

## SECTION 2: PART A

### SERVICE SPECIFICATION FOR ROUTE No. 170

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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. 170.

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, 60 capacity vehicles are specified, subject to a satisfactory route test.

## 3. TERMINALS

Route No. 170 will operate between Roehampton, Danebury Avenue and Victoria Station, Terminus Place.

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. 170 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. 170 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 60, of which approximately 33 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. Roehampton, Danebury Avenue to Victoria Station, Terminus Place

0500 - 0600	Every 15 minutes
0601 - 0640	Every 10 minutes
0641 - 1905	Every 8 minutes
1906 - 1945	Every 10 minutes
1946 - 0100	Every 12 minutes

First departure from Roehampton, Danebury Avenue no later than 0505.  
Last departure from Roehampton, Danebury Avenue no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Battersea, Hester Road between 0730 and 0930 and between 1505 and 1635.

### 2. Victoria Station, Terminus Place to Roehampton, Danebury Avenue

0430 - 0535	Every 15 minutes
0536 - 0610	Every 10 minutes
0611 - 1830	Every 8 minutes
1831 - 1900	Every 10 minutes
1901 - 0055	Every 12 minutes

First departure from Victoria Station, Terminus Place no later than 0435.  
Last departure from Victoria Station, Terminus Place no earlier than 0050.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Wandsworth, Municipal Buildings between 0705 and 0905 and between 1500 and 1630.

## 6.2 Saturdays & Good Friday

### 1. Roehampton, Danebury Avenue to Victoria Station, Terminus Place

0500 - 0700	Every 15 minutes
0701 - 0830	Every 10 minutes
0831 - 1850	Every 8 minutes
1851 - 1920	Every 10 minutes
1921 - 0100	Every 12 minutes

First departure from Roehampton, Danebury Avenue no later than 0505.  
Last departure from Roehampton, Danebury Avenue no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Battersea, Hester Road between 0915 and 1115.

### 2. Victoria Station, Terminus Place to Roehampton, Danebury Avenue

0430 - 0620	Every 15 minutes
0621 - 0750	Every 10 minutes
0751 - 1810	Every 8 minutes
1811 - 1840	Every 10 minutes
1841 - 0055	Every 12 minutes

First departure from Victoria Station, Terminus Place no later than 0435.  
Last departure from Victoria Station, Terminus Place no earlier than 0050.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Wandsworth, Municipal Buildings between 0905 and 1105.

### 6.3 Sundays

1. Roehampton, Danebury Avenue to Victoria Station, Terminus Place

0600 - 0745	Every 20 minutes
0746 - 0830	Every 15 minutes
0831 - 0100	Every 12 minutes

First departure from Roehampton, Danebury Avenue no later than 0605.  
Last departure from Roehampton, Danebury Avenue no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Battersea, Hester Road between 0950 and 1130.

2. Victoria Station, Terminus Place to Roehampton, Danebury Avenue

0530 - 0635	Every 20 minutes
0636 - 0835	Every 15 minutes
0836 - 0055	Every 12 minutes

First departure from Victoria Station, Terminus Place no later than 0535.  
Last departure from Victoria Station, Terminus Place no earlier than 0050.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Wandsworth, Municipal Buildings between 0950 and 1130.

## 6.4 Boxing Day

1. Roehampton, Danebury Avenue to Victoria Station, Terminus Place

0755 - 0830            Every 15 minutes  
0831 - 0100            Every 12 minutes

First departure from Roehampton, Danebury Avenue no later than 0800.  
Last departure from Roehampton, Danebury Avenue no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Battersea, Hester Road between 0950 and 1130.

2. Victoria Station, Terminus Place to Roehampton, Danebury Avenue

0800 - 0835            Every 15 minutes  
0836 - 0055            Every 12 minutes

First departure from Victoria Station, Terminus Place no later than 0805.  
Last departure from Victoria Station, Terminus Place no earlier than 0050.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Wandsworth, Municipal Buildings between 0950 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. 170 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. 170 shall be:

Average Excess Wait Time:	No more than 1.20 minutes
Minimum Operated Mileage:	No less than 98y%

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 = 1.05 minutes

### Summary of proposed QSI coverage: Route No. 170

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 Victoria Station,  
Terminus Place**  
Roehampton  
Wandsworth  
Clapham Junction  
Battersea Bridge \$

**Towards Roehampton, Danebury Avenue**  
Victoria  
Battersea Bridge \$  
Clapham Junction  
Wandsworth

Total scheduled manual QSI surveys per quarter = 128.

