

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. H37

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This document should be read in conjunction with the Corporation's Guide for Tenderers (Part A: Explanatory Notes - Service Requirements). Where appropriate, reference is made to the relevant section.

1. TENDERS REQUIRED

This document describes the service for which the Corporation requires Tenders and Tenderers **must** submit a fully compliant bid. In addition, Tenderers **may** wish to draw upon their local knowledge to submit alternative bids which offer improved value for money in meeting passenger needs. These might incorporate, for example, different timings, frequencies, route structures and / or vehicles. The Corporation will welcome such bids and give them careful consideration.

For more information, please refer to Section 2.1 of Part A of the Guide for Tenderers.

2. 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. H37.

Option 1

Tenderers should note that there are no changes proposed under option 1 for Route No. H37.

Option 2

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:

- Single deck, dual door, 70 capacity vehicles are specified, subject to a satisfactory route test.

3. TERMINALS

Route No. H37 will operate between Hounslow, Blenheim Centre and Richmond, Lower Mortlake Road.

Full details of the route to be followed, the permitted terminal workings and the available stands are shown at Appendix A. Tenderers should particularly note the information relating to the shared usage of stands, the taking of meal reliefs and the use of ferry vehicles.

4. DAYS OF OPERATION

One timetable must be offered for Route No. H37 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Mondays to Fridays Schooldays	Section 6.2
Saturdays & Good Friday	Section 6.3
Sundays	Section 6.4
Christmas Day	No service
Boxing Day	Section 6.5
Other Public Holidays	Sunday service

5. VEHICLE TYPE

Please refer to Section 2.5 of Part A of the Guide for Tenderers.

Route No. H37 is currently approved for vehicles which are a maximum of 10.7 metres long and 2.4 metres wide. A formal route test will be required for vehicles which exceed these dimensions. This will be arranged with the successful Tenderer.

Option 1

Under Option 1, the service requirement set out in Section 6 assumes that dual door, single deck buses with a minimum capacity of 60, of which approximately 33 should be seated, will be used on this route.

Option 2

Under Option 2, the service requirement set out in Section 6 assumes that dual door, single deck buses with a minimum capacity of 70, of which approximately 43 should be seated, will be used on this route.

Both Options

Under both options, Tenderers must submit proposals based on new vehicles. These must be of a low floor design and be accessible to wheelchairs by means of a powered ramp.

Bids for both conventional diesel powered vehicles and diesel-electric hybrid vehicles should be submitted and separate prices for both types are required.

Bids based on a mix of hybrid and conventional vehicles would be welcomed, subject to a minimum of 10 hybrid powered vehicles being offered for this route (full hybrid operation should be offered for routes with a vehicle requirement of less than 10).

Tenderers should refer to the vehicle design (including accessibility) features contained in Schedule II to Annex B of the Framework Agreement and Section 2 Part B of the Master ITT (Version 2 issued June 2005).

Tenderers may also submit bids based on using existing vehicles. Tenderers are asked to specify what refurbishment would be carried out on existing buses and the expected timescale of those works. See Master ITT (Version 2 issued June 2005).

6. FREQUENCIES

The level of service (e.g. every 15 minutes) required by the Corporation is described in terms of the interval between departures. Whilst a completely regular service at the specified frequency should be possible at most times, occasionally a bus may be timetabled to depart up to five minutes earlier or later than the regular time. In addition, journeys with specific start times are required. These times must be adhered to.

Tenderers should note that when the specified frequency changes (e.g. between the peak and midday periods), the scheduled interval between buses should never be greater than that provided by the lower of the two frequencies **AT ANY POINT ON THE ROUTE**.

Tenderers should note that unless otherwise stated **all** journeys should operate between the terminal points defined in each direction.

