

CONTRACT SPECIFICATION

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

Contract Reference	QC38303
Route Number	211
Terminus Points	Hammersmith Bus Station to Waterloo Station
Contract Basis	Incentivised
Commencement Date	30 June 2012
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	10.1 metres long and 2.55 metres wide
Advertising Rights	Operator
Sponsored Route	No
Minimum Performance Std	Average Excess Wait Time - No more than 1.20 minutes
Extension Threshold	Average Excess Wait Time Threshold - 1.05 minutes
Minimum Operated Mileage	No less than 98.00%

Tender Return Date: No later than 12 o'clock on 27th June 2011

SERVICE SPECIFICATION

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1) NOTES

Proposed Changes:

At this time, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 211.

- On the 3rd May 2011, Route No. 211 will be diverted for approximately 2 years due to Victoria Station Upgrade works.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 211.

2) SCHEDULE REQUIREMENTS & PINCHPOINTS

2.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hammersmith Bus Station, Upper Level to Waterloo Station, Taxi Road		Waterloo Station, Taxi Road to Hammersmith Bus Station, Upper Level			
First departure no later than 0505.		First departure no later than 0515.			
0500 - 0620	Every 15 minutes	0510 - 0530	Every 15 minutes		
0621 - 0700	Every 10 minutes	0531 - 0630	Every 10 minutes		
0701 - 1030	Every 7-8 minutes (8 buses per hour)	0631 - 1000	Every 7-8 minutes (8 buses per hour)		
1031 - 1945	Every 8 minutes	1001 - 1845	Every 8 minutes		
1946 - 2025	Every 10 minutes	1846 - 1945	Every 10 minutes		
2026 - 0005	Every 15 minutes	1946 - 0005	Every 15 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 2400.			
Pinchpoints					
Victoria Station, Terminus Place	0705 - 0735	10 minutes	Fulham Broadway Station	0705 - 0905	8 minutes
	0736 - 0905	8 minutes		1500 - 1630	8 minutes
	1500 - 1630	8 minutes			

2.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hammersmith Bus Station, Upper Level to Waterloo Station, Taxi Road		Waterloo Station, Taxi Road to Hammersmith Bus Station, Upper Level			
First departure no later than 0505.		First departure no later than 0515.			
0500 - 0705	Every 15 minutes	0510 - 0700	Every 15 minutes		
0706 - 0805	Every 12 minutes	0701 - 0800	Every 12 minutes		
0806 - 0905	Every 10 minutes	0801 - 0910	Every 10 minutes		
0906 - 1805	Every 8 minutes	0911 - 1805	Every 8 minutes		
1806 - 2025	Every 10 minutes	1806 - 1945	Every 10 minutes		
2026 - 0005	Every 15 minutes	1946 - 0005	Every 15 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 2400.			
Pinchpoints					
Victoria Station, Terminus Place	0900 - 0945	10 minutes	Fulham Broadway Station	0935 - 0955	10 minutes
	0946 - 1105	8 minutes		0956 - 1105	8 minutes

2) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

2.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hammersmith Bus Station, Upper Level to Waterloo Station, Taxi Road		Waterloo Station, Taxi Road to Hammersmith Bus Station, Upper Level			
First departure no later than 0505.		First departure no later than 0515.			
0500 - 0745	Every 20 minutes	0510 - 0735	Every 20 minutes		
0746 - 0915	Every 15 minutes	0736 - 0905	Every 15 minutes		
0916 - 1810	Every 12 minutes	0906 - 1800	Every 12 minutes		
1811 - 0005	Every 15 minutes	1801 - 0005	Every 15 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 2400.			
Pinchpoints					
Victoria Station, Terminus Place	0950 - 1130	12 minutes	Fulham Broadway Station	1030 - 1130	12 minutes

