

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 62

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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. 62.

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:

- The Mondays to Fridays peak flow journey, ex Marks Gate, Whalebone Lane North is re-timed to operate between 0700 and 0730 to provide a frequency of every 7-8 minutes (8 buses per hour) between 0745 and 0815 at the junction of Longbridge Road and Upney Lane in line with what was previously specified.
- One double deck, dual door, 87 capacity vehicle is specified to operate at approximately 0730 ex Marks Gate, Whalebone Lane North during Mondays to Fridays.
- **Tenderers are asked to submit separate costs for full conversion to double deck, dual door, 87 capacity vehicles. The double deck vehicle specified for the additional journey during Mondays to Fridays should also be included in the cost.**
- First departure ex Barking, Gascoigne Estate is re-timed from 0505 to 0500 in line with what was previously specified.

3. TERMINALS

Route No. 62 will operate between Marks Gate, Whalebone Lane North and Barking, Gascoigne Estate.

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. 62 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. 62 is currently approved for vehicles which are a maximum of 10.2 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, single deck buses with a minimum capacity of 55, of which approximately 28 should be seated, will be used to provide the main service on this route. Luggage space should also be provided.

The service requirement set out in Section 6 assumes that one dual door, double deck bus with a minimum capacity of 87 of which approximately 60 should be seated, will be used on a specified journey during the Mondays to Fridays AM peak. Luggage space should also be provided. This vehicle may be used on other journeys on Route No. 62 to provide cost effective schedules.

For both single and double deck operation, 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. Marks Gate, Whalebone Lane North to Barking, Gascoigne Estate

0435 - 0540	Every 30 minutes
0541 - 0620	Every 20 minutes
0621 - 0700	Every 10 minutes
0701 - 0730	Every 7-8 minutes (8 buses per hour)
0731 - 1830	Every 10 minutes
1831 - 2005	Every 12 minutes
2006 - 2350	Every 20 minutes

First departure from Marks Gate, Whalebone Lane North no later than 0440.

Last departure from Marks Gate, Whalebone Lane North no earlier than 2345.

The departure closest to 0730 should be operated by a double deck vehicle.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Barking Bus Garage between 0710 and 0740, no more than 8 minutes apart between 0741 and 0815 and no more than 10 minutes apart between 0816 and 0905 and between 1500 and 1630.

2. Barking, Gascoigne Estate to Marks Gate, Whalebone Lane North

0455 - 0620	Every 20 minutes
0621 - 1840	Every 10 minutes
1841 - 2005	Every 12 minutes
2006 - 0030	Every 20 minutes

First departure from Barking, Gascoigne Estate no later than 0500.

Last departure from Barking, Gascoigne Estate no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Chadwell Heath, Wangey Road between 0705 and 0905 and between 1500 and 1630.

6.2 Saturdays & Good Friday

1. Marks Gate, Whalebone Lane North to Barking, Gascoigne Estate

0435 - 0540	Every 30 minutes
0541 - 0800	Every 20 minutes
0801 - 1830	Every 10 minutes
1831 - 1905	Every 12 minutes
1906 - 2350	Every 20 minutes

First departure from Marks Gate, Whalebone Lane North no later than 0440.
Last departure from Marks Gate, Whalebone Lane North no earlier than 2345.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Barking Bus Garage between 0910 and 1110.

2. Barking, Gascoigne Estate to Marks Gate, Whalebone Lane North

0455 - 0800	Every 20 minutes
0801 - 1840	Every 10 minutes
1841 - 1905	Every 12 minutes
1906 - 0030	Every 20 minutes

First departure from Barking, Gascoigne Estate no later than 0500.
Last departure from Barking, Gascoigne Estate no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Chadwell Heath, Wangey Road between 0910 and 1110.

