

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. H22

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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. H22.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. H22.

3. TERMINALS

Route No. H22 will operate between Hounslow, Bell Corner 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. H22 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. H22 is currently approved for vehicles which are a maximum of 10.1 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.

The service requirement set out in Section 6 assumes that dual door, single deck buses with a minimum capacity of 55, of which approximately 28 should be seated, will be used on this route. Luggage space should also be provided.

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 {or finish 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, Bell Corner to Richmond, Lower Mortlake Road

0500 - 0620	Every 15 minutes
0621 - 1855	Every 12 minutes
1856 - 1955	Every 15 minutes
1956 - 0025	Every 20 minutes

First departure from Hounslow, Bell Corner no later than 0505.

Last departure from Hounslow, Bell Corner no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Twickenham Green between 0700 and 0900 and between 1500 and 1700.

2. Richmond, Lower Mortlake Road to Hounslow, Bell Corner

0535 - 0710	Every 15 minutes
0711 - 1955	Every 12 minutes
1956 - 2025	Every 15 minutes
2026 - 0050	Every 20 minutes

First departure from Richmond, Lower Mortlake Road no later than 0540.

Last departure from Richmond, Lower Mortlake Road no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Whitton, Admiral Nelson between 0705 and 0735 and no more than 12 minutes apart between 0736 and 0835 and between 1505 and 1705.

6.2 Mondays to Fridays Schooldays

1. Hounslow, Bell Corner to Richmond, Lower Mortlake Road

0752

One journey

The journey shown in Section 6.2 is specifically designed to meet the start times of schools along the route. It is possible that this times may be altered during the life of the contract. Tenderers should indicate whether they are able to adjust the time 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, Bell Corner to Richmond, Lower Mortlake Road

0500 - 0735	Every 15 minutes
0736 - 1830	Every 12 minutes
1831 - 1915	Every 15 minutes
1916 - 0025	Every 20 minutes

First departure from Hounslow, Bell Corner no later than 0505.

Last departure from Hounslow, Bell Corner no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Twickenham Green between 0900 and 1100.

2. Richmond, Lower Mortlake Road to Hounslow, Bell Corner

0535 - 0725	Every 15 minutes
0726 - 1920	Every 12 minutes
1921 - 2005	Every 15 minutes
2006 - 0050	Every 20 minutes

First departure from Richmond, Lower Mortlake Road no later than 0540.

Last departure from Richmond, Lower Mortlake Road no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Whitton, Admiral Nelson between 0905 and 1105.

6.4 Sundays

1. Hounslow, Bell Corner to Richmond, Lower Mortlake Road

0620 - 0855	Every 30 minutes
0856 - 0025	Every 20 minutes

First departure from Hounslow, Bell Corner no later than 0625.
Last departure from Hounslow, Bell Corner no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Twickenham Green between 1000 and 1200.

2. Richmond, Lower Mortlake Road to Hounslow, Bell Corner

0640 - 0845	Every 30 minutes
0846 - 0050	Every 20 minutes

First departure from Richmond, Lower Mortlake Road no later than 0645.
Last departure from Richmond, Lower Mortlake Road no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Whitton, Admiral Nelson between 1000 and 1200.

6.5 Boxing Day

1. Hounslow, Bell Corner to Richmond, Lower Mortlake Road

0750 - 0855	Every 30 minutes
0856 - 0025	Every 20 minutes

First departure from Hounslow, Bell Corner no later than 0755.
Last departure from Hounslow, Bell Corner no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Twickenham Green between 1000 and 1200.

2. Richmond, Lower Mortlake Road to Hounslow, Bell Corner

0840 - 0845	Every 30 minutes
0846 - 0050	Every 20 minutes

First departure from Richmond, Lower Mortlake Road no later than 0845.
Last departure from Richmond, Lower Mortlake Road no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Whitton, Admiral Nelson between 1000 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. H22 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. H22 shall be:

Average Excess Wait Time:	No more than 1.10 minutes
Minimum Operated Mileage:	No less than 98.00%

or as notified by the Corporation from time to time. The Operator will be required to achieve or better the standards.

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 = 0.95 minutes

Summary of proposed QSI coverage: Route No. H22

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 Hounslow, Bell Corner
Richmond
Twickenham

Towards Richmond, Lower Mortlake Road
Hounslow
Twickenham

Total scheduled manual QSI surveys per quarter = 64.

