

7. Service Specification

Route: H26

Contract Reference: QC54704

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.

Terminus Points	Feltham, Sparrow Farm and Hatton Cross
Contract Basis	Incentivised
Commencement Date	7 th January 2017
Vehicle Type	45 capacity, single door, single deck, minimum 8.9m long
Current Maximum Approved Dimensions	8.9 metres long and 2.44 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Departing on Time - No less than 82.00%
Extension Threshold	Departing on Time Threshold – 85.00%
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 26th January 2016

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. H26.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. H26.

Hail & Ride Operation:

Hail and ride operation, with buses stopping wherever it is safe to set down and pick up passengers, applies on the following sections of Route No. H26:

Towards Hatton Cross Station, Hatton Road South:

Rochester Avenue, Granville Avenue, Guildford Avenue, Rosemead Avenue and Raleigh Road.

Towards Feltham, Sparrow Farm:

Raleigh Road, Rosemead Avenue, Guildford Avenue, Granville Avenue and Rochester Avenue.

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.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Feltham, Sparrow Farm to Hatton Cross Station, Hatton Road South		Hatton Cross Bus Station to Feltham, Sparrow Farm			
First departure no later than 0430.		First departure no later than 0435.			
0425 - 0500	Every 30 minutes	0430 - 1945	Every 20 minutes		
0501 - 1940	Every 20 minutes	1946 - 0050	Every 30 minutes		
1941 - 0015	Every 30 minutes				
Last departure no earlier than 0010.		Last departure no earlier than 0045.			
Pinchpoints					
Bedfont Lakes	0700 - 0900	20 minutes	Feltham Station, High Street	0710 - 0910	20 minutes
	1500 - 1640	20 minutes		1510 - 1630	20 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Feltham, Sparrow Farm to Hatton Cross Station, Hatton Road South		Hatton Cross Bus Station to Feltham, Sparrow Farm			
First departure no later than 0430.		First departure no later than 0435.			
0425 - 1000	Every 30 minutes	0430 - 0925	Every 30 minutes		
1001 - 1940	Every 20 minutes	0926 - 1945	Every 20 minutes		
1941 - 0015	Every 30 minutes	1946 - 0050	Every 30 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0045.			
Pinchpoints					
Bedfont Lakes	1045 - 1145	20 minutes	Feltham Station, High Street	0945 - 1045	20 minutes

3.3) SUNDAY AND PUBLIC HOLIDAYS (EXCEPT GOOD FRIDAY AND CHRISTMAS DAY) SCHEDULE REQUIREMENTS & PINCHPOINTS

Feltham, Sparrow Farm to Hatton Cross Station, Hatton Road South		Hatton Cross Bus Station to Feltham, Sparrow Farm			
First departure no later than 0430.		First departure no later than 0435.			
0425 - 0015	Every 30 minutes	0430 - 0050	Every 30 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0045.			
Pinchpoints					
Bedfont Lakes	1025 - 1125	30 minutes	Feltham Station, High Street	1035 - 1135	30 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. H26 can be subject to traffic delays as it travels through the Feltham Young Offenders Institute.
- 4.2) Smaller buses are used on the route due to various highway constraints and restrictions along the route

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 H26: Feltham, Sparrow Farm - Hatton Cross Station

Date of Structural Change: 7 January 2017.

Date of Service Change: 7 January 2017.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Hatton Cross Station: Central Parade, Sparrow Farm Drive (Northern Section), Carlton Avenue, Service Road, Hounslow Road, Feltham High Street, Rochester Avenue, Granville Avenue, Guildford Avenue, Rosemead Avenue, Raleigh Road, Bedfont Road, Young Offenders Centre, Bedfont Road, Clockhouse Roundabout, Staines Road, Hatton Road, Fagg's Road, Hatton Road South, Hatton Cross Roundabout, Southern Perimeter Road, Hatton Cross Bus Station.