6.3 Sundays

1. Marks Gate, Whalebone Lane North to Barking, Gascoigne Estate

0545 - 0920 Every 30 minutes
0921 - 2350 Every 20 minutes

First departure from Marks Gate, Whalebone Lane North no later than 0550.
Last departure from Marks Gate, Whalebone Lane North no earlier than 2345.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Barking Bus Garage between 0950 and 1150.

2. Barking, Gascoigne Estate to Marks Gate, Whalebone Lane North

0625 - 0830 Every 30 minutes
0831 - 0030 Every 20 minutes

First departure from Barking, Gascoigne Estate no later than 0630.
Last departure from Barking, Gascoigne Estate no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Chadwell Heath, Wangey Road between 1000 and 1140.

6.4 Boxing Day

1. Marks Gate, Whalebone Lane North to Barking, Gascoigne Estate

0815 - 0920 Every 30 minutes
0921 - 2350 Every 20 minutes

First departure from Marks Gate, Whalebone Lane North no later than 0820.
Last departure from Marks Gate, Whalebone Lane North no earlier than 2345.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Barking Bus Garage between 0950 and 1150.

2. Barking, Gascoigne Estate to Marks Gate, Whalebone Lane North

0830 - 0030 Every 20 minutes

First departure from Barking, Gascoigne Estate no later than 0835.
Last departure from Barking, Gascoigne Estate no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Chadwell Heath, Wangey Road between 1000 and 1140.

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. 62 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. 62 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. 62

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 Barking, Gascoigne Estate

Rose Lane
(not evenings or Sundays)
Chadwell Heath \$
Becontree Station \$
(not evenings or Sundays)
Barking

Towards Marks Gate, Whalebone Lane North

Barking
Becontree Station \$
(not evenings or Sundays)
Chadwell Heath \$

Total scheduled manual QSI surveys per quarter = 106.

\$ This point observed simultaneously in both directions. Counted as two surveys.

8. RUNNING TIMES

The current timetable for Route No. 62 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 interpeak, PM peak and early evening periods, Saturday afternoon shopping period and Sunday shopping period.

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

- the minimum performance standards for Route No. 62 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. 62 should interwork with other bus services where possible.

11. CONTROL STRATEGY

Route No. 62 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. 62:

- Route No. 62 can suffer from unpredictable traffic delays in the Becontree and Barking areas.

Tenderers should also note the following factors/events which may have an impact on Route No. 62 in the foreseeable future:

- East London Transit is a bus-based transit service. The first stage will be used by Route Nos. EL1 & EL2 between Ilford, Barking, Thames View Estate and Dagenham Dock Station from 20th February 2010. A second stage will extend bus services into the Barking Riverside Development.
- 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. 62 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. 62

Marks Gate, Whalebone Lane North to Barking, Gascoigne Estate	8.6 miles
Barking, Gascoigne Estate to Marks Gate, Whalebone Lane North	9.6 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. 62 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:

62 via Becontree

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 62: Marks Gate, Billet Road - Barking, Gascoigne Estate

Date of Structural Change: 12 March 2011.

Date of Service Change: 12 March 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Barking, Gascoigne Estate: Whalebone Lane North, Billet Road, Rose Lane, Whalebone Lane North, Moby Dick, Whalebone Lane North, Chadwell Heath High Road, Station Road, Valence Avenue, Porters Avenue, Gale Street, Woodward Road, Lodge Avenue, Ripple Road Junction, Ripple Road, Upney Lane, Longbridge Road, Station Parade, Cambridge Road, Linton Road, London Road, North Street, Barking Broadway, St Pauls Road, Gascoigne Road.

Towards Marks Gate, Billet Road: Gascoigne Road, Alfred's Way (East Ham And Barking By-Pass), King Edward's Road, Ripple Road, St Pauls Road, Barking Broadway, North Street, London Road, Linton Road, Cambridge Road, Station Parade, Longbridge Road, Upney Lane, Ripple Road, Ripple Road Junction, Lodge Avenue, Woodward Road, Gale Street, Porters Avenue, Valence Avenue, Station Road, Wangey Road, Chadwell Heath High Road, Whalebone Lane North, Moby Dick, Whalebone Lane North, Rose Lane, Billet Road, Whalebone Lane North.