6.1 Mondays to Fridays

1. Hounslow, Blenheim Centre to Richmond, Lower Mortlake Road

0455 - 0540	Every 20 minutes
0541 - 0625	Every 15 minutes
0626 - 0650	Every 10 minutes
0651 - 1810	Every 6 minutes
1811 - 1935	Every 7 - 8 minutes (8 buses per hour)
1936 - 2335	Every 10 minutes
2336 - 0055	Every 15 minutes

First departure from Hounslow, Blenheim Centre no later than 0500.
Last departure from Hounslow, Blenheim Centre no earlier than 0050.

Tenderers should ensure that buses are scheduled to be no more than 6 minutes apart at St Margaret's Station (Twickenham) between 0730 and 0900 and between 1510 and 1710.

2. Richmond, Lower Mortlake Road to Hounslow, Blenheim Centre

0520 - 0605	Every 20 minutes
0606 - 0645	Every 15 minutes
0646 - 0705	Every 10 minutes
0706 - 1845	Every 6 minutes
1846 - 2005	Every 7 - 8 minutes (8 buses per hour)
2006 - 2345	Every 10 minutes
2346 - 0120	Every 15 minutes

First departure from Richmond, Lower Mortlake Road no later than 0525.
Last departure from Richmond, Lower Mortlake Road no earlier than 0115.

Tenderers should ensure that buses are scheduled to be no more than 6 minutes apart at Isleworth Station between 0740 and 0910 and between 1530 and 1700.

6.2 Mondays to Fridays Schooldays

1. Isleworth, War Memorial to Hounslow Bus Station

1520

One journey

This journey shown in Section 6.2 is specifically designed to meet the finish times of schools in the Isleworth area. It is possible that this time may be altered during the life of the contract. Tenderers should indicate whether they are able to adjust the times of the specified journey by up to 20 minutes (earlier or later) without alteration to the contract price. It may also be necessary for the afternoon journey to operate earlier than stated at the end of term and on other occasions at short notice.

6.3 Saturdays & Good Friday

1. Hounslow, Blenheim Centre to Richmond, Lower Mortlake Road

0455 - 0640	Every 20 minutes
0641 - 0710	Every 15 minutes
0711 - 0810	Every 12 minutes
0811 - 0830	Every 10 minutes
0831 - 1720	Every 6 minutes
1721 - 1915	Every 8 minutes
1916 - 2335	Every 10 minutes
2336 - 0055	Every 15 minutes

First departure from Hounslow, Blenheim Centre no later than 0500.

Last departure from Hounslow, Blenheim Centre no earlier than 0050.

Tenderers should ensure that buses are scheduled to be no more than 6 minutes apart at St Margaret's Station (Twickenham) between 0930 and 1130.

2. Richmond, Lower Mortlake Road to Hounslow, Blenheim Centre

0520 - 0705	Every 20 minutes
0706 - 0730	Every 15 minutes
0731 - 0830	Every 12 minutes
0831 - 0900	Every 10 minutes
0901 - 1750	Every 6 minutes
1751 - 2005	Every 8 minutes
2006 - 2345	Every 10 minutes
2346 - 0120	Every 15 minutes

First departure from Richmond, Lower Mortlake Road no later than 0525.

Last departure from Richmond, Lower Mortlake Road no earlier than 0115.

Tenderers should ensure that buses are scheduled to be no more than 6 minutes apart at Isleworth Station between 0930 and 1130.

6.4 Sundays

1. Hounslow, Blenheim Centre to Richmond, Lower Mortlake Road

0555 - 0730	Every 30 minutes
0731 - 0910	Every 20 minutes
0911 - 0955	Every 15 minutes
0956 - 1925	Every 8 minutes
1926 - 2335	Every 10 minutes
2336 - 0055	Every 15 minutes

First departure from Hounslow, Blenheim Centre no later than 0600.
Last departure from Hounslow, Blenheim Centre no earlier than 0050.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at St Margaret's Station (Twickenham) between 1030 and 1200.

2. Richmond, Lower Mortlake Road to Hounslow, Blenheim Centre

0620 - 0755	Every 30 minutes
0756 - 0915	Every 20 minutes
0916 - 1015	Every 15 minutes
1016 - 2015	Every 8 minutes
2016 - 2345	Every 10 minutes
2346 - 0120	Every 15 minutes

First departure from Richmond, Lower Mortlake Road no later than 0625.
Last departure from Richmond, Lower Mortlake Road no earlier than 0115.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Isleworth Station between 1030 and 1130 and no more than 8 minutes apart between 1131 and 1200.

