

## SECTION 2: PART A

### SERVICE SPECIFICATION FOR ROUTE No. 45

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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. 45.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 45.

## 3. TERMINALS

Route No. 45 will operate between Kings Cross Station and Clapham Park, Atkins 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. 45 which will operate as follows:

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

## 5. VEHICLE TYPE

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

Route No. 45 is currently approved for vehicles which are a maximum of 10.0 metres long and 2.55 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, double deck buses with a minimum capacity of 87, of which approximately 60 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.

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. Kings Cross Station to Clapham Park, Atkins Road

0500 - 0605	Every 15 minutes
0606 - 0630	Every 12 minutes
0631 - 0705	Every 10 minutes
0706 - 1845	Every 8 minutes
1846 - 1935	Every 10 minutes
1936 - 2010	Every 12 minutes
2011 - 0045	Every 15 minutes

First departure from Kings Cross Station no later than 0505.  
Last departure from Kings Cross Station no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Camberwell Green between 0710 and 0740 and no more than 8 minutes apart between 0741 and 0840 and between 1510 and 1640.

### 2. Clapham Park, Atkins Road to Kings Cross Station

0410 - 0530	Every 15 minutes
0531 - 0610	Every 12 minutes
0611 - 0635	Every 10 minutes
0636 - 1805	Every 8 minutes
1806 - 1900	Every 10 minutes
1901 - 1945	Every 12 minutes
1946 - 0020	Every 15 minutes

First departure from Clapham Park, Atkins Road no later than 0415.  
Last departure from Clapham Park, Atkins Road no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Ludgate Circus between 0645 and 0715 and no more than 8 minutes apart between 0716 and 0845 and between 1515 and 1645.

## 6.2 Saturdays & Good Friday

### 1. Kings Cross Station to Clapham Park, Atkins Road

0500 - 0735	Every 15 minutes
0736 - 0825	Every 12 minutes
0826 - 0920	Every 10 minutes
0921 - 1845	Every 8 minutes
1846 - 1935	Every 10 minutes
1936 - 2010	Every 12 minutes
2011 - 0045	Every 15 minutes

First departure from Kings Cross Station no later than 0505.  
Last departure from Kings Cross Station no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Camberwell Green between 0905 and 1005 and no more than 8 minutes apart between 1006 and 1105.

### 2. Clapham Park, Atkins Road to Kings Cross Station

0410 - 0700	Every 15 minutes
0701 - 0800	Every 12 minutes
0801 - 0905	Every 10 minutes
0906 - 1805	Every 8 minutes
1806 - 1905	Every 10 minutes
1906 - 1945	Every 12 minutes
1946 - 0020	Every 15 minutes

First departure from Clapham Park, Atkins Road no later than 0415.  
Last departure from Clapham Park, Atkins Road no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Ludgate Circus between 0845 and 0945 and no more than 8 minutes apart between 0946 and 1115.

### 6.3 Sundays

1. Kings Cross Station to Clapham Park, Atkins Road

0500 - 1000	Every 20 minutes
1001 - 0045	Every 15 minutes

First departure from Kings Cross Station no later than 0505.  
Last departure from Kings Cross Station no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Camberwell Green between 1045 and 1200.

2. Clapham Park, Atkins Road to Kings Cross Station

0410 - 0915	Every 20 minutes
0916 - 0020	Every 15 minutes

First departure from Clapham Park, Atkins Road no later than 0415.  
Last departure from Clapham Park, Atkins Road no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Ludgate Circus between 1000 and 1130.

## 6.4 Boxing Day

### 1. Kings Cross Station to Clapham Park, Atkins Road

0800 - 1000	Every 20 minutes
1001 - 0045	Every 15 minutes

First departure from Kings Cross Station no later than 0805.  
Last departure from Kings Cross Station no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Camberwell Green between 1045 and 1200.

### 2. Clapham Park, Atkins Road to Kings Cross Station

0810 - 0915	Every 20 minutes
0916 - 0020	Every 15 minutes

First departure from Clapham Park, Atkins Road no later than 0815.  
Last departure from Clapham Park, Atkins Road no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Ludgate Circus between 1000 and 1130.



## 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. 45 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. 45 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. 45

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.

