		
1411 - 1855	Every 9 minutes (6 ½ buses per hour)	1906 - 2015	Every 10 minutes		
1856 - 1925	Every 10 minutes	2016 - 2200	Every 12 minutes		
1926 - 2025	Every 12 minutes	2201 - 0025	Every 15 minutes		
2026 - 0015	Every 15 minutes				
Last departure no earlier than 0010.		Last departure no earlier than 0020.			
Pinchpoints					
Southall, Town Hall	0705 - 0725	10 minutes	Heston Church	0710 - 0730	10 minutes
	0726 - 0905	9 minutes		0731 - 0900	9 minutes
	1510 - 1635	9 minutes		1500 - 1630	9 minutes

2.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hounslow Bus Station, Stop B to Northolt Station		Northolt Station to Hounslow Bus Station, London Road			
First departure no later than 0430.		First departure no later than 0445.			
0425 - 0630	Every 30 minutes	0440 - 0715	Every 30 minutes		
0631 - 0825	Every 20 minutes	0716 - 0915	Every 20 minutes		
0826 - 0910	Every 15 minutes	0916 - 0945	Every 15 minutes		
0911 - 1710	Every 10 minutes	0946 - 1755	Every 10 minutes		
1711 - 1810	Every 12 minutes	1756 - 1855	Every 12 minutes		
1811 - 0015	Every 15 minutes	1856 - 0025	Every 15 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0020.			
Pinchpoints					
Southall, Town Hall	0935 - 1135	10 minutes	Heston Church	0945 - 1015	15 minutes
				1016 - 1115	10 minutes

2) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

2.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hounslow Bus Station, Stop B to Northolt Station		Northolt Station to Hounslow Bus Station, London Road			
First departure no later than 0430.		First departure no later than 0445.			
0425 - 0800	Every 30 minutes	0440 - 0845	Every 30 minutes		
0801 - 0920	Every 20 minutes	0846 - 0935	Every 20 minutes		
0921 - 0950	Every 15 minutes	0936 - 1010	Every 15 minutes		
0951 - 1755	Every 12 minutes	1011 - 1820	Every 12 minutes		
1756 - 0015	Every 15 minutes	1821 - 0025	Every 15 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0020.			
Pinchpoints					
Southall, Town Hall	1010 - 1135	12 minutes	Heston Church	1030 - 1130	12 minutes

2.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hounslow Bus Station, Stop B to Northolt Station		Northolt Station to Hounslow Bus Station, London Road			
First departure no later than 0805.		First departure no later than 0815.			
0800 - 0920	Every 20 minutes	0810 - 0845	Every 30 minutes		
0921 - 0950	Every 15 minutes	0846 - 0935	Every 20 minutes		
0951 - 1755	Every 12 minutes	0936 - 1010	Every 15 minutes		
1756 - 0015	Every 15 minutes	1011 - 1820	Every 12 minutes		
		1821 - 0025	Every 15 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0020.			
Pinchpoints					
Southall, Town Hall	1010 - 1135	12 minutes	Heston Church	1030 - 1130	12 minutes

3) QSI POINTS & MILEAGE

It is intended Route No. 120 will have 96 surveys per quarter at the following locations:

QSI POINTS	
Towards Northolt Station	Towards Hounslow Bus Station, London Road
Hounslow Bus Station	Northolt
Hounslow Central	Yeading
Southall \$	Southall \$
MILEAGE: See Attached iBus Sheets	