Towards Feltham, Sparrow Farm: Hatton Cross Bus Station, Southern Perimeter Road, Hatton Cross Roundabout, Hatton Road South, Fagg's Road, Hatton Road, Granville Avenue, Hatton Road, Staines Road, Clockhouse Roundabout, Bedfont Road, Young Offenders Centre, Bedfont Road, Raleigh Road, Rosemead Avenue, Guildford Avenue, Granville Avenue, Rochester Avenue, Feltham High Street, Hounslow Road, The Drive, Sparrow Farm Drive, Durham Road, Sparrow Farm Drive (Southern Section), Central Parade.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

Please note that only stands, curtailment points, & blind descriptions as detailed in this contractual document may be used.

FELTHAM, SPARROW FARM

Public stand for 2 buses in lay-by on west side of Central Parade opposite Sparrow Farm Residents Association Club between main arms of Sparrow Farm Drive and extending 18 metres south.

Buses proceed from Central Parade direct to stand, departing to Central Parade. Set down in Central Parade (BP500 - Central Parade, Last Stop on LOR: BP500 - Central Parade) and pick up in Central Parade (BP500 - Central Parade, First Stop on LOR: BP500 - Central Parade).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route H26 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:	Feltham, Sparrow Farm.
OTHER INFORMATION:	Hesitation point only, buses must not stand for longer than 2 minutes. Passengers can remain on board at stand.

FELTHAM STATION (from HATTON CROSS STATION)

Private stand for 2 buses in lay-by on south side of New Road adjacent to north side of Feltham Station Forecourt and extending 16 metres east.

Buses proceed from Feltham High Street via Hounslow Road and New Road to stand, departing via New Road and Bedfont Lane to Feltham High Street. Set down in Feltham High Street, at Stop G (14929 - Feltham Station # / Victoria Road, Last Stop on LOR: 14929 - Feltham Station # / Victoria Road) and pick up in Feltham High Street, at Stop H (16831 - Feltham Station # / Victoria Road, First Stop on LOR: 16831 - Feltham Station # / Victoria 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.
BLIND DISPLAY:	Feltham.

BEDFONT GREEN (from FELTHAM, SPARROW FARM)

Public stand for 2 buses on south side of slip road between Staines Road and Hatton Road on north side of Bedfont Green opposite St. Mary's Church and extending 19 metres east. Buses proceed from Staines Road via Slip Road to stand, departing via Slip Road to Hatton Road. Set down in Slip Road, on Stand (34377 - Bedfont Green, Last Stop on LOR: BP2099 - Spinney Drive) and pick up in Hatton Road, at Stop T (R0369 - St Mary's Church, First Stop on LOR: R0369 - St Mary's Church).

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: Bedfont Green.
OTHER INFORMATION: To be used for unscheduled curtailments only.

HATTON CROSS BUS STATION

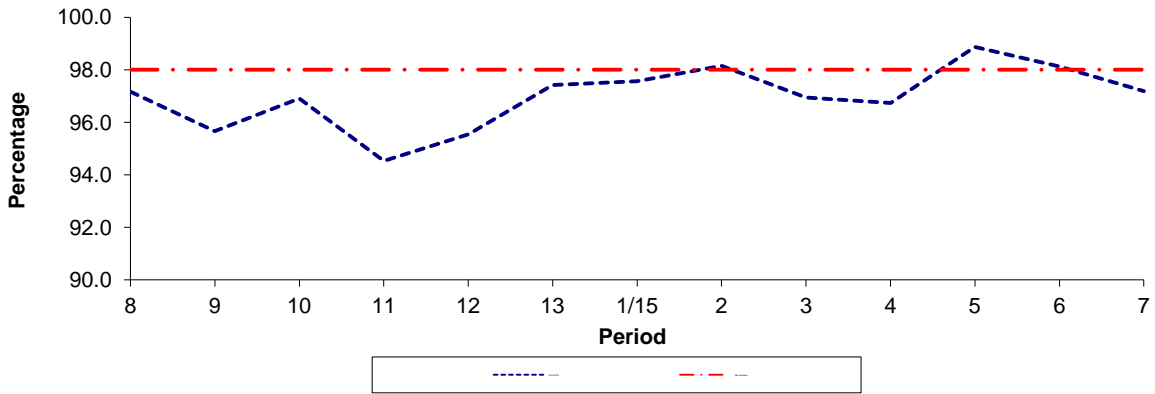
Private stand for 6 buses in marked bays on north side (4 buses) and in centre (2 buses) of Hatton Cross Bus Station on south side of Southern Perimeter Road. Buses proceed from Hatton Cross Bus Station direct to stand, departing to Hatton Cross Bus Station. Set down in Hatton Road South, at Alighting Point (37323 - Hatton Cross Station <>, Last Stop on LOR: 37323 - Hatton Cross Station <>) and pick up {Not Specified}, at Stop D (35288 - Hatton Cross Station <>, First Stop on LOR: BP2451 - Hatton Cross Station <>).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route H26 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: Hatton Cross.
OTHER INFORMATION: Public toilet facilities are available.