STANDING AND TURNING POINTS

MARKS GATE, WHALEBONE LANE NORTH

Public stand on east side of Whalebone Lane North, commencing 50 metres north of No. 1 and extending 22 metres northwards.

Buses proceed from Whalebone Lane North direct to stand, departing to Whalebone Lane North. Set down in Whalebone Lane North, at Stop B and pick up in Whalebone Lane North, at Stop B.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 62 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: Marks Gate.

CHADWELL HEATH, WANGHEY ROAD

Public stand for three buses on west side of Wanghey Road commencing 6 metres south of No. 8 and extending 35 metres south.

From Barking, Gascoigne Estate.

Buses proceed from Station Road via Wanghey Road to stand, departing via Wanghey Road and Chadwell Heath High Road to Station Road. Set down in Station Road, at Stop A and pick up in Station Road, at Stop E.

From Marks Gate, Billet Road.

Buses proceed from Chadwell Heath High Road via Station Road and Wanghey Road to stand, departing via Wanghey Road to Chadwell Heath High Road. Set down in Chadwell Heath High Road, at Stop H and pick up in Chadwell Heath High Road, at Stop C.

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:	Chadwell Heath.

BECONTREE, BECONTREE AVENUE

Public stand for one bus on north side of Becontree Avenue outside Brocklebank Lodge, commencing 45 metres east of Bennetts Castle Lane and extending 12 metres west.

From Barking, Gascoigne Estate.

Buses proceed from Valence Avenue via Green Lane, Bennett's Castle Lane and Becontree Avenue to stand, departing via Becontree Avenue to Valence Avenue. Set down in Valence Avenue, at stop A and pick up in Valence Avenue, at stop G.

From Marks Gate, Billet Road.

Buses proceed from Valence Avenue via Green Lane, Bennett's Castle Lane and Becontree Avenue to stand, departing via Becontree Avenue to Valence Avenue. Set down in Valence Avenue, at stop F and pick up in Valence Avenue, at stop A.

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:	Becontree, Martins Corner.

BARKING, LONDON ROAD (from Marks Gate, Billet Road)

Private stand for nine buses in bus parking area on north side of London Road, commencing 37 metres east of the eastern kerbline of North Street and extending 36 metres east.

Buses proceed from London Road via London Road Bus Stand to stand, departing via London Road Bus Stand to London Road. Set down in London Road, at Stop C and pick up in London Road, at Stop E.

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: Barking.

BARKING, GASCOIGNE ESTATE

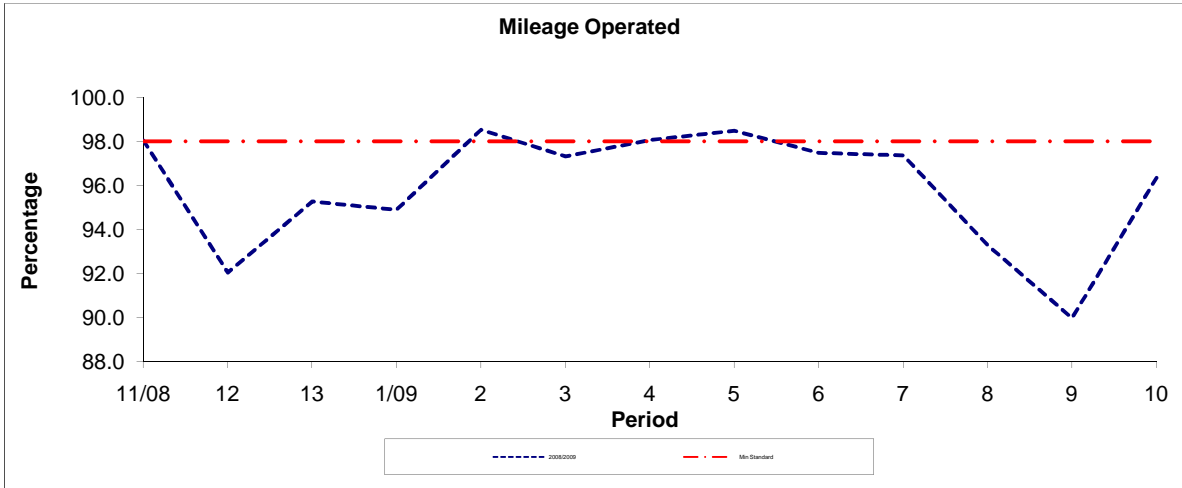
Public stand for two buses on east side of Gascoigne Road, commencing 27 metres north of centre of Dovehouse Mead and extending 22 metres north.