6.5 Boxing Day

1. Hounslow, Blenheim Centre to Richmond, Lower Mortlake Road

0805 - 0910	Every 20 minutes
0911 - 0955	Every 15 minutes
0956 - 1925	Every 8 minutes
1926 - 2335	Every 10 minutes
2336 - 0055	Every 15 minutes

First departure from Hounslow, Blenheim Centre no later than 0810.

Last departure from Hounslow, Blenheim Centre no earlier than 0050.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at St Margaret's Station (Twickenham) between 1030 and 1200.

2. Richmond, Lower Mortlake Road to Hounslow, Blenheim Centre

0810 - 0915	Every 20 minutes
0916 - 1015	Every 15 minutes
1016 - 2015	Every 8 minutes
2016 - 2345	Every 10 minutes
2346 - 0120	Every 15 minutes

First departure from Richmond, Lower Mortlake Road no later than 0815.

Last departure from Richmond, Lower Mortlake Road no earlier than 0115.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Isleworth Station between 1030 and 1130 and no more than 8 minutes apart between 1131 and 1200.

7. MINIMUM PERFORMANCE STANDARDS

Please refer to Section 2.7 of Part A of the Guide for Tenderers.

Tenderers should note that the objective of the Operator of Route No. H37 shall be to operate all scheduled mileage and adhere **fully** to the published timetable. The Operator must use its best endeavours to achieve this.

The **minimum** standards of acceptable performance for Route No. H37 shall be:

Average Excess Wait Time:	No more than 1.00 minutes
Minimum Operated Mileage:	No less than 98.00%

QSI Thresholds

The QSI threshold is the standard of performance to be achieved by the operator in order to qualify for an automatic contract extension (in accordance with Schedule IX of the Framework Agreement).

Average Excess Wait Time Threshold = 0.85 minutes

Summary of proposed QSI coverage: Route No. H37

Note: While London Buses undertakes to carry out QSI surveys at the times and locations specified below, it may prove impossible to rearrange a survey cancelled or nullified at short notice.

Towards Richmond, Lower Mortlake Road	Towards Hounslow, Blenheim Centre
Hounslow	Richmond
Isleworth \$	Isleworth \$

Total scheduled manual QSI surveys per quarter = 64.

\$ Observed simultaneously in both directions. Counted as two surveys.

8. RUNNING TIMES

The current timetable for Route No. H37 can be viewed by prospective Tenderers on Caesar. Attention is drawn to the variations in running times at different times of the day. Please refer to Section 2.8 of Part A of the Guide for Tenderers for further information.

Tenderers should carefully check the existing running times to ensure that they are appropriate in present traffic conditions. Tenderers should particularly check the existing running times for the Saturdays and Sundays shopping period.

It is expected that any changes to these running times can be accommodated within existing cycle times.

When reviewing existing, and devising new, running times Tenderers should refer to:

- the minimum performance standards for Route No. H37 in Section 7 above;
- the historical performance data provided in Section 1 Part B of the introduction to this ITT;
- the paragraph in Section 12 referring to the proposed extension of the Cashless Boarding zone throughout the whole of the London area.

Tenderers may consider if school summer holiday schedules, incorporating running time reductions, are desirable for this route. In this event, schedules and costs must be submitted separately.

9. LAYOVERS

Under normal circumstances, layover time on stands and at bus stations should be restricted to that required to provide a reliable service. Longer layovers for any other purpose may only be taken with the permission of the Corporation.

10. TIMING CONSTRAINTS

Route No. H37 should interwork with other bus services where possible.

11. CONTROL STRATEGY

Route No. H37 can suffer from the effects of traffic congestion, making some form of route control essential in order to achieve or better the minimum performance standards for this route.

