

7. Service Specification

Route: 419

Contract Reference: QC58804

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.

Route Number	419
Terminus Points	Richmond Bus Station and Hammersmith Bus Station, Lower Level
Contract Basis	Incentivised
Commencement Date	11 th November 2017
Vehicle Type	55 capacity, dual door, single deck vehicles
Current Maximum Approved Dimensions	10.2 metres long and 2.4 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	No
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Departing on Time - No less than 82%
Extension Threshold	Departing on Time Threshold - 85%
Minimum Operated Mileage Standard	No less than 98%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 27th February 2017

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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 419.

- On 1st January 2017, the emergency schedules introduced on 10th October 2016 to mitigate works on Verdun Road are removed. New schedules are introduced and normal line of route towards Hammersmith resumes.
- **Please see Section 5 for a full list of streets traversed and standing arrangements.**

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 419.

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. 419:

In both directions - (Barnes) Lonsdale Road, Suffolk Road, Verdun Road, Howsman Road and Kilmington Road.

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

Richmond Bus Station to Hammersmith Bus Station, Lower Level			Hammersmith Bus Station, Lower Level to Richmond Bus Station		
First departure no later than 0600.			First departure no later than 0555.		
0555 - 2000	Every 15 minutes		0550 - 2005	Every 15 minutes	
2001 - 2040	Every 20 minutes		2006 - 2040	Every 20 minutes	
2041 - 0015	Every 30 minutes		2041 - 0015	Every 30 minutes	
Last departure no earlier than 0010.			Last departure no earlier than 0010.		
Pinchpoints					
Lonsdale Road, Suffolk Road	0745 - 0845	15 minutes	Richmond Station	0730 - 0830	15 minutes
	1530 - 1630	15 minutes		1530 - 1630	15 minutes

Please note, if required, the Mondays to Fridays AM peak frequency may be widened by up to 3 minutes in the hour of peak running time. However, Tenderers should provide a frequency of every 15 minutes if it is possible to do so without impacting on reliability.

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Richmond Bus Station to Hammersmith Bus Station, Lower Level			Hammersmith Bus Station, Lower Level to Richmond Bus Station		
First departure no later than 0600.			First departure no later than 0555.		
0555 - 0755	Every 30 minutes		0550 - 0755	Every 30 minutes	
0756 - 0855	Every 20 minutes		0756 - 0855	Every 20 minutes	
0856 - 1820	Every 15 minutes		0856 - 1805	Every 15 minutes	
1821 - 1940	Every 20 minutes		1806 - 1940	Every 20 minutes	
1941 - 0015	Every 30 minutes		1941 - 0015	Every 30 minutes	
Last departure no earlier than 0010.			Last departure no earlier than 0010.		
Pinchpoints					
Lonsdale Road, Suffolk Road	1000 - 1100	15 minutes	Richmond Station	1015 - 1115	15 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - Continued

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

Richmond Bus Station to Hammersmith Bus Station, Lower Level		Hammersmith Bus Station, Lower Level to Richmond Bus Station			
First departure no later than 0650.		First departure no later than 0650.			
0645 - 0015	Every 30 minutes	0645 - 0015	Every 30 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0010.			
Pinchpoints					
Lonsdale Road, Suffolk Road	1100 - 1200	30 minutes	Richmond Station	1045 - 1145	30 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 419 can suffer from unpredictable traffic delays in the Richmond and Hammersmith areas.
- 4.2) The currently authorised weight limit for London Buses' routes across Hammersmith Bridge is 10,620kg GVW. Any vehicle which exceeds this current weight limit will require a change in authorisation given by London Borough of Hammersmith and Fulham
- 4.3) Due to the continued deterioration of Hammersmith Bridge, temporary changes will be required to Route No. 419. Strengthening work has been delayed until early 2018 and when works commence may last up to 12 months. Any changes will be discussed with the successful Tenderer as appropriate.

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 419: Richmond Bus Station - Hammersmith Bus Station

Date of Structural Change: 11 November 2017.