PART B - PERFORMANCE STATISTICS

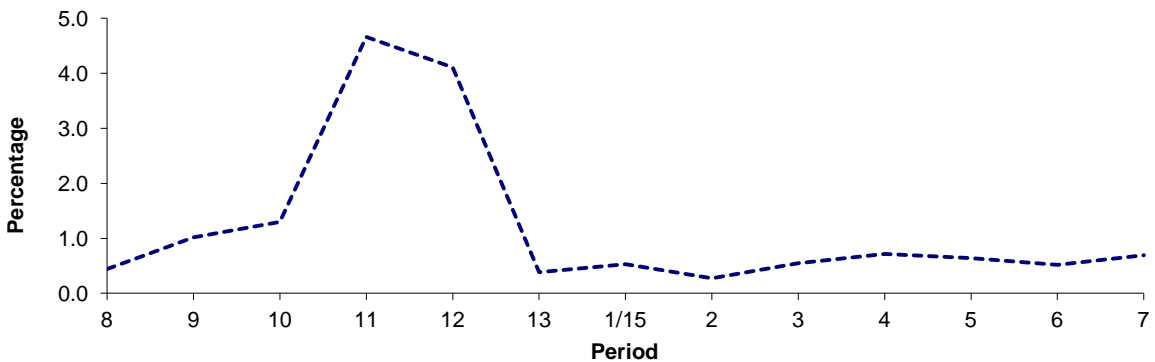
Route H26

Mileage Operated



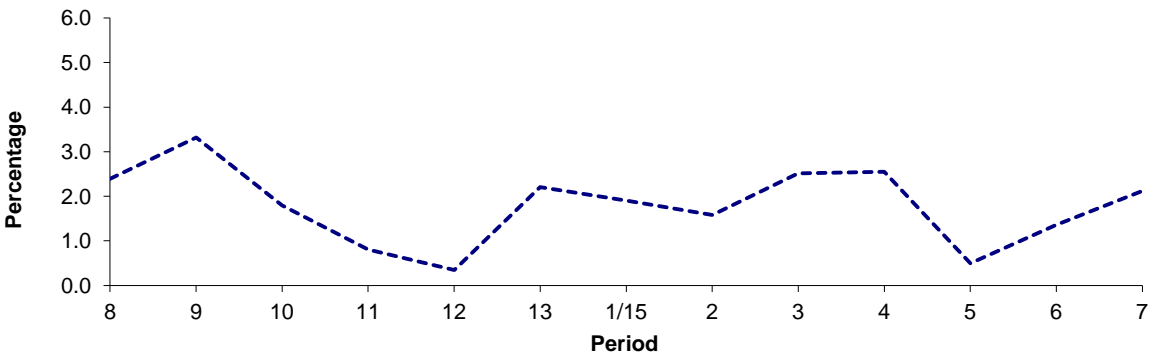
Period	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	97.17	95.66	96.91	94.53	95.55	97.41	97.57	98.15	96.94	96.73	98.86	98.12	97.19
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	0.44	1.02	1.30	4.66	4.11	0.38	0.53	0.27	0.55	0.72	0.64	0.52	0.69