8. RUNNING TIMES

The current timetable for Route No. H22 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 Mondays to Fridays AM peak, PM interpeak and PM peak periods, and the Saturday and Sunday PM shopping periods.

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.H22 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. H22 should interwork with other bus services where possible.

11. CONTROL STRATEGY

Route No. H22 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. H22:

- Route No. H22 suffers from unpredictable traffic delays in the Hounslow and Richmond areas;
- Route No. H22 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. H22 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. H22 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. H22

Hounslow, Bell Corner to Richmond, Lower Mortlake Road	7.7 miles
Richmond, Lower Mortlake Road to Hounslow, Bell Corner	7.9 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. H22 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:

H22 via Whitton

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 H22: Hounslow, Bell Corner - 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: Staines Road, Grove Road, Hanworth Road, Hounslow High Street, London Road, Bridge Road, Worton Road, Hall Road, Whitton Dene, Whitton Dene (Northern Arm), Whitton Dene (Western Arm), Whitton Dene (Southern Arm), Kneller Road, Nelson Road, Whitton High Street, Percy Road, Hospital Bridge Road, Hospital Bridge Roundabout, Hospital Bridge Road, Staines 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.

Towards Hounslow, Bell Corner: 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, Staines Road, Hospital Bridge Road, Hospital Bridge Roundabout, Hospital Bridge Road, Percy Road, Whitton High Street, Nelson Road, Kneller Road, Whitton Dene (Southern Arm), Whitton Dene (Western Arm), Whitton Dene (Northern Arm), Whitton Dene, Hall Road, Worton Road, Bridge Road, London Road, Hounslow High Street, Hanworth Road, Grove Road, Bell Road, Bath Road.

STANDING AND TURNING POINTS

HOUNSLOW, BELL CORNER

Private stand for 3 buses in separate 12-metre marked bays in Bus Parking Area on north side of Bath Road adjacent to Bath Road Car Park and opposite Nos. 22-36.

Buses proceed from Bath Road via Bell Corner to stand, departing via Bell Corner, Bath Road and Steve Biko Way to Staines Road. Set down in Bath Road, at Stop X and pick up in Staines Road, at Stop U.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route H22 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, Bell Corner.

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.

WHITTON, WHITTON DENE

Public stand for one bus on south side of Whitton Dene (north arm), commencing opposite the east flank wall of No.170 and extending 12 metres east.

From Hounslow, Bell Corner.

Buses proceed from Whitton Dene direct to stand, departing via Whitton Dene (Northern Arm), Whitton Dene (Western Arm) and Whitton Dene to Hall Road. Set down in Whitton Dene (northern Arm) and pick up in Hall Road.

From Richmond, Lower Mortlake Road.

Buses proceed from Whitton Dene (Southern Arm) via Whitton Dene and Whitton Dene (Northern Arm) to stand, departing to Whitton Dene (Northern Arm). Set down in Whitton Dene (southern Arm) and pick up in Whitton Dene (northern Arm).

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:	Whitton Dene.

HOSPITAL BRIDGE ROAD, CHERTSEY ROAD (from Hounslow, Bell Corner)

Buses proceed from Hospital Bridge Road via Hospital Bridge Roundabout departing to Hospital Bridge Road. Set down in Hospital Bridge Road, at Stop E and pick up in Hospital Bridge Road, at Stop H.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
DISPLAY:	Hospital Bridge.

TWICKENHAM, ALBANY

Private stand for three buses in layby on north side of Station Yard.

From Hounslow, Bell Corner.

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 and pick up in King Street, at Stop L.

From Richmond, Lower Mortlake Road.

Buses proceed from Richmond Road via York Street, Arragon Road, London Road, Railway Approach and Station Yard to stand, departing via Station Yard, Railway Approach, London Road, Arragon Road and York Street to Richmond Road. Set down in Richmond Road, at Stop E and pick up in Richmond Road, at Stop S.

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:	Twickenham.

RICHMOND, GEORGE STREET (from Hounslow, Bell Corner)

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 and pick up in Wakefield Road, at Stop J.

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

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.

