

7. Service Specification

Route: U9

Contract Reference: QC54304

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	Uxbridge Station and Harefield Hospital, Main Block
Contract Basis	Incentivised
Commencement Date	31 st December 2016
Vehicle Type	45 capacity, single door, single deck, minimum 8.8m long
Current Maximum Approved Dimensions	8.8 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 86.00%
Extension Threshold	Departing on Time Threshold - 88.00%
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 14th December 2015

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. U9.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. U9.

- 60 capacity, dual door, single deck, minimum 10.8m long buses were route tested and found not to be suitable. Therefore smaller buses are used on the route due to highway constraints between Harefield High Street and Harefield Hospital.

Hail & ride operation and limited stop/express sections:

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. U9 in both directions:

- Harvil Road

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

Uxbridge Station to Harefield Hospital, Main Block		Harefield Hospital, Main Block to Uxbridge Station, Belmont Road			
First departure no later than 0540.		First departure no later than 0605.			
0535 - 0740	Every 30 minutes	0600 - 0805	Every 30 minutes		
0741 - 1820	Every 20 minutes	0806 - 1845	Every 20 minutes		
1821 - 2055	Every 30 minutes	1846 - 2120	Every 30 minutes		
Last departure no earlier than 2050.		Last departure no earlier than 2115.			
Pinchpoints					
Harefield, Kings Arm	0725 - 0755	30 minutes	South Harefield, Moorhall Road	0715 - 0815	30 minutes
	0756 - 0855	20 minutes		0816 - 0855	20 minutes
	1455 - 1635	20 minutes		1455 - 1635	20 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Uxbridge Station to Harefield Hospital, Main Block		Harefield Hospital, Main Block to Uxbridge Station, Belmont Road			
First departure no later than 0540.		First departure no later than 0605.			
0535 - 0940	Every 30 minutes	0600 - 1005	Every 30 minutes		
0941 - 1820	Every 20 minutes	1006 - 1845	Every 20 minutes		
1821 - 2055	Every 30 minutes	1846 - 2120	Every 30 minutes		
Last departure no earlier than 2050.		Last departure no earlier than 2115.			
Pinchpoints					
Harefield, Kings Arm	0925 - 0955	30 minutes	South Harefield, Moorhall Road	0910 - 0940	30 minutes
	0956 - 1055	20 minutes		0941 - 1115	20 minutes

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

Uxbridge Station to Harefield Hospital, Main Block		Harefield Hospital, Main Block to Uxbridge Station, Belmont Road			
First departure no later than 0740.		First departure no later than 0805.			
0735 - 2055	Every 60 minutes	0800 - 2120	Every 60 minutes		
Last departure no earlier than 2050.		Last departure no earlier than 2115.			
Pinchpoints					
Harefield, Kings Arm	0955 - 1155	60 minutes	South Harefield, Moorhall Road	1010 - 1210	60 minutes

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

4) OPERATIONAL CONSIDERATIONS

4.1) Route No. U9 can suffer unpredictable traffic delays in the Uxbridge area.

4.2) Route No. U9 currently carries passengers across the Harefield Hospital stand working. Thus, a passenger boarding at Park Lane intending to travel towards Uxbridge Station, Belmont Road can remain on the bus at the stand. It is expected that this arrangement will continue under the new contract.

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 U9: Uxbridge Station - Harefield Hospital

Date of Structural Change: 31 December 2016.

Date of Service Change: 31 December 2016.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Harefield Hospital: Uxbridge Bus Station, Bakers Road, Belmont Road, Uxbridge High Street, Harefield Road, Oxford Road Roundabout, Harefield Road, Park Road, Swakeleys Roundabout, Swakeleys Road, Harvil Road, Church Hill, Harefield High Street, Park Lane, Belfry Avenue, Shelley Lane, Park Lane, Rickmansworth Road, Hill End Road, Private Road In Harefield Hospital Grounds, Turning Circle, Private Road In Harefield Hospital Grounds.

Towards Uxbridge Station: Private Road In Harefield Hospital Grounds, Hill End Road, Rickmansworth Road, Harefield High Street, Church Hill, Harvil Road, Swakeleys Road, Swakeleys Roundabout, Park Road, Harefield Road, Uxbridge High Street, Belmont 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.

