

## 7. Service Specification

Route: 272

Contract Reference QC44302

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>	Chiswick, Grove Park, Bolton Road to Shepherds Bush Green
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	24 <sup>th</sup> May 2014
<b>Vehicle Type</b>	60 capacity, dual door, single deck, minimum 10.8m long, subject to a satisfactory route test
<b>Current Maximum Approved Dimensions</b>	10.2 metres long and 2.55 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 82.00%
<b>Extension Threshold</b>	Departing on Time Threshold - 86.00%
<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 3rd June 2013

*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. 272.

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 of a minimum of 10.8 metres long buses will be specified, subject to a satisfactory route test.
- The Boxing Day service should match the Sunday service.
- **Tenderers must identify the cost of the Boxing Day element of this service separately.**

### **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 - based on minimum 7 year contract.
4. Annual hybrid price - with upfront payment of capital difference between diesel and hybrid for 5 year contract.
5. Annual hybrid price - with upfront payment of capital difference between diesel and hybrid for 7 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.***

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS

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

Chiswick, Grove Park, Bolton Road to Shepherds Bush Green, South Side			Shepherds Bush Green, West Side to Chiswick, Grove Park, Bolton Road		
First departure no later than 0555.			First departure no later than 0615.		
0550 - 1920	Every 15 minutes		0610 - 1935	Every 15 minutes	
1921 - 2000	Every 20 minutes		1936 - 2015	Every 20 minutes	
2001 - 2335	Every 30 minutes		2016 - 2350	Every 30 minutes	
Last departure no earlier than 2330.			Last departure no earlier than 2345.		
<b>Pinchpoints</b>					
Hammersmith Hospital	0705 - 0905	15 minutes	Turnham Green Station, Bath Road	0705 - 0905	15 minutes
	1510 - 1640	15 minutes		1500 - 1630	15 minutes

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

Chiswick, Grove Park, Bolton Road to Shepherds Bush Green, South Side			Shepherds Bush Green, West Side to Chiswick, Grove Park, Bolton Road		
First departure no later than 0555.			First departure no later than 0615.		
0550 - 0750	Every 30 minutes		0610 - 0745	Every 30 minutes	
0751 - 0905	Every 20 minutes		0746 - 0905	Every 20 minutes	
0906 - 1850	Every 15 minutes		0906 - 1845	Every 15 minutes	
1851 - 1930	Every 20 minutes		1846 - 1945	Every 20 minutes	
1931 - 2335	Every 30 minutes		1946 - 2350	Every 30 minutes	
Last departure no earlier than 2330.			Last departure no earlier than 2345.		
<b>Pinchpoints</b>					
Hammersmith Hospital	0935 - 1105	15 minutes	Turnham Green Station, Bath Road	0925 - 1055	15 minutes

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

**3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS**

Chiswick, Grove Park, Bolton Road to Shepherds Bush Green, South Side			Shepherds Bush Green, West Side to Chiswick, Grove Park, Bolton Road		
First departure no later than 0655.			First departure no later than 0710.		
0650 - 0855	Every 30 minutes		0705 - 0910	Every 30 minutes	
0856 - 0955	Every 20 minutes		0911 - 0950	Every 20 minutes	
0956 - 1840	Every 15 minutes		0951 - 1815	Every 15 minutes	
1841 - 1900	Every 20 minutes		1816 - 1915	Every 20 minutes	
1901 - 2335	Every 30 minutes		1916 - 2350	Every 30 minutes	
Last departure no earlier than 2330.			Last departure no earlier than 2345.		
<b>Pinchpoints</b>					
Hammersmith Hospital	1020 - 1135	15 minutes	Turnham Green Station, Bath Road	1010 - 1140	15 minutes

**Tenderers must identify the cost of the Boxing Day element of this service separately.**

**4) OPERATIONAL CONSIDERATIONS**

4.1) Route No. 272 can suffer unpredictable traffic delays in the Hammersmith, White City and Shepherds Bush area.