2.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hammersmith Bus Station, Upper Level to Waterloo Station, Taxi Road		Waterloo Station, Taxi Road to Hammersmith Bus Station, Upper Level			
First departure no later than 0815.		First departure no later than 0805.			
0810 - 0915	Every 15 minutes	0800 - 0905	Every 15 minutes		
0916 - 1810	Every 12 minutes	0906 - 1800	Every 12 minutes		
1811 - 0005	Every 15 minutes	1801 - 0005	Every 15 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 2400.			
Pinchpoints					
Victoria Station, Terminus Place	0950 - 1130	12 minutes	Fulham Broadway Station	1030 - 1130	12 minutes

3) QSI POINTS & MILEAGE

It is intended Route No. 211 will have 80 surveys per quarter at the following locations:

QSI POINTS	
<i>Towards Waterloo Station, Taxi Road</i>	<i>Towards Hammersmith Bus Station, Upper Level</i>
Hammersmith	Waterloo
Victoria	Victoria
	Sloane Square
MILEAGE: See Attached iBus Sheets	

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 211 should interwork with Route No. 295 between Hammersmith Bus Station, Upper Level and Fulham Broadway Station during Mondays to Saturdays daytimes (excluding Mondays to Fridays AM peak) and Sunday shopping hours and be separated during Mondays to Fridays AM peak, Saturday early morning, Sunday early morning and all evenings, where possible.
- 4.1) Route No. 211 should be separated from Route No. 11 between Fulham Broadway Station and Victoria Station, Terminus Place during all periods, where possible.
- 4.2) Route No. 211 should be separated from Route No. N11 between Hammersmith Bus Station, Upper Level and Victoria Station, Terminus Place during all evenings, where possible.
- 4.3) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following locations: Fulham Broadway Station, Victoria Station, Westminster Station and Waterloo Station.
- 4.4) Route No. 211 can suffer unpredictable traffic delays in the Hammersmith, Fulham Road and Victoria areas.
- 4.4) Route No. 211 can suffer from major disruption in the Fulham Broadway area during home matches of Chelsea football club.
- 4.5) Route No. 211 can suffer from major disruption in the Sloane Square area during the week of the Chelsea Flower Show.
- 4.10) A major rebuilding of the Victoria Line Station at Victoria is being undertaken. Works are likely to last until the end of 2015. During this period routeings, stopping and standing arrangements in the area may be subject to change. Any such changes will be discussed with the successful Tenderer as appropriate.
- 4.12) 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

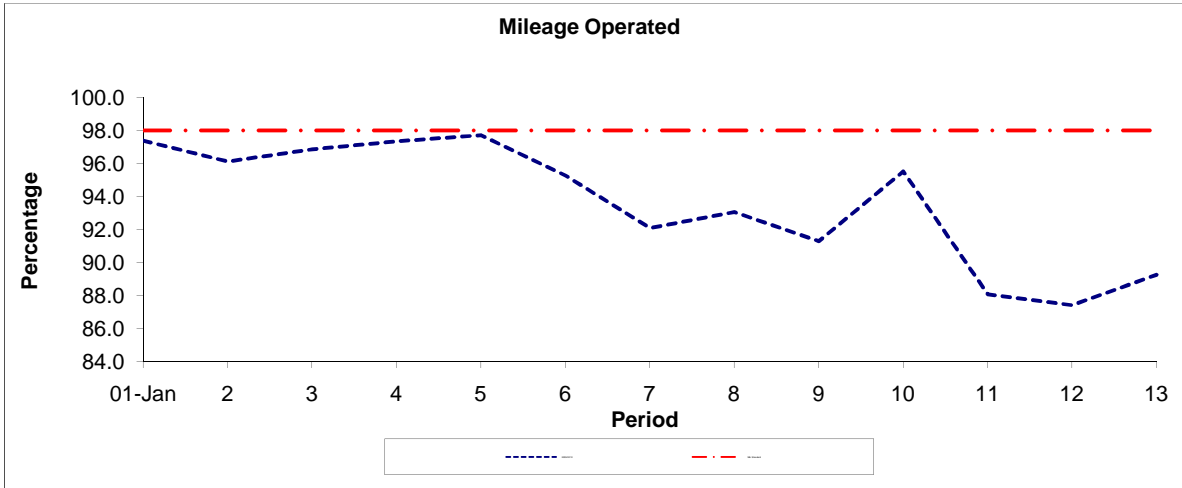
As per Busnet Printout.