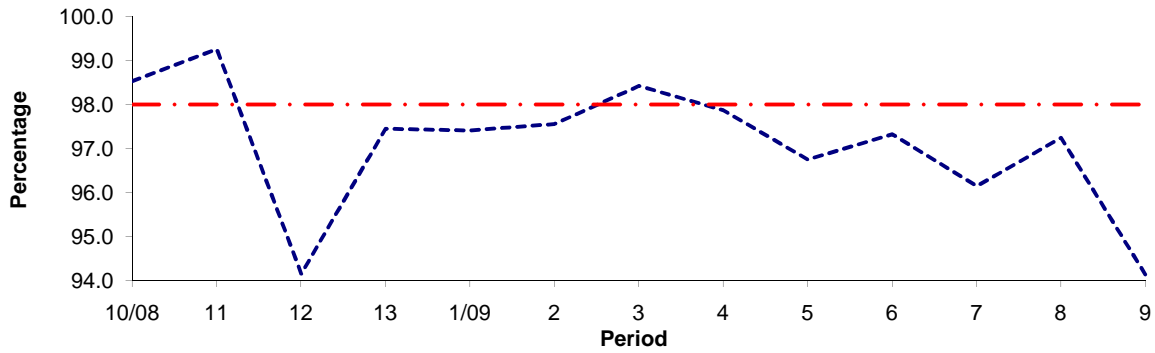
Buses proceed from Lower Mortlake Road via Manor Circus and Lower Mortlake Road to stand, departing to Lower Mortlake Road. Set down in Lower Mortlake Road, at Stop SA and pick up in Lower Mortlake Road, at Stop SB.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route H22 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

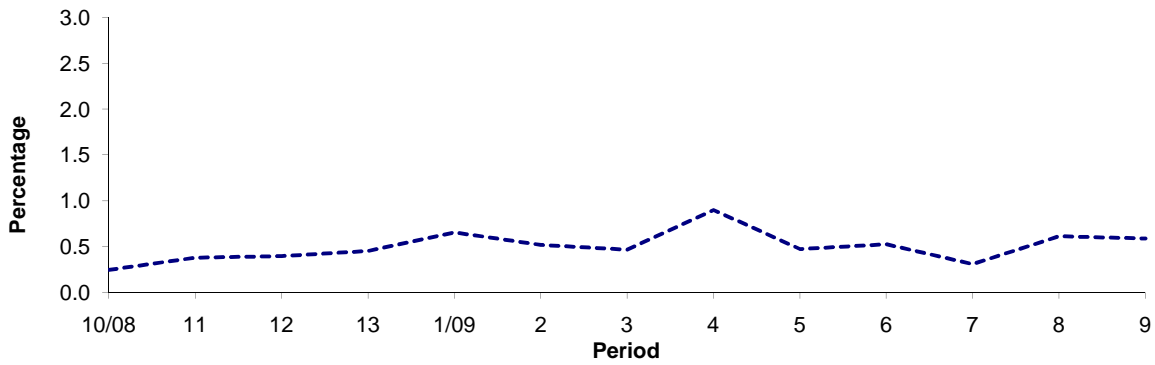
Route H22

Mileage Operated



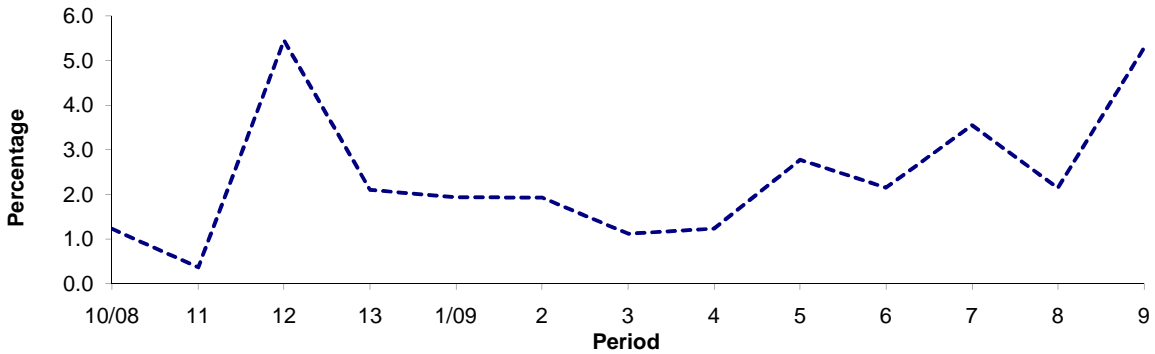
Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	98.54	99.26	94.15	97.45	97.41	97.56	98.42	97.87	96.75	97.32	96.15	97.24	94.13
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	0.25	0.38	0.40	0.45	0.66	0.52	0.46	0.90	0.47	0.53	0.31	0.61	0.59

