

7. Service Specification

Route: R70

Contract Reference: QC57102

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	Hampton, The Avenue and Richmond, Manor Road, Homebase
Contract Basis	Incentivised
Commencement Date	24 th June 2017
Vehicle Type	60 capacity, dual door, single deck, minimum 10.8m long
Current Maximum Approved Dimensions	10.2 metres long and 2.44 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Average Excess Wait Time - No more than 0.90 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.85 minutes
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 22nd August 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. R70.

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 are specified, subject to a satisfactory route test.

Operators should provide the following prices:

1. Annual diesel price - based on minimum 5 year contract.

Tenderers are encouraged to offer alternative vehicle options in accordance with Part 9 of their tender, including but not limited to:

1. Modifications to reduce emissions and fuel consumption (including energy storage, engine stop/start and/or energy efficient components).
2. Zero emission vehicles (e.g. electric or fuel cell).
3. Existing vehicles.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hampton, The Avenue to Richmond, Manor Road, Homebase			Richmond, Manor Road, Homebase to Hampton, The Avenue		
First departure no later than 0540.			First departure no later than 0550.		
0535 - 0610	Every 15 minutes		0545 - 0650	Every 20 minutes	
0611 - 1915	Every 10 minutes		0651 - 0705	Every 15 minutes	
1916 - 2000	Every 15 minutes		0706 - 1945	Every 10 minutes	
2001 - 0045	Every 20 minutes		1946 - 2000	Every 15 minutes	
			2001 - 0105	Every 20 minutes	
Last departure no earlier than 0040.			Last departure no earlier than 0100.		
Pinchpoints					
Richmond Station	0730 - 0900	10 minutes	Hampton Hill High Street, Hampton Road	0705 - 0735	15 minutes
	1500 - 1630	10 minutes		0736 - 0905	10 minutes
				1500 - 1630	10 minutes

Tenderers should further ensure that buses are scheduled to hesitate for two minute at Hampton, The Avenue.

All the journeys departing the Hampton, The Avenue hesitation point, in service towards Richmond should perform the Nurseryland loop.

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hampton, The Avenue to Richmond, Manor Road, Homebase			Richmond, Manor Road, Homebase to Hampton, The Avenue		
First departure no later than 0540.			First departure no later than 0550.		
0535 - 0740	Every 20 minutes		0545 - 0710	Every 20 minutes	
0741 - 0840	Every 15 minutes		0711 - 0855	Every 15 minutes	
0841 - 1825	Every 10 minutes		0856 - 1805	Every 10 minutes	
1826 - 1940	Every 15 minutes		1806 - 1905	Every 15 minutes	
1941 - 0045	Every 20 minutes		1906 - 0105	Every 20 minutes	
Last departure no earlier than 0040.			Last departure no earlier than 0100.		
Pinchpoints					
Richmond Station	0930 - 1100	10 minutes	Hampton Hill High Street, Hampton Road	0930 - 1130	10 minutes

Tenderers should further ensure that buses are scheduled to hesitate for two minute at Hampton, The Avenue.

All the journeys departing the Hampton, The Avenue hesitation point, in service towards Richmond should perform the Nurseryland loop.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued.

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hampton, The Avenue to Richmond, Manor Road, Homebase			Richmond, Manor Road, Homebase to Hampton, The Avenue		
First departure no later than 0635.			First departure no later than 0710.		
0630 - 0940	Every 20 minutes		0705 - 0930	Every 20 minutes	
0941 - 1840	Every 15 minutes		0931 - 1830	Every 15 minutes	
1841 - 0045	Every 20 minutes		1831 - 0110	Every 20 minutes	
Last departure no earlier than 0040.			Last departure no earlier than 0105.		
Pinchpoints					
Richmond Station	1005 - 1135	15 minutes	Hampton Hill High Street, Hampton Road	0950 - 1135	15 minutes

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

Tenderers should further ensure that buses are scheduled to hesitate for two minute at Hampton, The Avenue.

All the journeys departing the Hampton, The Avenue hesitation point, in service towards Richmond should perform the Nurseryland loop.

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. R70 can suffer from unpredictable traffic delays in the Twickenham and Richmond areas.
- 4.2) **Tenderers should further ensure that buses are scheduled to hesitate for two minute at Hampton, The Avenue.**
- 4.3) **All the journeys departing the Hampton, The Avenue hesitation point, in service towards Richmond should perform the Nurseryland loop.**

**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 R70: Hampton, The Avenue - Richmond, Manor Road, Homebase

Date of Structural Change: 24 June 2017.