UXBRIDGE STATION, BAKERS ROAD, EAST SIDE STOP H

Public stand for one bus on east side of Bakers Road at Stop H.
Buses proceed from Belmont Road via Bakers Road to stand, departing via Bakers Road to Uxbridge Bus Station. Set down in Belmont Road, at stop D (BP3290 - Belmont Road, Last Stop on LOR: BP3290 - Belmont Road) and pick up in Uxbridge Bus Station, at stop L (23062 - Uxbridge Station <>, First Stop on LOR: 23062 - Uxbridge Station <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route U9 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:	Uxbridge.
OTHER INFORMATION:	Toilet facilities available inside Uxbridge LUL Station.

HAREFIELD HOSPITAL

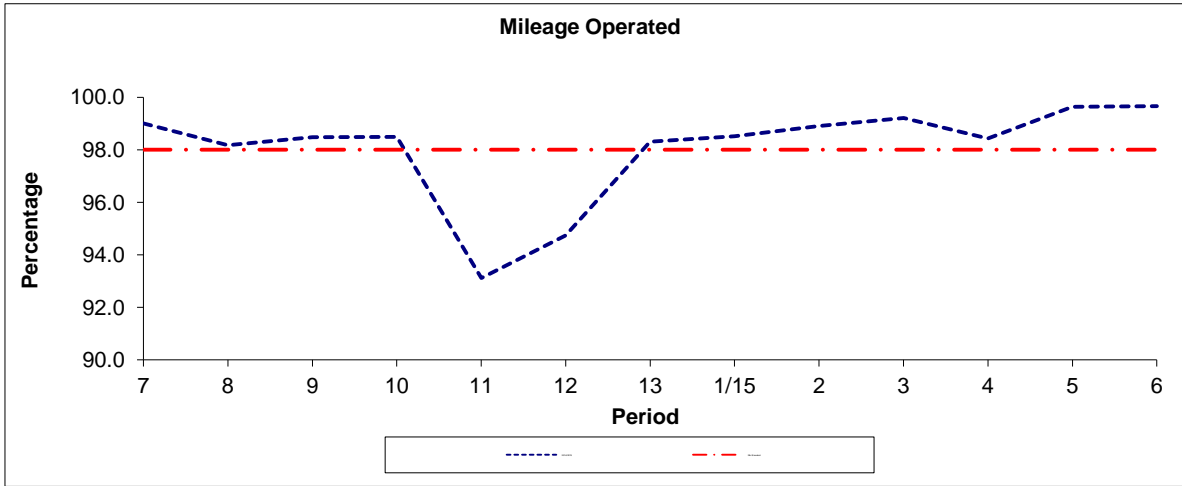
Private stand for one bus in Harefield Hospital grounds, on north side of private road, east of turning circle outside hospital entrance.

Buses proceed from Private Road In Harefield Hospital Grounds direct to stand, departing to Private Road In Harefield Hospital Grounds. Set down in Private Road In Harefield Hospital Grounds (BP431 - Harefield Hospital, Last Stop on LOR: BP431 - Harefield Hospital) and pick up in Private Road In Harefield Hospital Grounds (BP431 - Harefield Hospital, First Stop on LOR: BP431 - Harefield Hospital).

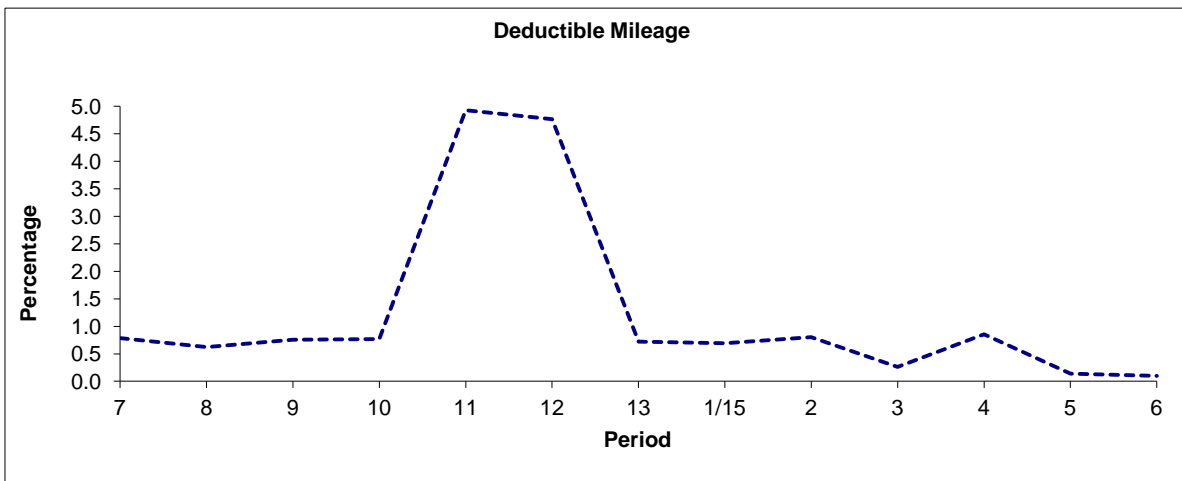
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route U9 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Harefield Hospital.
OTHER INFORMATION:	Toilet facilities available (24 hours).