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

4) OPERATIONAL CONSIDERATIONS

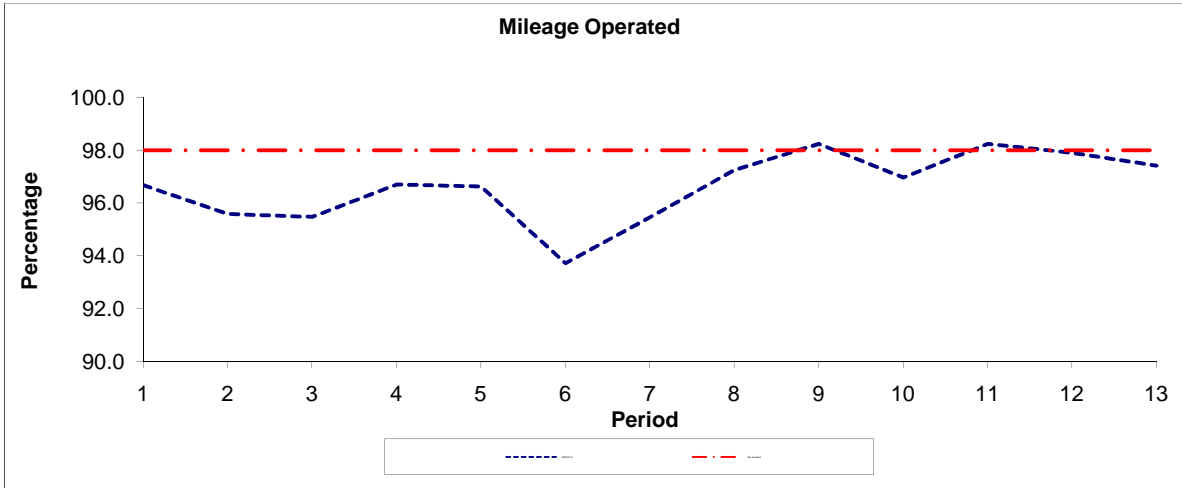
- 4.1) Route No. 120 should be separated from Route No. 282 between Yeading, White Hart and Northolt Station during all periods, where possible.
- 4.2) Route No. 120 should be separated from Route No. 90 between Yeading, White Hart and Northolt Station during all periods, where possible.
- 4.3) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following locations: Hounslow Central Station, Southall Station and Northolt Station.
- 4.4) Route No. 120 can suffer unpredictable traffic delays in the Lady Margaret Road, Southall, Hounslow Central Station and Northolt target areas.
- 4.5) Special events in the Southall area (religious festivals etc) can cause severe delays to all bus services within the area and may entail road closures by the Metropolitan Police. When these occur, some services, such as Route No. 120, may be diverted from their normal line of route. The successful Tenderer will be advised of the relevant local contacts for both London Buses' Network Operations and the Metropolitan Police.
- 4.6) 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. 120 and it is anticipated that some passenger demand for Route No. 120 would shift to this line when it opens. Route No. 120 will be reviewed closer to the opening date.
- 4.7) The 2012 Olympic Games open on Friday 27th July and close on Sunday 12th August. The 2012 Paralympic Games start on Wednesday 29th August and close on Sunday 9th 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

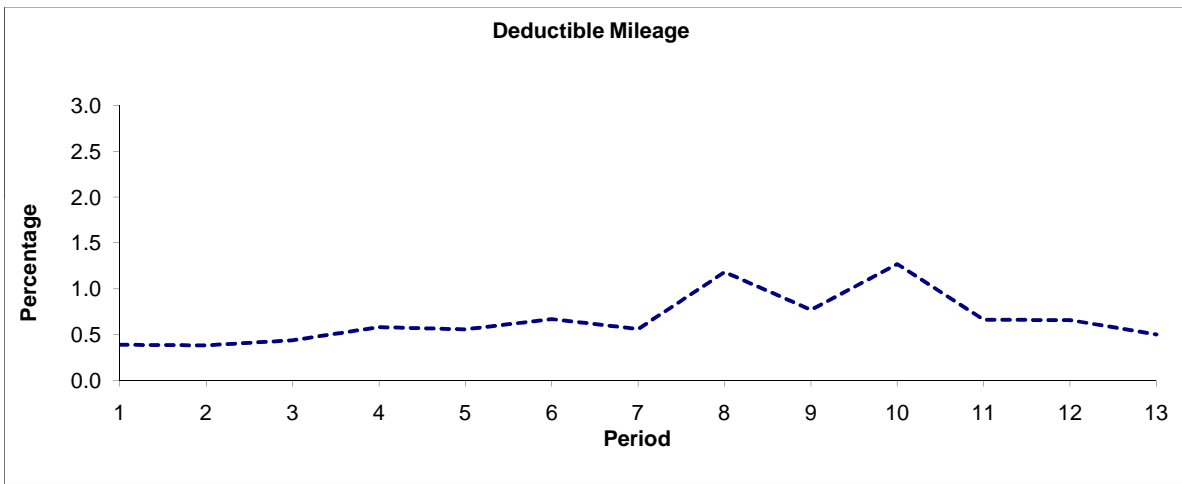
- 5.1) CURRENT PERFORMANCE
As per current print out.
- 5.2) ROUTE RECORD
As per Busnet Printout.
- 5.3) IBUS MILEAGE
As per current print out.