5.3) IBUS MILEAGE

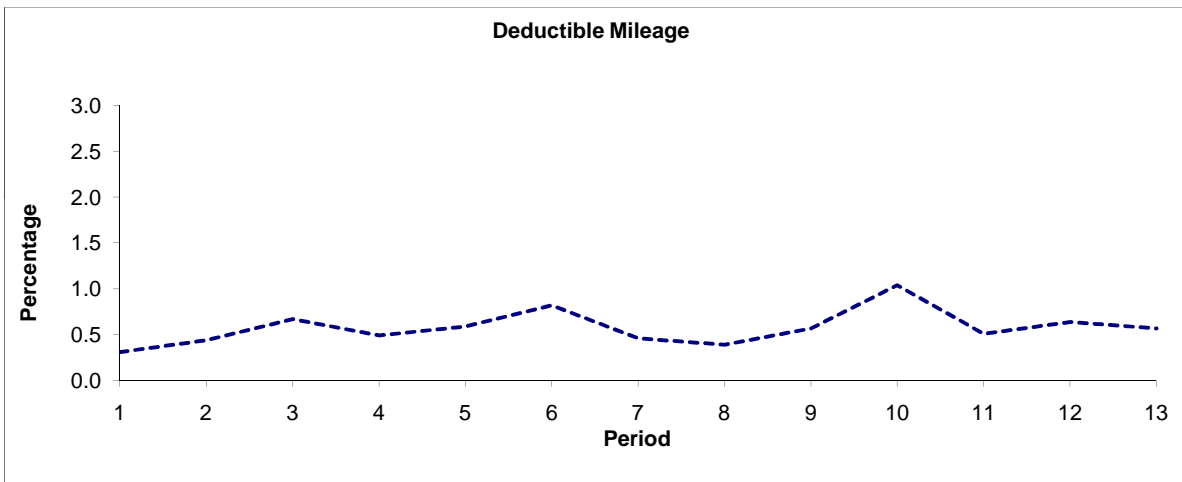
As per current print out.