PART B - PERFORMANCE STATISTICS

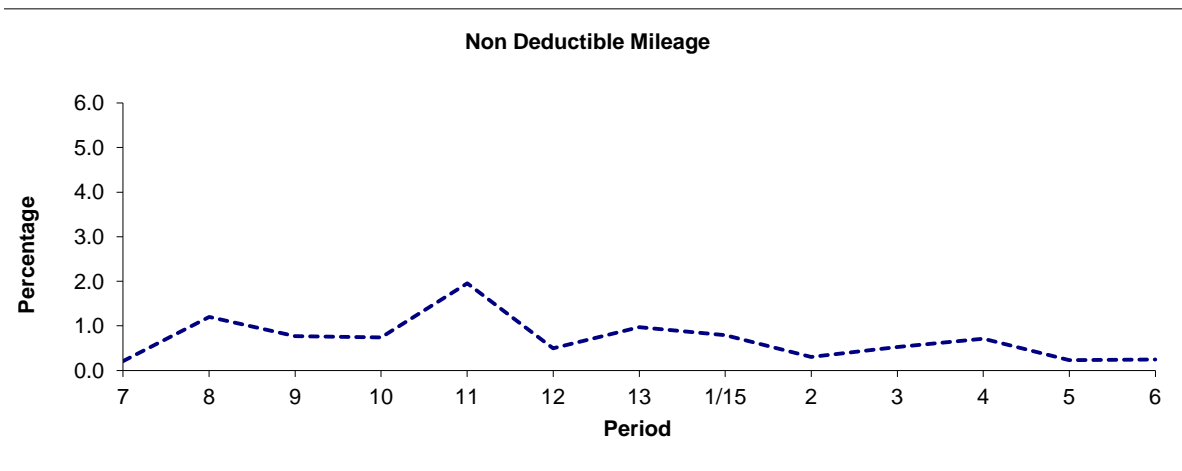
Route U9



Period	7	8	9	10	11	12	13	1/15	2	3	4	5	6
2014/2015	99.01	98.18	98.47	98.49	93.12	94.74	98.31	98.51	98.90	99.21	98.43	99.63	99.66
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	7	8	9	10	11	12	13	1/15	2	3	4	5	6
2014/2015	0.78	0.62	0.76	0.77	4.93	4.76	0.72	0.69	0.80	0.26	0.85	0.14	0.10