Non Deductible Mileage

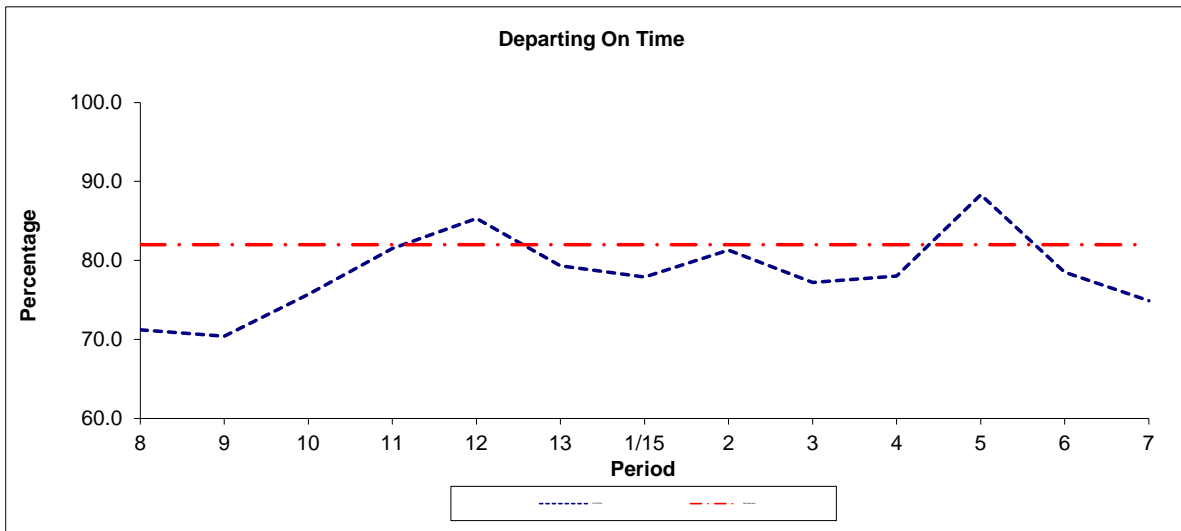


Period	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	2.39	3.32	1.80	0.81	0.35	2.20	1.90	1.58	2.51	2.55	0.50	1.36	2.12

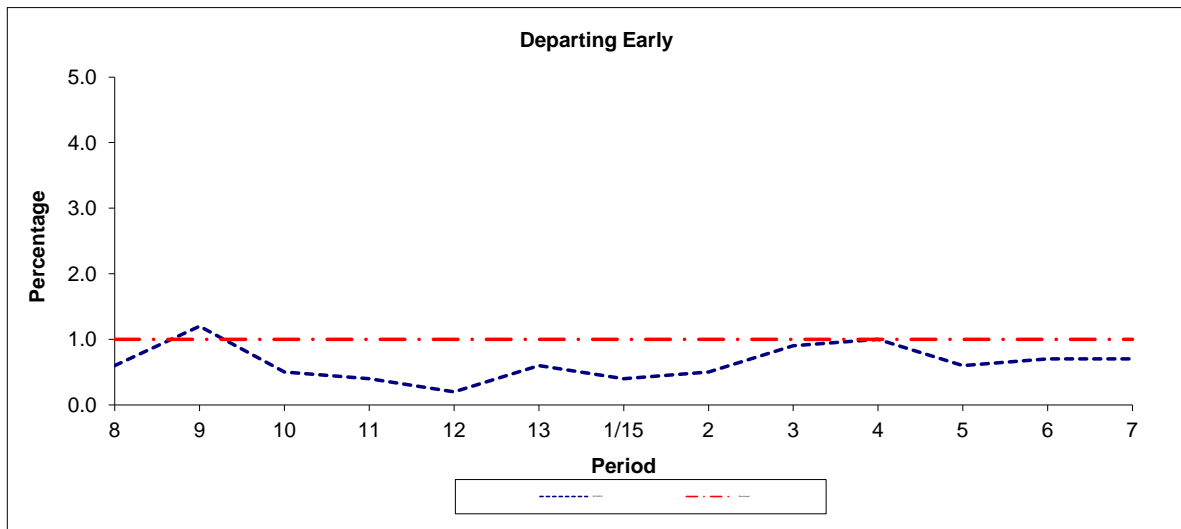
Note : Mileage is based on 4 weeks data
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