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

## **8. RUNNING TIMES**

The current timetable for Route No. 170 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.

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. 170 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. 170 should interwork with other bus services where possible.

## **11. CONTROL STRATEGY**

Route No. 170 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. 170:

- Route No. 170 can suffer from extensive delays during the Saturday and Sunday shopping periods in the Clapham Junction area.

Tenderers should also note the following factors / events which may have an impact on Route No. 170 in the foreseeable future:

- A major rebuilding of the Victoria Line Station at Victoria has commenced and is likely to continue until the end of 2015. During this period routeings and stopping and standing arrangements in the area may be subject to change. Any such changes will be discussed with the successful Tenderers as appropriate;
- A planning application has been submitted for the Ram Brewery Development in Wandsworth. It is a mixed use development comprising 846 residential units.;
- In Battersea Route No. 170 operates via Battersea Church Road southbound and via Westbridge Road northbound. Two way operation via Westbridge Road would improve interchange with Battersea Bridge Road services, however there is a banned right turn from Battersea Bridge Road into Westbridge Road. TfL is investigating whether a bus only exemption can be introduced;
- 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. 170 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. 170

Roehampton, Danebury Avenue to Victoria Station, Terminus Place	8.3 miles
Victoria Station, Terminus Place to Roehampton, Danebury Avenue	8.4 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. 170 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:

170 via Wandsworth
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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 170: Roehampton, Danebury Avenue - Victoria Station, Terminus Place**

**Date of Structural Change:** 11 December 2010.

**Date of Service Change:** 11 December 2010.

**Reason for Issue:** New Tender.

#### **STREETS TRAVERSED**

**Towards Victoria Station, Terminus Place:** Danebury Avenue, Roehampton Lane, Medfield Street, Treville Street, Roehampton High Street, Putney Heath, Wildcroft Road, Putney Hill, Tibbet's Ride, West Hill, Putney Bridge Road, Armoury Way, Fairfield Street, East Hill, St John's Hill, Falcon Road, Grant Road, Plough Road, York Road, Lombard Road, Vicarage Crescent, Westbridge Road, Battersea Bridge Road, Battersea Bridge, Cheyne Walk, Chelsea Embankment, Royal Hospital Road, Pimlico Road, Buckingham Palace Road, Terminus Place.

**Towards Roehampton, Danebury Avenue:** Victoria Street, Buckingham Palace Road, Pimlico Road, Royal Hospital Road, Chelsea Embankment, Cheyne Walk, Battersea Bridge, Battersea Bridge Road, Westbridge Road, Vicarage Crescent, Lombard Road, York Road, Plough Road, Grant Road, Falcon Road, St John's Hill, Marcilly Road, North Side Wandsworth Common, Huguenot Place, East Hill, Wandsworth High Street, West Hill, Tibbet's Ride, Putney Hill, Putney Heath, Slip Road, Medfield Street, Roehampton Lane, Danebury Avenue, Minstead Gardens, Bus Turning Circle.

#### **STANDING AND TURNING POINTS**

##### **ROEHAMPTON, DANEBURY AVENUE**

Public stand for two buses on the north east side of Danebury Avenue, commencing opposite Danebury Avenue Surgery and extending 20 metres north west.  
Buses proceed from Bus Turning Circle via Danebury Avenue to stand, departing to Danebury Avenue. Set down in Bus Turning Circle, at Alighting Point and pick up in Danebury Avenue.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 170 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:	Roehampton, Danebury Avenue.
OTHER INFORMATION:	No toilet facilities available.

## **PUTNEY HEATH, GREEN MAN**

Private stand for 7 buses in marked bays in Putney Heath Bus Parking Area opposite the Green Man public house.

### **From Roehampton, Danebury Avenue.**

Buses proceed from Putney Heath via Bus Standing Area to stand, departing via Bus Standing Area to Putney Heath. Set down in Putney Heath, at Stop PT and pick up in Putney Heath, at Stop PV.

### **From Victoria Station, Terminus Place.**

Buses proceed from Putney Heath via Bus Standing Area to stand, departing via Bus Standing Area, Putney Heath and Putney Hill to Tippet's Ride. Set down in Bus Standing Area, at Alighting Point and pick up in Tippet's Ride, at Stop PB.

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:	Putney Heath.

## **WANDSWORTH, RAM STREET (from Roehampton, Danebury Avenue)**

Public stand for two buses on east side of Ram Street, commencing at a point 36 metres south of Shoreham Close extending 20 metres north.