Date of Service Change: 11 November 2017.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Hammersmith Bus Station: Richmond Bus Station, Wakefield Road, Lewis Road, Red Lion Street, George Street, The Square, The Quadrant, Kew Road, Richmond Circus, Lower Mortlake Road, Manor Circus, Lower Richmond Road, Mortlake High Street, The Terrace, Lonsdale Road, Suffolk Road, Ferry Road, Verdun Road, Howsman Road, Kilmington Road, Lonsdale Road, Castelnau, Hammersmith Bridge, Hammersmith Bridge Road, Queen Caroline Street, Hammersmith Broadway, Hammersmith Bus Station Northern Entrance Ramp, Hammersmith Bus Station Low Level.

Towards Richmond Bus Station: Hammersmith Bus Station Low Level, Butterwick, Talgarth Road, Queen Caroline Street, Hammersmith Bridge Road, Hammersmith Bridge, Castelnau, Lonsdale Road, Kilmington Road, Howsman Road, Verdun Road, Ferry Road, Suffolk Road, Lonsdale Road, The Terrace, Mortlake High Street, Lower Richmond Road, Lower Mortlake Road, Richmond Circus, Kew Road, The Quadrant, The Square, Eton Street, Paradise Road, Church Terrace, Richmond Bus Station.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

RICHMOND BUS STATION, WAKEFIELD ROAD

Private stand for five buses in bus station on north side of Wakefield Road.
Buses proceed from Richmond Bus Station direct to stand, departing via Richmond Bus Station, Wakefield Road, Lewis Road, Red Lion Street and Hill Street to George Street. Set down in Richmond Bus Station, at Alighting Point (BP2634 - Richmond Bus Station, Last Stop on LOR: BP2634 - Richmond Bus Station) and pick up in George Street, at Stop B (29982 - George Street, First Stop on LOR: 29982 - George Street).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 419 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.
OTHER INFORMATION: Toilet facilities available.

MORTLAKE, HIGH STREET (from HAMMERSMITH BUS STATION)

Public stand for two buses on north side of Mortlake High Street, commencing 5 metres east of lamp standard 009 extending 22 metres west.
Buses proceed from Mortlake High Street direct to stand, departing to Mortlake High Street. Set down in Mortlake High Street, at Stop B (FW44 - Sheen Lane / Mortlake Station #, Last Stop on LOR: FW44 - Sheen Lane / Mortlake Station #) and pick up in Mortlake High Street, at Stop A (FW35 - Sheen Lane / Mortlake Station #, First Stop on LOR: FW35 - Sheen Lane / Mortlake Station #).

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: Mortlake, High Street.

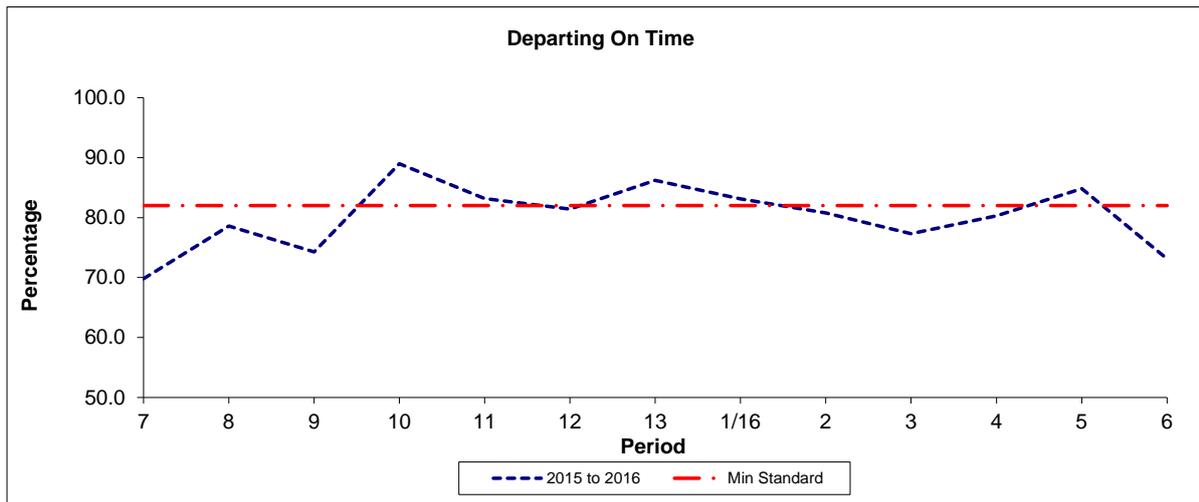
HAMMERSMITH BUS STATION, LOWER LEVEL, STAND Z3