### Survey locations

#### **Towards Clapham Park**

Kings Cross

Elephant & Castle

Camberwell Green (Denmark Hill)

#### **Towards Kings Cross**

Brixton

Camberwell Green

Elephant & Castle

Total scheduled manual QSI surveys per quarter = 96.

## 8. RUNNING TIMES

The current timetable for Route No. 45 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 PM peak, all evenings and Sunday 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. 45 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. 45 should interwork with other bus services where possible.

## 11. CONTROL STRATEGY

Route No. 45 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. 45:

- Route No. 45 can suffer from unpredictable traffic delays in the Brixton area and especially within Central London (Blackfriars and King's Cross).

Tenderers should also note the following factors which may have an impact on Route No. 45 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. 45 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. 45

Kings Cross Station to Clapham Park, Atkins Road	8.5 miles
Clapham Park, Atkins Road to Kings Cross Station	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. 45 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:

45 via Blackfriars
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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 45: King's Cross Station - Clapham Park

**Date of Structural Change:** 13 November 2010.

**Date of Service Change:** 13 November 2010.

**Reason for Issue:** New Tender.

### STREETS TRAVERSED

**Towards Clapham Park:** Midland Road, Euston Road, Pentonville Road, King's Cross Road, Acton Street, Gray's Inn Road, Holborn, Holborn Circus, Charterhouse Street, Farringdon Street, Ludgate Circus, New Bridge Street, Blackfriars Bridge, Blackfriars Road, St George's Circus, London Road, Elephant And Castle, Walworth Road, Camberwell Road, Camberwell Green (West Side), Denmark Hill, Orpheus Street, Daneville Road, Coldharbour Lane, Gresham Road, Brixton Road, Effra Road, St Matthew's Road, Brixton Hill, Streatham Place, Atkins Road.

**Towards King's Cross Station:** Poynders Road, Atkins Road, Streatham Place, Brixton Hill, Brixton Road, Gresham Road, Coldharbour Lane, Denmark Hill, Camberwell Green (West Side), Camberwell Road, Walworth Road, Elephant And Castle, London Road, Blackfriars Road, St George's Circus, Blackfriars Road, Blackfriars Bridge, New Bridge Street, Ludgate Circus, Farringdon Street, Charterhouse Street, Holborn Circus, Holborn, Gray's Inn Road, York Way.

### STANDING AND TURNING POINTS

#### KING'S CROSS, YORK WAY

Public stand for 10 buses on west side of York Way commencing opposite and 31 metres south of Wharfdale Road extending 112 metres south.

Buses proceed from York Way direct to stand, departing via York Way and Goods Way to Midland Road. Set down in York Way, at Stop G and pick up in Midland Road, at Stop S.

**AVAILABILITY:** At any time.

**OPERATING RESTRICTIONS:** No more than 3 buses on Route 45 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:** King's Cross.

## **FARRINGDON STREET, STONECUTTER STREET (from CLAPHAM PARK)**

Public stand for four buses on north side of Stonecutter Street, commencing 16 metres west of the western kerblines of Farringdon Street and extending 50 metres west. Buses proceed from Farringdon Street via Charterhouse Street, Holborn Circus, St Andrew Street, Shoe Lane and Stonecutter Street to stand, departing via Stonecutter Street to Farringdon Street. Set down in Farringdon Street, at Stop HS and pick up in Farringdon Street, at Stop L.

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:	Farringdon Street, Smithfield.

## **ELEPHANT & CASTLE, SOUTHWARK BRIDGE ROAD**

Public stand in two portions:

1 - For five buses on the west side of Southwark Bridge Road, commencing 10 metres north of the centre of Keyworth Street and extending 54 metres north.

2 - Overflow stand on the south side (offside) of Gaunt Street extending 20 metres. Stand flag BP3514.

### From Clapham Park.

Buses proceed from Elephant And Castle via Newington Causeway and Southwark Bridge Road to stand, departing via Southwark Bridge Road, Gaunt Street and Newington Causeway to Elephant And Castle. Set down in Elephant And Castle, at Stop T and pick up in Elephant And Castle, at Stop R.