Buses proceed from Armoury Way via Ram Street to stand, departing via Ram Street to Wandsworth High Street. Set down in Armoury Way, at Stop E and pick up in Wandsworth High Street, 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:	Wandsworth.

## **EAST HILL, MARCILLY ROAD (from Roehampton, Danebury Avenue)**

Buses proceed from East Hill via Marcilly Road and North Side Wandsworth Common departing to Huguenot Place. Set down in East Hill, at Stop A and pick up in Huguenot Place, at Stop SH.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
DISPLAY:	Wandsworth, East Hill.

## CLAPHAM JUNCTION STATION, GRANT ROAD

Private stand for eight buses in 2 portions in slip road off Falcon Road (west side) south of Grant Road:

1 - for three buses in slip road;

2 - for five buses standing abreast in bus parking area between slip road and Grant Road.

### From Roehampton, Danebury Avenue.

Buses proceed from St John's Hill via Falcon Road and Slip Road to stand, departing via Slip Road, Grant Road and Falcon Road to St John's Hill. Set down in St John's Hill, at Stop D and pick up in St John's Hill, at Stop M.

### From Victoria Station, Terminus Place.

Buses proceed from Grant Road via Falcon Road and Slip Road to stand, departing via Slip Road to Grant Road. Set down in Grant Road, at Stop R and pick up in Grant Road, 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:	Clapham Junction.

## BATTERSEA BRIDGE SOUTH (from Roehampton, Danebury Avenue)

Buses proceed from Westbridge Road via Battersea Bridge Road departing to Battersea Church Road. Set down in Westbridge Road and pick up in Battersea Church Road, at Stop BK.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
DISPLAY:	Battersea Bridge, South Side.

## BATTERSEA BRIDGE NORTH (from VICTORIA STATION, TERMINUS PLACE)

Buses proceed from Cheyne Walk via Cremorne Road, Ashburnham Road, King's Road, Edith Grove and Cremorne Road departing to Cheyne Walk. Set down in Cheyne Walk, at Stop BC and pick up in Cheyne Walk, at Stop BB.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
DISPLAY:	Battersea Bridge, North Side.



## **VICTORIA, WILTON ROAD / HUDSONS PLACE**

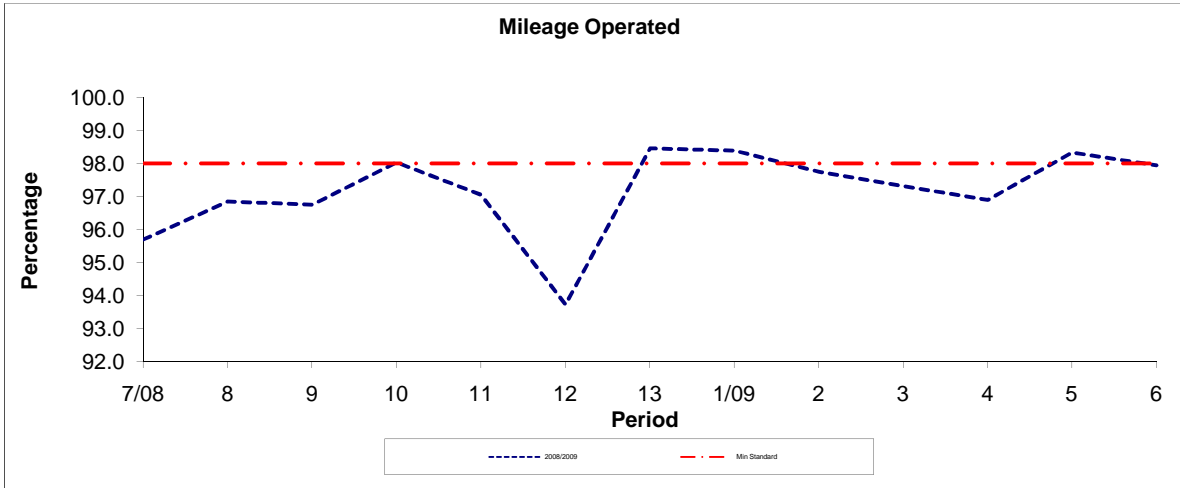
Public stand for 2 buses on west side of Wilton Road outside Stockley House commencing at junction of Hudson's Place and extending 25 metres south.

Buses proceed from Terminus Place via Wilton Road, Vauxhall Bridge Road, Neathouse Place and Wilton Road to stand, departing via Wilton Road to Victoria Street. Set down in Terminus Place, at Alighting Point and pick up in Victoria Street, at Stop G.