PART B - PERFORMANCE STATISTICS

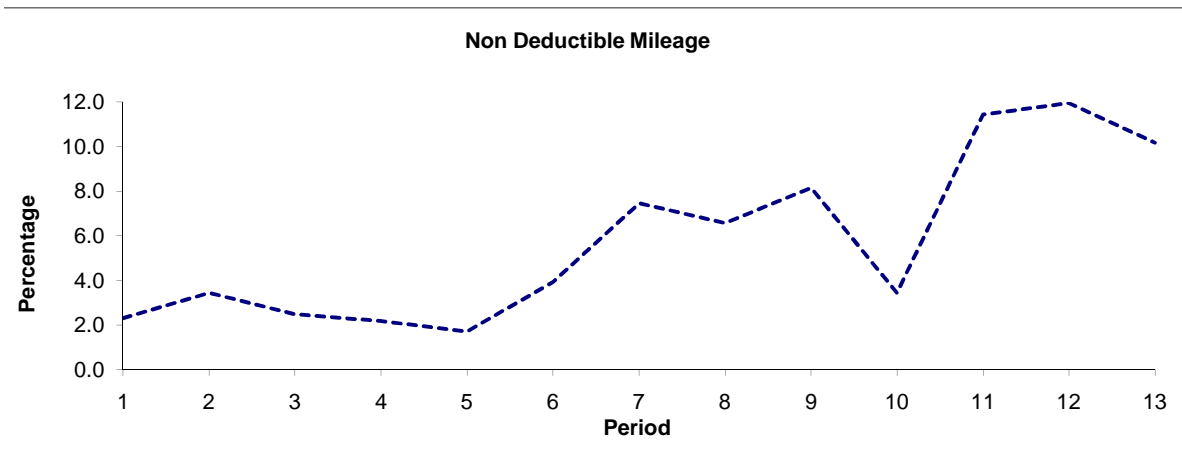
Route 211



Period	01-Jan	2	3	4	5	6	7	8	9	10	11	12	13
2009/2010	97.38	96.12	96.85	97.34	97.71	95.26	92.09	93.05	91.29	95.52	88.06	87.41	89.26
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	0.31	0.44	0.67	0.49	0.59	0.82	0.46	0.39	0.57	1.04	0.51	0.64	0.57

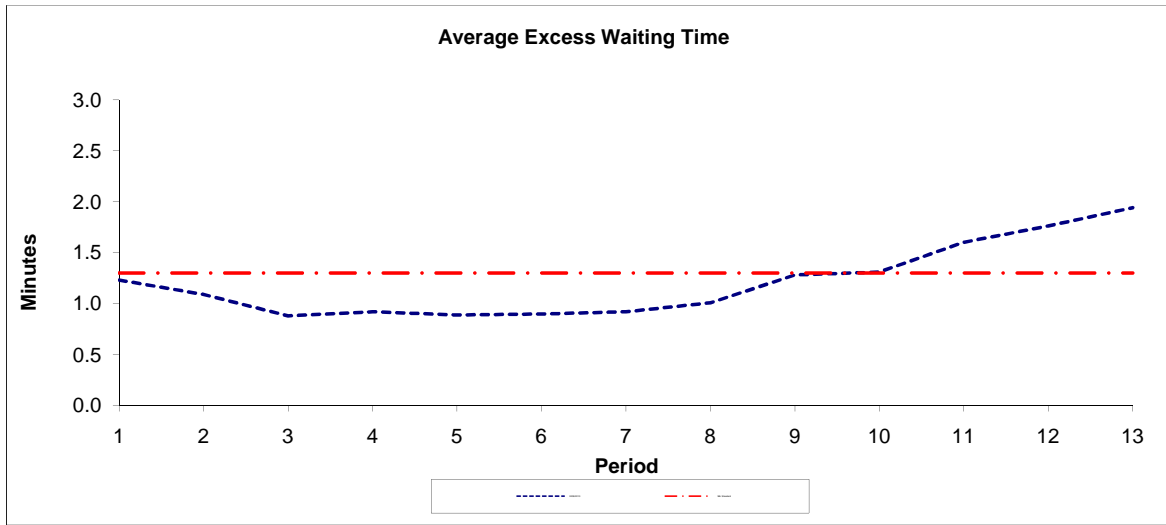


Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2009/2010	2.31	3.44	2.48	2.17	1.70	3.92	7.45	6.56	8.14	3.44	11.43	11.95	10.17