**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 272: Chiswick, Grove Park - Shepherds Bush Green

**Date of Structural Change:** 24 May 2014.

**Date of Service Change:** 24 May 2014.

**Reason for Issue:** New Tender.

### **STREETS TRAVERSED**

**Towards Shepherds Bush Green:** Bolton Road, Cavendish Road, Spencer Road, Grove Park Road, Grove Park Bridge, Sutton Court Road, Heathfield Terrace, Sutton Lane North, Chiswick High Road, Belmont Road, Dolman Road, Fisher's Lane, South Parade, The Avenue, Bath Road, Emlyn Road, Larden Road, The Vale, Old Oak Road, East Acton Lane, Old Oak Common Lane, Du Cane Road, Wood Lane, Uxbridge Road, Shepherd's Bush Green (South Side).

**Towards Chiswick, Grove Park:** Shepherd's Bush Green (West Side), Wood Lane, Du Cane Road, Old Oak Common Lane, Old Oak Road, The Vale, Larden Road, Emlyn Road, Bath Road, The Avenue, South Parade, Fisher's Lane, Chiswick High Road, Town Hall Avenue, Heathfield Terrace, Sutton Court Road, Grove Park Bridge, Grove Park Gardens, Grove Park Road, Bolton 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.

### **CHISWICK, GROVE PARK, BOLTON ROAD**

Public stand for two buses on east side of Bolton Road, commencing 24 metres north of junction with Cavendish Road and extending 22 metres north.

Buses proceed from Bolton Road direct to stand, departing to Bolton Road. Set down in Bolton Road, at Stop AR (34089 - Cavendish Road, Last Stop on LOR: 34089 - Cavendish Road) and pick up in Bolton Road, at Stop AR (34089 - Cavendish Road, First Stop on LOR: 34089 - Cavendish Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 272 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.
BLIND DISPLAY:	Chiswick, Grove Park.
OTHER INFORMATION:	No toilet facilities currently available.

### **TURNHAM GREEN CHURCH, CHISWICK HIGH ROAD (from SHEPHERDS BUSH GREEN)**

Public stand for one bus on south side of Chiswick High Road, commencing at a point 46 metres east of and opposite Belmont Road and extending 12 metres east.

Buses proceed from Fisher's Lane via Chiswick High Road to stand, departing via Chiswick High Road, Town Hall Avenue and Heathfield Terrace to Sutton Lane North. Set down in Chiswick High Road, at Stop TT (29017 - Turnham Green Church, Last Stop on LOR: 40003 - Fishers Lane) and pick up in Sutton Lane North, at Stop XX (15377 - Turnham Green / Sutton Lane North, First Stop on LOR: 15377 - Turnham Green / Sutton Lane North).

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:	Turnham Green.

## **ACTON VALE, BROMYARD AVENUE**

Public stand for two articulated or three double deck buses in eastern arm of Bromyard Avenue, commencing 31 metres north of the northern kerblines of The Vale (Uxbridge Road) and extending 36 metres north.

### **From Chiswick, Grove Park.**

Buses proceed from The Vale via Bromyard Avenue to stand, departing via Bromyard Avenue to The Vale. Set down in The Vale, at Stop VT (1597 - Bromyard Avenue, Last Stop on LOR: 1597 - Bromyard Avenue) and pick up in The Vale, at Stop VL (1598 - Bromyard Avenue, First Stop on LOR: 1598 - Bromyard Avenue).

### **From Shepherds Bush Green.**

Buses proceed from The Vale via Bromyard Avenue to stand, departing via Bromyard Avenue to The Vale. Set down in The Vale, at Stop VK (3034 - Third Avenue, Last Stop on LOR: 3034 - Third Avenue) and pick up in The Vale, at Stop VU (3033 - Second Avenue, First Stop on LOR: 3033 - Second Avenue).

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:	Acton Vale.

## **EAST ACTON, DU CANE ROAD (from Chiswick, Grove Park)**

Public stand for one bus on east side of Old Oak Common Lane at rear of marked bus stop cage, commencing at lamp standard No.15 and extending 10 metres north.