Private stand for 2 buses in Hammersmith Lower Level Bus Station at Stop Z3. Buses proceed from Hammersmith Bus Station Low Level direct to stand, departing to Hammersmith Bus Station Low Level. Set down in Hammersmith Bus Station Low Level, at Stop Z3 (BP5008 - Hammersmith Bus Station, Last Stop on LOR: BP5008 - Hammersmith Bus Station) and pick up in Hammersmith Bus Station Low Level, at Stop L (BP5006 - Hammersmith Bus Station, First Stop on LOR: BP5006 - Hammersmith Bus Station).

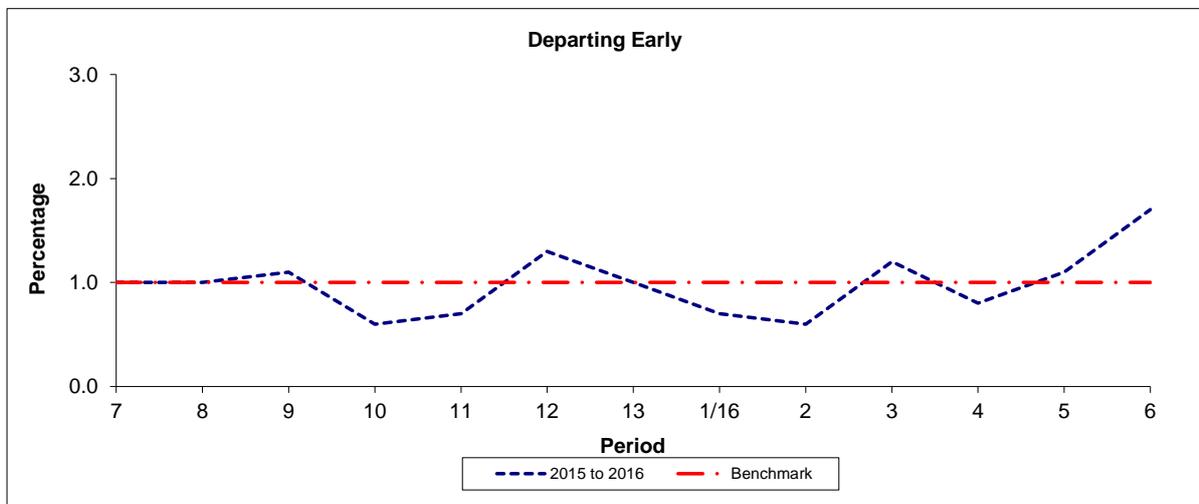
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 419 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Hammersmith.
OTHER INFORMATION:	Toilet facilities available (24 hrs).

PART B - PERFORMANCE STATISTICS

Route 419



Period	7	8	9	10	11	12	13	1/16	2	3	4	5	6
2015 to 2016	69.8	78.6	74.3	89.0	83.2	81.4	86.2	83.1	80.8	77.3	80.3	84.8	73.1
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