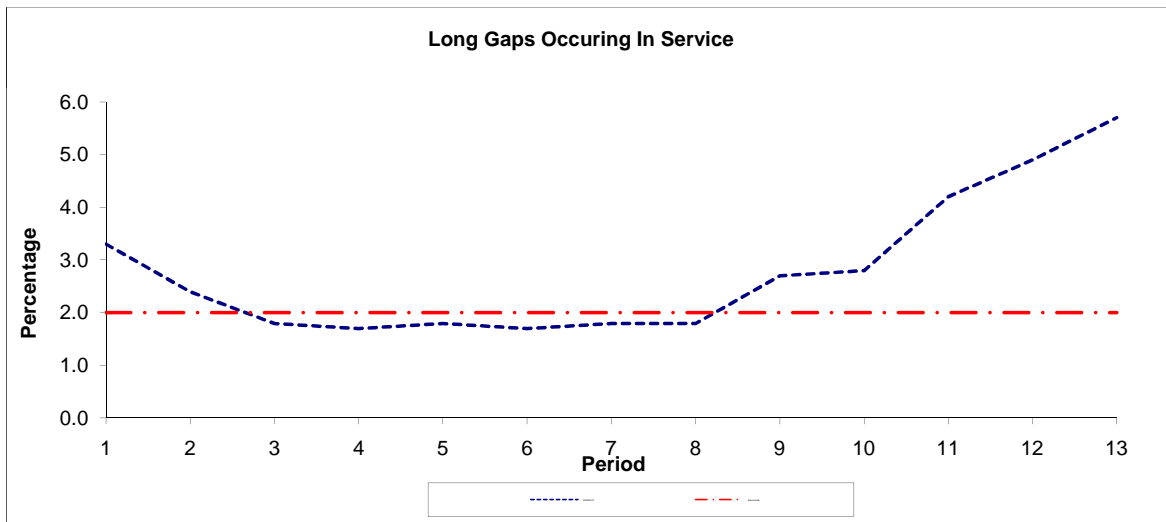
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 211



Period	1	2	3	4	5	6	7	8	9	10	11	12	13
2009/2010	1.23	1.09	0.88	0.92	0.89	0.90	0.92	1.01	1.28	1.31	1.60	1.76	1.94
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	3.30	2.40	1.80	1.70	1.80	1.70	1.80	1.80	2.70	2.80	4.20	4.90	5.70
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 211: Hammersmith Bus Station - Waterloo Station

Date of Structural Change: 30 June 2012.

Date of Service Change: 30 June 2012.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Waterloo Station: Hammersmith Bus Station High Level, Fulham Palace Road, Lillie Road, Munster Road, Dawes Road, North End Road, Fulham Road, Fulham Broadway, Fulham Road, Sydney Street, King's Road, Sloane Square, Lower Sloane Street, Pimlico Road, Buckingham Palace Road, Grosvenor Gardens, Lower Grosvenor Place, Bressenden Place, Victoria Street, Broad Sanctuary, Parliament Square, Bridge Street, Westminster Bridge, Westminster Bridge Road, Station Approach, Waterloo Station Taxi Road.

Towards Hammersmith Bus Station: Waterloo Station Taxi Road, York Road, Addington Street, Westminster Bridge Road, Westminster Bridge, Bridge Street, Parliament Square, Broad Sanctuary, Victoria Street, Buckingham Palace Road, Pimlico Road, Lower Sloane Street, Sloane Square, King's Road, Sydney Street, Fulham Road, Fulham Broadway, Fulham Road, North End Road, Dawes Road, Munster Road, Lillie Road, Fulham Palace Road, Hammersmith Bus Station High Level.

STANDING AND TURNING POINTS

HAMMERSMITH BUS STATION, UPPER LEVEL

Private stand for 10 buses in Hammersmith Upper Level Bus Station. Buses to stand as follows:

Bays E1/E2 on east side - Route 267,

Bays E3/E4/E5 on east side - Routes 9 and N9,

Bay S1 on south side - Route 9 (only between 0600 and 2100),

Bays W1/W2 on west side - Route 211,

Bays W3/W4 on west side - Route 10.

Buses proceed from Hammersmith Bus Station High Level direct to stand, departing to Hammersmith Bus Station High Level. Set down in Hammersmith Bus Station High Level, at Stop E and pick up in Hammersmith Bus Station High Level, at Stop C.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 211 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:	Hammersmith.
OTHER INFORMATION:	Drivers have 24 hour access to toilet facilities.

FULHAM BROADWAY STATION (from WATERLOO STATION)

Buses proceed from Fulham Road via Fulham Broadway, Jerdan Place, Vanston Place and Fulham Broadway departing to Fulham Road. Set down in Fulham Road, at Stop F and pick up in Fulham Road, at Stop L.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
DISPLAY:	Fulham Broadway.