### From King's Cross Station.

Buses proceed from London Road via Elephant And Castle, Newington Causeway and Southwark Bridge Road to stand, departing via Southwark Bridge Road, Gaunt Street, Newington Causeway and Elephant And Castle to London Road. Set down in London Road, at Stop D and pick up in London Road, at Stop B.

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:	Elephant & Castle.

### **BRIXTON, LAMBETH TOWN HALL (EFFRA ROAD) (from King's Cross Station)**

Public stand for 3 buses on west side (offside) of Effra Road, commencing at lamp standard No 2498 opposite the centre of Saltoun Road and extending 30 metres south.

Buses proceed from Brixton Road via Effra Road to stand, departing via Effra Road and St Matthew's Road to Brixton Hill. Set down in Brixton Road, at Stop Q and pick up in Brixton Hill, at Stop Y.

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:	Brixton.
OTHER INFORMATION:	Available Mondays to Fridays before 1600 only and all day Saturdays and Sundays. At other times use Brixton, Lambeth Town Hall (Brixton Hill) stand.

### **CLAPHAM PARK, ATKINS ROAD**

Offside public stand on the north side of Atkins Road immediately west of the junction with Kings Avenue and extending 50 metres west.

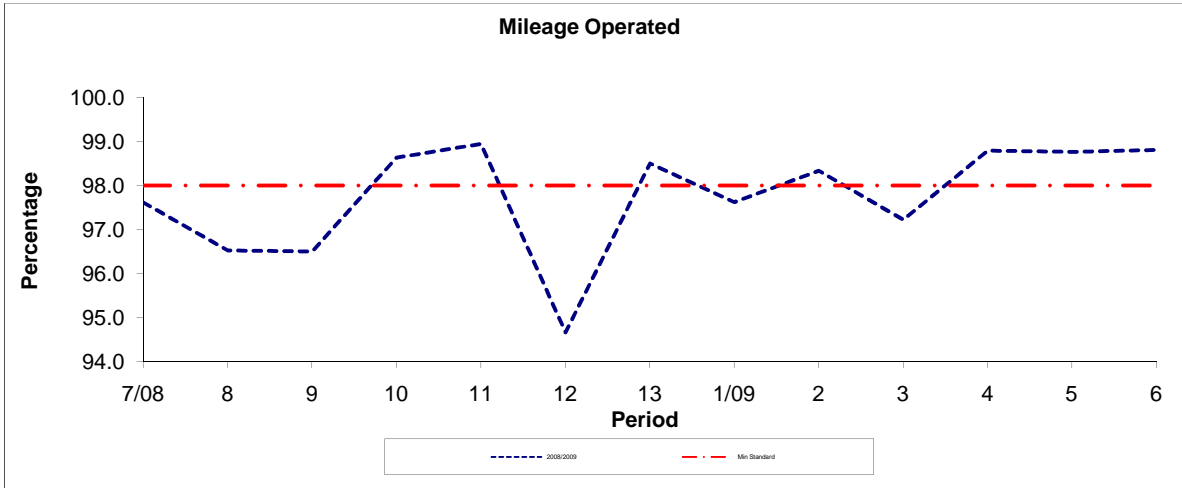
Buses proceed from Atkins Road direct to stand, departing via Atkins Road to Poynders Road. Set down in Atkins Road, at Stop H and pick up in Poynders Road, at Stop V.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 45 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:	Clapham Park.