Buses proceed from Du Cane Road via Fitzneal Street, Foliot Street and Old Oak Common Lane to stand, departing to Old Oak Common Lane. Set down in Du Cane Road, at Stop C (11576 - East Acton Station<> / Fitzneal Street, Last Stop on LOR: 11576 - East Acton Station<> / Fitzneal Street) and pick up in Old Oak Common Lane, at Stop I (BP2305 - Westway, First Stop on LOR: BP2305 - Westway).

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:	East Acton.



## **SHEPHERDS BUSH GREEN, WEST SIDE**

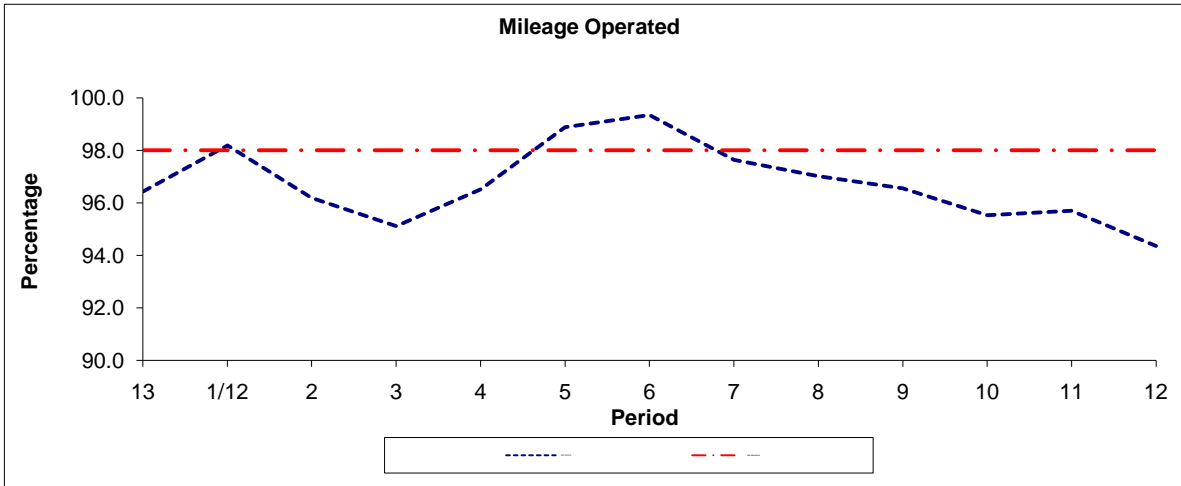
Public stand for two buses on west side of Shepherd's Bush Green prior to Stop S outside bingo hall.

Buses proceed from Shepherd's Bush Green (South Side) via Shepherd's Bush Green and Shepherd's Bush Green (West Side) to stand, departing to Shepherd's Bush Green (West Side). Set down in Shepherd's Bush Green (south Side), at Stop K (24994 - Shepherds Bush Station <> #, Last Stop on LOR: 24994 - Shepherds Bush Station <> #) and pick up in Shepherd's Bush Green (west Side), at Stop S (HF020 - Shepherds Bush Green, First Stop on LOR: HF020 - Shepherds Bush Green).