Tenderers should submit proposals on the control strategy they intend to adopt and the type of control they would intend to use by completing the form provided in Section 3: Part 7 of this ITT. The cost of this control should be included within the main Tender price.

Tenderers should also indicate how they intend to facilitate driver changeovers and meal reliefs for this route.

Further information is provided in Section 2.11 of Part A of the Guide for Tenderers.

12. OPERATIONAL CONSIDERATIONS

Tenderers should note the following operating considerations affecting Route No. H37:

- **Double deck buses must not operate on Route No. H37 at any time due to a low bridge situated in St. John's Road, Isleworth;**
- Route No. H37 suffers from unpredictable traffic delays in the Hounslow and Richmond areas;
- Route No. H37 can suffer from major delays during England home matches and other events at Twickenham rugby ground.

Tenderers should also note the following factors / events which may have an impact on Route No. H37 in the foreseeable future:

- It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract. **This is expected to lead to significant savings in running and recovery times to bus routes, and, therefore, potential resource (cycle time and PVR) savings are expected. Tenderers are required to identify and submit the level of savings per vehicle that could be achieved by reducing peak vehicle requirement, and / or how reliability targets could be revised when the Scheme is introduced.**

The above factors have been included to assist Tenderers and represents the information currently available to the Corporation. Tenderers should make their own enquiries about events which may impact upon the route and should form their own views about their likely effect upon it.

13. STOPPING ARRANGEMENTS

Buses operating on Route No. H37 must serve all stops on the line of route designated for the route.

14. TIMING POINTS & MILEAGES

Timing Points

The required timing points (and codes) are shown in Caesar.

Mileages for Route No. H37

Hounslow, Blenheim Centre to Richmond, Lower Mortlake Road	5.0 miles
Richmond, Lower Mortlake Road to Hounslow, Blenheim Centre	5.0 miles
Isleworth, War Memorial to Hounslow, Blenheim Centre	2.0 miles

Tenderers should note that:

- these measurements are believed to be accurate to within 0.5 miles, but no warranty or representation as to accuracy is given;
- out of service stand workings have not been measured and are not included within the above measurements;
- if alternative or additional measurements are used by the Tenderer, these must be stated in the tender submission;
- point to point measurements pertaining to recognised curtailment points or alternative terminals will be agreed with the successful Tenderer once the contract has been awarded.

15. VEHICLE LIVERY

All vehicles to be used on Route No. H37 from the commencement of the new Route Agreement must be in a livery that is exclusively Corporation red. The paint should be matched accurately to the colour as defined by the following manufacturer's specifications:

ICI London Bus Red P498 FPF 3

Other manufacturers should also be able to produce this specification from the ICI colour chart.

This requirement does not include the lower panels which may be in a different colour but which shall not exceed 50cm in height, or the rooftop which should be painted white so as to reduce temperatures inside the vehicle during the summer months.

The positioning and size of Operators' logos are to be agreed between the Operator and the Corporation and, where possible, these should be above the front doors on the nearside of the vehicles and above the drivers' offside cab windows.

All livery proposals must be submitted to the Contracts Tendering Manager for approval.

16. STANDS AND BLINDS

Tenderers should note that under normal circumstances, the specific restrictions relating to each stand will apply to the whole stand at all times. Any variation to such standing arrangements must be agreed by the Corporation. In addition, Tenderers should note the following general requirements:

- 1) Drivers MUST switch off engines during layover periods at bus stations or on stands.
- 2) No meal reliefs may be taken on any stand (on or off line of route) without the permission of the Corporation.
- 3) No crew ferry vehicles may enter any stand (on or off line of route) without the permission of the Corporation.
- 4) Destination blind displays to be used are shown under each stand description. Tenderers may suggest, within their bids, alternative blind displays.
- 5) The intermediate (also known as via) blind display to be used on the nearside of the vehicle is shown in the box below:

H37 via Isleworth

For further information, please refer to Annex C of the Framework Agreement: General Conditions relating to the use of London Buses' Bus Stations and Stands.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE H37: Hounslow, Blenheim Centre - Richmond, Lower Mortlake Road

Date of Structural Change: 5 March 2011.