Date of Service Change: 24 June 2017.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Richmond, Manor Road, Homebase: The Avenue, Buckingham Road, Acacia Road, Hanworth Road, Hampton Lane, Swan Road, Main Street, Green Lane, Oak Avenue, Fearnley Crescent, Oak Avenue, Broad Lane, Uxbridge Road, Hampton Hill High Street, Wellington Road, Hampton Road, The Green, Heath Road, King Street, York Street, Richmond Road, Richmond Bridge, Bridge Street, Hill Street, George Street, The Square, The Quadrant, Kew Road, Richmond Circus, Lower Mortlake Road, Manor Circus, Manor Road, Homebase Store Grounds.

Towards Hampton, The Avenue: Manor Road, Manor Circus, Lower Mortlake Road, Richmond Circus, Kew Road, The Quadrant, The Square, Eton Street, Paradise Road, Church Terrace, Wakefield Road, Lewis Road, Red Lion Street, Hill Street, Bridge Street, Richmond Bridge, Richmond Road, York Street, King Street, Heath Road, The Green, Hampton Road, Wellington Road, Hampton Hill High Street, Uxbridge Road, Broad Lane, The Avenue.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

HAMPTON, THE AVENUE, HESITATION POINT

Buses proceed from The Avenue departing to The Avenue. Set down in The Avenue (35834 - Nurserylands Shopping Centre, Last Stop on LOR: 35834 - Nurserylands Shopping Centre) and pick up in The Avenue (35834 - Nurserylands Shopping Centre, First Stop on LOR: 35834 - Nurserylands Shopping Centre).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**

BLIND DISPLAY: Hampton, The Avenue.

FULWELL, COCK & BULL (from Hampton, The Avenue)

Buses proceed from Hampton Road via Walpole Road, Spencer Road and Wellesley Road departing to Hampton Road. Set down in Hampton Road, at Stop SD (6390 - Trafalgar Road / Prince Of Wales, Last Stop on LOR: 6390 - Trafalgar Road / Prince Of Wales) and pick up in Hampton Road, at Stop H (6428 - Fulwell / Sixth Cross Road, First Stop on LOR: 6428 - Fulwell / Sixth Cross Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Fulwell, Cock & Bull.

TWICKENHAM, ALBANY (from Hampton, The Avenue)

Private stand for three buses in layby on north side of Station Yard.
Buses proceed from King Street via London Road, Railway Approach and Station Yard to stand, departing via Station Yard, Railway Approach and London Road to King Street. Set down in King Street, at Stop N (R0271 - Twickenham / King Street, Last Stop on LOR: 25898 - Heath Road / Twickenham) and pick up in King Street, at Stop L (14752 - Twickenham / King Street, First Stop on LOR: BP5811 - Heath Road / Twickenham).

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: Twickenham.

RICHMOND BUS STATION (from Hampton, The Avenue)

Buses proceed from George Street via The Square, Eton Street, Paradise Road and Church Terrace departing to Wakefield Road. Set down in George Street, at stop B (29982 - George Street, Last Stop on LOR: 29982 - George Street) and pick up in Wakefield Road, at stop J (36782 - Richmond Bus Station, First Stop on LOR: 36782 - Richmond Bus Station).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Richmond Bus Station.

RICHMOND STATION (from Hampton, The Avenue)

Buses proceed from Kew Road via Richmond Circus departing to Kew Road. Set down in Kew Road, at stop M (14726 - Richmond Station <> #, Last Stop on LOR: 16350 - Richmond Station # <>) and pick up in Kew Road, at stop D (20703 - Richmond Station <> #, First Stop on LOR: BP5963 - Richmond Station <> #).

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

RICHMOND, DEE ROAD (from Hampton, The Avenue)

Buses proceed from Lower Mortlake Road via Sheendale Road, Dee Road and Victoria Villas departing to Lower Mortlake Road. Set down in Lower Mortlake Road, ST (16242 - Sheendale Road, Last Stop on LOR: 16242 - Sheendale Road) and pick up in Lower Mortlake Road, SK (16241 - Sheendale Road, First Stop on LOR: 16241 - Sheendale Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Richmond, Manor Circus.

RICHMOND, MANOR ROAD (HOMEBASE)

Private stand for five buses in marked bays in bus parking area on west side of Manor Road adjacent to railway line.

Buses proceed from Homebase Store Grounds direct to stand, departing via Homebase Store Grounds to Manor Road. Set down in Homebase Store Grounds (FW53 - Richmond / Manor Road, Last Stop on LOR: FW53 - Richmond / Manor Road) and pick up in Manor Road, at Stop SC (FW54 - Manor Road / Sainsbury's, First Stop on LOR: FW54 - Manor Road / Sainsbury's).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route R70 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: Richmond, Manor Circus.
OTHER INFORMATION: Toilet facilities available (portable).