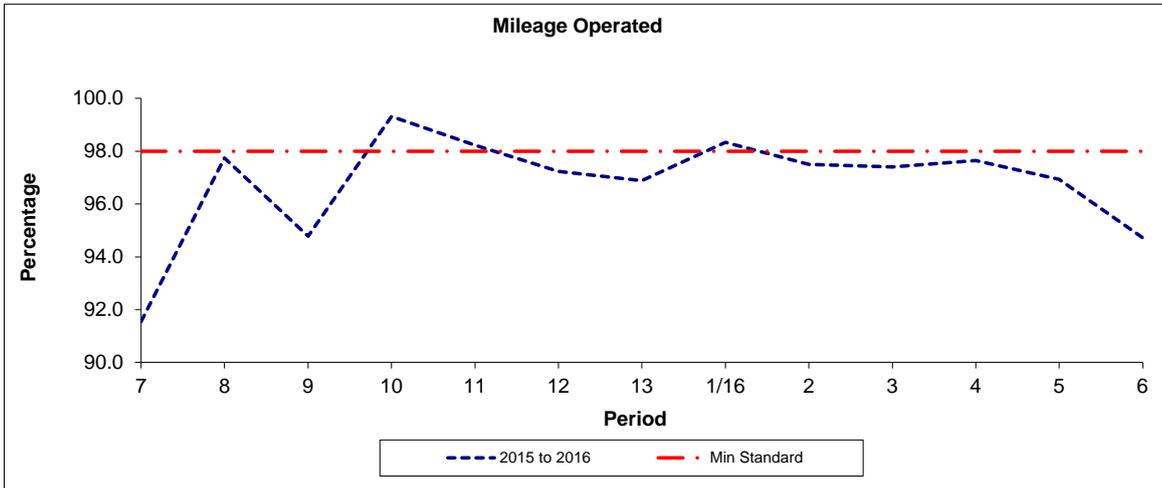


Period	7	8	9	10	11	12	13	1/16	2	3	4	5	6
2015 to 2016	1.0	1.0	1.1	0.6	0.7	1.3	1.0	0.7	0.6	1.2	0.8	1.1	1.7
Benchmark	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

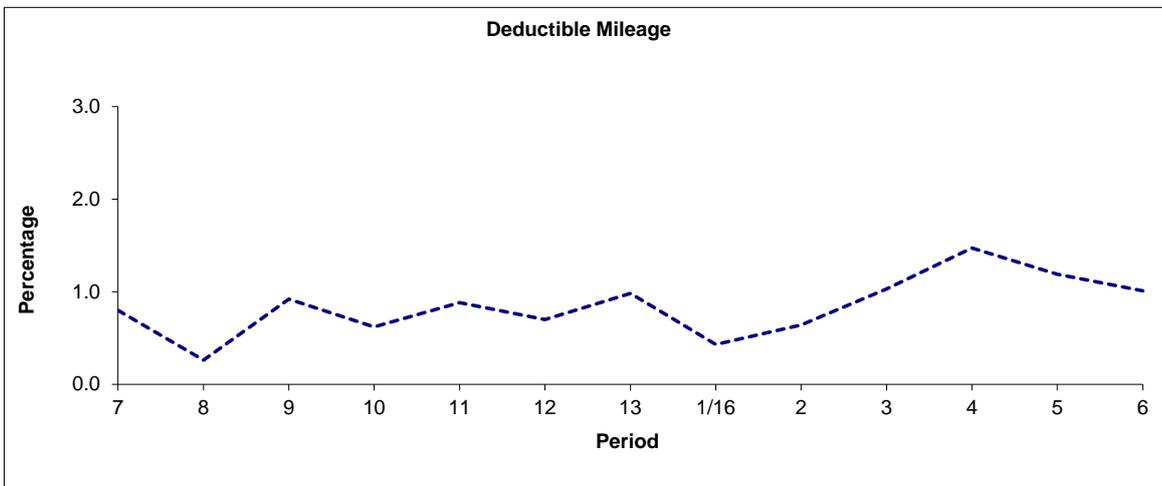
Note : Reliability is actual performance under full iBus (4 weeks data).
 Minimum Standards and Benchmarks are those applicable under the new contract.