Buses proceed from Gascoigne Road direct to stand, departing to Gascoigne Road. Set down in Gascoigne Road and pick up in Gascoigne Road.

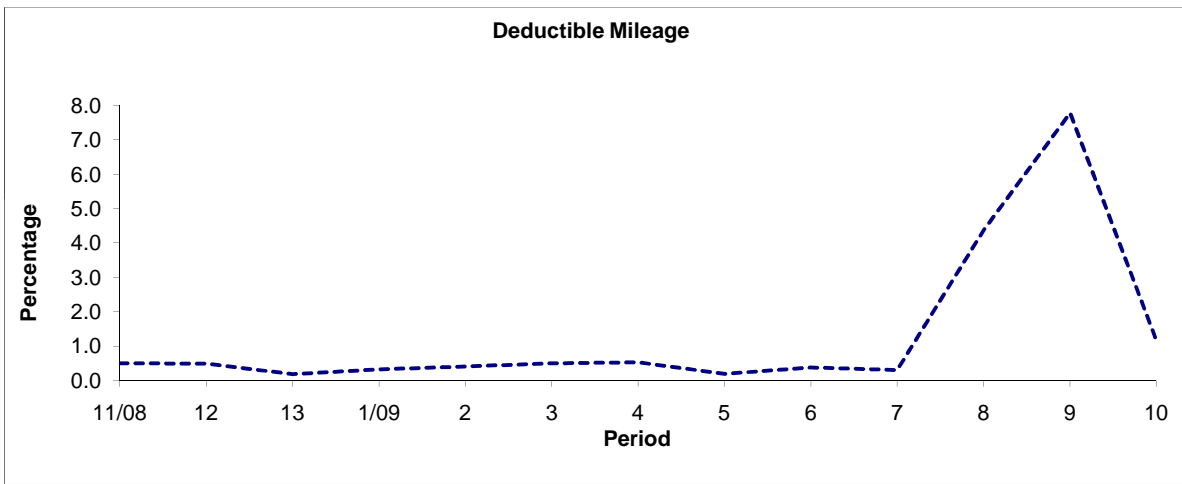
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 62 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Barking, Gascoigne Estate.
OTHER INFORMATION: No toilet facilities available.