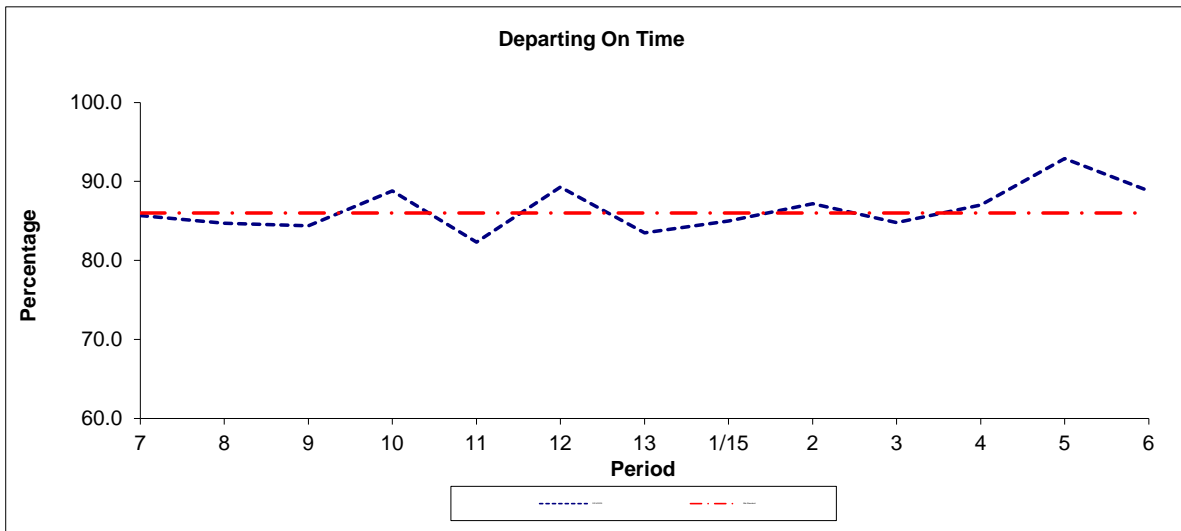


Period	7	8	9	10	11	12	13	1/15	2	3	4	5	6
2014/2015	0.21	1.20	0.77	0.74	1.96	0.50	0.97	0.79	0.30	0.53	0.72	0.23	0.24

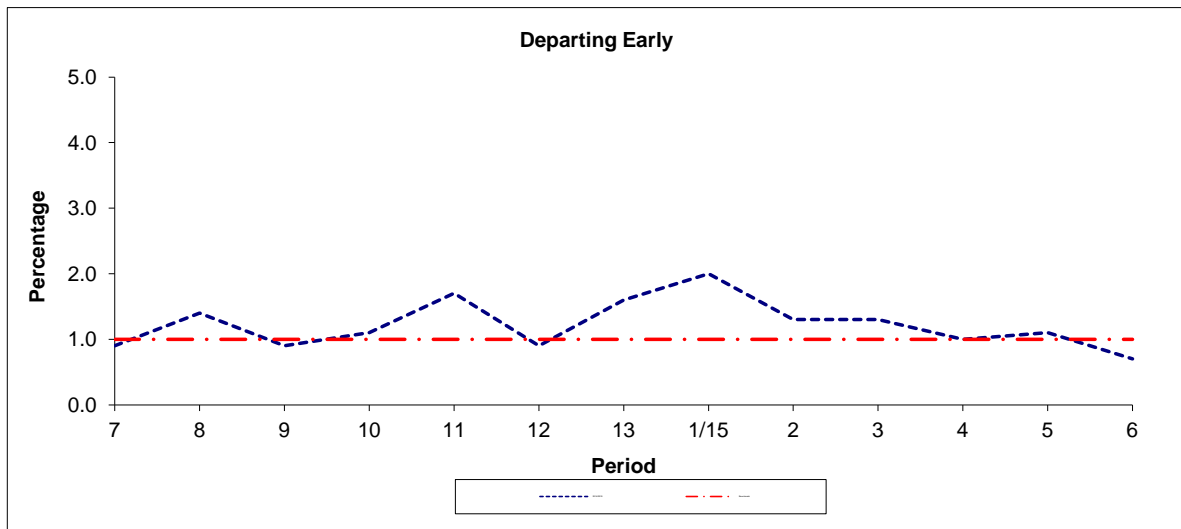
Note : Mileage is based on 4 weeks data
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

PART B - PERFORMANCE STATISTICS

Route U9



Period	7	8	9	10	11	12	13	1/15	2	3	4	5	6
2014/2015	85.7	84.7	84.4	88.8	82.3	89.3	83.5	85.0	87.2	84.8	87.0	92.9	88.8
Min Standard	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0



Period	7	8	9	10	11	12	13	1/15	2	3	4	5	6
2014/2015	0.9	1.4	0.9	1.1	1.7	0.9	1.6	2.0	1.3	1.3	1.0	1.1	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 U9 - 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	5,545.	5,467.	98.6	99.3	96.3	0.8	2.3	0.6
07:00 - 10:00	16,998.	16,642.	97.9	96.6	84.2	3.5	0.6	11.7
10:00 - 13:00	19,395.	19,233.	99.2	99.0	94.5	1.0	0.7	3.8
13:00 - 16:00	19,401.	19,201.	99.0	99.0	90.7	1.1	0.6	7.7
16:00 - 19:00	18,665.	17,966.	96.3	94.2	67.3	6.1	1.7	25.0
19:00 - 22:00	10,327.	10,384.	100.6	96.4	88.5	3.8	2.7	5.1
All Locations	90,331.	88,893.	98.4	97.3	84.1	3.1	1.2	11.6