PART B - PERFORMANCE STATISTICS

Route H26



Period	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	71.2	70.4	75.7	81.5	85.3	79.3	77.9	81.3	77.2	78.0	88.3	78.5	74.9
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	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	0.6	1.2	0.5	0.4	0.2	0.6	0.4	0.5	0.9	1.0	0.6	0.7	0.7
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 H26 - FULL iBUS RESULTS BY TIME OF DAY
 QUARTER 3 14/15 TO QUARTER 2 15/16 (13/09/14 - 18/0915)**

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	11,254.	11,141.	99.0	99.4	95.9	0.8	0.6	2.8
07:00 - 10:00	17,239.	16,707.	96.9	96.2	80.1	3.9	0.6	15.5
10:00 - 13:00	16,888.	16,575.	98.1	98.4	92.1	1.8	0.2	6.0
13:00 - 16:00	16,915.	16,284.	96.3	96.3	79.4	4.0	0.5	16.2
16:00 - 19:00	16,264.	15,237.	93.7	89.2	59.9	11.3	1.3	27.5
19:00 - 22:00	13,113.	12,791.	97.5	95.9	75.3	4.6	0.5	19.6
22:00 - 24:00	7,449.	7,563.	101.5	99.7	88.3	0.3	0.3	11.0
All Locations	99,122.	96,298.	97.2	96.0	77.4	5.1	0.7	16.8

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	1,617.	1,603.	99.1	99.0	97.4	1.1	0.2	1.3
07:00 - 10:00	2,595.	2,596.	100.0	99.4	95.4	0.7	0.6	3.4
10:00 - 13:00	3,551.	3,482.	98.1	98.4	90.8	1.5	0.6	7.1
13:00 - 16:00	3,637.	3,611.	99.3	98.2	84.3	1.8	0.4	13.6
16:00 - 19:00	3,633.	3,614.	99.5	98.6	89.3	1.3	1.0	8.4
19:00 - 22:00	2,638.	2,535.	96.1	98.4	80.0	1.6	0.7	17.7
22:00 - 24:00	1,593.	1,618.	101.6	99.7	90.0	0.3	0.7	9.1
All Locations	19,264.	19,059.	98.9	98.7	88.2	1.4	0.6	9.8

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	1,870.	1,832.	98.0	99.3	98.2	0.9	0.9	0.0
07:00 - 10:00	2,815.	2,809.	99.8	99.3	95.6	0.8	2.0	1.7
10:00 - 13:00	2,840.	2,669.	94.0	95.7	77.1	4.6	0.2	18.2
13:00 - 16:00	2,758.	2,454.	89.0	84.2	47.7	16.2	1.0	35.0
16:00 - 19:00	2,761.	2,699.	97.8	94.9	72.1	5.3	0.3	22.4
19:00 - 22:00	2,823.	2,819.	99.9	98.8	83.9	1.5	0.0	14.6
22:00 - 24:00	1,888.	1,898.	100.5	99.5	93.9	0.4	1.0	4.7
All Locations	17,755.	17,180.	96.8	95.6	72.9	6.5	0.6	20.0