ROUTE R70 - FULL iBUS RESULTS BY TIME OF DAY
QUARTERS 1 TO 4 2015/16 (01/04/15 - 31/03/16)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	17,403	16,768	96.4	6.82	0.32	7.13	81.8	17.6	0.6	0.1	0.7	89
07:00 - 10:00	53,660	52,676	98.2	4.96	0.72	5.69	85.8	13.5	0.7	0.1	0.7	50
10:00 - 13:00	52,655	54,155	102.8	5.05	0.35	5.39	89.1	10.7	0.2	0.0	0.2	91
13:00 - 16:00	54,278	54,260	100.0	4.92	0.57	5.49	87.4	12.1	0.4	0.0	0.5	41
16:00 - 19:00	53,401	53,488	100.2	4.99	0.85	5.84	84.5	14.5	0.9	0.1	1.0	76
19:00 - 22:00	44,119	45,839	103.9	6.08	0.41	6.49	77.4	19.9	2.4	0.2	0.6	53
22:00 - 24:00	16,878	17,562	104.1	10.02	0.24	10.25	51.5	40.5	7.4	0.6	0.2	108
All Locations Summary	292,394	294,748	100.8	5.36	0.59	5.95	83.9	14.9	1.1	0.1	0.6	108

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	2,332	2,330	99.9	10.17	0.06	10.23	60.9	34.8	4.3	0.0	2.7	29
07:00 - 10:00	8,320	8,374	100.6	6.69	0.30	6.99	78.5	20.2	1.2	0.1	0.0	41
10:00 - 13:00	10,962	11,275	102.9	4.99	0.43	5.42	87.8	11.9	0.3	0.0	0.3	28
13:00 - 16:00	10,968	11,249	102.6	5.00	0.66	5.66	85.9	13.0	0.9	0.2	1.1	44
16:00 - 19:00	10,406	10,927	105.0	5.26	0.47	5.73	83.8	15.3	0.8	0.1	0.7	45
19:00 - 22:00	6,058	6,520	107.6	8.71	0.16	8.87	59.1	34.5	5.7	0.7	0.3	61
22:00 - 24:00	3,543	3,614	102.0	10.00	0.65	10.65	50.1	39.5	8.8	1.5	0.3	81
All Locations Summary	52,589	54,289	103.2	6.17	0.45	6.62	78.7	19.1	2.0	0.3	0.6	81

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	734	727	99.0	10.01	-0.07	9.94	76.3	21.5	2.0	0.1	4.1	27
07:00 - 10:00	6,607	6,608	100.0	9.31	0.16	9.46	57.3	39.3	3.4	0.1	0.0	44
10:00 - 13:00	8,608	9,024	104.8	7.38	0.19	7.57	68.1	30.6	1.3	0.1	0.1	47
13:00 - 16:00	8,711	9,142	104.9	7.38	0.31	7.68	68.2	29.9	1.7	0.1	0.1	46
16:00 - 19:00	8,795	9,724	110.6	7.37	0.02	7.39	69.8	27.4	2.6	0.3	0.2	54
19:00 - 22:00	6,232	6,852	109.9	10.10	-0.15	9.95	53.1	39.6	6.6	0.6	0.1	76
22:00 - 24:00	4,167	4,243	101.8	10.00	0.16	10.16	50.7	42.9	5.7	0.6	0.1	87
All Locations Summary	43,854	46,320	105.6	8.12	0.13	8.25	64.6	32.3	2.9	0.2	0.2	87

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	20,469	19,825	96.9	7.30	0.27	7.56	79.5	19.4	1.0	0.1	1.1	89
07:00 - 10:00	68,587	67,658	98.6	5.32	0.66	5.99	83.7	15.4	0.8	0.1	0.6	50
10:00 - 13:00	72,225	74,454	103.1	5.34	0.34	5.68	86.1	13.4	0.4	0.0	0.2	91
13:00 - 16:00	73,957	74,651	100.9	5.23	0.55	5.78	84.8	14.4	0.7	0.1	0.5	46
16:00 - 19:00	72,602	74,139	102.1	5.26	0.72	5.98	82.9	15.9	1.1	0.1	0.9	76
19:00 - 22:00	56,409	59,211	105.0	6.93	0.31	7.24	71.9	24.3	3.4	0.4	0.5	76
22:00 - 24:00	24,588	25,419	103.4	10.01	0.30	10.31	51.1	40.7	7.4	0.8	0.2	108
All Locations Summary	388,837	395,357	101.7	5.75	0.52	6.27	81.3	17.2	1.4	0.1	0.6	108