CHELSEA WORLD'S END

From Hammersmith Bus Station.

Buses proceed from Fulham Road via Gunter Grove, King's Road and Edith Grove departing to Fulham Road. Set down in Fulham Road, at stop HD and pick up in Fulham Road, at stop HC.

From Waterloo Station.

Buses proceed from Fulham Road via Gunter Grove, King's Road and Edith Grove departing to Fulham Road. Set down in Fulham Road, at stop HB and pick up in Fulham Road, at stop HF.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Chelsea, Redcliffe Gardens.

SLOANE SQUARE

From Hammersmith Bus Station.

Buses proceed from King's Road via Sloane Square departing to King's Road. Set down in King's Road, at Stop E and pick up in King's Road, at Stop G.

From Waterloo Station.

Buses proceed from Lower Sloane Street via Sloane Square departing to Lower Sloane Street. Set down in Lower Sloane Street, at Stop K and pick up in Lower Sloane Street, at Stop M.

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

VICTORIA, VAUXHALL BRIDGE ROAD

Public stand for five buses on west side of Vauxhall Bridge Road commencing at the steps to the rear entrance of Parnell House.

From Hammersmith Bus Station.

Buses proceed from Terminus Place via Wilton Road and Vauxhall Bridge Road to stand, departing via Vauxhall Bridge Road, Neathouse Place and Wilton Road to Victoria Street. Set down in Terminus Place, at Stop E and pick up in Victoria Street, at Stop G.

From Waterloo Station.

Buses proceed from Victoria Street via Vauxhall Bridge Road to stand, departing via Vauxhall Bridge Road, Neathouse Place, Wilton Road, Victoria Street and Buckingham Palace Road to Terminus Place. Set down in Victoria Street, at Stop M and pick up in Terminus Place, 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: Victoria.

WESTMINSTER, PARLIAMENT SQUARE (from Hammersmith Bus Station)

Buses proceed from Victoria Street via Broad Sanctuary departing to Parliament Square. Set down in Victoria Street, at Stop R and pick up in Parliament Square, at Stop P.

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

WATERLOO STATION, TAXI ROAD (SOUTH)

Private stand for five buses on south side of Waterloo Taxi Road in two sections.

The first section for three buses commences 10 metres west of bus stop 37369 and extends 30 metres east.

The second section for two buses commences at stop 37420 and extends 20 metres east. Buses proceed from Waterloo Station Taxi Road direct to stand, departing to Waterloo Station Taxi Road. Set down in Waterloo Station Taxi Road, at Stop C and pick up in Waterloo Station Taxi Road, at Stop B.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 211 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: Waterloo.