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	1,180.	1,158.	98.1	98.6	95.0	1.1	3.7	0.1
07:00 - 10:00	2,803.	2,774.	99.0	98.6	95.4	1.3	1.2	2.1
10:00 - 13:00	4,125.	4,067.	98.6	98.7	95.8	1.3	0.2	2.7
13:00 - 16:00	4,177.	4,105.	98.3	97.3	92.7	3.0	0.7	3.7
16:00 - 19:00	4,094.	4,015.	98.1	98.9	96.0	1.2	1.1	1.7
19:00 - 22:00	2,229.	2,212.	99.2	98.0	92.3	1.7	3.5	2.4
All Locations	18,608.	18,331.	98.5	98.3	94.5	1.8	1.2	2.6

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
07:00 - 10:00	1,288.	1,254.	97.4	98.4	94.7	1.5	2.4	1.4
10:00 - 13:00	1,487.	1,474.	99.1	99.5	94.6	0.5	1.9	3.0
13:00 - 16:00	1,444.	1,449.	100.3	99.6	95.7	0.4	1.1	2.8
16:00 - 19:00	1,405.	1,450.	103.2	98.4	95.6	1.5	1.4	1.4
19:00 - 22:00	1,366.	1,341.	98.2	99.6	95.6	0.5	3.6	0.4
All Locations	6,990.	6,968.	99.7	99.1	95.3	0.8	1.9	2.0

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	6,725.	6,625.	98.5	99.2	96.1	0.8	2.5	0.5
07:00 - 10:00	21,089.	20,670.	98.0	97.0	85.6	3.2	0.7	10.4
10:00 - 13:00	25,007.	24,774.	99.1	99.0	94.7	1.0	0.8	3.5
13:00 - 16:00	25,022.	24,755.	98.9	98.8	91.5	1.3	0.6	6.6
16:00 - 19:00	24,164.	23,431.	97.0	95.3	73.3	5.1	1.6	20.0
19:00 - 22:00	13,922.	13,937.	100.1	97.0	89.8	3.1	2.9	4.2
All Locations	115,929.	114,192.	98.5	97.6	86.4	2.7	1.2	9.6

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 543

Route U9
 Service change 25185
 Date 31/12/2011

Reason for Issue New Contract

QSI points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
UXBRSN	23062	Uxbridge Station		
	30312	Uxbridge High Street	326	0.20
HARDA	BP1066	Colnedale Road	1235	0.77
	BP1081	Clare House Nursing Home	293	0.18
	16366	Warren Road	645	0.40
	16363	Roker Park Avenue	237	0.15
SHFDMR	OC634	Harvil Road	3507	2.18
	22269	Priory Avenue	255	0.16
	22267	St Mary's Road	446	0.28
	22265	Lovett Road	380	0.24
HAREKA	30361	Dovedale Close	210	0.13
	22263	Merle Avenue	234	0.15
	35727	Harefield Library	260	0.16
	BP863	Dunster Close	260	0.16
HAREBA	BP741	Harefield West / Belfry Avenue	784	0.49
	35985	Mount Pleasant	328	0.20
	BP862	Dunster Close	462	0.29
	35728	Harefield Library	204	0.13
	BP864	New Park Road	293	0.18
HAREHP	BP431	Harefield Hospital	446	0.28
Total Route Mileage - Out Direction			10805	6.71
			Metres	Miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HAREHP	BP431	Harefield Hospital		
	BP894	New Park Road	329	0.20
	11094	Merle Avenue	393	0.24
HAREKA	R0896	Dovedale Close	167	0.10
	22266	Lovett Road	332	0.21
	22268	St Mary's Road	351	0.22
	22270	Priory Avenue	351	0.22
SHFDMR	BP2476	The Furrows	391	0.24
	16364	Roker Park Avenue	3393	2.11
	16365	Warren Road	389	0.24
	BP1067	Clare House Nursing Home	556	0.35
HARDA	BP1068	Colnedale Road	354	0.22
UXBRBR	BP3290	Belmont Road	952	0.59
Total Route Mileage - Back Direct			7958	4.94
			Metres	Miles