PART B - PERFORMANCE STATISTICS

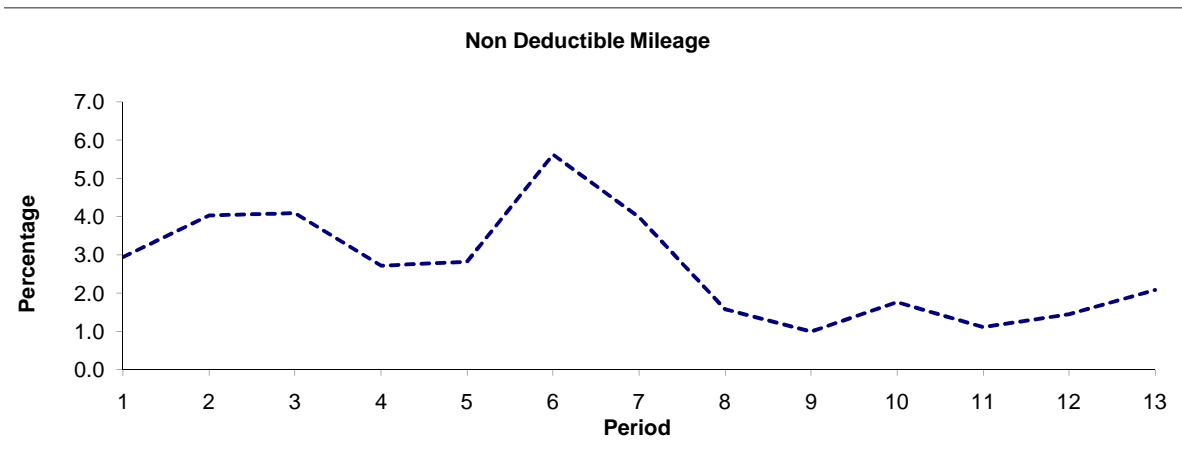
Route 120



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2009/2010	96.67	95.59	95.48	96.70	96.63	93.71	95.46	97.24	98.24	96.97	98.23	97.90	97.42
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	2	3	4	5	6	7	8	9	10	11	12	13
2009/2010	0.39	0.38	0.44	0.58	0.56	0.67	0.56	1.18	0.77	1.27	0.66	0.66	0.50