Non Deductible Mileage

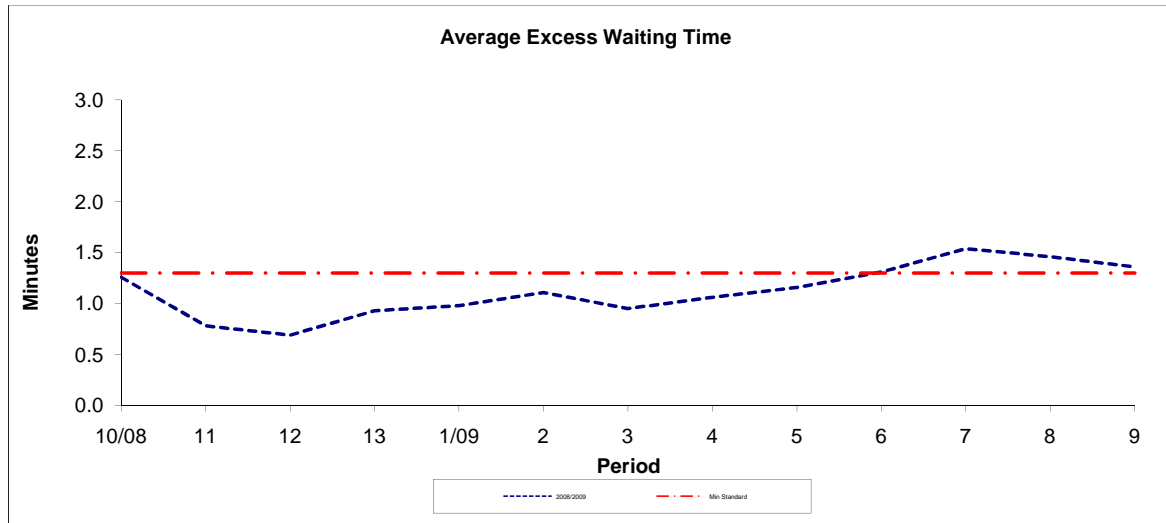


Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	1.22	0.36	5.45	2.10	1.93	1.92	1.11	1.23	2.78	2.15	3.55	2.14	5.28

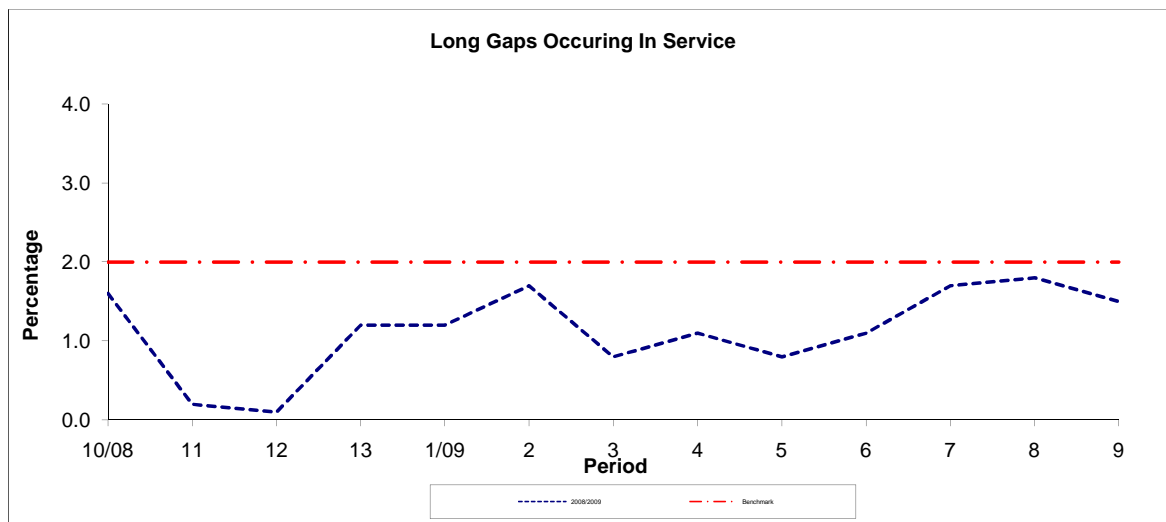
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route H22



Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	1.26	0.78	0.69	0.93	0.98	1.11	0.95	1.06	1.16	1.31	1.54	1.46	1.36
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	1.60	0.20	0.10	1.20	1.20	1.70	0.80	1.10	0.80	1.10	1.70	1.80	1.50
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