PART B - PERFORMANCE STATISTICS

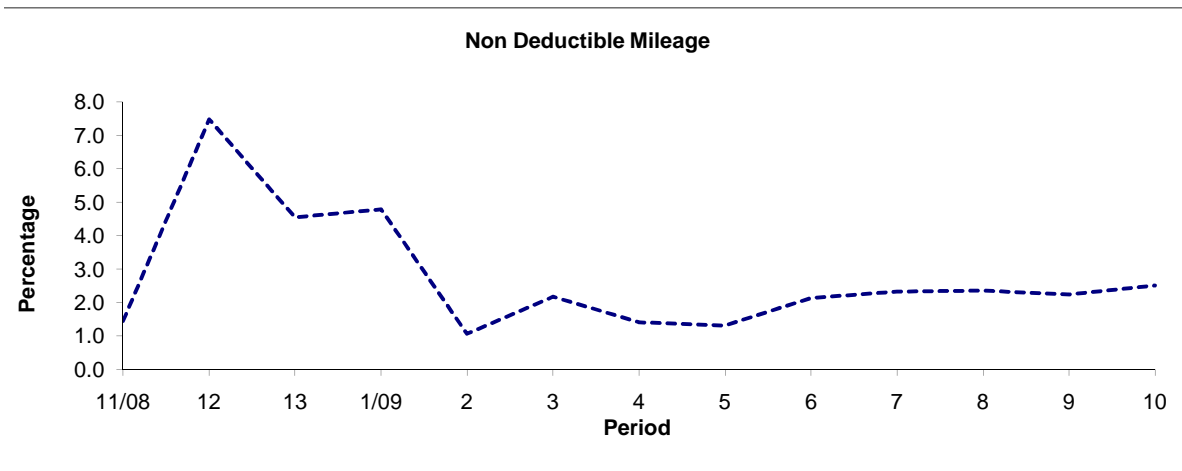
Route 62



Period	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	98.05	92.03	95.27	94.89	98.53	97.32	98.07	98.49	97.48	97.37	93.27	89.97	96.34
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	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	0.50	0.49	0.18	0.32	0.40	0.50	0.52	0.19	0.38	0.30	4.37	7.78	1.15



Period	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	1.45	7.48	4.55	4.79	1.07	2.18	1.41	1.32	2.14	2.33	2.36	2.25	2.51

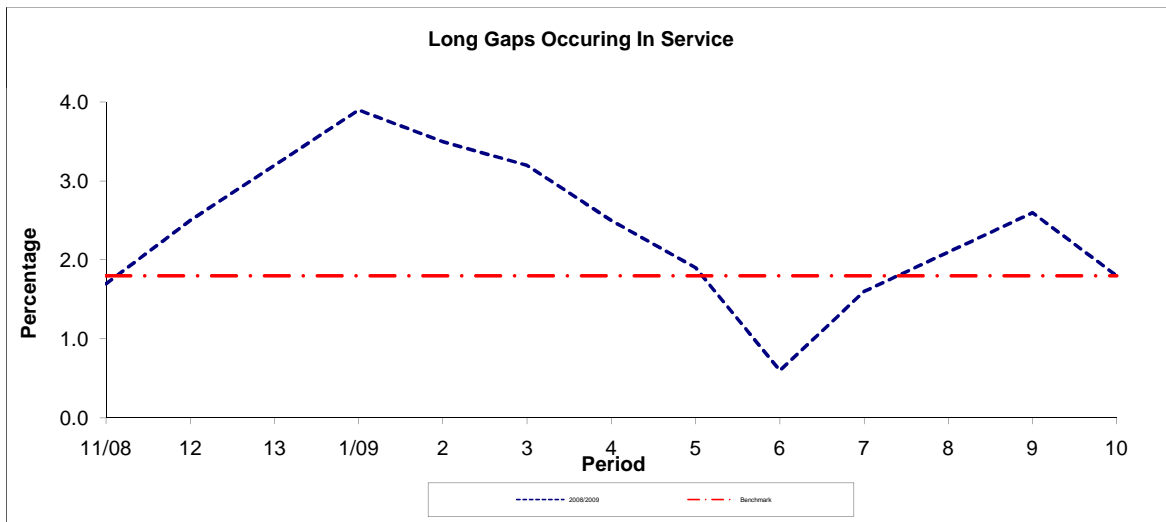
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 62



Period	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	1.18	1.39	1.61	1.84	1.70	1.65	1.43	1.20	0.85	1.04	1.24	1.40	1.26
Min Standard	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10



Period	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	1.70	2.50	3.20	3.90	3.50	3.20	2.50	1.90	0.60	1.60	2.10	2.60	1.80
Benchmark	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80

Note : Reliability is based on 12 weeks rolling data