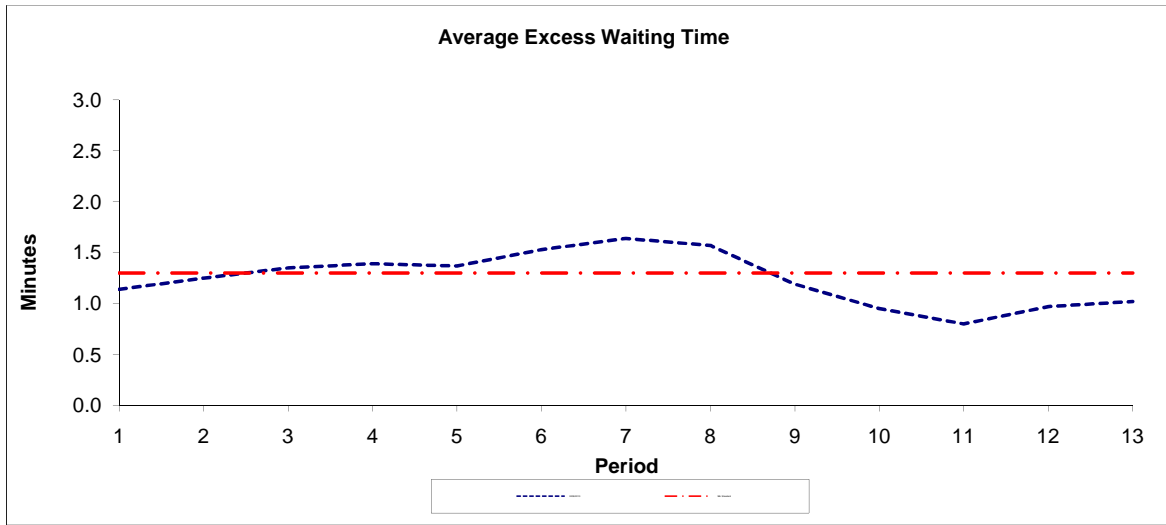


Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2009/2010	2.94	4.03	4.08	2.72	2.81	5.62	3.98	1.58	0.99	1.76	1.11	1.44	2.08

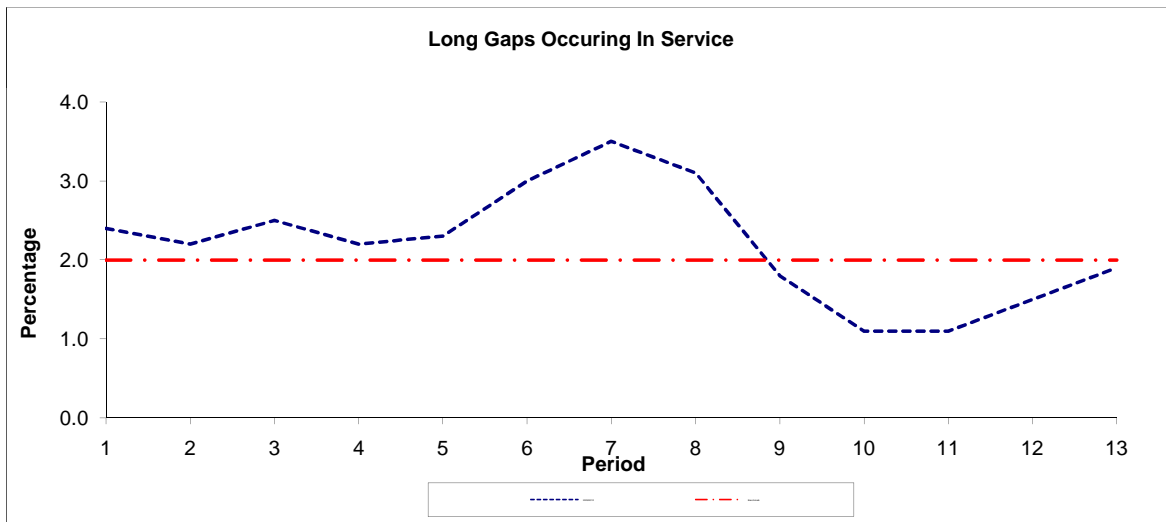
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 120



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2009/2010	1.14	1.25	1.35	1.39	1.37	1.53	1.64	1.57	1.19	0.95	0.80	0.97	1.02
Min Standard	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2009/2010	2.40	2.20	2.50	2.20	2.30	3.00	3.50	3.10	1.80	1.10	1.10	1.50	1.90
Benchmark	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00

Note : Reliability is based on 12 weeks rolling data

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 120: Hounslow Bus Station - Northolt Station

Date of Structural Change: 2 June 2012.

Date of Service Change: 2 June 2012.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Northolt Station: Hounslow Bus Station, Kingsley Road, Hounslow High Street, Hanworth Road, Grove Road, Bell Road, Lampton Road, Heston Road, Norwood Road, King Street, The Green, South Road, Lady Margaret Road, Ruislip Road, White Hart Roundabout, Church Road, Target Roundabout, Church Road, Mandeville Road.

Towards Hounslow Bus Station: Mandeville Road, Church Road, Target Roundabout, Church Road, White Hart Roundabout, Ruislip Road, Lady Margaret Road, South Road, The Green, King Street, Norwood Road, Heston Road, Lampton Road, Bell Corner, Bath Road, Steve Biko Way, Staines Road, Grove Road, Hanworth Road, Hounslow High Street, London Road.