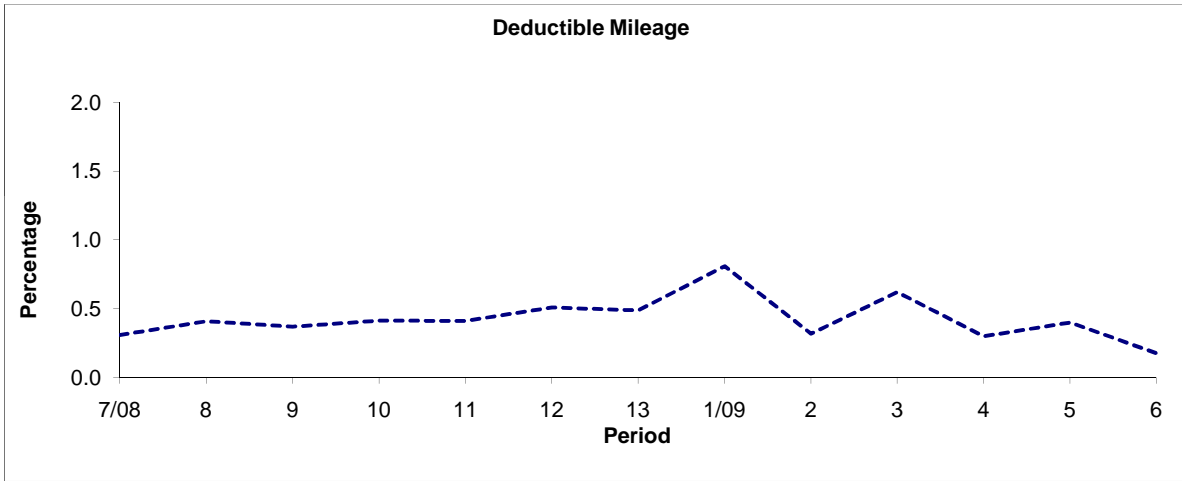


**PART B - PERFORMANCE STATISTICS**

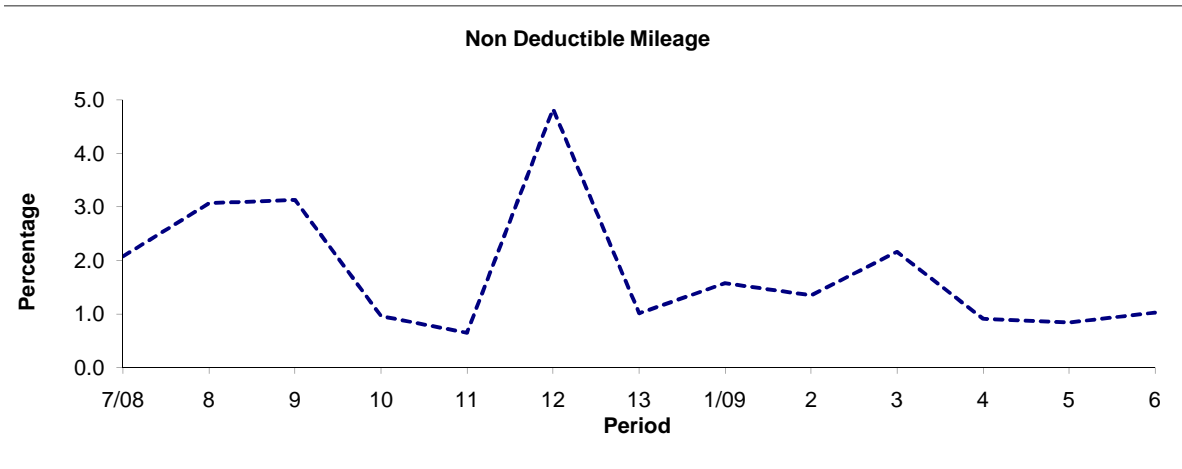
**Route 45**



Period	7/08	8	9	10	11	12	13	1/09	2	3	4	5	6
2008/2009	97.61	96.52	96.50	98.63	98.94	94.66	98.50	97.62	98.34	97.22	98.79	98.76	98.80
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	7/08	8	9	10	11	12	13	1/09	2	3	4	5	6
2008/2009	0.31	0.41	0.37	0.41	0.41	0.51	0.49	0.81	0.32	0.62	0.30	0.40	0.18