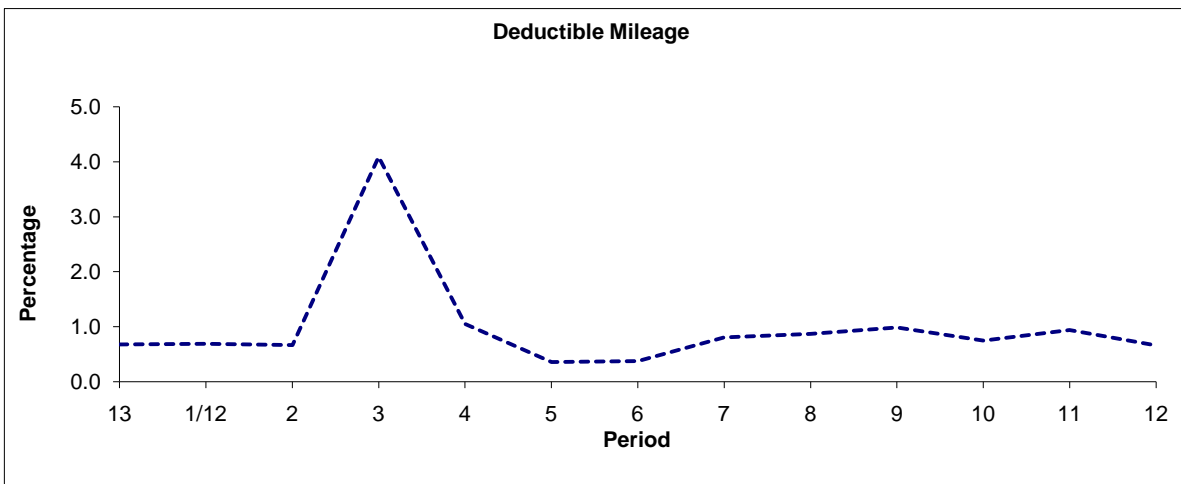
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 272 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Shepherds Bush.

**PART B - PERFORMANCE STATISTICS**

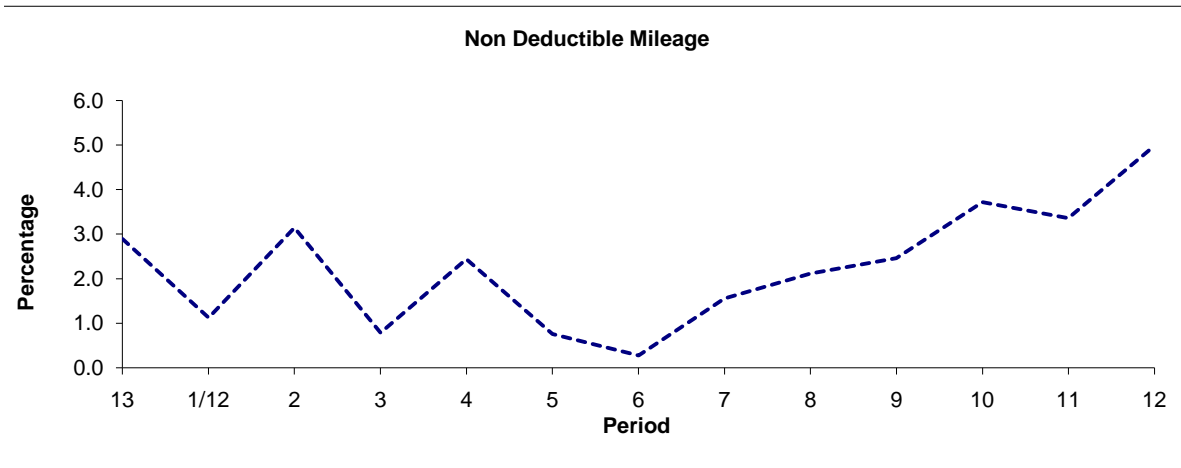
**Route 272**



Period	13	1/12	2	3	4	5	6	7	8	9	10	11	12
2011/2012	96.43	98.18	96.19	95.12	96.51	98.88	99.34	97.63	97.01	96.55	95.53	95.70	94.36
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	13	1/12	2	3	4	5	6	7	8	9	10	11	12
2011/2012	0.68	0.69	0.67	4.09	1.05	0.36	0.38	0.81	0.87	0.99	0.75	0.94	0.66