Date of Service Change: 5 March 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Richmond, Lower Mortlake Road: Prince Regent Road, Private Road In Blenheim Centre, Hounslow High Street, London Road, St John's Road, Twickenham Road, South Street, Richmond Road, St Margaret's Road, Richmond Road, Richmond Bridge, Bridge Street, Hill Street, George Street, The Quadrant, Kew Road, Richmond Circus, Lower Mortlake Road, Manor Circus, Lower Mortlake Road.

Towards Hounslow, Blenheim Centre: 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, St Margaret's Road, Richmond Road, South Street, Twickenham Road, St John's Road, London Road, Hounslow High Street, Private Road In Blenheim Centre, Prince Regent Road.

STANDING AND TURNING POINTS

HOUNSLOW, BLENHEIM CENTRE

Public stand for two buses on south side of Prince Regent Road commencing 25 metres east of Alexandra Road and extending 25 metres east.

Buses proceed from Prince Regent Road direct to stand, departing via Prince Regent Road and Private Road In Blenheim Centre to Prince Regent Road. Set down in Prince Regent Road, at Alighting Point and pick up in Prince Regent Road, at Stop AF.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route H37 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: Hounslow, Blenheim Centre.

OTHER INFORMATION: Toilet facilities may be available within Blenheim Centre during opening hours.

HOUNSLOW BUS STATION (from RICHMOND, LOWER MORTLAKE ROAD)

Private stand for 9 buses in marked bays in bus parking area in Hounslow Bus Station on north side of London Road.

Buses proceed from London Road via Hounslow Bus Station to stand, departing via Hounslow Bus Station and Kingsley Road to London Road. Set down in London Road, at Stop G and pick up in London Road, at Stop F.

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:	Hounslow Bus Station.

ST MARGARETS, CHERTSEY ROAD

From Hounslow, Blenheim Centre.

Buses proceed from St Margaret's Road via Roundabout At Junction With Chertsey Road departing to St Margaret's Road. Set down in St Margaret's Road, at Stop N and pick up in St Margaret's Road, at Stop K.

From Richmond, Lower Mortlake Road.

Buses proceed from St Margaret's Road via Roundabout at Junction with Chertsey Road departing to St Margaret's Road. Set down in St Margaret's Road, at Stop J and pick up in St Margaret's Road, at Stop P.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
DISPLAY:	St Margarets, Chertsey Road.

RICHMOND, LOWER MORTLAKE ROAD

Public stand for three buses in layby on south side of Lower Mortlake Road, commencing 55 metres west of the junction with Manor Road.

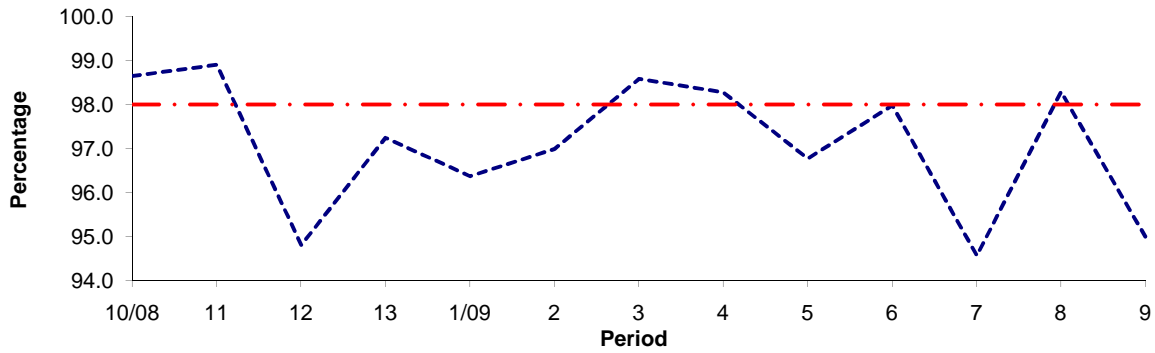
Buses proceed from Lower Mortlake Road direct to stand, departing to Lower Mortlake Road. Set down in Lower Mortlake Road, at Alighting Point and pick up in Lower Mortlake Road, at Stop SB.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route H37 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:	Richmond, Manor Circus.