Transport for London - Live Mileage List

Route R70
Service change 22132
Date 5 November 2009
QSI Points are highlighted

Reason for Issue

Correction of mileage at Richmond

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HPTNTA H	HPTNTA H	Hampton, The Avenue, Hesitation Point		
HPTNTA	35834	Nurserylands Shopping Centre	0	0.00
	35835	Acacia Road	416	0.26
	BP1593	Springfield Avenue	228	0.14
	BP1594	Roy Grove	246	0.15
	BP1595	Nightingale Road	346	0.21
HPTNSC	33199	Hampton School	222	0.14
	33201	Garden Close	227	0.14
	33203	Garden Court	240	0.15
	33204	Hampton Lane	433	0.27
	33207	Swan Close	231	0.14
	BP939	New Close	285	0.18
	FW51	Green Lane	258	0.16
	FW49	Stewart Close	373	0.23
HPTNNL	36618	Fulmer Close	252	0.16
	36619	Stanborough Close	309	0.19
	36620	Old Farm Road	343	0.21
	36621	Cleveland Avenue	318	0.20
	36622	Percy Road	296	0.18
	36623	Nightingale Road	243	0.15
	35832	Albury Close	286	0.18
	35830	Carlisle School	233	0.14
HPTNUO	BP3823	Ormond Drive	281	0.17
	6440	Uxbridge Road	178	0.11
	20523	Holly Road	279	0.17
	6435	Cross Street	242	0.15
HPHLHH	R0125	Parkside	175	0.11
	27571	Princes Road	336	0.21
	6393	Fulwell Station	490	0.30
	14715	Fulwell / Sixth Cross Road	178	0.11
	6390	Trafalgar Road / Prince Of Wales	466	0.29
	6388	Twickenham / The Prince Albert	281	0.17
	6387	Twickenham Green	363	0.23
	6422	Heath Road / Grove Avenue	355	0.22
	25898	Heath Road / Twickenham	239	0.15
TWICKS	29987	York Street / Twickenham	484	0.30
	9390	Lebanon Court	306	0.19
	15559	Orleans Park School	206	0.13
	BP5097	Crown Road	397	0.25
	15556	St Stephen's Church	312	0.19
	15211	Cresswell Road	394	0.24
	29982	George Street	737	0.46
RICHSN	16350	Richmond Station	280	0.17
	16239	Richmond Circus	546	0.34
	16242	Sheendale Road	212	0.13
	9347	Manor Circus	317	0.20
RICHMR	FW53	Richmond / Manor Road	385	0.24
RICHMR S	RICHMR S	RICHMOND, MANOR ROAD, HOMEBASE	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			14224 metres	8.84 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
RICHMR S	RICHMR S	RICHMOND, MANOR ROAD, HOMEBASE		
RICHMR	FW54	Manor Road / North Sheen Station	0	0.00
	R0293	Manor Circus	239	0.15
	16241	Sheendale Road	206	0.13
	16240	Richmond Circus	363	0.23
RICHSN	BP5963	Richmond Station	385	0.24
	16351	The Quadrant	156	0.10
	36782	Richmond Bus Station	479	0.30
	15210	Cresswell Road	655	0.41
	14886	Cambridge Park	266	0.17
	15557	St Stephen's Church	222	0.14
	15558	Crown Road	312	0.19
	BP5096	Orleans Park School	280	0.17
	9391	Lebanon Court	308	0.19
	BP5814	York Street / Twickenham	344	0.21
TWICKS	BP5811	Heath Road / Twickenham	319	0.20
	2841	Heath Road / Grove Avenue	375	0.23
	6424	Twickenham Green	387	0.24
	R0124	Twickenham / The Prince Albert	229	0.14
	27526	Trafalgar Road / Prince Of Wales	442	0.27
	6428	Fulwell / Sixth Cross Road	349	0.22
	FW GR	Fulwell Station	286	0.18
	27572	Princes Road	372	0.23
HPHLHH	6433	Parkside	331	0.21
	6398	Cross Street	268	0.17
	20524	Holly Road	229	0.14
	35828	Park Place	166	0.10
HPTNUO	BP3822	Ormond Drive	236	0.15
	35829	Carlisle School	243	0.15
	35831	Albury Close	372	0.23
	35833	Nightingale Road	212	0.13
	33195	Percy Road	190	0.12
	36563	Courtlands Avenue	192	0.12
HPTNTA	35834	Nurserylands Shopping Centre	306	0.19
HPTNTA H	HPTNTA H	Hampton, The Avenue, Hesitation Point	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			9719 metres	6.04 miles