PART B - PERFORMANCE STATISTICS

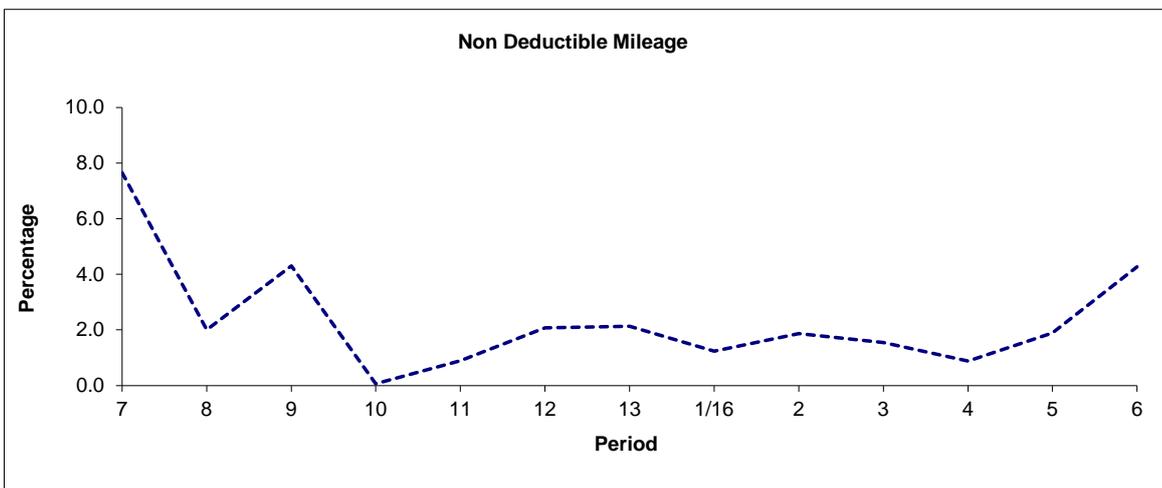
Route 419



Period	7	8	9	10	11	12	13	1/16	2	3	4	5	6
2015 to 2016	91.55	97.74	94.78	99.32	98.23	97.23	96.89	98.33	97.50	97.41	97.64	96.93	94.72
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	1/16	2	3	4	5	6
2015 to 2016	0.80	0.26	0.92	0.62	0.88	0.70	0.98	0.43	0.64	1.03	1.47	1.19	1.01



Period	7	8	9	10	11	12	13	1/16	2	3	4	5	6
2015 to 2016	7.65	2.00	4.30	0.06	0.89	2.07	2.13	1.24	1.87	1.55	0.88	1.89	4.27

Note: Mileage is based on 4 weeks data

ROUTE 419 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 3 15/16 TO QUARTER 2 16/17 (19/09/2015 - 16/09/2016)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	6,363	6,128	96.3	98.1	89.9	2.3	0.0	7.7
07:00 - 10:00	17,065	16,533	96.9	97.2	74.7	3.1	1.2	21.0
10:00 - 13:00	17,572	17,179	97.8	97.6	82.5	2.6	0.8	14.2
13:00 - 16:00	17,566	17,117	97.4	97.7	79.9	2.6	1.0	16.5
16:00 - 19:00	17,359	16,272	93.7	93.9	63.1	6.7	1.5	28.7
19:00 - 22:00	13,719	13,317	97.1	95.6	81.8	5.0	1.1	12.1
22:00 - 24:00	5,837	5,878	100.7	98.9	91.7	1.3	0.3	6.7
All Locations Summary	95,481	92,424	96.8	96.7	76.4	3.9	1.1	18.7

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	701	676	96.4	97.3	95.3	3.1	0.1	1.5
07:00 - 10:00	2,768	2,702	97.6	98.0	86.5	2.1	0.1	11.3
10:00 - 13:00	3,638	3,504	96.3	98.1	80.9	2.1	0.7	16.3
13:00 - 16:00	3,569	3,411	95.6	94.6	66.1	6.0	1.4	26.6
16:00 - 19:00	3,358	3,293	98.1	97.0	76.3	3.8	1.4	18.5
19:00 - 22:00	2,135	2,115	99.1	97.8	82.1	2.8	1.3	13.9
22:00 - 24:00	1,197	1,177	98.3	97.8	86.1	2.5	0.2	11.3
All Locations Summary	17,366	16,878	97.2	97.1	77.8	3.5	1.0	17.7