PART B - PERFORMANCE STATISTICS

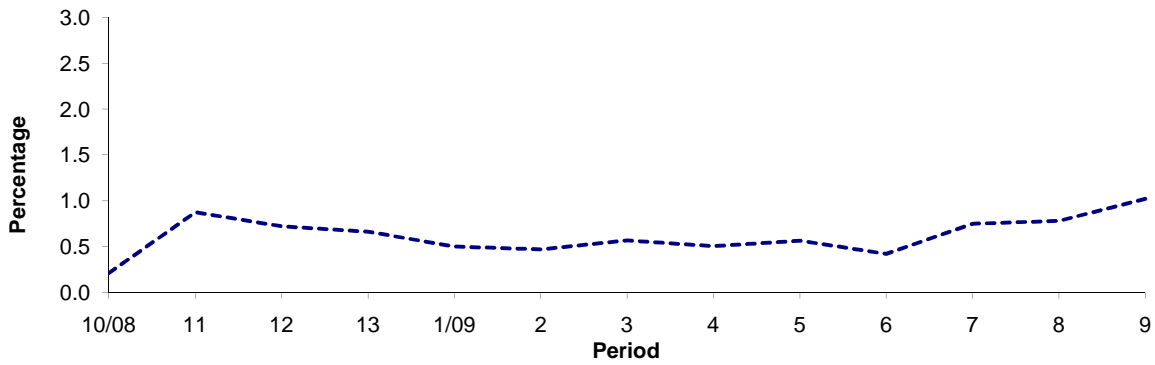
Route H37

Mileage Operated



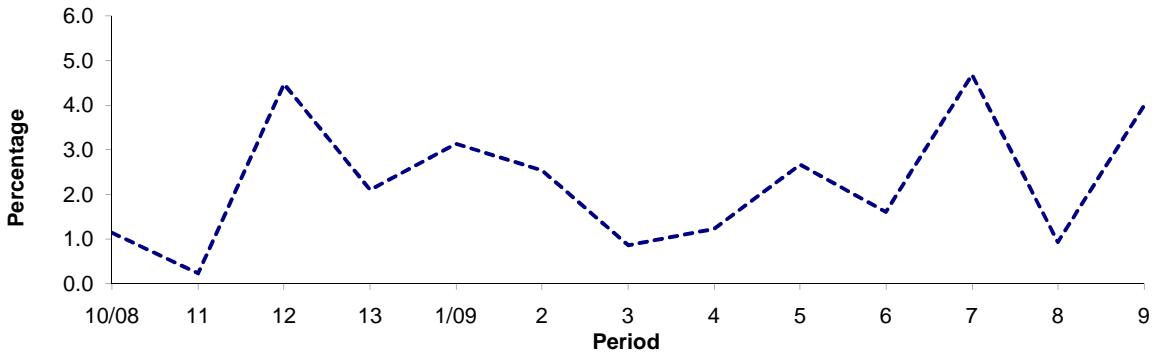
Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	98.65	98.90	94.80	97.24	96.37	96.99	98.58	98.27	96.77	97.98	94.57	98.29	94.99
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	0.21	0.87	0.72	0.66	0.50	0.47	0.56	0.50	0.56	0.42	0.75	0.78	1.02