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	14,741.	14,576.	98.9	99.3	96.2	0.8	0.5	2.5
07:00 - 10:00	22,649.	22,112.	97.6	97.0	82.1	3.4	0.6	13.8
10:00 - 13:00	23,279.	22,726.	97.6	98.1	90.1	2.0	0.3	7.6
13:00 - 16:00	23,310.	22,349.	95.9	95.2	76.5	5.1	0.5	17.9
16:00 - 19:00	22,658.	21,550.	95.1	91.4	64.4	9.6	1.2	24.8
19:00 - 22:00	18,574.	18,145.	97.7	96.7	76.9	3.8	0.5	18.8
22:00 - 24:00	10,930.	11,079.	101.4	99.7	89.3	0.3	0.5	9.9
All Locations	136,141.	132,537.	97.4	96.4	78.3	4.8	0.6	16.2

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 547

Route H26
 Service change 36046
 Date 01/02/2014

Reason for Issue

Hatton Cross re-routeing

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
FELTSF	BP500	Central Parade		
	BP501	Sparrow Farm Drive	167	0.10
	BP950	Crane Valley Walkway	158	0.10
	BP948	Viola Avenue	212	0.13
	BP3448	Derham Road	257	0.16
	R0157	Harlington Road West	250	0.16
	BP3535	Feltham Assembly Hall	202	0.13
	20817	Fern Grove	141	0.09
FELTSN	16831	Feltham Station / Victoria Road	460	0.29
	16832	Browells Lane	323	0.20
	16834	Elmwood Avenue	275	0.17
	H0792	Hail and Ride Rochester Avenue	232	0.14
	H0794	Hail and Ride Granville Avenue	223	0.14
	H0795	Hail and Ride Granville Avenue	268	0.17
	H0797	Hail and Ride Guildford Avenue	197	0.12
GVRPRA	H0800	Hail and Ride Rosemead Avenue	379	0.24
	H0790	Hail and Ride Raleigh Road	294	0.18
	BP1610	Chertsey Road	176	0.11
YOBORD	BP716	Feltham Young Offenders Institute	647	0.40
	BP1835	Silverdale Kennels	505	0.31
	BP1400	Bedfont Lakes	348	0.22
BEDFLK	BP123	Bedfont Lakes Commercial Estate	353	0.22
	BP2099	Spinney Drive	530	0.33
	R0368	St Mary's Church	389	0.24
BEDFGN	34637	Bedfont Close	202	0.13
	34636	West Road	317	0.20
	34634	Hazelmere Close	397	0.25
	34632	Cains Lane	306	0.19
	34630	Myrtle Avenue	405	0.25
HATXSN	37323	Hatton Cross Station	606	0.38
Total Route Mileage - Out Direction			9219	5.73
			Metres	Miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HATXBS	BP2451	Hatton Cross Bus Station		
	34629	Myrtle Avenue	933	0.58
	34631	Cains Lane	344	0.21
	34633	Hazelmere Close	327	0.20
	34635	West Road	452	0.28
BEDFGN	BP443	Bedfont Close	223	0.14
	R0369	St Mary's Church	287	0.18
	BP2100	Spinney Drive	344	0.21
BEDFLK	BP119	Bedfont Lakes Commercial Estate	380	0.24
	BP1401	Bedfont Lakes	319	0.20
	BP1834	Silverdale Kennels	331	0.21
YOBORD	BP716	Feltham Young Offenders Institute	469	0.29
	BP1611	Chertsey Road	687	0.43
	H0791	Hail and Ride Raleigh Road	220	0.14
GVRPRA	H0799	Hail and Ride Raleigh Road	242	0.15
	H0798	Hail and Ride Guildford Avenue	343	0.21
	H0796	Hail and Ride Guildford Avenue	223	0.14
	H0793	Hail and Ride Granville Avenue	369	0.23
	16833	Feltham Tesco	539	0.33
	2485	Feltham War Memorial	265	0.16
FELTSN	14929	Feltham Station / Victoria Road	210	0.13
	20816	Feltham Assembly Hall	526	0.33
	3581	Harlington Road West	209	0.13
	BP946	The Drive	277	0.17
	BP5188	Cygnets Avenue	356	0.22
FELTSF	BP500	Central Parade	266	0.17
Total Route Mileage - Back Direction			9141	5.68
			Metres	Miles