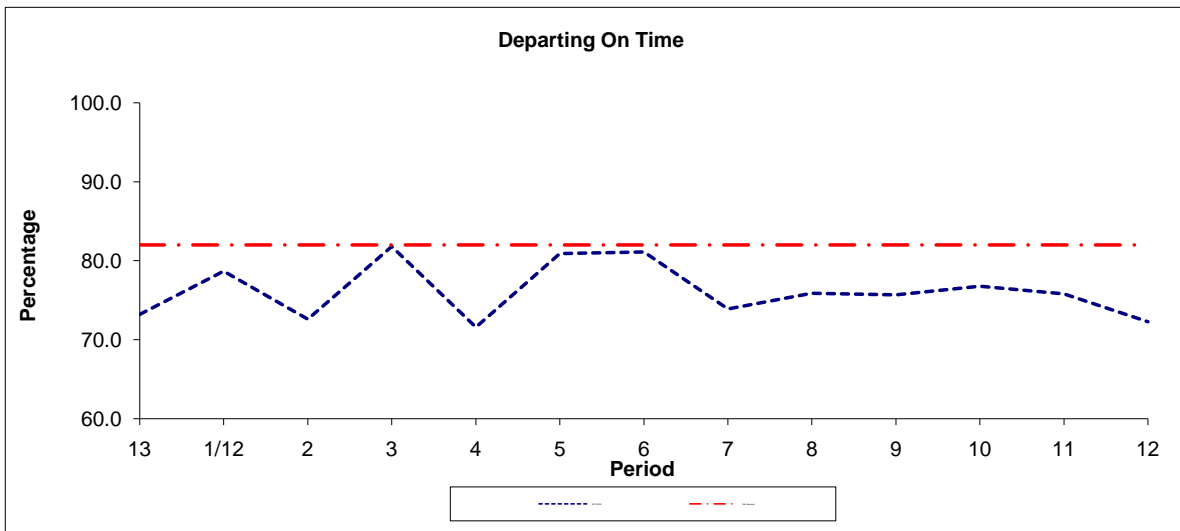


Period	13	1/12	2	3	4	5	6	7	8	9	10	11	12
2011/2012	2.89	1.13	3.14	0.79	2.44	0.76	0.28	1.56	2.12	2.46	3.72	3.36	4.98

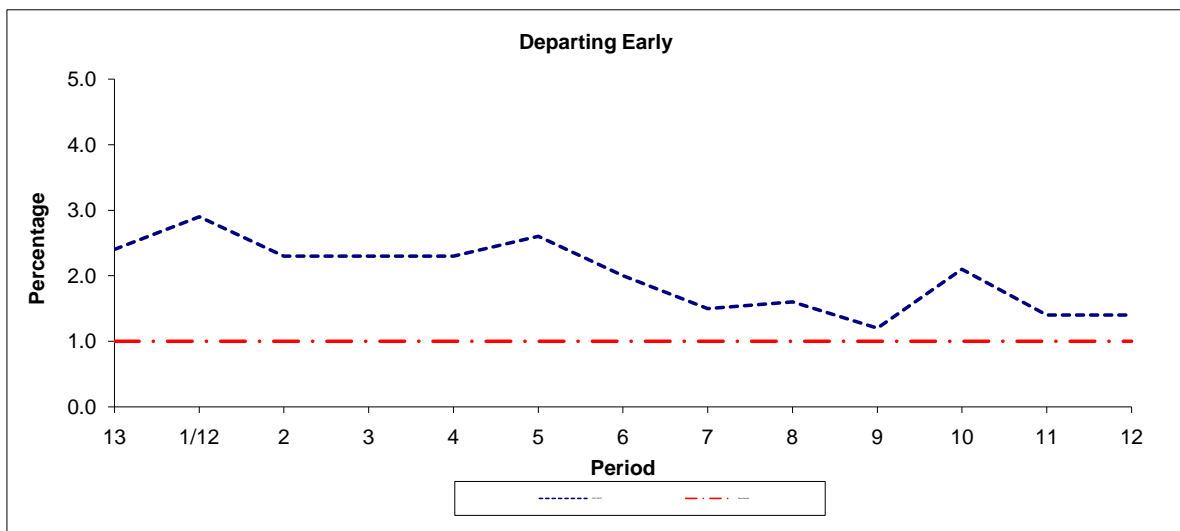
**Note :** Mileage is based on 4 weeks data  
 Performance affected by industrial action in p3 2012/13.