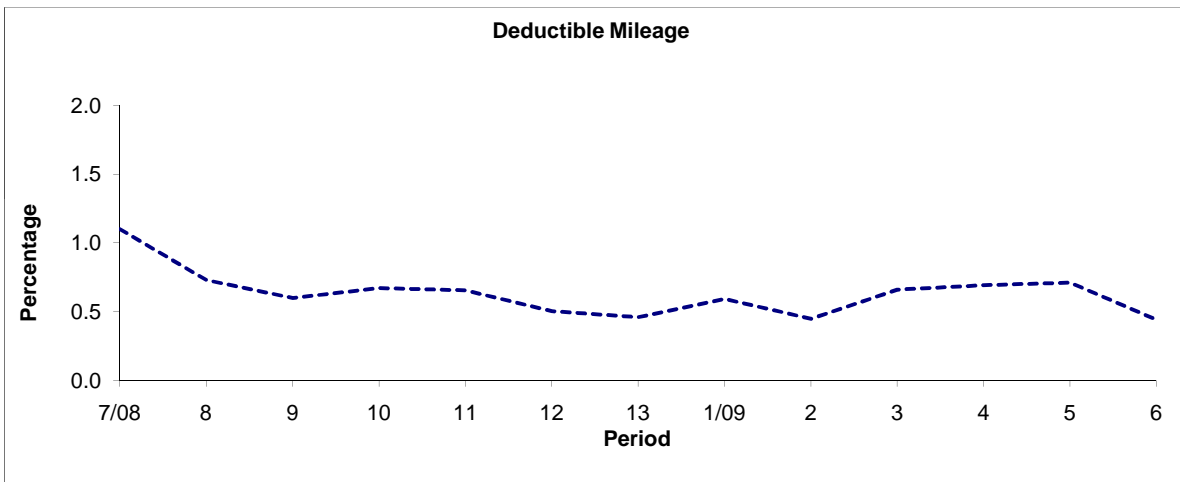
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 170 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Victoria.

**PART B - PERFORMANCE STATISTICS**

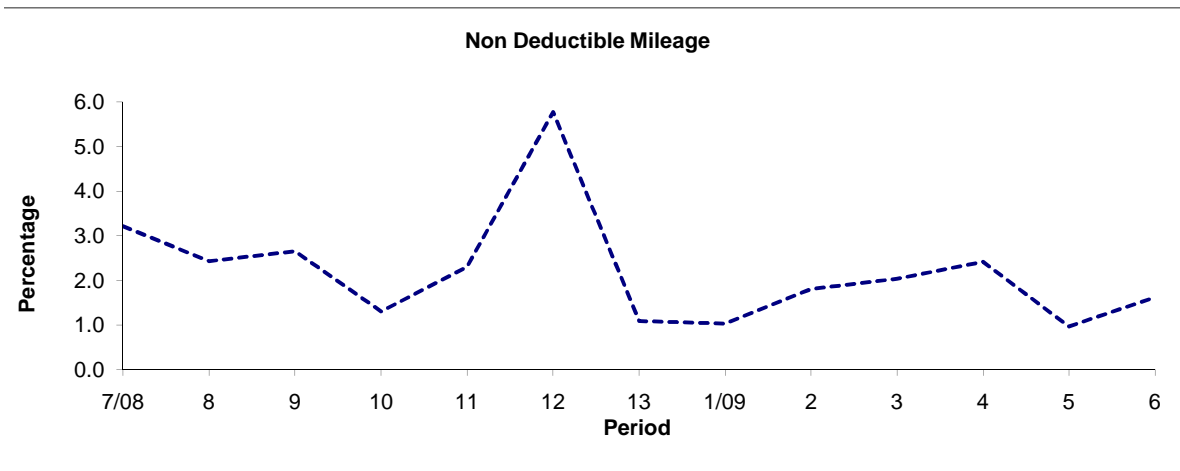
**Route 170**



Period	7/08	8	9	10	11	12	13	1/09	2	3	4	5	6
2008/2009	95.69	96.84	96.75	98.03	97.05	93.72	98.45	98.38	97.75	97.30	96.89	98.33	97.94
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	1.10	0.73	0.60	0.67	0.65	0.51	0.46	0.59	0.45	0.66	0.69	0.71	0.44