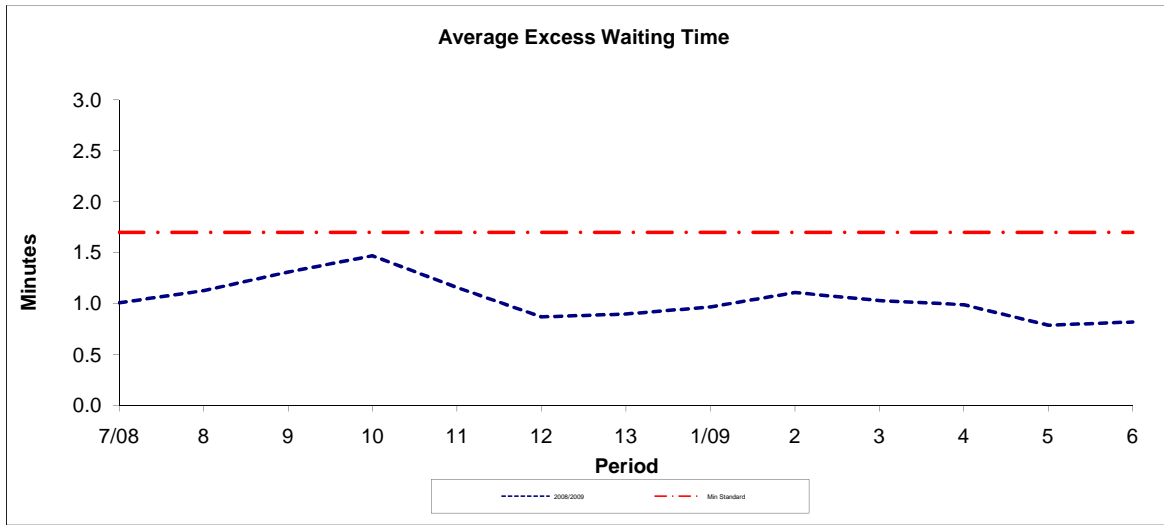


Period	7/08	8	9	10	11	12	13	1/09	2	3	4	5	6
2008/2009	2.08	3.07	3.13	0.96	0.65	4.83	1.01	1.57	1.35	2.16	0.91	0.84	1.02

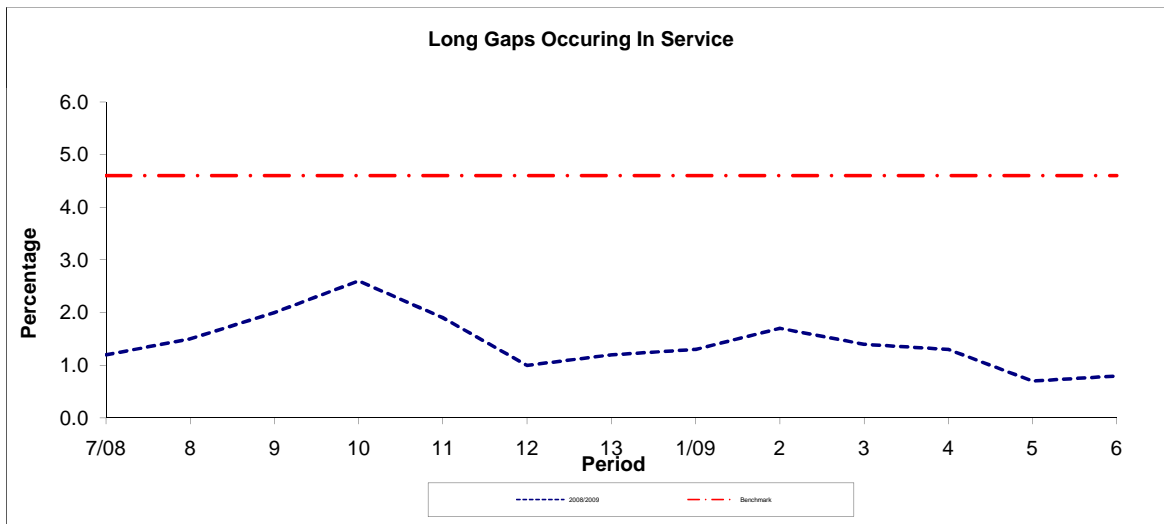
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 45**



Period	7/08	8	9	10	11	12	13	1/09	2	3	4	5	6
2008/2009	1.01	1.13	1.31	1.47	1.16	0.87	0.90	0.97	1.11	1.03	0.99	0.79	0.82
Min Standard	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70



Period	7/08	8	9	10	11	12	13	1/09	2	3	4	5	6
2008/2009	1.20	1.50	2.00	2.60	1.90	1.00	1.20	1.30	1.70	1.40	1.30	0.70	0.80
Benchmark	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60

**Note :** Reliability is based on 12 weeks rolling data