**PART B - PERFORMANCE STATISTICS**

**Route 272**



Period	13	1/12	2	3	4	5	6	7	8	9	10	11	12
2011/2012	73.2	78.7	72.6	81.8	71.6	80.9	81.1	73.9	75.9	75.7	76.8	75.8	72.3
Min Standard	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0



Period	13	1/12	2	3	4	5	6	7	8	9	10	11	12
2011/2012	2.4	2.9	2.3	2.3	2.3	2.6	2.0	1.5	1.6	1.2	2.1	1.4	1.4
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 272 - FULL iBUS RESULTS BY TIME OF DAY**  
**QUARTER 4 2011/12 TO QUARTER 3 2012/13 (07/01/12 - 04/01/13)**

**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	11,479.	97.0	97.2	91.0	3.3	0.9	4.8
0700 - 1000	41,384.	96.3	95.2	80.8	5.0	3.0	11.2
1000 - 1300	39,541.	97.9	96.0	79.3	4.1	1.3	15.3
1300 - 1600	40,436.	97.4	96.3	77.7	3.9	2.0	16.3
1600 - 1900	39,240.	92.0	88.3	62.0	12.0	2.5	23.5
1900 - 2200	26,426.	99.3	93.5	73.8	7.0	2.1	17.1
2200 - 2400	12,996.	100.9	98.6	91.1	1.4	3.6	3.9
<b>Summary</b>	<b>211,502.</b>	<b>96.7</b>	<b>94.4</b>	<b>75.3</b>	<b>6.3</b>	<b>2.3</b>	<b>16.1</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	1,348.	96.5	97.0	89.9	4.5	0.4	5.2
0700 - 1000	6,024.	97.9	98.6	90.0	1.4	1.4	7.2
1000 - 1300	8,460.	98.4	97.9	84.0	2.1	1.0	12.9
1300 - 1600	8,350.	97.3	95.3	71.6	4.8	1.9	21.8
1600 - 1900	8,120.	95.8	93.3	71.4	7.6	2.5	18.5
1900 - 2200	4,762.	99.9	95.3	74.4	5.3	1.8	18.5
2200 - 2400	2,754.	99.8	97.4	89.5	2.6	2.8	5.0
<b>Summary</b>	<b>39,818.</b>	<b>97.8</b>	<b>96.1</b>	<b>78.3</b>	<b>4.3</b>	<b>1.7</b>	<b>15.7</b>

**SUNDAY AND BANK HOLIDAYS**

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	134.	95.5	96.3	88.1	6.6	0.4	4.9
0700 - 1000	5,402.	98.2	98.0	92.0	2.1	1.1	4.8
1000 - 1300	9,540.	97.3	98.5	87.7	1.5	1.6	9.1
1300 - 1600	9,403.	98.4	96.3	77.8	4.0	1.8	16.4
1600 - 1900	9,240.	99.2	96.3	77.7	3.7	2.1	16.5
1900 - 2200	5,053.	100.1	96.8	82.8	3.5	1.7	11.9
2200 - 2400	3,119.	100.0	98.3	91.3	1.8	3.8	3.1
<b>Summary</b>	<b>41,891.</b>	<b>98.6</b>	<b>97.2</b>	<b>82.9</b>	<b>3.1</b>	<b>1.9</b>	<b>12.2</b>

**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	12,961.	96.9	97.2	90.7	3.6	0.8	4.9
0700 - 1000	52,810.	96.7	95.9	82.1	4.5	2.8	10.6
1000 - 1300	57,541.	97.9	96.7	81.0	3.5	1.3	14.2
1300 - 1600	58,189.	97.5	96.1	76.8	4.1	2.0	17.1
1600 - 1900	56,600.	93.7	90.3	64.6	10.7	2.5	22.3
1900 - 2200	36,241.	99.5	94.2	74.9	6.4	2.0	16.7
2200 - 2400	18,869.	100.6	98.4	91.0	1.6	3.5	3.9
<b>Summary</b>	<b>293,211.</b>	<b>97.1</b>	<b>95.0</b>	<b>76.4</b>	<b>5.8</b>	<b>2.2</b>	<b>15.6</b>