STANDING AND TURNING POINTS

HOUNSLOW BUS STATION, STOP B

Private stand for 2 buses in Bay B of Hounslow Bus Station on north side of London Road. Buses proceed from London Road via Hounslow Bus Station to stand, departing to Hounslow Bus Station. Set down in London Road, at Stop Z1 and pick up in Hounslow Bus Station, at Stop B.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 120 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:	Toilet facilities available 24 hours.

HOUNSLOW, BELL CORNER (from NORTHOLT STATION)

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 Bell Corner via Bath Road and Bell Corner to stand, departing via Bell Corner, Bath Road, Steve Biko Way, Staines Road, Grove Road and Bell Road to Lampton Road. Set down in Bell Corner, at Stop Y and pick up in Lampton Road, 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: Hounslow, Bell Corner.

LAMPTON CORNER

Buses proceed out of service from Heston Road. Set down in Heston Road, at Stop HL.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: Unscheduled curtailments only
DISPLAY: Lampton Corner.

NORWOOD GREEN, TENTELOW LANE (from NORTHOLT STATION)

Public stand for one bus on south side of Norwood Green Road, commencing 72 metres west of the western kerbline of Tentelow Lane.

Buses proceed from Norwood Road via Tentelow Lane and Norwood Green Road to stand, departing via Norwood Green Road to Norwood Road. Set down in Norwood Road and pick up in Norwood 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: Norwood Green.

SOUTHALL, THE GREEN (from HOUNSLOW BUS STATION)

Buses proceed from The Green via South Road, A3005 and South Road departing to The Green. Set down in The Green, at Stop L and pick up in The Green, at Stop M.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Southall, The Green.

SOUTHALL, TOWN HALL, AVENUE ROAD

Public stand in three parts:

- 1 - On south side of Cambridge Road commencing 69 metres west of Avenue Road and extending 15 metres east.
- 2 - On south side of Cambridge Road commencing 48 metres west of Avenue Road and extending 28 metres east.
- 3 - In bay on east side of Avenue Road, commencing 10 metres south of Boyd Avenue and extending 18 metres south.

From Hounslow Bus Station.

Buses proceed from South Road via Hamilton Road and Avenue Road to stand, departing via Avenue Road and Cambridge Road to South Road. Set down in South Road, at Stop O and pick up in South Road, at Stop M.

From Northolt Station.

Buses proceed from Lady Margaret Road via South Road, Hamilton Road and Avenue Road to stand, departing via Avenue Road and Cambridge Road to South Road. Set down in Lady Margaret Road, at Stop F and pick up in South Road, at Stop O.

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:	Southall, Town Hall.
OTHER INFORMATION:	Buses should use the stand in Avenue Road unless full. An overflow stand is available in Cambridge Road.

LADY MARGARET ROAD, RUISLIP ROAD (from HOUNSLOW BUS STATION)

Buses proceed from Lady Margaret Road via Ruislip Road departing to Lady Margaret Road. Set down in Lady Margaret Road, at Stop WH and pick up in Lady Margaret Road, at Stop EC.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
DISPLAY:	Lady Margaret Road, Ruislip Rd.

YEADING, WHITE HART (from HOUNSLOW BUS STATION)

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 Ruislip Road via White Hart Roundabout, Ruislip Road and Old Ruislip Road to stand, departing via Old Ruislip Road, Ruislip Road and White Hart Roundabout to Ruislip Road. Set down in Ruislip Road and pick up in Ruislip Road, at Stop Y.

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.

NORTHOLT, TARGET ROUNDABOUT (from HOUNSLOW BUS STATION)

Buses proceed from Church Road via Target Roundabout departing to Church Road. Set down in Church Road, at Stop TF and pick up in Church Road, at Stop TB.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Northolt, Western Avenue.

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 120 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. Toilet facilities available in LUL station 0600-0100 Mondays to Saturdays; 0700-0100 Sundays.