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	237	214	90.3	97.0	91.8	3.0	0.0	5.2
07:00 - 10:00	2,099	2,033	96.9	99.3	92.9	0.8	0.1	6.3
10:00 - 13:00	2,007	2,041	101.7	99.2	82.8	0.8	0.1	16.3
13:00 - 16:00	2,062	2,038	98.8	98.7	78.9	1.4	0.2	19.5
16:00 - 19:00	2,222	2,164	97.4	98.5	81.8	1.5	0.3	16.4
19:00 - 22:00	2,078	2,054	98.8	96.9	82.4	3.4	0.4	13.8
22:00 - 24:00	1,379	1,382	100.2	99.6	95.8	0.5	0.7	2.9
All Locations Summary	12,084	11,926	98.7	98.6	83.4	1.5	0.2	14.9

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	7,301	7,018	96.1	98.0	90.5	2.4	0.1	7.0
07:00 - 10:00	21,932	21,268	97.0	97.5	76.5	2.9	1.1	19.5
10:00 - 13:00	23,217	22,724	97.9	97.8	82.3	2.3	0.7	14.8
13:00 - 16:00	23,197	22,566	97.3	97.3	77.9	2.9	1.0	18.3
16:00 - 19:00	22,939	21,729	94.7	94.8	66.5	5.8	1.4	26.3
19:00 - 22:00	17,932	17,486	97.5	96.0	81.9	4.5	1.0	12.5
22:00 - 24:00	8,413	8,437	100.3	98.8	91.3	1.4	0.4	7.0
All Locations Summary	124,931	121,228	97.0	96.9	77.3	3.6	1.0	18.2

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 588

Route 419

Service change 36786

Date 31/05/2014

QSI points are highlighted

Reason for Issue

Mileage Update

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
RIC HGS	29982	George Street		
RICHSN	16350	Richmond Station	280	0.17
	16239	Richmond Circus	546	0.34
	16242	Sheendale Road	201	0.12
RICHLM	9347	Manor Circus	317	0.20
	25974	Sandycombe Road	252	0.16
	16243	Marksbury Avenue	306	0.19
	16245	Mortlake Road	257	0.16
	FW36	Clifford Avenue	366	0.23
	R0651	Ship Lane / Stag Brewery	377	0.23
	FW35	Sheen Lane / Mortlake Station	389	0.24
MORTHA	15255	Avondale Road	330	0.21
	15253	White Hart Lane	205	0.13
	15252	Barnes Bridge Station	367	0.23
	OC515	Nassau Road	443	0.28
LNDRSR	OC517		469	0.29
	HC96	Hail & Ride Section	1882	1.17
	BP5497	Hammersmith Bridge / North Side	585	0.36
	29576	Hammersmith Bridge Road	395	0.25
HAMMBL3	BP5008	Hammersmith Bus Station	327	0.20
Total Route Mileage - Out Direction			8294	5.15
			Metres	Miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HAMMBL	BP5006	Hammersmith Bus Station		
	29954	Hammersmith Bridge Road	539	0.33
	BP3191	Hammersmith Bridge	209	0.13
LNDRSR	OC518		2506	1.56
	OC516	Nassau Road	508	0.32
	HC97	Hail & Ride Section	113	0.07
	15251	Barnes Bridge Station	287	0.18
	15254	White Hart Lane	374	0.23
MORTHA	35719	Avondale Road	350	0.22
	FW44	Sheen Lane / Mortlake Station	279	0.17
	37222	Ship Lane / Stag Brewery	181	0.11
	FW45	Rosemary Lane	232	0.14
	FW46	Clifford Avenue	299	0.19
	16246	Mortlake Road	290	0.18
	BP396	Manor Grove	355	0.22
RICHLM	R0293	Manor Circus	510	0.32
	16241	Sheendale Road	206	0.13
	16240	Richmond Circus	363	0.23
RICHSN	BP5962	Richmond Station	320	0.20
	16351	The Quadrant	221	0.14
RICHBS	BP2634	Richmond Bus Station	429	0.27
Total Route Mileage - Back Direction			8571	5.33
			Metres	Miles