Non Deductible Mileage

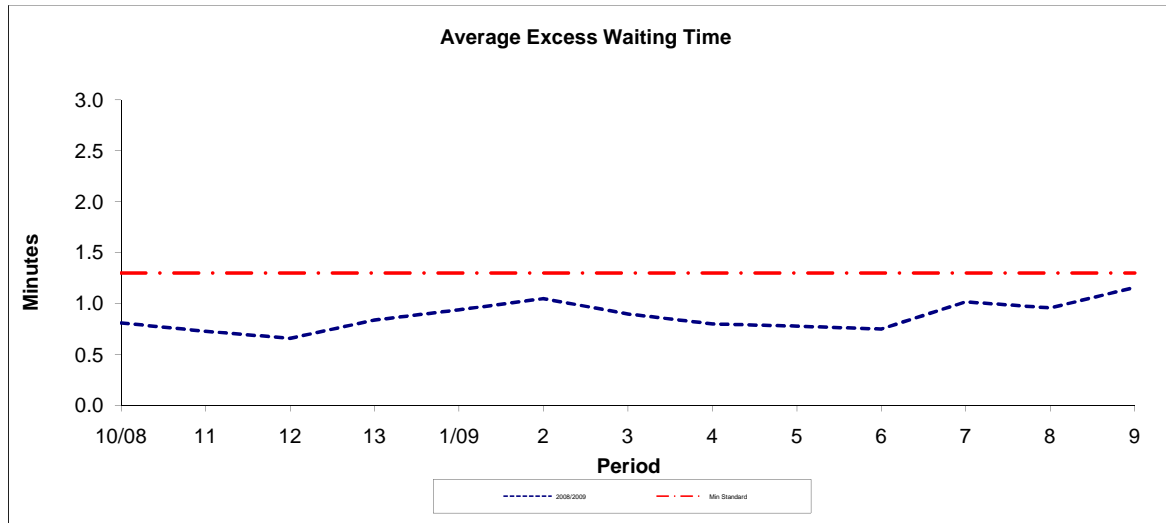


Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	1.14	0.23	4.48	2.10	3.13	2.54	0.85	1.22	2.67	1.60	4.69	0.93	3.99

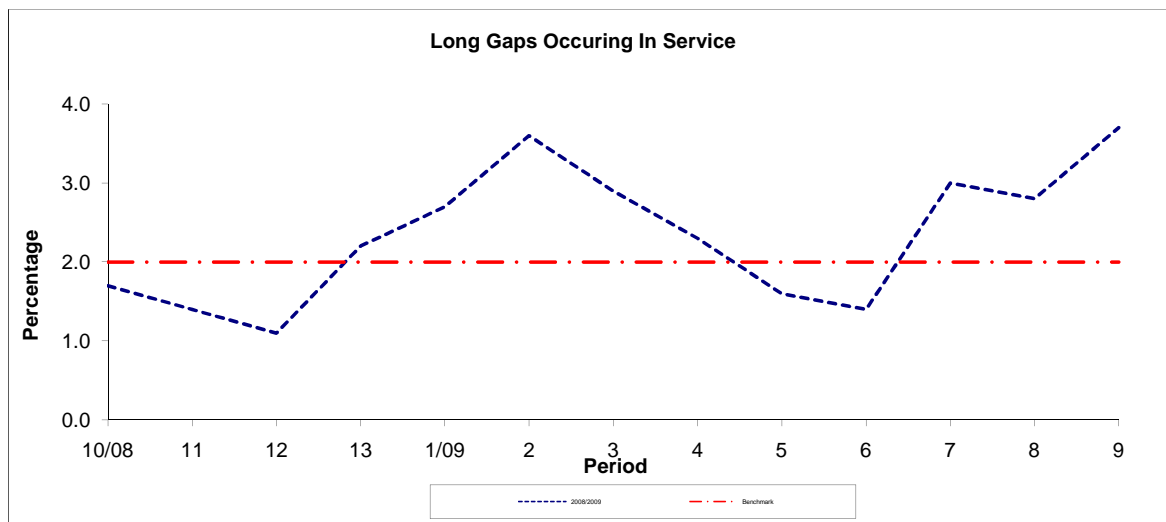
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route H37



Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	0.81	0.73	0.66	0.84	0.94	1.05	0.90	0.80	0.78	0.75	1.02	0.96	1.16
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	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	1.70	1.40	1.10	2.20	2.70	3.60	2.90	2.30	1.60	1.40	3.00	2.80	3.70
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