Transport for London - Live Mileage List

Route 120
 Service change 22948
 Date 14 October 2009

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HOUNBSBS	HOUNBSBS	Hounslow Bus Station, Stop B		
HOUNBSB	BP5085	Hounslow Bus Station	0	0.00
	BP2173	Fairfields Road	316	0.20
	BP1364	Treaty Centre	415	0.26
HOUNBL	BP5009	Bell Corner	317	0.20
HWCNSN	16286	Hounslow Central Station	367	0.23
	16280	Hounslow Civic Centre	239	0.15
LAMPBH	R0494	Great West Road	596	0.37
	26854	Sutton Road	220	0.14
	16212	Hogarth Gardens	335	0.21
HESTCH	16277	St Leonard's Church	380	0.24
	16275	Fern Lane	662	0.41
NWDGWF	16273	Norwood Green	452	0.28
	16271	Harewood Terrace	470	0.29
	16269	Norwood Gardens	427	0.27
	8412	Adelaide Road	254	0.16
	8749	King Street	323	0.20
	19033	The Green	190	0.12
STHLSN	15963	Southall Station	385	0.24
	15961	Park Avenue	176	0.11
STHLTH	7700	Southall Broadway	347	0.22
	CW58	Southall Town Hall	206	0.13
	15310	North Avenue	251	0.16
	25206	Carlyle Avenue	267	0.17
	25204	Denbigh Road	321	0.20
	25202	Ascot Gardens	306	0.19
	25200	Windermere Road	300	0.19
	25199	Lawson Road	366	0.23
	25196	Kenilworth Gardens	228	0.14
LMGRWP	15788	Adrienne Avenue	326	0.20
GNFDCE	20495	Broadmead Road	496	0.31
	14890	Wayfarer Road	468	0.29
YEADWH	33016	Yeading / White Hart	683	0.42
	16149	Bengarth Road / Northolt Library	306	0.19
	37429	Sycamore Close	335	0.21
NTHTTG	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
NTHTSN	14908	Northolt Station	256	0.16
NTHTSN S	NTHTSN S	NORTHOLT STATION	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			13042	8.10
			metres	miles

BACK DIRECTION

Timing Point Code	Stop Number	Stop Name	Metres	Miles
NHTSN S	NHTSN S	NORTHOLT STATION		
NHTSN	18221	Northolt Station	0	0.00
	16142	Moat Farm Road	298	0.19
	16144	Kingston Close	399	0.25
NHTTG	16146	Sycamore Close	701	0.44
	16148	Bengarth Road / Northolt Library	192	0.12
YEADWH	37263	Yeading / White Hart	478	0.30
	15785	Church Road	251	0.16
	14889	Wayfarer Road	386	0.24
GNFDCE	20494	Broadmead Road	440	0.27
LMGRWP	15787	Adrienne Avenue	376	0.23
	25197	Kenilworth Gardens	424	0.26
	25198	Lawson Road	309	0.19
	25201	Windermere Road	317	0.20
	25203	Somerset Road	443	0.28
	25205	Denbigh Road	185	0.11
	25265	Carlyle Avenue	288	0.18
	15311	North Avenue	249	0.15
	27852	Southall Town Hall	240	0.15
STHLTH	20712	Southall Broadway	235	0.15
	15960	Park Avenue	271	0.17
STHLSN	20406	Southall Station	264	0.16
	8750	The Green	392	0.24
	8748	King Street	280	0.17
	8411	Beverley Road	266	0.17
	R0546	Norwood Gardens	206	0.13
	16270	Harewood Terrace	329	0.20
NWDGWF	16272	Norwood Green	466	0.29
	16274	Fern Lane	501	0.31
HESTCH	16276	St Leonard's Church	572	0.36
	16211	Hogarth Gardens	457	0.28
	16213	Great West Road	388	0.24
LAMPBH	16278	Lampton Avenue	375	0.23
	16279	Hounslow Civic Centre	433	0.27
HWCNSN	16281	Hounslow Central Station	349	0.22
	BP1992	Bell Corner	271	0.17
HOUNBL	BP931	The Bell	470	0.29
	BP1226	Treaty Centre	266	0.17
	BP2285	Hounslow High Street	503	0.31
HOUNBSL	33528	Hounslow Bus Station	264	0.16
HOUNBSBS	HOUNBSBS	Hounslow Bus Station, Stop B	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			13534	8.41
			metres	miles