## Transport for London - QSI Points and Mileage

Route 272  
 Service change 32207  
 Date 20/10/2012

Reason for Issue
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### Version Detail

QSI Points are highlighted in blue.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CSWKGP	34089	Cavendish Road		
	33933	Chiswick Station	522	0.32
	15384	Lawford Road	385	0.24
	15383	Chesterfield Road	213	0.13
	15381	Barrowgate Road	355	0.22
	15379	Chiswick Town Hall	278	0.17
	15377	Turnham Green / Sutton Lane North	403	0.25
TURNCH	33867	Turnham Green Church	212	0.13
	R0865	Dolman Road	324	0.20
	11345	The Orchard	447	0.28
TURNBS	11337	Turnham Green Station	327	0.20
	11333	Abinger Road	335	0.21
	H1227		776	0.48
ACVLBA	1597	Bromyard Avenue	500	0.31
	3033	Second Avenue	267	0.17
	851	First Avenue	157	0.10
	11503	Uxbridge Road	114	0.07
	11502	St Saviour's Church	254	0.16
	11501	Hilary Road	305	0.19
EACTSC	2721	Old Oak Common Lane / Savoy Circus	257	0.16
	11576	East Acton Station / Fitzneal Street	326	0.20
	11572	Wulfstan Street	405	0.25
HAMMHP	11568	Hammersmith Hospital	509	0.32
	11566	Latymer Upper School / Playing Fields	462	0.29
	8907	Cavell House	142	0.09
	34124	South Africa Road	247	0.15
WCTYSN	8903	White City Station	305	0.19
	8901	Ariel Way / White City Bus Station	464	0.29
	270	Uxbridge Rd / Westfield Shopping Centre	187	0.12
	24294	Shepherds Bush Green	322	0.20
SBGNSS	24994	Shepherds Bush Station	215	0.13
Total Route Mileage - Out Direction			10015	6.22
			10015	6.22

<b>TRANCHE 443</b>
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<b>Re-allocation</b>
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BACK DIRECTION					
Timing Point Code	Stop Number	Stop Name	Metres	Miles	
SBGNWS	HF020	Shepherds Bush Green			
	8898	Uxbridge Rd / Westfield Shopping Centre	280	0.17	
	R0243	Ariel Way / White City Bus Station	234	0.15	
WCTYSN	8902	White City Station	325	0.20	
	CW20	Westway	227	0.14	
	8908	Cavell House	302	0.19	
	11567	Latymer Upper School / Playing Fields	243	0.15	
HAMMHP	BP5167	Hammersmith Hospital	526	0.33	
	11573	Wulfstan Street	509	0.32	
	11577	East Acton Station	346	0.21	
	BP2305	Westway	162	0.10	
EACTSC	2713	East Acton Lane / Old Oak Road	107	0.07	
	11587	Hemlock Road	243	0.15	
	11589	Steventon Road	210	0.13	
	11590	Uxbridge Road	262	0.16	
	3034	Third Avenue	319	0.20	
ACVLBA	1598	Bromyard Avenue	179	0.11	
	H1228		572	0.36	
	11334	Abinger Road	806	0.50	
TURNBS	11338	Turnham Green Station	328	0.20	
	BP5443	Esmond Road	390	0.24	
	40003	Fishers Lane	366	0.23	
TURNCH	R0214	Turnham Green Church	350	0.22	
	15378	Chiswick Town Hall	278	0.17	
	15380	Barrowgate Road	313	0.19	
	15382	Chesterfield Road	344	0.21	
	15385	Lawford Road	197	0.12	
	33932	Grove Park Road	337	0.21	
	CSWKGP	34089	Cavendish Road	328	0.20
Total Route Mileage - Back Direction			9083	5.64	
			9083	5.64	