Transport for London - Live Mileage List

Route 211
 Service change 23292
 Date 26 October 2009

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HAMMBU S	HAMMBU S	Hammersmith Bus Station, Upper Level		
HAMMBU	R0877	Hammersmith Bus Station	0	0.00
	33000	Hammersmith Broadway	148	0.09
	8886	Charing Cross Hospital	491	0.31
FPRDLR	401	Greyhound Road	143	0.09
	4655	Bothwell Street	325	0.20
	11249	Munster Road/Fulham Cross	347	0.22
	11247	Hannell Road	148	0.09
	11245	The Salisbury Tavern	387	0.24
	11243	Shorrolds Road	229	0.14
	1459	North End Road	214	0.13
	9327	Fulham Broadway	243	0.15
FULHBY	1453	Fulham Broadway Station	267	0.17
	11774	Chelsea Village	140	0.09
	11226	Chelsea Football Club	179	0.11
	11156	Hortensia Road	329	0.20
	1063	Edith Grove	221	0.14
CHELHP	11155	Chelsea And Westminster Hospital	223	0.14
	1067	Fulham Road / Beaufort Street	386	0.24
	1069	Old Church Street	239	0.15
	11154	Royal Brompton Hospital / Royal Marsden	247	0.15
	11313	Cale Street / Royal Brompton Hospital	371	0.23
	1576	Sydney Street / Chelsea Old Town Hall	207	0.13
	1573	Chelsea Old Town Hall	183	0.11
	1824	Markham Street	198	0.12
	11291	Duke Of York Square	350	0.22
	20968	Cadogan Gardens / Sloane Square	209	0.13
SLSQLS	R0098	Lower Sloane Street	343	0.21
	9418	Chelsea Bridge Road	326	0.20
	35311	Ebury Bridge Road	310	0.19
	7820	Victoria Coach Station	270	0.17
	35312	Eccleston Bridge	176	0.11
VCSNTP	35314	Victoria Station	419	0.26
	14973	Westminster Cathedral	461	0.29
	20434	Westminster City Hall	241	0.15
	7863	New Scotland Yard	147	0.09
	20179	Westminster Abbey	295	0.18
WMINSN	BP3404	Westminster Station	515	0.32
	26826	Westminster Bdg / County Hall	505	0.31
WLOOTR	37420	Waterloo Station, Upper Taxi Road	807	0.50
WLOOTRSS	WLOOTRSS	WATERLOO STATION, TAXI ROAD (SOUTH)	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			11239	6.98
			metres	miles

BACK DIRECTION

Timing Point Code	Stop Number	Stop Name	Metres	Miles
WLOOTRSS	WLOOTRSS	WATERLOO STATION, TAXI ROAD (SOUTH)		
WLOOTR	BP3490	Waterloo Station, Upper Taxi Road	0	0.00
	33432	Waterloo Station / York Road	182	0.11
	4744	County Hall	189	0.12
	26487	Westminster Bdg / County Hall	444	0.28
WMINSN	BP4490	Parliament Square / Westminster Abbey	606	0.38
	128	Great Smith Street/Westminster Abbey	364	0.23
	7864	New Scotland Yard	262	0.16
	20472	Westminster City Hall	212	0.13
	7861	Vauxhall Bridge Road / Victoria Station	257	0.16
	37303	Victoria Station	164	0.10
VCSNBP	7817	Grosvenor Gardens / Victoria	179	0.11
	7819	Victoria Coach Station	451	0.28
	9395	Ebury Bridge Road	328	0.20
	9417	Royal Hospital Road	380	0.24
SLSQLS	893	Sloane Square Station	189	0.12
	36881	Duke Of York Square	346	0.21
	25136	Walpole Street	161	0.10
	11292	Markham Street	221	0.14
	11293	Chelsea Old Town Hall	226	0.14
	1575	Sydney Street / Chelsea Old Town Hall	149	0.09
	11312	Cale Street / Royal Brompton Hospital	217	0.13
	11306	Royal Brompton Hospital / Royal Marsden	439	0.27
	1070	Old Church Street	256	0.16
	BP686	Fulham Road / Beaufort Street	221	0.14
CHELHP	11307	Chelsea And Westminster Hospital	302	0.19
	1065	Edith Grove	174	0.11
	11309	Hortensia Road	288	0.18
	11227	Chelsea Football Club	366	0.23
FULHBY	1455	Fulham Broadway Station	269	0.17
	9328	Fulham Broadway	310	0.19
	1460	North End Road	309	0.19
	11244	Shorrolds Road	217	0.13
	11246	Sherbrooke Road	287	0.18
	11248	Munster Road	297	0.18
	11242	Fulham Cross	275	0.17
FPRDLR	400	Greyhound Road	388	0.24
	8887	Charing Cross Hospital	362	0.22
	33001	Hammersmith Broadway	330	0.21
HAMMBU	R0879	Hammersmith Bus Station	253	0.16
HAMMBU S	HAMMBU S	Hammersmith Bus Station, Upper Level	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			10870	6.75
			metres	miles