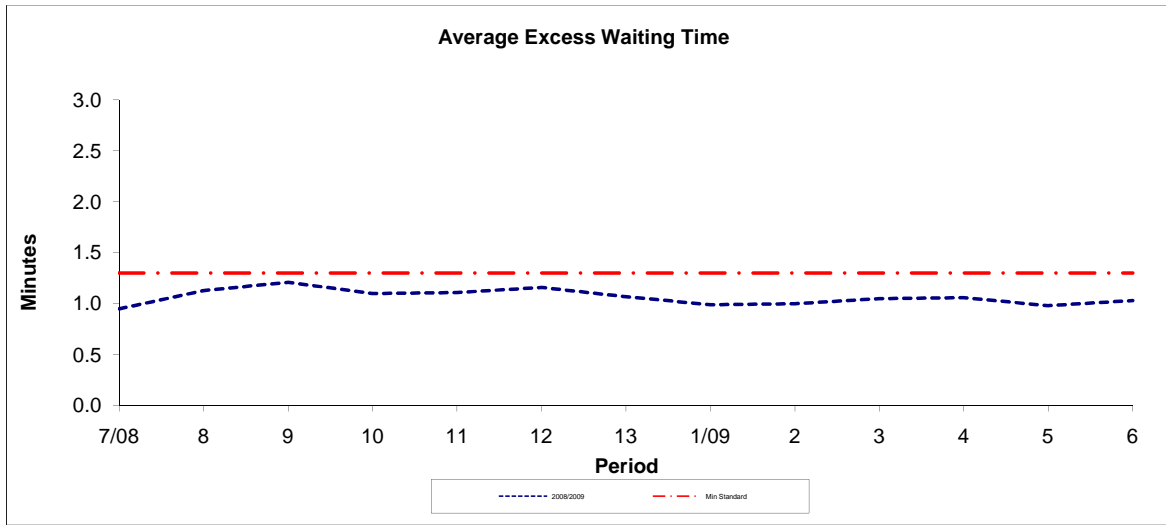


Period	7/08	8	9	10	11	12	13	1/09	2	3	4	5	6
2008/2009	3.21	2.43	2.65	1.30	2.30	5.77	1.09	1.02	1.80	2.03	2.42	0.96	1.62

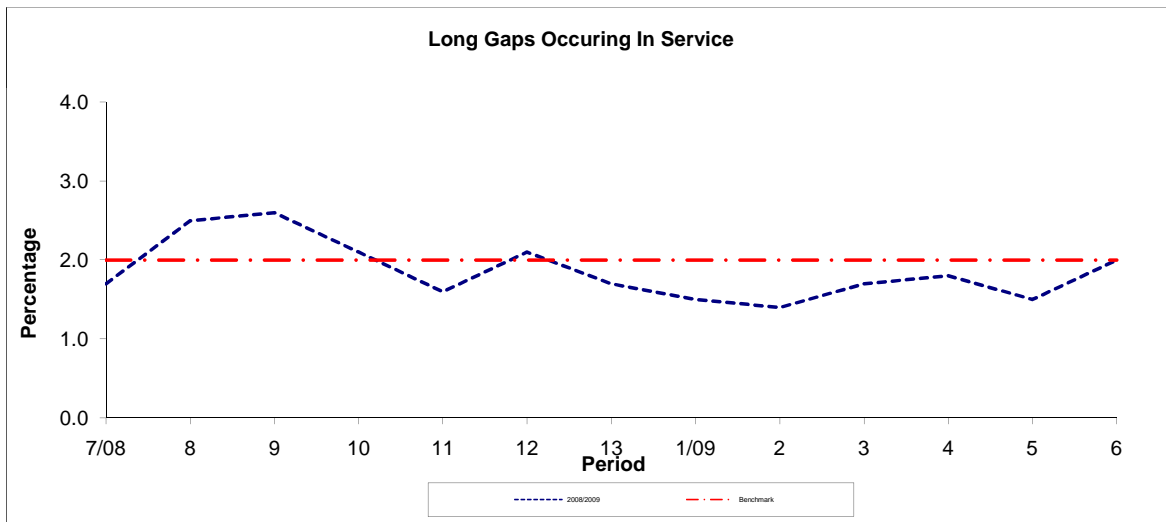
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 170**



Period	7/08	8	9	10	11	12	13	1/09	2	3	4	5	6
2008/2009	0.95	1.13	1.21	1.10	1.11	1.16	1.07	0.99	1.00	1.05	1.06	0.98	1.03
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	7/08	8	9	10	11	12	13	1/09	2	3	4	5	6
2008/2009	1.70	2.50	2.60	2.10	1.60	2.10	1.70	1.50	1.40	1.70	1.80	1.50	2.00
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